

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7094DJ GRP: XX02 INFORMATION CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: 02 CONTACT NBR: 109245386 OPENED: 12/08/1997
VIN: 1ZVPT21U1M5 ENGINE: U CLOSED: 12/08/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED] -27
CITY: MESA STATE: AZ ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 74000 WSD:
DEALER NAME: BERGE FORD SALES CODE: 171178 P & A: 20305
CAUSAL CODES: 1203 1204 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/12/08

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

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

- VEHICLE NEED RECALL WORK DONE

*

PER CUSTOMER, DEALER SAYS:

- PAUL, SERVICE MGR, PART WILL NOT BE AVAILABLE UNTIL 3-98

*

CUSTOMER SEEKS:

- WHEN PART WILL BE IN

*

CAC ADVISED:

- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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8928YC GRP: 14 INFORMATION CONTACT VEH TYPE: CAR
LDS ANGELES 71 ZN/TR: 02 CONTACT NBR: 108523319 OPENED: 06/09/1997
VIN: 1ZVPT21U1M5 ENGINE: U CLOSED: 06/09/1997
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED] -27
CITY: MESA STATE: AZ ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PRD8E
MILEAGE: 89000 WSD:
DEALER NAME: BERGE FORD SALES CODE: 171175 P & A: 20305
CAUSAL CODES: 1012 3105 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/08/09

*** NAVIS: ORIGINAL ***
*** PARTS DELAY OVER 30 DAYS ***
CUSTOMER IS TRAVELING

CUSTOMER SAYS:

- 1800 FROM OWNERS GUIDE
- PARTS WERE ORDERED TO REPLACE THE SEAT BELT IN FEBRUARY 1997
- HAD THE SEAT BELT REPAIRED 10/12/96 # 58383 CURRENTLY 89223
- CUSTOMER WILL NOT RETURN TO ARIZONA UNTIL SEPTEMBER 1997

PER CUSTOMER, DEALER SAYS:

- CAN REPAIR THE VEHICLE

CUSTOMER SEEKS:

- CUSTOMER WOULD LIKE VEHICLE REPAIRED

CAC ADVISED:

- PER DBC DALE GAGE
- THE VEHICLE HAS BEEN FIXED ONCE UNDER THE RECALL
- IT OVER 12/12 SO PARTS CAN NOT BE REPLACED ON THE VEHICLE AT THIS
- DEALERSHIP
- PER DBC TO PAUL BAKER AT BERGE FORD IN ARIZONA
- HAVE THE CUSTOMER CALL AND WE WILL REORDER PARTS
- 802 497 7610 AND REPAIR THE VEHICLE UNDER 12/12
- PARTS WERE ORDERED FOR THE VEHICLE IN FEBRUARY 1997

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 1219TW GRP: 04 CONCERN CONTACT VEH TYPE: CAR
 SDR 10 ZN/TR: N2 CONTACT NBR: 109237038 OPENED: 12/08/1997
 VIN: 1ZVPT20C5M5 ENGINE: C CLOSED: 01/13/1998

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: ODESSA STATE: MO ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 91 MODEL: PROBE
 MILEAGE: 100000 WSD:
 DEALER NAME: HERITAGE MOTORS SALES CODE: 183451 P & A: 05115
 CAUSAL CODES: 1203 SYMPTOMS: 104100
 ORIGIN: GO TRANS. DST/RGN: 53 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 01/06/1998
 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:

1997/12/08
 *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 AND 96599 ***
 *** NAVIS: SUBSEQUENT ***
 CUSTOMER SAYS:
 -THIS IS MY DAUGHTER'S CAR
 -I HAVE A RECALL FOR THE SEATBELT AND THE DEALERSHIP ARE STILL TRYING TO GET
 THE PART SINCE 9/97
 -THE SHOULDER STRAP BELT IS STUCK IN THE TRACK
 ^
 PER CUSTOMER, DEALER SAYS:
 -NO NAME, PARTS MNGR, WILL BE IN THE FIRST OF THE YEAR
 *
 CUSTOMER SEEKS:
 -RECALL PARTS
 *
 CAC ADVISED:
 RE NEXT STEP/RECALL
 -INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 -REQUEST MR. MIKE MORRISON (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER
 WITHIN 2 BUSINESS DAYS
 RE OBC TO DEALERSHIP
 -SPOKE MIKE MORRIS WILL CALL THE RECALL HOT LINE REGARDING THE LOANER REQUEST
 1997/12/09
 CSM COMMENTS JMAYES1
 PART IS ON DR9 BO
 ADVISE TO BE SURE PART IS ON EMERGENCY STATUS FOR QUICKEST AVAILABILITY
 AIR SHIPMENTS FROM JAPAN TO BEGIN 12/15/97
 CSM COMMENTS JMAYES1
 MIKE SM HAS ATTEMPTED TO CONTACT CUSTOMER WITH UPDATE YESTERDAY, WAS UNABLE TO
 REACH CUSTOMER AT THAT TIME. WILL ATTEMPT TO CONTACT CUSTOMER AGAIN.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

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1219TW	GRP: 04	CONCERN CONTACT	VEH TYPE: CAR
SDR	10	2N/TR: N2	CONTACT NBR: 109237038
VIN:	1ZVPT20C6M5	ENGINE: C	OPENED: 12/08/1997
			CLOSED: 01/13/1998

=====

1997/12/12

CSM COMMENTS JMAYES1
WORKING ON PARTS CONCERNS
CONTACTED RENTAL AGENCY FOR VEHICLE AND THEY WILL NOT RENT VEHICLE TO [REDACTED] OLD
THEY ARE ALSO UNWILLING TO RENT TO PARENTS AND HAVE DAUGHTER DRIVE.
1998/01/08

-
CSM COMMENT: AUNDERW2
- SPOKE WITH MIKE MORRISON
- PARTS SHOULD ARRIVE 1/15 - 2/15 - EMERGENCY ORDER
- PLEASE CLOSE
##THIS IS THE CLOSING COMMENT
- PLEASE SEE PRIOR COMMENTS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
004655 GRP: 02 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: C4 CONTACT NBR: 109236305 OPENED: 12/08/1997
VIN: 12VPT20C2NE [REDACTED] ENGINE: C CLOSED: 12/16/1997
=====

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: 91 MODEL: PROBE
MILEAGE: 65000 WSD:
DEALER NAME: MULLINAX EAST INC SALES CODE: 144006 P & A: 02157
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 44 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/09/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/12/08

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-2 WEEKS BEFORE RECEIVING RECALL LETTERS: SEAT BELT CONCERN DEVELOPED; BELT
MOVED AROUND CUSTOMER'S NECK; HAD TO CRAWL OUT FROM UNDERNEATH IT
-ALSO AWARE OF INVOLVEMENT IN FUEL PUMP RECALL

*
PER CUSTOMER, DEALER SAYS:

-RE. SEAT BELT RECALL: PARTS ARE BACK-ORDERED

*
CUSTOMER SEEKS:

-PARTS ARRIVAL & RECALL COMPLETED

*
CAC ADVISED:

-RE. SEAT BELT RECALL: INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK-ORDER
SITUATION; INFORMED CUSTOMER TOM ARTINO (PARTS MANAGER) CAN PROVIDE MOST
CURRENT UPDATES ON PART DELAYS; SUGGESTED DEALER CONTACT RENKIM AT 800)

325-5821 FOR POSSIBLE RENTAL ASSISTANCE

-RE. FUEL PUMP RECALL: INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE
DEALER; REQUEST CARL WHELPLEY (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS

1997/12/09

##THIS IS THE CLOSING COMMENT

CALLED CUSTOMER ABOUT RECALLS AND FOUND OUT THAT SHE HAS HAD THE FUEL PUMP REC
ALL PERFORMED AND PARTS ORDERED FOR THE 96599 RECALL BY THE MULLINAX LINCOLN/M
ERCURY STORE IN MAYFIELD. I INFORMED CUSTOMER TO FOLLOW UP WITH THAT STORE AN
D THAT AS FAR AS I KNOW THE SEATBELT TRACKS WILL BE ON BACKORDER TILL AFTER TH
E 1ST OF THE YEAR. CLOSE CW

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

O240MB GRP: 04 INFORMATION CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: C3 CONTACT NBR: 109235744 OPENED: 12/05/1997
VIN: 1ZVPT20C7M5 ENGINE: C CLOSED: 12/05/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ESCATAWPA STATE: MS ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 114228 WSD:
DEALER NAME: ESTABROOKMOTOR CO I SALES CODE: 123075 P & A: 06534
CAUSAL CODES: 1010 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/12/05

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-BOO# FROM A FRIEND

-THE SEATBELTS DOESN'T WORK ON MY VEHICLE.

*

PER CUSTOMER, DEALER SAYS:

-PARTS MANAGER INFORMED CUSTOMER THAT HE HOPES THE PARTS WILL COME IN SOON.

*

CUSTOMER SEEKS:

-WHEN WILL THE DEALERSHIP RECIEVE PARTS FOR MY SEATBELT?

*

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

1281LB GRP: KX16 INFORMATION CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: A1 CONTACT NBR: 109235697 OPENED: 12/05/1997
VIN: 1ZVPT20C4MS ENGINE: C CLOSED: 12/05/1997

LAST NAME: STATUS: CLOSED
TITLE: MI:
ADDRESS: #B
CITY: NORFOLK STATE: VA ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: FREEDOM FORD, INC. SALES CODE: 127050 P & A: 00138
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/12/05

*** MILEAGE UNAVAILABLE ***
*** LETTER DATED 11.01.1997 ***
*** NAVIS: SUBSEQUENT ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98548 AND 98599 ***
CUSTOMER SAYS:
- HER SEAT BELTS ARE NOT REPAIRED
- IT HAS BEEN 1 YEAR WITH NO RESPONSE FROM FREEDOM FORD, INC. (VA)

PER CUSTOMER, DEALER SAYS:
- NO COMMENTS GIVEN

CUSTOMER SEEKS:
- RECALL REPAIR

CAC ADVISED:
CUSTOMER UNAVAILABLE/LEFT MESSAGE WITH SON
*** NEXT CSR, PLEASE OBTAIN LATEST INFORMATION REGARDING RECALLS AND
UPGRADE THIS CONTACT IF NECESSARY *** THANKS.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 B4515H GRP: 14 CONCERN CONTACT VEH TYPE: CAR
 PITTSBURGH 44 ZN/TR: C3 CONTACT NBR: 109234279 OPENED: 12/05/1997
 VIN: M ENGINE: CLOSED: 03/06/1998

 LAST NAME: [REDACTED] STATUS: CANCELLED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: E LIVERPOOL STATE: OH ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 91 MODEL: PROBE
 MILEAGE: 112000 WSD:
 DEALER NAME: MONTROSE LINCOLN-ME SALES CODE: 318037 P & A: 10008
 CAUSAL CODES: 1204 1203 SYMPTOMS: 104100
 ORIGIN: GO TRANS. DST/RGN: 18 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: MICRD:

COMMENTS:

1997/12/05
 *** VEHICLE INVOLVED IN RECALL SAFETY BELT RECALL ***
 *** CUSTOMER REQUESTING SERVICE AT THIS DEALERSHIP ***
 NO VIN AVAILABLE
 *****VEHICLE INVOLVED IN SAFETY RESTRAINT RECALL*****
 CUSTOMER SAYS:
 - NEED RECALL INFORMATION
 - RECEIVED A LETTER OF RECALL FOR THE SEAT BELTS
 - BEFORE HE RECEIVED THE LETTER HE TOOK THE VEHICLE TO MONTROSE
 MOTORS 5/23/97 TO HAVE RECALLED SERVICED
 - ONLY ONE SEAT BELT WORKS IN THIS VEHICLE
 *
 PER CUSTOMER, DEALER SAYS:
 - THE PARTS ARE NOT IN FOR THIS RECALL AT THIS TIME
 - HE CAN NOT TAKE HIS VEHICLE TO ANOTHER DEALERSHIP TO HAVE
 RECALL SERVICED BECAUSE THEY'VE ALREADY ORDERED THE PARTS FOR
 THIS RECALL
 OUTBOUND CALL MADE:
 -PER ROBERT IN PARTS THE PART IS STILL ON BACK ORDER AT THIS TIME
 - HE DOES NOT HAVE AN ESTIMATED DATE FOR PART ARRIVAL
 *
 CUSTOMER SEEKS:
 - RECALL 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
 - HAVE PART PUT ON EMERGENCY BACKORDER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
6451SH GRP: 14 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: C3 CONTACT NBR: 109234279 OPENED: 12/05/1997
VIN: M ENGINE: CLOSED: 03/06/1998
=====

1998/01/08

*

CUSTOMER SEEKS:

- THE PART IS STILL ON BACK-ORDER

*

CAC ADVISED:

- REFER TO PREVIOUS CSR ADVISE

- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION

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

- HAVE PART PUT ON EMERGENCY BACKORDER

CUSTOMER SAYS:

CONTACTS ENTERED FOR DSPPRINGS IN HER ABSENCE*

1998/03/06

CONTACT CANCELLED BY SYSTEM - IN HOLD 90 DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

60810R GRP: 15 INFORMATION CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: A1 CONTACT NBR: 109234057 OPENED: 12/05/1997
VIN: M ENGINE: CLOSED: 12/05/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: JONESBORO STATE: AR ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: BLACKWELL-BALDWIN F SALES CODE: 123899 P & A: 05887
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/12/05

*** LETTER DATED 11-5-97 ***

NO VIN AVAILABLE

CUSTOMER WRITES:

-I HAVE BEEN TRYING TO HAVE THE SEATBELT RECALL COMPLETED BUT THE DEALERSHIP
HASN'T RECIEVED THE PARTS YET

-I HAVE BEEN WAITING FOR OVER 8 WEEKS FOR THE PARTS

*

PER CUSTOMER, DEALER SAYS:

-NO CONTACT

*

CUSTOMER SEEKS:

-RECALL COMPLETED

*

CAC ADVISED:

-MADE OBC BUT NO ONE ANSWERED THE PHONE

-SENT CUSTOMER AN AUTOMATED LETTER -PC01- CONTACT THE CAC

NEXT CSR PLEASE ADVISE

-THANK CUSTOMER FOR WRITING

-CUSTOMER SHOULD CONTACT MR. DON JOHNSON(SERVICE MNGR) FOR FURTHER ASSISTANCE

THANK YOU *** NOTE: IMAGING DOCUMENT IDENTIFICATION NUMBER (DOCID):

87726932

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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3916WH GRP: XX15 INFORMATION CONTACT VEH TYPE: CAR
 NEW YORK 13 ZN/TR: N1 CONTACT NBR: 109232864 OPENED: 12/05/1997
 VIN: 12VPT21U3M5 ENGINE: U CLOSED: 12/05/1997
 =====

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: 91 MODEL: PROBE
 MILEAGE: 59800 WSD:
 DEALER NAME: FEDUKE FORD, INC. SALES CODE: 113208 P & A: 00535
 CAUSAL CODES: 1012 SYMPTOMS: 104100
 ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD AMT: Q SURVEY: (Y OR N)

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

COMMENTS:

1997/12/05

- *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96598 ***
- *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98548 ***
- *** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- DRIVER SIDE SEAT BELT IS NOT FUNCTIONING PROPERLY
- SEAT BELT IS STUCK IN THE BACK POSITION
- BOON FROM DEALERSHIP

PER CUSTOMER, DEALER SAYS:

- PER SERVICE DEPARTMENT, NAME UNKNOWN
- PART WILL NOT BE AVAILABLE FOR ANOTHER COUPLE OF MONTHS

CUSTOMER SEEKS:

- RECALL PERFORMED

CAC ADVISED:

- INFORMED CUSTOMER THAT THE PART IS ON NATIONAL BACK-ORDER
- CUSTOMER MUST WAIT FOR THE PART UNTIL IS COMES IN

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

0240MB GRP: 04 INFORMATION CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: A2 CONTACT NBR: 109230565 OPENED: 12/04/1997
VIN: 1ZVPT20CAMS ENGINE: C CLOSED: 12/04/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: FORT WORTH STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 143800 WSD:
DEALER NAME: WESTWAY FORD SALES CODE: 152013 P & A: 02588
CAUSAL CODES: 1012 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: Q SURVEY: (Y OR N)

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

COMMENTS:

1997/12/04

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-THERE IS A SAFETY RECALL ON THE FRONT DRIVER SIDE AND THE FRONT PASSENGER SIDE.
-THE DRIVER SIDE MOTOR ON THE SEAT BELT IS MAKING A GRINDING SOUND THAT WILL NOT SHUT OFF.
-CUSTOMER HAS TAKEN VEHICLE TO THE DEALERSHIP AND IS FRUSTRATED THAT PARTS ARE ON BACKORDER FOR ONE YEAR.

PER CUSTOMER, DEALER SAYS:

-JUDY BLANCHARD (SERVICE ADVISOR), INFORMED CUSTOMER THAT IT WILL BE ONE YEAR BEFORE PARTS ARE AVAILABLE.

CUSTOMER SEEKS:

-WHAT SHOULD I DO? I MAY GET A TICKET.

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

 874QVR GRP: 14 INFORMATION CONTACT VEH TYPE: CAR
 SEATTLE 74 ZN/TR: A1 CONTACT NBR: 109228817 OPENED: 12/04/1997
 VIN: M ENGINE: CLOSED: 12/04/1997

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: MISSULA STATE: MT ZIP: [REDACTED]
 HOME PHONE: NA -NA-A NA BUS. PHONE: NA -NA-A NA
 MODEL YEAR: 91 MODEL: PROBE
 MILEAGE: 1 WSD:
 DEALER NAME: BITTERROOT FORD SALES CODE: 174607 P & A: 08374
 CAUSAL CODES: 1012 SYMPTOMS: 104100
 DRIGIN: 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:

1997/12/04
 *** MILEAGE UNAVAILABLE ***
 NO VIN AVAILABLE
 CUSTOMER SAYS:BRAD HALL, FRIEND
 - HAVE NO INFORMATION ABOUT THE CUSTOMER AND NO VIN
 - VEHICLE WAS TAKEN IN FOR A SEATBELT RECALL
 - THE DEALERSHIP HAS BEEN TRYING TO GET THE PART FOR THE LAST 2 MONTHS
 *
 PER CUSTOMER, DEALER SAYS:PAUL, SERVICE
 - WE ARE WAITING FOR THE PART
 *
 CUSTOMER SEEKS:
 - PART FOR THE VEHICLE
 *
 CAC ADVISED:
 - INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
 - INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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9266PH GRP: 10 INFORMATION CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: C1 CONTACT NBR: 109227384 OPENED: 12/04/1997
VIN: M ENGINE: CLOSED: 12/04/1997
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LAST NAME: [REDACTED] STATUS: CLDSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] NI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SALISBURY STATE: MD ZIP: [REDACTED]
HOME PHONE: NA -NA-A NA BUS. PHONE: NA -NA-A NA
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: SALISBURYFORD LINC- SALES CODE: 127561 P & A: 02611
CAUSAL CODES: 1215 0202 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 INFD: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

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COMMENTS:

1997/12/04

*** NO VIN AVAILABLE ***

*** LETTER DATED 10/20/97 ***

CUSTOMER SAYS:

*** VIN PROVIDED WAS NOT VALID ***

- CUSTOMER HAS HAD SEVERAL CONCERN WITH HIS 91 PROBE REGARDING THE SEATBELTS
- 6/94 (@ 50876 MILES) THE DRIVERS SEAT BELT LOCKED UP
- COST OF THIS REPAIR WAS \$475
- 7/94 (@ 51357) THE SEAT BELT MALFUNCTIONED AGAIN
- COST OF THIS REPAIR \$135
- 10/96 CUSTOMER RECEIVED RECALL NOTICE FOR THE SEATBELTS
- 1/97 CSUTOMER HAD RECALL PERFORMED: DEALERSHIP INSTALLED NEW DRIVERS SIDE SEAT BELT AND/OR INSPECTED/REPLACED THE PASSENGER SIDE SEAT BELT
- 7/97 BOTH SEAT BELTS LOCK UP IN THE B-PILLAR POSITION
- CUSTOMER CONTACTED THE DEALERSHIP WHICH STATED IT WOULD COST \$100 TO LOOK AT THE VEHICLE, PARTS WOULD COST \$200-\$300, AND THE CUSTOMER WOULD BE CHARGED \$50 PER LABOR HOUR (CUSTOMER DID NOT TAKE THE VEHICLE IN AS THE CONCERN WAS INTERMITTENT AND HE HAD JUST HAD THE RECALL PERFORMED)
- 10/97 CUSTOMER RECONTACTED THE DEALERSHIP AS THE SEAT BELT WAS LOCKED AGAIN
- CUSTOMER WAS INFORMED THE PART IS ON NATIONAL BACKORDER AND WOULD NOT BE AVAILABLE UNTIL MARCH 1998
- DEALERSHIP WOULD AUTHORIZE A RENTAL VEHICLE, HOWEVER THE CUSTOMER WOULD HAVE TO KEEP HIS PRESENT INSURANCE AND LEAVE HIS VEHICLE AT THEIR LOT

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

9266PH GRP: 10 INFORMATION CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: C1 CONTACT NBR: 109227384 OPENED: 12/04/1997
VIN: M ENGINE: CLOSED: 12/04/1997

1997/12/04

- CUSTOMER IS NOT HAPPY WITH THE SITUATION
- CUSTOMER FEELS HE SHOULD HAVE RECEIVED A COMPARABLE VEHICLE AND HIS PROBE SHOULD BE STORED PROPERLY NOT SITTING ON A PARKING LOT EXPOSED TO THE ELEMENTS

PER CUSTOMER, DEALER SAYS:

- SEE SEQUENCE OF EVENTS ABOVE
- DEALER COMMENTS TO CURRENT SITUATION NOT AVAILABLE

CUSTOMER SEEKS:

- THE VEHICLE REPAIRED PROPERLY
- A COMPARABLE VEHICLE
- TO HAVE HIS VEHICLE STORED PROPERLY
- THE PROBE PAINTED (?) DUE TO NEGLECT (OUTSIDE STORAGE?)

CAC ADVISED:

DBC TO CUSTOMER: PER TELEPHONE DIRECTORY NO LISTING OF PHONE NUMBER

- SENT PCO1 CARD

NEXT CSR:

- PLEASE OBTAIN VIN
- EXPLAIN CURRENT SITUATION W/RECALLS AND APOLOGIZE FOR THE INCONVENIENCE
- THE DEALERSHIP IS RESPONSIBLE FOR PROPER STORAGE OF THE VEHICLE
- CUSTOMER MAY WANT TO CONTACT KRISTINA WOOD (CUST. REL. MGR) AT THE DEALERSHIP FOR FURTHER INFORMATION ### NOTE: IMAGING DOCUMENT IDENTIFICATION NUMBER (DDCID): 67545914

1997/12/11

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- CUSTOMER HAS HAD SEVERAL CONCERN WITH HIS 91 PROBE REGARDING THE SEATBELTS
- 6/94 (@ 50878 MILES) THE DRIVERS SEAT BELT LOCKED UP
- COST OF THIS REPAIR WAS \$475
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- COST OF THIS REPAIR \$135
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- 7/97 BOTH SEAT BELTS LOCK UP IN THE B-PILLAR POSITION
- CUSTOMER CONTACTED THE DEALERSHIP WHICH STATED IT WOULD COST \$100 TO LOOK

AT

THE VEHICLE, PARTS WOULD COST \$200-\$300, AND THE CUSTOMER WOULD BE CHARGED \$50 PER LABOR HOUR (CUSTOMER DID NOT TAKE THE VEHICLE IN AS THE CONCERN WAS

INTERMITTENT AND HE HAD JUST HAD THE RECALL PERFORMED)

- 10/97 CUSTOMER RECONTACTED THE DEALERSHIP AS THE SEAT BELT WAS LOCKED AGAIN
- CUSTOMER WAS INFORMED THE PART IS ON NATIONAL BACKORDER AND WOULD NOT BE AVAILABLE UNTIL MARCH 1998

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

9266PH	GRP: 10	INFORMATION CONTACT	VEH TYPE: CAR
WASHINGTON	27	ZN/TR: C1	CONTACT NBR: 109227384
VIN:	M	ENGINE:	OPENED: 12/04/1997
			CLOSED: 12/04/1997

=====

1997/12/11

- DEALERSHIP WOULD AUTHORIZE A RENTAL VEHICLE, HOWEVER THE CUSTOMER WOULD HAVE TO KEEP HIS PRESENT INSURANCE AND LEAVE HIS VEHICLE AT THEIR LOT
CUSTOMER IS NOT HAPPY WITH THE SITUATION
- CUSTOMER FEELS HE SHOULD HAVE RECEIVED A COMPARABLE VEHICLE AND HIS PROBE SHOULD BE STORED PROPERLY NOT SITTING ON A PARKING LOT EXPOSED TO THE ELEMENTS

*

PER CUSTOMER, DEALER SAYS:

- SEE SEQUENCE OF EVENTS ABOVE
- DEALER COMMENTS TO CURRENT SITUATION NOT AVAILABLE

*

CUSTOMER SEEKS:

- THE VEHICLE REPAIRED PROPERLY
- A COMPARABLE VEHICLE
- TO HAVE HIS VEHICLE STORED PROPERLY
- THE PROBE PAINTED DUE TO NEGLIGENCE (OUTSIDE STORAGE?)

*

CAC ADVISED:

NEXT CSR:

- EXPLAIN CURRENT SITUATION W/RECALLS AND APOLOGIZE FOR THE INCONVENIENCE
- THE DEALERSHIP IS RESPONSIBLE FOR PROPER STORAGE OF THE VEHICLE
- CONTACT KRISTINA WOOD (CUST REL MGR) FOR FURTHER ASSISTANCE

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

3554CH	GRP: 15	CONCERN CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: H1	CONTACT NBR: 109219598
VIN:	1ZVPT20C2M5	ENGINE: C	OPENED: 12/02/1997
			CLDSED: 12/12/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	PUTNAM	STATE:	IL	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	91	MODEL:	PROBE		
MILEAGE:	100000	WSD:			
DEALER NAME:	BROWNING FORD INC	SALES CODE:	141504	P & A:	20037
CAUSAL CODES:	1203 3105	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:	41	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	12/03/1997
ACK. CODE:		ASSIST CODE: F	AWARD AMT:		Q SURVEY: Y (Y OR N)

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

COMMENTS:

1997/12/02

- *** VEHICLE INVOLVED IN DNP 96870 ***
- *** VEHICLE INVOLVED IN RECALL 96548 AND 96599 ***
- *** NAVIS: SUBSEQUENT ***
- CUSTOMER SAYS:
- VEHICLE IS INVOLVED IN SAFETY BELT RECALL
- DRIVERS SIDE SHOULDER STRAP IS INOPERABLE
- STUCK IN FORWARD POSITION
- WAITING ON PART TO REPAIR FOR APPROXIMATELY TWO MONTHS

PER CUSTOMER, DEALER SAYS:

- STILL WAITING ON PARTS

CUSTOMER SEEKS:

- REPAIR OF VEHICLE

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR.DON BROWNING (CUST REL MGR/ SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- VERIFIED VEHICLE INVOLVEMENT IN RECALL 96548, 96599 AND DNP 96870

1997/12/03

##THIS IS THE CLOSING COMMENT

- CSM SPOKE WITH DEALERSHIP WHO STATED THAT LEFT SIDE SEAT BELT RECALL IS BEING COMPLETED AND OPEN DNP IS DONE. PARTS ARE CURRENTLY ON BACKORDER FOR RAIL AND MOTOR ASSEMBLY FOR DRIVER SIDE SAFETY RECALL.
- DEALER HANDLING TO BEST OF ABILITY CONSIDERING PARTS DELAY.
- ** CSM CLOSING CONTACT ON BEHALF OF DEALER **
- ** REPAIR WILL BE COMPLETED AS SOON AS PARTS ARRIVE **
- ** CSM BETH LOGSDON **

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

3554CH	GRP: 15	CONCERN CONTACT	VEH TYPE: CAR
SDR	IO	ZN/TR: H1	CONTACT NBR: 109219598
VIN:	1ZVPT20C2MS	ENGINE: C	OPENED: 12/02/1997
			CLOSED: 12/12/1997

=====

1997/12/05

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- I'M CALLING TO FIND OUT WHAT THE DEALERSHIP IS GOING TO DO ABOUT MY CAR
- I HAVE NOT HEARD FROM THE DELAER
- THE DRIVERS SIDE SHOULDER STRAP IS INOPERABLE
- STUCK IN FORWARD POSITION

PER CUSTOMER, DEALER SAYS:

SM SPOKE WITH DEALERSHIP WHO STATED THAT LEFT SIDE SEAT BELT RECALL IS BEING COMPLETED AND OPEN DMP IS DONE. PARTS ARE CURRENTLY ON BACKORDER FOR RAIL AND MOTOR ASSEMBLY FOR DRIVER SIDE SAFETY RECALL. DEALER HANDLING TO BEST OF ABILITY CONSIDERING PARTS DELAY.

** CSM CLOSING CONTACT ON BEHALF OF DEALER **

** REPAIR WILL BE COMPLETED AS SOON AS PARTS ARRIVE **

** CSM BETH LOGSDON **

CUSTOMER SEEKS:

- WHAT DO I NEED TO DO

CAC ADVISED:

- PARTS ARE CURRENTLY ON BACKORDER
- DEALERSHIP IS THE BEST TECHNICAL RESOURCE
- MR.DON BROWNING(CUST. REL NGR/SVC MGR) IS IN THE BEST POSITION TO ASSIST YOU.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
4262J0 GRP: 10 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: 02 CONTACT NBR: 109218827 OPENED: 12/02/1997
VIN: 1ZVPT21U8ME ENGINE: U CLOSED: 12/10/1997
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CHANDLER STATE: AZ ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 83000 WSD:
DEALER NAME: EARNHARDTFORD SALES SALES CODE: 171176 P & A: 20313
CAUSAL CODES: 1203 1012 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/03/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/12/02

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96589 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- I RECEIVED A LETTER FOR THE SEAT BELT RECALL
- WE WENT TO THE DEALER OVER A MONTH AGO TO HAVE THE PARTS ORDERED
- CURRENTLY THE DRIVER SIDE SEAT BELT IS BROKEN, IT IS NOT RETRACTING
- I CALLED THE DEALER YESTERDAY TO SEE IF THE PARTS WERE IN, AND AT THE DEALER SAID THAT FORD DOES NOT BELIEVE THE PARTS WILL BE AVAILABLE UNTIL JANUARY
- I AM CONCERNED ABOUT THIS BECAUSE THIS IS A SAFETY ISSUE

PER CUSTOMER, DEALER SAYS:

- THE PARTS WILL NOT BE IN UNTIL JANUARY

CUSTOMER SEEKS:

- TO HAVE SEATBELTS ON VEHICLE REPAIRED

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. FORTNER (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 DAYS
- DEALER MAY WANT TO CONTACT REMKIN AND SEE IF A LOANER VEHICLE CAN BE PROVIDED TO THE CUSTOMER

1997/12/03

###THIS IS THE CLOSING COMMENT

I HAVE CONTACTED THE CUSTOMER, I REQUESTED THAT THEY BRING IN THE VEHICLE SO THAT WE MAY MAKE THE SEAT BELT SAFE FOR MANUAL OPERATION UNTIL THE BACKORDERED PARTS ARE RECEIVED. I HAVE VERIFIED THAT THE PARTS ARE DUE IN AROUND 1-30-98
RICK FORTNER SVC MGR.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

5392TG GRP: 04 CONCERN CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: 01 CONTACT NBR: 109215695 OPENED: 12/01/1997
VIN: 1ZVPT21U0MS ENGINE: U CLOSED: 12/18/1997

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: LOUISVILLE STATE: KY ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 75000 WSD:
DEALER NAME: STAR FORDAT OXMOOR SALES CODE: 147020 P & A: 05859
CAUSAL CODES: 0206 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 47 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/04/1997
ACK. CODE: ASSIST CODE: D AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/12/01

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

CUSTOMER SAYS:

- MOTHER IS CALLING ON BEHALF OF DAUGHTER'S PROBE
- DOESN'T FEEL HER DAUGHTER IS SAFE WITH JUST A LAP BELT
- ARE THERE ANY RENTAL VEHICLES AVAILABLE

PER CUSTOMER, DEALER SAYS:
- NO CONTACT

CUSTOMER SEEKS:
- RENTAL VEHICLE

CAC ADVISED:

RE CURRENT CONCERN:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MS. MARY LOU LEIDGEN (CUST REL MNGR) TO CONTACT THE CUSTOMER
WITHIN 2 BUSINESS DAYS
- CONTACT RENKIM @ 1-800-325-5021 FOR RENTAL VEHICLE INFORMATION

1997/12/05

CUSTOMER SAYS:

- THE DEALERSHIP IS CALLING REGARDING A CONTACT OPENED UP AT THERE DEALERSHIP
- PER MARY SAYS THAT THE CUSTOMER IS INSISTING THAT A CSR TOLD THEM THAT THE
DEALERSHIP WOULD PROVIDE HER A LOANER VEHICLE

CUSTOMER SEEKS:

- PER DEALER CALLING REGARDING AN OPENED CONTACT

CAC ADVISED:

- PROVIDED TEAM LEADER CONTACT # TO ADDRESS THE ISSUE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

5392TG	GRP: 04	CONCERN CONTACT	VEH TYPE: CAR
CINCINNATI	47	ZN/TR: D1	CONTACT NBR: 109215695
VIN:	1ZVPT21UOM5	ENGINE: U	OPENED: 12/01/1997
			CLOSED: 12/18/1997

=====

1997/12/05

##THIS IS THE CLOSING COMMENT

ADV CUST THAT PART IS ON NAT'L BACK ORDER UNTIL AFTER 1ST OF YEAR; ALSO THAT NO LOANER IS PROVIDED; CUST'S MOTHER INSISTS THAT CAC AUTHORIZED A LOANER VEHICLE FOR HER; CONTACTED CAC WHO HAD NO KNOWLEDGE OF THIS AUTHORIZATION; CONTACTED CUST'S MOTHER AGAIN W/THIS INFO; SHE WILL CONTACT CAC AGAIN

CUSTOMER SAYS:

-CRM CONTACTED CUSTOMER AND SAID THAT CSR DOES NOT HAVE THE AUTHORITY TO AUTHORIZE LOANERS.

-WAS GIVEN THE WRONG INFORMATION

*

PER CUSTOMER, DEALER SAYS:

-CAN'T ORDER PARTS UNTIL AFTER THE FIRST OF THE YEAR

-WILL NOT PROVIDE LOANER VEHICLE

-VEHICLE CAN'T BE SERVICED UNTIL AFTER THE FIRST OF THE YEAR

-

+

CUSTOMER SEEKS:

-LOANER VEHICLE AS AUTHORIZED BY CSR

*

CAC ADVISED:

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

-CONTACTED RENKIM AND WAS TOLD THAT IF THE PART THAT IS UNDER RECALL IS NOT OPERATIONAL, DEALER CAN CONTACT RENKIM TO GET FURTHER INFORMATION ON CONDITIONS UNDERWHICH LOANER VEHICLES CAN BE AUTHORIZED.

-RENKIM ALSO FAXED INFORMATION STATING THAT VEHICLE SHOULD BE INSPECTED AND ATTEMPTS SHOULD BE MADE TO MAKE RESTRAINT SYSTEMS OPERATIVE(WHETHER TEMPORARY OR PERMANENT)

-LEFT MSG FOR MARY LOU(CRM) TO RETURN CALL TO CAC.

-BILL REYNOLDS(SVC MGR): "IF ITS THE MOTOR THAT'S GONE BAD, NOTHING CAN BE DONE UNTIL PARTS COME IN."

-PER BILL: CUSTOMER CAN BRING VEHICLE IN FOR INSPECTION AND POSSIBLE REPAIR. UNAWARE OF CUSTOMERS BEING TOLD THAT THEY COULD NOT BRING VEHICLES IN UNTIL AFTER THE FIRST OF THE YEAR.

-CONTACTED CUSTOMER AND GAVE INFORMATION ON POSSIBILITY OF REPAIR AND LOANER VEHICLE INFORMATION.

1997/12/11

CUSTOMER SAYS:

-MOTHER CALLING AGAIN IN REFERENCE TO LOANER VEHICLE

-WOULD LIKE ASSURANCE THAT VEHICLE WILL BE READY WHEN THE VEHICLE

-FEELS THAT THE DEALERSHIP

*

PER CUSTOMER, DEALER SAYS:

-NO LOANER VEHICLE

-WILL HAVE REPAIR COMPLETED

*

CUSTOMER SEEKS:

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

5392TG	GRP: 04	CONCERN CONTACT	VEH TYPE: CAR
CINCINNATI	47	ZN/TR: 01	CONTACT NBR: 109215695
VIN: 1ZVPT21U0MB		ENGINE: U	OPENED: 12/01/1997
			CLOSED: 12/18/1997

=====

1987/12/11

-LOANER VEHICLE

CAC ADVISED:

RE:LOANER VEHICLE FOR RECALL REPAIR

- NO LOANER OFFERED ON THIS PROGRAM.

-THE SERVICE MANAGER, MR. BILL REYNOLDS WOULD BEST BE ABLE TO TO ASSIST YOU

NOT TOLD TO CUSTOMER TAKEN FROM DEALERSHIP LETTER THE

AVAILABILITY OF REPLACEMENT RAILS SHOULD REDUCE THE

NEED FOR RAIL AND -MOTOR ASSEMBLIES AND REDUCE THE NEED

FOR RENTAL/LOANER VEHICLES (WHICH -REQUIRE PRIOR

APPROVAL BY CALLING RENKIM AT 1-800-325-5621).

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

6682JB GRP: 06 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: N2 CONTACT NBR: 109215142 OPENED: 12/01/1997
VIN: 1ZVPT20C1M5 ENGINE: C CLOSED: 01/05/1998

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PADLA STATE: KS ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 102000 WSD:
DEALER NAME: PADLA AUTO CENTER I SALES CODE: 153416 P & A: 05107
CAUSAL CODES: 1012 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/29/1997
ACK. CODE: ASSIST CODE: F AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/12/01

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

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-IS INVOLVED IN SEATBELT RECALL

-MOTOR OF SEATBELT IS NOT WORKING AT ALL

PER CUSTOMER, DEALER SAYS:

-TRACK HAS COME, MOTOR IS STILL ON BACK-ORDER

CUSTOMER SEEKS:

-TO KNOW WHAT IS GOING ON WITH THE BACK-ORDER

-WANTS RECALL PERFORMED

CAC ADVISED:

-RE: OPEN RECALL STATUS

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MR. JOHN MARTIN, (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER

WITHIN 2 BUSINESS DAYS

-RE: PARTS DELAY

-BOB MASENTHIN, PARTS MANAGER IS IN THE BEST POSITION TO ASSIST WITH UPDATES

1997/12/02

CSN COMMENTS JMAYES1

PART FOR RECALL IS ON NATIONAL BACKORDER

AVAILABILITY IS SCHEDULED FOR FEBRUARY

PART IS ON EMERGENCY STATUS

NO FURTHER ACTION CAN BE TAKEN

CUSTOMER CAN STAY IN CONTACT WITH PARTS DEPARTMENT FOR LATEST UPDATE

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====

6582JB	GRP: 06	CONCERN CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: N2	CONTACT NBR: 109215142
VIN:	1ZVPT20C1M5	ENGINE: C	OPENED: 12/01/1997
			CLOSED: 01/05/1998

=====

1997/12/29
##THIS IS THE CLOSING COMMENT
**CSM MRITCHIZ
- PARTS ARE ON BACK ORDER - PROMISE DATE MARCH
- DEALER HAS THIS ON EMERGENCY ORDER
- NO FURTHER ACTION UNTIL PARTS ARRIVE

4268SR GRP: 15 INFORMATION CONTACT
 SDR: 10 ZN/TR: C1 CDCONTACT NBR: 109203325 VEHICLE: CAR
 VIN: 12VPT21U4M5 ENGINE: U DPE: 11/25/1997
 CLOSED: 11/25/1997

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI:
 ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
 CITY: [REDACTED] STATE: PA ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 91 MODEL: PROBE
 MILEAGE: 106000 WSD:
 DEALER NAME: BULLSEYE FORD-MERCU SALES CODE: 118572 P & A: 00886
 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:
 1997/11/25
 *** VEHICLE INVOLVED IN RECALL 97599 ***
 *** VEHICLE INVOLVED IN RECALL 96548 ***
 *** NAVIS: SUBSEQUENT ***
 CUSTOMER SAYS:
 -TOOK VEHICLE TO DEALERSHIP TO HAVE RECALL PERFORMED
 -VEHICLE HAS BEEN AT THE DEALERSHIP FOR 2 1/2 WEEKS
 *
 PER CUSTOMER, DEALER SAYS:
 -NOT ABLE TO GET THE PART UNTIL 3/98
 *
 CUSTOMER SEEKS:
 -WANTS THE PART IN TO HAVE THE VEHICLE REPAIRED
 *
 CAC ADVISED:
 -INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
 -INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
3412RC GRP: 06 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: C2 CONTACT NBR: 109182489 OPENED: 11/19/1997
VIN: 1ZVPT20C1M5 ENGINE: C CLOSED: 12/02/1997
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: CARLSBAD STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 116000 WSD:
DEALER NAME: DIXON FORD SALES CODE: 171102 P & A: 05512
CAUSAL CODES: 1203 1204 SYMPTONS: 104100
ORIGIN: 80 TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/24/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/11/19

*** VEHICLE INVOLVED IN RECALL 96548 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- DRIVER SIDE SEAT BELT IS NOT WORKING
- DRIVER SIDE SEAT BELT PARTS HAVE BEEN BACK ORDERED SINCE 9/30/97

PER CUSTOMER, DEALER SAYS:

- PART IS ON BACKORDER/ PARTS HAVE BEEN ORDERED FOR RECALL

CUSTOMER SEEKS:

- RECALL COMPLETED

CAC ADVISED:

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

1997/11/25

###THIS IS THE CLOSING COMMENT

CUSTOMER HAS BEEN CONTACTED BY SERVICE MANAGER, WALT HAYS AND WILL MAKE AN APPOINTMENT TO HAVE RECALL PERFORMED.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
004655 GRP: 02 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: C2 CONTACT NBR: 109180375 OPENED: 11/19/1997
VIN: 1ZVPT22LSMS ENGINE: L CLOSED: 12/03/1997
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: TIFFIN STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 81100 WSD:
DEALER NAME: TIFFIN FORD-LINC-NE SALES CODE: 148656 P & A: 02395
CAUSAL CODES: 1203 1012 0206 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 48 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/24/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: 0 SURVEY: Y (Y OR N)
=====

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

COMMENTS:

1997/11/19

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

CUSTOMER SAYS:

-AWARE OF FACTORY RECALLS ON SEAT BELTS; ALSO AWARE OF DELAY ON PARTS
-SEAT BELTS COMPLETELY STUCK AT PRESENT

PER CUSTOMER, DEALER SAYS:

-PARTS WON'T BE AVAILABLE UNTIL 03/98

CUSTOMER SEEKS:

-RECALL COMPLETED SOONER THAN 03/98

CAC ADVISED:

-PER 96599 RECALL DEALER LETTER (DATED 12/18/86): "FOR RENTAL/LOANER VEHICLES
(EVEN WITH SIGNIFICANT PARTS DELAYS). CONTACT RENKIM AT (800) 325-5621"
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER; REQUEST JAMES
DISTEL (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/11/26

ON MONDAY 11/24/97 WE GAVE THE CUSTOMER A RENTAL CAR AFTER GETTING APPROVAL
FROM FORD

###THIS IS THE CLOSING COMMENT

GAVE CUSTOMER A RENTAL CAR AFTER GETTING AUTH FROM FORD

###THIS IS THE CLOSING COMMENT

CLOSED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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5381CP	GRP: XX08	CONCERN CONTACT	VEH TYPE: CAR
NEW YORK	13	ZN/TR: B1	CONTACT NBR: 109179693
VIN: 12VPT21U1M5		ENGINE: U	OPENED: 11/19/1997
			CLOSED: 11/29/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	FLEMINGTON	STATE:	NJ	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	91	MODEL:	PROBE		
MILEAGE:	84000	WSD:			
DEALER NAME:	DITSCHMAN/FLEMINGTD	SALES CODE:	113460	P & A:	20840
CAUSAL CODES:	1204 12RA	SYMPTOMS:	104100		
ORIGIN:	GC	TRANS. DST/RGN:	13	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	11/21/1997
ACK. CODE:		ASSIST CODE: W	AWARD AMT:	O SURVEY:	Y (Y OR N)

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

COMMENTS:

1997/11/19

*** PARTS DELAY OVER 30 DAYS ***
*** MAVIS: ORIGINAL ***

CUSTOMER SAYS:

- I TOOK VEHICLE TO DEALER FOR SEAT BELT RECALL
- THE DEALER ADVISED THAT THE MOTOR WAS BROKEN AND THEY WOULD NEED TO ORDER THE PART
- I WAS ADVISED THAT THE PART WILL NOT BE AVAILABLE UNTIL MARCH
- DEALER MODIFIED THE SEAT BELT SO THAT I CAN USE THE BELT BUT THEY ADVISED THAT IT MAY NOT HOLD IN AN ACCIDENT
- I WANT TO HAVE VEHICLE REPAIRED SO THAT I CAN TRADE IT IN FOR ANOTHER VEHICLE

PER CUSTOMER, DEALER SAYS:

- PART ON BACK ORDER

CUSTOMER SEEKS:

- VEHICLE REPAIRED

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. (CUST REL MGR/DARIN WATTERS) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION

1997/11/21

###THIS IS THE CLOSING COMMENT

SERVICE PERSONNEL, CHRIS APGAR, HAS BEEN DEALER WITH MR. SILAGI REGARDING SEAT BELT RECALL. CUSTOMER HAS BEEN ADVISED AS SOON AS WE RECEIVE PARTS WE WILL MAKE REPAIRS, HOWEVER THE PARTS ARE NOT AVAILABLE UNTIL MARCH.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

38900K GRP: 02 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: E3 CONTACT NBR: 109177668 OPENED: 11/19/1997
VIN: 1ZVPT20COM[REDACTED] ENGINE: C CLOSED: 12/18/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ALBA STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PRD8E
MILEAGE: 86000 WSD:
DEALER NAME: KALKASKA FORD SALES SALES CODE: 148545 P & A: 09874
CAUSAL CODES: 1012 1204 1203 SYMPTOMS: 104100
ORIGIN: G0 TRANS. DST/RGN: 4B TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/11/1997
ACK. CODE: ASSIST CODE: F AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/11/19

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 LEFT SIDE PA ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

#800 FROM DEALER
-TOOK THE VEHICLE TO THE DEALERSHIP IN AUGUST AND DID NOT HAVE THE APPROPRIATE
PART TO PERFORM THE RECALL
-SEAT BELT LIGHT IS FLASHING
-SEAT BELT RECALL STILL NOT PERFORMED DUE TO PART BACK ORDER

PER CUSTOMER, DEALER SAYS:

-THE PART IS ON ORDER AND THE PART IS ON BACK ORDER UNTIL MARCH

CUSTOMER SEEKS:

-EXPEDITE RECALL AND DELIVERY OF PARTS

CAC ADVISED:

RE: PARTS

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

RE: CONCERN

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

1997/12/11

##THIS IS THE CLOSING COMMENT

CSM,S.REEL.

PLEASE CONTACT CUSTOMER. CALL RECALL HOTLINE TO FOLLOW UP. PARTS ARE ON
BACK-ORDER UNTIL MARCH 98.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

4761BF GRP: 02 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: B3 CONTACT NBR: 109176359 OPENED: 11/18/1997
VIN: 1ZVPT22L7N5 ENGINE: L CLOSED: 12/25/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: RENTON STATE: WA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 41000 WSD:
DEALER NAME: SCARFF FORD SALES CODE: 174025 P & A: 08512
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 74 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/19/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/11/18

*** VEHICLE INVOLVED IN RECALL 98599 ***

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

-MY VEHICLE IS INVOLVED IN A RECALL
-IF A RECALL NOTICE IS SENT OUT FORD SHOULD HAVE THE PARTS IN STOCK
-I HAVE BEEN WAITING TWO MONTHS FOR THE ARRIVAL OF THIS PART

PER CUSTOMER, DEALER SAYS:

-PART IS ON BACK ORDER

CUSTOMER SEEKS:

-ARRIVAL OF PART
-TO HAVE RECALL PERFORMED

CAC ADVISED:

RE PART:

- 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. GORDON NISHIMOTO(SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/11/19

THE PART NUMBER F72Z616100458 PART FOR RECALL 98599. IT IS BACK ORDERED
PER FORD PART IS PROMISED FROM THE SUPPLIER TO THE PACKAGER ON 12/29/97.
DEALER WONT SEE UNTIL MID JAN 1998..LYNDA CAN YOU ASSIST, THANK YOU GORDY

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

4761BF	GRP: 02	CONCERN CONTACT	VEH TYPE: CAR
SEATTLE	74	ZN/TR: B3	CONTACT NBR: 109176359
VIN: 1ZVPT22L7MS		ENGINE: L	OPENED: 11/18/1997
			CLOSED: 12/25/1997

=====

1997/11/25

GORDY,

PLEASE CONTACT BRAD JONES FOR ASSISTANCE WITH OBTAINING BACK ORDER PARTS.
THANKS! LP

IF POSSIBLE, PLEASE UPDATE OR CLOSE OUT THIS CONTACT IF RESOLUTION HAS
OCCURRED. THANKS! LP

1997/11/28

PER BRAD JONES AT SEATTLE DIST. BRAD FOUND A PART FROM SOMEWHERE. IT SHOULD BE
ARRIVING IN A WEEK OR SO. ALOT SOONER THAN THE MID JAN DATE PREVIOUSLY PROMIS
ED. WE WILL MAKE APPT WITH CUST WHEN THE PART ARRIVES. THANK YOU GORDY...

1997/12/17

SPOKE WITH BRAD, THE PART SHOULD ARRIVE DEC 17 OR 18TH , PER THE PART EXPEDITO
R BRAD SPOKE WITH. ADVISED CUST. THANK YOU GN AT SCARFF.....

1997/12/18

##THIS IS THE CLOSING COMMENT

THE PART IS HERE FOR THE RECALL. APPT SET FOR PM 12/23/97 TO COMPLETE RECALL 9
6599. SORRY FOR THE DELAY. THANK YOU TO BRAD JONES FOR GETTING US THE PART.
BEFORE MID JAN AS EXPECTED ORIGINALLY..
GORDY AT SCARFF.....

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

OBSBTG GRP: 11 CONCERN CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: A2 CONTACT NBR: 109174116 OPENED: 11/18/1997
VIN: 1ZVPT21U6M5100273 ENGINE: U CLOSED: 12/10/1997

LAST NAME: [REDACTED] STATUS: [REDACTED]
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WICHITA FALLS STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 1 MSO:
DEALER NAME: RON ROBERTS FORD IN SALES CODE: 152506 P & A: 02615
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/03/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/11/18

*** VEHICLE INVOLVED IN RECALL 96549 ***

*** VEHICLE INVOLVED IN RECALL 96599 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- THE DEALER HAS NOT HAD THE PARTS FOR THE RECALL IN OVER A YEAR
- I WOULD LIKE FORDS ASSISTANCE ON THIS

PER CUSTOMER, DEALER SAYS:

- NO COMMENTS MENTIONED

CUSTOMER SEEKS:

- TO HAVE RECALL PERFORMED

CAC ADVISED:

- THE PART IS ON BACK ORDER AND THE
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. BILL HALL (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- MADE DBC SPOKE WITH JERRY- PROVIDED HIM WITH THE BOO# FOR DEALERS TO CALL TO ASSIT CUSTOMER GETTING A LOANER VEHICLE UNTIL THE PARTS COME IN

1997/12/03

##THIS IS THE CLOSING COMMENT

SEATBELT CONCERN RESOLVED -CUST. PICKED UP VEHICLE WEEK-28 NOV CLOSE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
BOS7TA GRP: XX01 INFORMATION CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: A1 CONTACT NBR: 109173073 OPENED: 11/18/1997
VIN: M ENGINE: CLOSED: 11/18/1997
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: AMY MI:
ADDRESS: [REDACTED]
CITY: CINCINNATI STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 56000 WSD:
DEALER NAME: BOB TOWNSEND FORD SALES CODE: 147001 P & A: 01923
CAUSAL CODES: 2801 3001 SYMPTOMS: 104100
ORIGIN: GO TRANS. OST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/11/18

NO VIN AVAILABLE

CUSTOMER SAYS:

- TRYING TO GET SEAT BELT RECALL DONE FOR 6 MONTHS
- THE SAFETY BELT IS MOVING SLOWER AND SLOWER
- WHAT CAN I DO TO ASSURE THAT I REMAIN SAFE
- THERE IS A CONCERN WITH THE SAFETY RESTRAINT SYSTEM

PER CUSTOMER, DEALER SAYS:

- BOO # PROVIDED - PAT GRIFFEY
- THERE IS A CONCERN WITH THE SUPPLY OF MATERIAL

CUSTOMER SEEKS:

- INFORMATION ON OPTIONS FOR SAFETY RESTRAINT SYSTEM

CAC ADVISED:

- WILL DOCUMENT THE INFORMATION AND FORWARD TO DEALER FOR ASSISTANCE WITH THIS MATTER
- CONTACT JOE SPAW IN REGARDS TO HANDLING THIS CONCERN
- ** CAC TO DEALER (DID NOT INFORM CUSTOMER OF THIS) MAY WANT TO LOOK INTO POSSIBLY PROVIDING THIS CUSTOMER WITH A LOANER VEHICLE

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

1223EK GRP: 09 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: C3 CONTACT NBR: 109171847 OPENED: 11/18/1997
VIN: 1ZVPT20C4M5 ENGINE: C CLOSED: 12/11/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: N CANTON STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 80000 WSO:
DEALER NAME: MULLINAX FORD N. CA SALES CODE: 144204 P & A: 02370
CAUSAL CDDES: 1209 1207 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 44 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/18/1997
ACK. CODE: ASSIST CODE: D AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/11/18

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

CUSTOMER SAYS:

-SEAT BELT MOTOR GOT HOT AND ALMOST CAUGHT FIRE
-DRIVERSIDE SEAT BELT MOTOR IS STUCK
-SHOULDER STRAPS ARE INOPERABLE
-TEENAGE SON DRIVES VEHICLE, WORRIED FOR HIS SAFETY

PER CUSTOMER, DEALER SAYS:

-MOST DEALERS SAY THAT THERE IS A PARTS DELAY (MONTROSE FORD) AND THAT THERE
WILL BE A DELAY UNTIL MARCH 15 1998 FOR THE REPAIR ASSEMBLIES
-MULLINAX AUTO WILL PROVIDE A FREE LOANER CAR, UNTIL REPAIR IS TAKEN CARE OF,
NOTIFIED BY LETTER REF:0997-1

CUSTOMER SEEKS:

-NEEDS TO HAVE CAR FIXED IMMEDIATELY

CAC ADVISED:

REGARDING RECALL/DNP

- REQUEST MIKE GEITGEY SVC MGR TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS
DAYS REGARDING RECALL
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART
DELAYS
-TO GET RECALL REPAIR PERFORMED AT MULLINAX AUTO
-OASIS VERIFIED INVOLVEMENT IN RECALL 96548

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

1229EK GRP: 09 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 2N/TR: C3 CONTACT NBR: 109171847 OPENED: 11/19/1997
VIN: 12VPT20C4M5 ENGINE: C CLOSED: 12/11/1997

1997/11/18

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- WANTS TO SPEAK TO A SUPERVISOR
- WAS SUPPOSED TO HAVE A LOANER WHILE THE RECALL WAS BEING PERFORMED
- MULLINAX SENT A LETTER STATING THAT THEY WOULD PROVIDE A LOANER
- NOW THEY ARE SAYING THAT THEY DO NOT HAVE A LOANER
- IT IS FORDS FAULT THAT THERE IS RECALL AND SHE WANTS THE LOANER AND HER VEHICLE RECALL PERFORMED
- FORD SHOULD MAKE SURE THERE IS TRANSPORTATION
- WILL CONTACT HER ATTORNEY

*

PER CUSTOMER, DEALER SAYS:

- THE LOANERS ARE OUT AND THEY DO NOT HAVE THEM

*

CUSTOMER SEEKS:

- WANTS THE LOANER VEHICLE
- WANTS THE RECALL PERFORMED
- WANTS TO SPEAK TO A SUPERVISOR

*

CAC ADVISED:

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

-CONTACT MIKE GEITGEY ABOUT THE LOANER

RE LOANER

- NO ESP

- NO TRANSPORTATION ASSISTANCE PROVIDED

RE SUPERVISOR

-SUPERVISOR ACCESS DENIED BECAUSE LOANER POLICIES ARE AT THE DISCRETION OF THE DEALER

1997/12/04

##THIS IS THE CLOSING COMMENT

CUSTOMER WAS INFORMED THAT WHILE THE VEHICLE IS IN FOR THE RECALL THAT WE WOULD SUPPLY A LOANER BUT WILL NOT SCHEDULE APPOINTMENT OR LOANER UNTIL PARTS ARE AVAILABLE TO PERFORM RECALL

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
4781BF GRP: 02 INFORMATION CONTACT VEH TYPE: CAR
NEW YORK 13 7N/TR: N1 CONTACT NBR: 109169882 OPENED: 11/17/1997
VIN: M ENGINE: CLDSED: 11/17/1997
=====

LAST NAME: ██████████ FIRST NAME: ██████████ STATUS: CLOSED
TITLE: ██████████ MI:
ADDRESS: ██████████
CITY: ENDICOTT STATE: NY ZIP: ██████████
HOME PHONE: ██████████ BUS. PHONE: ██████████
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 70000 WSD:
DEALER NAME: FEDUKE FORD, INC. SALES CODE: 113208 P & A: 00535
CAUSAL CODES: 2801 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

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

COMMENTS:

1997/11/17

NO VIN AVAILABLE

CUSTOMER SAYS:

-800# FROM DEALER

-MOTORIZE SAFETY BELT WILL NOT RETRACT

*

PER CUSTOMER, DEALER SAYS:

-VEHICLE IS INVOLVED IN SEAT BELT RECALL

-FORD IS RATIONING OUT THE PARTS

-UNABLE TO DETERMINE WHEN PART WILL ARRIVE

-CONTACT FORD MOTOR COMPANY

*

CUSTOMER SEEKS:

-FORD MOTOR COMPANY ADDRESS

-ARRIVAL OF PART TO HAVE VEHICLE REPAIR

*

CAC ADVISED:

RE PART:

-INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION

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

DELAYS

-CAC ADDRESS PROVIDED

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
4493TD GRP: 05 INFORMATION CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: 02 CONTACT NBR: 109165570 OPENED: 11/17/1997
VIN: 1ZVPT20CXM5 ENGINE: C CLOSED: 11/17/1997
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: STILLWATER STATE: OK ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 100000 WSD:
DEALER NAME: OWEN R THOMAS INC SALES CODE: 152686 P & A: 07015
CAUSAL CODES: 1012 1209 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/11/17

*** VEHICLE INVOLVED IN RECALL 96548 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-THE SEATBELTS HAVE BEEN RECALLED ON MY VEHICLE
-IT IS ILLEGAL TO DRIVE WITHOUT A SEATBELT IN MY STATE
-I'VE BEEN CALLING THE DEALERSHIP SINCE JUNE

*

PER CUSTOMER, DEALER SAYS:

-PARTS ARE ON BACKORDER
-PARTS WILL NOT BE RELEASED UNTIL MARCH

*

CUSTOMER SEEKS:

-RECALLED 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

 S392TG GRP: 04 CONCERN CONTACT VEH TYPE: CAR
 NEW YORK 13 ZN/TR: N1 CONTACT NBR: 109164233 OPENED: 11/14/1997
 VIN: 12VPT20CSM5 ENGINE: C CLOSED: 12/01/1997

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: ENDELL STATE: NY ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 91 MODEL: PROBE
 MILEAGE: 74000 MSD:
 DEALER NAME: FEDUKE FORD, INC. SALES CODE: 113208 P & A: 00535
 CAUSAL CODES: 1012 1203 10RA SYMPTOMS: 104100
 ORIGIN: 60 TRANS. DST/RGN: 13 TRANS. DATE: 11/19/1997
 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: MICRD:

COMMENTS:
 1997/11/14

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

CUSTOMER SAYS:
 - CUSTOMER IS INQUIRING ABOUT THE SEATBELT PART FOR HER DAUGHTER'S
 VEHICLE
 - CUSTOMER HAS BEEN WAITING FOR THIS PART SINCE FEBRUARY
 - THE SEAT BELT RAIL ON THE DRIVER'S SIDE OF THE VEHICLE

*
 PER CUSTOMER, DEALER SAYS:
 - THE PART IS ON BACK/ORDER

*
 CUSTOMER SEEKS:
 - VEHICLE FIXED PROPERLY

*
 CAC ADVISED:
 - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A
 COPY TO THE REGIONAL OFFICE.
 - REQUEST MR. KEN YACOVONI (SVC MNGR) CONTACT THE CUSTOMER WITHIN 2
 BUSINESS DAYS

1997/11/19
 ###SALES CODE HAS BEEN CHANGED FROM 314027 TO 113208
 JOE RYAN
 CSM

1997/11/24
 ###THIS IS THE CLOSING COMMENT
 THIS CUSTOMER IS WAITING FOR A PART THAT WE CANT GET SUPPLIED FROM FORD. WHEN
 IT BECOMES AVAILABLE WE WILL BE GLAD TO INSTALL RECALL PART, CUSTOMER SHOULD
 CHECK WITH US PERIODICALLY TO DETERMINE PARTS AVAILABILITY SVC MANAGER
 KENN HOOKER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

8860SC GRP: XX10 CONCERN CONTACT VEH TYPE: CAR
 KANSAS CITY 53 ZN/TR: C1 CONTACT NBR: 109159780 OPENED: 11/14/1997
 VIN: 12VPT20C2M5 ENGINE: C CLOSED: 12/19/1997

=====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: SPRINGFIELD STATE: MO ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 91 MODEL: PROBE
 MILEAGE: 110000 WSD:
 DEALER NAME: FRIENDLY FORD INC SALES CODE: 153480 P & A: 05017
 CAUSAL CODES: 1209 SYMPTOMS: 104100
 ORIGIN: GO TRANS. DST/RGN: 59 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 12/10/1997
 ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y DR N)

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

COMMENTS:
 1997/11/14

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98598 ***
 *** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- I BROUGHT MY PROBE IN 8 MONTHS AGO FOR THE SEATBELT RECALL
- THE DRIVER'S SIDE AND PASSENGER SIDE SEAT BELTS ARE NO FUNCTIONING
- I HAVE BEEN DRIVING WITHOUT A SHOULDER SEAT BELT

PER CUSTOMER, DEALER SAYS:

- DEALER HAS ADVISED THAT THE PARTS ARE ON BACKORDER

CUSTOMER SEEKS:

- THE PARTS TO REPAIR MY VEHICLE

CAC ADVISED:

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

** NOTE TO JOE MAHARG <CUST REL MGR> -- RENTAL ASSISTANCE IS BEING PROVIDED FOR CUSTOMERS - PER DEALER LETTER -- "FOR RENTAL/LOANER VEHICLES (WHICH REQUIRE PRIOR APPROVAL BY CALLING RENKIM AT 1-800-325-5821)." **

1997/12/11

DO TO THE FACT THAT THIS PART IS ON NATIONAL BACKORDER, FORD REP. JOHN LAND AUTHORIZED INSTALLING USED SEAT BELT ON CUSTOMERS VEHICLE SINCE THEIR SEAT BELT WAS COMPLETELY INDP. - JOE MAHARG

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

8660SC	GRP: XX10	CONCERN CONTACT	VEH TYPE: CAR
KANSAS CITY	53	ZN/TR: C1	CONTACT NBR: 109159780
VIN:	1ZVPT20C2M5	ENGINE: C	OPENED: 11/14/1997
			CLOSED: 12/19/1997

=====

1997/12/12

***THIS IS THE CLOSING COMMENT

USED SEAT BELT HAS BEEN INSTALLED AND THIS CONTACT WILL BE CLOSED SINCE NEW SE
AT BELT IS STILL ON D-99 BACKORDER.- JOE MAHARG

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====

892BYC	GRP: 14	CONCERN CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: 03	CONTACT NBR: 109155028
VIN: 12VPT20C2ME		ENGINE: C	OPENED: 11/13/1997
			CLOSED: 11/24/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:		QVE		
CITY:	WAYNESBORO	STATE:	GA	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]	
MODEL YEAR:	91	MODEL:	PROBE	
MILEAGE:	80000	WSD:		
DEALER NAME:	WILLIAM MIZELL F-N	SALES CODE:	121479	P & A: 00325
CAUSAL CODES:	1204 1203 3105	SYMPTOMS:	104100	
ORIGIN:	GO	TRANS. DST/RGN:	21	TRANS. DATE:
SERVICE/SALES:	1			CONTACT DATE: 11/17/1997
ACK. CODE:		ASSIST CODE: F	AWARD AMT:	0 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/11/13

*** PARTS DELAY OVER 30 DAYS ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- IN DECEMBER OF 1996 THE SEATBELT WAS RECALLED
- THE SEAT BELT BECAME INOPERATIVE IN AUGUST 1997
- NEVER HAD THE RECALL WORK DONE ON THE VEHICLE BECAUSE PARTS WERE UNAVAILABLE

PER CUSTOMER, DEALER SAYS:

- MIZELL FORD

CUSTOMER SEEKS:

- VEHICLE REPAIRED, PARTS HAVE BEEN ON DELAY.

CAC ADVISED:

- PER DBC TO DEALERSHIP
- SPOKE WITH EARL HUDDLESTON
- THE PARTS WERE ORDERED FOR THE CUSTOMER ON AUGUST 25TH
- WAS ADVISED PARTS WOULD BE AVAILABLE OCTOBER ; CUSTOMER IS
- STILL WAITING, CALLED THE PARTS DEPOT AND WAS ADVISED PARTS ARE ON
- BACK ORDER FROM SOURCE. THERE IS NOTHING MORE WE CAN DO EXCEPT WAIT.
- CSR ADVISED CUSTOMER
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH
- A COPY TO THE REGIONAL OFFICE
- REQUESTING CUSTOMER RELATIONS MANAGER CONTACT CUSTOMER IN THE NEXT 2 - BUSINESS DAYS.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

8928YC	GRP: 14	CONCERN CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: D3	CONTACT NBR: 109155028
VIN:	1ZVPT20C2NE	ENGINE: C	OPENED: 11/13/1997
			CLOSED: 11/24/1997

=====

1997/11/14

PER CUSTOMER, DEALER SAYS:

CAC ADVISED:

NOTE THIS CONTACT OPEN DUE TO RECALL 98548 AND 98599
- THE SEATBELTS ON THE VEHICLE ARE INOPERATIVE.

1997/11/17

##THIS IS THE CLOSING COMMENT

CSM COMMENTS

PARTS ARE ON BACKORDER FROM THE SOURCE. DLR TO CONTACT CUSTOMER WHEN PARTS
COME IN. CLOSING CONTACT.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

2336CR GRP: 17 CONCERN CONTACT
SDR 10 ZN/TR: D3 CONTACT NBR: 108900518 VEH TYPE: CAR
VIN: 1ZVPT20C2M5 ENGINE: C OPENED: 09/11/1997
CLOSED: 09/26/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED] IVE
CITY: WAYNESBORO STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 80000 MSD:
DEALER NAME: WILLIAM WIZELL F-M SALES CODE: 121479 P & A: 00325
CAUSAL CODES: 1204 1203 3105 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 21 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 09/19/1997
ACK. CODE: ASSIST CODE: F AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/09/11

*** VEHICLE INVOLVED IN RECALL 96S4B ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-IS ELIGIBLE FOR RECALL 96S4B
-NEEDS TO GET IT FIXED
-THE CUSTOMER HAS BEEN IN CONTACT FOR TWO AND HALF WEEKS
-THE CAR IS NEEDED FOR HIS DAUGHTER TO GO TO COLLEGE IN

PER CUSTOMER, DEALER SAYS:

EARL HUDDLESTON
-NEEDS A TOOL TO REPAIR THE SEAT BELT, IT HAS BEEN ORDERED TWICE BUT IT HASN'T
COME IN

CUSTOMER SEEKS:

-TO GET THE RECALL PERFORMED

CAC ADVISED:

RE: CONCERN
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. EARL HUDDLESTON SVC MNGR TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS

RE: OBC

-THE TOOL WAS ORDERED AGAIN ON MONDAY
-IT HAS NOT ARRIVED YET
-WILL CALL TO FIND OUT THE STATUS OF THE TOOL
-WILL CONTACT THE CUSTOMER

1997/09/18

##THIS IS THE CLOSING COMMENT

CSM COMMENTS

DLR HAS ORDERED PARTS FOR VEHICLE. PARTS ON BACKORDER. CLOSING CONTACT.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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=====
1904NM  GRP: 14  INFORMATION CONTACT  VEH TYPE: CAR
UNKNOWN 99  ZN/TR:  CONTACT NBR: 109152745  OPENED: 11/12/1997
VIN: M  ENGINE:  CLOSED: 11/12/1997
=====

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=====
LAST NAME: [REDACTED]  STATUS: CLOSED
TITLE: [REDACTED]  FIRST NAME: [REDACTED]  NI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED]  STATE: TN  ZIP: [REDACTED]
HOME PHONE: [REDACTED]  BUS. PHONE: [REDACTED]
MODEL YEAR: 97  MODEL: PROBE
MILEAGE: 100000  WSD:
DEALER NAME:  SALES CODE: P & A:
CAUSAL CODES: 1012  SYMPTOMS: 104100
ORIGIN: 00  TRANS. DST/RGN:  TRANS. DATE:
SERVICE/SALES: 1  CONTACT DATE:
ACK. CODE:  ASSIST CODE:  AWARD AMT:  O SURVEY: (Y OR N)

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

```

COMMENTS:

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1997/11/12
CUSTOMER SAYS:
- THERE IS A RECALL ON THE SEATBELT
- THE PART THAT IS NEEDED IS ON BACK ORDER
- NO VIN NUMBER
*
PER CUSTOMER, DEALER SAYS:
- THERE IS A NATIONAL BACK ORDER
*
CUSTOMER SEEKS:
- PART IS ON BACK ORDER
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS

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09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

8857JB	GRP: XX08	CONCERN CONTACT	VEH TYPE: CAR
DALLAS	52	ZN/TR: 02	CONTACT NBR: 109145215
VIN:	12VPT21U2M5	ENGINE: U	OPENED: 11/11/1997
			CLOSED: 12/26/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	WATONGA	STATE:	OK	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	91	MODEL:	FORD		
MILEAGE:	120000	WSD:			
DEALER NAME:	DUB RICHARDSON FORD	SALES CODE:	152200	P & A:	08960
CAUSAL CODES:	1203 1012	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:	52	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	12/18/1997
ACK. CODE:		ASSIST CODE: R	AWARD AMT:	O SURVEY:	Y (Y OR N)

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

COMMENTS:

1997/11/11

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 88599 ***

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-JUST PURCHASING THE VEHICLE

-DRIVER AND PASSENGER SIDE SAFETY BELT DO NOT TRACK CORRECTLY

-SEAT BELT IS NOT WORKING, IF I RECEIVE TICKET FOR NOT WEARING SEATBELT WHO WILL PAY FOR THIS

-I FEEL THE VEHICLE IS UNSAFE IN THE EVENT OF AN ACCIDENT

PER CUSTOMER, DEALER SAYS:

PER SERVICE DEPARTMENT:

-THE PART IS ON BACK ORDER

-WILL CONTACT YOU WHEN THE PARTS ARE AVAILABLE

CUSTOMER SEEKS:

-VEHICLE REPAIRED

-PART AVAILABILITY

CAC ADVISED:

RE: VEHICLE REPAIRED

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

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

RE: PARTS DELAY

-INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

6657JB	GRP: XX0B	CONCERN CONTACT	VEH TYPE: CAR
DALLAS	52	ZN/TR: 02	CONTACT NBR: 109145215
VIN:	1ZVPT21U2M5	ENGINE: U	OPENED: 11/11/1997
			CLOSED: 12/26/1997

=====

1997/11/26

CUSTOMER SAYS:

-STILL WANTS TO KNOW WHY THE PARTS ARE ON NATIONAL BACKORDER IF THEY ARE INVOLVED IN A RECALL

+

CUSTOMER SEEKS:

-PARTS INFO

*

CAC ADVISED:

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

1997/12/19

###THIS IS THE CLOSING COMMENT

CUST IN RENTAL UNTIL PARTS ARE AVAIL

ED COLLIER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

9740VR GRP: 14 INFORMATION CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: F2 CONTACT NBR: 109142312 DPENED: 11/10/1997
VIN: 1ZVPT21U1M5 ENGINE: U CLDSED: 11/10/1997

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: CARLISLE STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 99000 WSD:
DEALER NAME: MELTON MOTOR CO SALES CODE: 123549 P & A: 05927
CAUSAL CODES: 1012 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: Q SURVEY: (Y OR N)

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

COMMENTS:

1997/11/10

*** VEHICLE INVOLVED IN RECALL 96548 & 96588 ***

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

- THERE WAS A SEATBELT RECALL
- IT IS AGAINST THE LAW TO DRIVE WITHOUT A SEATBELT

PER CUSTOMER, DEALER SAYS: GUY, SERVICE MANAGER

- IT MAY BE UP TO MARCH BEFORE WE CAN GET THE PART

CUSTOMER SEEKS:

- PART FOR THE RECALL

CAC ADVISED:

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

BUSINESS DAYS

- SPOKE WITH GUY GIBSON, SERVICE MANAGER
- HE WILL CALL THE VENDOR TO SEE IF A LOANER CAN BE PROVIDED AND THEN NOTIFY THE CUSTOMER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

9266PH GRP: 10 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: A1 CONTACT NBR: 109141588 OPENED: 11/10/1997
VIN: 1ZVPT20C6R5 ENGINE: C CLOSED: 11/29/1997

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: OLD LYME STATE: CT ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 87000 WSD:
DEALER NAME: PLAZA FDRD, INC. SALES CODE: 111422 P & A: 03885
CAUSAL CODES: 1204 1207 12RA SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 11 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/21/1997
ACK. CODE: ASSIST CODE: D AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/11/10

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 AND 98548 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- BOTH FRONT SEATBELTS DO NOT FUNCTION
- THERE IS A RECALL ON THIS
- TOOK THE VEHICLE TO THE DEALERSHIP 8/97
- THE PARTS WILL NOT BE AVAILABLE UNTIL 1/98

*

PER CUSTOMER, DEALER SAYS:

- PARTS ARE NOT AVAILABLE

*

CUSTOMER SEEKS:

- TO HAVE THE SITUATION RESOLVED (CUSTOMER SEEMS TO BE OK WITH RECEIVING A RENTAL VEHICLE UNTIL THE PARTS COME IN)

*

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. RICHARD KARSMARSKI (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- PER LETTER TO THE DEALERS RENTAL VEHICLES ARE BEING PROVIDED TO CUSTOMERS UNTIL THE PARTS COME IN
- ".....FOR RENTAL/LOANER VEHICLES (WHICH -REQUIRE PRIOR APPROVAL BY CALLING RENKIM AT 1-800-326-5621)."

1997/11/21

###THIS IS THE CLOSING COMMENT

VEHICLE IS BEING REPAIRED. CUSTOMER IS SATISFIED. MAIN CONCERN WAS LOANER VEHICLE BEING UNAVAILABLE.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

124650 GRP: 13 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: 09 CONTACT NBR: 109134351 OPENED: 11/07/1997
VIN: 12VPT20C9MS ENGINE: C CLOSED: 11/19/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: ID ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: 208-756-4402
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 70000 WSD:
DEALER NAME: GARY ANDERSON AUTO SALES CODE: 156586 P & A: 08425
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 56 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/12/1997
ACK. CODE: ASSIST CODE: F AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/11/07

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S4B ***

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

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

-SHE HAS A RECALL FOR SEATBELTS

PER CUSTOMER, DEALER SAYS:

-BACKORDER ON SEATBELT UNTIL MARCH

CUSTOMER SEEKS:

-TO HAVE VEHICLE REPAIRED

CAC ADVISED:

-BACKORDER OF SEATBELTS

- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION

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

DELAYS

REGARDING RECALL/ONP

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

DAYS REGARDING RECALL/ONP

1997/11/12

###THIS IS THE CLOSING COMMENT

PER CSM WOLOVER:

SPOKE WITH GREG ANDERSON, GM

PER DEALER:

PART IS ON BACKORDER AND WILL IS SCHEDULED TO BE OFF IN 3 MONTHS. DEALER AND FORD ARE DOING EVERYTHING TO EXPIDATE THE DELIVERY OF THE PART.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
7751BG GRP: XX02 CONCERN CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: B3 CONTACT NBR: 109131984 OPENED: 11/07/1997
VIN: 1ZVPT20C1M5 ENGINE: C CLOSED: 02/10/1998
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: SOUTHAVEN STATE: MS ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 80000 WSD:
DEALER NAME: COUNTRY FORD INC SALES CODE: 123406 P B A: 06000
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 23 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/03/1998
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/11/07

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

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

-I RECEIVED A RECALL LETTER
-THE DEALERSHIP TOLD ME THAT THEY DIDN'T HAVE THE PARTS AND DIDN'T KNOW WHEN
THE PARTS WOULD BE AVAILABLE
-THEY WERE NOT HELPFUL AND I WILL CALL MY LAWYER IF THEY DON'T HAVE THIS DONE
IN 72 HOURS
-THIS IS A SAFETY PROBLEM
-THE SEATBELT SNATCHES ME BACK SO THAT I CANNOT REACH THE BRAKE PEDAL

PER CUSTOMER, DEALER SAYS:

-BRING THE VEHICLE IN SO THAT WE CAN SEE THE VEHICLE

CUSTOMER SEEKS:

-RECALL INFORMATION

CAC ADVISED:

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

1997/12/16

CHARLIE,

LET'S TALK ABOUT THIS ONE WHEN I COME BY ON THURSDAY. SEE YA THEN---
GRAHAM

1998/01/09

REGION HAS BEEN INVOLVED WITH THIS SITUATION. THESE SEAT BELTS ARE ON
NATIONAL BACK ORDER. PARTS ARE EXPECTED TO ARRIVE EARLY IN FEBRUARY.
CSM IS UPDATING THIS CONTACT FOR FUTURE REFERENCE----- GE

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
77518G GRP: XA02 CONCERN CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: B3 CONTACT NBR: 109131984 OPENED: 11/07/1997
VIN: 1ZVPT20C1M5 [REDACTED] ENGINE: C CLOSED: 02/10/1998
=====

1998/01/27

WE RECEIVED THE PARTS TODAY. WE HAVE SPOKEN WITH THE CUSTOMER AND SHE WILL BE
IN THURSDAY MORN FOR REPAIRS.

1998/02/02

CHARLIE,

THANKS FOR THE UPDATE VIA MORS. ONCE THE REPAIR HAS BEEN COMPLETE PLEASE
CLOSE THE CONTACT. UNTIL FRIDAY---

GE

1998/02/03

###THIS IS THE CLDSING COMMENT

THE REPAIRS HAVE BEEN COMPLETED AND THE CUSTOMER HAS PICKED UP THE VEHICLE.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

3880GT GRP: XX08 CONCERN CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: A1 CONTACT NBR: 109125535 OPENED: 11/05/1997
VIN: 1ZVPT20C9M5 ENGINE: C CLOSED: 11/17/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: CITRUS HEIGHTS STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 83000 WSD:
DEALER NAME: SUBURBAN FORD SALES CODE: 172205 P & A: 07884
CAUSAL CODES: 1203 1206 1204 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 72 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/10/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/11/05

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

CUSTOMER SAYS:

- WANTS TO KNOW WHAT THE PART NAMES AND NUMBERS FOR HER VEHICLE
- HAD THE VEHICLE FIXED IN MARCH 1996
- RESTRAINT SYSTEM IS WORKING FINE
- DOES NOT UNDERSTAND WHY THE VEHICLE HAS TO BE REPAIRED AGAIN BEFORE SHE CAN RECEIVE HER REIMBURSEMENT
- DEALERSHIP HAS ALREADY INSPECTED THE VEHICLE AND DETERMINED THAT THE REPAIR WAS PERFORMED IN ACCORDANCE WITH THE RECALL

PER CUSTOMER, DEALER SAYS:

- CUSTOMER MUST WAIT UNTIL THE REPAIR IS PERFORMED AGAIN
- MUST WAIT UNTIL THE PARTS COME IN
- SERVICE DEPARTMENT SAYS THAT IT WILL BE A COUPLE OF WEEKS BECAUSE THE PARTS MUST COME FROM FLINT, MI
- PARTS DEPARTMENT SAYS THAT THE PARTS ARE AVAILABLE LOCALLY WITHIN 5 DAYS

CUSTOMER SEEKS:

- REIMBURSEMENT FOR REPIARS PERFORMED PRIOR TO RECALL
- TO HAVE PARTS SENT TO DEALERSHIP

CAC ADVISED:

- SUBMIT COPIES OF YOUR REPAIRS TO THE DEALERSHIP
- VEHICLE DOES HAVE TO BE INSPECTED PRIOR TO REIMBURSEMENT TO DETERMINE WHETHER REPAIR WAS IN ACCORDANCE WITH RECALL

1997/11/10

###THIS IS THE CLOSING COMMENT
SPOKE TO CUSTOMER WILL BRING IN WHEN SPECIAL ORDER PARTS ARRIVE O.F.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
3618LW GRP: XXOC INFORMATION CONTACT VEH TYPE: CAR
ORLANDO 24 ZN/TR: CI CONTACT NBR: 109121971 OPENED: 11/05/1997
VIN: 1ZVPT20C0M5 [REDACTED] ENGINE: C CLDSED: 11/05/1997
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: SARASOTA STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 97 MODEL: PROBE
MILEAGE: 26000 WSD:
DEALER NAME: SARASOTA FORD SALES CODE: 124402 P & A: 01167
CAUSAL CODES: 1204 2802 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:

1997/11/05

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- ASKED DEALERSHIP FOR 800 #
- UPSET ABOUT THE SEATBELT RECALL 96548/96599

*

PER CUSTOMER, DEALER SAYS:

- PARTS FOR THIS RECALL ARE COMING FROM JAPAN

*

CUSTOMER SEEKS:

- 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

=====

959855	GRP: 13	INFORMATION CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: K2	CONTACT NBR: 109113085
VIN:	N	ENGINE:	OPENED: 11/03/1997
			CLOSED: 11/03/1997

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]			MT:	
ADDRESS:	[REDACTED]				
CITY:	FRANCISCO	STATE:	IN	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]		
MODEL YEAR:	91	MODEL:	PROBE		
MILEAGE:	70000	WSD:			
DEALER NAME:	PRINCETON-F-M ENTERP	SALES CODE:	147538	P & A:	05648
CAUSAL CODES:	1012	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. OST/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:

1997/11/03

NO VIN AVAILABLE

CUSTOMER SAYS:

-BOON# FROM PRINCETON FORD/MERCURY
-THE CUSTOMER HAS BEEN WAITING FOR THE SEAT BELTS FOR THE 1991 PROBE FOR THE

*

PER CUSTOMER, DEALER SAYS:

-PER SERVICE MANAGER: IF THEY DEALER ORDERS ANOTHER ONE IT WILL NOT BE THERE UNTIL MARCH
-THE PARTS ARE ON BACK ORDER

*

CUSTOMER SEEKS:

-SEAT BELT PARTS

*

CAC ADVISED:

RE: PARTS DELAY/BACK ORDER

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

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

1219TW GRP: 04 CONCERN CONTACT VEH TYPE: CAR
ORLANDO 24 ZN/TR: A1 CONTACT NBR: 109112963 OPENED: 11/03/1997
VIN: 1ZVPT20C9M5 ENGINE: C CLOSED: 11/11/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HOLLYWOOD STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 88500 WSD:
DEALER NAME: WORLD FORD/HOLLYWOOD SALES CODE: 124014 P & A: 04977
CAUSAL CODES: 1203 1012 20RA SYMPTOMS: 104100
ORIGIN: G0 TRANS. DST/RGN: 24 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

*** PARTS DELAY OVER 30 DAYS ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96589 AND 96548 ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-I TOOK MY VEHICLE IN FOR A RECALL ON THE SEAT BELT ON 8/5/97
-I HAVE BEEN WAITING FOR THE PART SINCE THEN
-THE DRIVER'S SIDE SHOULDER STRAP DOES NOT WORK, TRACK BROKEN

PER CUSTOMER, DEALER SAYS:

-PER RICHARD MULLINAX, SVC DEPARTMENT, WILL CALL WHEN THE PART COME

CUSTOMER SEEKS:

-RECALL PART FOR SEATBELT

CAC ADVISED:

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

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

-THIS CONTACT WAS OPEN DUE TO PARTS DELAY OVER 30 FOR SAFETY RECALL

1997/11/04

###THIS IS THE CLOSING COMMENT

INFORMED THE CUSTOMER THAT THE PART IS STILL ON NATIONAL B/D. WE WILL CONTACT
HIM WHEN THEY BECOME AVAILABLE--CUSTOMER UNDERSTANDS PDC

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

01365C GRP: 17 INFORMATION CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: D1 CONTACT NBR: 109107693 OPENED: 11/03/1997
VIN: M ENGINE: CLOSED: 11/03/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ROST MILLS STATE: VT ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 130000 MSD:
DEALER NAME: FORMULA FORD, INC. SALES CODE: 111527 P & A: 08864
CAUSAL CODES: 1012 2801 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

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

COMMENTS:
1997/11/03
NO VIN AVAILABLE
CUSTOMER SAYS:
-THERE WAS A RECALL ON THE AUTOMATIC BELT ON AUGUST 28
*
PER CUSTOMER, DEALER SAYS:
-SPOKE WITH JIM, IN SERVICE
-THESE PARTS ARE ON A NATIONWIDE BACKORDER
*
CUSTOMER SEEKS:
-WE NEED TO GET THE VEHICLE INSPECTED
*
CAC ADVISED:
RE:BACKORDER
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

B756DB	GRP: 04	INFORMATION CONTACT	VEH TYPE: CAR
WASHINGTON	27	ZN/TR: A1	CONTACT NBR: 109106393
VIN: M		ENGINE:	OPENED: 10/31/1997
			CLOSED: 10/31/1997

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	STREET:	[REDACTED]	MI:	
ADDRESS:	[REDACTED]	STATE:	VA	ZIP:	[REDACTED]
CITY:	SUFFOLK	BLD. PHONE:	[REDACTED]		
HOME PHONE:	[REDACTED]	MODEL:	PROBE		
MODEL YEAR:	91	WSD:			
MILEAGE:	1	SALES CODE:	127485	P & A:	06747
DEALER NAME:	BARTON FORD-LINC-NE	SYMPTOMS:	104100		
CAUSAL CODES:	1012 2802	TRANS. DST/RGN:		TRANS. DATE:	
ORIGIN:	GD	CONTACT DATE:			
SERVICE/SALES:	1	AWARD AMT:		Q SURVEY:	(Y OR N)
ACK. CODE:		ASSIST CODE:			

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

COMMENTS:

1997/10/31

*** MILEAGE UNAVAILABLE ***

NO VIN AVAILABLE

CUSTOMER SAYS:

- X800 FROM DEALER
- HAD SEAT BELTS REPAIRED BY A RECALL A YEAR AGO
- IT HAS STOPPED WORKING AGAIN

PER CUSTOMER, DEALER SAYS:

- PER SERVICE, PART FOR MOTOR ON BACK ORDER

CUSTOMER SEEKS:

- STATUS ON PARTS

CAC ADVISED:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3880GT GRP: XX06 CONCERN CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: A1 CONTACT NBR: 109104465 OPENED: 10/31/1997
VIN: 1ZVPT20C4M5 ENGINE: C CLOSED: 11/11/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: COSHEN STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 98000 WSD:
DEALER NAME: MIKE CASTRUCCI FORD SALES CODE: 147014 P & A: 01906
CAUSAL CODES: 1203 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 47 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/04/1997
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:

1997/10/31

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

CUSTOMER SAYS:

- HAD A RECALL ON HER PROBE FOR SEATBELTS
- DEALERSHIP WAS SUPPOSED TO ORDER A PART
- CALLED TODAY---THEY HAD NOT ORDERD THE PART
- THEY HAVE NO RECORD OF THE PART BEING ORDERED
- IS VERY UPSET THAT THEY LED HER TO BELIEVE THAT THE PART HAD BEEN ORDERED FOR THE PAST 3 MONTHS

PER CUSTOMER, DEALER SAYS:
- HAS NOT ORDERED THE PART

CUSTOMER SEEKS:

- TO HAVE THE RECALL PERFORMED

CAC ADVISED:

- INFORMATION WILL BE DOCUMENTED AND FORWARDED ON TO THE CUSTOMER RELATIONS MANAGER AT THE DEALERSHIP

1997/11/04

###THIS IS THE CLDING COMMENT
O.B.C. TO CUSTOMER FROM CRAIG ASBURY PARTS ARE ON BACKORDER PART IS ORDER AND HAS BEEN UNDER CUSTOMERS NAME CUSTOMER WILL BE CALLED WHEN PART COMES IN
CUSTOMER HAS BEEN ADVISED OF THE SITUATION

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 8833EB GRP: 06 INFORMATION CONTACT VEH TYPE: CAR
 WASHINGTON 27 ZN/TR: B1 CONTACT NBR: 109104113 OPENED: 10/31/1997
 VIN: 1ZVPT21UXM5 ENGINE: U CLOSED: 10/31/1997

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: BASSETT STATE: VA ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 87 MODEL: [REDACTED]
 MILEAGE: 70000 WSD:
 DEALER NAME: MARTINSVILLE FORD, SALES CODE: 127554 P & A: 00870
 CAUSAL CODES: 1204 SYMPTOMS: 104100
 ORIGIN: G0 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:

1997/10/31

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- TOOK VEHICLE IN FOR SEATBELT RECALL 98599
- PASSENGER SIDE SEATBELT WAS FIXED
- DEALERSHIP HAS TO ORDER PARTS TO FIX THE DRIVER'S SIDE
- WHY IS THERE A DELAY ON PARTS FOR THE SEATBELT RECALL?

PER CUSTOMER, DEALER SAYS:

- PART WON'T BE IN UNTIL FEBRUARY

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
- OUTBOUND CALL TO DEALERSHIP
- PER RICH NELSON, PARTS DIRECTOR
- ORDERED PART FOR THE RETRACTABLE SEATBELT SHOULDER RESTRAINT
- CUSTOMER CAN USE THE LAPBELT
- PARTS WILL BE DELIVERED AROUND DECEMBER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7481RL GRP: XX13 CONCERN CONTACT VEH TYPE: CAR
LDS ANGELES 71 2N/TR: D2 CONTACT NBR: 109087967 OPENED: 10/28/1997
VIN: 12VPT20C4M5 ENGINE: C CLOSED: 11/08/1997

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: SALT LAKE CITY STATE: UT ZIP: [REDACTED]
HOME PHONE: BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 85000 WSD:
DEALER NAME: BERGE FORD SALES CODE: 171175 P & A: 20305
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/30/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: Q SURVEY: Y (Y OR N)

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

COMMENTS:

1997/10/28

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98548 ***
*** CUSTOMER REQUESTING SERVICE AT THIS DEALERSHIP ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- VEHICLE IS INVOLVED IN RECALL FOR SEATBELT
- UTAH DEALER SAYS THE PARTS WILL NOT BE IN UNTIL JANUARY 1998
- THE CABLE FOR THE DRIVER'S SHOULDER HARNESS DOES NOT WORK
- VEHICLE IS GOING DOWN TO ARIZONA NEXT WEEK AND WANTS SERVICE DOWN THERE--WANTS TO GO TO DEALERSHIP SATURDAY NOVEMBER 1, 1997

PER CUSTOMER, DEALER SAYS:

- NO CONTACT WITH ARIZONA DEALERSHIP

CUSTOMER SEEKS:

- TO GET THE RECALL TRANSFERRED TO DEALERSHIP OUT OF STATE

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR MARK OLSEN (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- LOCATED DEALERSHIP IN MESA, AZ

1997/10/30

***THIS IS THE CLDSING COMMENT

SPOKE WITH MR. FONG AND EXPLAINED THAT VEHICLE HAD TO BE INSPECTED FIRST BEFORE ANY REPAIRS COULD BE DONE. MR. FONG STATED THAT VEHICLE IS IN UTAH STILL AND WILL NOT BE IN ARIZONA FOR 2-3 WEEKS. GAVE MR. FONG DAN DAVIS, SERVICE ADVISOR'S, PHONE # TO CALL AND SET APPOINTMENT WHEN VEHICLE IN TOWN. ALSO, EXPLAINED THAT PARTS FOR THIS RECALL ARE CURRENTLY ON BACK-ORDER AND STATUS OF AVAILABILITY WAS NOT KNOWN.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

871700 GRP: 10 INFORMATION CONTACT VEH TYPE: CAR
CHICAGO 41 2N/TR: F2 CONTACT NBR: 109082699 OPENED: 10/27/1997
VIN: M ENGINE: CLOSED: 10/27/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: WEST ALLIS STATE: WI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 70000 WSD:
DEALER NAME: WITT AUTOSALES INC SALES CODE: 141543 P & A: 06161
CAUSAL CODES: 1012 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/10/27

NO VIN AVAILABLE

CUSTOMER SAYS:

- MR DOUG KOSTERVA, BOYFRIEND
- THE SEAT BELT IS STUCK
- THE BELT IS ELECTRONIC
- THERE IS A RECALL ON THE SEATBELT
- THE PART WILL TAKE 8 MONTHS TO GET
- IS UPSET THAT THE BELT IS NOT AVAILABLE
- WAS GIVEN A WAIVER ON THE SEATBELT BY THE DEALER
- IS UPSET THAT HIS GIRLFRIEND MIGHT GET KILLED IF SHE IS IN AN ACCIDENT
- *WITT AUTO FORD, KRIBITZ WI
- PER CUSTOMER, DEALER SAYS:
- PART WILL TAKE 8 MONTHS TO GET IN

CUSTOMER SEEKS:

- TO GET THE PART

CAC ADVISED:

- CUSTOMER PUT CAC ON HOLD AND NEVER CAME BACK

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

1733SK GRP: 15 INFORMATION CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: F2 CONTACT NBR: 109083104 OPENED: 10/27/1997
VIN: M ENGINE: CLOSED: 10/27/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: WEST ALLIS STATE: WI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: WITT AUTOSALES INC SALES CODE: 141543 P & A: 08161
CAUSAL CODES: 1001 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

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

COMMENTS:

1997/10/27

NO VIN AVAILABLE

*** MILEAGE UNAVAILABLE ***

CUSTOMER SAYS:

- CALLING BACK RE: PARTS ISSUE
- THE TRACK F72Z61810D45A
- MY FIANCEE IS GOING TO HAVE TO DRIVE ALL THIS TIME

PER CUSTOMER, DEALER SAYS:

- PART WILL TAKE 8 MONTHS

CUSTOMER SEEKS:

- PART FOR THE VEHICLE

CAC ADVISED:

- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
- MADE OBC FOR ADDITIONAL INFORMATION ON PARTS STATUS
- SPOKE WITH PARTS MGR AND HE SAID HE HAS THE TRACK AND NEEDS A COMPLETE ASSEMBLY, NOT AVAILABLE UNTIL THE 3RD MONTH OF 1998
- PARTS MGR WILL DO DEALER SEARCH AND THEN CONTACT CUSTOMER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

0330AS GRP: OC INFORMATION CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: A1 CONTACT NBR: 109082184 OPENED: 10/27/1997
VIN: 1ZVPT21U3MS ENGINE: U CLOSED: 10/27/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: FREMONT STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 90000 WSD:
DEALER NAME: SHAMROCK FORD INC SALES CODE: 172433 P & A: 07900
CAUSAL CODES: 1012 0206 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

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

COMMENTS:

1997/10/27

*** VEHICLE INVOLVED IN RECALL 98594 AND 98598 ***

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

- THE SEATBELT TRACK IS JAMMED.
- I THINK THERE IS A RECALL ON THIS.
- THEY SAID THE PART IS ON NATIONAL BACKORDER, AND IT WILL BE ANOTHER MONTH.
- LOANER VEHICLE WHILE THE PART IS WAIT.

PER CUSTOMER, DEALER SAYS:

- THE PART IS ON NATIONAL BACKORDER

CUSTOMER SEEKS:

- PART INFORMATION
- LOANER VEHICLE

CAC ADVISED:

RE: THE NATIONAL BACK ORDER

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

DELAYS

RE: LOANER VEHICLE

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

2212AW GRP: 01 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: B2 CONTACT NBR: 109046964 OPENED: 10/17/1997
VIN: 1ZVPT2DCXM5 [REDACTED] ENGINE: C CLOSED: 10/24/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: TONAWANDA STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 97 MODEL: PROBE
MILEAGE: 78400 WSD:
DEALER NAME: JIM DOYLEFORD INC SALES CODE: 144011 P & A: 00800
CAUSAL CODES: 12MR 1204 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 44 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/17/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/10/17

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- SEATBELT IS AUTOMATIC
- BELT WILL ONLY MOVE PARTIALLY THEN GO BACK DOWN
- EVENTUALLY WILL COME BACK UP
- ANOTHER DEALER TOLD HER IT WOULD NOT BE UNTIL THE SPRING THAT PART IS AVAILABLE
- CONCERNED SAFETY ISSUE WITH DRIVING VEHICLE UNTIL THE SPRING
- RECALL HAD BEEN PERFORMED BUT IT IS STILL BROKEN

PER CUSTOMER, DEALER SAYS:

- ROBERT GREENERT SAID HE THOUGHT HE MAY FIND OUT TODAY IF PART WOULD BE AVAILABLE FOR RECALL

CUSTOMER SEEKS:

- IS PART GOING TO BE AVAILABLE BEFORE THE SPRING?

CAC ADVISED:

***OUTBOUND CALL TO DEALER: MR. GREENERT

- PARTS ON ON BACKORDER
- TOLD CUSTOMER HE WOULD KNOW TODAY AND CALL HER

**RE: PART

- 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

VEHICLE IS BEING GIVEN PRTIORITY ATTENTION AND WILL BE REPAIRED AS SOON AS PARTS ARE AVAILABLE. - AS PER ROB GREENERT

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

2212AW GRP: 01 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: B2 CONTACT NBR: 109046964 OPENED: 10/17/1997
VIN: 1ZVPT20CKM5 [REDACTED] ENGINE: C CLOSED: 10/24/1997

1997/11/04

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- CUSTOMER IS CALLING BACK
- I STILL HAVE NOT RECEIVED THE PART FOR MY VEHICLE
- SEATBELT IS AUTOMATIC
- BELT WILL ONLY MOVE PARTIALLY THEN GO BACK DOWN
- EVENTUALLY WILL COME BACK UP
- ANOTHER DEALER TOLD HER IT WOULD NOT BE UNTIL THE SPRING THAT PART IS AVAILABLE
- CONCERNED SAFETY ISSUE WITH DRIVING VEHICLE UNTIL THE SPRING
- RECALL HAD BEEN PERFORMED BUT IT IS STILL BROKEN

*

PER CUSTOMER, DEALER SAYS:

- PER MR. GREENERT, THE PART IS ON CRITICAL HOLD STATUS
- WE WILL CONTACT YOU AS SOON AS THE PART COMES IN

*

CUSTOMER SEEKS:

- TO RECEIVE THE PART AS SOON AS POSSIBLE

*

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
NEW YORK 13 ZN/TR: L1 CONTACT NBR: 109038047 OPENED: 10/15/1997
VIN: 1ZVPT21U5M5 ENGINE: U CLOSED: 11/19/1997
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SCHENECTADY STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 40000 WSD:
DEALER NAME: METRO FORD SALES IN SALES CODE: 113161 P & A: 20697
CAUSAL CODES: 1012 1204 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/11/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/10/15

*** VEHICLE INVOLVED IN RECALL 96548 ***

CUSTOMER SAYS:

- I HAVE BEEN WAITING ON THE PART FOR THE RECALL SINCE MARCH
- I CALLED TODAY AND NO PART YET (15 MINUTES AGO)

PER CUSTOMER, DEALER SAYS:

- EVEN THE PART NUMBER HAS CHANGED RE: RECALL
- WE HAVE A LIST OF PEOPLE WAITING FOR THE SAME PART
- WE'LL CHECK TO SEE IF WE CAN GET IT SOMEWHERE ELSE

CUSTOMER SEEKS:

- PART FOR RECALL
- CUSTOMER WOULD LIKE A CALL WHEN "ANY" INFORMATION IS FOUND (I.E. NATIONAL BACKORDER, SUPPLIER PROMISE DATES, ANYTHING LIKE THAT)

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

1997/11/12

###THIS IS THE CLOSING COMMENT

CSM ADAM PERLOW CLOSING CONTACT AS PART WILL AT DLR ON 11-14-1997

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

1733SK	GRP: 15	CONCERN CONTACT	VEH TYPE: CAR
NEW YORK	13	ZN/TR: L1	CONTACT NBR: 109038047
VIN: 1ZVPT21U5M5		ENGINE: U	OPENED: 10/15/1997
			CLOSED: 11/19/1997

=====

1997/12/02

*** EXECUTIVE OFFICES - RECALL REPORT ***

CUSTOMER SAYS:

-I HAVE NOT HAD THE RECALL ON MY SEATBELTS COMPLETED
-THE DEALER HAS NOT RECEIVED THE PARTS

*

PER CUSTOMER, DEALER SAYS:

-WE HAVE NOT RECEIVED PARTS YET

*

CUSTOMER SEEKS:

-RECALL COMPLETED

*

SL ADVISED:

-THE RECALL IS SHOWN AS COMPLETED
-SL LEFT MESSAGE ON CUSTOMERS MACHINE SAYING TO CALL IF OUR INFORMATION IS
INCORRECT

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

B961KK	GRP: OP	CONCERN CONTACT	VEH TYPE: CAR
ATLANTA	21	ZN/TR: D2	CONTACT NBR: 109035989
VIN: 12VPT20C5M5		ENGINE: C	OPENED: 10/15/1997
			CLOSED: 11/03/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:		AD		
CITY: PROSPERITY		STATE: SC	ZIP:	
HOME PHONE:		BUS. PHONE:		
MODEL YEAR: 91		MODEL: PROBE		
MILEAGE: 1		WSD:		
DEALER NAME: CROMLEYS INC		SALES CODE: 121544	P & A: 01073	
CAUSAL CODES: 2204		SYMPTOMS: 104100		
ORIGIN: GO		TRANS. DST/RGN: 21	TRANS. DATE:	
SERVICE/SALES: 1			CONTACT DATE: 10/27/1997	
ACK. CODE:	ASSIST CODE: W	AWARD AMT:	Q SURVEY: Y (Y OR N)	

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

COMMENTS:

1997/10/15

HOTLINE RECALL ACTION REPORT

***OPEN RECALLS: 91523 & 96599

CUSTOMER SAYS:

- CONTACTED DEALER IN ORDER TO HAVE RECALL PERFORMED
- SCHEDULED APPOINTMENT WITH THE DEALER
- WHEN CUSTOMER WENT TO PICK UP THE VEHICLE AT THE END OF THE DAY, DEALER ADVISED THEY WERE NOT ABLE TO GET THE PARTS
- DEALER ADVISED THEY WOULD CONTACT THE CUSTOMER WHEN THE PARTS BECAME AVAILABLE
- HAS NOT HEARD FROM THE DEALER

PER CUSTOMER, DEALER SAYS:

- RECALL CAN NOT BE PERFORMED; PARTS ARE NOT AVAILABLE

CUSTOMER SEEKS:

- RECALL PERFORMED

SL ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST SVC MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/10/27

###THIS IS THE CLOSING COMMENT

CSM UPDATE: JIM MCEACHERN

-OLR HANDLE RECALLS, NO FURTHER ACTION NECESSARY BY FORD.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

1B44KZ GRP: X404 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: D3 CONTACT NBR: 109034404 OPENED: 10/14/1997
VIN: 1ZVPT20C7M5 ENGINE: C CLOSED: 10/29/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: HIGHLAND STATE: IL ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: TRI FORD MERCURY IN SALES CODE: 153138 P B A: 08294
CAUSAL CODES: 1204 10RA SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/22/1997
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:

1997/10/14

*** PARTS DELAY OVER 90 DAYS ***
*** NAVIS: SUBSEQUENT ***
*** VEHICLE INVOLVED IN RECALL 9854B ***

CUSTOMER SAYS:

-CUSTOMER IS CALLING BACK ABOUT THE RECALL FOR THE SEAT BELT
-CUSTOMER HAS BEEN WAITING FOR A YEAR FOR THE RECALL PARTS
-THE CUSTOMER IS HAVING TO DRIVE AROUND WITH A BROKEN DRIVERS SIDE SEATBELT
-THE CUSTOMER IS VERY HAPPY WITH THE EFFORTS OF THE DEALERSHIP AND DOESN'T
FEEL THAT THIS IS THEIR PROBLEM AT ALL
-WE OWN FOUR OTHER FORD VEHICLES

PER CUSTOMER, DEALER SAYS:

-PER DAVE, SERVICE: THE PART IS STILL ON BACKORDER

CUSTOMER SEEKS:

-TO RECEIVE THE PART OF THE SEAT BELT

CAC ADVISED:

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

1997/10/22

###THIS IS THE CLOSING COMMENT

FOUND NEEDED PARTS AT ANOTHER DEALER, EXPECTED RELEASE DATE WAS MARCH 1998, CA
R BEING REPAIR TODAY 10.22.97. DAVE POTTS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

1838PC GRP: XX14 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: 03 CONTACT NBR: 108640728 OPENED: 07/09/1997
VIN: 1ZVPT2OC7M5 ENGINE: C CLOSED: 07/23/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: HIGHLAND STATE: IL ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: TRI FORD MERCURY IN SALES CODE: 153138 P & A: 08294
CAUSAL CODES: 1203 2903 10RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 07/15/1997
ACK. CODE: ASSIST CODE: M AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/07/09

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

CUSTOMER SAYS:

-RECALL WAS ISSUED 8 MONTHS AGO, DEALERSHIP SAID THEY DO NOT HAVE THE PART
SINCE 8 MONTHS AGO

PER CUSTOMER, DEALER SAYS:

-DO NOT HAVE THE PARTS

CUSTOMER SEEKS:

-VEHICLE REPAIRED

CAC ADVISED:

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

-REQUEST MR.DAVE POTTS SVC MNGR CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/07/18

###THIS IS THE CLOSING COMMENT

HAD PARTS DEPT CALL PART SOURCE, THEY ASSURED US WE WOULD HAVE PARTS TO REPAIR
WITHIN 10 DAYS, HOWEVER WE HAVE BEEN GETTING THIS SAME STORY SINCE DEC 1996,
AS SOON AS PARTS ARRIVE WE WILL GET THEM INSTALLED. DAVE POTTS

09/11/98

MASTER OWNER RELATIONS SYSTEM I1

14.21.02

8469CP GRP: C1 INFORMATION CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: G1 CONTACT NBR: 109030425 OPENED: 10/14/1997
VIN: 1ZVPT20C7M5 ENGINE: C CLOSED: 10/14/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: NEWBURG STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 97 MODEL: PROBE
MILEAGE: 50000 WSD:
DEALER NAME: SUNSHINE FORD INC SALES CODE: 113304 P & A: 03605
CAUSAL CODES: 1012 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/10/14

*** VEHICLE INVOLVED IN RECALL 8854B ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

SPEAKING WITH [REDACTED] SISTER
- THE TRACKING ON THE DRIVERS SIDE GET THE SEAT BELT STUCK.
- THE SEAT BELT IS INVOLVED IN A RECALL.

PER CUSTOMER, DEALER SAYS:

PER JOSEPH, SERVICE DEPARTMENT;
- THE PART FOR THE DRIVERS SIDE SEAT BELT IS ON BACK ORDER UNTIL MARCH.
- INFORMED OF THE NUMBER AT THE CAC.

CUSTOMER SEEKS:

- TO REPAIR THE SEAT BELT.
- IF THE PART IS ON BACK ORDER UNTIL MARCH.

CAC ADVISED:

- LOANERS ARE NOT A PROVISION OF THE WARRANTY.
- CONTACT [REDACTED] (CUST REL MGR.) FOR CLARIFICATION OF THE DEALERSHIP'S POLICY ON ALTERNATIVE TRANSPORTATION.
- MAY REQUIRE AN APPOINTMENT
- 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

=====

O217WS	GRP: XX02	CONCERN CONTACT	VEH TYPE: CAR
DALLAS	S2	ZN/TR: A2	CDCONTACT NBR: 109028236
VIN: 1ZVPT20CXMS		ENGINE: C	OPENED: 10/13/1997
			CLOSED: 11/12/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	BRIDGEPORT	STATE:	TX	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	91	MODEL:	PROBE		
MILEAGE:	130000	WSD:			
DEALER NAME:	KARL KLEMENT FORD-M	SALES CODE:	152409	P & A:	02631
CAUSAL CODES:	1215	SYMPTOMS:	104100		
ORIGIN:	GD	TRANS. DST/RGN:	52	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	10/13/1997
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:

1997/10/13

*** VEHICLE INVOLVED IN RECALL 96548 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- 800 FROM DIRECTORY ASSISTANCE
- RECEIVED RECALL NOTICE ON MOTORIZED SEATBELT 96548
- HAS BEEN WAITING APPROX 8 MONTHS FOR THE PARTS

PER CUSTOMER, DEALER SAYS:

- PARTS ON ORDER

CUSTOMER SEEKS:

- VEHICLE TO BE REPAIRED FOR SAFTY RECALL

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. LEROY FALTERNEIER(PARTS MNGR) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS-

- MADE OBC TO DEALERSHIP. SPOKE TO JACK IN PARTS DEPT, WILL BE NOTIFYING CUSTOMER IN REGARDS TO PARTS AVAILABILITY AND ORDERING STATUS

1997/11/05

###THIS IS THE CLDSING COMMENT

PARTS WILL NOT BEAVABILTY UNTILL MARCH OF 1998 WILL LET THEM KNOW WHEN HAVE PARTS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

948618 GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: B1 CONTACT NBR: 109017203 OPENED: 10/09/1997
VIN: 12VPT21UBMS ENGINE: U CLOSED: 10/17/1997

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: SAN JOSE STATE: CA ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 100000 WSD:
DEALER NAME: SWANSON FORD SALES CODE: 172031 P & A: 07802
CAUSAL CODES: 1012 10RA SYMPTOMS: 104100
ORIGIN: GD TRANS. OST/RGN: 72 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/09/1997
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:

1997/10/09

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

CUSTOMER SAYS:

- BILL IN SERVICE GAVE THE CAC NUMBER
- THE CAR WAS TAKEN IN FOR THE SEAT BELT RECALL
- THE PART HAS BEEN ON ORDER FOR 1 MONTH
- THE DRIVER SIDE IS BROKEN
- THE DEALER WILL NOT RELEASE THE CAR

PER CUSTOMER, DEALER SAYS:

- NOT SURE WHEN THE PART WILL BE IN

CUSTOMER SEEKS:

- THE PART

CAC ADVISED:

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

1997/10/10

##THIS IS THE CLOSING COMMENT

QANATI 91 PROBE IS IN FOR RECALL 96S48 & 96S99 DRIVERS SEAT BELT IS INOP.
CUSTOMER IS IN A LOANER VEHICLE UNTIL PARTS COME IN. EST TIME FOR PARTS TO COME
OFF BACK ORDER IS EARLY 1998. CALLED CUSTOMER SERVICE MANAGER FORD MOTOR CO
WAS TOLD TO KEEP CUSTOMER IN LDANER UNTIL PART COMES IN.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

0644RJ GRP: XK09 CONCERN CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: D2 CONTACT NBR: 108999803 OPENED: 10/06/1997
VIN: 1ZVPT21U5M5 ENGINE: U CLOSED: 10/14/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: NORTH STATE: SC ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 89700 WSD:
DEALER NAME: HORNE FORD INC SALES CODE: 121727 P & A: 00963
CAUSAL CODES: 1012 1203 10RA SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 21 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/07/1997
ACK. CODE: A551ST 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

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

CUSTOMER SAYS:

- THE VEHICLE TRANSMISSION WOULDN'T UPSHIFT AT ALL
- THE DEALER ORDERED THE PART FOR THE VEHICLE IN 12/96 FOR RECALLS 96548/96599
- THE DEALER HAS BEEN RUDE TO THE CUSTOMER EVERY TIME SHE CALLS THE DEALER

PER CUSTOMER, DEALER SAYS:

- THE VEHICLE WILL COST OVER \$2000 TO REPAIR THE TRANSMISSION
- A COUPLE OF MONTHS AGO THE DEALER TOLD THE CUSTOMER THAT THE PARTS ARE STILL ON BACK ORDER

CUSTOMER SEEKS:

- IF THE VEHICLE'S ESP EXPIRED

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. MARK REINO TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- THE ESP EXPIRED AT 74,000 MILES

1997/10/07

###THIS IS THE CLOSING COMMENT

DLR'SHP CONTACTED CUST WORK PLACE & NOTED THAT CONCERN IS MISDIRECTED TO HORNE FORD. CAC NEEDS TO REASSIGN TO HORNE MOTOR CO. IN ORANGEBURG, S.C. PLEASE HANDLE THIS. MJR

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

7858KH	GRP: 08	INFORMATION CONTACT	VEH TYPE: CAR
SEATTLE	74	ZN/TR: A1	CONTACT NBR: 108995039
VIN: 1ZVPT20C0M5		ENGINE: C	OPENED: 10/03/1997
			CLOSED: 10/03/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	SEATTLE	STATE:	WA	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	91	MODEL:	PROBE		
MILEAGE:	94000	MSD:			
DEALER NAME:	BILL PIERRE FORD IN	SALES CODE:	174003	P & A:	08596
CAUSAL CODES:	1012 3103	SYMPTOMS:	104100		
DRIGIN:	GD	TRANS. DST/RGN:		TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	
ACK. CODE:	ASSIST CODE:	AWARD AMT:		O SURVEY:	(Y OR N)

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

COMMENTS:

1997/10/03

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- I TOOK MY VEHICLE IN TO HAVE THE SEAT BELT RECALL PERFORMED
- I'M WAITING FOR A PART FOR SEATBELT

*

PER CUSTOMER, DEALER SAYS:

- STEVEN CUTTINGTON PARTS IS ON BACK ORDER

*

CUSTOMER SEEKS:

- TO GET THE PART IN

*

CAC ADVISED:

- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
- MADE OBC TO PARTS DEPARTMENT
- PER GORDAN HE HAS NO PART ORDER FORM FOR THIS CUSTOMER
- PER ED IN SERVICE DEPARTMENT THE MR. HEINTZ HAS NEVER BEEN INTO THE SHOP

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 2338CR GRP: 17 INFORMATION CONTACT VEH TYPE: CAR
 CHICAGO 41 ZN/TR: 02 CONTACT NBR: 108984099 OPENED: 10/01/1997
 VIN: M ENGINE: CLOSED: 10/01/1997

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: MARION STATE: IA ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 91 MODEL: PROBE
 MILEAGE: 77000 WSD:
 DEALER NAME: BOB ZIMMERMAN FORD SALES CODE: 141777 P & A: 20285
 CAUSAL CODES: 1012 2B01 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:
1997/10/01

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- THE SEAT BELT IS STUCK
- THE SHOULDER HARNESS IS STUCK IN ITS TRACK
- THE BELT IS NOT IN THE LOCK CONDITON
- THE DEALERSHIP COULD NOT GET THE PARTS
- THE PARTS ARE ON NATIONAL RECALL
- THE DEALERSHIP RUINED HIS DAY BECAUSE THEY DID NOT INFORM HIM THAT THE PARTS WERE NOT AVAILABLE WHEN HE CALLED AT 11 SO HE DID NOT HAVE TO WASTE THE AFTERNOON

PER CUSTOMER, DEALER SAYS:

- HAL WRIGHT
- THE PARTS ARE ON NATIONAL RECALL

CUSTOMER SEEKS:

- TO GET THE PARTS FOR THE VEHICLE

CAC ADVISED:

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

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

2265MM GRP: 17 CONCERN CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: B3 CONTACT NBR: 10B982534 OPENED: 10/01/1997
VIN: 1ZVPT20C3M5 ENGINE: C CLOSED: 11/20/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MILLERSVILLE STATE: MO ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 97 MODEL: PROBE
MILEAGE: 89300 WSD:
DEALER NAME: FORD GROVES SALES CODE: 123215 P & A: 08029
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 23 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/13/1997
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:

1997/10/01

*** VEHICLE INVOLVED IN RECALL 98\$4B ***

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

-THERE IS A RECALL ON THE SEATBELT

-I HAVE TAKEN IT TO A DEALERSHIP TWICE TO HAVE THE RECALL PERFORMED AND IT HAS NOT BEEN COMPLETED

*

PER CUSTOMER, DEALER SAYS:

-THEY HAVE NOT ORDERED THE CORRECT PART

*

CUSTOMER SEEKS:

-I WANT MY SEATBELT RECALL PERFORMED

*

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MR STAN IRWIN (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS

1997/10/13

*** NAVIS: PROGRAM ***

*** VEHICLE INVOLVED IN RECALL 98\$4B ***

CUSTOMER SAYS:

- CUSTOMER IS CALLING REGARDING SIMILAR CONCERNS--I JUST CALLED THE DEALERSHIP TODAY

*

PER CUSTOMER, DEALER SAYS:

- THEY ARE TELLING ME THAT THE PART IS ON NATIONAL BACKORDER

*

CUSTOMER SEEKS:

- RECALL REPAIR WORK DONE ON VEHICLE

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

=====
2265MM GRP: 17 CONCERN CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: B3 CONTACT NBR: 108902534 OPENED: 10/01/1997
VIN: 1ZVPT20C3M5 ENGINE: C CLOSED: 11/20/1997
=====

1997/10/13

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

1997/11/12

JOE,
DO I NEED TO GET INVOLVED WITH THIS SITUATION? THE CONTACT IS GETTING QUITE
OLD. PLEASE LET ME KNOW-----

1997/11/13

##THIS IS THE CLOSING COMMENT
CALLED CUSTOMERS BUSINESS PHONE AND LEFT MESSAGE ADVISING CUSTOMER WE HAVE THE
PARTS FOR THE RECALL AND THEY SHOULD CALL AND SET UP AN APPOINTMENT AT THEIR
CONVIENIENCE

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

4493TD GRP: 05 CONCERN CONTACT VEH TYPE: CAR
DENVER 56 2N/TR: A3 CONTACT NBR: 108980091 OPENED: 10/01/1997
VIN: 1ZVPT20CXMS ENGINE: C CLOSED: 10/28/1997

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: FORT COLLINS STATE: CO ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 59000 WSD:
DEALER NAME: SPRADLEY/BARR FORD SALES CODE: 158443 P & A: 03138
CAUSAL CODES: 1203 SYMPTOMS: 104100
DRIGIN: GO TRANS. DST/RGN: 58 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/04/1997
ACK. CODE: ASSIST CODE: W AWARD ANT: D SURVEY: Y (Y OR N)

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

COMMENTS:
1997/10/01
*** VEHICLE INVOLVED IN RECALL 96S48 ***
CUSTOMER SAYS:
-SEATBELT ON THE DRIVERS SIDE IS NOT WORKING
-MADE AN APPOINTMENT FOR NEXT FRIDAY
-NEED TO HAVE THE VEHICLE REPAIRED BECAUSE I'M GOING ON VACATION
*
PER CUSTOMER, DEALER SAYS:
-THERE IS A RECALL OUT ON THE SEATBELT
-COULD NOT SCHEDULE AN APPOINTMENT UNTIL TOMORROW
-WILL ONLY LOOK AT THE VEHICLE
-PARTS ARE ON BACKORDER
*
CUSTOMER SEEKS:
-REPAIR OF THE VEHICLE
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MS. KAROLYN BARR(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
1997/10/10
CHECKED WITH PARTS MANAGER THIS MORNING AND THE PART IS STILL ON BACK ORDER.
1997/10/21
###THIS IS THE CLOSING COMMENT

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

0644RJ	GRP: AX09	INFORMATION CONTACT	VEH TYPE: CAR
SAN FRAN	72 ZN/TR: A2	CONTACT NBR: 108973530	OPENED: 09/29/1997
VIN: 1ZVPT21U5M5		ENGINE: U	CLOSED: 09/29/1997

=====

LAST NAME:		FIRST NAME: DON	STATUS: CLOSED
TITLE:		MI:	
ADDRESS:			
CITY: SACRAMENTO	STATE: CA	ZIP:	
HOME PHONE:		BUS. PHONE:	
MODEL YEAR: 91	MODEL: PROBE		
MILEAGE: 80900	WSD:		
DEALER NAME: FOLSOM LAKE FORD IN	SALES CODE: 172207	P & A: 07727	
CAUSAL CODES: 0404	SYMPTOMS: 104100		
ORIGIN: 00	TRANS. DST/RGN:	TRANS. DATE:	
SERVICE/SALES: 1		CONTACT DATE:	
ACK. CODE:	ASSIST CODE:	AWARD AMT:	D SURVEY: (Y OR N)

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

COMMENTS:
1997/09/29

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 9854B ***

CUSTOMER SAYS:

- TOOK THE VEHICLE TO THE DEALER TWO MONTHS AGO TO HAVE THE RECALL COMPLETED AND THE PARTS JUST CAME IN
- SINCE THE DEALER HAS DONE THE RECALL ON THE DRIVER'S SIDE THE SEAT BELT IS TOO TIGHT

PER CUSTOMER, DEALER SAYS:

- JIM WEBBER FORD WILL NOT COVER THE CONCERN BECAUSE IT ISN'T UNDER WARRANTY

CUSTOMER SEEKS:

- TO SPEAK WITH A FORD REPRESENTATIVE
- IF THE VEHICLE CAN BE REPAIRED

CAC ADVISED:

- MR./MS. (CUST. REL MGR./SERV. MGR.) IS IN THE BEST POSITION TO ASSIST YOU.
- SVC MGR MAY CONSULT FORD CSM IF REQUIRED.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
 4493TD GRP: 05 INFORMATION CONTACT VEH TYPE: CAR
 KANSAS CITY 53 2N/TR: B1 CONTACT NBR: 108971233 OPENED: 09/29/1997
 VIN: 1ZVPT20C6M5 ENGINE: C CLOSED: 09/29/1997
 =====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI:
 ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
 CITY: COUNSEL BLUFF STATE: IA ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 91 MODEL: PROBE
 MILEAGE: 80000 MSD:
 DEALER NAME: MCMULLEN FORD SALES CODE: 153666 P & A: 07262
 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:

1997/08/28

*** VEHICLE INVOLVED IN RECALL 96S49 ***
 CUSTOMER SAYS:
 -RECEIVED RECALL NOTICE REGARDING THE SEATBELT
 -THE DRIVER SIDE SEAT BELT IS BROKEN
 -WE HAVE DISENGAGED THE DRIVER SIDE BELT BECAUSE THE MOTOR CONTINUES TO RUN
 *
 PER CUSTOMER, DEALER SAYS:
 -PART IS ON BACK ORDER
 -PART WILL NOT ARRIVE UNTIL MARCH OF 1998
 *
 CUSTOMER SEEKS:
 -REPAIR OF THE VEHICLE
 *
 CAC ADVISED:
 - INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
 - INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS

09/11/88

MASTER OWNER RELATIONS SYSTEM II

14.21.02

765758 GRP: XA11 INFORMATION CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: A4 CONTACT NBR: 108934182 OPENED: 09/18/1997
VIN: 1ZVPT20C1M5 ENGINE: C CLOSED: 09/18/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED] APT 252
CITY: BAKERSFIELD STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 72157 WSD:
DEALER NAME: HOLIDAY FORD LINC-M SALES CODE: 171442 P & A: 05592
CAUSAL CODES: 1012 1204 2801 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/09/18

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- CUSTOMER'S WIFE CALLING
- SEAT BELTS ARE UNDER RECALL
- PARTS ARE ON BACK ORDER
- THEY ARE DRIVING A CAR WITH DEFECTIVE SEAT BELTS, DO NOT WANT TO KEEP DOING THIS

*

PER CUSTOMER, DEALER SAYS:

- PARTS MAY NOT BE AVAILABLE UNTIL DECEMBER
- CALL FORD

*

CUSTOMER SEEKS:

- WHAT TO DO UNTIL THEN

*

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

6407CG GRP: 01 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: B1 CONTACT NBR: 108920573 OPENED: 09/16/1997
VIN: 1ZVPT21U2M5 ENGINE: U CLOSED: 09/24/1997

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: AMHERST STATE: NY ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: B1 MODEL: PROBE
MILEAGE: 80000 WSD:
DEALER NAME: C BASIL FORD INC SALES CODE: 144115 P & A: 00503
CAUSAL CODES: 3001 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 44 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 09/17/1997
ACK. CODE: ASSIST CODE: D AWARD ANT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/09/16

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- CUSTOMER HAS BEEN TRYING TO GET RECALLS DONE AT BASIL FORD
- THEY ORDERED THE NECESSARY PARTS A LONG TIME AGO
- NO CONTACT SINCE THREE WEEKS AGO
- EVERY SO OFTEN THE DRIVER SIDE MOTORIZED BELT COMES LOOSE

* PER CUSTOMER, DEALER SAYS:

- SERVICE ADVISOR, NELSON, AT BASIL FORD TOLD CUSTOMER THREE WEEKS AGO THEY ARE WAITING FOR THE PARTS

* CUSTOMER SEEKS:

- TO GET THE RECALL COMPLETED

* CAC ADVISED:

- RE: RECALLS 96S48 AND 96S99
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MS. KIM WALSCH CUST REL MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/09/17

##THIS IS THE CLOSING COMMENT

CONTACTED PARTS DEPARTMENT, PARTS FOR RECALL ARE ON NATIONAL RECALL WITH A RELEASE DATE OF 12/15/1997. CONTACTED CUSTOMER AND MADE THEM AWARE OF THIS. CLOSE FILE

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

7874MB GRP: 13 INFORMATION CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: D1 CONTACT NBR: 108917954 OPENED: 09/16/1997
VIN: M ENGINE: CLOSED: 09/16/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: GADSDEN STATE: AL ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 40000 WSD:
DEALER NAME: FREEDOM FORD-MERCUR SALES CODE: 121576 P & A: 00250
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:

1997/09/16

*** PARTS DELAY OVER 30 DAYS ***

NO VIN AVAILABLE

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- SEAT BELT RECALL- SEPT OF 1996 LAST YEAR
- HAVE NOT WORKED SINCE THE REPAIRS HAVE BEEN MADE
- WAS TOLD THAT PARTS ARE ON BACK ORDER

PER CUSTOMER, DEALER SAYS:

- THEY DO NOT HAVE THE PARTS TO FIX VEHICLE
- SPOKE WITH KEITH AND PETE, SERVICE MANAGER IN REGARDS TO THE PARTS ON BACK ORDER SINCE 2/97

CUSTOMER SEEKS:

- INFORMATION ON PART

CAC ADVISED:

- WE DIRECT ALL OF DURT PARTS QUESTIONS TO THE DEALERSHIP
- INFORMED CUSTOMER I COULD NOT SEE KEITH OR PETE MISLEADING HER
- GAVE CUSTOMER THE CUSTOMER RELATION MANAGERS NAME, MR. BLACK

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 2790JG GRP: XX07 CONCERN CONTACT VEH TYPE: CAR
 DALLAS 52 ZN/TR: A1 CONTACT NBR: 108893542 OPENED: 09/09/1997
 VIN: 1ZVPT20C8MS ENGINE: C CLOSED: 09/17/1997

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: EL PASO STATE: TX ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 91 MODEL: PROBE
 MILEAGE: 67650 WSD:
 DEALER NAME: SHAMALEY FORD SALES CODE: 152212 P & A: 20442
 CAUSAL CODES: 0324 1218 SYMPTONS: 104100
 ORIGIN: GO TRANS. DST/RGN: 52 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 09/09/1997
 ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y DR N)

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

COMMENTS:

1997/09/09
 *** NAVIS: SUBSEQUENT ***
 CUSTOMER SAYS:
 - SEAT BELT MALFUNCTION
 - RECEIVED RECALL ON SEAT BELT
 - DEALER HASN'T DONE SEAT BELT RECALL WORK
 *
 PER CUSTOMER, DEALER SAYS:
 - DOESN'T HAVE THE PARTS AVAILABLE
 *
 CUSTOMER SEEKS:
 - COPIES OF DOCUMENTATION OF COMPLAINTS AT FORD CUST CTR
 - TO HAVE RECALL WORK DONE
 *
 CAC ADVISED:
 - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 - REQUEST NR./MS. (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2
 BUSINESS DAYS
 - CUST AWARE OF SEAT BELT RECALL
 - FORD'S POLICY IS NOT TO SEND OUT COPIES OF DOCUMENTATION--CAN CHECK
 WITH DEALER
 CUSTOMER SAYS:
 - STEVE FROM OPTION 2 ON THE PHONE CALLING WITH A CUSTOMER ON THE LINE, MS
 CARRERA, WHO WANTS TO SPEAK TO A SUPERVISOR
 -(CUSTOMER SERVICE CENTER IN OMAHA NEBRASKA)
 *
 PER CUSTOMER, DEALER SAYS:
 -NO CONTACT
 *

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
2790JG GRP: XX07 CONCERN CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: A1 CONTACT NBR: 108893542 OPENED: 09/09/1997
VIN: 1ZVPT20C5M5 [REDACTED] ENGINE: C CLOSED: 09/17/1997
=====

1997/09/09

CUSTOMER SEEKS:

-WANTS TO TALK TO A SUPERVISOR

*

CAC ADVISED:

-CUSTOMER HUNG UP ON STEVE'S LINE; SHE DIDN'T WAIT TO BE TRANSFERRED OVER

CUSTOMER SAYS:

-BRYAN FROM FORD CREDIT CALLED IN TO SEE IF COPIES COULD BE SENT TO

-THE CUSTOMER

*

CAC ADVISED:

-THAT IS NOT FORD'S POLICY TO SEND OUT COPIES OF DOCUMENTATION

1997/09/10

####THIS IS THE CLOSING COMMENT

09/09/97 CUST CAME IN WITH CAMPAIGN MAILER. PARTS HAVE BEEN ORDERED AND AN APPOINTMENT HAS BEEN SCHEDULED FOR INSTALLATION ON 09/18/97.CRL

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- THE DRIVERS SIDE AND PASSENGER SEAT BELT TIGHTENS SO TIGHT IT CHOKES THE

PASSENGER

- IT IS THE ONLY FORD DEALER IN HIS AREA

-

*

PER CUSTOMER, DEALER SAYS:

- THE PARTS WERE NOT IN TO DO THE RECALL

- PATTY GALLARDO TOLD THE CUSTOMER

*

CUSTOMER SEEKS:

- TO HAVE THE INFORMATION FOR PREVIOUS CONTACT FAXED TO PATTY

*

CAC ADVISED:

- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION

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

DELAYS

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-THE DEALERSHIP IS REFUSING TO REPAIR MY GLOVE COMPARTMENT, ANTENNA, AND ALARM

-THE ONLY THING THEY ARE GOING TO REPAIR IS MY SEATBELT UNDER THE RECALL

-THE DEALERSHIP SIGNED A PAPER STATING THEY WOULD REPAIR ALL OF MY CONCERNS

-THERE ARE ALSO OTHER CONCERNS THAT THE DEALERSHIP PROMISED TO REPAIR

*

PER CUSTOMER, DEALER SAYS:

-I WILL TRY TO GET TO THE BOTTOM OF THIS SITUATION PER PATTY GALLARDO(CUST. REL. MNGR)

*

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

2790JG	GRP: XX07	CONCERN CONTACT	VEH TYPE: CAR
DALLAS	52	2N/TR: A1	CONTACT NBR: 108893542
VIN:	12VPT20C5M5	ENGINE: C	OPENED: 09/09/1997
			CLOSED: 09/17/1997

=====

1997/09/10

CUSTOMER SEEKS:

-CONCERNS REPAIRED AS THE DEALERSHIP PROMISED

.

CAC ADVISED:

- DEALERSHIPS ARE INDEPENDENTLY OWNED AND OPERATED

- CONTACT PATTY GALLARDO(CUST. REL. MGR.)FOR FURTHER ASSISTANCE.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
1048NH GRP: 13 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: D2 CONTACT NBR: 108887173 OPENED: 09/08/1997
VIN: 1ZVPT20C4M5 ENGINE: C CLOSED: 10/18/1997
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: RALEIGH STATE: NC ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 105000 WSD:
DEALER NAME: BOSTROM FORD SALES CODE: 121615 P & A: 06741
CAUSAL CODES: 1203 12RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 21 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/09/1997
ACK. CODE: ASSIST CODE: D AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/09/08

*** NAVIS: SUBSEQUENT ***

*** PARTS DELAY OVER 30 DAYS ***

CUSTOMER SAYS:

- CALLING FOR ANY KNOWN RECALLS
- HAS BEEN WAITING SINCE 7/29/97
- SINCE WAITING SHE SEAT BELT HAS BROKEN AND SHE IS NOW WITHOUT DRIVERS SEAT BELT
- FEELS THAT THERE SHOULD HAVE ENOUGH PARTS TO SERVICE THIS BACKORDER
- WANTS TO KNOW WHAT WILL HAPPENED IF SHE IS IN AN ACCIDENT AND THIS SEATBELT IS STILL NOT FIXED

+

PER CUSTOMER, DEALER SAYS:

- PARTS NEEDS TO BE ORDERED
- NOT SURE OF DATE TO BE RECEIVED

+

CUSTOMER SEEKS:

- RECALL ON SEATBELTS REPAIRED

+

CAC ADVISED:

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

1997/09/17

SM TO CONTACT CUSTOMER AND UPDATE ME...

1997/10/09

BACKORDER ON PARTS, DEALERSHIP WILL CONTINUE TO INFORM CUSTOMER OF STATUS, I WILL ALSO GET INVOLVED TO DETERMINE EXTENT OF BACKORDER.
ELIZABETH RAKE, CSM

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

1048NH	GRP: 13	CONCERN CONTACT	VEH TYPE: CAR
SDR	10	2N/TR: D2	CONTACT NBR: 108887173
VIN:	12VPT20C4M5	ENGINE: C	DPENED: 09/08/1997
			CLOSED: 10/18/1997

=====

1997/10/09

###THIS IS THE CLOSING COMMENT
SEE PREVIOUS.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.D2

7481RL GRP: XX13 INFORMATION CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: F1 CONTACT NBR: 108878358 OPENED: 09/05/1997
VIN: 1ZVPT21U1M5 ENGINE: U CLOSED: 09/05/1997

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: FAIRFIELD STATE: CT ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 65000 WSD:
DEALER NAME: MILLER FORD INC SALES CODE: 113203 P & A: 03845
CAUSAL CODES: 1012 2801 3105 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. GATE:
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:

1997/09/05

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- CUSTOMER RECIEVED RECALL 96548 AND 98599
- CUSTOMER HAD TO GO TO THE DEALERSHIP 5-8 TIMES BECAUSE PARTS NOT IN, WRONG PARTS ORDERED AND THEN PARTS BEING OUT OF STOCK

PER CUSTOMER, DEALER SAYS:

- JOSEPH DETULLIO, SERVICE MANAGER TOLD CUSTOMER TO CALL FORD
- NOW DEALERSHIP IS TELLING CUSTOMER FORD WILL NOT HAVE THE PART (F72Z 818100450-B) IN UNTIL "THE HOLIDAYS"

CUSTOMER SEEKS:

- TO GET THE VEHICLE REPAIRED

CAC ADVISED:

- OUTBOUND CALL TO BOB VREELAND, SERVICE MANAGER:
.PARTS ARE BACKORDERED UNTIL "THE HOLIDAYS"
- CUSTOMER TO KEEP IN TOUCH WITH THE DEALERSHIP FOR PARTS AVAILABILITY

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

8134LM GRP: 17 CONCERN CONTACT VEH TYPE: CAR
ORLANDO 24 ZN/TR: B1 CONTACT NBR: 108851227 OPENED: 08/28/1997
VIN: 12VPT21U1M5 ENGINE: U CLOSED: 09/11/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: WEST PALM BCH STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 50000 WSD:
DEALER NAME: AL PACKERFORD SALES CODE: 124218 P & A: 04870
CAUSAL CODES: 1203 1012 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 24 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 09/04/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: Q SURVEY: Y (Y OR N)

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

COMMENTS:

1997/08/28

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

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- RECEIVED RECALL LETTER
- WENT TO DEALERSHIP REGARDING THE RECALL
- THE PART WAS UNAVAILABLE AT THE TIME
- CUSTOMER WAITED A MONTH; DEALER SAID THEY DO NOT KNOW WHEN THE PART WILL BE AVAILABLE
- SEAT BELT KEEPS TIGHTEN UP (AUTOMATIC)
- HAD AN ELDERLY PASSENGER IN THE VEHICLE AND THE SEATBELT TIGHTENED UP
- WHEN WILL PART BE AVAILABLE?
- THIS IS VERY DANGEROUS
- WHAT IS THE RECALL FOR?

*

PER CUSTOMER, DEALER SAYS:

- PART IS UNAVAILABLE AT THIS TIME

*

CUSTOMER SEEKS:

- PART DELAY INFO
- RECALL INFO

*

CAC ADVISED:

- RE PART DELAY:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
- RE RECALL INFO
- READ CUSTOMER LETTER REGARDING RECALL 96548

09/11/98 MASTER OWNER RELATIONS SYSTEM T1 14.21.02

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6134LM	GRP: 17	CONCERN CONTACT	VEH TYPE: CAR
ORLANDO	24	ZN/TR: B1	CONTACT NBR: 108851227
VIN:	1ZVPT21U1NS	ENGINE: U	OPENED: 08/28/1997
			CLOSED: 09/11/1997

=====

1997/09/04
###THIS IS THE CLOSING COMMENT
PARTS ARE NOW IN STOCK CALLED CUST AND MADE APPT FOR 9/9/97

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

47485G GRP: XX01 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: L2 CONTACT NBR: 1088371R7 OPENED: 08/28/1997
VIN: 12VPT20C5M5 ENGINE: C CLOSED: 09/03/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PORTAGE STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 90000 WSD:
DEALER NAME: ADVANTAGEFORD OF GA SALES CODE: 148570 P & A: 02719
CAUSAL CODES: 1204 10RA SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 48 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 08/27/1997
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:

1997/08/28

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

CUSTOMER SAYS:

-VEHICLE INVOLVED IN RECALL
-CUSTOMER HAS BEEN WAITING OVER A MONTH FOR PART
-THIS IS A SAFETY ISSUE AND CUSTOMER IS UPSET BECAUSE BOTH SEAT BELTS ARE NOT WORKING
-BOTH SEAT BELTS ARE NOT WORKING, INCLUDING DRIVER SAFETY BELT, WHICH WAS ALREADY COMPLETED FOR RECALL

PER CUSTOMER, DEALER SAYS:

-HAS NOT RECEIVED PART FOR SEAT BELT RECALL

CUSTOMER SEEKS:

-PART TO COMPLETE RECALL

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
-REQUEST MR. ROBERT CHARBONNEAU (SVC MGR) OR MARC DEVISSOR (PART MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/08/27

##THIS IS THE CLOSING COMMENT

SPOKE WITH HEATHER GLENN, CUSTOMER ZONE REP., AND MARC DEVISSOR, PARTS MANAGER THE PARTS ARE DSB, AND DUE OUT ON BACKORDER DECEMBER 15TH, EMERGENCY ORDERED PARTS ARE DUE OUT SEPTEMBER, ROBIN BOS CUSTOMER RELATIONS MANAGER CONTACTED CUSTOMER AUGUST 27, 1997 AND EXPLAINED SERVICE.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

47485G GRP: XAO1 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: 12 CONTACT NBR: 108837187 OPENED: 08/26/1997
VIN: 12VPT20C5M5 ENGINE: C CLOSED: 09/03/1997

1997/09/08

CUSTOMER CAME INTO DEALERSHIP AND HAD RECALL 86S48 PERFORMED REPLACING LEFT SI
DE SEATBELT, MECHANIC ALSO RECHECKED RIGHT SIDE RECALL 96S99, DUE TO CUSTOMER
STATING IT WAS INOPERATIVE. MECHANIC FOUND NO PROBLEM FOUND WITH RIGHT SIDE SE
ATBELT AND CUSTOMER WAS SATISFIED WITH DEALERSHIP.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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=====
B510KC   GRP: KX13   CONCERN CONTACT   VEH TYPE: CAR
SAN FRAN 72  ZN/TR: A2   CONTACT NBR: 108B27950  OPENED: 08/22/1997
VIN:     1ZVPT22L1M5  ENGINE: L             CLOSED: 09/01/1997
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=====
LAST NAME: ██████████   FIRST NAME: ██████████   STATUS: CLOSED
TITLE:      ██████████   MI: ██████████
ADDRESS:    ██████████
CITY:      MINDEN        STATE: NV             ZIP: ██████████
HOME PHONE: ██████████   BUS. PHONE: ██████████
MODEL YEAR: 91          MODEL: PROBE
MILEAGE: 120000        WSD:
DEALER NAME: CAPITAL FORD-MERCUR SALES CODE: 172525   P & A: 07892
CAUSAL CODES: 1209 0409   SYMPTOMS: 104100
ORIGIN: GO             TRANS. DST/RGN: 72   TRANS. DATE:
SERVICE/SALES: 1      CONTACT DATE: 08/22/1997
ACK. CODE: ASSIST CODE: W  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:

1997/08/22

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- HAS TAKEN THE VEHICLE TO THE DEALERSHIP 3 TIMES OVER THE PAST 9 MONTHS TO HAVE THE RECALL PERFORMED
- THEY USUALLY KEEP THE CAR FOR THE DAY AND THEN TELL ME THAT THE PART HAS BEEN SOLD TO ANOTHER PERSON
- RECEIVED THE POST CARD YESTERDAY THAT THE PART HAD ARRIVED
- CALLED THIS MORNING AND THEY TOLD ME TO BRING THE CAR RIGHT OVER
- THEY JUST CALLED AND TOLD ME THAT THE PART MUST HAVE BEEN SOLD TO ANOTHER CUSTOMER AND THEY WILL HAVE TO ORDER ANOTHER PART

PER CUSTOMER, DEALER SAYS:

PER SCHELL TINGLEY (SERVICE ADVISOR):

- THEY TOLD ME TO BRING THE CAR IN THIS MORNING TO BRING THE CAR IN
- THE PARTS HAVE BEEN SOLD TO SOMEONE ELSE

CUSTOMER SEEKS:

- TO HAVE RECALL PERFORMED

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. JOE CLAY (CUST REL MGR/ SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS PER JOE CLAY (SERVICE MANAGER):
- SHE NEGLECTED TO BRING THE CAR IN WHEN THE PART ARRIVED AND THEY SOLD IT TO ANOTHER CUSTOMER ON TWO OTHER OCCASIONS

1997/08/25

***THIS IS THE CLOSING COMMENT

I FOUND CUST PARTS AND INSTALLED THEM CUST IS HAPPY NOW. IT WAS FOR THE SEAT BELT RECALL

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
1246SD GRP: 13 INFORMATION CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: D1 CONTACT NBR: 108823709 OPENED: 08/21/1997
VIN: 1ZVPT21UXME ENGINE: U CLOSED: 08/21/1997
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED] LLEY ROAD
CITY: FLAGSTAFF STATE: AZ ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 88000 WSD:
DEALER NAME: HABBITT FORD SALES CODE: 171467 P & A: 2031B
CAUSAL CODES: 1012 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

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

COMMENTS:

1997/08/21

CUSTOMER SAYS:

-DRIVER SEAT BELT DOES NOT WORK

+

PER CUSTOMER, DEALER SAYS:

-SEAT BELTS ON BACKORDER
-WILL NOT GET UNTIL DECEMBER

+

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 II

14.21.02

0217MS GRP: XX02 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 83 ZN/TR: B1 CONTACT NBR: 108786737 OPENED: 08/13/1997
VIN: 1ZVPT20C3M5 ENGINE: C CLOSED: 09/17/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: IA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 55000 WSD:
DEALER NAME: MCMULLEN FORD SALES CODE: 153558 P & A: 07262
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 08/13/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/08/13

*** VEHICLE INVOLVED IN RECALL 98599 ***

CUSTOMER SAYS:

*

CUSTOMER SEEKS:

-PART FOR RECALL

*

CAC ADVISED:

-

1997/09/10

###THIS IS THE CLOSING COMMENT

PARTS RECIEVED, CONTACTED CUSTOMER FOR REPAIR

1997/09/19

*** MILEAGE UNAVAILABLE ***

*** NAVIS: SUBSEQUENT ***

*** LETTER DATED 9-3-97 ROSS ROBERTS ***

CUSTOMER SAYS:

- CUSTOMER IS WRITING IN ABOUT OBTAINING A PART TO HAVE HER RECALL PERFORMED

- THE DEALER SAID THEY WOULD CALL AND THEY HAVEN'T

*

PER CUSTOMER, DEALER SAYS:

- WILL CALL HER WHEN PART BECOMES AVAILABLE

*

CUSTOMER SEEKS:

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

0217WS GRP: XA02 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: B1 CONTACT NBR: 108786737 OPENED: 08/13/1997
VIN: 1ZVPT20C3M5 [REDACTED] ENGINE: C CLOSED: 09/17/1997

1997/08/19

- PART

CAC ADVISED:

- LETTER WAS WRITTEN 9/3/97, BEFORE DELAER OBTAINED PART AND CONTACTED
CUSTOMER 9/17/97
- OBC TO CUSTOMER, LEFT MESSAGE
- SORRY ABOUT THE DELAY IN OBTAINING YOUR PART. WE UNDERSTAND THAT THE DEALER
DID RECEIVE THE PART AND CALLED YOU ON 9/10/97 TO LET YOU KNOW THAT IT WAS IN.
IF YOU HAVE ANY QUESTION CALL CAC. THANK YOU FOR TAKING THE TIME TO WRITE
FORD. ### NOTE: IMAGING DOCUMENT IDENTIFICATION NUMBER (DOCID): 62206886

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

6087LB GRP: 05 INFORMATION CONTACT VEH TYPE: CAR
HOUSTON 57 ZN/TR: C1 CONTACT NBR: 108785867 OPENED: 08/13/1997
VIN: 12VPT21U2M5 ENGINE: U CLDSED: 08/13/1997

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: #1506
CITY: SAN ANTONIO STATE: TX ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 60000 WSD:
DEALER NAME: REG MCCOMBS FORD SALES CODE: 152056 P & A: 04544
CAUSAL CODES: 1012 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 INF: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/08/13

*** PARTS DELAY OVER 30 DAYS ***
*** VEHICLE INVOLVED IN RECALL 98548 & 98599 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- WENT IN 4-5 WEEKS AGO TO HAVE THE RECALL WORK PERFORMED ON THE SEAT BELTS
- DISSATISFIED WITH THE WAIT FOR THE RECALL WORK TO BE PERFORMED

PER CUSTOMER, DEALER SAYS:

- MARK WOEPPEL IS THE CONTACT PERSON
- THE PART IS ON NATIONAL BACK ORDER
- NO TIME FRAME GIVEN FOR WHEN THE PART WILL COME IN

CUSTOMER SEEKS:

- RECALL WORK TO BE PERFORMED
- PARTS 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 !!

14.21.02

8965TN GRP: XX17 INFORMATION CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: B2 CONTACT NBR: 108756960 OPENED: 08/06/1997
VIN: M ENGINE: CLOSED: 08/06/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: KENNEWICK STATE: WA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: RUSS DEANFORD INC SALES CODE: 174437 P & A: 08635
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RBN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/08/06

NO VIN AVAILABLE

CUSTOMER SAYS:

- THE VEHICLE IS INVOLVED IN THE SEATBELT RECALL FOR 1991 PROBES
- THERE IS A LONG WAITING LISTS FOR PARTS

*

PER CUSTOMER, DEALER SAYS:

- THE PARTS ARE ON BACK ORDER

*

CUSTOMER SEEKS:

- TO BE PUT AT THE TOP OF THE LIST FOR PARTS

*

CAC ADVISED:

- CAN NOT ASSIST WITH THE CONCERN THAT THE CUSTOMER HAS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3887LM GRP: XX06 CONCERN CONTACT VEH TYPE: CAR
DENVER 56 ZN/TR: 12 CONTACT NBR: 108742045 OPENED: 08/04/1997
VIN: 1ZVPT20CBMS ENGINE: C CLOSED: 08/14/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED] PT: [REDACTED]
CITY: ARVIDA STATE: CO ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 96000 WSD:
DEALER NAME: CHESROWN'S FRIENDLY SALES CODE: 156007 P & A: 01108
CAUSAL CODES: 1204 2801 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 86 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 08/06/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/08/04

*** VEHICLE INVOLVED IN RECALL 9654B AND 98599 ***
*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

-I HAVE A COMPLAINT ABOUT THE DEALERSHIP
-SEATBELT RECALLED IN FEBRUARY
-I TOOK THE VEHICLE IN FOR THE RECALL ON MAY 29TH
-THEY DID NOT HAVE THE PART
-I HAVE CONTACTED THE DEALERSHIP SEVERAL TIMES TO HAVE THE SEAT
-BELT REPAIRED TO THIS DATE AUG 4TH, I HAVE NOT HEARD ANYTHING ABOUT
-THE PART
-I CONTACTED THE DEALERSHIP ON JULY 31, 1997 AND THEY SAID THEY DID -NOT HAVE
AN ORDER FOR THE PART AND THEY WILL DO A RUSH ORDER

PER CUSTOMER, DEALER SAYS:

-PROVIDED BOQH FRONT DESK
-PER JOHN SERVICE WRITER, THE ORDER WAS NOT PLACED FOR THE PART
-WE WILL DO A RUSH ORDER

CUSTOMER SEEKS:

-COMPLAINT
-SEAT BELT REPAIRED

CAC ADVISED:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3887LM GRP: XX06 CONCERN CONTACT VEH TYPE: CAR
DENVER 58 ZN/TR: A3 CONTACT NBR: 108742045 OPENED: 08/04/1997
VIN: 1ZVPT20C8M5 ENGINE: C CLOSED: 08/14/1997

1997/08/07

CUSTOMER CALLED BACK AT APPROX. 4:00 P.M. I EXPLAINED SITUATION WITH REGARDS
TO PARTS BACKORDER AND I OFFERED TO CALL HER AS SOON AS PARTS WERE AVAILABLE
I ALSO OFFERED TO PICK UP AND DELIVER HER VEHICLE IF IT WOULD HELP DUE TO THE
INCONVENIENCE SHE SAID SHE WOULD LET ME KNOW WHAT HER SITUATION WAS A THE TIME
THE PARTS ARE RECEIVED

AS OF 8-6-97 THE L. SIDE BELT IS VENDOR SHIP ONLY FROM FORD, AND THE R. SIDE
IS STILL D-99 FROM FORD. IF WE RECEIVE A L. SIDE WE COULD TAKE A R. SIDE THAT
WE HAVE IN STOCK AND COMPLETE THIS VEHICLE. I LEFT A MESSAGE AT 8:05 A.M. FOR
THIS LADY TO CALL ME SO THAT I CAN EXPLAIN THE SITUATION
THIS MESSAGE OUT OF SEQUENCE AS I FORGOT TO SAVE IT BY KEYING F5 THE FIRST
TIME

###THIS IS THE CLOSING COMMENT
APPOINTMENT MADE WITH CUSTOMER FOR OUR MOBILE TECH TO GO TO HER PLACE OF
BUSINESS TO INSTALL PARTS UPON OUR RECEIPT OF THEM

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

9382MM	GRP: 12	INFORMATION CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: P2	CONTACT NBR: 108713872
VIN:	1ZVPT21UXM	ENGINE: U	OPENED: 07/28/1997
			CLOSED: 07/28/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	GAYTON	STATE:	WY	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	91	MODEL:	PROBE		
MILEAGE:	64000	WSD:			
DEALER NAME:	COOK FORDSALES INC	SALES CODE:	158415	P & A:	03263
CAUSAL CODES:	1204	SYMPTOMS:	104100		
ORIGIN:	GD	TRANS. DST/RGN:		TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	
ACK. CODE:		ASSIST CODE:		AWARD AMT:	
				O SURVEY:	(Y OR N)

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

COMMENTS:

1997/07/28

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- THE LEFT SEAT BELT ON THE PROBE IS NOT WORKING.
- IT IS ON RECALL, BUT THERE IS A BACK ORDER.
- DEALER INITIALLY TOLD HER IT WOULD TAKE 5-10 DAYS
- NOW THE DEALER IS TELLING HER IT IS ON BACK ORDER AND IT WILL TAKE SOME TIME.

*

PER CUSTOMER, DEALER SAYS:

- DEALER IS TELLING HER IT IS ON BACK ORDER AND IT WILL TAKE SOME TIME.

*

CUSTOMER SEEKS:

- TO GET RECALL REPAIR DONE.

*

CAC ADVISED:

- NO LDNER OFFERED ON THIS PROGRAM.
- 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

=====
0085HM GRP: XX05 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 16 ZN/TR: F1 CONTACT NBR: 108709713 OPENED: 07/25/1997
VIN: 1ZVPT20C1M5 ENGINE: C CLOSED: 08/05/1997
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: UPPER MARRY STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 56000 MSD:
DEALER NAME: PACIFIC FORD INC SALES CODE: 116007 P & A: 01378
CAUSAL CODES: 1012 3104 10RA SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 18 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 07/28/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/07/25

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

CUSTOMER SAYS:

- I TOOK MY CAR IN 3 MONTHS AGO FOR THE PART
- THEY TOOK THE OLD SEATBELTS OFF OF MY CAR AND HAVE NOT PUT ANY NEW ONES ON YET

PER CUSTOMER, DEALER SAYS:

- WE HAVE NO PARTS ON ORDER
- WE HAVE ONLY SEEN TWO COME IN AND OTHER PEOPLE HAD BEEN WAITING LONGER THAN YOU

CUSTOMER SEEKS:

- TO RECEIVE RECALL PARTS

CAC ADVISED:

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

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

BILL, PER RENKIM THE PARTS ARE OFF BACKORDER AND PLEASE REORDER THE NECESSARY PARTS

- OUTBOUND CALL TO RENKIM TO FIND OUT PART AVAILABILITY
- THEY ARE OFF BACKORDER AND AVAILABLE IF REORDERED
- OUTBOUND CALL TO DEALERSHIP TO INFORM OF ABOVE COMMENTS FROM RENKIM

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====
0065HN GRP: XX05 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 16 ZN/TR: F1 CONTACT NBR: 108709713 OPENED: 07/25/1997
VIN: 1ZVPT20C1MS ENGINE: C CLOSED: 08/05/1997
=====

1997/07/29
###THIS IS THE CLOSING COMMENT
PARTS MANAGER DID WHAT CAC INSTRUCTED ME TO DO. PARTS MANAGER SHOWED ME A DDES
RUN THAT STATES SEAT BELT PARTS ARE D99. WHAT DO WE DO ABOUT THIS????????????
SM BM

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

3635LS GRP: 10 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 16 ZN/TR: F1 CONTACT NBR: 108547928 OPENED: 06/16/1997
VIN: 1ZVPT20C1M5 ENGINE: C CLOSED: 06/24/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: UPPER DARBY STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 50000 MSD:
DEALER NAME: PACIFIC FORD INC SALES CODE: 116007 P & A: 01376
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 16 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 06/17/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: D SURVEY: Y (Y OR N)

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

COMMENTS:
1997/08/16
*** VEHICLE INVOLVED IN RECALL 98548,98599 ***
*** NAVIS: PROGRAM ***
CUSTOMER SAYS:
- I BROUGHT MY CAR IN 2 MONTHS AGO FOR A RECALL
- THE DEALER REMOVED MY SEATBELTS BUT HAS NOT REPLACED THEM YET
*
PER CUSTOMER, DEALER SAYS:
- (JOHN) THE PARTS WERE ORDERED 2 MONTHS AGO
*
CUSTOMER SEEKS:
- RECALL PERFORMED
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. BOB MOYTA(SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
1997/08/17
###THIS IS THE CLOSING COMMENT
CUSTOMER WAS NOTIFIED THAT RIGHT SIDE SEAT BELT IS IN STOCK BUT LEFT SIDE SEAT
BELTS ARE STILL ON BACK ORDER. CUSTOMER WILL BE IN NEXT COUPLE OF DAYS FOR RPR
SM BM

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

8571TC	ORP: XA07	INFORMATION CONTACT	VEH TYPE: CAR
SEATTLE	74	ZN/TR: A1	OPENED: 07/15/1997
VIN: M		CONTACT NBR: 108664748	CLOSED: 07/15/1997
		ENGINE:	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:		
ADDRESS:	[REDACTED]			
CITY:	MISSOULA	STATE:	MT	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]	
MODEL YEAR:	91	MODEL:	PROBE	
MILEAGE:	74000	WSD:		
DEALER NAME:	BITTERROOT FORD	SALES CODE:	174607	P & A: 08374
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:

1997/07/15

NO VIN AVAILABLE

*** 20 DAYS OUT OF SERVICE ***

CUSTOMER SAYS:

- 800#-PAUL KELLY
- VEHICLE HAS BEEN IN DEALERSHIP FOR A SAFETY RECALL FOR THREE WEEKS DUE TO PARTS DELAY
- BECAUSE THE PARTS ONLY CAME IN FOR THE PASDenger SIDE, I HAVE TO WAIT ANOTHER 3 WEEKS FOR THE DRIVER SIDE
- I WANT TO GET MY VEHICLE BACK

*

PER CUSTOMER, DEALER SAYS:

- PER PAUL KELLY
- WE ORDERED PARTS FOR BOTH SIDES, BUT ONLY THE DRIVERS SIDE CAME IN

*

CUSTOMER SEEKS:

- LODGE A COMPLAINT

*

CAC ADVISED:

- >>>PER NEXT CSR<<<
- HAVE ASKED CUSTOMER TO CALL BACK WITH VIN# SO THAT WE CAN CHECK FOR RECALL AND/OR OPEN CONTACT
- PLEASE UPGRADE CONTACT WHEN PROVIDED WITH VIN#, IF NECESSARY

RE:COMPLAINT

- INFORMATION HAS BEEN DOCUMENTED AND WILL BE FORWARDED TO THE DEALERSHIP

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

```

=====
0370AA  GRP: 17  INFORMATION CONTACT  VEH TYPE: CAR
NEW YORK 13  ZN/TR: D1  CONTACT NBR: 108663819  OPENED: 07/15/1997
VIN: 12VPT21UGMS  ENGINE: U  CLOSED: 07/15/1997
=====

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=====
LAST NAME:  STATUS: CLOSED
TITLE:  FIRST NAME: SUSAN  MI: 
ADDRESS: 
CITY:  NORTHPORT  STATE:  NY  ZIP: 
HOME PHONE:  BUS. PHONE: 
MODEL YEAR: 91  MODEL:  PROBE
MILEAGE: 1  WSD: 
DEALER NAME: NORTHPORTFORD INC  SALES CODE: 113104  P & A: 03668
CAUSAL CODES: 1204 2910  SYMPTOMS: 104100
ORIGIN:  GO  TRANS. DST/RGN:  TRANS. DATE: 
SERVICE/SALES: 1  CONTACT DATE: 
ACK. CODE:  ASSIST CODE:  AWARD AMT:  O SURVEY: (Y OR N)

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```

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

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COMMENTS:

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1997/07/15
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-THERE WAS A RECALL ON VEHICLE REGARDING SEAT BELT
-TOOK VEHICLE TO DEALER ON 7/10/97 FOR CONCERN
-THE SEAT BELT WORKED WHEN SHE TOOK THE DEALER TO THE DEALER, HOWEVER IT IS
NOT WORKING AT THIS POINT
-THE WILL HOLD FMC RESPONSIBLE IF AN ACCIDENT OCCURS
*
PER CUSTOMER, DEALER SAYS:
-HAD TO ORDER A SEAT BELT PART AND FOR HER TO BRING VEHICLE BACK ONCE THE PART
ARRIVED
*
CUSTOMER SEEKS:
-TO INFORM FMC OF THIS SITUATION
-WHEN 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
-DBC TO DEALERSHIP
-PER KELLY (SVC ADV) DEALER HAD TO ORDER THE PART TO MATCH THE COLOR OF THE
ORIGINAL SEAT BELT. SHE DID NOT A DEFINITE TIME FOR THE PART TO ARRIVE

```

09/11/98

MASTER OWNER RELATIONS SYSTEM II

11.21.02

=====

0370AA	GRP: 17	INFORMATION CONTACT	VEH TYPE: CAR
NEW YORK	13	ZN/TR: 01	CONTACT NBR: 108003819
VIN:	1ZVPT21U6M5	ENGINE: U	OPENED: 07/19/1997
			CLOSED: 07/15/1997

=====

1997/07/29

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-I WOULD LIKE TO HAVE FORD PUSH THIS PART ALONG

-IT HAS BEEN OVER TWO WEEKS

*

PER CUSTOMER, DEALER SAYS:

-IT IS ON ORDER

*

CUSTOMER SEEKS:

-HER SEATBELT 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

9066JU GRP: XX13 CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: E2 CONTACT NBR: 108647890 OPENED: 07/11/1997
VIN: 1ZVPT20C6M5 ENGINE: C CLOSED: 07/22/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: OSHKOSH STATE: WI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 44000 WSD:
DEALER NAME: GORDIE BOUCHER FORD SALES CODE: 141376 P & A: 02807
CAUSAL CODES: 1012 2910 29RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 41 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 07/11/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/07/11

- *** PARTS DELAY OVER 30 DAYS ***
- *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548, 96599 ***
- *** NAVIS: ORIGINAL ***
- CUSTOMER SAYS:
 - STILL WAITING FOR THE PARTS TO COM IN FOR THE RECALL
 - CUSTOMER PUT IN REQUEST TO HAVE THE PARTS ORDERED BACK IN NOVEMBER
- PER CUSTOMER, DEALER SAYS:
 - TIM IN SERVICE SAID HE WOULD CALL ME BACK
- CUSTOMER SEEKS:
 - TO HAVE THE VEHICLE REPAIRED
- CAC ADVISED:
 - OUTBOUND CALL TO MR. SCOTT STIELOW CUST REL./SVC MGR:
 - FILE IS BEING FORWARDED TO REGIONAL OFFICE
 - SCOTT STIELOW WAS NOT AVAILABLE
 - MARY IN SERVICE SAID SHE WOULD CALL THE CUSTOMER TODAY
 - ADVISED CUSTOMER IS A VERY LOYAL CUSTOMER
 - REQUEST MR. SCOTT STIELOW CUST REL MGR/SVC MGR TO CONTACT CUSTOMER SAME DAY

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

9066JJ GRP: XX13 CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: E2 CONTACT NBR: 108647890 OPENED: 07/11/1997
VIN: 1ZVPT20C6M5 [REDACTED] ENGINE: C CLOSED: 07/22/1997

1997/07/14

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

[REDACTED] (WIFE) CALLING
- CALLED 7/11/97 ABOUT A PARTS DELAY FOR A RECALL
- HAS NOT HEARD ANYTHING

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- WANTS VEHICLE REPAIRED

CAC ADVISED:

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

1997/07/15

##THIS IS THE CLOSING COMMENT

CONTACTED THE CUSTOMER TO TELL THEM THAT THEIR PARTS ARE IN. A COUPLE OF
MESSAGES HAVE BEEN LEFT ON THE ANSWERING MACHINE AND WE HAVE NOT RECEIVED A CA
LL BACK.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
2459EB GRP: XX12 INFORMATION CONTACT VEH TYPE: CAR
WASHINGTON 27 ZM/TR: A1 CONTACT NBR: 108624225 OPENED: 07/07/1997
VIN: M ENGINE: CLOSED: 07/07/1997
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: NORFOLK STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 97 MODEL: PROBE
MILEAGE: 107000 WSD:
DEALER NAME: FREEDOM FORD, INC. SALES CODE: 127050 P & A: 00139
CAUSAL CODES: 1207 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:
1997/07/07

NO VIN AVAILABLE

CUSTOMER SAYS:

-VEHICLE IS INVOLVED IN SEAT BELT RECALL
-TOOK VEHICLE TO DEALER OUT OF TOWN, DEALER OFFER A RENTAL WHILE WAITING ON
PART FOR RECALL DUE TO DANGER OF THE CONCERN
-DID NOT HAVE VEHICLE REPAIR
-DEALER NEAR HOME IS NOT OFFERING LOANER
-SEAT BELTS ARE ON BACK ORDER 7-14 WEEKS

PER CUSTOMER, DEALER SAYS:

-DONNA, BLUE TEAM
-NO LOANER

CUSTOMER SEEKS:

-TO KNOW IF RECALL PROVIDES A LOANER

CAC ADVISED:

-LOANER VEHICLES ARE NOT A PROVISION OF THE RECALL

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

9995RS GRP: XXXX CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: L1 CONTACT NBR: 108613243 OPENED: 07/02/1997
VIN: 1ZVPT2OC2M5 ENGINE: C CLOSED: 07/25/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ALBANY STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 61000 WSD:
DEALER NAME: LATHAM MOTORS INC SALES CODE: 113163 P & A: 20590
CAUSAL CODES: 1203 1012 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 07/04/1997
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:

1997/07/02

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- I HAD TRIED TO HAVE THE RECALL REPAIR DONE ON 2 OCCASIONS(3/21/97 AND 7/2/97).
- I WAS TOLD THAT THE PARTS WERE IN AND WHEN I CAME IN TODAY THE PARTS FOR THE WRONG SIDE WAS IN AND THE REPAIR IS NOT DONE YET.
- IS FORD HAVING A PROBLEM WITH GETTING PARTS OUT ?

PER CUSTOMER, DEALER SAYS:

- PER SERVICE ADVISOR(ND NAME)- WE DO NOT HAVE THE PARTS IN FOR THE PASSENGER SIDE.

CUSTOMER SEEKS:

- PARTS INFORMATION

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR.TOM SMITH (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

1997/07/18

###THIS IS THE CLOSING COMMENT

PARTS ARE ORDERED AND ARE IN AND APPOINTMENT WAS SET.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

1844K2 GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: C1 CONTACT NBR: 10860510 OPENED: 06/30/1997
VIN: 1ZVPT22L5M5 ENGINE: L CLOSED: 07/21/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: NIXA STATE: MD ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 94 MODEL: PROBE
MILEAGE: 81000 WSD:
DEALER NAME: FRIENDLY FORD INC SALES CODE: 153480 P & A: 05017
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 07/10/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/08/30

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-800 # FROM FMCC

-CUSTOMER ORIGINALLY TOOK THE VEHICLE IN TO THE DEALERSHIP IN 12/96 AND WAS TOLD THE PARTS WERE ON BACKORDER AND CUSTOMER WOULD BE CALLED WHEN THE PARTS CAME IN

-THE DEALERSHIP DID NOT CALL CUSTOMER AND THE CUSTOMER HAD TO CALL THE DEALERSHIP TO FIND OUT THEY HAD MADE A MISTAKE

-CUSTOMER IS IN THE PROCESS OF SELLING THE VEHICLE AND NEEDS THE RECALL PERFORMED

*

PER CUSTOMER, DEALER SAYS:

-PER TOM TAYLOR, SERVICE: THE DRIVER'S SIDE SEATBELT NEEDS REPLACED AND WE WILL CALL CUSTOMER WHEN THE PARTS COME IN(DECEMBER); THERE HAS BEEN A MIX UP AND CUSTOMER IS GOING TO HAVE TO BRING THE VEHICLE BACK AND HAVE NEW PARTS ORDERED

*

CUSTOMER SEEKS:

-TO HAVE THE VEHICLE REPAIRED

*

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

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

1997/07/14

***THIS IS THE CLOSING COMMENT

CUSTOMER CONTACTED BY S/A TOM TAYLOR IS SCHEDULED TO HAVE RECALL PERFORMED ON 7/17/97.

- JOE MAHARG

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

4649TC GRP: KA17 CONCERN CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: C1 CONTACT NBR: 1085974J8 OPENED: 06/27/1997
VIN: 1ZVPT21U2M5 ENGINE: U CLOSED: 08/04/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] NI:
ADDRESS: [REDACTED]
CITY: GREENFIELD STATE: IN ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 80000 WSD:
DEALER NAME: CAPITOL CITY FORD I SALES CODE: 147021 P & A: 04865
CAUSAL CODES: 1012 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 47 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 07/24/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: Q SURVEY: Y (Y DR N)

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

COMMENTS:

1997/08/27

*** VEHICLE INVOLVED IN ONP 96S4B & 96S99 ***
*** VEHICLE INVOLVED IN RECALL 92E21 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-RECALL INFORMATION

-THE SEAT BELT ON THE DRIVER'S SIDE IS NOT WORKING
-PARTS ARE ON ORDER. HAVE BEEN ON ORDER SINCE MAY, 1997

PER CUSTOMER, DEALER SAYS:

-SPOKE TO SERVICE TECHNICIAN, NO NAME AVAILABLE, HE WILL CALL AS SOON AS THE SEATBELT PART CAME IN

CUSTOMER SEEKS:

-SEATBELTS REPAIRED

GAC ADVISED:

REGARDING RECALL/ONP

- REQUEST CUST REL MGR., RICK RADFORD, TERRY HAMILTON, RON HARTMAN TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS DAYS REGARDING RECALL/ONP

1997/07/24

SPOKE TO [REDACTED] TODAY. HE STATED THAT RECALL HAVE BEEN PERFORMED AT ANOTHER DEALERSHIP. NO OTHER PROBLEMS HAVE BEEN NOTED.

1997/07/28

##THIS IS THE CLOSING COMMENT

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 11.21.02

=====

115BEK	GRP: KX09	CONCERN CONTACT	VEH TYPE: CAR
LOS ANGELES	71	ZN/TR: B2	CONTACT NBR: 108593928
VIN:	1ZVPT20C1M5	ENGINE: C	OPENED: 06/26/1997
			CLOSED: 07/04/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	WEST COVINA	STATE:	CA	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	91	MODEL:	PROBE		
MILEAGE:	52000	WSD:			
DEALER NAME:	ED BUTTS FORD	SALES CODE:	171088	P B A:	05546
CAUSAL CODES:	1012 1203	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:	71	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	06/27/1997
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:

1997/08/26

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- IS TRYING TO GET THE RECALL DONE FOR HER SEAT BELTS

PER CUSTOMER, DEALER SAYS:

- THESE ARE STILL ON BACK ORDER (AS OF 3 WEEKS AGO)

CUSTOMER SEEKS:

- NEEDS THE RECALL TO BE PERFORMED

CAC ADVISED:

REGARDING THE RECALL

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

- REQUEST MR. AL LUCERO (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS

1997/06/27

###THIS IS THE CLOSING COMMENT

PARTS OBTAINED RECALLS PERFORMED CUST SATISFIED AND HAPPY

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

596908 GRP: XA08 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: B1 CONTACT NBR: 108581200 OPENED: 06/24/1997
VIN: 1ZVPT21U9M5 ENGINE: U CLOSED: 07/03/1997

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: PAWNEE CITY STATE: NE ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 100000 WSD:
DEALER NAME: NEGINNIS FORD COMPA SALES CODE: 153026 P & A: 07195
CAUSAL CODES: 0206 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 08/25/1997
ACK. CODE: ASSIST CODE: D AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/06/24

*** VEHICLE INVOLVED IN RECALL 98589 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- THE PASSENGER'S SIDE MOTORIZED SAFETY BELT ISN'T WORKING
- I'M INVOLVED IN THE RECALL
- I WAS DENIED A LOANER VEHICLE
- DEALERSHIP CAN'T REPAIR THE SEAT BELT RIGHT AWAY
- MY PASSENGER WON'T HAVE A SEAT BELT
- COULD BE DANGEROUS, IF IN AN ACCIDENT

PER CUSTOMER, DEALER SAYS:

SERVICE DEPARTMENT.

- THE MAIN OFFICE OF FORD WILL NOT PAY FOR RENTAL BECAUSE IT IS THE PASSENGER'S SIDE SEAT BELT
- WE CAN'T REPAIR VEHICLE UNTIL NEXT WEEK, TUESDAY

CUSTOMER SEEKS:

- A LOANER VEHICLE

CAC ADVISED:

RE: RECALL REPAIR

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST CHRIS BRISTOL/ SVC MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

RE: LOANER REQUEST

- NO ESP
- NO TRANSPORTATION ASSISTANCE PROVIDED

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

596308 GRP: XK08 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: B1 CONTACT NBR: 108581260 OPENED: 06/24/1997
VIN: 1ZVPT21U9MS [REDACTED] ENGINE: U CLOSED: 07/03/1997
=====

1997/06/24

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- PROBE WAS INVOLVED IN SAFETY BELT RECALL 96S48 AND 96S99
- SHE WANTS A LOANER VEHICLE FOR TRAVEL WHILE CAR IS IN SHOP
- THREATENS TO SUE IF ANYTHING HAPPENS

PER CUSTOMER, DEALER SAYS:

- THAT FORD IS RESPONSIBLE FOR PROVIDING A LOANER CAR NOT THE DEALERSHIP
- CANNOT GET INTO SHOP TILL AFTER HER SCHEDULED DEPARTURE DATE

CUSTOMER SEEKS:

- A LOANER VEHICLE FROM FORD

CAC ADVISED:

- NO ESP
- NO TRANSPORTATION ASSISTANCE PROVIDED

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- HAS JUST SPOKE TO SOME ONE FROM THE DEARBORN OFFICE
- SPOKE TO A LADY AND SHE SAID THAT CUSTOMER NEEDS TO TALK TO A SUPERVISOR TO TALK TO SOME ONE OVER THE CAC
- WANTS TO SPEAK TO THE SUPERVISOR

CUSTOMER SEEKS:

- WANTS TO SPEAK TO THE SUPERVISOR

CAC ADVISED:

- OFFERED THE CAC ADDRESS TO NANCY VERT
- CUSTOMER DECLINED ADDRESS AND HUNG UP

1997/06/26

MEGINNIS FORD INSPECTED THE SEAT BELT PER THE RECALL AND IT PASSED THE CUSTOMER STATES THAT IT STOPPED WORKING NOW. CUSTOMER STATES THAT THEY WANT A CAR TO DRIVE. TALKED WITH THE FACTORY REP [REDACTED] AND HE SAID THAT WE CAN FIX THE SEAT BELT UNDER THE RECALL IF IT IS DEFECTIVE BUT WILL NOT GIVE THE CUSTOMER A CAR TO DRIVE. CUSTOMER WAS IN A CAR AT FORD EXPENSE FOR THE DRIVERS SIDE BELTS BUT I WAS TOLD BY THE FACTORY REP. THAT FORD IS NOT GOING TO PAY FOR ANY MORE CARS TO DRIVE. CUSTOMER STATES THAT SHE WILL HAVE FORD ASS.

###THIS IS THE CLOSING COMMENT

FORD IS NOT GIVING A CAR FOR THE CUSTOMER TO DRIVER PER THE FORD FACTORY REP MR. MARK RATAJACK

###THIS IS THE CLOSING COMMENT

END.....

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

1158EK	GRP: XA09	CONCERN CONTACT	VEH TYPE: CAR
CINCINNATI	47	ZN/TR: B1	CONTACT NBR: 108581058
VIN: 1ZVPT21U4MS		ENGINE: U	OPENED: 06/24/1997
			CLOSED: 07/04/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	COLUMBUS	STATE:	OH	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	91	MODEL:	PROBE		
MILEAGE:	78000	WSD:			
DEALER NAME:	RICART FORD INC	SALES CODE:	147035	P & A:	02185
CAUSAL CODES:	1203	SYMPTOMS:	104100		
ORIGIN:	00	TRANS. DST/RGN:	47	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	06/27/1997
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:

1997/06/24

*** NAVIS: ORIGINAL ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 9654B & 96599 ***

CUSTOMER SAYS:

- IS WAITING FOR A PART FOR A RECALL
- HAS BEEN WAITING FOR THIS PART SINCE MARCH 1997
- THE DEALERSHIP WAS SUPPOSE TO CALL HER

PER CUSTOMER, DEALER SAYS:

- HAS NOT TALKED WITH THE DEALER SINCE MARCH

CUSTOMER SEEKS:

- WANTS THE ADDRESS TO MR. KADUK
- WANTS THE RECALL DONE
- WANTS THE ADDRESS

CAC ADVISED:

- REGARDING THE RECALLS
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MS. LYNNE DEWITT (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- GAVE THE ADDRESS

1997/06/27

###THIS IS THE CLOSING COMMENT
NUMEROUS MESSAGES HAVE BEEN LEFT AT HOME ANSWERING MACHINE BUT CUSTOMER HAS NOT RETURNED ANY OF THEM AS OF TODAY. IF CUSTOMER DALLS CAC AGAIN PLEASE HAVE THE M CALL DIRECT AT ///////////////NOTE PASSENGER SIDE SEAT BELT TRACK IS ON BACKORDER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
BBGOSC GRP: KA10 INFORMATION CONTACT VEH TYPE: CAR
SDR IO ZN/TR: L1 CONTACT NBR: 108873591 OPENED: 06/23/1997
VIN: M ENGINE: CLOSED: 06/23/1997
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: RODY MI:
ADDRESS: [REDACTED]
CITY: OREGON STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 94000 WSD:
DEALER NAME: GENOA MOTDRS INC SALES CODE: 148225 P & A: 02804
CAUSAL CODES: 1203 1012 2802 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD ANT: 0 SURVEY: (Y OR N)

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

COMMENTS:

1997/06/23

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- VEHICLE IS IN REPAIR SINCE JUNE 4TH DUE TO A PARTS DELAY ON THE
SHOULDER BELT TRACK

*

PER CUSTOMER, DEALER SAYS:

- DEALER HAS BEEN WAITING FOR PARTS
- DEALER PROVIDED CAC PHONE NUMBER

*

CUSTOMER SEEKS:

- VEHICLE TO BE REPAIRED
- PARTS FOR VEHICLE

*

CAC ADVISED:

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

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

0814CV GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: D1 CONTACT NBR: 108543235 OPENED: 06/13/1997
VIN: 1ZVPT2OC4M5 ENGINE: C CLOSED: 08/14/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: FORTUNA STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 70000 WSD:
DEALER NAME: FORTUNA MOTORS INC SALES CODE: 172458 P & A: 07784
CAUSAL CODES: 1012 1203 10RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 72 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 06/14/1997
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:
1997/06/13
*** PARTS DELAY OVER 30 DAYS ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98S48 AND 96S99 ***
*** NAVIS: PROGRAM ***
CUSTOMER SAYS:
-HAS RECEIVED A RECALL NOTICE ON VEHICLE
-RESTRAINT SYSTEM DOESN'T WORK
-PARTS HAVE BEEN ORDERED OVER A MONTH AGO-HAS HEARD NOTHING YET
-ASKED FOR FORD CAC #
*
PER CUSTOMER, DEALER SAYS:
-SOMEONE IN SERVICE SAID THERE IS A BACKORDER ON PART
*
CUSTOMER SEEKS:
-LOANER VEHICLE
-RECALL REPAIR PERFORMED
*
CAC ADVISED:
-LOANERS ARE NOT GIVEN OUT DURING PART DELAYS
- LOANERS ARE NOT A PROVISION OF THE WARRANTY.
- CONTACT MR. RALPH GOODNER(SVC.MGR.) FOR CLARIFICATION OF THE DEALERSHIP'S
POLICY ON ALTERNATIVE TRANSPORTATION.
- MAY REQUIRE AN APPOINTMENT
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY
TO THE REGIONAL OFFICE.
-REQUEST MR. RALPH GOODNER (SVC MGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS
DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

OB14CV	GRP: XX17	CONCERN CONTACT	VEH TYPE: CAR
SAN FRAN	72	ZN/TR: D1	CONTACT NBR: 108543235
VIN:	1ZVPT2DC4M5	ENGINE: C	OPENED: 06/13/1997
			CLOSED: 08/14/1997

=====

1997/06/18

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

- VEHICLE IS INVOLVED IN A RECALL INVOLVING SEAT BELT
- PART WAS ORDERED OVER A MONTH AGO

*

PER CUSTOMER, DEALER SAYS:

- RALPH GOODNER, SERVICE DEPT. MANAGER, PART IS ON NATIONAL BACK ORDER
- PER RALPH GOODNER, SUGGESTED THAT CUSTOMER RENT A CAR

*

CUSTOMER SEEKS:

- LOANER VEHICLE TO USE WHILE WAITING FOR PART

*

CAC ADVISED:

- NO ESP
- NO TRANSPORTATION ASSISTANCE PROVIDED

1997/06/19

*

CAC ADVISED:

- LEFT MESSAGE TO CALL CAC

1997/08/07

###THIS IS THE CLOSING COMMENT

VEHICAL WAS REPAIRED UNDER RECALL PROGRAM CUST CDNS
CONCERN WAS PART NOT COMING FAST ENOUGH

09/11/98

MASTER OWNER RELATIONS SYSTEM J1

14.21.02

=====

0699RU	GRP: XND7	CONCERN CONTACT	VEH T/PE: CAR
SDR	10 ZN/TR: N1	CONTACT NBR: 108508210	OPENED: 06/04/1997
VIN:	1ZVPT210XMS	ENGINE: U	CLOSED: 06/19/1997

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]			MI:	
ADDRESS:	[REDACTED]				
CITY:	PRATT	STATE:	KS	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]		
MODEL YEAR:	91	MODEL:	PROBE		
MILEAGE:	74000	WSD:			
DEALER NAME:	LANTERMANMOTORS INC	SALES CODE:	153626	P & A:	05189
CAUSAL CODES:	1203 0408 12RA	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:	93	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	06/12/1997
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:

1997/06/04

*** CUSTOMER REQUESTING SERVICE AT THIS DEALERSHIP ***
*** PARTS DELAY OVER 30 DAYS ***
*** VEHICLE INVOLVED IN RECALL 98S48/96S99 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-ATTEMPTED TO ADDRESS RECALL CONCERNS SINCE FEBRUARY
-DEALER HAS NOT BEEN ABLE TO RESOLVE CONCERNS TO THE CUSTOMERS SATISFACTION

PER CUSTOMER, DEALER SAYS:

-PER MERLE SM ADVISED CUSTOMER HAVE NOT RECEIVED PARTS ORDERED
-NO DETERMINATIONS PROVIDED TO THE CUSTOMER REGARDING STATUS OF RECALL REPAIRS

CUSTOMER SEEKS:

-FINAL RESOLUTION OF CONCERNS

CAC ADVISED:

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

1997/06/12

###THIS IS THE CLOSING COMMENT

PARTS HAVE BEEN ON ORDER SINCE FEB. FINALLY RECIEVED THEM TODAY. CUSTOMER WAS CONTACTED AND REPAIRS SCHEDULED FOR 6/17/1997.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7265LB GRP: AX15 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: D2 CONTACT NBR: 108497792 OPENED: 06/02/1997
VIN: 1ZVPT20C6M5 ENGINE: C CLOSED: 06/11/1997

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: AZ ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] EXT: WIFE
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 72300 WSD:
DEALER NAME: HOLMES TUTTLE FORD SALES CODE: 171204 P & A: 20337
CAUSAL CODES: 3002 12RA SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 06/04/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1997/08/02
*** NO ACTION BY DEALER IN 10 DAYS ***
*** VEHICLE INVOLVED IN RECALL 98548 & 98599 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
**800 # FROM NATIONAL HIGHWAY, TRAFFIC, AND SAFETY ...
- DRIVER SIDE SEATBELT IS STUCK IN THE MIDDLE
- IT'S BEEN ON ORDER SINCE 1/3/97
- NOW THE PART HAS NEVER ARRIVED
*
PER CUSTOMER, DEALER SAYS:
GRANT LANG, SERVICE ADVISOR
- PART ORDERED 1/3/97
*
CUSTOMER SEEKS:
- RECALL PERFORMED
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
- REQUEST MR. THOMAS DUENKEL (CUST. REL MNGR/ SVC MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/08/04
##THIS IS THE CLOSING COMMENT
CALLED CUSTOMER AGAIN AND TOLD THEM THE SPECIAL ORDER PARTS ARE NOW IN STOCK AT HOLMES TUTTLE FORD. OFFERED CUSTOMER THE OPPORTUNITY TO BRING VEHICLE AT ANY TIME AND WE WOULD COMPLETE THE RECALLS. ALSO OFFERED CUSTOMER LOANER VEHICLE WHILE THE CUSTOMER'S VEHICLE IS AT OUR FACILITY. PLEASE CLOSE.

3616LW GRP: XXOC INFORMATION CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: C3 CONTACT NBR: 108487544 OPENED: 05/29/1997
VIN: 12VPT20COM5 ENGINE: C CLOSED: 05/29/1997

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: PASCAGOULA STATE: MS ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 10000 WSD:
DEALER NAME: ESTABROOKMOTOR CO I SALES CODE: 123075 P & A: 06534
CAUSAL CODES: 2802 1204 SYMPTONS: 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:
1997/05/29

- *** NAVIS: SUBSEQUENT ***
- CUSTOMER SAYS:
 - ASKED DEALERSHIP FOR 800 #
 - FORD SHOULD NOT STOP MAKING THE COUGAR
 - HAVING OWNER NOTIFICATION PROGRAM REPAIR DONE FOR 96548 (SEAT BELT)
- *
- PER CUSTOMER, DEALER SAYS:
 - HAVE THE PART FOR THE LEFT ONE, STILL WAITING ON THE PART FOR THE RIGHT SIDE
- *
- CUSTOMER SEEKS:
 - VEHICLE REPAIRED
 - WHY IS THE PART TAKING SO LONG?
- *
- 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 I1

14.21.02

=====
4400RC GRP: XX11 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: B1 CONTACT NBR: 108488354 OPENED: 05/29/1997
VIN: 1ZVPT20C7M5 [REDACTED] ENGINE: C CLOSED: 06/09/1997
=====

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: HUNTINGTON STATE: WV ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 99000 WSD:
DEALER NAME: TOWNE FORD INC SALES CODE: 144119 P & A: 00588
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 44 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 06/02/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 100 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/05/29

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

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

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-THE SEAT BELT TRACK IS NOT WORKING
-THE DEALER REPAIR TRIED TO REPAIR THE SEAT BELT TWICE, BUT IT STILL DOESN'T
WORK

-CUSTOMER FEELS THE DEALER IS GIVING HIM THE RUN AROUND

-CUSTOMER HAS BEEN WAITING ABOUT TWO MONTHS FOR A PART TO COME IN

PER CUSTOMER, DEALER SAYS:

****PER:NIKE MACLURE:SERVICE WRITER***

-TOLD THE CUSTOMER THEY WOULD CONTACT HIM AS SOON AS THE PART CAME IN

CUSTOMER SEEKS:

-PROPER REPAIR OF THE SEAT BELT

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST JAY LUCERNONI (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS
DAYS

1997/06/02

###THIS IS THE CLOSING COMMENT

SEAT BELTS PARTS BACKORDER PER FACTORY/VENDOR ITEM. CSM WILL FOLLOWUP WEEKLY T
O ASSIST. NO FURTHER ACTION DEALER CAN DO.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 13.21.02

2028GR GRP: XX13 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 18 ZN/TR: D1 CONTACT NBR: 108471484 OPENED: 05/27/1997
VIN: 1ZVPT21U1M5 ENGINE: U CLOSED: 06/20/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: WHITEHALL STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 65000 WSD:
DEALER NAME: BETHLEHEM-SUB NTR S SALES CODE: 116204 P & A: 01423
CAUSAL CODES: 1203 1012 10RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 16 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 06/12/1997
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:

1997/05/27

*** PARTS DELAY OVER 30 DAYS ***
*** NAVIS: PROGRAM ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98S48, 96S99 ***

CUSTOMER SAYS:

- BOTH SEATBELTS ARE LOCKED INTO PLACE, IN THE UP POSITION
- VEHICLE WAS BROUGHT INTO THE DEALERSHIP IN 2/97
- CONCERNED WITH THE SAFETY OF THE VEHICLE

PER CUSTOMER, DEALER SAYS:

- PARTS ON BACKORDER AS OF 2/97

CUSTOMER SEEKS:

- TO HAVE THE VEHICLE REPAIRED

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
- REQUEST MR. WALTER FRIES SVC MGR CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/06/30

I CHECKED WITH OUR PARTS DEPT THEY HAD TRIED TO CONTACT CUSTOMER BY PHONE AND WAS UNABLE TO AND SENT OUT A LETTER NOTIFYING THE CUSTOMER ON MAY 13, 1997 TO CALL US TO HAVE THE PARTS INSTALLED. I WILL TRY AND CONTACT THE CUSTOMER I SPOKE TO [REDACTED] AND SET UP AN APPT FOR JUNE 5, 1997 LORI FREDERICKS CNS

1997/06/05

CUSTOMER CALLED IN ON 6/5/97 951 AM TO RESCHEDULE APPT CUSTOMER NOW COMING IN ON MONDAY 6/8/97 800AM LORI FREDERICKS CSM

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

2028GR GRP: XX13 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 16 ZN/TR: D1 CONTACT NBR: 108471484 OPENED: 05/27/1997
VIN: 1ZVPT21U1M6 ENGINE: U CLOSED: 06/20/1997
=====

1997/06/11
CUSTOMER CALLED 6/9/97 1130 AM AND RESET APPT FOR 6/12/97 WHAT IS UPSETTING TO
ME THIS IS THE THIRD TIME APPT WAS CHANGED BY CUSTOMER AND YET THE CUSTOMER
CALLED COMPLAINING ABOUT PARTS BEING ON A BACK ORDER IF CUSTOMER RESETS APPT
AGAIN I AM CLOSING CONTACT I DO NOT HAVE THE TIME TO KEEP CHANGING DATES
AROUND LORI FREDERICKS CSM

1997/08/13
###THIS IS THE CLOSING COMMENT
CUSTOMER FINALLY CAME IN RECALL IS COMPLETED R069880 CASE CLOSED LORI
FREDERICKS CSM

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

8965TN GRP: XX17 INFORMATION CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: B3 CONTACT NBR: 108457100 OPENED: 05/21/1997
VIN: 1ZVPT20COM5 ENGINE: C CLOSED: 05/21/1997

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: ERICKSON STATE: NE ZIP: [REDACTED]
HOME PHONE: 999-999-9999 BUS. PHONE: 999-999-9999
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 1 MSD:
DEALER NAME: TEHRANI MOTOR COMPA SALES CODE: 158465 P & A: 07173
CAUSAL CODES: 1203 1012 2802 SYMPTOMS: 104100
ORIGIN: G0 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/05/21

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

CUSTOMER SAYS:

- RECEIVED THE 1800 FROM THE DEALERSHIP
- THE VEHICLE IS INVOLVED IN THE SEATBELT RECALL
- HAS BEEN WAITING FOR SEVERAL MONTHS FOR THE PARTS

PER CUSTOMER, DEALER SAYS:

- NO COMMENT

CUSTOMER SEEKS:

- TO KNOW WHEN SHE WILL RECEIVE THE PARTS FOR THE VEHICLE

CAC ADVISED:

NON-VLCOUTBOUND CALL

PER LONNIE S. (PARTS)

- THE PARTS HAVE BEEN ON BACK ORDER
- THE PARTS ARE NOT AVAILABLE
- CALLED IN ON 3-13-97 AND FORD SAID IT WILL TAKE 8 WEEKS

3028MW GRP: XX06 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: D2 CONTACT NBR: 108455B19 OPENED: 05/20/1997
VIN: 1ZVPT20C8A5 ENGINE: C CLOSED: 06/03/1997

LAST NAME: STATUS: CLSD
TITLE: FIRST NAME: MI:
ADDRESS: VENUE
CITY: CEDAR SPRINGS STATE: MI ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 97000 WSD:
DEALER NAME: VANDERHYDE BROTHERS SALES CODE: 148614 P & A: 09611
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 48 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 05/27/1997
ACK. CODE: ASSIST CODE: F AWARD AMT: 0 SURVEY: Y (Y DR N)

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

COMMENTS:
1997/05/20
*** VEHICLE INVOLVED IN RECALL 98548 ***
*** VEHICLE INVOLVED IN RECALL 98599 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-HAVE BEEN WAITING FOR RECALL PARTS FOR THREE MONTHS
-RECALL 98548
*
PER CUSTOMER, DEALER SAYS:
-CANNOT GET THE PART
-THE PART IS ON INDEFINITE HOLD
*
CUSTOMER SEEKS:
-WANTS TO GET HIS CAR FIXED AS SOON AS POSSIBLE
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
1997/05/27
###THIS IS THE CLOSING COMMENT
I TALKED WITH CUSTOMER ABOUT THE DELAY IN OBTAINING PARTS. HE IS VERY DISPLEAS
ED AND WISHES TO CONTACT A GOVERNMENT AGENCY AND COMPLAIN. I TOLD HIM WE WOULD
NOTIFY HIM AS SOON AS PARTS COME IN.

23505K GRP: XX01 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: D2 CONTACT NBR: 10E449915 OPENED: 05/19/1997
VIN: 1ZVPT20C4N5 ENGINE: C CLOSED: 05/30/1997

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: MESA STATE: AZ ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 63000 WSO:
DEALER NAME: BERGE FORD SALES CODE: 171175 P & A: 20305
CAUSAL CODES: 1203 2801 12RA SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 05/20/1997
ACK. CODE: ASSIST CODE: M AWARD AMT: 0 SURVEY: Y (Y DR N)

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

COMMENTS:
1997/05/19
*** VEHICLE INVOLVED IN RECALL 98548 AND 98599 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- RECEIVED RECALL LETTER FOR SEATBELTS
- WENT TO THE DEALER AND I WAS TOLD THESE RECALLS COULD NOT BE DONE
BECAUSE THEY ARE WAITING FOR PARTS
- AT DEALER 3/24/97 AND I WAS TOLD IT WOULD TAKE 8 WEEKS FOR PARTS
*
PER CUSTOMER, DEALER SAYS:
- SPOKE TO ANTHONY LEE / SERVICE :
- WE DO NOT KNOW WHEN PART WILL BE IN
- IT COULD BE 2 MONTHS OR 3 MONTHS
- WE HAVE NO ONE TO CALL TO FIND OUT WHEN PART WILL BE IN
- CALL FORD 800 NUMBER
*
CUSTOMER SEEKS:
- PARTS FOR RECALLS
- RECALLS COMPLETED
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY
TO THE REGIONAL OFFICE.
- REQUEST MR. GARRETT BLACKWELL (CUST. REL MGR) CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
1997/05/23
##THIS IS THE CLOSING COMMENT
CUSTOMER HAS BEEN INFORMED THAT PARTS ARE NOT AVAILABLE FOR WORK TO BE COMPLET
ED. AS SOON AS PARTS ARRIVE WE WILL CONTACT HER AND PERFORM RECALL

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

1317RD SRP: 09 INFORMATION CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: C2 CONTACT NBR: 108444687 OPENED: 05/16/1997
VIN: M ENGINE: CLOSED: 05/16/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 97 MODEL: PROBE
MILEAGE: 90000 WSD:
DEALER NAME: TEXAS MOTORS INC SALES CODE: 152008 P & A: 02584
CAUSAL CODES: 0405 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

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

COMMENTS:
1997/05/16

NO VIN AVAILABLE

CUSTOMER SAYS:

- MRS AVE CALLING
- HAS A COMPLAINT ABOUT THE SEAT BELT AND GETTING IT REPAIRED AT THE DEALER
- THEY TOOK THE VEHICLE IN WEDNESDAY EVENING TO HAVE THE RECALL PERFORMED
- THE DEALER TOLD THEM THAT THE PARTS WERE ON BACK ORDER NATION WIDE
- THE DEALER TOLD THEM THAT THE WOULD HAVE TO GET THE PART
- ASKED BEN COKRAN TO PUT THE VEHICLE IN THE LOCKED POSITION SO THAT SHE COULD HAVE THE BELT SECURED
- BEN COKRAN GOT ARROGANT WITH HER AND SAID THAT THEY COULD NOT CHANGE THAT BELT AT THAT TIME OF EVENING
- THEY FINALLY PUT THE VEHICLE IN THE LOCKING POSITION
- WHEN SHE WENT IN THERE THE DEALER WAS COLD
- CALLED SOUTHWEST FORD IN RUTHERFORD AND THEY HAD THE PARTS FOR THE REPAIR
- THEY SHOULD HAVE BEEN ABLE TO LINK TO SOUTHWEST FORD AND GOTTEN THE VEHICLE
- THE DEALER DID NOT TRY TO FIX THE VEHICLE

PER CUSTOMER, DEALER SAYS:

- THE DEALER TOLD THEM THAT THE PARTS WERE ON BACK ORDER NATION WIDE
- THE DEALER TOLD THEM THAT THE WOULD HAVE TO GET THE PART
- THE MOTOR WAS TOTALLY OUT
- WOULD OFFER HER A RENTAL CAR IF SHE PAID THE INSURANCE

CUSTOMER SEEKS:

- TO REPORT THE TREATMENT AT THE DEALERSHIP

CAC ADVISED:

- THE COMPLAINT HAS BEEN DOCUMENTED AND SENT TO THE DEALER
- FORD IS AWARE OF THE COMPLAINT

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

799BRM GRP: XX08 INFORMATION CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: E1 CONTACT NBR: 108394689 OPENED: 05/05/1997
VIN: 1ZVPT20CXMS ENGINE: C CLOSED: 05/05/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: BROOKVILLE STATE: MD ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 83000 WSD:
DEALER NAME: CENTURY FORD INC SALES CODE: 127043 P & A: 00130
CAUSAL CODES: 1204 3103 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:

1997/05/05

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-MOTHER, [REDACTED] CALLING FOR DAUGHTER
-SHE BROUGHT VEHICLE IN FOR SEATBELT
-BOTH DRIVER AND PASSENGER SIDE SEATBELTS NEEDED TO BE REPLACED
-THE PARTS WERE SUPPOSED TO TAKE UP TO 8 WEEKS TO BE RECEIVED
-SHE IS VERY UPSET THAT THE PARTS HAVE NOT COME IN YET AND FEARS HER
DAUGHTER'S SAFETY AT THIS TIME

PER CUSTOMER, DEALER SAYS: JOHN IN SERVICE

-ACCORDING TO THE DEALER THE PARTS WERE STILL ON BACKORDER AS OF THE SERVICE
TECHNICIAN THIS MORNING

CUSTOMER SEEKS:

-TO HAVE RECALL PERFORMED

CAC ADVISED:

OUTBOUND CALL TO MARK MORAN, SERVICE MANAGER:

-TRACK WAS REPLACED IN JANUARY, BUT NOW WAITING FOR MOTOR SINCE MID-FEBRUARY
FOR SEATBELT CONCERN

-MARK SPOKE WITH PARTS DEPARTMENT AND THE PART NEEDED FOR THE REPAIR FOR
ANOTHER CUSTOMER WHO HAS NOT CONTACTED THE DEALER TO HAVE THE RECALL PERFORMED
WILL BE USED FOR THE REPAIR ON [REDACTED] VEHICLE.

-SOMEONE FROM DEALERSHIP WILL BE CONTACTING MS. FREITAG TO SET UP AN
APPOINTMENT TO HAVE RECALL FINISHED.

1997/05/07

THIS CONTACT HAS BEEN UPGRADED. THE NEW CONTACT IS 108410041

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

0087KG GRP: KX05 REGION INVOLVEMENT CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: E1 CONTACT NBR: 108410041 OPENED: 05/07/1997
VIN: 1ZVPT20CXMS ENGINE: C CLOSED: 05/22/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: BROOKVILLE STATE: MD ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 83000 WSD:
DEALER NAME: CENTURY FORD INC SALES CODE: 127043 P & A: 00130
CAUSAL CODES: 1203 3103 SYMPTOMS: 104100
ORIGIN: 80 TRANS. DST/RGN: 27 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 05/09/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1997/05/05
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-MOTHER, [REDACTED] CALLING FOR DAUGHTER
-SHE BROUGHT VEHICLE IN FOR SEATBELT
-BOTH DRIVER AND PASSENGER SIDE SEATBELTS NEEDED TO BE REPLACED
-THE PARTS WERE SUPPOSED TO TAKE UP TO 8 WEEKS TO BE RECEIVED
-SHE IS VERY UPSET THAT THE PARTS HAVE NOT COME IN YET AND FEARS HER DAUGHTER'S SAFETY AT THIS TIME
*
PER CUSTOMER, DEALER SAYS: JOHN IN SERVICE
-ACCORDING TO THE DEALER THE PARTS WERE STILL ON BACKORDER AS OF THE SERVICE TECHNICIAN THIS MORNING
*
CUSTOMER SEEKS:
-TO HAVE RECALL PERFORMED
*
CAC ADVISED:
OUTBOUND CALL TO MARK MORAN, SERVICE MANAGER:
-TRACK WAS REPLACED IN JANUARY, BUT NOW WAITING FOR MOTOR SINCE MID-FEBRUARY FOR SEATBELT CONCERN
-MARK SPOKE WITH PARTS DEPARTMENT AND THE PART NEEDED FOR THE REPAIR FOR ANOTHER CUSTOMER WHO HAS NOT CONTACTED THE DEALER TO HAVE THE RECALL PERFORMED WILL BE USED FOR THE REPAIR ON MS. FREITAG'S VEHICLE.
-SOMEONE FROM DEALERSHIP WILL BE CONTACTING MS. FREITAG TO SET UP AN APPOINTMENT TO HAVE RECALL FINISHED.
1997/05/07
THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 108394889

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
0087KG GRP: X*05 REGION INVOLVEMENT CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: E1 CONTACT NBR: 108-1100-11 OPENED: 05/07/1997
VIN: 1ZVPT2DCXME [REDACTED] ENGINE: C CLOSED: 05/22/1997
=====

1997/05/07

*** UNIQUE CIRCUMSTANCES PER EKOEHLEH ***
*** VEHICLE INVOLVED IN RECALL 96S99 ***
*** VEHICLE INVOLVED IN RECALL 96S48 ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- REGARDING SAME CONCERN ABOUT SEATBELTS
- PART HAS BEEN ON ORDER SINCE JANUARY
- FEELS UNSAFE IN VEHICLE DRIVING WITHOUT A SEATBELT
- NO MILEAGE AVAILABLE VEHICLE AT DEALERSHIP
- BROUGHT VEHICLE IN FOR RECALL IN JANUARY AND THE RECALL WAS NOT PERFORMED

BECAUSE OF LACK OF PARTS

- SHOULDER HARNESS HAS BEEN DISCONNECTED
- CUSTOMER DOES NOT WANT TO TALK TO DEALERSHIP
- WANTS TO TALK TO REGIONAL MNGR

*
PER CUSTOMER, DEALER SAYS:

- WRONG PART CAME IN
- NEED TO ORDER A NEW PART

*
CUSTOMER SEEKS:

- VEHICLE FIXED

*
CAC ADVISED:

- PER DEALER LETTER CALL RENKIN FOR APPROVAL FOR LOANER VEHICLES,
1-800-325-5821, CUSTOMER IS DRIVING VEHICLE WITHOUT SAFETY RESTRAINTS. RECALLS
ARE CLOSED OUT, HOWEVER VEHICLE HAS NEVER BEEN REPAIRED

***CUSTOMER'S BEEPER [REDACTED]

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

1997/05/09

CUSTOMERS CAR WAS REPAIRED ON THURSDAY BY USING OTHER PARTS BEING HELD FOR
OTHER CUSTOMERS-REORDERED OTHER CUSTOMERS PARTS-MARK MORAN

1997/05/22

###THIS IS THE CLOSING COMMENT

PLEASE REFER TO CLOSING COMMENTS ENTERED BY SVC MGR MARK MORAN ON 5/9/97

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

=====

2207AY	GRP: XX11	CONCERN CONTACT	VEH TYPE: CAR
ATLANTA	21 ZN/TR: C3	CONTACT NBR: 108392198	OPENED: 05/02/1997
VIN: 1ZVPT22LXMS		ENGINE: L	CLOSED: 05/13/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:				MI:	
ADDRESS:					
CITY:	HANAHAN	STATE:	SC	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	91	MODEL:	PRDBE		
MILEAGE:	80000	WSD:			
DEALER NAME:	JONES FORD INC	SALES CODE:	121291	P & A:	01025
CAUSAL CODES:	1203	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:	21	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	05/08/1997
ACK. CODE:		ASSIST CODE: R	AWARD AMT:		0 SURVEY: N (Y OR N)

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

COMMENTS:

1997/05/02

*** VEHICLE INVOLVED IN RECALL 95548 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- NEEDS TO KNOW IF HER VEHICLE IS INVOLVED IN A RECALL
- SAYS SEATBELT NOT WORKING NOW
- CUSTOMER CONCERNED, IS GETTING READY TO TRAVEL, SEAT BELT USAGE IS THE LAW

PER CUSTOMER, DEALER SAYS:

- JONES FORD, PER SUE, BACKORDER OF 3 MONTHS

CUSTOMER SEEKS:

- SEAT BELT REPAIR

FAC ADVISED:

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

1997/05/06

###THIS IS THE CLOSING COMMENT

THE SERVICE MANAGER (GARY HOOKS) CALLED [REDACTED] AND NOTIFIED HER THAT THE DRIVERS SIDE PARTS ARE IN BUT WE ARE STILL WAITING FOR THE PASSENGER SIDE. SHE WILL CALL FOR AN APPT. WHEN SHE ARRIVES BACK IN TOWN.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
8155KC GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: F1 CONTACT NBR: 108391865 OPENED: 05/02/1997
VIN: 1ZVPT22L5M5 [REDACTED] ENGINE: L CLOSED: 05/19/1997
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SOUTH POINT STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 75000 WSD:
DEALER NAME: GALIGHER FORD INC SALES CODE: 147468 P & A: 02015
CAUSAL CODES: 1203 1204 10MR SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 47 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 05/08/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y DR N)
=====

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

COMMENTS:

1997/05/02

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 AND 96S49 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- TOOK THE CAR IN FOR A RECALL ON THE SEAT BELTS A MONTH AGO
- HAS TRIED TO FIND OUT IF THE PART WERE AVAILABLE BUT THEY STILL HAVE NOT
COME IN

PER CUSTOMER, DEALER SAYS:

- THE PART ARE ON BACKORDER - SERVICE NO NAME

CUSTOMER SEEKS:

- RECALL PERFORMED

CAC ADVISED:

RE: FOR RECALL 96S48 AND 96S49

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

1997/05/06

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

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

*** NAVIS: SUBSEQUENT ***

*** PARTS DELAY OVER 30 DAYS ***

CUSTOMER SAYS:

- ORDERED PARTS ABOUT 4-2-97, BUT HAVE NOT COME IN YET.

PER CUSTOMER, DEALER SAYS:

- PARTS ARE ON NATIONAL BACK-ORDER.

CUSTOMER SEEKS: