

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

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6155KC GRP: XX15 CONCERN CONTACT VEH TYPE: CAR  
CINCINNATI 47 ZN/TR: 51 CONTACT NBR: 108391865 OPENED: 05/02/1997  
VIN: 1ZVPT22L5M5 [REDACTED] ENGINE: L CLOSED: 05/19/1997  
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1997/05/08

- RESOLUTION TO CONCERN.

\*

CAC ADVISED:

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

- REQUEST [REDACTED] (CUST. REL MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/05/12

##THIS IS THE CLOSING COMMENT

CALLED CUSTOMER 5/8/97 AND 5/12/97 TO ADVISE THAT PARTS FOR THEIR RECALL ARE HERE.

MICHAEL WHEELER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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6710BV GRP: XX14 INFORMATION CONTACT VEH TYPE: CAR  
SDR 10 ZN/TR: S1 CONTACT NBR: 108389426 OPENED: 05/02/1997  
VIN: 1ZVPT2000MS ENGINE: C CLOSED: 05/02/1997  
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LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: SHOW LOW STATE: AZ ZIP: [REDACTED]  
HOME PHONE: 111-111-1111 BUS. PHONE: 111-111-1111  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 81000 WSD:  
DEALER NAME: FULLERS WHITE MTN F SALES CODE: 171492 P & A: 20347  
CAUSAL CODES: 1012 SYMPTOMS: 104100  
ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/05/02

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

CUSTOMER SAYS:

- RECEIVED A LETTER ON THE SEATBELT RECALL
- THE VEHICLE WAS TAKEN IN DECEMBER 23, 1996
- THE DRIVER SIDE WAS NOT WORKING AT THAT TIME

PER CUSTOMER, DEALER SAYS:

- THE PASSENGER SIDE SEAT BELT IS ON BACK ORDER, SO THEY WILL NOT REPAIR THE DRIVER SIDE UNTIL THE PASSANGER SIDE PARTS COME IN

CUSTOMER SEEKS:

- WHEN WILL THESE PARTS COME INTO THE DEALERSHIP

CAC ADVISED:

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

2789JM GRP: XX10 CONCERN CONTACT VEH TYPE: CAR  
ATLANTA 21 ZN/TR: D1 CONTACT NBR: 108381601 OPENED: 04/30/1997  
VIN: 1ZVPT20C8M5 ENGINE: C CLOSED: 05/08/1997

-----  
LAST NAME: STATUS: CLOSED  
TITLE: FIRST NAME: MI:  
ADDRESS: VE  
CITY: CHARLOTTE STATE: NC ZIP:   
HOME PHONE: BUS. PHONE:   
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 85000 WSD:  
DEALER NAME: YOUNG FORD INC SALES CODE: 121208 P & A: 00832  
CAUSAL CODES: 1215 1203 SYMPTOMS: 104100  
ORIGIN: 00 TRANS. DST/RGN: 21 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 05/01/1997  
ACK. CODE: ASSIST CODE: 0 AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/04/30  
\*\*\* THIS CONTACT OPENED DUE TO VEHICLE INVOLVEMENT IN RECALL 96548 AND 86599 \*\*\*  
\*\*\* NAVIS: PROGRAM \*\*\*  
CUSTOMER SAYS:  
- 800 NUMBER FROM TELEPHONE BOOK  
- WE HAVE BEEN WORKING WITH  
- THE DEALERSHIP HAS NOT BEEN ABLE TO GET THE PARTS IN FOR THE SEATBELT RECALL  
- I HAVE BEEN CALLING SINCE 2/1/97 FOR THE PART TO COME IN TO THE DEALERSHIP  
\*  
PER CUSTOMER, DEALER SAYS:  
- WE HAVE NOT RECEIVED THE PARTS FOR THE RECALL  
\*  
CUSTOMER SEEKS:  
- RECALL TO BE PERFORMED AS SOON AS POSSIBLE  
\*  
CAC ADVISED:  
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
- REQUEST MR. STEVE COX (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS  
1997/05/01  
###THIS IS THE CLOSING COMMENT  
PARTS FOR RECALL ARE NOT AVAILABLE. PARTS HAVE BEEN ORDERED SEVERAL TIMES AND WERE REORDERED AGAIN 04/30/1997. CUSTOMER WAS NOTIFIED WHEN DEALER RECEIVES PARTS RECALL WILL BE PERFORMED.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

03170L GRP: XX15 INFORMATION CONTACT VEH TYPE: CAR  
CHICAGO 41 ZN/TR: C1 CONTACT NBR: 108380423 OPENED: 04/30/1997  
VIN: 12VPT21U8M5 ENGINE: U CLOSED: 04/30/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MT:  
ADDRESS: [REDACTED]  
CITY: NORTHBROOK STATE: IL ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PRDDE  
MILEAGE: 50000 WSD:  
DEALER NAME: HIGHLAND PARK FORD SALES CODE: 141071 P & A: 01659  
CAUSAL CODES: 1012 1209 SYMPTOMS: 104100  
ORIGIN: 60 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:  
1997/04/30  
\*\*\* VEHICLE INVOLVED IN RECALL 96S4B & 96S99 \*\*\*  
\*\*\* NAVIS: ORIGINAL \*\*\*  
CUSTOMER SAYS:  
- HE IS TIRED OF WAITING FOR THE SEATBELT PARTS FOR THE RECALL  
\*  
PER CUSTOMER, DEALER SAYS:  
- PER SERVICE DEPARTMENT, NO NAME, THEY ARE ORDERING THE PARTS FOR THE SEATBELT RECALL BUT THEY ARE SLOW IN COMING IN (3/21)  
- PER PARTS DEPARTMENT, NO NAME, THE PARTS AREN'T IN AND IT WOULD BE A WASTE OF TIME CALLING FORD FOR MORE INFORMATION. (LAST WEEK)  
\*  
CUSTOMER SEEKS:  
- HAVE HIS SEATBELT RECALL WORK PERFORMED  
\*  
CAC ADVISED:  
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION  
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS  
- DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE.  
- FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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 9876VR GRP: XX07 INFORMATION CONTACT VEH TYPE: CAR  
 WASHINGTON 27 2N/TR: H1 CONTACT NBR: 108380411 OPENED: 04/30/1997  
 VIN: 1ZVPT20C2M5 ENGINE: C CLOSED: 04/30/1997  
 -----

LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] MI: [REDACTED]  
 ADDRESS: [REDACTED]  
 CITY: FREDERICK STATE: MD ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 91 MODEL: PROBE  
 MILEAGE: 98000 WSD:  
 DEALER NAME: THE FREDERICK MOTOR SALES CODE: 127414 P & A: 00042  
 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:

1997/04/30  
 \*\*\* NAVIS: ORIGINAL \*\*\*  
 CUSTOMER SAYS:  
 - I HAVE BEEN WAITING FOR SIX MONTHS TO GET THE SEAT BELT RECALL PERFORMED  
 - THE DRIVER SIDE SEAT BELT CABLE IS COMPLETELY GONE  
 \*  
 PER CUSTOMER, DEALER SAYS:NO NAME GIVEN  
 - THE SEAT BELT IS BEING ORDERED AGAIN  
 \*  
 CUSTOMER SEEKS:  
 - TO SPEAK TO THE ZONE REPRESENTATIVE  
 \*  
 CAC ADVISED:  
 - MR. BRUCE LEVAN, CUST. REL. 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

2683JC GRP: DP CONCERN CONTACT VEH TYPE: CAR  
SDR 10 2N/TR: 03 CONTACT NBR: 108361586 OPENED: 04/24/1997  
VIN: 1ZVPT20C9M5 ENGINE: C CLOSED: 05/14/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: SANDERSVILLE STATE: GA ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PRD8E  
MILEAGE: 100000 WSD:  
DEALER NAME: CHILDRÉ FORD-MERCUR SALES CODE: 121496 P & A: 00244  
CAUSAL CODES: 1012 1209 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 21 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 05/07/1997  
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:  
1997/04/24  
\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 & 96548 \*\*\*  
\*\*\* NAVIS: ORIGINAL \*\*\*  
CUSTOMER SAYS:  
- SEAT BELTS ARE INOPERATIVE ON BOTH SIDES  
- VEHICLE WAS INITIALLY TAKEN IN NOVEMBER OF 1996  
\*  
PER CUSTOMER, DEALER SAYS:  
- ORDRD PARTS IN NOVEMBER OF 1998 HOWEVER THEY ARE STILL ON BACKORDER  
\*  
CUSTOMER SEEKS:  
- RECALL PERFORMED  
\*  
CAC ADVISED:  
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
- REQUEST MR. MIKE MCDONALD (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2  
BUSINESS DAYS  
1997/05/07  
\*\*\*THIS IS THE CLOSING COMMENT  
\*\*CSM COMMENTS\*\*  
DLR TO COMPLETE RECALL REPAIRS ON VEHICLE. CLOSING CONTACT.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

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7481RL GRP: XX13 CONCERN CONTACT VEH TYPE: CAR  
NEW YORK 13 ZN/TR: D1 CONTACT NBR: 108350885 OPENED: 04/24/1997  
VIN: 1ZVPT20C5M5 ENGINE: C CLOSED: 06/04/1997  
=====

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: JERICHO STATE: NY ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 1 WSD:  
DEALER NAME: MCDANIEL FORD INC SALES CODE: 113126 P & A: 03618  
CAUSAL CODES: 1204 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 13 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 05/28/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: SOO SURVEY: Y (Y OR N)

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

COMMENTS:

1997/04/24

\*\*\* MILEAGE UNAVAILABLE \*\*\*

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

CUSTOMER SAYS:

- MOTHER CALLING

- THREE TIMES THE DEALERSHIP HAS TOLD CUSTOMER TO BRING IN HER VEHICLE AND THE PARTS SHVE NEVER BEEN THERE DR THE RIGHT PARTS

- BOTH THE PASSENGER AND DRIVER'S BELT ARE BROKEN

\*

PER CUSTOMER, DEALER SAYS:

- DO NOT HAVE THE PARTS AVAILABLE AT THIS TIME

\*

CUSTOMER SEEKS:

- TO GET THE VEHICLE REPAIRED

\*

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

- REQUEST MR. HENRY FAMULARO (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS

1997/04/26

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

1997/05/28

###THIS IS THE CLOSING COMMENT

MCD FD COMPLETED RECALL ON SEAT BELTS, CUST HAPPY. PLEASE CLOSE.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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8787NH   GRP: KX05   INFORMATION CONTACT   VEH TYPE: CAR
CINCINNATI 47  ZN/TR: A2   CONTACT NBR: 108352137   OPENED: 04/22/1997
VIN:      M          ENGINE:          CLOSED: 04/22/1997
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LAST NAME: [REDACTED]          STATUS: CLOSED
TITLE: [REDACTED]
ADDRESS: [REDACTED]          FIRST NAME: DAMA          NI:
CITY: [REDACTED]            STATE: OH          ZIP: [REDACTED]
HOME PHONE: [REDACTED]       BUS. PHONE: [REDACTED]
MODEL YEAR: 97              MODEL: PRDBE
MILEAGE: 85000             WSD:
DEALER NAME: TURNPIKE OF GALLIPO SALES CODE: 147449   P & A: 01917
CAUSAL CODES: 0409 0405     SYMPTOMS: 104100
ORIGIN: GO                  TRANS. DST/RGN:          TRANS. DATE:
SERVICE/SALES: 1          CONTACT DATE:
ACK. CODE:          ASSIST CODE:          AWARD AMT:          O SURVEY: (Y OR N)

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

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COMMENTS:

1997/04/22

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

CUSTOMER SAYS:

- RECEIVED RECALL NOTICE IN OCTOBER, STATED NOT TO CALL UNTIL 1-15
- MADE APPOINTMENT FOR 2-10, CALLED TO CONFIRM
- THEY TOLD ME NOT TO COME IN BECAUSE THEY DID NOT HAVE THE PART
- IT WOULD BE 8-12 WEEKS BEFORE THE PART WOULD BE IN
- 4-14-97, INSPECTED THE VEHICLE, THEY ORDERED THE PARTS
- 4-22-97, HAD AN APPOINTMENT, THEY WILL NOT HAVE PART UNTIL 4-25-97

PER CUSTOMER, DEALER SAYS:

- 4-10-97, WE NEED TO INSPECT THE VEHICLE BEFORE WE CAN INSPECT THE CAR

CUSTOMER SEEKS:

- TO LET FORD KNOW WHAT IS GOING ON WITH THIS DEALERSHIP

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. JAMES THOMAS (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- ADVISED CUSTOMER TO CALL US BACK WITH VEHICLE # TO OPEN CONTACT BECAUSE OF THIS CONTACT HAS BEEN UPGRADED. THE NEW CONTACT IS 108352311

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

8057TA GRP: XX01 CONCERN CONTACT VEH TYPE: CAR  
CINCINNATI 47 ZN/TR: A2 CONTACT NBR: 108352311 OPENED: 04/22/1997  
VIN: 1ZVPT20C2M5 ENGINE: C CLOSED: 05/13/1997

LAST NAME: STATUS: CLOSED  
TITLE: FIRST NAME: MI:  
ADDRESS: STREET #108  
CITY: THURMAN STATE: OH ZIP:   
HOME PHONE: BUS. PHONE:   
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 05000 WSD:  
DEALER NAME: TURNPIKE OF GALLIPD SALES CODE: 147449 P & A: 01917  
CAUSAL CODES: 0409 0405 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: 47 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 04/28/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:  
1997/04/22  
\*\*\* NO VIN AVAILABLE \*\*\*  
CUSTOMER SAYS:  
- RECEIVED RECALL NOTICE IN OCTOBER, STATED NOT TO CALL UNTIL 1-15  
- MADE APPOINTMENT FOR 2-10, CALLED TO CONFIRM  
- THEY TOLD ME NOT TO COME IN BECAUSE THEY DID NOT HAVE THE PART  
- IT WOULD BE 8-12 WEEKS BEFORE THE PART WOULD BE IN  
- 4-14-97, INSPECTED THE VEHICLE, THEY ORDERED THE PARTS  
- 4-22-97, HAD AN APPOINTMENT, THEY WILL NOT HAVE PART UNTIL 4-25-97  
\*  
PER CUSTOMER, DEALER SAYS:  
- 4-10-97, WE NEED TO INSPECT THE VEHICLE BEFORE WE CAN INSPECT THE CAR  
\*  
CUSTOMER SEEKS:  
- TO LET FORD KNOW WHAT IS GOING ON WITH THIS DEALERSHIP  
\*  
CAC ADVISED:  
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
- REQUEST MR. JAMES THOMAS (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2  
BUSINESS DAYS  
- ADVISED CUSTOMER TO CALL US BACK WITH VEHICLE # TO OPEN CONTACT BECAUSE OF  
THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 108352137

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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8057TA	GRP: XX01	CONCERN CONTACT	VEH TYPE: CAR
CINCINNATI	47	ZN/TR: A2	CONTACT NBR: 108352011
VIN:	1ZVPT20C2M5	ENGINE: C	OPENED: 04/22/1987
			CLOSED: 05/13/1997

=====

1997/04/22

\*\*\* NAVIS: PROGRAM \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 95548 & 95599 & 95870 \*\*\*  
CUSTOMER SAYS:  
- CUSTOMER CALLING BACK WITH VIN  
- I WILL GO IN 4/25/97 FOR REPAIR  
\*  
PER CUSTOMER, DEALER SAYS:  
- NO CONTACT  
\*  
CUSTOMER SEEKS:  
- TO PROVIDE VIN  
\*  
CAC ADVISED:  
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
- REQUEST MR. JAMES THOMAS (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2  
BUSINESS DAYS  
- WILL UPGRADE CONTACT

1997/05/08

\*\*\*THIS IS THE CLOSING COMMENT  
VEH RECALL WAS COMPLETED,PARTS CONCERN WITH TRACKS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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6989AM	GRP: AX13	CONCERN CONTACT	VEH TYPE: CAR
LOS ANGELES	71	ZN/TR: E1	CONTACT NBR: 108340503
VIN: 1ZVPT20C1N5		ENGINE: C	OPENED: 04/19/1997
			CLOSED: 04/30/1997

=====

LAST NAME:		FIRST NAME: MARANDA	STATUS: CLOSED
TITLE:		MI:	
ADDRESS:			
CITY: HESPERIA	STATE: CA	ZIP:	
HOME PHONE:		BUS. PHONE:	
MODEL YEAR: 91	MODEL: PROBE		
MILEAGE: 150000	WSD:		
DEALER NAME: SUNLAND FORD L-M	SALES CODE: 171437	P & A: 05497	
CAUSAL CODES: 10RA	SYMPTONS: 104100		
ORIGIN: GO	TRANS. DST/RGN: 71	TRANS. DATE:	
SERVICE/SALES: 1		CONTACT DATE: 04/19/1997	
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:

1997/04/18

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

THIS CONTACT OPENED DUE TO DNP 95B7D

\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 98540 AND 96599\*\*\*

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

CUSTOMER SAYS:

- THE VEHICLE IS INVOLVED IN THE SEATBELT RECALL
- PARTS HAVE STILL NOT COME IN
- SHE WAS GUARANTEED BY THE DEALERSHIP IN MARCH OF 1997 OF THESE PARTS
- THE PART WENT ON ORDER 10/96
- THE SEATBELTS HAVE COMPLETELY GONE OUT ON THE VEHICLE

PER CUSTOMER, DEALER SAYS:

- THE PARTS FOR THIS SEATBELT ARE ON NATIONAL BACKORDER

CUSTOMER SEEKS:

- THE PART FOR THESE RECALLS

CAC ADVISED:

RE: PART FOR THE RECALLS

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

- REQUEST MR. RALPH CLARK (CUST. REL MNGR) CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS

\*\*THE QUEUE WAS TOO HIGH, NO OUTBOUND CALL WAS MADE TO THE DEALERSHIP

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

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6989AM	GRP: XX13	CONCERN CONTACT	VEH TYPE: CAR
LOS ANGELES	71	ZN/TR: E1	CONTACT NBR: 108340563
VIN:	1ZVPT20C1M5	ENGINE: C	DPENED: 04/18/1997
			CLOSED: 04/30/1997

=====

1997/04/23

###THIS IS THE CLOSING COMMENT

THIS IS THE SAFETY BELT RECALL/DNP THAT IS CURRENTLY HAVING MAJOR PARTS SUPPLY PROBLEMS. WE HAVE CALLED THE ORDER LINE, THE PARTS ORDER IS ACTIVE HOWEVER THEY DO NOT HAVE THEM TO SHIP AND THEY DO NOT KNOW WHEN THEY WILL. I HAVE TOLD THE CUSTOMER THE STATUS AND THEY DO NOT LIKE IT BUT UNDERSTAND. PLEASE CLOSE THIS CONTACT AND WE WILL CALL THE CUSTOMER WHEN THE PARTS ARRIVE. THERE IS NO WAY TO EXPIDITE THEM. SAD STATE OF AFFAIRS WHEN IT IS SUCH A CRUCIAL SAFETY ITEM  
ANDREW GATES/ SERVICE MANAGER

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7495DP GRP: KX07 CONCERN CONTACT VEH TYPE: CAR  
LOS ANGELES 71 ZN/TR: 51 CONTACT NBR: 108210199 OPENED: 03/13/1997  
VIN: 1ZVPT20C1M5 ENGINE: C CLOSED: 03/24/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: HESPERIA STATE: CA ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 148994 MSD:  
DEALER NAME: SUNLAND FORD L-M SALES CODE: 171437 P & A: 05497  
CAUSAL CODES: 1204 3105 0202 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: 71 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 03/17/1997  
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:

1997/03/13

\*\*\* VEHICLE INVOLVED IN RECALL 96B70 \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 96S48 \*\*\*  
\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

-MS. MARANDA HOLCOMB (FIANCEE) CALLING ON BEHALF OF HUSBAND.  
-THE VEHICLE SEAT BELTS ARE STOPPED IN THE MIDDLE OF THE TRACKS.  
-THE DEALER HAS HAD PARTS ON ORDER FOR ABOUT 8 MONTHS.  
-THE SEATBELTS HAVE BOTH BEEN JAMMED FOR THIS TIME.  
-THERE IS A BURNING SMELL AS WELL.

PER CUSTOMER, DEALER SAYS:

-PER SOMEONE AT THE DEALER IT IS ON BACKORDER.

CUSTOMER SEEKS:

-TO OBTAIN THE PARTS FOR THIS CONCERN.

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
-REQUEST MR. JEFF CLARK, CUST REL MNGR, TO CONTACT THE CUSTOMER WITHIN 2  
BUSINESS DAYS-ORC TO JEFF CLARK PART MGR.

-JEFF CLARK SAYS:

-THE PARTS WERE ORDERED 12-18-96 AND THEY ARE NO LONGER ON BACKORDER.  
-YOU SHOULD GET IT THIS MONTH.

CAC ADVISED:

-ADVISED MRS. MCKEON OF THE SITUATION.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

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0699RJ  GRP: X107  CONCERN CONTACT  VEH TYPE: CAR
CHICAGO  41  ZN/TR: 82  CONTACT NBR: 108331107  OPENED: 04/16/1997
VIN: 1ZVPT20C3MS  ENGINE: C  CLOSED: 05/09/1997
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LAST NAME:  TITLE:  FIRST NAME:  STATUS: CLOSED
MI:  MI:
ADDRESS:  APT 2
CITY:  CHICAGO  STATE:  IL  ZIP:
HOME PHONE:  BUS. PHONE:
MODEL YEAR:  91  MODEL:  PROBE
MILEAGE:  120000  WSD:
DEALER NAME:  LYNCH FORD INC  SALES CODE: 141018  P & A: 01594
CAUSAL CODES: 1202  10RA  SYMPTOMS: 104100
ORIGIN:  GD  TRANS. DST/RCN: 41  TRANS. DATE:
SERVICE/SALES: 1  CONTACT DATE: 04/17/1997
ACK. CODE:  ASSIST CODE: W  AWARD AMT:  O SURVEY: N (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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1997/04/16
*** PARTS DELAY OVER 30 DAYS ***
*** VEHICLE INVOLVED IN RECALL 9854B/98599 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-CUSTOMER CONTACTS CAC DUE TO DEALER INABILITY TO RESOLVE RECALL CONCERNS DUE
TO BACK ORDER PARTS ISSUE
*
PER CUSTOMER, DEALER SAYS:
-SVC DEPT (NO NAME) ADVISED CUSTOMER
*
CUSTOMER SEEKS:
-FINAL RESOLUTION OF CONCERN
-EXPEDITE RECALL REPAIR DUE TO SAFETY CONCERNS
-SPEAK WITH A REGION CSM REGARDING REPAIR EXPERIENCES
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY
TO THE REGIONAL OFFICE.
-REQUEST MR. JOSEPH FRICAND (SVC MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS
DAYS
1997/05/02
***THIS IS THE CLOSING COMMENT
CONTACTED CUSTOMER 04/17....
CUSTOMER TO MAKE SERVICE APPT.AFTER HIS WIFE HAS BABY.....

```

4207CD GRP: 17 CONCERN CONTACT VEH TYPE: CAR  
DALLAS 52 2N/TR: B1 CONTACT NBR: 108319659 OPENED: 04/14/1997  
VIN: 1ZVPT20C7M6 ENGINE: C CLOSED: 04/29/1997

LAST NAME: STATUS: CLOSED  
TITLE: FIRST NAME: MI:  
ADDRESS:  
CITY: FRISCO STATE: TX ZIP:  
HOME PHONE: BUS. PHONE:  
MODEL YEAR: 81 MODEL: PROBE  
MILEAGE: 100000 WSD:  
DEALER NAME: BANKSTON FORD OF FR SALES CODE: 152525 P & A: 02441  
CAUSAL CODES: 1203 1012 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: S2 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 04/17/1997  
ACK. CODE: 0 ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:  
1997/04/14

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

CUSTOMER SAYS:

- VEHICLE HAS BEEN IN TWICE FOR RECALL WORK
- PART DELAY HAS KEPT VEHICLE FROM BEING REPAIRED

PER CUSTOMER, DEALER SAYS:

- PARTS WILL BE IN ONE WEEK FROM NOW

CUSTOMER SEEKS:

- TO LEAVE VEHICLE IN DEALERSHIP'S LOT UNTIL PART COMES IN

CAC ADVISED:

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

1997/04/15

THE VEHICLE WAS DROPPED OFF 04/14/97 FOR THE SEAT BELT RECALL. THE PARTS ARE HERE FOR THE LEFT SIDE BUT ARE ON NATIONAL BACK ORDER (D98) FOR THE RIGHT SIDE WE ARE UNABLE TO COMPLETE THIS RECALL WITHOUT THE PARTS. DAVID ADAMCIK SER DIR

09/11/98

MASTER OWNER RELATIONS SYSTEM !!

14.21.02

=====  
4207CD GRP: 17 CONCERN CONTACT VEH TYPE: CAR  
DALLAS 52 ZN/TR: B1 CONTACT NBR: 108319659 OPENED: 04/14/1997  
VIN: 1ZVPT20C7M5 [REDACTED] ENGINE: C CLOSED: 04/29/1997  
=====

1997/04/17

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

CUSTOMER SAYS:

- VEHICLE HAS BEEN IN TWICE FOR RECALL WORK
- PART DELAY HAS KEPT VEHICLE FROM BEING REPAIRED

PER CUSTOMER, DEALER SAYS:

- THE VEHICLE WAS DROPPED OFF 04/14/97 FOR THE SEAT BELT RECALL. THE PARTS ARE HERE FOR THE LEFT SIDE BUT ARE ON NATIONAL BACK ORDER (D99) FOR THE RIGHT SIDE WE ARE UNABLE TO COMPLETE THIS RECALL WITHOUT THE PARTS. DAVID ADANGIK SER DIR

CUSTOMER SEEKS:

- RESOLUTION TO CONCERN

CAC ADVISED:

- PARTS MANAGER IS IN BEST POSITION TO ASSIST WITH PARTS INFORMATION

1997/04/22

##THIS IS THE CLOSING COMMENT

BACK ORDERED PART ARRIVED AND WAS INSTALLED 04/17/97. CUSTOMER IS NOW DRIVING VEHICLE WITH NEW IMPROVED SAFETY RESTRAINTS INSTALLED PER THE RECALL. DAVID

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7494JR GRP: 17 CONCERN CONTACT VEH TYPE: CAR  
KANSAS CITY 53 ZN/TR: A1 CONTACT NBR: 108317641 OPENED: 04/14/1997  
VIN: 1ZVPT21U6M5 ENGINE: U CLOSED: 05/08/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: KANSAS CITY STATE: MO ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 94 MODEL: PROBE  
MILEAGE: 100000 WSD:  
DEALER NAME: BOB ALLENFORD INC SALES CODE: 153009 P & A: 05167  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: 53 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 04/30/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/04/14

\*\*\* VEHICLE INVOLVED IN RECALL 98599 \*\*\*  
\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- INITIALLY WENT TO DEALER FOR RECALL ON 03-13-97
- RECEIVED A CARD ON 03-17-97 SAYING PART WAS IN
- CALLED DEALER TODAY TO FIND OUT STATUS OF PART AND WAS PUT ON HOLD AND LEFT A MESSAGE
- UPSET THAT IT HAS BEEN ONE MONTH AND NO ONE HAS CALLED HER

PER CUSTOMER, DEALER SAYS:

- CALLED CUSTOMER AND ADVISED THEY NEEDED TO ORDER A DIFFEENT PART
- DIDN'T TEAR CAR DOWN COMPLETELY AND DIDN'T KNOW PARTS NEEDED

CUSTOMER SEEKS:

- RESOLUTION TO CONCERN

CAC ADVISED:

RE: CONCERN

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

1997/05/01

###THIS IS THE CLOSING COMMENT

CUSTOMER BROUGHT CAR IN AND WE REPAIRED AS NEEDED CUSTOMER IS HAPPY.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

```

=====
7265LB   GRP: XX15   INFORMATION CONTACT   VEH TYPE: CAR
KANSAS CITY 53   ZN/TR: A1   CONTACT NBR: 108206515   OPENED: 03/13/1997
VIN: 1ZVPT21U6MS   ENGINE: U   CLOSED: 03/13/1997
=====

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=====
LAST NAME: [REDACTED]   STATUS: CLOSED
TITLE: [REDACTED]   FIRST NAME: [REDACTED]   MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: KANSAS CITY   STATE: MO   ZIP: [REDACTED]
HOME PHONE: [REDACTED]   BUS. PHONE: [REDACTED]
MODEL YEAR: 91   MODEL: PROBE
MILEAGE: 10000   WSD:
DEALER NAME: BOB ALLENFORD INC   SALES CODE: 153009   P & A: 05167
CAUSAL CODES: 1204   SYMPTOMS: 104100
ORIGIN: 60   TRANS. DST/RGN:   TRANS. DATE:
SERVICE/SALES: 1   CONTACT DATE:
ACK. CODE:   ASSIST CODE:   AWARD AMT:   O SURVEY: (Y OR N)

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BUILD DATE:   CALIBRATION:
ESP INF0:   EXPIRES:
OPEN RECALL:   OWNER NOTIFIED:   MICRO:

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COMMENTS:

1997/03/13

\*\*\* VEHICLE INVOLVED IN RECALL 98S99 & 96S48 \*\*\*  
 \*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

\*\*RECALL NOTICE LISTED BOO\*\*  
 - PASSENGER SEATBELT IS BROKEN  
 - VISITED DEALER ON 3/13  
 - I HAVE A PASSENGER THAT NEEDS TO BE BELTED IN  
 \*

PER CUSTOMER, DEALER SAYS:

- THE PART MAY TAKE UP TO 30 DAYS  
 \*

CUSTOMER SEEKS:

- REPAIR ASSISTANCE  
 \*

CAC ADVISED

- APOLOGIZED FOR THE DELAY  
 - INFORMATION HAS BEEN DOCUMENTED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
 0814CV GRP: XX17 CONCERN CONTACT VEH TYPE: CAR  
 ORLANDO 24 ZN/TR: B1 CONTACT NBR: 108213038 OPENED: 04/11/1997  
 VIN: 1ZVPT20C1MS ENGINE: C CLOSED: 04/29/1997  
 -----

-----  
 LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
 ADDRESS: [REDACTED] DR [REDACTED]  
 CITY: WEST PALM BCH STATE: FL ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 91 MODEL: PROBE  
 MILEAGE: 84000 WSD:  
 DEALER NAME: AL PACKERFORD SALES CODE: 12421B P & A: 04870  
 CAUSAL CODES: 1209 1012 SYMPTOMS: 104100  
 ORIGIN: GO TRANS. DST/RGN: 24 TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE: 04/22/1997  
 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:  
 1997/04/11

\*\*\* NAVIS: ORIGINAL \*\*\*  
 CUSTOMER SAYS:  
 -LEFT SEATBELT WAS NOT REPAIRED PREVIOUSLY UNDER RECALL  
 -MOTORIZED DRIVER'S SEATBELT IS BROKEN  
 -HAS BEEN TRYING TO GET THIS DONE SINCE LAST YEAR  
 -DEALERSHIP SHE WENT TO AL PACKER IS IN ROYAL PALM BEACH, FL-33411 561 790  
 1100  
 \*

PER CUSTOMER, DEALER SAYS:  
 -OON IN PARTS SAID PART IS ON BACKORDER-DELAY  
 \*

CUSTOMER SEEKS:  
 -VEHICLE REPAIRED  
 \*

CAC ADVISED:  
 -CUSTOMER AND NOT SURE IF THIS IS THE RIGHT DEALERSHIP  
 -INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
 -REQUEST MR. LEN HENDRICKS (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2  
 BUSINESS DAYS

1997/04/22  
 ###THIS IS THE CLOSING COMMENT  
 PART IS STILL ON NATIONAL BACK ORDER, DEALER CANNOT PROVIDE WHAT FORD DOES NOT  
 HAVE, WILL ADDRESS REPAIRS WHEN PARTS AVAIL.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

BOB7LB GRP: 05 INFORMATION CONTACT VEH TYPE: CAR  
PHILADELPHIA 16 ZN/TR: A1 CONTACT NBR: 108312421 OPENED: 04/11/1997  
VIN: 1ZVPT21U9NE ENGINE: U CLOSED: 04/11/1997

LAST NAME: STATUS: CLOSED  
TITLE: FIRST NAME: MC:  
ADDRESS:  
CITY: PHILADELPHIA STATE: PA ZIP:   
HOME PHONE: BUS. PHONE:   
MODEL YEAR: 97 MODEL: PROBE  
MILEAGE: 110000 WSD:  
DEALER NAME: MCCAFFERTY FORD SAL SALES CODE: 116051 P & A: D1305  
CAUSAL CODES: 0206 1203 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:

1997/04/11

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

CUSTOMER SAYS:

- MADE AN APPOINTMENT WITH THE DEALER TO HAVE RECALL DONE ON VEHICLE AND THE DEALERSHIP DID NOT HAVE THE PARTS
- WITH THE SECOND APPOINTMENT MADE, THE DEALERSHIP DID NOT REPAIR THE RECALL ON SEAT BELTS BECAUSE THE MOTOR FOR THE SEAT BELT NEEDS TO BE REPLACED
- DEALERSHIP STATED THAT THE CUSTOMER COULD DRIVE CAR UNTIL THE PARTS COME IN
- IT IS ILLEGAL TO DRIVE CAR WITHOUT SHOULDER BELTS IN PA

PER CUSTOMER, DEALER SAYS:

- ED IS THE CONTACT PERSON
- UNABLE TO GIVE RENTAL CAR TO CUSTOMER DUE TO THE FACT THAT THE CUSTOMER'S VEHICLE IS DRIVABLE WHILE THE CUSTOMER IS WAITING FOR THE PARTS TO COME IN

CUSTOMER SEEKS:

- LOANER VEHICLE REQUEST UNTIL THE PARTS COME IN TO FIX THE VEHICLE

CAC ADVISED:

- NO ESP
- NO TRANSPORTATION ASSISTANCE PROVIDED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

2441LR	GRP: XX12	INFORMATION CONTACT	VEH TYPE: CAR
KANSAS CITY	53	ZN/TR: A1	CONTACT NBR: 108303954
VIN:	M	ENGINE:	OPENED: 04/09/1997
			CLOSED: 04/09/1997

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	KANSAS CITY	STATE:	MO	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]		
MODEL YEAR:	91	MODEL:	PROBE		
MILEAGE:	55000	WSD:			
DEALER NAME:	MARCUS ALLEN'S BRDA	SALES CODE:	153005	P & A:	02840
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:

1997/04/09

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

CUSTOMER SAYS:

-THE VEHICLE IS INVOLVED IN A RECALL BUT CUSTOMER WAS NOT INFORMED  
 -THE AUTOMATIC SEAT BELT PARTS ARE NOT AVAILABLE. CUSTOMER HAS BEEN WAITING FOR A MONTH

PER CUSTOMER, DEALER SAYS:

-KEN STALLMAN (NO NAME) PROVIDED 1-BODY

CUSTOMER SEEKS:

-TO COMPLAIN ABOUT THE LACK OF PARTS AVAILABLE FOR THE VEHICLE  
 -REQUESTS A WRITTEN REPLY AS TO WHY HE SHOULD BUY ANOTHER FORD

CAC ADVISED:

FORWARD TO CORRESPONDENCE

1997/04/25

CUSTOMER SAYS:

- CUSTOMER'S COMMENTS ARE ON PREVIOUS PAGES

CAC ADVISED:

- CAC PLACED OUTBOUND CALL TO KEN STALLMAN-SERVICE MANAGER 4-23-97 REGARDING THE PARTS DELAY FOR THE SAFETY BELT RECALL  
 - KEN AGREED TO CHECK AND CALL BACK WITH STATUS  
 - KEN CALLED BACK 4-24. HE SAID THE PARTS ARE NOW AT THE DEALERSHIP. HE HAS CONTACTED THE CUSTOMER AND THE RECALL IS BEING PERFORMED. CUSTOMER IS SATISFIED  
 - NO LETTER SENT

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7495DP GRP: K107 INFORMATION CONTACT VEH TYPE: CAR  
KANSAS CITY 53 2N/TR: A1 CONTACT NBR: 1080970.7 OPENED: 04/08/1997  
VIN: 1ZVPT20C4M5 ENGINE: C CLOSED: 04/08/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: FENTON STATE: MO ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 100000 WSO:  
DEALER NAME: ANDERSON FORD OF ST SALES CODE: 153420 P & A: 01743  
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 INF: EXPIRES:  
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:  
1997/04/08  
\*\*\* NAVIS: SUBSEQUENT \*\*\*  
CUSTOMER SAYS:  
-LOOKING FOR RECALL WORK.  
\*  
PER CUSTOMER, DEALER SAYS:  
-PER SOMEONE AT THE DEALER THE PART IS ON BACKORDER.  
\*  
CUSTOMER SEEKS:  
-TO GET THE DEALER TO GET ME THE PART QUICKER.  
\*  
CAC ADVISED:  
- DEALERSHIP IS THE BEST PARTS RESOURCE  
- MR. ROBERT DAVIS, CUST. REL MGR. IS IN THE BEST POSITION TO ASSIST YOU.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.03

765758 GRP: XX11 CONCERN CONTACT VEH TYPE: CAR  
DETROIT 48 ZN/TR: E2 CONTACT NBR: 108295708 OPENED: 04/08/1997  
VIN: 1ZVPT20C3M ENGINE: C CLOSED: 04/18/1997

LAST NAME: STATUS: CLOSED  
TITLE: FIRST NAME: MI:  
ADDRESS: STATE: OH ZIP:   
CITY: HOME PHONE: BUS. PHONE:   
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 83000 WSD:  
DEALER NAME: GENE BUTMAN FORD SL SALES CODE: 148439 P & A: 02984  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: GO TRANS. OST/RGN: 48 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 04/10/1997  
ACK. CODE: ASSIST CODE: 0 AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/04/08

\*\*\* VEHICLE INVOLVED IN RECALL 98S4B \*\*\*  
\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- RECEIVED RECALL NOTICE, TOOK VEHICLE IN AND HAD IT INSPECTED
- DAUGHTER HAS CAR IN MICHIGAN (AT COLLEGE)

PER CUSTOMER, DEALER SAYS: (DHID DEALER)

- WAITING FOR PARTS TO ARRIVE IN ORDER TO REPAIR THE SEAT BELTS

CUSTOMER SEEKS:

- TO KNOW WHY THEY CAN NOT FIND A PART

CAG ADVISED:

- WE CAN NOT ASSIST THE DEALERSHIP IN GETTING PARTS SOONER
- RECALL REPAIRS CAN BE DONE AT ANY FORD DEALER
- SUGGESTED DAUGHTER TAKE IT IN TO GENE BUTMAN FORD IN YPSILANTI, AND INQUIRE AS TO WHETHER THEY HAD THIS PART IN

1997/04/11

\*\*\*THIS IS THE CLOSING COMMENT

CUSTOMER'S DAUGHTER CALLED AND SET UP AN APPT FOR INSPECTION, AND TO ORDER THE PARTS. DEALER INSPECTED THE VEHICLE 4-10-97 AND ORDERED THE RECALL PARTS. THE CUSTOMER WILL BE NOTIFIED WHEN PARTS ARRIVE AND THE DEALER WILL COMPLETE THE RECALL AT THE CUSTOMER'S CONVIENCE.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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=====
5914KB  GRP: XX17  INFORMATION CONTACT  VEH TYPE: CAR
SDR      10  ZN/TR: E1  CONTACT NBR: 108291354  OPENED: 04/07/1997
VIN:     1ZVPT20C9M5  ENGINE: C  CLOSED: 04/07/1997
=====

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=====
LAST NAME: ██████████  STATUS: CLOSED
TITLE: ██████████  FIRST NAME: ██████████  MI: ██████████
ADDRESS: ██████████  HEAST ██████████
CITY: ██████████  STATE: ██████████  ZIP: ██████████
HOME PHONE: ██████████  BUS. PHONE: ██████████
MODEL YEAR: 81  MODEL: PROBE
MILEAGE: 80000  WSD:
DEALER NAME: TRADEMARKNOTOR COMP  SALES CODE: 123682  P & A: 06497
CAUSAL CODES: 1012  SYMPTOMS: 104100
ORIGIN: GD  TRANS. DST/RGN:  TRANS. DATE:
SERVICE/SALES: 1  CONTACT DATE:
ACK. CODE:  ASSIST CODE:  AWARD AMT:  O SURVEY: (Y OR N)

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

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COMMENTS:

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1997/04/07
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- CUSTOMER STATES THAT HER DAUGHTER SEATBELT IS INDPERTABLE AND SHE HAS BEEN
WAITING FOR A SEATBELT OVER 8 WEEKS
- CUSTOMER FEELS THAT FORD SHOULD BE ABLE TO GET A HOLD TO A SAFTEY PART
FAIRLY QUICKLY
*
PER CUSTOMER, DEALER SAYS:
- HERMAN MOAK TOLD THE CUSTOMER THAT THE PART IS STILL ON BACK ORDER
*
CUSTOMER SEEKS:
- WOULD LIKE TO KNOW WHY IT IS TAKING SO LONG FOR HER PART TO COME IN
*
CAC ADVISED:
- TOLD THE CUSTOMER THAT SOMETIMES BACKORDER DELAYS OCCUR AND TO BE
PATIENT WITH THE DEALERSHIP

```

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

7379AR GRP: XX15 CONCERN CONTACT VEH TYPE: CAR  
 PITTSBURGH 44 ZN/TR: A1 CONTACT NBR: 108289962 OPENED: 04/07/1997  
 VIN: 12VPT20C5M5 ENGINE: C CLOSED: 04/30/1997  
 =====

LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] MI: [REDACTED]  
 ADDRESS: [REDACTED] FIRST NAME: [REDACTED]  
 CITY: IRWIN STATE: PA ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 91 MODEL: PROBE  
 MILEAGE: 60000 WSD:  
 DEALER NAME: KENNY ROSS FORD SALES CODE: 144417 P & A: 07350  
 CAUSAL CODES: 1203 10RA SYMPTOMS: 104100  
 ORIGIN: GO TRANS. DST/RGN: 44 TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE: 04/23/1997  
 ACK. CODE: ASSIST CODE: 0 AWARD AMT: 0 SURVEY: N (Y OR N)

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

COMMENTS:

1997/04/07

\*\*\* VEHICLE INVOLVED IN RECALLS 96548 AND 96599 \*\*\*  
 \*\*\* PARTS DELAY OVER 30 DAYS \*\*\*  
 \*\*\* NAVIS: ORIGINAL \*\*\*

CUSTOMER SAYS:

-CUSTOMER RECEIVED THE SEAT BELT RECALL LETTER IN NOVEMBER  
 -THE PARTS WERE SUPPOSED TO BE READY IN DECEMBER AND THE DEALERSHIP HAS  
 ONLY RECEIVED ONE OF THE PARTS (DRIVERS SIDE)  
 -NEITHER OF THE SEATBELTS ARE OPERABLE AT THIS TIME

PER CUSTOMER. DEALER SAYS:

-NO CONTACT

CUSTOMER SEEKS:

-WHY IS IT TAKING SO LONG FOR THE PARTS TO COME IN?

CAC ADVISED:

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

1997/04/23

###THIS IS THE CLOSING COMMENT

CALLED CUSTOMER NUMEROUS TIMES TO LET THEM KNOW SPECIAL PART IS IN. LEFT MESSA  
 GES FOR [REDACTED] TO CONTACT HER SERVICE ADVISOR TO SCHEDULE APPOINTMENT TO H  
 AVE SPECIAL RECALL PART PUT IN...

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

59630B GRP: XK08 CONCERN CONTACT VEH TYPE: CAR  
ATLANTA 21 ZN/TR: B2 CONTACT NBR: 108276148 OPENED: 04/02/1997  
VIN: 1ZVPT20C2M5 ENGINE: C CLOSED: 04/15/1997

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: CHATTANOOGA STATE: TN ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 123232 WSD:  
DEALER NAME: MTN VIEW FORD INC SALES CODE: 121203 P & A: 00389  
CAUSAL CODES: 1203 1012 SYMPTOMS: 104100 104300  
ORIGIN: GO TRANS. DST/RGN: 21 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 04/08/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/04/02  
\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 AND 96599 \*\*\*  
\*\*\* NAVIS: PROGRAM \*\*\*  
CUSTOMER SAYS:  
-CUSTOMER CALLING BECAUSE SEAT BELT RECALL CAN'T BE PERFORMED DUE TO PART ON BACK ORDER  
-THE PART FOR THE SEAT BELT IN FEBRUARY 1997, STILL HASN'T COME IN  
-CUSTOMER REQUESTED THE CAC PHONE NUMBER FROM DEALER  
\*  
PER CUSTOMER, DEALER SAYS: (RANDY, SERVICE PERSONNEL)  
-THEY CALLED FORD, WILL BE ANOTHER 4 WEEKS BEFORE PART WILL BE DELIVERED  
\*  
CUSTOMER SEEKS:  
-WHEN WILL THE PART BE DELIVERED TO DEALERSHIP  
\*  
CAC ADVISED:  
RE: OPEN RECALL  
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
-REQUEST MR. MARK WESTERMAN/SVC MGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS  
RE: PART AVAILABILITY  
- DEALERSHIP IS THE BEST TECHNICAL RESOURCE  
- MR. MARK WESTERMAN/SVC MGR IS IN THE BEST POSITION TO ASSIST YOU.  
1997/04/08  
###THIS IS THE CLOSING COMMENT  
PART DID ARRIVE 4/3 CUST SCHEDULED IN 4/4 REPAIR WERE NOT COMPLETED CUST WAS TO RETURN VEH ON MONDAY 4/7 CUST DID NOT SHOW MON OR TUES

08/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

-----  
633BAW GRP: XX08 CONCERN CONTACT VEH TYPE: CAR  
MEMPHIS 23 ZN/TR: C2 CONTACT NBR: 106275286 OPENED: 04/02/1997  
VIN: 12VPT21U4NS ENGINE: U CLOSED: 04/10/1997  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: BROOKLYN STATE: MS ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 112000 WSD:  
DEALER NAME: BUTCH GUSTALET INC SALES CODE: 123071 P & A: 06422  
CAUSAL CODES: 1204 SYMPTOMS: 104100  
ORIGIN: 00 TRANS. DST/RGN: 23 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 04/02/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: 2,000 SURVEY: Y (Y OR N)

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

COMMENTS:  
1997/04/02  
\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 98548 \*\*\*  
\*\*\* NAVIS: SUBSEQUENT \*\*\*  
CUSTOMER SAYS:  
-THE DRIVER'S SIDE MOTORIZED SHOULDER HARNESS HAS FROZEN UP  
\*  
PER CUSTOMER, DEALER SAYS:  
-KENNY, THE SERVICE DIRECTOR AT THE WIGGINS SHOP, SAID THE PART IS NOT IN STOCK. THEY HAVE ORDERED THE PART, BUT ARE NOT SURE WHEN IT WOULD THEY WOULD COME IN.  
\*  
CUSTOMER SEEKS:  
-PARTS AVAILABILITY  
\*  
CAC ADVISED:  
RE: PARTS AVAILABILITY  
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
-REQUEST MR. GENE FORTENBERRY (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS  
1997/04/03  
###THIS IS THE CLOSING COMMENT  
CUSTOMER WAS TOLD PART IS ON ORDER AND SHOULD BE IN WITH IN SEVEN WORKING DAYS  
CUSTOMER WILL BE CALLED THE MOMENT THE PART COMES IN

09/11/98

MASTER OWNER RELATIONS 5:51PM 11

14.21.02

-----  
0604MR GRP: XX16 CONCERN CONTACT VEH TYPE: CAR  
WASHINGTON 27 ZN/TR: E1 CONTACT NBR: 108209197 OPENED: 04/01/1997  
VIN: 1ZVPT21U7M5 ENGINE: M CLOSED: 04/10/1997  
-----

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED] R  
CITY: GERMANTOWN STATE: MD ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 81000 WSD:  
DEALER NAME: CENTURY FORD INC SALES CODE: 127043 P & A: 00130  
CAUSAL CODES: 1204 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 27 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 04/03/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/04/01

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

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

CUSTOMER SAYS:

- RECEIVED RECALL NOTICE FOR SEAT BELTS
- THE DEALERSHIP SAID THE PART WILL TAKE 8 WEEKS

PER CUSTOMER, DEALER SAYS:

- 8 WEEKS TO GET PARTS IN

CUSTOMER SEEKS:

- TO HAVE RECALL PERFORMED SOONER

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. MARK MORAN (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS

CAC ADVISED:

- HAD TO DISCONNECT THE CALL
- CUSTOMER STATES SHE WILL CALL BACK TO GET ADDITIONAL INFORMATION

1997/04/03

###THIS IS THE CLOSING COMMENT

LEFT MESSAGE FOR CUSTOMER TO CONTACT DEALER FOR ARRANGEMENT OF RENTAL CAR PER  
FORD WHILE WAITING FOR BACKORDERED PARTS TO ARRIVE--STILL A DELAY OF WEEKS  
AS OF YET--MS MORAN

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

260088 GRP: AX03 CONCERN CONTACT VEH TYPE: CAR  
KANSAS CITY 53 ZN/TR: A1 CONTACT NBR: 108266695 OPENED: 04/01/1997  
VIN: 1ZVPT2DCXM5 ENGINE: C CLDSED: 04/11/1997

LAST NAME: STATUS: CLOSED  
TITLE: MI:  
ADDRESS: FIRST NAME:  
CITY: OVERLAND PARK STATE: KS ZIP:  
HOME PHONE: BUS. PHONE:  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 52492 WSD:  
DEALER NAME: BOB ALLENFORD INC SALES CODE: 153009 P & A: 05167  
CAUSAL CODES: 1204 2801 1207 SYMPTOMS: 104100  
ORIGIN: 00 TRANS. DST/RGN: 53 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 04/03/1997  
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:

1997/04/01

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

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

CUSTOMER SAYS:

- KAY PHILLISON CALLING ON BEHALF OF DAUGHTER
- THE DRIVERS SEATBELT ON THE VEHICLE DOES NOT WORK
- TOOK TO DEALERSHIP TO HAVE RECALL PERFORMED

PER CUSTOMER, DEALER SAYS:

- WILL TAKE 4 TO 8 WEEKS FOR PART TO BECOME AVAILABLE
- BERNIE EGAN REFERRED CUSTOMER TO FORD

CUSTOMER SEEKS:

- RECALL PERFORMED

CAC ADVISED:

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

1997/04/04

##THIS IS THE CLOSING COMMENT

CONTACTED CUSTOMER ABOUT CONCERN-VEHICLE'S PARTS CAME IN YESTERDAY AND WE REPAIRED ASAP CUSTOMER IS HAPPY.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

975688 GRP: AX02 CONCERN CONTACT VEH TYPE: CAR  
PITTSBURGH 44 ZN/TR: A2 CONTACT NBR: 108258809 OPENED: 03/26/1997  
VIN: 1ZVPT21U7M5 ENGINE: U CLOSED: 04/08/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: CORAOPOLIS STATE: PA ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 75000 WSD:  
DEALER NAME: MOON TOWNSHIP FORD SALES CODE: 144022 P & A: 07495  
CAUSAL CODES: 1203 3103 0320 SYMPTOMS: 104100 202100  
ORIGIN: 00 TRANS. DST/RGN: 44 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 03/27/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: 25.000 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/03/26

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

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

CUSTOMER SAYS:

- SEAT BELT PARTS STILL NOT IN
- HAVE PARTS ORDERED ON OCTOBER 30, 1996
- DEALERSHIP LOST ORDER AND REORDERED THE PARTS ON 3/3/97

PER CUSTOMER, DEALER SAYS:

- IT WILL BE ANOTHER 8 WEEKS (FROM MARCH 3)

CUSTOMER SEEKS:

- RECALL PARTS UNDER 96S48 ORDERED
- TO GET THE PHONE # FOR THE REGIONAL DISTRIBUTION CENTER
- TO SPEAK WITH A SUPERVISOR

CAC ADVISED:

- CSR MADE OUTBOUND CALL TO DEALERSHIP AND SPOKE WITH MR. BILL BEAVER IN PARTS WHO SAID THAT THE BELT AND MOTOR ASSEMBLY IF ORDERED TOGETHER ARE TAKING 8 WEEKS
- MR. BEAVER INDICATED THAT THE HE WOULD CONTACT MR. DENNY COSTA (SVC. MGR.) AND DISCUSS OTHER ALTERNATIVES, CONTACT THE FORD REP AND THEN GET BACK WITH THE CUSTOMER ON 3/27/97 WITH MORE INFORMATION
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. DENNY COSTA (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- SUPERVISOR WILL CALL CUSTOMER BACK ON 3/27/97

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

9756BB	GRP: XX02	CONCERN CONTACT	VEH TYPE: CAR
PITTSBURGH	44	ZN/TR: A2	CONTACT NBR: 108258809
VIN: 12VPT21U7M5		ENGINE: U	DPENED: 03/26/1997
			CLOSED: 04/08/1997

=====

1997/03/27

\*\*\*THIS IS THE CLOSING COMMENT

CALLED CUSTOMER 3/27/1997 LEFT MESSAGE NO PARTS YET AND FORD REP TRACY MUNCHAK CANNOT GET PARTS EITHER. PARTS WAS ORDERED 12/15/1996 ORDER WAS DELETED BY FORD WE REORDERED PARTS ON 3/3/1997 AND AS PER FORD IT TAKES APPROX 8 WEEKS CUSTOMER WAS ADVISED BEFORE ABOUT THIS.

\*

CAC ADVISED:

-PER DAN TERRY PARTS APPEAR TO BE AVAILABLE THROUGH MAZDA NORTH AMERICA. DAN IS TRYING TO REACH PEOPLE AT MAZDA TO EXPEDITE PARTS TO THIS DEALERSHIP TO AVOID FURTHER INCONVENIENCE TO THIS CUSTOMER.

-DAN WILL KEEP IN TOUCH WITH CSR KATE BUDZIAK WHO WILL KEEP IN TOUCH WITH CUSTOMER...DEALER HAS ADVISED THE CUSTOMER THAT THEY CANNOT LOCATE THE PART WITH REGIONAL ASSISTANCE.

\*

CAC ADVISED:

-PER DEALERSHIP RICK LAMB, DRIVERS SIDE ASSEMBLY IS AT THE DEALER AND THEY ARE WAITING ON THE PASSENGER SIDE

-DAN TERRY LOCATED PASSENGER SIDE ASSEMBLY THROUGH THE SHIPPER/SUPPLIER WHO WILL FEDERAL EXPRESS THE PART TO THE DEALERSHIP

-PART SHOULD GO OUT NO LATER THAN FRIDAY 03/28/97 FEDERAL EXPRESS.

-CSR MADE OBC TO CUSTOMER TO ADVISE OF SAME

1997/04/01

CUSTOMER SAYS:

-SPOKE WITH PREVIOUS CSR, KATE, WHO WAS SUPPOSED TO HAVE PARTS FEDERAL EXPRESSED TO DEALER ON FRIDAY 3/28/97

-PARTS ARE NOT AT DEALER

\*

PER CUSTOMER, DEALER SAYS:

-THEY HAVEN'T RECEIVED A FED EX PACKAGE WITH PARTS FOR HER SEATBELT

\*

CUSTOMER SEEKS:

-TO KNOW IF THESE PARTS WENT OUT ON 3/28/97 THROUGH FED EX LIKE THEY WERE SUPPOSED TO

\*

CAC ADVISED:

-KEEP IN CONTACT WITH PARTS MANAGER AT DEALER

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

-----  
G710BV GRP: X314 CONCERN CONTACT VEH TYPE: CAR  
PITTSBURGH 44 ZN/TR: A2 CONTACT NBR: 108162940 OPENED: 03/03/1997  
VIN: 1ZVPT21U7M5 ENGINE: U CLOSED: 03/11/1997  
-----

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: CORAOPOLIS STATE: PA ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 73000 WSD:  
DEALER NAME: MOON TOWNSHIP FORD SALES CODE: 144022 P & A: 07495  
CAUSAL CODES: 1203 2013 SYMPTOMS: 104100 202100  
ORIGIN: 00 TRANS. DST/RGN: 44 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 03/03/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: 30,000 SURVEY: Y (Y OR N)

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

COMMENTS:  
1997/03/03  
\*\*\* NAVIS: ORIGINAL \*\*\*  
\*\*\* POSSIBLE 12/12 SERVICE PART COVERAGE \*\*\* REPAIR DATE: 10/96 MILEAGE:  
73000  
\*\*\* VEHICLE INVOLVED IN RECALL 96548 96599 \*\*\*  
CUSTOMER SAYS:  
- BROUGHT ON OCTOBER 30, 1996 TO GET THIS RECALL PERFORMED  
- SHE HAS BEEN WAITING SINCE THAT TIME TO GET THESE PARTS  
- HAS AN INTERMITTENT CONCERN WITH THE WINDSHIELD WIPERS, THEY GET STUCK IN  
MIDDLE OF THE WINDOW  
\*  
PER CUSTOMER, DEALER SAYS:  
- THESE PARTS WILL BE IN THE SECOND HALF OF DECEMBER  
- REPAIRED THIS IN OCTOBER AND IT STILL IS NOT REPAIRED  
\*  
CUSTOMER SEEKS:  
- TO GET THIS RECALL PERFORMED AND TO GET THE WIPERS REPAIRED UNDER WARRANTY  
\*  
CAC ADVISED:  
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
- REQUEST MS. RHONDA KELLEY CUST REL MNGR TO CONTACT THE CUSTOMER WITHIN  
2 BUSINESS DAYS  
1997/03/04  
REORDER PARTS FOR RECALLS  
##THIS IS THE CLOSING COMMENT  
REORDERED PARTS 3-3-1997

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

-----  
6710BV GRP. XX14 CONCERN CONTACT VEH TYPE: CAR  
PITTSBURGH 44 2N/TR: A2 CONTACT NBR: 108162940 OPENED: 03/03/1997  
VIN: 1ZVPT2IU7M5 ENGINE: U CLOSED: 03/11/1997  
-----

1997/03/24

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

CUSTOMER SAYS:

-SAME CONCERN AS 108162940.

-SEAT BELT PARTS STILL NOT IN.

-WHATS THE DELAY.

-KATE BUDZICK SAID SHE WOULD FOLLOW UP WITH THIS BUT I HAVE NOT HEARD FROM HER.

\*  
PER CUSTOMER, DEALER SAYS:

-RAIL/MOTOR ASSEMBLIES FOR SAFETY RECALL 96S48/96S99  
ARE ON MAJOR BACKORDER.

\*  
CUSTOMER SEEKS:

-RECALL PARTS UNDER 96S48 ORDERED

\*  
CAC ADVISED:

-RAIL/MOTOR ASSEMBLIES FOR SAFETY RECALL 96S48/96S99  
ARE ON MAJOR BACKORDER.

1997/03/26

CUSTOMER SAYS:

- CALLING BACK

- WANTS TO SPEAK WITH A KATE BUDZICK

\*  
PER CUSTOMER, DEALER SAYS:

- NOT RECENTLY CONTACTED

\*  
CUSTOMER SEEKS:

- TO GET PARTS

\*  
CAC ADVISED:

- RAIL/MOTOR ASSEMBLIES FOR SAFETY RECALL 96S48/96S99  
ARE ON MAJOR BACKORDER.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

6349MJ GRP: XA04 INFORMATION CONTACT VEH TYPE: CAR  
KANSAS CITY 53 ZN/TR: C2 CONTACT NBR: 108251210 OPENED: 03/25/1997  
VIN: M ENGINE: CLOSED: 03/25/1997

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	MICHITA	STATE:	KS	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]		
MODEL YEAR:	91	MODEL:	PROBE		
MILEAGE:	85000	WSD:			
DEALER NAME:	RUSTY ECKFORD INC	SALES CODE:	153201	P & A:	08319
CAUSAL CODES:	1204 2801	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:		TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	
ACK. CODE:		ASSIST CODE:		AWARD AMT:	
				Q SURVEY:	(Y OR N)

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

COMMENTS:

1997/03/25

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

CUSTOMER SAYS:

- THERE IS A RECALL ON THE SEATBELTS
- THE SEATBELT LIGHT REMAINS ON, AND THE DRIVER AND PASSENGER DO NOT WORK
- THE SEAT BELTS HAS TO BE UNHOOKED TO USE
- ONLY THE LAP BELT WORKS

PER CUSTOMER, DEALER SAYS: IN SERVICE, NO NAME GIVEN

- PROVIDED THE NUMBER TO THE #800
- THE PART IS ON NATIONAL BACKORDER

CUSTOMER SEEKS:

- THE STATUS OF THE SEATBELT

CAC ADVISED:

- UNABLE TO EXPEDITE THE PART, STAY IN TOUCH WITH DEALER FOR UP TO DATE PART AVAILABILITY INFORMATION

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====  
 4154CT GRP: XX14 INFORMATION CONTACT VEH TYPE: CAR  
 ATLANTA 21 ZN/TR: D3 CONTACT NBR: 108243093 OPENED: 03/24/1997  
 VIN: 1ZVPT20C3NE ENGINE: C CLOSED: 03/24/1997  
 =====

LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
 ADDRESS: [REDACTED] ME  
 CITY: EASLEY STATE: SC ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 91 MODEL: PROBE  
 MILEAGE: 60000 WSD:  
 DEALER NAME: BENSON FORD-MERCURY SALES CODE: 121792 P & A: 00892  
 CAUSAL CODES: 1204 SYMPTONS: 104100  
 ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE:  
 ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/03/24  
 \*\*\* VEHICLE INVOLVED IN RECALL 9854B,9859B \*\*\*  
 \*\*\* NAVIS: SUBSEQUENT \*\*\*  
 CUSTOMER SAYS:  
 -CALLING BECAUSE SHE HAS BEEN WAITING FOR TWO MONTHS ON THE PARTS FOR THE SEAT  
 BELT RECALL  
 \*  
 PER CUSTOMER, DEALER SAYS:  
 -THE PARTS ARE ON BACKORDER  
 \*  
 CUSTOMER SEEKS:  
 -PARTS DELIVERED SO THAT SHE CAN HAVE THE RECALL PERFORMED  
 \*  
 CAC ADVISED:  
 -ADVISED CUSTOMER TO STAY IN TOUCH WITH THE CUSTOMER RELATIONS MANAGER AT THE  
 DEALERSHIP

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

2506JA GRP: 06 CONCERN CONTACT VEH TYPE: CAR  
SEATTLE 74 ZN/TR: A2 CONTACT NBR: 108234748 OPENED: 03/20/1997  
VIN: 1ZVPT20C8MS ENGINE: C CLOSED: 04/23/1997

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] EXT:  
MODEL YEAR: 91 WSD: PROBE  
MILEAGE: 76000  
DEALER NAME: SOUND FORD INC SALES CODE: 174011 P & A: 08511  
CAUSAL CODES: 1012 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 74 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 04/04/1997  
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:

1997/03/20

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

CUSTOMER SAYS:

- RECEIVED THE RECALL LETTER IN 10-96
- THE SEATBELT ON BOTH SIDES ARE STICKING, WOULD LIKE OT SET UP AN APPOINTMENT FOR THE RECALL TO BE PERFORMED

PER CUSTOMER, DEALER SAYS:

- THE PARTS FOR THE RECALL HAVE NOT BEEN MANUFACTURED AND THEY DO NOT HAVE THEM YET. PER MIKE IN SERVICE, CALL BACK

CUSTOMER SEEKS:

- RECALL PART INFORMATION

CAC ADVISED:

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

1997/04/10

\*\*\*THIS IS THE CLOSING COMMENT

MARYELLEN

CUSTOMER HAS NOT RESPONDED TO JIM ACKERMANS CALL TO ATTEMPT TO SET UP APPOINTMENT FOR RECALL ON SEATBELTS TO SEE JUST WHAT PARTS ARE NECESSARY TO ORDER TO COMPLETE HIS RECALLS. WE WILL SCHEDULE THIS CUSTOMER ASAP SHOULD HE CALL AT A LATER DATE TO HAVE RECALLS DONE.  
TERRYR (JIM ACKERMAN ASH)

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====

2506JA	GRP: 06	CONCERN CONTACT	VEH TYPE: CAR
SEATTLE	74	ZN/TR: A2	CONTACT NBR: 108234748
VIN:	1ZVPT20C8M5	ENGINE: C	OPENED: 03/20/1997
			CLOSED: 04/23/1997

=====

1997/04/16

CUSTOMER SAYS:

- THE SEAT BELT SYSTEM
- NEED REPAIRS

\*

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

\*

CUSTOMER SEEKS:

- REPAIRS

\*

CAC ADVISED:

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

1997/05/08

FICHE 2

09/11/98

MASTER OWNER RELATIONS SYSTEM JJ

14.21.02

6737CS GRP: XX03 INFORMATION CONTACT VEH TYPE: CAR  
NEW YORK 13 ZN/TR: D1 CONTACT NBR: 108277563 OPENED: 03/19/1997  
VIN: 12VPT21U9M5 ENGINE: U CLOSED: 03/19/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: N BELLMORE STATE: NY ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 1 WSD:  
DEALER NAME: ABLE FORDSALES INC SALES CODE: 113090 P & A: 03857  
CAUSAL CODES: 1204 1203 3103 SYMPTOMS: 104100  
ORIGIN: 60 TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/03/19

\*\*\* MILEAGE UNAVAILABLE \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 98548, 96599 \*\*\*  
\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- MR JAFFE: CALLING ABOUT RECALL NOTICES  
- TOOK CAR IN ON JANUARY 15, TOLD 6-8 WEEKS FOR PARTS  
- MARCH: PARTS ARE ON BACKORDER FOR ANOTHER 8-8  
- I WANT YOU TO KNOW THAT IF SOMETHING HAPPENS WE WILL HOLD FORD RESPONSIBLE

PER CUSTOMER, DEALER SAYS:

- PARTS ON BACKORDER 8 MORE WEEKS

CUSTOMER SEEKS:

- WHEN WILL PARTS BE IN FOR RECALL

CAC ADVISED:

\*\*\* OUTBOUND CALL TO EVAN KELLY, CUSTOMER RELATIONS MANAGER \*\*\*\*  
- ADVISED OF SITUATION  
- MR KELLY CHECKED WITH PARTS DEPARTMENT, HAVE CALLED 800 # AND HAVE ON  
EMERGENCY ORDER, STILL LOOKING AT 8 MORE WEEKS  
- WILL CONTACT CUSTOMER WHEN PARTS COMES IN

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
1317RD GRP: 09 CONCERN CONTACT VEH TYPE: CAR  
SDR 10 ZN/TR: D2 CONTACT NBR: 108224224 OPENED: 03/18/1997  
VIN: 1ZVPT20CONS ENGINE: C CLOSED: 04/01/1997  
-----

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: NC ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 94000 WSD:  
DEALER NAME: KENLY FORD INC SALES CODE: 121608 P & A: 00990  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: 80 TRANS. DST/RGN: 21 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 03/25/1997  
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)  
-----

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

COMMENTS:

1997/03/18

\*\*\* VEHICLE INVOLVED IN RECALL 98S99 \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 96S48 \*\*\*  
\*\*\* NAVIS: PROGRAM \*\*\*

CUSTOMER SAYS:

-UPSET WITH DEALERSHIP SAYS THEY HUNG UP ON HIM  
-WANTS THE RECALLS PERFORMED

PER CUSTOMER, DEALER SAYS:

-HUNG UP ON HIM

CUSTOMER SEEKS:

-RECALLS PERFORMED

CAC ADVISED:

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

1997/03/24

WE HAVE CONTACTED CUSTOMER AND HE IS COMING IN ON WED. 03/28/1997 FOR THE SERVICE DEPT TO LOOK AT VEHICLE AND ORDER THE NECESSARY PARTS FOR HIS OUTSTANDING

1997/03/25

###THIS IS THE CLOSING COMMENT

SEE PREVIOUS COMMENTS, CUSTOMERS PROBLEM NOT WITH KENLY FORD. DEALERSHIP HAS PARTS ON ORDER, DUE TO RECALL, PART IS ON BACK ORDER, I AM CLOSING FOR THIS REASON.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

5617ML GRP: XA04 CONCERN CONTACT VEH TYPE: CAR  
ATLANTA 21 ZN/TR: E3 CONTACT NBR: 108142602 OPENED: 02/26/1997  
VIN: 1ZVPT20COM5 ENGINE: C CLOSED: 03/10/1997

LAST NAME: STATUS: CLOSED  
TITLE: FIRST NAME: MI:  
ADDRESS: STATE: NC ZIP: [REDACTED]  
CITY: WENDELL BUS. PHONE: [REDACTED]  
HOME PHONE: [REDACTED] MODEL: PROBE  
MODEL YEAR: 91 MILEAGE: 98000 WSD:  
DEALER NAME: CROSSROADS FORD, IN SALES CODE: 121026 P & A: 00998  
CAUSAL CODES: 1203 1204 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: 21 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 03/03/1997  
ACK. CODE: ASSIST CODE: D AWARD AMT: 0 SURVEY: N (Y OR N)

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

COMMENTS:

1997/02/26

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

CUSTOMER SAYS:

- SEAT BELTS ARE NOT WORKING ON THE VEHICLE  
- DRIVER SIDE IS WORSE

PER CUSTOMER, DEALER SAYS: PER SERVICE DEPARTMENT BRAD LANGDON

- PARTS ARE BACK ORDERED

CUSTOMER SEEKS:

- REPAIR OF THE VEHICLE

CAC ADVISED:

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

1997/02/27

CALL CUSTOMER ON PHONE NUMBER THAT WAS LEFT BUT COULD NOT GET ANY ANSWER.  
CALL WAS MADE ON 2-27-97 AT 5PM.

1997/03/03

###THIS IS THE CLOSING COMMENT  
CALLED CUSTOMER TWICE AND RECEIVED NO ANSWER AT THE PHONE NUMBER ON FORD  
CONTACT. UNABLE TO CONTACT CUSTOMER

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

2207KB GRP. XX12 CONCERN CONTACT VEH TYPE: CAR  
 WASHINGTON 27 ZN/TR: C1 CONTACT NBR: 108223841 OPENED: 03/18/1997  
 VIN: 1ZVP720C6ME ENGINE: C CLOSED: 04/15/1997  
 =====

LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
 ADDRESS: [REDACTED]  
 CITY: CAPITAL HTS STATE: MD ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 91 MODEL: PROBE  
 MILEAGE: 91000 MSD:  
 DEALER NAME: SHEEHY FORD INC SALES CODE: 127004 P & A: 00048  
 CAUSAL CODES: 1204 1203 SYMPTOMS: 104100  
 ORIGIN: 00 TRANS. DST/RGN: 27 TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE: 04/04/1997  
 ACK. CODE: ASSIST CODE: W AWARD AMT: Q SURVEY: Y (Y OR N)

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

COMMENTS:

1997/03/18  
 \*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 AND 96599 \*\*\*  
 \*\*\* NAVIS: ORIGINAL \*\*\*  
 CUSTOMER SAYS:  
 - RECEIVED A RECALL NOTICE ABOUT THE SEAT BELT AND TOOK CAR TO FORD IN NOVEMBER  
 - WAS TOLD THE PARTS WERE NOT IN AND WAS TO COME BACK AFTER 12/15/96  
 - CALLED THE DEALER TODAY  
 \*  
 PER CUSTOMER, DEALER SAYS:  
 TODAY: THE PARTS STILL HAVE NOT COME IN YET FOR THE RECALL  
 \*  
 CUSTOMER SEEKS:  
 - TO HAVE PARTS COME IN TO HAVE THE RECALL PERFORMED  
 \*  
 CAC ADVISED:  
 -INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
 -REQUEST MR. LES ASHBURN (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS  
 1997/03/26  
 COURTNEY MALLOY CHECKED ON CUST. S/O PARTS FOR RECALL AND PARTS STILL NOT IN, CALLED AND REORDERED LEFT SIDE TRACK AND MOTOR ASSEMBLY WILL CONTACT CUST. WHEN PART ARRIVES, ESTIMATED TIME FOR PART IS 03/28/1997.  
 LES A.  
 1997/04/08  
 ###THIS IS THE CLOSING COMMENT  
 SPECIAL ORDERED PARTS AGAIN GOT CUSTOMER IN AND COMPLETED RECALL ON VEHICLE ON 04/07/1997. CUST. HAPPY AND VERY UNDERSTANDING ABOUT MIX UP WITH HER PARTS. LES A.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

\*\*\*\*\*  
BB12RS GRP: KAUB INFORMATION CONTACT VEH TYPE: CAR  
KANSAS CITY 53 ZN/TR: D2 CONTACT NBR: 10821949 OPENED: 03/17/1997  
VIN: M ENGINE: CLOSED: 03/17/1997  
\*\*\*\*\*

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: BALLWIN STATE: MO ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 97 MODEL: PROBE  
MILEAGE: 98120 WSD:  
DEALER NAME: BEUCKMAN FORD INC SALES CODE: 153079 P & A: OBD12  
CAUSAL CODES: 1203 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: MICRD:

COMMENTS:

1997/03/17

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

CUSTOMER SAYS:

- THE VEHICLE IS INVOLVED IN A RECALL FOR THE SEAT BELTS
- THE DEALERSHIP ORDERED THE PARTS IN 1/20/97

PER CUSTOMER, DEALER SAYS: (PER RICK, PARTS)

- THEY HAVE THE PASSENGER SIDE SEAT BELT IN

CUSTOMER SEEKS:

- TO GET THE VEHICLE REPAIRED

CAC ADVISED:

- THE DEALERSHIP HAS DIRECT ACCESS TO THE PARTS DELIVERY SYSTEM
- DEALERSHIP IS THE BEST TECHNICAL RESDURCE
- MR.RICK MCCLAIN (PARTS MANAGER) IS IN THE BEST POSITION TO ASSIST YOU.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

-----  
218DLH GRP: XX02 CONCERN CONTACT VEH TYPE: CAR  
KANSAS CITY 53 ZN/TR: C1 CONTACT NBR: 108214870 OPENED: 03/14/1997  
VIN: 1ZVPT20C7M5 ENGINE: C CLOSED: 03/28/1997  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: MARSHFIELD STATE: MO ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 94000 WSD:  
DEALER NAME: DON VANCEFORD INC SALES CODE: 153490 P & A: 05099  
CAUSAL CODES: 1203 SYMPTOMS: 104100 404000  
ORIGIN: GO TRANS. DST/RGN: 53 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 03/14/1997  
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/03/14

\*\*\* VEHICLE INVOLVED IN DNP 95B70 \*\*\*  
\*\*\* CONTACT OPENED DUE TO RECALLS 96S48 AND 96S99 \*\*\*  
\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- I-BOO FROM WESTERN AUTO  
- IS MY CAR INVOLVED IN A RECALL?

PER CUSTOMER, DEALER SAYS:  
- NO CONTACT

CUSTOMER SEEKS:

- RECALL INFORMATION

CAG ADVISED:

- CAR INVOLVED IN RECALLS 96S48 AND 96S99, AS WELL AS DNP 95B70  
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
- REQUEST MR. JOE HOFFMAN (CUST SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2  
BUSINESS DAYS

1997/03/21

##THIS IS THE CLOSING COMMENT

TALKED WITH [REDACTED] ON 3-14-97, WE HAVE ORDERED PART AND ARE AWAITING  
ARRIVAL. WILL PERFORM RECALL AS SOON AS PARTS ARRIVE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

6343MJ GRP: X-04 INFORMATION CONTACT VEH TYPE: CAR  
WASHINGTON 27 2N/TR: D1 CONTACT NBR: 108214685 OPENED: 03/14/1997  
VIN: 1ZVPT21U8N6 ENGINE: U CLOSED: 03/14/1997

=====

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: VA ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 100000 WSD:  
DEALER NAME: PARRISH MOTOR COMPA SALES CODE: 127498 P & A: 06762  
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:

1997/03/14

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

CUSTOMER SAYS:

- THE VEHICLE HAS BEEN AT THE DEALER SINCE 2/19/97
- THE DEALER ORDERED THE MOTOR ANOTHER PIECE LAST WEEK, BUT HAS NEVER RECEIVED THE PART

\*

PER CUSTOMER, DEALER SAYS: JOHN STEPHENS, IN SERVICE

- FORD HAS NOT SENT THEM ANYTHING

\*

CUSTOMER SEEKS:

- THE STATUS OF THE PART

\*

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND WILL FORWARD THE INFORMATION
- IF THE PART IS ON BACK ORDER FORD WILL NOT BE ABLE TO EXPEDITE THE PART

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

1791CR	GRP: AXD4	INFORMATION CONTACT	VEH TYPE: CAR
CHICAGO	41 ZN/TR: E1	CONTACT NBR: 108208922	OPENED: 03/13/1997
VIN: 1ZVPT20C7M5	ENGINE: C		CLOSED: 03/13/1997

=====

LAST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	FIRST NAME:	[REDACTED]
MI:	[REDACTED]		
ADDRESS:	[REDACTED]		
CITY:	RACINE	STATE:	WI
ZIP:	[REDACTED]		
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]
MODEL YEAR:	91	MODEL:	PROBE
MILEAGE:	92000	WSD:	
DEALER NAME:	TOWNE FORD	SALES CODE:	141304
CAUSAL CODES:	0218	P & A:	06190
ORIGIN:	GO	SYMPTOMS:	104100
SERVICE/SALES:	1	TRANS. DST/RGN:	
ACK. CODE:		TRANS. DATE:	
ASSIST CODE:		CONTACT DATE:	
AWARD AMT:		O SURVEY:	(Y OR N)

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

COMMENTS:

1997/03/13

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

CUSTOMER SAYS:

- BOD# FROM DEALERSHIP
- HAS QUESTIONS ABOUT THE RECALL

\*

PER CUSTOMER, DEALER SAYS:

- IN ORDER TO PERFORM THE RECALL, THEY NEED THE PARTS

\*

CUSTOMER SEEKS:

- GET THE RECALL PERFORMED

\*

CAC ADVISED:

- DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE.
- FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

2683JC GRP: OP CONCERN CONTACT VEH TYPE: CAR  
DALLAS 52 ZN/TR: 01 CONTACT NBR: 108208661 OPENED: 03/13/1997  
VIN: 1ZVPT20CXMS ENGINE: C CLDSED: 06/26/1997

LAST NAME: STATUS: CLOSED  
TITLE: FIRST NAME: MI:  
ADDRESS:  
CITY: LUBBOCK STATE: TX ZIP:  
HOME PHONE: BUS. PHONE:  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 1 WSD:  
DEALER NAME: PIONEER LINCOLN-MER SALES CODE: 367204 P & A: 10863  
CAUSAL CODES: 1203 1012 SYMPTONS: 104100  
ORIGIN: 60 TRANS. DST/RGN: 87 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 03/13/1997  
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:

1997/03/12  
\*\*\* NAVIS: SUBSEQUENT \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 96548 AND 96599 \*\*\*  
CUSTOMER SAYS:  
\*\*FATHER IS CALLING ON BEHALF OF HIS CUSTOMER:  
- CUSTOMER HAS BEEN WAITING FOR THE RECALL TO BE PERFORMED FOR 3 MONTHS  
- DOES NOT KNOW WHAT DEALERSHIP HIS SON IS WORKING WITH  
- HIS SON IS LIVING IN FLORIDA  
\*  
PER CUSTOMER, DEALER SAYS:  
- NO CONTACT  
\*  
CUSTOMER SEEKS:  
- TO HAVE THE RECALL PERFORMED  
\*  
CAC ADVISED:  
- CUSTOMER WILL HAVE HIS SON CALL BACK WITH THE DEALERSHIP NAME  
- NEXT CSR PLEASE UPGRADE THE CONTACT AS NECESSARY

1997/03/13  
THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 108203380  
\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 AND 96599 \*\*\*  
\*\*\* NAVIS: PROGRAM \*\*\*  
CUSTOMER SAYS:  
- STILL HASN'T BEEN ABLE TO HAVE RECALL PERFORMED  
- CUSTOMER IS CURRENTLY VACATIONING IN FLORIDA THROUGH MAY 10  
- DAYTIME PHONE NUMBER IS WHERE HE CAN BE CURRENTLY REACHED AT  
- SEAT BELTS ARE CURRENTLY INOPERATIVE  
\*  
PER CUSTOMER, DEALER SAYS:  
- ON BACKORDER FROM FORD AND WAITING TO RECEIVE PARTS SINCE SEPTEMBER  
- FORD IS WAITING UNTIL THEY CAN SEND 1500 PARTS

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

=====

2683JC	GRP: OP	CONCERN CONTACT	VEH TYPE: CAR
DALLAS	52	ZN/TR: D1	CONTACT NBR: 108208661
VIN:	1ZVPT20CXM5	ENGINE: C	OPENED: 03/13/1997
			CLDSED: 06/26/1997

=====

1997/03/13

- WORKING WITH [REDACTED]

\*

CUSTOMER SEEKS:

- RECALL PERFORMED

\*

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MR. GLENN A. AUSMUS SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS

1997/06/19

###THIS IS THE CLOSING COMMENT

VEHICLE HAS BRANDED TITLE

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

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=====
6185LL  GRP: XX01  INFORMATION CONTACT  VEH TYPE: CAR
DALLAS  52  ZN/TR: 01  CONTACT NBR: 108203380  OPENED: 03/12/1997
VIN:    1ZVPT20CKNE  ENGINE: C  CLOSED: 03/12/1997
=====

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LAST NAME:  TITLE:  FIRST NAME:  STATUS: CLOSED
ADDRESS:  MI:
CITY:  LUBBOCK  STATE:  TX  ZIP:
HOME PHONE:  BUS. PHONE:
MODEL YEAR:  91  MODEL:  PROBE
MILEAGE:  1  WSD:
DEALER NAME:  PIONEER LINCOLN-MER  SALES CODE: 367204  P & A: 10863
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)

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

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COMMENTS:

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1997/03/12
*** NAVIS: SUBSEQUENT ***
*** VEHICLE INVOLVED IN RECALL 96548 AND 96599 ***
CUSTOMER SAYS:
**FATHER IS CALLING ON BEHALF OF HIS CUSTOMER;
- CUSTOMER HAS BEEN WAITING FOR THE RECALL TO BE PERFORMED FOR 3 MONTHS
- DOES NOT KNOW WHAT DEALERSHIP HIS SON IS WORKING WITH
- HIS SON IS LIVING IN FLORIDA
*
PER CUSTOMER, DEALER SAYS:
- NO CONTACT
*
CUSTOMER SEEKS:
- TO HAVE THE RECALL PERFORMED
*
CAC ADVISED:
- CUSTOMER WILL HAVE HIS SON CALL BACK WITH THE DEALERSHIP NAME
- NEXT CSR PLEASE UPGRADE THE CONTACT AS NECESSARY
1997/03/13
THIS CONTACT HAS BEEN UPGRADED. THE NEW CONTACT IS 108208861

```

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

4213LT GRP: XX03 INFORMATION CONTACT VEH TYPE: CAR  
MEMPHIS 23 ZN/TR: B1 CONTACT NBR: 10820M028 OPENED: 03/13/1997  
VIN: 1ZVPT20C6M5 ENGINE: C CLOSED: 03/13/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: ARLINGTON STATE: TN ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 100000 WSD:  
DEALER NAME: NORTH POINT FORD, I SALES CODE: 123007 P & A: 06023  
CAUSAL CODES: 1203 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:

1997/03/13

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

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

CUSTOMER SAYS:

- RECEIVED RECALLS 96S48 & 96S99
- TOOK VEHICLE TO DEALERSHIP AT THE END OF 10/96
- HAS MOTORIZED SEAT BELTS

PER CUSTOMER, DEALER SAYS:

- IN 10/96 WE ORDERED THE PARTS
- 3/13/97 PARTS ARE ON BACKORDER AND DO NOT KNOW WHEN THEY ARE GOING TO COME IN

CUSTOMER SEEKS:

- WANTS TO KNOW WHEN SHE IS GOING TO GET HER PARTS

CAC ADVISED:

- SERVICE MANAGER IS IN BEST POSITION TO ASSIST YOU IN GETTING YOU THOSE PARTS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

\*\*\*\*\*  
6185LL GRP: XX01 CONCERN CONTACT VEH TYPE: CAR  
DETROIT 48 ZN/TR: A1 CONTACT NBR: 108306682 OPENED: 03/13/1997  
VIN: 1ZVPT22L0M5 [REDACTED] ENGINE: L CLOSED: 03/26/1997  
\*\*\*\*\*

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: HUNTINGTON WOODS STATE: MI ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 1 WSD:  
DEALER NAME: RIVERSIDEFORD SALES SALES CODE: 148004 P & A: 02668  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 48 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 03/19/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y DR N)

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

COMMENTS:

1997/03/13

\*\*\* VEHICLE INVOLVED IN RECALL 98S48 AND 98S98 \*\*\*  
\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- MADE AN APPDINTMENT TO HAVE THE RECALL PERFORMED ON 2-24-97  
- THE SERVICE MANAGER SAID HE WOULD ORDER THE PARTS ON 2-24-97  
- WOULD HAVE LIKED THE DEALER TO KEEP IN CONTACT WITH HER REGARDING THE PARTS

\*  
PER CUSTOMER, DEALER SAYS:  
- WE WILL ORDER THE PARTS

CUSTOMER SEEKS:

- TO HAVE THE RECALL PERFORMED

CAC ADVISED:

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

1997/03/19

###THIS IS THE CLOSING COMMENT

ORDERED PARTS FOR BOTH RECALL, INFORMED BY HOT LINE THAT PARTS ARE EXPECTED IN 4-8 WEEKS, INFORMED CUSTOMER AND RESCHEDULED APPOINTMENT.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

9650BP GRP: XX13 INFORMATION CONTACT VEH TYPE: CAR  
 BOSTON 11 ZN/TR: C1 CONTACT NBR: 108200255 OPENED: 03/12/1997  
 VIN: M ENGINE: CLOSED: 03/12/1997  
 =====

LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
 ADDRESS: [REDACTED]  
 CITY: [REDACTED] STATE: ME ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 91 MODEL: PROBE  
 MILEAGE: 95000 WSD:  
 DEALER NAME: AUGUSTA FORD SALES CODE: 111584 P & A: 08940  
 CAUSAL CODES: 1012 2802 SYMPTONS: 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 INF: EXPIRES:  
 OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/03/12  
 \*\*\*NO VIN AVAILABLE\*\*\*  
 CUSTOMER SAYS:  
 -INVOLVED IN A SEAT BELT RECALL  
 -WAITING FOR THE PARTS  
 \*  
 PER CUSTOMER, DEALER SAYS:  
 -ON NATIONAL BACK ORDER  
 -RONALD DUNNING PARTS MANAGER  
 \*  
 CUSTOMER SEEKS:  
 -RECALL PERFORMED  
 \*  
 CAC ADVISED:  
 -INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
 -CONTINUE TO COMMUNICATED WITH THE PARTS MANAGER RONALD DUNNING FOR PARTS  
 ACCESSIBILITY

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

7797CS GRP: AX05 CONCERN CONTACT VEH TYPE: CAR  
SDR 10 ZN/TR: 01 CONTACT NBR: 108198279 OPENED: 03/11/1997  
VIN: 1ZVPT20C9M5 ENGINE: C CLOSED: 04/01/1997

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: NC ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 96000 WSD:  
DEALER NAME: HUNNICUTT FORD INC SALES CODE: 121690 P & A: 01055  
CAUSAL CODES: 3001 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: 21 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 03/12/1997  
ACK. CODE: ASSIST CODE: P AWARD AMT: 0 SURVEY: Y (Y DR N)

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

COMMENTS:

1997/03/11

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

CUSTOMER SAYS:

-SHE HAS A RECALL(96S48 & 98S99) ON HER VEHICLE FOR THE SEAT BELTS  
-THE DEALERSHIP HAS NOT RECEIVED THE PARTS FOR THE VEHICLE

PER CUSTOMER, DEALER SAYS:

-THE PARTS AREN'T IN AT THIS TIME

CUSTOMER SEEKS:

-WHY THE PARTS AREN'T IN AT THIS TIME

CAC ADVISED:

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

1997/03/25

###THIS IS THE CLOSING COMMENT

REPAIRED AFTER FORD FINALLY MADE SOME PARTS. REPAIRED ON RD# 010684

09/11/98

MASTER OWNER RELATIONS SYSTEM IJ

14.21.02

=====

3844BM	GRP: X104	CONCERN CONTACT	VEH TYPE: CAR
PITTSBURGH	44	ZN/TR: B1	CONTACT NBR: 108196974
VIN: 12VPT20CSM5		ENGINE: C	OPENED: 03/11/1997
			CLOSED: 03/21/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	BUFFALO	STATE:	NY	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	91	MODEL:	PROBE		
MILEAGE:	103000	WSD:			
DEALER NAME:	JACK ADKINS FORD, I	SALES CODE:	144018	P & A:	00579
CAUSAL CODES:	1203 IORA	SYMPTOMS:	104100		
ORIGIN:	60	TRANS. DST/RGN:	44	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	03/12/1997
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:  
1997/03/11

\*\*\* PARTS DELAY OVER 30 DAYS \*\*\*  
 \*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 AND 96S99 \*\*\*  
 \*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:  
 -SEATBELTS ARE NOT WORKING PROPERLY  
 -I RECEIVED A NOTICE FOR THE SEATBELT RECALL  
 -THE PARTS WERE ORDERED 5 MONTHS AGO  
 -I'VE GONE UP THERE TWICE ABOUT THIS

PER CUSTOMER, DEALER SAYS:  
 -ONLY ONE HAS COME IN  
 -THE PARTS ARE NOT AVAILABLE YET

CUSTOMER SEEKS:  
 -VEHICLE REPAIRED

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

1997/03/14

###THIS IS THE CLOSING COMMENT  
 THE DAY THIS INFO WAS OPENED IS THE DAY WE FINALLY GOT THE PART (IT WAS D99). WE CALLED [REDACTED] AND TOLD HER THE PART HAS JUST COME IN AND SHE IS SCHEDULED FOR NEXT WEEK(HER DECISION).

THANK YOU,  
 GREG KRAJEWSKI

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6708J5 GRP: XX03 INFORMATION CONTACT VEH TYPE: CAR  
KANSAS CITY 53 ZN/TR: D1 CONTACT NBR: 108192818 OPENED: 03/10/1997  
VIN: 1ZVPT21U8M5 ENGINE: U CLOSED: 03/10/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: FERGUSON STATE: MO ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 76000 WSD:  
DEALER NAME: KRIBS FORD INC SALES CODE: 153052 P & A: 08188  
CAUSAL CODES: 1203 10RA 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:

1997/03/10  
\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548, 96589 \*\*\*  
\*\*\* PARTS DELAY OVER 30 DAYS \*\*\*  
\*\*\* NAVIS: ORIGINAL \*\*\*  
CUSTOMER SAYS:  
- THE CUSTOMER ORDERED THE VEHICLES PART IN DECEMBER OF 1996  
\*  
PER CUSTOMER, DEALER SAYS:  
- NO CONTACT  
\*  
CUSTOMER SEEKS:  
- THE VEHICLES PARTS  
\*  
CAC ADVISED:  
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A  
COPY TO THE REGIONAL OFFICE.  
- REQUEST MR. MARK CODY(SVC MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS  
DAYS  
THIS CONTACT HAS BEEN UPGRADED. THE NEW CONTACT IS 108192833

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====  
6708J5 GRP: XX03 CONCERN CONTACT VEH TYPE: CAR  
KANSAS CITY 53 ZN/TR: 01 CONTACT NBR: 108192B33 OPENED: 03/10/1997  
VIN: 1ZVPT21U8M5 ENGINE: U CLOSED: 04/03/1997  
=====

=====  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: FERGUSON STATE: MO ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 81 MODEL: PROBE  
MILEAGE: 78000 WSD:  
DEALER NAME: KRIBS FORD INC SALES CODE: 153052 P & A: 08188  
CAUSAL CODES: 10RA 1203 10RA SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 53 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 04/02/1997  
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:

1997/03/10

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

CUSTOMER SAYS:

- THE CUSTOMER ORDERED THE VEHICLES PART IN DECEMBER OF 1988

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- THE VEHICLES PARTS

CAC ADVISED:

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

- REQUEST MR. MARK CODY(SVC MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS  
DAYS

THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 108192B18

CAC ADVISED:

\*\* CSR IS UPDATING THE CONTACT TO MAKE IT A CONCERN

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

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=====
8230TH   GRP: XX06   CONCERN CONTACT   VEH TYPE: CAR
SOR      10   ZN/TR: S1   CONTACT NBR: 108188803   OPENED: 03/07/1997
VIN:     12VPT21U3M5   ENGINE: U   CLOSED: 03/18/1997
=====

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=====
LAST NAME: [REDACTED]   STATUS: CLOSED
TITLE: [REDACTED]   FIRST NAME: [REDACTED]   MI:
ADDRESS: [REDACTED]
CITY: [REDACTED]   STATE: CA   ZIP: [REDACTED]
HOME PHONE: [REDACTED]   BUS. PHONE: [REDACTED]
MODEL YEAR: 91   MODEL: PROBE
MILEAGE: 73000   WSD:
DEALER NAME: HAMMOND FORD-MERCUR   SALES CODE: 172456   P & A: 07787
CAUSAL CODES: 3001   SYMPTOMS: 104100
ORIGIN: GD   TRANS. DST/RGN: 72   TRANS. DATE:
SERVICE/SALES: 1   CONTACT DATE: 03/11/1997
ACK. CODE:   ASSIST CODE: R   AWARD AMT:   O SURVEY: Y (Y OR N)
=====

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

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COMMENTS:
1997/03/07
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 AND 96599 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-#800 OBTAINED FROM DOUG
-NO DAYTIME PHONE AVAILABLE
-ONCE THE SEATBELT RESTRACTS; THE SEATBELTS WOULD LOCK THE CUSTOMER IN THE SEAT
*
PER CUSTOMER, DEALER SAYS:
-PER DOUG (SERVICE DEPARTMENT); THE SEATBELT IS HALF SAFE AND HALF NOT THEY CANNOT GET THE PARTS IN AT THIS TIME; THE PARTS ARE ON BACK ORDER
*
CUSTOMER SEEKS:
-RESOLUTION TO CONCERN
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR DON PAIS (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

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1997/03/11
###THIS IS THE CLOSING COMMENT
CSM COMMENTS:
CUSTOMER NEEDS TO CONTACT DEALER TO HAVE THE NECESSARY RECALLS PERFORMED ON THE VEHICLE SINCE THE CUSTOMER DOES NOT HAVE A DAYTIME PHONE NUMBER AND HAS NOT CONTACTED THE DEALER TO ARRANGE FOR AN APPOINTMENT. PLEASE ADVISE CUSTOMER ACCORDINGLY. THANK YOU.
GLS

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09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

0604MR	GRP: XX16	INFORMATION CONTACT	VEH TYPE: CAR
DETROIT	4B ZH/TR: D1	CONTACT NBR: 10B185638	OPENED: 03/07/1997
VIN: 1ZVPT20C6ME		ENGINE: C	CLOSED: 03/07/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:		APT 1:			
CITY:	EAST LANSING	STATE:	MI	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	91	MODEL:	PROBE		
MILEAGE:	115000	WSD:			
DEALER NAME:	CAMPUS FORD INC	SALES CODE:	148101	P & A:	09892
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:

1997/03/07

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

CUSTOMER SAYS:

- VEHICLE WAS INVOLVED IN THE SEAT BELT RECALL
- THE DEALER CAN NOT GIVE HIM A DATE TO WHEN THIS CAN BE DONE

PER CUSTOMER, DEALER SAYS:

- WAITING ON PARTS

CUSTOMER SEEKS:

- TO HAVE RECALL PERFORMED

CAC ADVISED:

- DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE.
- FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7481RL GRP: XX13 CONCERN CONTACT VEH TYPE: CAR  
SEATTLE 74 ZN/TR: A2 CONTACT NBR: 108180629 OPENED: 03/06/1997  
VIN: 1ZVPT21U9MS ENGINE: U CLOSED: 03/24/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: ELMENDORF AFB STATE: AK ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 84 MODEL: PROBE  
MILEAGE: 100000 WSD:  
DEALER NAME: CAL WORTHINGTON FOR SALES CODE: 174541 P & A: 08818  
CAUSAL CODES: 1204 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 74 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 03/17/1997  
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:  
1997/03/06

\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 \*\*\*  
\*\*\* NAVIS: ORIGINAL \*\*\*  
\*\*\* PARTS DELAY OVER 30 DAYS \*\*\*  
CUSTOMER SAYS:  
- DEALERSHIP FIXED THE DRIVER'S SIDE SEATBELT UNDER THE RECALL (2.19.97)  
- DEALERSHIP SAID THEY DID NOT HAVE THE PART FOR THE PASSENGER'S SIDE--AND ORDERED IT  
- THE PARTS ARE STILL NOT IN FOR THE PASSENGER'S SIDE (ON REORDER SINCE 2.19.97)  
\*  
PER CUSTOMER, DEALER SAYS:  
- PARTS ARE NOT YET IN  
\*  
CUSTOMER SEEKS:  
- TO GET THE VEHICLE REPAIRED ON THE PASSENGER'S SIDE BELT  
\*  
CAC ADVISED:  
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
- REQUEST MR. DON LEVY (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/03/17

###THIS IS THE CLOSING COMMENT  
[REDACTED] S HAS HAD HIS PROBE IN FOR RECALL 96548. THE DRIVER'S SIDE HAS BEEN REPAIRED. THE PASSENGER SIDE SEAT BELT WAS BROKEN, AND UNABLE TO REPAIR PARTS HAVE BEEN ORDERED. THERE WILL BE AN 8 WEEK WAIT. DO TO NATIONAL BACK ORDER. T S B SEAT TRACK RECALL. THE CUSTOMER HAS BEEN CONTACTED AND UPDATED ON THE SITUATION. I WILL CONTINUE TO CHECK ON THE PART'S AND SCHEDULE AN APPOINTMENT FOR THE CUSTOMER. PLEASE CLOSE CONTACT  
MARGIE GALINDO SERVICE MANAGER 03/17/97

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====  
7481RL GRP: XX13 CONCERN CONTACT VEH TYPE: CAR  
SEATTLE 74 ZN/TR: A2 CONTACT NBR: 108180629 OPENED: 03/06/1997  
VIN: 1ZVPT21U9M5 ENGINE: U CLOSED: 03/24/1997  
=====

1997/03/17

###THIS IS THE CLOSING COMMENT  
CUSTOMER CALLED AND UPDATED ON STATUS OF SPECIAL ORDER PARTS.  
I WILL CONTINUE TO CHECK ON SPECIAL ORDER PARTS AND SCHEDULE APPOINTMENT  
FOR CUSTOMER WHEN THEY ARRIVE PLEASE CLOSE CONTACT  
MARGIE GALINDO SERVICE MANAGER 03/17/97

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

-----  
6155KC GRP: XX15 CONCERN CONTACT VEH TYPE: CAR  
WASHINGTON 27 ZN/TR: H1 CONTACT NBR: 108177110 OPENED: 03/06/1997  
VIN: 1ZVPT20C9M5 ENGINE: C CLOSED: 03/13/1997  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: BALTIMORE STATE: MD ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 72850 WSD:  
DEALER NAME: MEL FARR FORD OF BA SALES CODE: 127024 P & A: 00872  
CAUSAL CODES: 1203 1204 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 27 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 03/06/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:  
1997/03/06

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

CUSTOMER SAYS:

- 2/21/97 - TOOK VEHICLE IN FOR SEAT BELT CONCERNS
- THE DRIVERS SIDE SEAT BELT WOULD STICK AND MASH HER HAND AND SOMETIMES HEAD BETWEEN THE SEAT BELT AND THE SEAT
- WHEN GETTING OUT OF THE CAR THE SEAT BELT MASHES HER HEAD AGAINST THE SEAT BELT AND THE DOOR
- 2/22/97- NOTICED THE BELT WAS HAVING THE SAME PROBLEMS AND FOUND IT WAS NOT FIXED
- 2/23/97- RECONTACTED THAT DEALERSHIP AND FOUND THEY HAD ONLY FIXED SOME OTHER PROBLEMS THAT SHE HAD INDICATED BUT NOT THE RECALL

PER CUSTOMER, DEALER SAYS:

- 2/21/97- JUST LEAVE THE VEHICLE AND WE WILL FIX IT
- 2/22/97- WE DID NOT HAVE THE PARTS AVAILABLE - WILL TAKE 2 WEEKS - KEVIN LEWIS

IN SERVICE

- 2/22/97- BRING THE CAR BACK IN WE CAN PROVIDE A LOANER FOR SEVERAL DAYS
- WE MAY HAVE A PART THAT WILL WORK - KEVIN LEWIS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

6155KC	GRP: KX15	CONCERN CONTACT	VEH TYPE: CAR
WASHINGTON	27	ZN/TR: H1	CONTACT NBR: 108177110
VIN:	12VPT20C9M5	ENGINE: C	OPENED: 03/06/1997
			CLOSED: 03/13/1997

=====

1997/03/06

CUSTOMER SEEKS:

- WOULD LIKE TO HAVE THE RECALL PERFORMED
- FORD REPRESENTATIVE

CAC ADVISED:

RE: FORD REPRESENTATIVE

- MR. KEVIN LEWIS (SERV. MGR.) IS IN THE BEST POSITION TO ASSIST YOU.
- SVC MGR MAY CONSULT FORD CSM IF REQUIRED.

RE: FOR RECALL

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

###THIS IS THE CLDSING COMMENT

FIRST TIME VEH. WAS BROUGHT INTO DEALERSHIP CUST. PAPERWORK WAS DOCUMENTED THAT PARTS WERE ORDERED. CUST. HAS BEEN GIVEN A LOANER VEH. UNTIL OTHER PARTS COME IN

B450RC GRP: 14 CONCERN CONTACT VEH TYPE: CAR  
PITTSBURGH 44 2N/TR: 42 CONTACT NBR: 1081774G5 OPENED: 03/08/1997  
VIN: 1ZVPT20CBM5 ENGINE: C CLOSED: 03/14/1997

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

ADDRESS: [REDACTED]  
CITY: CLEMENTON STATE: NJ ZIP: [REDACTED]

HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 79000 WSD:

DEALER NAME: JERRY TAYLOR FORD 5 SALES CODE: 144061 P & A: 02203  
CAUSAL CODES: 1203 SYMPTOMS: 104100 404100  
ORIGIN: GD TRANS. DST/RGN: 44 TRANS. DATE:

SERVICE/SALES: 1 CONTACT DATE: 03/07/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:  
1997/03/06

\*\*\* VEHICLE INVOLVED IN RECALL 96548 & 96599 \*\*\*  
\*\*\* VEHICLE INVOLVED IN DNP 95B70 \*\*\*  
\*\*\* NAVIS: ORIGINAL \*\*\*

CUSTOMER SAYS:  
MOTHER CALLING FOR SON [REDACTED] WHO GOES TO COLLEGE IN GROVE CITY

- HAS BEEN TRYING TO GET RECALL WORK PERFORMED SINCE OCTOBER
- CAN NOT USE DRIVERS SIDE SEAT BELT
- WANTS TO KNOW IF PARTS ARE AVAILABLE FOR RECALL

PER CUSTOMER, DEALER SAYS:  
- NO CONTACT

CUSTOMER SEEKS:  
- RECALL WORK PERFORMED  
- PROGRAM WORK PERFORMED

CAC ADVISED:  
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
- REQUEST MR. GARY W. SMITH (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS  
- CALL WAS DISCONNECTED BEFORE I COULD ADVISE CUSTOMER

1997/03/07  
##THIS IS THE CLOSING COMMENT  
DEALERSHIP COULD NOT CONTACT CUSTOMER UPDN REPEATED ATTEMPTS TO PERFORM TO COMPLETE NECESSARY WORK. DG

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====  
4370SA GRP: XX17 CONCERN CONTACT VEH TYPE: CAR  
MEMPHIS 23 ZN/TR: B1 CONTACT NBR: 108176089 OPENED: 03/05/1997  
VIN: 1ZVPT20C8M5 ENGINE: C CLOSED: 03/17/1997  
=====

=====  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: FORT CAMPBELL STATE: KY ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 100000 WSD:  
DEALER NAME: JENKINS & WYNNE FORD SALES CODE: 123073 P & A: 05616  
CAUSAL CODES: 1204 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 23 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 03/07/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:  
1997/03/05

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

CUSTOMER SAYS:

-CUSTOMER IS MOVING AND WILL SHIPPING VEHICLE TO PUERTO RICO  
-VEHICLE IS INVOLVED IN SAFETY BELT RECALL AND WILL NOT PASS CUSTOMS  
INSPECTION UNTIL RECALL IS PERFORMED  
-DEALER HAS SAID PARTS WILL TAKE 1-8 MONTHS TO ARRIVE

PER CUSTOMER, DEALER SAYS:

-(PER MECHANIC, NAME UNKNOWN) WILL TAKE ANYWHERE FROM 1-6 MONTHS FOR PARTS TO  
ARRIVE TO PERFORM SAFETY BELT RECALL  
-TOLD CUSTOMER TO CALL CAC

CUSTOMER SEEKS:

-TO GET RECALL PERFORMED

CAC ADVISED:

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

1997/03/10

###THIS IS THE CLOSING COMMENT

WE ADVISED CUSTOMER SOME OF THE PARTS NEEDED TO COMPLETE RECALL ARE STILL ON  
NATIONAL BACK ORDER, WE WILL DO RECALL AS SOON AS PARTS BECDME AVAILABLE.  
PLEASE CLOSE CONTACT.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

8216DJ GRP: XX17 CONCERN CONTACT VEH TYPE: CAR  
HOUSTON 57 ZN/TR: C1 CONTACT NBR: 1081644R7 OPENED: 03/03/1997  
VIN: 1ZVPT20C4M5 ENGINE: C CLOSED: 03/12/1997

LAST NAME: STATUS: CLOSED  
TITLE: FIRST NAME: MI:  
ADDRESS: CITY: SAN ANTONIO STATE: TX ZIP: MI:  
HOME PHONE: BUS. PHONE: MODEL: PROBE  
MODEL YEAR: 91 WSD:  
MILEAGE: 81000 SALES CODE: 152056 P & A: 04544  
DEALER NAME: RED MCCOMBS FORD SYMPTOMS: 104100  
CAUSAL CODES: 1203 TRANS. DST/RGN: 52 TRANS. DATE:  
ORIGIN: GD CONTACT DATE: 03/05/1997  
SERVICE/SALES: 1 O SURVEY: Y (Y DR N)  
ACK. CODE: ASSIST CODE: 0 AWARD AMT:

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

COMMENTS:

1997/03/03

\*\*\* VEHICLE INVOLVED IN RECALL 9654B \*\*\*  
\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- SHE TOOK HER VEHICLE IN TO HAVE THE RECALL PERFORMED AND THEY INFORMED HER THAT IT WOULD TAKE 4 TO 8 WEEKS FOR THE PARTS TO COME IN

\*

PER CUSTOMER, DEALER SAYS:

- IT WILL TAKE 4 TO 6 WEEKS TO COME IN, PER MARY GUERRA IN SERVICE

\*

CUSTOMER SEEKS:

- TO GET THE PARTS SOONER THAN THE 4 TO 6 WEEKS THAT THE DEALER TOLD HER THAT IT WOULD TAKE

\*

CAC ADVISED:

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

1997/03/05

###THIS IS THE CLOSING COMMENT

I EXPLAINED TO THE CUSTOMER THAT THE PART WAS ON NATIONAL BACK ORDER EXPECT 4 - 6 WEEKS. CUSTOMER HAD CONCERNS ABOUT SAFETY. I EXPLAINED THE LAP BELT WAS COMPLETELY FUNCTIONAL AND NO NEED TO WORRY. SHE WILL BE CONTACTED AS SOON AS THE PART ARRIVES.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9266PH GRP: 10 CONCERN CONTACT VEH TYPE: CAR  
PITTSBURGH 44 ZN/TR: B1 CONTACT NBR: 108103724 OPENED: 03/03/1997  
VIN: 1ZVPT20C8M5 ENGINE: C CLOSED: 03/12/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: WESTFIELD STATE: NY ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: [REDACTED] MODEL: PROBE  
MILEAGE: 125000 WSD:  
DEALER NAME: MCFADDEN FORD INC SALES CODE: 144082 P & A: 00505  
CAUSAL CODES: 10RA SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 44 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 03/03/1997  
ACK. CODE: ASSIST CODE: D AWARD ANT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/03/03

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

CUSTOMER SAYS:

- PARTS FOR THE SEATBELT RECALL WERE ORDERED FOR DECEMBER 15, 1996  
- 3/3/97 PARTS HAVE NOT COME IN YET  
- BOTH SEATBELTS DO NOT WORK PROPERLY ALL THE TIME  
- DEALERSHIP HAD THE DRIVERS SIDE BELT IN BUT WANTED TO WAIT FOR BOTH TO COME IN TO DO THE REPAIRS

PER CUSTOMER, DEALER SAYS:

- DON'T KNOW WHEN THE PARTS WILL BE IN  
- HAD TO SEND THE DRIVERS SIDE ONE BACK TO FORD AS THEY WERE ONLY ALLOWED TO KEEP THEM FOR A CERTAIN PERIOD OF TIME  
- TOLD CUSTOMER TO CALL BACK PERIODICALLY TO FIND OUT IF SEATBELT HAS COME

CUSTOMER SEEKS:

- TO HAVE THE SEATBELTS REPAIRED

CAC ADVISED:

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

1997/03/05

###THIS IS THE CLOSING COMMENT

DEALER ORDER SEAT PART AND INSTALL FOR CUST. VEH.BEYOND ALL WARRANTY. NO FIN. HELP DUE TO MILEAGES. CUST.PAID FOR 100% OF REPAIR AND HAPPY.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

4207CD GRP: 17 CONCERN CONTACT VEH TYPE: CAR  
MEMPHIS 23 2N/TR: 81 CONTACT NBR: 108151212 OPENED: 02/27/1997  
VIN: 12VPT2DC4M5 ENGINE: C CLOSED: 03/10/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: FORT CAMPBELL RILEY STATE: KY ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 05000 WSD:  
DEALER NAME: JENKINS & WYNNE FORD SALES CODE: 123073 P & A: 05616  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: 23 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 02/28/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:  
1997/02/27

\*\*\* NAVIS: SUBSEQUENT \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 98548 \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 98589 \*\*\*

CUSTOMER SAYS:

- VEHICLE WAS BROUGHT INTO DEALERSHIP FOR RECALL WORK 12-04-96 AND PART WAS PUT ON ORDER

PER CUSTOMER, DEALER SAYS:

- PART IS ON ORDER  
- UNRESPONSIVE

CUSTOMER SEEKS:

- VEHICLE TO BE REPAIRED UNDER RECALL PROVISIONS  
- DEALERSHIP TO CONTACT CUSTOMER REGARDING PART DELAY

CAC ADVISED:

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

1997/03/03

###THIS IS THE CLOSING COMMENT

PARTS ARE ON BACKORDER NOW AVAILABLE. ADVISED CUSTOMER. PLEASE CLOSE CONTACT.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====  
1474TS GRP: XK17 INFORMATION CONTACT VEH TYPE: CAR  
SDR 10 ZN/TR: P1 CONTACT NBR: 107791503 OPENED: 11/20/1996  
VIN: 1ZVPT20CONS ENGINE: C CLOSED: 11/20/1996  
=====

=====  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: ARTESIA STATE: NM ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 92 MODEL: PROBE  
MILEAGE: 1 WSD:  
DEALER NAME: ARTESIA FORD-MERCUR SALES CODE: 156526 P & A: 20387  
CAUSAL CODES: 1203 3001 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:  
1996/11/20

\*\*\* MILEAGE UNAVAILABLE \*\*\*  
\*\*\* NAVIS: PROGRAM \*\*\*

CUSTOMER SAYS:

\*\*JIM BARNES (CUSTOMER'S SON) CALLING\*\*  
-BOTH MOTORIZED SEATBELTS ARE INOPERABLE.  
-TOOK VEHICLE TO DEALER IN MID 10/96 AND THE SEATBELT RECALL PARTS (RECALLS  
96548 AND 96599) WERE ORDERED.  
-THE SEATBELT RECALL PARTS STILL HAVE NOT ARRIVED.

PER CUSTOMER, DEALER SAYS:  
-NO RECENT CONTACT.

CUSTOMER SEEKS:

-TO HAVE SEATBELT RECALL PARTS TO BE DELIVERED AND SEATBELTS TO BE REPAIRED.

CAC ADVISED:

- DEALERSHIP IS THE BEST RESOURCE  
- MR. BOB HENDRICKSON (CUST. REL MGR) IS IN THE BEST POSITION TO ASSIST YOU.  
-CUSTOMER DID NOT WANT CSR TO OPEN A CONCERN TO DEALERSHIP.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
68138F GRP: XX15 CONCERN CONTACT VEH TYPE: CAR  
LOS ANGELES 71 ZN/TR: A2 CONTACT NBR: 107836816 OPENED: 12/03/1996  
VIN: 1ZVPT20C1NS ENGINE: C CLOSED: 12/16/1996  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: SYMT VALLEY STATE: CA ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 92 MODEL: PROBE  
MILEAGE: 60000 MSD:  
DEALER NAME: GALPIN FORD SALES CODE: 171040 P & A: 05538  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: 00 TRANS. DST/RCN: 71 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 12/09/1998  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1996/12/03

\*\*\* VEHICLE INVOLVED IN RECALL 96589 \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 96548 \*\*\*  
\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- MOTHER CALLING FOR SDN  
- DRIVER'S SIDE SEATBELT LOCKS

PER CUSTOMER, DEALER SAYS:

- DON'T KNOW WHEN THE PART WILL BE IN

CUSTOMER SEEKS:

- RECALL WORK PERFORMED

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
- REQUEST MR. NOT LISTED IN DEALER SCREEN (CUST REL MNGR) TO CONTACT THE  
CUSTOMER WITHIN 2 BUSINESS DAYS

1998/12/09

##THIS IS THE CLOSING COMMENT

SM CALLED [REDACTED] MOTHER. CUSTOMER CONCERNED THAT FMC IS AWARE OF THIS  
CONCERN BUT THERE ARE NO PARTS AVAILABLE. SM ANSWERED ALL OF CUST QUESTIONS  
AND CUST HAPPY.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
6813BF GRP: XX15 CONCERN CONTACT VEH TYPE: CAR  
LOS ANGELES 71 2N/TR: 42 CONTACT NBR: 107830816 OPENED: 12/03/1998  
VIN: 1ZVPT20C1N5 ENGINE: C CLOSED: 12/16/1998  
-----

1997/02/04

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

\*\*\* VEHICLE INVOLVED IN RECALL 96S98 \*\*\*

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

CUSTOMER SAYS:

- CUSTOMER CALLING BACK TO CHECK THE AVAILABILITY OF PARTS FOR THE RECALL

\*

PER CUSTOMER, DEALER(NAME UNAVAILABLE) SAYS:

- PARTS STILL NOT AVAILABLE

\*

CUSTOMER SEEKS:

- PARTS TO PERFORM RECALL

\*

CAC ADVISED:

- DEALERSHIP IS IN BEST POSITION TO ADVISE

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

4144MW GRP: XX14 INFORMATION CONTACT VEH TYPE: CAR  
CINCINNATI 47 ZN/TR: F1 CONTACT NBR: 10784272 OPENED: 12/04/1996  
VIN: 1ZVPT20C6N5 ENGINE: C CLOSED: 12/04/1996

LAST NAME: STATUS: CLOSED  
TITLE: FIRST NAME: ME:  
ADDRESS: CITY: BISHOP STATE: VA ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 92 MODEL: PROBE  
MILEAGE: 80000 WSD:  
DEALER NAME: MCCANN MOTORS INC SALES CODE: 147564 P & A: 01949  
CAUSAL CODES: 1012 0408 0404 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:

1996/12/04

\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 98548: 96599 \*\*\*

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

CUSTOMER SAYS:

- I MADE AN APPOINTMENT FOR THE RECALL WORK
- I BROUGHT THE VEHICLE IN AT 7:15 AND WAITED UNTIL 2:30 AND THEN THEY TOLD ME WE HAVE TO ORDER THE PARTS
- WAITED TO BE CALLED AND NEVER HEARD BACK
- I HAVE TO RENEW THE INSURANCE ON THE VEHICLE WHEN I NORMALLY STORE IT FOR THE WINTER BECAUSE I AM GOING TO HAVE TO BRING THE VEHICLE IN FOR THE RECALL WORKER

PER CUSTOMER, DEALER SAYS:

- PART IS ON BACK ORDER

CUSTOMER SEEKS:

- WHY CAN'T I GET SERVICE ON THE VEHICLE

CAC ADVISED:

- DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE.
- FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

-----  
#450RC GRP: 14 CONCERN CONTACT VEH TYPE: CAR  
LDS ANGELES 71 ZN/TR: D1 CONTACT NBR: 107875670 OPENED: 12/12/1996  
VIN: 1ZVPT2OC2N5 ENGINE: C CLOSED: 12/20/1996  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: PHOENIX STATE: AZ ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 92 MODEL: PROBE  
MILEAGE: 58000 WSD:  
DEALER NAME: BELL FORD SALES CODE: 171177 P & A: 20360  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: 71 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 12/13/1996  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1996/12/12

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

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

CUSTOMER SAYS:

- DRIVERS SIDE SEAT BELT IS STUCK ON TRACK

\*

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

\*

CUSTOMER SEEKS:

- RECALL PERFORMED

\*

CAC ADVISED:

REGARDING RECALL/DNP

- REQUEST CHERYL TERMINI CUST REL MGR TO CONTACT THE CUSTOMER WITHIN TWO

BUSINESS DAYS REGARDING RECALL/DNP

1996/12/13

###THIS IS THE CLOSING COMMENT

VEHICLE IS INVOLVED IN RECALL.PARTS ARE ON NATIONAL BACKORDER.CUST HAS BEEN EX  
PLAINED THIS AND WILL BE CONTACTED WHEN PARTS ARRIVE.PLEASE CLOSE.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
 7094DU GRP: XA02 INFORMATION CONTACT VEH TYPE: CAR  
 UNKNOWN 99 ZN/TR: CONTACT NBR: 109061937 OPENED: 10/21/1997  
 VIN: N ENGINE: CLOSED: 10/21/1997  
 -----

LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
 ADDRESS: [REDACTED]  
 CITY: [REDACTED] STATE: IL ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 92 MODEL: PROBE  
 MILEAGE: 1 WSD:  
 DEALER NAME: SALES CODE: P & A:  
 CAUSAL CODES: 1204 1203 SYMPTOMS: 104100  
 ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE:  
 ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:  
 1997/10/21  
 \*\*\* VIN NOT AVAILABLE - VEHICLE AT DEALERSHIP \*\*\*  
 CUSTOMER SAYS:  
 - INVOLVED IN RECALL FOR AUTOMATIC SEATBELTS  
 - CAR HAS BEEN AT DEALER FOR TWO WEEKS  
 \*  
 PER CUSTOMER, DEALER SAYS:  
 - NO CONTACT  
 \*  
 CUSTOMER SEEKS:  
 - HOW LONG SHOULD THE REPAIRS TAKE  
 \*  
 CAC ADVISED:  
 - RECALL LETTER STATES THE ANTICIPATED TIME NEEDED TO COMPLETE REPAIRS  
 - NOT ABLE TO ACCESS LETTER SINCE NO VIN AND NO RECALL NUMBER

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

7974LM GRP: 14 CONCERN CONTACT VEH TYPE: CAR  
SDR 10 ZN/YR: C1 CONTACT NBR: 107762911 OPENED: 11/13/1996  
VIN: 1ZVPT22L9NS ENGINE: L CLOSED: 11/26/1996

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: SHENANDOAH STATE: PA ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 92 MODEL: PROBE  
MILEAGE: 39000 WSD:  
DEALER NAME: GOLD STARFORD LINC- SALES CODE: 116584 P B A: 01272  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: 60 TRANS. DST/RGN: 16 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 11/19/1996  
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:

1996/11/13

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

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

CUSTOMER SAYS:

- RECEIVED A LETTER ABOUT THE RECALL AND THEIR DRIVERS SIDE SEAT BELT IS BROKEN RIGHT NOW
- THE LETTER SAYS TO GO TO YOUR LOCAL DEALERSHIP FOR ASSISTANCE BUT IT DOESN'T SAY WHETHER OR NOT THEY ARE GOING TO FIX IT
- THE DRIVERS SIDE SEAT BELT IS CURRENTLY BROKEN

PER CUSTOMER, DEALER SAYS:

- SAID THEY COULDN'T DO ANYTHING UNTIL DECEMBER 15TH

CUSTOMER SEEKS:

- TO HAVE RECALL WORK DONE OR AT LEAST GET A TEMPORARY REPAIR ON THE DRIVERS SIDE SEAT BELT

CAC ADVISED:

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

1996/11/19

###THIS IS THE CLOSING COMMENT

PER SERVICE MANAGER, CUSTOMER WAS ADVISED THAT REPAIRS COULD NOT BE MADE TO VEHICLE UNTIL PARTS ARRIVED - APPROXIMATELY DECEMBER 15, 1996

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====

B253HM	GRP: XX10	CONCERN CONTACT	VEH TYPE: CAR
CHICAGO	41	ZN/TR: B1	CONTACT NBR: 107742660
OPENED: 11/08/1996			
VIN: 1ZVPT21UXM		ENGINE: U	CLDSED: 12/03/1996

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:	RIVERSIDE	STATE:	IL	ZIP:
HOME PHONE:	111-111-1111	BUS. PHONE:	111-111-1111	
MODEL YEAR:	92	MODEL:	PROBE	
MILEAGE:	45000	WSD:		
DEALER NAME:	WESTFIELD FORD INC	SALES CODE:	141084	P & A: 01584
CAUSAL CODES:	1204 1203	SYMPTOMS:	104100	
ORIGIN:	GD	TRANS. DST/RGN:	41	TRANS. DATE:
SERVICE/SALES:	1			CONTACT DATE: 11/15/1996
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:

1996/11/08  
\*\*\* NAVIS: ORIGINAL \*\*\*  
CUSTOMER SAYS:  
- DON OWNER OF COMPANY IS CALLING  
- CAR NOT READY AT AGREED UPON TIME AND DEALER DID NOT HAVE PART  
- DRIVERS SIDE SEAT BELT IS CHATTERING AND THE SEAT BELT IS LOCKED UP AND INOPERABLE  
- NO ONE HAS CONTACTED HIM ABOUT THE STATUS OF THE PART  
\*  
PER CUSTOMER, DEALER SAYS:  
- PART TO REPAIR SEAT BELT NOT AVAILABLE AND WILL BE IN THE WEEK OF 11/04/96  
\*  
CUSTOMER SEEKS:  
- TO GET RECALL PERFORMED  
\*  
CAC ADVISED:  
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
- REQUEST MR. RICK KLAVES (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS  
- DID NOT OBTAIN PHONE NUMBER, CUSTOMER HAS BEEN THERE PREVIOUSLY  
- PLEASE LOOK UP PHONE NUMBER IN YOUR FILES--THANKS  
1996/11/26  
##THIS IS THE CLOSING COMMENT  
DRIVERS SIDE SAFETY RECALL FOR SEAT BELT WAS COMPLETED 11/21/1996, PARTS ARE NOT YET AVAILABLE FOR PASSENGER SIDE.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====  
6946AC GRP: XX09 CONCERN CONTACT VEH TYPE: CAR  
CINCINNATI 47 ZN/TR: A1 CONTACT NBR: 107738706 OPENED: 11/07/1998  
VIN: 1ZVPT2OC1M5 [REDACTED] ENGINE: C CLOSED: 12/26/1998  
=====

=====  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: NEWPORT STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 92 MODEL: PROBE  
MILEAGE: 100000 WSD:  
DEALER NAME: RIVERSIDEFORD INC SALES CODE: 147012 P & A: 02068  
CAUSAL CODES: 1203 1209 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: 47 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 11/07/1998  
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:

1998/11/07

\*\*\* VEHICLE INVOLVED IN RECALL 98S4B & 98S99 \*\*\*

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

CUSTOMER SAYS:

- VEHICLE IN RECALL

PER CUSTOMER, DEALER SAYS:

- WOULDN'T FIX UNTIL JANUARY

- SINCE CUSTOMER IS HAVING PROBLEMS WILL REPAIR

- WAITING FOR PART FOR REPAIR

CUSTOMER SEEKS:

- REPAIRS DONE AT THE SAME TIME

- DON'T WANT TO WAIT UNTIL JANUARY

CAC ADVISED:

- REDIRECTED CUSTOMER BACK TO DEALERSHIP TO SCHEDULE APPOINTMENT

1998/12/19

##THIS IS THE CLOSING COMMENT

PARTS DEPT HAS RECEIVED PARTS AND RECALL HAS BEEN COMPLETED FOR THIS VIN

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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=====
3677MK   GRP: 02   INFORMATION CONTACT   VEH TYPE: CAR
CINCINNATI 47   ZN/TR: B1   CONTACT NBR: 10935015B   OPENED: 01/14/1998
VIN:      1ZVPT2109L5   ENGINE: U   CLOSED: 01/14/1998
=====

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=====
LAST NAME: [REDACTED]   STATUS: CLOSED
TITLE: [REDACTED]     FIRST NAME: [REDACTED]   NI:
ADDRESS: [REDACTED]
CITY: [REDACTED]     STATE: PA   ZIP: [REDACTED]
HOME PHONE: [REDACTED]   BUS. PHONE: [REDACTED]
MODEL YEAR: 90   MODEL: PROBE
MILEAGE: 99000   WSD:
DEALER NAME: GRAHAM FORD INC   SALES CODE: 147312   P & A: 02232
CAUSAL CODES: 0404 1215   SYMPTOMS: 104100
ORIGIN: GD   TRANS. DST/RGN:   TRANS. DATE:
SERVICE/SALES: 1   CONTACT DATE:
ACK. CODE:   ASSIST CODE:   AWARD AMT:   O SURVEY: (Y OR N)
=====

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BUILD DATE:   CALIBRATION:
ESP INF0:     EXPIRES:
OPEN RECALL:  OWNER NOTIFIED:   MICRO:
=====

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COMMENTS:  
1998/01/14

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*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- VEHICLE INVOLVED IN SEAT BELT RECALL
- DEALER BROKE LATCH WHILE COMPLETING RECALL
- PART TO REPAIR BELT HAS BEEN ON ORDER FOR 3 WEEKS
- CUSTOMER FEELS VEHICLE IS UNSAFE TO DRIVE
- CUSTOMER REQUESTING REPAIR BE COMPLETED TODAY
*
PER CUSTOMER, DEALER SAYS:
- WILL REPAIR AS SOON AS PART COMES IN
*
CUSTOMER SEEKS:
- FORD TO REPAIR SEAT BELT TODAY
- CUSTOMER WILL HOLD FORD RESPONSIBLE IF SHE IS INVOLVED IN AN ACCIDENT
*
CAC ADVISED:
- WORKMANSHIP ISSUES MUST BE ADDRESSED AT DEALER
- CONTACT MR .STEVE LAMONACA ( CUST REL MGR/SERV.   MGR ) FOR ASSISTANCE.

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09/11/98 MASTER OWNER RELATIONS 5-SIRM II 14.21.02

0140KB GRP: 13 INFORMATION CONTACT VEH TYPE: CAR  
SDR 10 ZN/TR: J2 CONTACT NBR: 108787514 OPENED: 08/13/1997  
VIN: 1ZVPT21U2M5 ENGINE: U CLOSED: 08/13/1997

LAST NAME: STATUS: CLOSED  
TITLE: FIRST NAME: MI:  
ADDRESS: CITY: GRAFTON STATE: WV ZIP:  
HOME PHONE: BUS. PHONE:  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 1 MSD:  
DEALER NAME: TOOTHMAN FORD SALES SALES CODE: 144538 P & A: 07478  
CAUSAL CODES: 1216 1204 SYMPTOMS: 104100  
ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

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

COMMENTS:  
1997/08/13  
\*\*\* NAVIS: SUBSEQUENT \*\*\*  
CUSTOMER SAYS:  
-STILL UPSET ABOUT SEAT BELT SITUATION; FOUND OUT IT IS ILLEGAL TO DRIVE WITHOUT SHOULDER BELT  
-CONTACTED JR TOOTHMAN FROM DEALERSHIP, HE GAVE HER A LOANER VEHICLE TO DRIVE, BUT SHE IS LIMITED TO 30 MILES A DAY, WHICH IS NOT ACCEPTABLE SINCE SHE HAS A COMMUTE TO WORK AND A SICK PARENT IN ANOTHER STATE  
-NOW IS UNABLE TO GET AHEAD OF DEALERSHIP PERSONNEL  
-FEELS DEALERSHIP SHOULD NOT HAVE TAKEN OLD PART OUT UNTIL NEW PART WAS AVAILABLE  
-SEAT BELT WILL NOT ARRIVE UNTIL POSSIBLY LATE SEPTEMBER  
\*  
PER CUSTOMER, DEALER SAYS:  
-CAN ONLY PUT 30 MILES ON VEHICLE PER DAY  
-WILL NOT HAVE PART UNTIL 9/30/97  
\*  
CUSTOMER SEEKS:  
-NEW SEATBELT FOR VEHICLE, VEHICLE REPAIRED  
-OR, A LOANER VEHICLE WITH UNLIMITED MILEAGE  
\*  
CAC ADVISED:  
-AT CUSTOMER REQUEST, DID NOT FORWARD INFORMATION TO DEALERSHIP

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

9130EH GRP: 11 INFORMATION CONTACT VEH TYPE: CAR  
WASHINGTON 27 ZN/TR: A1 CONTACT NBR: 108520391 OPENED: 06/09/1997  
VIN: 1ZVPT20C2L5 ENGINE: C CLOSED: 08/09/1997

\*\*\*\*\*  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: NORFOLK STATE: VA ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 13132 WSD:  
DEALER NAME: FREEDOM FORD, INC. SALES CODE: 127050 P & A: 00139  
CAUSAL CODES: 1215 3105 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/06/09

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

CUSTOMER SAYS:

- CURRENT CONCERN: PASSENGER SIDE SEATBELT IS STUCK IN UP RIGHT POSITION
- CUSTOMER HAS RECEIPT FOR 2/7/97, FOR RECALL REPAIR ON DRIVER SIDE SEATBELT THAT WAS HAVING THIS SAME CONCERN
- ON 2/7/97, PASSENGER SEATBELT WAS NOT HAVING A CONCERN, DEALER DID NOT REPAIR
- CUSTOMER WAS ONLY SENT RECALL LETTER 98599, NEVER RECEIVED RECALL LETTER 98548
- CUSTOMER HAS OWNED VEHICLE SINCE FEBRUARY 1996
- CUSTOMER CAN BE REACHED TO DAY AT [REDACTED]

PER CUSTOMER, DEALER SAYS:

- NO DEALER CONTACT

CUSTOMER SEEKS:

- IF MY PASSENGER SEAT IS NOW HAVING CONCERNS LISTED IN RECALL 98599, WILL REPAIR BE COVERED UNDER WARRANTY?

CAC ADVISED:

- CSR MADE OUTBOUND CALL TO DEALER, SPOKE WITH MICHELLE MCREYNOLDS, SERVICE ADVISOR
- MICHELLE REQUESTED CUSTOMER'S PHONE# TO CONTACT WHEN SHE IS ABLE TO PROVIDE CORRECT INFORMATION REGARDING RECALLS 98548/98599
- [REDACTED] INFORMED CSR THAT CUSTOMER WILL BE CONTACTED WITH DECISION TODAY
- CSR INFORMED CUSTOMER THAT DEALER WILL CONTACT HIM BACK TODAY WITH RECALL DECISION
- PROVIDED CUSTOMER WITH DEALER PHONE# AND MICHELLE REYNOLDS NAME

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7692TO GRP: XX01 CONCERN CONTACT VEH TYPE: CAR  
LOS ANGELES 71 ZN/TR: 01 CONTACT NBR: 108529155 OPENED: 06/10/1997  
VIN: 1ZVPT21U0L5 ENGINE: U CLOSED: 06/19/1997

LAST NAME: STATUS: CLOSED  
TITLE: FIRST NAME: MI:  
ADDRESS: AVE  
CITY: PHOENIX STATE: AZ ZIP:  
HOME PHONE: BUS. PHONE:  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 1 WSD:  
DEALER NAME: PIONEER FORD SALES SALES CODE: 171172 P & A: 20400  
CAUSAL CODES: 1204 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: 71 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 06/12/1997  
ACK. CODE: ASSIST CODE: 0 AWARD ANT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:  
1997/06/10  
\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 & 96S99 \*\*\*  
\*\*\* NAVIS: PROGRAM \*\*\*

CUSTOMER SAYS:  
IS CALLING ON BEHALF OF HER DAUGHTER-IN-LAW

PER CUSTOMER, DEALER SAYS:  
-THEY ORIGINALLY TOLD THE CUSTOMER THAT THEY WOULD ORDER THE NECESSARY PARTS  
-NO RECENT CONTACT FOR THIS CONCERN

CUSTOMER SEEKS:  
-TO HAVE THE RECALL PERFORMED

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

1997/06/12  
##THIS IS THE CLOSING COMMENT  
I CONTACTED SALLY RICHMOND 06-12-97 WE SET UP AN APPOINTMENT FOR HER WITH JOHN  
GRIFFITH OUR SERVICE ADVISOR FOR MONDAY THE 16TH.  
DEBBY LORENZANO CRM.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====  
BQ75FS GRP: XX16 CONCERN CONTACT VEH TYPE: CAR  
BOSTON 11 ZN/TR: D3 CONTACT NBR: 108540667 OPENED: 06/12/1997  
VIN: 1ZVPT2OC8L5 ENGINE: C CLOSED: 06/20/1997  
=====

=====  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: FLUSHING STATE: NY ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PRD8E  
MILEAGE: 1 WSD:  
DEALER NAME: SAYBROOK FORD INC SALES CODE: 111419 P & A: 08844  
CAUSAL CODES: 1215 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 11 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 06/13/1997  
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:  
1997/06/12  
\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 AND 86599\*\*\*\*\* NAVIS:  
ORIGINAL \*\*\*  
CUSTOMER SAYS:  
-THE BELT ENGAGES AND PULLS ME BACK INTO THE SEAT, WHEN I SLOW DOWN TO TURN A  
CORNER I AM FORCED BACK INTO THE SEAT  
-I DO HAVE A RECALL FOR THE SEAT BELT WHICH I HAVE NOT HAD DONE  
\*  
PER CUSTOMER, DEALER SAYS:  
-THEY HAVE BEEN TRYING TO ACCESS CONTACT BUT HAVE BEEN UNABLE TO  
\*  
CUSTOMER SEEKS:  
-CONTACT TO GO TO CORRECT DEALERSHIP  
\*  
CAC ADVISED:  
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
-REQUEST MR.DON SUPER (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER WITHIN  
2 BUSINESS DAYS  
\*\*\*\*\*THE ORIGINAL CONTACT # IS 108304040\*\*\*\*\*  
-THE INFORMATION WILL BE SENT TO CORRECT DEALERSHIP (SAYBROOK FORD)  
\*\*\*\*\*THE INFORMATION HAS BEEN SENT TO THE WRONG DEALERSHIP-(TOWER FORD-P&A  
08854)\*\*\*\*\*  
-THE CORRECT DEALERSHIP THE INFORMATION SHOULD BE SENT TO IS SAYBROOK FORD-P&A  
08844  
\*\*DUE TO SYSTEMS DIFFICULTY, CUSTOMER'S UPDATED ADDRESS AND PHONE #  
INFORMATION HAS BEEN LOST\*\* (THEY ARE IN CONNECTICUT FOR THE DURATION OF  
SUMMER)  
1997/06/13  
\*\*\*THIS IS THE CLOSING COMMENT  
THIS CONTACT IS OPENED UP WITH A FLUSHING NEW YORK ADRESS AND NO PHONE NUMBER  
FOR NEW YORK OR CONNECTICUT

09/11/98

MASTER OWNER RELATIONS SYSTEM J1

14.21.02

-----  
O61BKL GRP: XX04 INFORMATION CONTACT VEH TYPE: CAR  
PITTSBURGH 44 ZN/TR: B2 CONTACT NBR: 108590843 OPENED: 06/26/1997  
VIN: 12VPT21UXLE ENGINE: U CLOSED: 06/26/1997  
-----

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: BUFFALO STATE: NY ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 97000 WSD:  
DEALER NAME: JIM DOYLEFORD INC SALES CODE: 144011 P & A: 00800  
CAUSAL CODES: 1220 3105 1110 SYMPTOMS: 104100  
ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

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

COMMENTS:

1997/06/26

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

CUSTOMER SAYS:

- HAS RECALLS FOR THE SEAT BELT INSPECTED AND DRIVER'S SIDE REPLACED
- DRIVER'S SIDE SEAT BELT IS WORKING FINE CURRENTLY
- DRIVER'S SIDE SEAT BELT WAS REPLACED WHEN IT WAS STILL WORKING
- THE PASSENGER SIDE SEAT BELT WAS INSPECTED 12-30-98 AND PART ORDERED BECAUSE THE PASSENGER SIDE BELT DOES NOT WORK
- CURRENTLY, THE PASSENGER SIDE SEAT BELT IS IN A STUCK POSITION

PER CUSTOMER, DEALER SAYS:

- WE INSPECTED AND REPLACED THE DRIVER'S SIDE SEAT BELT 12-30-96
- PER PAM AT BEGINNING OF 05-97, MADE AN APPOINTMENT
- 05-27-97 DEALERSHIP SERVICE MANAGER STATED THAT THE PART IS NOT COVERED UNDER RECALL ANY LONGER
- AREA REPRESENTATIVE DENIED ANY ASSISTANCE

CUSTOMER SEEKS:

- WANTS THE RECALL TO BE PERFORMED

CAC ADVISED:

RE: FINANCIAL ASSISTANCE

- NO FURTHER FINANCIAL ASSISTANCE WILL BE OFFERED
  - CAC SUPPORTS THE DECISION
  - THIS REPRESENTS FORD MOTOR COMPANY'S FINAL DECISION IN THIS MATTER
- NON-VLC OUTBOUND CALL MADE TO SERVICE MANAGER, GLEN DHAR
- PER GLEN, WE HAVE INSPECTED THIS VEHICLE'S PASSENGER SIDE SEAT BELT AND DETERMINED THAT THE RECALL HAS BEEN PERFORMED
  - THERE WILL NOT BE ANY ASSISTANCE WITH THIS RECALL AS PER FORD REPRESENTATIVE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
4648BC GRP: XX04 INFORMATION CONTACT VEH TYPE: CAR  
TWIN CITIES 58 ZN/TR: D1 CONTACT NBR: 108593158 OPENED: 05/26/1997  
VIN: 1ZVPT20CBL[REDACTED] ENGINE: C CLOSED: 06/26/1997  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED] R  
CITY: EDEN PRAIRIE STATE: MN ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 89000 WSD:  
DEALER NAME: METROPOLITAN FORD SALES CODE: 158017 P & A: 02381  
CAUSAL CODES: 1104 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:  
1997/06/26  
\*\*\* NAVIS: ORIGINAL \*\*\*  
CUSTOMER SAYS:  
- 2/97 SHE TOOK THE VEHICLE IN FOR THE SEAT BELT RECALL TO BE DONE  
- THE DRIVERS SIDE WAS REPAIRED  
- CURRENTLY, THE PASSENGER SIDE BELT IS BROKEN, IT MAKES A CLICKING NOISE  
\*  
PER CUSTOMER, DEALER SAYS:  
- PER SERVICE DEPARTMENT, NO NAME, IT IS \$300 FOR THE PARTS  
- THEY CAN SPLIT THE COST BETWEEN HER AND FORD  
\*  
CUSTOMER SEEKS:  
- REPAIR TO BE ALL COVERED  
\*  
CAC ADVISED:  
- NO FURTHER FINANCIAL ASSISTANCE WILL BE OFFERED  
- THIS REPRESENTS FORD MOTOR COMPANY'S FINAL DECISION IN THIS MATTER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

6407CG GRP: 01 INFORMATION CONTACT VEH TYPE: CAR  
NEW YORK 13 ZN/TR: E1 CONTACT NBR: 108626590 DPENED: 07/07/1997  
VIN: 1ZVPT20C1L5 ENGINE: C CLOSED: 07/07/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: NEW HYDE PARK STATE: NY ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 95000 WSD:  
DEALER NAME: KOEPEL FORD OF MIN SALES CODE: 113080 P & A: 02823  
CAUSAL CODES: 2801 SYMPTOMS: 104100  
ORIGIN: GD TRANS. OSY/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:

1997/07/07

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

CUSTOMER SAYS:

-CUSTOMER RECEIVED A SAFETY BELT RECALL 96548 AND IT WAS COMPLETED JANUARY  
1997 AND THE DRIVER'S SIDE ONLY WAS FIXED AND NOT THE PASSENGER SIDE  
-NOW THE PASSENGER SIDE HAS BROKEN

PER CUSTOMER, DEALER SAYS:

-JAMES CONNELLY AT MINEOLA FORD REFERRED CUSTOMER TO THE CUSTOMER ASSISTANCE  
CENTER  
-REPAIR IS NOT A WARRANTABLE REPAIR ACCORDING TO JAMES CONNELLY

CUSTOMER SEEKS:

-FINANCIAL ASSISTANCE

CAC ADVISED:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

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=====
6870KR  GRP: 17  CONCERN CONTACT  VEH TYPE: CAR
LOS ANGELES  71  ZN/TR: 01  CONTACT NBR: 108799563  OPENED: 08/15/1997
VIN: 1ZVPT21U5L5  ENGINE: U  CLOSED: 09/10/1997
=====
LAST NAME:  STATUS: CLOSED
TITLE:  MI:
ADDRESS:
CITY: GLENDALE  STATE: AZ  ZIP:
HOME PHONE:  BUS. PHONE:
MODEL YEAR: 90  MODEL: PROBE
MILEAGE: 87000  WSD:
DEALER NAME: SUNSET FORD, INC.  SALES CODE: 171179  P & A: 20328
CAUSAL CODES: 121B 12RA  SYMPTOMS: 104100
DRIGIN: GD  TRANS. DST/RGN: 71  TRANS. DATE:
SERVICE/SALES: 1  CONTACT DATE: 08/22/1997
ACK. CODE:  ASSIST CODE: W  AWARD AMT: 1 SURVEY: Y (Y OR N)

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

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COMMENTS:

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1997/08/15
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- CODE TO GET THROUGH TO HOME PHONE IS: 1236
- THERE IS A RECALL ON THE PASSENGER RESTRAINT BELTS
- RECIEVED THIS LETTER DECEMBER OF LAST YEAR WHICH TOLD US TO TAKE INTO
DEALERSHIP FOR INSPECTION
- HAVING A PROBLEM WITH BOTH SIDES OF RESTRAINT SYSTEM
- PASSENGER'S SIDE WAS INTERMITTENT PROBLEM, SO IT WAS REQUESTED THAT WE WAIT
TILL JANUARY DUE TO PARTS AVAIALABILITY
- SO, PARTS WERE ORDERED
- DRIVER'S SIDE RECALL WAS PERFORMED IN MARCH -- SAID AT THAT TIME THAT
PASSENGERS SIDE WAS GETTING WORSE. SAME DAY, WHEN RETURNING HOME, THE
PASSENGERS SIDE AGAIN STOPPED WORKING
- WHEN THE PASSENGERS RETSTRAINT DID GET STUCK, YOU WOULD HERE A CLICKING
NOISE AND AFTER A FEW MINTUES WOULD FINALLY GO ALL THE WAY BACK. SO COULD NOT
EVEN TAKE BACK TO DEALER WHEN IT OCCURRED BECAUSE IT WOULD CORRECT ITSELF
-VEHICLE IS CURRENTLY AT DEALERSHIP BECAUSE WHEN THE PASSENGERS SIDE SEAT BELT
RETRACTS ADD GETS STUCK, A CORD COMES OUT OF THE TRACK AND PRESENTS SAFETY
PROBLEM
*
PER CUSTOMER, DEALER SAYS:
- RECALL HAS EXPIRED

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09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====

6870KR	GRP: 17	CONCERN CONTACT	VEH TYPE: CAR
LOS ANGELES	71	ZN/TR: D1	CONTACT NBR: 1087995L3
VIN:	1ZVPT2105L5	ENGINE: U	OPENED: 08/15/1997
			CLOSED: 08/10/1997

=====

1997/08/15

- WHEN EXAMINED IN MARCH PASSENGERS SIDE RESTRAINT PROBLEM WAS NOT VERIFIED,  
SO NOW RECALL CAN NOT BE DONE WITHOUT CHARGING CUSTOMER

\*  
CUSTOMER SEEKS:  
- RECALL COVERAGE

\*  
CAC ADVISED:  
RE: RESTRAINT RECALL  
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY  
TO THE REGIONAL OFFICE.  
- REQUEST MR. RUSS DANGEL (CUST. REL MGR) CONTACT THE CUSTOMER WITHIN 2  
BUSINESS DAYS

1997/09/03

###THIS IS THE CLOSING COMMENT  
SPOKE WITH RECALL HOTLINE ABOUT THIS SITUATION AND THE FACT THAT RECALL WAS  
PREV. PERFORMED HOTLINE TECH INSISTED UPON SENDING RECALL PARTS NESS TO REPAIR  
R. MUCH TO SERVICE MGR. AND CUSTOMER DELIGHT PARTS WILL BE INSTALLED TO REPAIR

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

7481RL	GRP: XX13	INFORMATION CONTACT	VEH TYPE: CAR
TWIN CITIES	58	ZN/TR: D1	CONTACT NBR: 108812810
VIN: L		ENGINE:	OPENED: 08/19/1997
			CLOSED: 08/19/1997

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	MASON CITY	STATE:	IA	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]		
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	102000	WSD:			
DEALER NAME:	DON LAFRENZ FORD-L-	SALES CODE:	158623	P & A:	20214
CAUSAL CODES:	1215 1110	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:		TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	
ACK. CODE:		ASSIST CODE:		AWARD AMT:	
				O SURVEY:	(Y OR N)

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

COMMENTS:

1997/08/19

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

CUSTOMER SAYS:

- THE DEALERSHIP DID ONE SIDE OF THE SEATBELTS UNDER THE RECALL BUT SAID THE OTHER SIDE WAS NOT COVERED

PER CUSTOMER, DEALER SAYS:

- THE OTHER SIDE REPAIR IS NOT COVERED  
- FORD WILL NOT COVER IT

CUSTOMER SEEKS:

- TO HAVE THE REPAIR DONE ON THE OTHER SIDE

CAC ADVISED:

- NO FURTHER FINANCIAL ASSISTANCE WILL BE OFFERED  
- THIS REPRESENTS FORD MOTOR COMPANY'S FINAL DECISION IN THIS MATTER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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=====
B563TS   GRP: XX15   INFORMATION CONTACT   VEH TYPE: CAR
UNKNOWN  99  ZN/TR:   CONTACT NBR: 108815919  OPENED: 08/20/1997
VIN:     12VPT20C1L5  ENGINE: C   CLOSED: 08/20/1997
=====

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=====
LAST NAME: [REDACTED]           STATUS: CLOSED
TITLE:     [REDACTED]           MI:
ADDRESS:   [REDACTED]
CITY:      KALHAUKA             STATE: IL   ZIP: [REDACTED]
HOME PHONE: [REDACTED]         BUS. PHONE: [REDACTED]
MODEL YEAR: 90                 MODEL:      PROBE
MILEAGE:    91000              WSD:
DEALER NAME:                   SALES CODE:   P & A:
CAUSAL CODES: 1216             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:
ESP INFO:
OPEN RECALL:
CALIBRATION:
EXPIRES:
OWNER NOTIFIED:
MICRO:

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COMMENTS:

1997/08/20

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

CUSTOMER SAYS:

- CUSTOMER SAYS RECALL WAS DONE ON DRIVER'S SIDE FOR SEAT BELT
- CUSTOMER SAYS PASSANGER SIDE SEAT BELT MOTOR NOT WORKING
- CUSTOMER SAYS SHOULD THIS SHOULD BE CONSIDERED A SAFETY ISSUE FOR RECALL

\*

PER CUSTOMER, DEALER SAYS:

- DEALERSHIP SERVICE MANAGER SAYS NO CURRENT RECALL

\*

CUSTOMER SEEKS:

- ADDRESS TO PUT CONCERN IN WRITING
- RECALL INFORMATION ON PASSENGER SIDE SEAT BELT

\*

CAC ADVISED:

- ADVISED NO CURRENT RECALL INFORMATION
- PROVIDED CUSTOMER FORD MOTOR COMPANY ADDRESS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
2010LM GRP: XX08 INFORMATION CONTACT VEH TYPE: CAR  
UNKNOWN 99 ZN/TR: CONTACT NBR: 10BB53545 OPENED: 08/29/1997  
VIN: 1ZVPT20C8L5 ENGINE: C CLOSED: 08/29/1997  
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-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: BUFFALO STATE: MO ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 14000 WSD:  
DEALER NAME: SALES CODE: P & A:  
CAUSAL CODES: 1203 1110 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:  
1997/08/29

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

CUSTOMER SAYS:

- I HAD RECALLS ON MY SEATBELT

\*

PER CUSTOMER, DEALER SAYS:

- MR. BILL SPRAGUE, SERVICE DEPARTMENT

- WE REPAIRED ONE SEAT BELT AND THE OTHER BELT WORKS FINE BUT IF IT  
GOES OUT CONTACT US

- FORD REPRESENTATIVE SAID THAT YOU WILL NEED TO PAY FOR THE REPAIR

\*

CUSTOMER SEEKS:

- RECALL COMPLETION

\*

CAC ADVISED:

- CAC SUPPORTS THE DECISION

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

\*

PER CUSTOMER, DEALER SAYS:

- DEALER NAME: BUFFALO FORD, BUFFALO MO.

PHONE NUMBER: 417-345-2415

P&A CODE: 02691

- THERE NOT IN THE SYSTEM YET

\*

CAC ADVISED:

- INPUTTING DEALER INFORMATION

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
 3306JT GRP: XX07 CONCERN CONTACT VEH TYPE: CAR  
 DENVER 56 ZN/TR: A7 CDNTACT NBR: 108119644 OPENED: 02/19/1997  
 VIN: 1ZVPT22L5L5 ENGINE: L CLOSED: 03/20/1997  
 -----

-----  
 LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
 ADDRESS: [REDACTED]  
 CITY: DENVER STATE: CO ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 80 MODEL: PROBE  
 MILEAGE: 98000 WSD:  
 DEALER NAME: CHESROWN'S FRIENDLY SALES CODE: 156007 P & A: 01108  
 CAUSAL CDDES: 1203 2801 1104 SYMPTOMS: 102252 104100  
 ORIGIN: 80 TRANS. DST/RGN: 56 TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE: 02/19/1997  
 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:

1997/02/19

\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALLS 96580 AND 96548 \*\*\*

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

CUSTOMER SAYS:

- HAVE RECEIVED A RECALL LETTER FOR THE MOTORIZED SEAT BELTS
- BOTH THE LEFT AND RIGHT WINDOWS DO NOT GO UP OR DOWN
- HAVE HAD TO HAVE NUMERDUS REPAIRS ON THE VEHICLE IN THE LAST YEAR
- HAVE SPENT OVER \$4,500 ON REPAIRS DURING THE LAST YEAR

PER CUSTOMER, DEALER SAYS:

- #800 REFERRED BY CHESROWN'S FRIENDLY FORD (SERV MGR)
- HAVE ORDERED PARTS REQUIRED TO PERFORM SEAT BELT RECALLS
- WILL CALL CUSTOMER WHEN SEAT BELT PARTS ARE IN
- THE VEHICLE NEEDS A NEW WINDOW REGULATOR FOR THE DRIVER AND PASSENGER SIDE WINDOWS

CUSTOMER SEEKS:

- WANTS FINANCIAL ASSISTANCE

CAC ADVISED:

REGARDING RECALL:

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

REGARDING FINANCIAL ASSISTANCE:

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

1997/03/13

###THIS IS THE CLOSING COMMENT

SEAT BELTS ON ORDER FOR UNIT WILL SET APPDINTMENT WHEN BELTS ARRIVE.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
 535BAK GRP: XX17 CONCERN CONTACT VEH TYPE: CAR  
 SAN FRAN 72 ZN/TR: A2 CONTACT NBR: 107707979 OPENED: 10/31/1996  
 VIN: 1ZVPT21U4L5 ENGINE: U CLOSED: 02/21/1997  
 -----

-----  
 LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
 ADDRESS: [REDACTED]  
 CITY: SAN LEANDRO STATE: CA ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 90 MODEL: PROBE  
 MILEAGE: 100000 WSD:  
 DEALER NAME: CODIROLI FORD SALES CODE: 172435 P & A: 07799  
 CAUSAL CODES: 3001 1104 1203 SYMPTOMS: 104100  
 ORIGIN: 00 TRANS. DST/RGN: 72 TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE: 02/13/1997  
 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:

1996/10/31  
 \*\*\* VEHICLE INVOLVED IN RECALL 98S48/99 \*\*\*  
 \*\*\* NAVIS: ORIGINAL \*\*\*  
 CUSTOMER SAYS:  
 - CALLING BACK WITH VIN  
 - THE MOTORIZED SEATBELTS ARE STUCK HALFWAY UP  
 \*  
 PER CUSTOMER, DEALER SAYS:  
 - NOT CONTACTED  
 \*  
 CUSTOMER SEEKS:  
 - ARE THEIR ANY RECALLS?  
 \*  
 CAC ADVISED:  
 - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
 - REQUEST MR. DENISE MONTALVO CUST REL MNGR TO CONTACT THE CUSTOMER WITHIN 2  
 BUSINESS DAYS  
 1997/02/14  
 ###THIS IS THE CLOSING COMMENT  
 SPOKE TO CUSTOMER. CUSTOMER WORKING WITH S/C FORD. PARTS ARE ON ORDER BUT HAVE  
 NOT YET ARRIVED, CONTACT WAS OPENED ON OUR DEALERSHIP IN ERRDR. PLEASE CLOSE.

09/11/98

MASTER OWNER RELATIONS SYSTEM I1

14.21.02

-----  
5617ML GRP: XA04 CONCERN CONTACT VEH TYPE: CAR  
PHILADELPHIA 16 ZN/TR: D1 CONTACT NBR: 108184830 OPENED: 03/07/1997  
VIN: 1ZVPT20C6L5 ENGINE: C CLOSED: 03/31/1997  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: TELFORD STATE: PA ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 77000 WSD:  
DEALER NAME: FAULKNER FORD-MERCU SALES CODE: 116414 P & A: 01355  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 16 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 03/18/1997  
ACK. CODE: ASSIST CODE: R AWARD AMT: D SURVEY: Y (Y OR N)

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

COMMENTS:

1997/03/07

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

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

CUSTOMER SAYS:

- PASSENGER SIDE SEAT BELT DOES NOT WORK

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- RECALL REPAIR

CAC ADVISED:

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

1997/03/24

\*\*\*THIS IS THE CLOSING COMMENT

CUST CAR IN FOR RECALL 96599. INSPECTED R/S PASSIVE RESTRAINT AND ORDERED PART  
S PER RECALL. PARTS ARE D99.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

23505K GRP: XX01 CONCERN CONTACT VEH TYPE: CAR  
DETROIT 48 ZN/TR: C1 CONTACT NBR: 107702635 OPENED: 10/30/1996  
VIN: 1ZVPT20C5M ENGINE: C CLOSED: 11/12/1996

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] NI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: SOUTHFIELD STATE: MI ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 74000 WSD:  
DEALER NAME: ROYAL OAKFORD INC SALES CODE: 148005 P & A: 02755  
CAUSAL CODES: 1203 1218 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 48 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 11/05/1996  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: N (Y OR N)

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

COMMENTS:

1996/10/30

\*\*\* VEHICLE INVOLVED IN RECALL 96S99 \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 96S48 \*\*\*  
\*\*\* VEHICLE INVOLVED IN DNP 95B70 \*\*\*  
\*\*\* NAVIS: ORIGINAL \*\*\*

CUSTOMER SAYS:

- TOOK VEHICLE TO DEALER FOR 2ND TIME ON SEATBELT RECALLS
- THEY DEALER KEEPS TELLING ME THEY ARE WAITING FOR PARTS
- ACCORDING TO THE LETTER, THE DEALER IS SUPPOSED TO FIX BELT SO IT WORKS UNTIL RECALL CAN BE DONE
- THEY HAVE BEEN VERY NICE, BUT THEY ARE NOT DOING ANYTHING TO TRY TO FIX THE SEATBELT
- MY SEATBELT DOES NOT WORK PROPERLY AND THE LETTER SAYS THE DEALER IS SUPPOSE TO ADJUST IT

PER CUSTOMER, DEALER SAYS:

- PARTS WILL NOT BE IN UNTIL AFTER 12/15/96

CUSTOMER SEEKS:

- TO HAVE SEATBELT ADJUSTED SO IT WORKS UNTIL RECALL CAN BE DONE

CAC ADVISED:

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

1996/11/05

###THIS IS THE CLOSING COMMENT

CONTACTED CUSTOMER AND PARTS FOR THE RECALL ARE NOT AVAILABLE TILL DECEMBER  
ROYAL OAK FORD WILL REPAIR VEHICLE AS SOON AS POSSIBLE .CLOSE CASE

09/11/98

MASTER OWNER RELATIONS S+SILM II

14.21.02

-----  
 4648BC GRP: XAOM INFORMATION CONTACT VEH TYPE: CAR  
 CHICAGO 41 ZN/TR: F1 CONTACT NBR: 107653968 OPENED: 10/18/1996  
 VIN: 12VPT2OC9M5 ENGINE: C CLOSED: 10/18/1996  
 -----

-----  
 LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] MI: [REDACTED]  
 ADDRESS: [REDACTED]  
 CITY: BURLINGTON STATE: WI ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 91 MODEL: PROBE  
 MILEAGE: 47000 MSD:  
 DEALER NAME: MILLER FORD-MERCURY SALES CODE: 141407 P & A: 06233  
 CAUSAL CODES: 0911 1215 SYMPTOMS: 104100  
 ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE:  
 ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1996/10/18

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

CUSTOMER SAYS:

- THE MOTORIZED SEAT BELT ON THE VEHICLE DOES NOT WORK AT ALL
- SHE GOT A LETTER FOR A RECALL ON THIS, 96548-96599
- SHE TOOK LETTER TO THE DEALERSHIP
- IS THE SEAT BELT MOTOR COVERED ON HER ESP

PER CUSTOMER, DEALER SAYS:

- SPOKE TO KEN, IN SERVICE. THEY ARE GOING TO CALL CUSTOMER WHEN THE PARTS FOR THIS COME IN

CUSTOMER SEEKS:

- RECALL INFORMATION
- WARRANTY ON THE SEAT BELT MOTOR

CAC ADVISED:

- NO INFORMATION IS THE DEALERSHIP WILL BE REPLACING THE MOTOR OF THE SEAT BELTS ASSEMBLY
- WITHOUT A PART NUMBER IT IS HARD TO VERIFY PART COVERAGE, IT LOOKS AS IF THE SAFETY RESTRAINT COVERAGE IS NOT PART OF YOUR ESP THOUGH

1996/11/04

CUSTOMER SAYS:

- REITERATED SAME CONCERN

CUSTOMER SEEKS:

- TO KNOW IF MOTOR IS COVERED UNDER THE RECALL

CAC ADVISED:

- UNABLE TO CHECK PARTS RECALL NUMBERS
- DEALERSHIP IS IN THE BEST POSITION TO ASSIST

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

9602MG GRP: AA07 CONCERN CONTACT VEH TYPE: CAR  
CINCINNATI 47 ZN/TR: 01 CONTACT NBR: 107655103 OPENED: 10/18/1996  
VIN: 1ZVPT20C0M5 ENGINE: C CLOSED: 10/28/1996

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: EVANSVILLE STATE: IN ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: [REDACTED]  
MILEAGE: 87000 WSD:  
DEALER NAME: TOWN & COUNTY FORD SALES CODE: 147231 P & A: 01466  
CAUSAL CODES: 1209 1203 SYMPTOMS: 104100  
ORIGIN: 60 TRANS. DST/RGN: 47 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 10/18/1996  
ACK. CODE: ASSIST CODE: 0 AWARD AMT: 0 SURVEY: Y (Y DR N)

BUILD DATE: CALIBRATION:  
ESP INF0: EXPIRES:  
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1996/10/18

\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 & 965 99 \*\*\*  
\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

-RECEIVED RECALL ON SEATBELTS,  
-ONE DEALERSHIP DID NOT KNOW OF RECALL  
-TOWN AND COUNTRY SAID THAT THEY DO NOT HAVE NEEDED TOOL  
-PER PATRICK FMC THE "NEEDED TOOL" IS FOR THE RIGHT SIDE, AND CUSTOMERS LEFT  
SIDE SEATBELT IS THE CURRENT CONCERN

PER CUSTOMER, DEALER SAYS:

-DO NOT HAVE NEEDED TOOLS, WILL BE HERE MONDAY

CUSTOMER SEEKS:

-HAVE AT LEAST LEFT SIDE REPAIRED  
-CAN CUSTOMER WAIT TIL 12/96 TO HAVE REPAIRED

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
-REQUEST MR. DENNIS PEPPER, CUST REL MNGR, SVC MNGR TO CONTACT THE CUSTOMER  
WITHIN 2 BUSINESS DAYS

1996/10/21

##THIS IS THE CLOSING COMMENT

[REDACTED] TOLD [REDACTED] 10 18 96 THAT THE TOOL TO P  
ERFORM HIS RECALL WOULD BE HERE 10 21 96 AND WE WILL CALL HIM IN ORDER FOR HIM  
TO SCHEDULE A TIME THAT IS CONVENIENT FOR HIM. HE DIDNT SEEM SATISFIED WITH O  
UR ANSWER AND SAID HE WOULD GO TO ANOTHER DEALER FOR THE REPAIRS. WE WILL CALL  
HIM AS SOON AS THE TOOL ARRIVES

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7974LM GRP: 14 CONCERN CONTACT VEH TYPE: CAR  
KANSAS CITY 53 ZN/TR: C1 CONTACT NBR: 107656515 OPENED: 10/18/1996  
VIN: 1ZVPT22LSM5 ENGINE: L CLOSED: 11/01/1996

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: NIXA STATE: MO ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 76000 WSD:  
DEALER NAME: REPUBLIC FORD INC SALES CODE: 159493 P & A: 05218  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: 80 TRANS. DST/RGN: 53 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 10/22/1996  
ACK. CODE: ASSIST CODE: W AWARD AMT: BOO SURVEY: N (Y OR N)

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

COMMENTS:  
1996/10/18  
\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96899 \*\*\*  
\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 \*\*\*  
\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:  
- CAR IS DUE FOR INSPECTION AND WON'T PASS WITHOUT THE SEAT BELTS WORKING AND  
RIGHT NOW HIS SEAT BELT IS NOT WORKING  
- HE CALLED A COUPLE OF DEALERS AND THEY SAID HE SHOULD WAIT UNTIL DEC.  
- HE WANTS THE WORK DONE SOONER THAN THAT HE DOESN'T FEEL VERY SAFE DRIVING  
AROUND WITHOUT HIS SEAT BELT WORKING  
\*  
PER CUSTOMER, DEALER SAYS:  
- COULDN'T GET HIM IN RIGHT AWAY  
\*  
CUSTOMER SEEKS:  
- TO HAVE RECALL WORK DONE AS SOON AS POSSIBLE  
\*  
CAC ADVISED:  
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
- REQUEST MR. ELSTON COOK (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS  
DAYS

1998/10/25  
###THIS IS THE CLOSING COMMENT  
FORD WILL NOT HAVE RECALL PARTS TO DEALERS TILL 12/15/1996. CAR WILL PASS MVI.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
 7068WA GRP: KX05 CONCERN CONTACT VEH TYPE: CAR  
 ORLANDO 24 ZN/TR: F1 CONTACT NBR: 107707564 OPENED: 10/31/1996  
 VIN: 1ZVPT2OC1M[REDACTED] ENGINE: C CLOSED: 12/09/1996  
 -----

-----  
 LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
 ADDRESS: [REDACTED]  
 CITY: MILTON STATE: FL ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 91 MODEL: PROBE  
 MILEAGE: 84000 WSD:  
 DEALER NAME: DRVILLE BECKFORD FD SALES CODE: 124550 P & A: 00848  
 CAUSAL CODES: 1203 1208 SYMPTOMS: 104100  
 ORIGIN: 00 TRANS. DST/RGN: 24 TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE: 12/02/1998  
 ACK. CODE: ASSIST CODE: 8 AWARD ANT: 100 SURVEY: Y (Y OR N)  
 -----

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

COMMENTS:

1998/10/31  
 \*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 \*\*\*  
 \*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96540 \*\*\*  
 \*\*\* NAVIS: SUBSEQUENT \*\*\*  
 CUSTOMER SAYS:  
 - GOT RECALL NOTICE  
 - THE DRIVERS SIDE SEAT BELT IS STUCK ON THE TRACK  
 \*  
 PER CUSTOMER, DEALER SAYS:  
 - THEY COULDN'T FIX THE DRIVER'S SIDE  
 \*  
 CUSTOMER SEEKS:  
 - TO GET VEHICLE REPAIRED  
 \*  
 CAC ADVISED:  
 - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
 - REQUEST MS. SUSAN PADRO (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2  
 BUSINESS DAYS .  
 REPAIRS  
 IF RESTRAINT SYSTEM DOES NOT WORK NOW (LOCKED UP)  
 IF YOUR VEHICLE'S RESTRAINT SYSTEM IS INOPERATIVE AT THIS

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

-----  
7068WA GRP: X405 CONCERN CONTACT VEH TYPE: CAR  
ORLANDO 24 ZN/TR: F1 CONTACT NBR: 107707564 OPENED: 10/31/1996  
VIN: 1ZVPT20C1M5 ENGINE: C CLOSED: 12/09/1996  
-----

1996/10/31

TIME. (BELT DOES NOT TRAVEL FULLY FORWARD ALONG THE RDDF RAIL  
WHEN AN ADJACENT DOOR IS OPENED OR FULLY REARWARD WHEN THE  
DOOR IS CLOSED AND THE IGNITION IS ON) CALL YOUR DEALER NOW.  
ASK FOR A SERVICE DATE FOR RECALL 96S4B/96S99 (LEFT/RIGHT  
SIDE).

WHEN YOU BRING YOUR VEHICLE IN FOR YOUR SERVICE DATE, YOUR  
DEALER WILL RESTORE OPERATION OF YOUR RESTRAINT SYSTEM.  
HOWEVER, YOU MAY BE ASKED TO RETURN YOUR VEHICLE AFTER  
DECEMBER 15, 1998 TO HAVE A NEW RESTRAINT RAIL INSTALLED ON  
THE DRIVER'S SIDE AND, IF NECESSARY, THE PASSENGER SIDE. THE  
NEW RESTRAINT RAILS WILL NOT BE AVAILABLE UNTIL DECEMBER 15,  
1998.

1996/11/04

CUSTOMER CAME SPOKE AND SPOKE WITH SUSAN PADRO.

I EXPLAINED TO THE CUSTOMER THAT I WAS LOOKING INTO THE SITUATION AND THAT I  
WOULD BE CALLING A TECHNICAL LINE FOR WHICH THE RECALL DIRECTS US IN THIS TYPE  
OF SITUATION AND THAT SHOULD THEY GIVE ME DIFFERENT DIRECTION THAT I WOULD  
DO WHATEVER IT IS THAT THEY SAY TO DO.

HE RESPONDED BY SAYING THAT HE WOULD BE CALLING CAC BACK AND ASKING TO SPEAK  
TO SOMEONE HIGHER AND THAT SHOULD IT BE NECESSARY THAT HE WOULD GO TO  
ANOTHER DEALER AND THAT IF THEY FIX IT THEN HE WOULD SUE.

I ALDS TOLD HIM THAT HE SHOULD BE USING HIS LAP BELT AS DIRECTED BY THE RECALL  
HE RESPONDED BY QUOTING A NEW PAPER ARTICLE ABOUT A KID BEING KILLED IN A  
JEEP BY USING JUST THE LAP BELT.

PLEASE I NOTE I AM CONTACTING THE HOTLINE GIVEN IN THE RECALL FOR FURTHER  
ASSISTANCE, AND I WILL BE CONTACTING THE CUSTOMER AS SOON AS I HAVE AN  
ANSWER.

SPOKE WITH FORD THEY WILL BE SENDING US SOME PARTS TO TEMPORARILY REPAIR  
HIS SEAT BELT AND THEN WHEN THE CORRECT PARTS COME IN HE WILL HAVE TO RETURN  
FOR ADDITIONAL REPAIR.

CUSTOMER TO BE CONTACTED AT THIS TIME

1996/12/02

###THIS IS THE CLOSING COMMENT

CUSTOMER CAME IN WE INSTALLED PARTS SUPPLIED BY FORD MOTOR CO AND ADVISED THAT  
WHEN THE RECALL PARTS BECAME AVAILABLE WE WOULD INSTALL THE RECALL PARTS.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3293EW GRP: XX10 CONCERN CONTACT VEH TYPE: CAR  
PITTSBURGH 44 2N/TR: A1 CONTACT NBR: 107715950 OPENED: 11/04/1996  
VIN: 1ZVPT2OC7A5 ENGINE: C CLOSED: 12/13/1996

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: PA ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 108000 WSD:  
DEALER NAME: KENNY ROSS FORD SALES CODE: 144417 P & A: 07350  
CAUSAL CODES: 1204 2801 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 44 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 12/06/1996  
ACK. CODE: ASSIST CODE: D AWARD AMT: D SURVEY: Y (Y OR N)

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

COMMENTS:

1996/11/04

THIS CONTACT OPENED DUE TO ONP 98\$48 & 98\$99

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

CUSTOMER SAYS:

- THE SEAT BELT DOES NOT WORK (THIS IS A SAFETY ISSUE)
- THE MOTOR RUNS AND IT DRAINS THE BATTERY
- THE DEALER SAID THAT THE PARTS ARE NOT AVAILABLE AND THEY WILL GET THEM IN DECEMBER
- THE LETTER SAID IF THE SEAT BELT DOES NOT WORK IT WILL BE REPAIRED ASAP

PER CUSTOMER, DEALER SAYS:

- THEY TOLD THE CUSTOMER TO CALL THE CAC

CUSTOMER SEEKS:

- TO GET THIS PART IN AND REPAIRED ASAP

CAC ADVISED:

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

1996/12/06

###THIS IS THE CLOSING COMMENT

DISCONNECTED THE SEATBELT WITH THE PARTS AVAILABLE THERE AT THE DEALERSHIP. AS PER BRION SMITH THE SERVICE MANAGER.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
 9740VR GRP: 14 CONCERN CONTACT VEH TYPE: CAR  
 HOUSTON 57 ZN/TR: C1 CONTACT NBR: 107723564 OPENED: 11/05/1996  
 VIN: 1ZVPT20C1M5 ENGINE: C CLOSED: 11/18/1996  
 -----

LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
 ADDRESS: [REDACTED]  
 CITY: [REDACTED] STATE: TX ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 91 MODEL: PROBE  
 MILEAGE: 1 WSD:  
 DEALER NAME: SEGUIN MOTOR CO SALES CODE: 152083 P & A: 04556  
 CAUSAL CODES: 1204 SYMPTOMS: 104100  
 ORIGIN: GO TRANS. DST/RGN: 52 TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE: 11/06/1996  
 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:

1996/11/05

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

CUSTOMER SAYS:

- INVOLVED IN RECALL FOR SEATBELTS
- SEATBELTS ARE NOT WORKING
- CONCERNED ABOUT NOT HAVING WORKING SHOULDER BELTS, ESPECIALLY DRIVER'S SIDE
- CONCERNED ABOUT BEING STOPPED BY LAW ENFORCEMENT BECAUSE OF THIS

PER CUSTOMER, DEALER SAYS:

- PARTS NOT AVAILABLE UNTIL DEC. 15TH

CUSTOMER SEEKS:

- TO KNOW IF DEALERSHIP CAN CORRECT THE CONCERN PRIOR TO THIS DATE

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. MARK ROSSANO(CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- SUPPORT THE DECISION OF THE DEALER

1996/11/07

##THIS IS THE CLOSING COMMENT

CUSTOMER VEHICLE IS CURRENTLY IN SHOP FOR PROBE SEAT BELT RECALL F.M.C. RECALL  
 HOTLINE HAS BEEN CONTACTED PARTS MAY BE HERE IN 2-3 WORKING DAYS CUSTOMER  
 AWARE OF PARTS PROBLEM.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

9740VR	GRP: 14	CONCERN CONTACT	VEH TYPE: CAR
HOUSTON	57	ZN/TR: C1	CONTACT NBR: 107723564
VIN:	1ZVPT2OC1M5	ENGINE: C	OPENED: 11/05/1996
			CLOSED: 11/18/1996

=====

1996/11/11

\*\*\* MILEAGE UNAVAILABLE \*\*\*

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

CUSTOMER SAYS:

- CALLING BACK
- AS OF 5/11 THE PARTS ARE NOT IN YET
- WOULD LIKE TO KNOW WHEN THE SEAT BELTS WILL BE IN

PER CUSTOMER, DEALER SAYS:

- READ THE DEALERSHIP COMMENTS

CUSTOMER SEEKS:

- SEAT BELT CONCERNS

CAC ADVISED:

- SUPPORT THE DEALERSHIP'S DECISION
- READ THE COMMENTS FROM THE DEALERSHIP
- KEEP IN CONTACT WITH THE SELLING DEALERSHIP

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

-----  
1791CR GRP: X404 CONCERN CONTACT VEH TYPE: CAR  
DETROIT 48 ZN/TR: B1 CONTACT NBR: 107751531 OPENED: 11/11/1996  
VIN: 1ZVPT2OC2M5 ENGINE: C CLOSED: 11/22/1996  
-----

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: PLYMOUTH STATE: MI ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 103000 WSD:  
DEALER NAME: BLACKWELLFORD INC SALES CODE: 148046 P & A: 02745  
CAUSAL CODES: 1215 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: 48 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 11/15/1996  
ACK. CODE: ASSIST CODE: W AWARD AMT: Q SURVEY: Y (Y OR N)  
-----

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

COMMENTS:

1996/11/11

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

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

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

CUSTOMER SAYS:

- 800# FROM PHONE BOOK
- THE PASSANGER SIDE SEAT BELT GOT STUCK HALF WAY UP
- IS THERE A RECALL ON THE SEAT BELTS

PER CUSTOMER, DEALER SAYS:

- MENTIONED A RECALL TO CUSTOMER

CUSTOMER SEEKS:

- WANTS THE VEHICLE REPAIRED

CAC ADVISED:

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

1996/11/15

##THIS IS THE CLDSING COMMENT

CUSTOMER TO SET UP APPT. PARTS DELAY.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
3293EW GRP: XX10 CONCERN CONTACT VEH TYPE: CAR  
CHICAGO 41 ZN/TR: A2 CONTACT NBR: 107998573 OPENED: 01/21/1997  
VIN: 1ZVPT20C5L5 ENGINE: C CLOSED: 02/03/1997  
-----

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: ALSTP STATE: IL ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 5000 WSD:  
DEALER NAME: PARKFIELD FORD INC SALES CODE: 141007 P B A: 01444  
CAUSAL CODES: 1203 10RA SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 41 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 01/27/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)  
-----

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

COMMENTS:

1997/01/21

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

\*\*\*PARTS DELAY BEYOND 30 DAYS\*\*\*

\*\*\*INVOLVED IN RECALL 9654B & 9659B\*\*\*

CUSTOMER SAYS:

- THE SEAT BELT IS NOT WORKING
- IT IS STUCK AT THE HEAD LEVEL
- HE HAS THE RECALL LETTER BUT THE DEALER DOESN'T HAVE THE PARTS
- THE DEALER ORDERED THE PARTS AROUND DECEMBER 15TH

PER CUSTOMER, DEALER SAYS:

- THE PARTS ARE ON BACKORDER FROM FORD

CUSTOMER SEEKS:

- TO GET THE PARTS SO THE RECALL CAN BE PERFORMED
- HE WILL SUE FORD IF HE GETS INTO AN ACCIDENT

CAC ADVISED:

- INFORMATION DOCUMENTED AND FORWARDED TO THE DEALER WITH A COPY TO THE REGIONAL OFFICE
- REQUEST THAT THE (SERVICE MANAGER) JANICE SANDERS GIVE THE CUSTOMER A CALL WITHIN (2) TWO BUSINESS DAYS

1997/01/27

##THIS IS THE CLDSING COMMENT

THE CUSTOMER HAS BEEN NOTIFIED BY THE DEALERSHIP THAT THE SEAT BELT HAS COME IN.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

2508JB	GRP: XX17	CONCERN CONTACT	VEH TYPE: CAR
LOS ANGELES	71	ZN/TR: D1	CONTACT NBR: 107705306
VIN: 1ZVPT20C9L6		ENGINE: C	OPENED: 10/31/1996
			CLOSED: 12/12/1998

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:	777E NORTH COUNTRY ROAD			
CITY:	FLAGSTAFF	STATE:	AZ	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]	EXT: [REDACTED]
MODEL YEAR:	90	MODEL:	PROBE	
MILEAGE:	75000	MSD:		
DEALER NAME:	BABBITT FORD	SALES CODE:	171467	P & A: 20318
CAUSAL CODES:	1203	SYMPTOMS:	104100	
ORIGIN:	GD	TRANS. DST/RGN:	71	TRANS. DATE:
SERVICE/SALES:	1			CONTACT DATE: 11/01/1998
ACK. CODE:		ASSIST CODE: D	AWARD AMT:	O SURVEY: Y (Y OR N)

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

COMMENTS:

1996/10/31

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

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

CUSTOMER SAYS:

- RECEIVED RECALL LETTER
- MADE APPOINTMENT TO COME IN 10/30, NO REPAIRS WERE MADE
- CURRENTLY THE SEAT BELTS ARE NOT WORKING (SHOULDER STRAP, DRIVER SIDE)
- PER RECALL LETTER, DEALER IS SUPPOSED TO RESTORE OPERATION (THEN IN DECEMBER SHE MAY NEED TO RETURN TO HAVE A PART REPLACED)

\* PER CUSTOMER, DEALER SAYS: (PER CUSTOMER SERVICE MANAGER)

- THEY CAN NOT DO ANYTHING, ALL THEY HAVE IS A TOOL

\* CUSTOMER SEEKS:

- REPAIR OF VEHICLE
- COPIES OF TECHNICAL BULLETINS

\* CAC ADVISED:

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

- REVIEWED LETTER WITH CUSTOMER, LETTER DOES STATE THAT SHOULD THE SEAT BELT BE CURRENTLY LOCKED-UP THE DEALER WILL RESTORE OPERATION, HOWEVER CUSTOMER MAY BE REQUIRED TO RETURN IN DECEMBER TO HAVE A PART REPLACED

- PROVIDED PHONE NUMBER FOR HELM FOR POSSIBLE ASSISTANCE WITH THE TECHNICAL BULLETINS

1996/12/05

##THIS IS THE CLOSING COMMENT

MADE APPT TO INSPECT SAFTY BELT,AND ORDER PARTS IF NECC

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

9495KA GRP: XXDP INFORMATION CONTACT VEH TYPE: CAR  
NEW YORK 13 2N/TR: G1 CONTACT NBR: 107757226 OPENED: 11/12/1996  
VIN: 1ZVPT22L2L5 [REDACTED] ENGINE: L CLOSED: 11/12/1998

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED] PLACE [REDACTED]  
CITY: WEST POINT STATE: NY ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 1 WSD:  
DEALER NAME: MONROE FORD SALES CODE: 113506 P & A: 20526  
CAUSAL CODES: 0405 0408 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:  
1996/11/12

\*\*\* NAVIS: ORIGINAL \*\*\*  
CUSTOMER SAYS:  
-DRIVER SIDE SEAT BELT IS NOT OPERATING  
-VEHICLE IS INVOLVED IN SEAT BELT RECALLS  
-SHE CALLED A DEALER AS THE LETTER INDICATED  
-SHE WAS TREATED VERY RUDELY BY THE DEALER  
-SHE HAS SINCE TAKEN THE VEHICLE TO ANOTHE DEALER WHO GLADLY REPAIR THE SEAT BELT

PER CUSTOMER, DEALER SAYS:  
-THEY CANNOT SERVICE THE VEHICLE UNTIL JANUARY 15, 1997  
-IT DOES NOT MATTER THAT THE BELT IS NOT WORKING THEY STILL CANNOT SEE HER UNTIL AFTER THE BEGINNING OF THE YEAR

CUSTOMER SEEKS:  
-REGISTER A COMPLAINT AGAINST THE DEALER

CAC ADVISED:  
-DOCUMENTED INFORMATION AND WILL FORWARD TO APPROPRIATE DEPARTMENT

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

4285DT GRP: XX02 CONCERN CONTACT VEH TYPE: CAR  
MEMPHIS 23 ZN/TR: C1 CONTACT NBR: 107664645 OPENED: 10/22/1996  
VIN: 1ZVPT20CXL5 ENGINE: C CLOSED: 10/29/1996

LAST NAME: STATUS: CLOSED  
TITLE: FIRST NAME: MI:  
ADDRESS:  
CITY: HARVEY STATE: LA ZIP:  
HOME PHONE: BUS. PHONE:  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 100000 WSD:  
DEALER NAME: DON BOHN FORD INC SALES CODE: 123009 P & A: 06582  
CAUSAL CODES: 1213 1204 1209 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 23 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 10/22/1996  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1996/10/22

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

THIS CONTACT OPENED DUE TO ONP 06S48 & 06S99

CUSTOMER SAYS:

- BOYFRIEND MR VIOLA CALLING FOR THE CUSTOMER
- SAW THAT THE VEHICLE WAS INVOLVED IN A SEATBELT RECALL ON CNN NEWS
- CONTACTED THE DEALER ABOUT THE RECALL AND THE DEALER WAS NOT AWARE THAT THE VEHICLE WAS INVOLVED
- THE DEALER INSTRUCTED US TO BRING THE VEHICLE IN FOR AN INSPECTION (10/21/96)
- TOOK THE VEHICLE TO THE DEALER ON 10/21/96 AND THE DEALER STATED THAT THEY DIDN'T HAVE THE CORRECT TOOLS TO PERFORM THE RECALL

\*  
PER CUSTOMER, DEALER SAYS:  
- SEE ABOVE

\*  
CUSTOMER SEEKS:  
- WANTS TO KNOW WHY THE DEALER DOES NOT HAVE THE CORRECT PARTS TO PERFORM THE

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

- READ THE CUSTOMER THE RECALL LETTER WHICH STATES THAT PARTS WILL NOT BE AVAILABLE UNTIL DECEMBER 15, 1996  
###THIS IS THE CLOSING COMMENT  
SPOKE WITH CUSTOMER ABOUT GETING RECALLS PERFORMED ON VEHICLE. INSPECTION TOOL WAS ORDERED ON 10/21 WILL CONTACT CUSTOMER WHEN TOOL ARRIVES AS PER RICKY SERP AS SERVICE MANAGER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

8877BB	GRP: XX03	CONCERN CONTACT	VEH TYPE: CAR
ORLANDO	24	ZN/TR: B1	CONTACT NBR: 107671007
VIN: 1ZVPT20CXLS		ENGINE: C	OPENED: 10/23/1996
			CLOSED: 10/31/1996

=====

1996/11/01

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

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

CUSTOMER SAYS:

- ORDERED THE PARTS FOR THE RECALL ON THE SEATBELTS
- THE PARTS WERE ORDERED 10/24/96 AND THE PARTS ARE STILL NOT IN YET
- THE DEALERSHIP HAS NOT MADE THE RESTRAINT SYSTEM OPERATIVE AND ARE WAITING FOR SOME PARTS

\*

PER CUSTOMER, DEALER SAYS:

- PARTS MANAGER BOB SAID THE PART HAS NOT COME IN YET

\*

CUSTOMER SEEKS:

- WANTS TO KNOW WHEN THE PART IS GETTING TO THE DEALERSHIP

\*

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. GARY HOOVER (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- SINCE THE DEALERSHIP HAS NOT MADE THE SEATBELT OPERATIVE THE CONCERN STILL EXISTS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

8343MJ	GRP: X704	CONCERN CONTACT	VEH TYPE: CAR
DETROIT	48 ZN/TR: A1	CONTACT NBR: 108043102	OPENED: 01/31/1997
VIN: 1ZVPT24U6L5		ENGINE: U	CLOSED: 02/10/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	GROSSE ILE	STATE:	MI	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	79000	WSD:			
DEALER NAME:	GORND BROS INC	SALES CODE:	148022	P & A:	02967
CAUSAL CODES:	1203 0319	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:	48	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	01/31/1997
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:

1997/01/31

\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 \*\*\*  
 \*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 \*\*\*  
 CUSTOMER SAYS:  
 - THE DRIVER SIDE HARNESS IS INOPERATIVE, NOT THE LAP BELT  
 - THE VEHICLE IS UNSAFE WITH OUT THE SAFETY BELT  
 - THE TRUTH AND INFORMATION ACT GRANTS HER A COPY OF WHAT THE CAC HAS DOCUMENTED

\*  
 PER CUSTOMER, DEALER SAYS: CURT MONROE, IN SERVICE  
 - THE PARTS WILL BE ON BACK ORDER FOR 6 WEEKS TO COMPLETE THE RECALL

\*  
 CUSTOMER SEEKS:  
 - TO HAVE THE VEHICLE REPAIRED  
 - A COPY OF WHAT HAS BEEN DOCUMENTED  
 - TO SPEAK WITH A SUPERVISOR

\*  
 CAC ADVISED:  
 CSR GENERATED AUTOMATED LETTER  
 - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
 - REQUEST MR. KEVIN KANE (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/02/03

##THIS IS THE CLOSING COMMENT  
 WE WILL INSTALL A BELT THAT WAS ORDERED FOR ANOTHER CUSTOMER THAT HAS MOVED OUT OF STATE. CUSTOMER TO BRING VEHICLE IN ON 2/3/97 AND WORK WILL BE DONE ON 02/04/97. HANDLED BY K.KANE NOTE: WHEN FOMOCO BACKORDERS PARTS CAC SHOULD NOT REFER CUSTOMER BACK TO DEALER. WE ARE NOT IN THE BEST POSITION TO ADVISE CUST. CUSTOMER REALLY GOT THE RUN AROUND ON THIS ONE!!

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
1158EK GRP: XX09 CONCERN CONTACT VEH TYPE: CAR  
MEMPHIS 23 2N/TR: A1 CONTACT NBR: 108216459 OPENED: 03/17/1997  
VIN: 1ZVPT22LXL5 [REDACTED] ENGINE: L CLOSED: 03/25/1997  
-----

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: EADS STATE: TN ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 105000 WSD:  
DEALER NAME: LEWIS FORD SALES CODE: 123001 P & A: 05942  
CAUSAL CODES: 1D10 1203 SYMPTOMS: 104100  
ORIGIN: 60 TRANS. DST/RGN: 23 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 03/18/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/03/17

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

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

CUSTOMER SAYS:

- BOO # FROM THE CARD
- THE SEAT BELT IS NOT WORKING (AUTOMATIC)
- THINKS SHE IS INVOLVED IN THE RECALL FOR THE SEAT BELT

PER CUSTOMER, DEALER SAYS:

- A RECALL NOTICE HAD BEEN ISSUED
- IT WILL TAKE 30 TO 90 DAYS TO GET THE PART IN

CUSTOMER SEEKS:

- WANTS THE SEAT BELT RECALL DONE ON THE CAR SOONER THAN 30 TO 90 DAYS
- DOESN'T FEEL SAFE IN THE CAR

CAC ADVISED:

REGARDING THE CONCERN

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

1997/03/18

###THIS IS THE CLOSING COMMENT

[REDACTED] SEAT BELT IS NOW INOP. TOMMY IN PARTS HAD ORDERED THIS PIECE AND IT HAS COME IN. SHE HAS BEEN NOTIFIED. THE PASSENGER TRACK IS NOT AVAILABLE AS YET. SHE WILL COME IN TODAY FOR THE RECALL ON THE DRIVER'S SIDE TO BE COMPLETED AND THE PASSENGER SIDE INSPECTION. MS. HEKART SEEMED OKAY WITH THAT ARRANGEMENT. DARLENE ECKBLDDM

08/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

6343MJ GRP: X104 INFORMATION CONTACT VEH TYPE: CAR  
 PHILADELPHIA 16 ZN/TR: E1 CONTACT NBR: 108332433 OPENED: 04/17/1997  
 VIN: 1ZVPT20C7L5 ENGINE: C CLOSED: 04/17/1997  
 =====

LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] MI: [REDACTED]  
 ADDRESS: [REDACTED]  
 CITY: PLAINFIELD STATE: PA ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 90 MODEL: PROBE  
 MILEAGE: 83000 WSD:  
 DEALER NAME: FAMILY FORD-MERCURY SALES CODE: 116533 P & A: 01403  
 CAUSAL CODES: 1204 2801 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:  
 1997/04/17

- \*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 \*\*\*
- \*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 \*\*\*
- \*\*\* NAVIS: ORIGINAL \*\*\*
- CUSTOMER SAYS:
  - THE DRIVER AND PASSENGER SIDE MOTORIZED RESTRAINTS DO NOT WORK
  - SHE USES ONLY THE LAP BELT
- PER CUSTOMER, DEALER SAYS: PHIL LONG, CUSTOMER RELATIONS MANAGER
  - PROVIDED THE NUMBER TO THE CAC
  - THEY HAVE THE DRIVER SIDE, BUT THE PASSENGER SIDE IS ON BACKORDER
  - THE PART FOR THE DRIVER SIDE WILL ARRIVE IN THREE DAYS
- CUSTOMER SEEKS:
  - TO REGISTER A COMPLAINT
- CAC ADVISED:
  - INFORMATION HAS BEEN DOCUMENTED WILL FORWARD TO THE DEALER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

96B1LS	GRP: XX06	CONCERN CONTACT	VEH TYPE: CAR
SAN FRAN	72	ZN/TR: [REDACTED]	CONTACT NBR: 108375366
VIN: 1ZVPT20C7L5	[REDACTED]	ENGINE: C	OPENED: 04/29/1997
			CLOSED: 05/07/1997

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: SAN JOSE	STATE: CA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]	BUS. PHONE: [REDACTED]	
MODEL YEAR: 90	MODEL: PROBE	
MILEAGE: 95000	WSD:	
DEALER NAME: CAPITOL FORD INC	SALES CODE: 172039	P & A: 07842
CAUSAL CODES: 1203 1012 10RA	SYMPTOMS: 104100	
ORIGIN: GO	TRANS. DST/RGN: 72	TRANS. DATE:
SERVICE/SALES: 1		CONTACT DATE: 04/30/1997
ACK. CODE:	ASSIST CODE: R	AWARD AMT:
		O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/04/29

\*\*\* PARTS DELAY OVER 30 DAYS \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 98S48 \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 96S66 \*\*\*  
\*\*\* NAVIS: ORIGINAL \*\*\*

CUSTOMER SAYS:

- SEAT BELT HAS BROKEN  
- HAS GOTTEN A TICKET FOR NOT HAVING SEAT BELT

PER CUSTOMER, DEALER SAYS:

- WILL BE 8 WEEKS FOR PARTS TO COME IN

CUSTOMER SEEKS:

- RESOLUTION TO CONCERN  
- WANTS COPY OF LETTER TO GIVE TO CITY TO TRY TO CLEAR TICKET

CAC ADVISED:

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

1997/04/30

###THIS IS THE CLOSING COMMENT  
CONTACTED CUSTOMER AND MADE AN APPOINTMENT FOR REPAIR

0814CV GRP: XX17 CONCERN CONTACT VEH TYPE: CAR  
TWIN CITIES 58 ZN/TR: A1 CONTACT NBR: 107683341 OPENED: 10/25/1996  
VIN: 1ZVPT2OC3N5 ENGINE: C CLOSED: 11/06/1996

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED] NORTH  
CITY: TAYLORS FALLS STATE: MN ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 92 MODEL: PROBE  
MILEAGE: 60000 WSD:  
DEALER NAME: FOREST LAKE FORD IN SALES CODE: 150593 P & A: 09216  
CAUSAL CDEES: 1104 1217 SYMPTOMS: 104100  
ORIGIN: 00 TRANS. DST/RGN: 58 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 10/25/1996  
ACK. CODE: ASSIST CODE: P AWARD AMT: O SURVEY: Y (Y DR N)

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

COMMENTS:  
1996/10/25  
\*\*\* VEHICLE INVOLVED IN RECALL 96599 \*\*\*  
\*\*\* NAVIS: SUBSEQUENT \*\*\*  
CUSTOMER SAYS:  
-TRACKS ARE NOT BROKEN BUT BELT IS  
-GOT RECALL ON TRACKS AND DISCONNECTED BELT OR ELSE TRACKS W  
--FILED A COMPLAINT WITH DEPARTMENT OF TRANSPORTATION IN D.C.  
-TUESDAY WAS LAST DAY SPOKE WITH DEALERSHIP  
\*  
PER CUSTOMER, DEALER SAYS:  
-COME BACK IN FEBRUARY AND WE'LL FIX ONLY TRACK . NOT BELT  
-CAN'T FIX BECAUSE TRACKS WERE NOT BROKEN  
\*  
CUSTOMER SEEKS:  
-SEATBELT WILL REMAIN UNFIXED  
\*  
CAC ADVISED:  
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
-REQUEST MR. THOMAS MILLER (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2  
BUSINESS DAYS  
1996/10/30  
WANTS THEM REPAIRED NOW. ACCORDING TO THE RECALLS CUSTOMER WILL HAVE TO WAIT |  
##THIS IS THE CLOSING COMMENT  
FOLLOWING RECALL GUIDE LINES REPAIRS WILL BE MADE IN FEB 1997

REVIEW  
98-OCT-01  
WATA

A

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

2207KB GRP: XK13 CONCERN CONTACT VEH TYPE: CAR  
HOUSTON 57 ZN/TR: B1 CONTACT NBR: 107898436 OPENED: 10/29/1996  
VIN: 1ZVPT20C3NE ENGINE: C CLOSED: 11/11/1996

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: OKLAHOMA CITY STATE: OK ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 92 MODEL: PROBE  
MILEAGE: 48000 WSD:  
DEALER NAME: CASA FORD SALES CODE: 162042 P & A: 00854  
CAUSAL CODES: 1213 1216 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 52 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 11/01/1996  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1998/10/29

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

CUSTOMER SAYS:

- TOOK CAR TO DEALER TODAY
- THIS IS SAFETY RELATED:  
SEAT BELT ATTACKED HER, THE SEAT BELT WOULDN'T GIVE ON THE PASSENGER SIDE,  
IT MADE A LOUD NOISE THEN IT WOULDN'T LET HER GO (THIS HAPPEND WHILE DRIVING)
- THE DRIVER SEAT BELT, MAKES A LOUD NOISE
- IT TIGHTENED ON HER AND SHE COULDN'T GET IT OFF
- HAS A BRUISED RIB ON HER SIDE, IT HURTS BADLY
- THIS HAPPEND 10/15/96
- SHE WILL HAVE TO GO TO THE HOSPITAL TODAY
- FEELS AFRAID TO DRIVE THE VEHICLE
- THE CUSTOMER'S RIB MAY BE CRACKED, HAS NOT SOUGHT MEDICAL ATTENTION YET

PER CUSTOMER, DEALER SAYS:

- ORDERED PARTS FOR ANOTHER VEHICLE AND HAVE BEEN WAITING 2 DAYS FOR THOSE PARTS
- AFTER LOOKING AT IT TODAY WILL HAVE TO BRING IT BACK IN IN JANUARY

CUSTOMER SEEKS:

- TO HAVE THE BELT WORKING
- TO DRIVE THE VEHICLE SAFELY

CAC ADVISED:

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

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

=====  
2207KB GRP: XJ13 CONCERN CONTACT VEH TYPE: CAR  
HOUSTON 57 ZN/TR: B1 CONTACT NBR: 107096438 OPENED: 10/29/1996  
VIN: 1ZVPT20C3N5 ENGINE: C CLOSED: 11/11/1996  
=====

1996/11/04  
\*\*\*THIS IS THE CLOSING COMMENT  
PARTS FOR THE RECALLS ON THIS VEHICLE CONCERNING THE SEATBELTS HAVE BEEN ORDERED AND SHOULD BE INSTALLED BY WED NOV 6TH.  
\*\*\* NAVIS: SUBSEQUENT \*\*\*  
CUSTOMER SAYS:  
- THE CUSTOMER IS CALLING BACK  
- A FORD ATTORNEY SENT THE DEALERSHIP A LETTER ON BEHALF OF THE CUSTOMER  
- THE CUSTOMER HAS NOT SPOKEN WITH THE FORD ATTORNEY  
- THE CUSTOMER STATES THAT THE SEAT  
\*  
PER CUSTOMER, DEALER SAYS: TAMMY (SERVICE)  
- THEY ARE WAITING A PART FOR THE VEHICLE  
- THEY ARE NOT GOING TO FIX THE PASSENGER SIDE SEATBELT, BECAUSE THEY CANNOT MAKE IT MAKE THE CONCERN  
- THEY TOLD THE CUSTOMER SHE CAN PICK HER CAR UP  
\*  
CUSTOMER SEEKS:  
- TO LET FORD KNOW THAT AN ATTORNEY LETTER HAD BEEN SENT TO THE DEALERSHIP  
\*  
CAC ADVISED:  
- DEALERSHIPS ARE INDEPENDENTLY OWNED AND OPERATED  
- CONTACT RANDY ST GEORGE CUST. REL. MGR. FOR FURTHER EXPLANATION.  
- DOCUMENTED CONCERN

09/11/98

MASTER OWNER RELATIONS SYSTEM I1

14.21.02

-----  
9672EV GRP: XAO3 CONCERN CONTACT VEH TYPE: CAR  
SDR 10 ZN/TR: G1 CONTACT NBR: 107869855 OPENED: 12/11/1996  
VIN: 1ZVPT20CBNS [REDACTED] ENGINE: C CLOSED: 01/08/1997  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: VA ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 92 MODEL: PROBE  
MILEAGE: 79066 WSD:  
DEALER NAME: PULASKI MOTOR COMPA SALES CODE: 127502 P & A: 06628  
CAUSAL CODES: 1203 1207 SYMPTOMS: 104100 607600 208000  
DRIGIN: GO TRANS. DST/RGN: 27 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 01/08/1997  
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:

1996/12/11

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

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

CUSTOMER SAYS:

- THE SEAT BELT IS STUCK IN THE MIDDLE OF THE TRACK.
- RECEIVED A RECALL NOTICE ON THE SEAT BELTS AND WOULD LIKE TO GET IT REPAIRED.
- HAVE TO GET VEHICLE REPAIRED BECAUSE THEY COULD GET A TICKET FOR A BROKEN SEAT BELT.
- THE SEAT BELT MOTOR RUNS CONSTANTLY.

PER CUSTOMER, DEALER SAYS:

- THE PARTS WILL NOT GET IN UNTIL AFTER DECEMBER 15.

CUSTOMER SEEKS:

- VEHICLE REPAIRED AS SOON AS POSSIBLE.

CAC ADVISED:

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

1996/12/18

CSM VERONICA ISSA

- PER CAROL CLOWERS, SERV MGR, DLR HASN'T CONTACTED CUSTOMER YET. PER RECALL GUIDELINES, VEH MUST BE INSPECTED PRIOR TO PARTS BEING ORDERED. DLR WILL CONTACT CUSTOMER FOR SERV APPOINTMENT TODAY

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
9672EV GRP: AX03 CONCERN CONTACT VEH TYPE: CAR  
SDR 10 ZN/TR: G1 CONTACT NBR: 107869855 OPENED: 12/11/1996  
VIN: 12VPT20CBNS [REDACTED] ENGINE: C CLOSED: 01/08/1997  
-----

1996/12/20

CSM VERONICA ISSA

-PER CAROL CLOWERS, SERV MGR, DLR CALLED CUSTOMER 12/19/96 CUSTOMER TO BRING VEH IN FOR INSPECTION AT HER CONVENIENCE

1997/01/02

CSM VERONICA ISSA

-PER CAROL CLOWERS, SERV MGR, PER DLR INSPECTION DRIVER SIDE SEAT BELT NEEDS TO BE REPLACED. PARTS ORDERED THIS DATE. DLR ANTICIPATES RECEIVING PARTS IN 2 BUSINESS DAYS. DLR TO HANDLE ACCORDINGLY

1997/01/08

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

\*\*\* THIS CONTACT OPENED DUE TO ONP 96670 \*\*\*

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

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

CUSTOMER SAYS:

-CALLING ABOUT THE SEATBELT RECALL

-THE SEATBELT IS NOT WORKING

-HE WILL NOT HAVE A SEATBELT FOR THE DAYS WHILE THE PARTS ARE BEING ORDERED

-WANTS A RENTAL VEHICLE WHILE THE PARTS ARE ON ORDER

PER CUSTOMER, DEALER SAYS:

-THE TURN OFF SWITCH FOR THE SEATBELT IS NOT WORKING

-THEY HAD TO DISCONNECT THE MOTOR OF THE SEATBELT

-THE SEATBELT IS INOPERABLE

CUSTOMER SEEKS:

-TO HAVE THE RECALL PERFORMED

-TO HAVE SOME TYPE OF TEMPORARY FIX DONE TO HIS SEATBELT FOR THE DAYS THE PARTS ARE BEING ORDERED

-RENTAL VEHICLE

CAC ADVISED:

\*\*\*REGARDS TO RENTAL VEHICLE:

- NO LOANER OFFERED ON THIS PROGRAM.

\*\*\*REGARDS TO RECALLS/ONP:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MR. AARON SMITH (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

09/11/98                    MASTER OWNER RELATIONS SYSTEM II                    14.21.02  
-----  
9872EV    GRP: XAO3    CONCERN CONTACT                    VEH TYPE: CAR  
SDR            10    2N/TR: G1    CONTACT NBR: 107B69855    OPENED: 12/11/1996  
VIN:            1ZVPT20C8N                    ENGINE: C                    CLOSED: 01/08/1997  
-----

1997/01/08  
(AJS)

- CUSTOMER CALLED CAC FROM DEALERSHIP THIS AFTERNOON
- AFTER MR JOHNSON SPOKE WITH A FORD REPRESENTATIVE WE ATTEMPTED TO OFFER HIM A LOANER VEHICLE UNDER OUR OWN LOANER POLICY, BUT COULD NOT WORK OUT AN ARRANGEMENT DUE TO THE AGE OF HIS GIRLFRIEND WHO WAS GOING TO DRIVING THE VEHICLE
- INFORMED OWNER OF THE VEHICLE THE PARTS SHOULD ARRIVE TOMORROW (1/7/97) AND SHE SHOULD CONTACT US AFTER 12:00PM TO SET UP ARRANGEMENTS FOR OUR PICKING UP THE VEHICLE TO REPAIR IT...SHE WAS SATISFIED WITH THIS
- SINCE PARTS WERE ORDERED ON FRIDAY, 1/3/97, ARRIVAL IS ANTICIPATED ON THE FEDERAL EXPRESS SHIPMENT TOMORROW, 1/7/97

1997/01/08

###THIS IS THE CLOSING COMMENT

CSM VERONICA ISSA

-PER CAROL CLOWERS, SERV MGR, PARTS RECIEVED..DLR PERFORMING RECALL

###THIS IS THE CLOSING COMMENT

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

-----  
 948618 GPP: XX04 CONCERN CONTACT VEH TYPE: CAR  
 WASHINGTON 27 ZN/TR: F1 CONTACT MBR: 107889458 OPENED: 12/17/1996  
 VIN: 1ZVPT20CONS ENGINE: C CLOSED: 01/22/1997  
 -----

-----  
 LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
 ADDRESS: [REDACTED]  
 CITY: ARLINGTON STATE: VA ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 92 MODEL: PROBE  
 MILEAGE: 50000 WSD:  
 DEALER NAME: WORLD OF FORD SALES SALES CODE: 127009 P & A: 00141  
 CAUSAL CODES: 1203 1209 SYMPTOMS: 104100  
 ORIGIN: GD TRANS. DST/RGN: 27 TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE: 01/09/1997  
 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:  
 1996/12/17  
 \*\*\* NAVIS: ORIGINAL \*\*\*  
 \*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 98S48 & 98S98 \*\*\*  
 CUSTOMER SAYS:  
 - HER SEAT BELTS LOCK UP ON HER  
 - THE DEALER IS SAYING THAT SHE WOULD HAVE TO COME IN TWICE (ONE TO INSPECT  
 THE CAR AND ONE TO FIX THE CAR  
 \*  
 PER CUSTOMER, DEALER SAYS:  
 - THAT IS THE WAY FDR IS DOING IT  
 \*  
 CUSTOMER SEEKS:  
 - THE CAR FIXED  
 - TO TAKE THE CAR IN ONCE  
 \*  
 CAC ADVISED:  
 - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
 - REQUEST MR. CHUCK JACKOWSKI( SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2  
 BUSINESS DAYS  
 - PLACED AN OUTBOUND CALL TO THE DEALER AND SPOKE TO SCOTT  
 - HE SAID HE WOULD TAKE HER INFORMATION OVER THE PHONE AND ORDER THE PART  
 - THE PART WILL TAKE 2-3 WEEKS TO GET IN  
 1996/12/18  
 PART FOR DN SIDE REC'D. OPPOSITE SIDE ON ORDER. CUST. WILL BE NOTIFIED  
 AND SCHED. UPON ARRIVAL.  
 1997/01/15  
 ###THIS IS THE CLOSING COMMENT  
 SP. ORDER PARTS. CUST. WANTED BOTH SIDES REPL. AND REPAIRS COMPLETED  
 DURING ONE VISIT. PARTS ON ORDER.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

8771CA GRP: XX01 CONCERN CONTACT VEH TYPE: CAR  
NEW YORK 13 ZN/TR: B1 CONTACT NBR: 107895159 OPENED: 12/18/1996  
VIN: 12VPT20C1N5 ENGINE: C CLOSED: 01/02/1997

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: CEDAR HILLS STATE: NJ ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 92 MODEL: PROBE  
MILEAGE: 63000 WSD:  
DEALER NAME: WARNOCK FORD SALES CODE: 113491 P & A: 03679  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: 80 TRANS. DST/RGN: 13 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 12/18/1996  
ACK. CODE: ASSIST CODE: 0 AWARD AMT: 0 SURVEY: Y (Y DR N)

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

COMMENTS:

1996/12/18

THIS CONTACT OPENED DUE TO DNP 95870  
\*\*\* VEHICLE INVOLVED IN RECALL 96548 \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 96599 \*\*\*  
\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- CUSTOMER IS CALLING BACK IN REGARDS TO THE SEAT BELT RECALLS
- CUSTOMER TOOK VEHICLE BACK TO DEALER TO HAVE THE SEAT BELTS REPAIRED
- CUSTOMER TOOK VEHICLE TO THE DEALER TO HAVE BOTH THE DRIVERS SIDE AND PASSENGER SIDE SEAT BELTS TEMPORARILY REPAIRED UNTIL THE NEW PARTS ARRIVE
- THE PASSENGER SEAT BELT WAS NOT TEMPORARILY REPAIRED AT APPOINTMENT
- CUSTOMER DID NOT HAVE PROGRAM NUMBER 95870 PERFORMED

PER CUSTOMER, DEALER SAYS:

- DEALER JUST PUT THE FUSE BACK IN THE VEHICLE WHICH TEMPORARILY REPAIRED THE DRIVERS SIDE
- DEALER STATES THAT THEY CANNOT TEMPORARILY REPAIR THE PASSENGER SIDE SEAT BELT
- DEALER STATES THAT THEY DID ORDER A NEW PART FOR THE PASSENGER SIDE

CUSTOMER SEEKS:

- WOULD LIKE BOTH SEAT BELTS TEMPORARILY REPAIRED UNTIL THE NEW RECALLED PARTS ARE IN

CAC ADVISED:

- RE: 96599 AND 96548 HAVE A TEMPORARY REPAIR; NEW PARTS EXPECTED 12/15/98
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MS. DENISE NAGY (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

=====  
8771CA GRP: XX01 CONCERN CONTACT VEH TYPE: CAR  
NEW YORK 13 ZN/TR: B1 CONTACT NBR: 107895159 OPENED: 12/18/1998  
VIN: 1ZVPT20C1N5 [REDACTED] ENGINE: C CLOSED: 01/02/1997  
=====

1996/12/26

###THIS IS THE CLOSING COMMENT  
CUST SMAS IN TO DEALER HAD PREVIOUS DEALING AND CUST IS EXTREMELY HARD TO PLEASE  
HE SPOKE WITH FACTORY REP ON LAST VISIT WAS TOLD TO FIX THE VEHICLE AT THIS TIME  
AND WHEN PARTS ARE AVAILABLE FOR THE RECALL THEN PERFORM THE RECALL CUST MADE  
APPT AND THE TECH DIAG WHAT WAS NEEDED DID NOT HAVE THE PARTS IN STOCK CUST  
WAS ADVISED THAT WE ORDERED PARTS FOR HIM CUST WAS NOT HAPPY THAT PARTS WERE  
NEEDED TO BE ORDERED AND DID NOT FEEL THAT HE SHOULD HAVE TO WAIT FOR RECALL PARTS  
EITHER.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

8216DJ GRP: XX17 CONCERN CONTACT VEH TYPE: CAR  
WASHINGTON 27 ZN/TR: C1 CONTACT NBR: 107904568 OPENED: 12/20/1996  
VIN: 12VPT20C8NE [REDACTED] ENGINE: C CLOSED: 01/29/1997

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: CLINTON STATE: MD ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 92 MODEL: PROBE  
MILEAGE: 135232 WSD:  
DEALER NAME: WALDORF FORD, INC. SALES CODE: 127047 P & A: 00149  
CAUSAL CODES: 1203 SYMPTONS: 104100  
ORIGIN: 60 TRANS. DST/RGN: 27 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 01/22/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1996/12/20

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

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

CUSTOMER SAYS:

- MADE THE APPOINTMENT TO HAVE RECALL PREPAIRS PERFORMED IN OCTOBER AND DEALER INFORMED HER THAT THE PARTS WOULD NOT BE IN UNTIL AFTER DECEMBER 15
- CALLED DEALER ON 12-16-96 FOR AN APPOINTMENT AND THE PARTS STILL WERE NOT IN
- IS UPSET THAT THE DEALER HAD HER COME OUT TO THE DEALER AFTER MAKING HER APPOINTMENT JUST TO TELL HER THAT THE PARTS WEREN'T IN

PER CUSTOMER, DEALER SAYS:

- JOE LYNN DYE, SERVICE ADVISOR SAID THAT SHE WASN'T SURE WHEN THE PARTS WOULD BE IN

CUSTOMER SEEKS:

- TO GET THE RECALL PERFORMED ON HER VEHICLE

CAC ADVISED:

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

1997/01/22

##THIS IS THE CLOSING COMMENT  
CONCERN RESOLVED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
1838PC GRP: XX14 INQUIRY CONTACT VEH TYPE: CAR  
UNKNOWN ZN/TR: CONTACT NBR: 107908224 OPENED: 12/20/1996  
VIN: 12VPT21U5N5 ENGINE: U CLOSED: 12/20/1996  
-----

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 92 MODEL: PROBE  
MILEAGE: 90000 WSD:  
DEALER NAME: SALES CODE: P & A:  
CAUSAL CODES: 1204 SYMPTOMS: 104100  
ORIGIN: 00 TRANS. DST/RGM: TRANS. DATE:  
SERVICE/SALES: CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1996/12/20

\*\*\* VEHICLE INVOLVED IN RECALL 9654B \*\*\*

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

CUSTOMER SAYS:

-INVOLVED IN RECALL

-CUSTOMER IS WORRIED ABOUT DRIVING VEHICLE WITHOUT THE SHOULDER HARNESS

FUNCTIONING

-CUSTOMER ASKED DEALERSHIP FOR A LOANER WHILE THEY WAIT FOR THE PART TO COME IN

\*

PER CUSTOMER, DEALER SAYS:

-NO LOANER

\*

CUSTOMER SEEKS:

-A LOANER VEHICLE

-IS IT SAFE TO DRIVE VEHICLE WITHOUT THE SHOULDER HARNESS

\*

CAC ADVISED:

- NO LOANER OFFERED ON THIS PROGRAM.

-CONTACT LOCAL DEALERSHIP TO VERIFY IF SAFE TO DRIVE WITHOUT HARNESS



09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====  
 2327EB GRP: XK09 CONCERN CONTACT VEH TYPE: CAR  
 KANSAS CITY 53 ZN/TR: D2 CONTACT NBR: 107940285 OPENED: 01/06/1997  
 VIN: 1ZVPT20C6N5 ENGINE: C CLOSED: 01/27/1997  
 =====

=====  
 LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
 ADDRESS: [REDACTED] IDGE: [REDACTED]  
 CITY: ST LOUIS STATE: MO ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 92 MODEL: PROBE  
 MILEAGE: 65000 WSD:  
 DEALER NAME: DAVE SINCLAIR FORD SALES CODE: 153080 P & A: 08199  
 CAUSAL CODES: 1001 1203 SYMPTOMS: 104100  
 ORIGIN: 00 TRANS. DST/RGN: 53 TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE: 01/16/1997  
 ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)  
 =====

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

COMMENTS:

1997/01/08  
 \*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 \*\*\*  
 \*\*\* NAVIS: SUBSEQUENT \*\*\*  
 CUSTOMER SAYS:  
 -THE SEATBELT IN THE VEHICLE IS INOPERABLE.  
 -THE SLIDING MECHANISM IN THE SEATBELT IS NOT WORKING.  
 -THE SEATBELT ALSO WILL NOT LOCK.  
 -THE CUSTOMER WAS AT THE DEALERSHIP A WEEK AND A HALF AGO AND THAT IS WHEN THE PARTS WERE ORDERED.  
 -IN HER STATE IT IS THE LAW TO WEAR TO THE SEATBELTS.  
 \*  
 PER CUSTOMER, DEALER SAYS:  
 -THE PARTS ARE ORDERED ON A PER OCCURENCE BASIS.  
 -THEY DID NOT HAVE THE PARTS IN STOCK.  
 \*  
 CUSTOMER SEEKS:  
 -WOULD LIKE TO KNOW WHY THE PART IS NOT READILY AVAIABLE.  
 -LOANER VEHICLE  
 \*\*CAC ADVISED:  
 REGARDING RECALL/DNP  
 - REQUEST CUST REL MGR/SVC MGR TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS DAYS REGARDING RECALL/DNP  
 \*\*REGARDING LOANER VEHICLE  
 - LOANERS ARE NOT A PROVISION OF THE WARRANTY,  
 - CONTACT MR. KURT KOBUSCH (SVC.MGR./CUST REL MGR.) FOR CLARIFICATION OF THE DEALERSHIP'S POLICY ON ALTERNATIVE TRANSPORTATION.  
 - MAY REQUIRE AN APPOINTMENT  
 -CSR APOLOGIZED TO THE CUSTOMER FOR ANY INCONVENIENCE SHE MAY BE EXPERIENCING WITH THE PART DELAY.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
2327EB GRP: XK09 CONCERN CONTACT VEH TYPE: CAR  
KANSAS CITY 53 ZN/TR: 02 CONTACT NBR: 107940285 OPENED: 01/06/1997  
VIN: 1ZVPT20C6N5 ENGINE: C CLOSED: 01/27/1997  
-----

1997/01/20

###THIS IS THE CLOSING COMMENT  
REPLACED SEAT TRACKS PER 98548-DONE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

1B05CR	GRP: 06	INFORMATION CONTACT	VEH TYPE: CAR
SAN FRAN	72	ZN/TR: 01	CONTACT NBR: 107940970
VIN: 12VPT22L4N5		ENGINE: L	OPENED: 01/06/1997
			CLOSED: 01/08/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	MINICARA	STATE:	CA	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	92	MODEL:	PROBE		
MILEAGE:	83000	WSD:			
DEALER NAME:	TOWNE FORD SALES	SALES CODE:	172011	P & A:	07B51
CAUSAL CODES:	1204 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:

1997/01/06

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

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

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

CUSTOMER SAYS:

-HAVE NOT HAD A RETURN CALL FROM THE DEALER TO LET ME KNOW IF PART WAS IN

\*

PER CUSTOMER, DEALER SAYS:

-WILL TAKE ABOUT THREE WEEKS TO ORDER PARTS

\*

CUSTOMER SEEMS:

-SEAR BELT RECALL WORK PERFORMED

\*

CAC ADVISED:

- CUSTOMER'S VEHICLE IS INVOLVED IN RECALL 96599 AND RECALL 96548

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
B450RC GRP: 14 CONCERN CONTACT VEH TYPE: CAR  
DETROIT 48 ZN/TR: E2 CONTACT NBR: 107964539 OPENED: 01/10/1997  
VIN: 1ZVPT21U4NS ENGINE: U CLOSED: 01/25/1997  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: BELLEVILLE STATE: MI ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 92 MODEL: PRDGE  
MILEAGE: 1 WSD:  
DEALER NAME: ATCHINSONFORD SALES SALES CODE: 148400 P & A: 02731  
CAUSAL CODES: 1203 2010 SYMPTONS: 104100  
ORIGIN: GO TRANS. DST/RGN: 48 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 01/18/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/01/10

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

CUSTOMER SAYS:

- HAS HAD VEHICLE IN FOR RECALL WORK 2 TIMES TOLD NO PARTS OR TOOLS AVAILABLE

PER CUSTOMER, DEALER SAYS:

- ON TUESDAY, WE DO NOT HAVE PARTS

CUSTOMER SEEKS:

- RECALL WORK PERFORMED

CAC ADVISED:

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

CUSTOMER HAD PROBLEMS WITH TELEPHONE WAS DISCONNECTED

\*\*\*THE FOLLOWING SYMPTON CODE(S) WERE REMOVED: 104000

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

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

CUSTOMER SAYS:

- THE DRIVERS SIDE SEATBELT DOES NOT WORK

- WANTS TO HAVE THE SEATBELT RECALL WORK PERFORMED

PER CUSTOMER, DEALER SAYS:

- PER ROBERT JONES, THEY ARE WAITING THE PARTS

CUSTOMER SEEKS:

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

8450RC	GRP: 14	CONCERN CONTACT	VEH TYPE: CAR
DETROIT	48	ZN/TR: E2	CONTACT NBR: 107964539
VIN:	12VPT21U4NS	ENGINE: U	OPENED: 01/10/1997
			CLOSED: 01/25/1997

=====

1997/01/10

- TO HAVE THE RECALL PERFORMED
- TO HAVE THE CAR REPAIRED UNDER WARRANTY

CAC ADVISED:

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

1997/01/18

##THIS IS THE CLOSING COMMENT

PART CAME IN AND CUST HAS AN APPOINTMENT ON MONDAY 01/20/1997.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

1158EK	GRP: XAD9	INFORMATION CONTACT	VEH TYPE: CAR
ATLANTA	21	2N/TR: C3	CONTACT NBR: 10797J133
VIN:	N	ENGINE:	OPENED: 01/15/1997
			CLOSED: 01/15/1997

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	ACE		MI:	
ADDRESS:	[REDACTED]	STATE:	SC	ZIP:	[REDACTED]
CITY:	CHARLESTON	BUS. PHONE:	[REDACTED]		
HOME PHONE:	[REDACTED]	MODEL:	PROBE		
MODEL YEAR:	92	SALES CODE:	121291	P & A:	01025
MILEAGE:	64000	SYMPTOMS:	104100		
DEALER NAME:	JONES FORD INC	TRANS. DST/RGN:		TRANS. DATE:	
CAUSAL CODES:	1215 2801			CONTACT DATE:	
ORIGIN:	GD			D SURVEY:	(Y OR N)
SERVICE/SALES:	1				
ACK. CODE:		ASSIST CODE:			
		AWARD AMT:			

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

COMMENTS:

1997/01/15  
\*\*\*NO VIN AVAILABLE\*\*\*  
CUSTOMER SAYS:  
- BOO # FROM JONES FORD (MARK IN SERVICE  
- HAS A RECALL LETTER REGARDING THE SEAT)  
- DOES NOT HAVE THE LETTER WITH HER  
- JUST CALLED THE DEALERSHIP, NOT STOP BY  
\*  
PER CUSTOMER, DEALER SAYS:  
- THE DEALER STATED THEY DON'T HAVE PARTS YET  
- CALL HERE TO FIND OUT THE WHAT IS GOING ON  
\*  
CUSTOMER SEEKS:  
- WANTS THE SEAT BELTS FIXED  
\*  
CAC ADVISED:  
\*\*\* CALL BACK WITH THE VIN # TO VERIFY THIS AND SEND A CONCERN OUT TO THE DEALERSHIP \*\*\*

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
O173DD GRP: XX13 CONCERN CONTACT VEH TYPE: CAR  
ATLANTA 21 2N/TR: C3 CONTACT NBR: 107980658 OPENED: 01/15/1997  
VIN: 1ZVPT2OC4N5 [REDACTED] ENGINE: C CLOSED: 01/22/1997  
-----

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED] ACE  
CITY: CHARLESTON STATE: SC ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 92 MODEL: PROBE  
MILEAGE: 64000 WSD:  
DEALER NAME: JONES FORD INC SALES CODE: 121291 P & A: 01025  
CAUSAL CODES: 1204 2801 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 21 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 01/15/1997  
ACK. CODE: ASSIST CODE: M AWARD AMT: Q SURVEY: N (Y OR N)  
-----

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

COMMENTS:

1997/01/15

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

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

CUSTOMER SAYS:

-WANTS TO HAVE THE SEATBELT RECALLS PERFORMED ON THE VEHICLE  
-CALLED DEALERSHIP TODAY TO MAKE AN APPOINTMENT. AND THE DEALERSHIP SAID THEY  
COULDNT DO THE RECALL

\*

PER CUSTOMER, DEALER SAYS:

-DEALERSHIP SAID THEY DONT HAVE THE PARTS AND TO CALL FORD TO SEE WHATS GOING  
ON (NAME NOT AVAILABLE-PERSON IN SERVICE)

\*

CUSTOMER SEEKS:

-WANTS THE RECALL PERFORMED ON THE VEHICLE

\*

CAC ADVISED:

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

###THIS IS THE CLOSING COMMENT

[REDACTED] IS BRINGING THE VEHICLE IN ON 1/17/97 TO INSPECT THE PASSENGER  
SEATBELT AND TO ORDER THE DRIVERS SIDE (INOP)

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====  
0173DD GRP: XX13 CONCERN CONTACT VEH TYPE: CAR  
ATLANTA 21 ZN/TR: C3 CONTACT NBR: 107980658 OPENED: 01/15/1997  
VIN: 1ZVPT20C4N5 ENGINE: C CLOSED: 01/22/1997  
=====

1997/02/20

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

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

CUSTOMER SAYS:

- CUSTOMER IS CALLING BACK AND IS UPSET BECAUSE DEALER HAS NOT YET RECEIVED  
REPAIR PARTS FOR RECALL 96S48 AND 96S99.

PER CUSTOMER, DEALER SAYS:

- PARTS ARE ON NATIONAL BACK ORDER.

CUSTOMER SEEKS:

- VEHICLE REPAIRED

CAC ADVISED:

- DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE.

- FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

-----  
B282RL GRP: XX11 CONCERN CONTACT VEH TYPE: CAR  
KANSAS CITY 53 ZN/TR: A2 CONTACT NBR: 107986427 OPENED: 01/16/1997  
VIN: 1ZVPT20C4N5 ENGINE: C CLOSED: 01/30/1997  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: BLUE SPRINGS STATE: MO ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 92 MODEL: PROBE  
MILEAGE: 72400 WSD:  
DEALER NAME: BLUE SPRINGS FORD I SALES CODE: 153118 P & A: 05100  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 53 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 01/22/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/01/16

\*\*\* VEHICLE INVOLVED IN ONP 95B7D \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 96S48 & 96S99 \*\*\*  
\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- AUTOMATIC SEAT BELTS LOCK UP ON BOTH SIDES  
- DEALERSHIP WILL RELEASE THE VEHICLE TO THE CUSTOMER SINCE THE PARTS WILL  
TAKE 2 WEEKS TO BE DELIVERED

PER CUSTOMER, DEALER SAYS:

- MR. DAVID ROGERS, SERVICE ADVISOR, INFORMED CUSTOMER OF RECALLS ON THE  
VEHICLE  
- CUSTOMER WILL BE NOTIFIED BY MAIL WHEN PARTS ARE IN; CUSTOMER COULD THEN  
BRING THE CAR IN FOR REPAIRS

CUSTOMER SEEKS:

- SAFETY CLARIFICATION

CAC ADVISED:

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

1997/01/23

###THIS IS THE CLOSING COMMENT  
PARTS ARE ORDER FOR RECALL ON SEAT BELTS

5513BJ GRP: XX15 INFORMATION CONTACT VEH TYPE: CAR  
CINCINNATI 47 ZN/TR: CONTACT NBR: 108006961 OPENED: 01/22/1997  
VIN: N ENGINE: CLOSED: 01/22/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED] CITY: INDIANAPOLIS STATE: IN ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 92 MODEL: PROBE  
MILEAGE: 40000 WSD:  
DEALER NAME: FORD MOTOR COMPANY- SALES CODE: 147000 P & A: 68027  
CAUSAL CODES: 1204 0411 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:  
1997/01/22

- CUSTOMER SAYS:  
- VEHICLE INVOLVED IN RECALL REGARDING SEATBELTS  
- CUSTOMER WENT UP TO DEALERSHIP TWICE TO HAVE RECALL PERFORMED AND BOTH TIMES THE PART WAS NOT AVAILABLE  
- WAS TOLD BOTH TIMES THAT HER VEHICLE WAS READY TO BE PICKED UP AND BOTH TIMES THE VEHICLE WAS NOT READY AND PART STILL NEEDED TO BE ORDERED  
- CUSTOMER IS DISSATISFIED WITH THE DEALERSHIP'S HANDLING OF THIS CONCERN  
\*  
PER CUSTOMER, DEALER(NAME UNAVAILABLE) SAYS:  
- SHARP FORD  
- SALES CODE-147025  
- P&A CODE-04674  
- PARTS NOT AVAILABLE, THEY HAVE TO BE ORDERED  
\*  
CUSTOMER SEEKS:  
- TO COMPLAIN ABOUT DEALERSHIP  
\*  
CAC ADVISED:  
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO APPROPRIATE OFFICE

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

633BAW GRP: XXOB CONCERN CONTACT VEH TYPE: CAR  
LOS ANGELES 71 ZN/TR: E2 CONTACT NBR: 108017092 OPENED: 01/24/1997  
VIN: 1ZVPT2DC1NS ENGINE: C CLOSED: 02/04/1997

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: PALM DESERT STATE: CA ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 92 MODEL: PROBE  
MILEAGE: 55881 WSD:  
DEALER NAME: PALM SPRINGS FORD SALES CODE: 171430 P & A: 05574  
CAUSAL CODES: 1204 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 71 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 01/28/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/01/24

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

CUSTOMER SAYS:

- CUSTOMER'S MOTHER CALLING
- CUSTOMER RECEIVED RECALL NOTICE ON SEAT BELTS
- THE MOTOORIZED SHOULDER HARNESS TRACK HAS FROZEN UP
- THE DEALERSHIP HAS BEEN TERRIFIC

PER CUSTOMER, DEALER SAYS:

- LAURIE AVERSON SAID THAT THE PARTS WERE NATIONAL BACK ORDER AND THERE IS NO PROJECTED DELIVERY DATE

CUSTOMER SEEKS:

- WHY THE PARTS DELAY?

CAC ADVISED:

RE: VEHICLE REPAIR

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

RE: PART DELAY

- THE PART MANUFACTURER HAS BEEN UNABLE TO KEEP UP WITH DEMAND, AND THAT WAS THE REASON FOR THE STAGGERED RECALL. WE DO APOLOGIZE FOR THE DELAY AND SUGGEST THE CUSTOMER STAY IN TOUCH WITH THE DEALERSHIP.

1997/01/28

###THIS IS THE CLOSING COMMENT

CUSTOMER WILL BE CONTACTED AS SOON AS WE RECEIVE THE PARTS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

-----  
4699BK GRP: 05 CONCERN CONTACT VEH TYPE: CAR  
CHICAGO 41 ZN/TR: F1 CONTACT NBR: 108032343 OPENED: 01/29/1997  
VIN: 1ZVPT20CONS [REDACTED] ENGINE: C CLOSED: 02/12/1997  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: KENOSHA STATE: WI ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] EXT: [REDACTED]  
MODEL YEAR: 92 MODEL: PROBE  
MILEAGE: 83000 WSD:  
DEALER NAME: MAURD FORD SALES CODE: 141305 P & A: 08148  
CAUSAL CODES: 1203 2910 SYMPTOMS: 104100  
ORIGIN: 00 TRANS. DST/RGN: 41 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 02/05/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y DR N)

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

COMMENTS:

1997/01/29  
\*\*\* VEHICLE INVOLVED IN RECALL 96S48 AND 96S99 \*\*\*  
CUSTOMER SAYS:  
- RECEIVED A RECALL LETTER FOR SEATBELTS IN OCTOBER  
- LETTER SAYS TO WAIT UNTIL DECEMBER 15, TO HAVE SEATBELT REPAIRED WHEN PARTS ARE AVAILABLE  
- SEAT BELT WAS WORKING AT THIS POINT  
- MADE AN APPOINTMENT FOR JANUARY 18, 1996  
- JANUARY 14, 1996 HAD AN ACCIDENT, HIT FOR BEHIND, UPON IMPACT SEATBELT LOCKED OUT OF PLACE  
\*  
PER CUSTOMER, DEALER SAYS:  
- HAD TO ORDER THE PARTS  
\*  
CUSTOMER SEEKS:  
- TO HAVE THE SEATBELT REPAIRED  
\*  
CAC ADVISED:  
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
- REQUEST MR. KENNY CLIFTON, CUST REL MNGR, TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS  
-

1997/02/05  
###THIS IS THE CLOSING COMMENT  
CSM CONTACTED THE DEALER. DEALER SAYS THEY ARE CURRENTLY WAITING FOR THE PART TO COME IN. DEALER SAYS WHEN THE PART IS IN THEY WILL SEND OUT A NOTICE TO THE CUSTOMER TO ADVISE AND THEN COMPLETE THE RECALL. PLEASE CLOSE.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7379AR GRP: XX15 CONCERN CONTACT VEH TYPE: CAR  
NEW YORK 13 ZN/TR: N1 CONTACT NBR: 108047955 OPENED: 02/03/1997  
VIN: 1ZVPT21U9N6 ENGINE: U CLOSED: 06/03/1997

-----  
LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: AUBURN STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 92 MODEL: PROBE  
MILEAGE: 91000 WSD:  
DEALER NAME: H & L FORD INC SALES CODE: 113431 P & A: 00677  
CAUSAL CODES: 1210 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 13 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 05/23/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/02/03

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

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

CUSTOMER SAYS:

-CUSTOMER TOOK VEHICLE INTO BODY SHOP BECAUSE SOMEONE BROKE HER WINDOW  
-CUSTOMER ASKED THAT BODY SHOP FIX THE SEATBELT ALSO  
-A COUPLE MONTHS LATER SHE FOUND THAT IT WAS RECALLED  
-THE NON-FORD BODY SHOP THREW AWAY THE PARTS FOR THE SEATBELT  
-CUSTOMER CONTACTED DEALERSHIP TO HAVE THE REPAIR DONE  
-CUSTOMER TOOK THE VEHICLE TO THE DEALERSHIP IN DECEMBER AND THEY HAVE NOT CONTACTED THE CUSTOMER

\* PER CUSTOMER, DEALER SAYS:

-THEY DON'T KNOW IF THEY WILL GET REIMBURSED BECAUSE THE PART IS UNAVAILABLE

\* CUSTOMER SEEKS:

-RECALL PERFORMED

\* CAC ADVISED:

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

1997/05/19

MIKE, WHAT IS THE CURRENT STATUS OF THIS REPAIR? ARE PARTS ON BACKORDER?

JOE RYAN

CSM, MARKET N1

NEW YORK REGION

THANK YOU

1997/05/20

PARTS STILL ON BACKORDER FOR RECALL AS OF 5/19/1997

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

=====  
7379AR GRP: XX15 CONCERN CONTACT VEH TYPE: CAR  
NEW YORK 13 ZN/TR: N1 CONTACT NBR: 108047955 OPENED: 02/03/1997  
VIN: 1ZVPT21U9N [REDACTED] ENGINE: U CLOSED: 08/03/1997  
=====

1997/05/27  
\*\*THIS IS THE CLOSING COMMENT  
PARTS FINALLY SHOWED UP AND WERE INSTALLED. RECALL COMPLETED