09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3995TM GRP: 14 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 16 ZN/TR: C1 CONTACT NBR: 108049325 OPENED: 02/03/1997
VIN: 1ZVPT20C2N5[redacted] ENGINE: C CLOSED: 02/12/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: BELLMAWR STATE: NJ ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 69546 WSD:
DEALER NAME: WINNER FORD SALES CODE: 116010 P & A: 01248
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 16 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/05/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/02/03
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- RECEIVED A RECALL LETTER IN OCTOBER ABOUT OUR SEATBELT
- LETTER SAYS TO WAIT UNTIL DECEMBER 15 1996 UNTIL PART ARE AVAILABLE
- CURRENTLY EXPERIENCING THE PROBLEM DESCRIBED IN RECALL LETTER
*
PER CUSTOMER, DEALER SAYS:
- DON'T HAVE PARTS IN TO PERFORM RECALL
- CALL FORD TO SEE WHEN THE PARTS WILL BE IN
- DEALER HUNG UP ON CUSTOMER TWICE
*
CUSTOMER SEEKS:
- WHEN WILL THE PARTS BE IN SO THAT THE RECALL CAN BE PERFORMED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.MARK LINDER (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/02/05
###THIS IS THE CLOSING COMMENT
COULD NOT CONTACT MR.MCQUND DIRECTLY,SPOKE TO HIS RECEPTIONIST TOLD HER TO HAVE HIM CONTACT ME,WE HAVE ONE PART OF RECALL IN STOCK THE OTHER PARTS HAVE TO BE ORDERED AFTER INSPECTION AND CONFIRMATION THAT THERE IS A FAILURE
DEALER CONTACT FRANK ALLARD

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

4184CT GRP: XX14 INFORMATION CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: [redacted] CONTACT NBR: 108050973 OPENED: 02/03/1997
VIN: 12VPT20C7N5[redacted] ENGINE: C CLOSED: 02/03/1997

LAST NAME: [redacted] ATUS: CLOSED
TITLE: FIRST NANE: [redacted] :
ADDRESS: [redacted]
CITY: BOISSEVAIN STATE: [redacted] P: [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 SYMPTONS: 104100
ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1997/02/03
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-CALLING BECAUSE THE DEALERSHIP ORDERED PARTS TO HAVE THE SEAT BELT RECALLS PERFORMED
-YET THE PARTS HAVE NOT BEEN RECEIVED BECAUSE THEY ARE ON BACKORDER
*
PER CUSTOMER, DEALER SAYS:
-WAITING FOR THE PARTS TO ARRIVE
*
CUSTOMER SEEKS:
-PARTS DELIVERED
*
CAC ADVISED:
-ADVISED CUSTOMER TO STAY IN TOUCH WITH THE PARTS MANAGER AT THE DEALERHSIP

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3635LS GRP: 10 CONCERN CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: C2 CONTACT NBR: 108051174 OPENED: 02/03/1997
VIN: 1ZVPT20CBN[redacted] ENGINE: C CLOSED: 03/21/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: VISALIA STATE: CA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 30000 WSD:
DEALER NAME: VISALIA LINCOLN-MER SALES CODE: 351241 P & A: 12723
CAUSAL CODES: 1012 1ORA SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 51 TRANS. DATE: 02/04/1997
SERVICE/SALES: 1 CONTACT DATE: 03/13/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: N (Y OR N)

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

COMMENTS:
1997/02/03
*** NAVIS: ORIGINAL ***
*** VEHICLE INVOLVED IN RECALL 96S48 ***
*** PARTS DELAY OVER 30 DAYS ***
CUSTOMER SAYS:
- RECEIVED RECALL LETTER IN OCTOBER WENT TO DEALER IN DECEMBER
- DEALER ORDERED PART IN DECEMBER, WENT BACK IN JANUARY, AND FEBRUARY AND PART IS STILL ON BACKORDER
*
PER CUSTOMER. DEALER SAYS:
- WILL CALL HIM WHEN THE PART COMES IN
*
CUSTOMER SEEKS:
- WANTS VEHICLE REPAIRED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
-REQUEST MR. STEVE JACINTO(CUST. REL MNGR/ SVC MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3635LS GRP: 10 CONCERN CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: C2 CONTACT NBR: 10B051174 OPENED: 02/03/1997
VIN: 1ZVPT20C6N5[redacted] ENGINE: C CLOSED: 03/21/1997

1997/02/04
###SALES CODE HAS BEEN CHANGED FROM 172440 TO 351241
CONTACT WAS INCORRECTLY ASSIGNED TO VALLEY FORD L-M IN HANFORD, CA--CORRECT
DEALERSHIP IS VISALIA L-M IN VISALIA, CA--RECALL ADMINISTRATION HEADQUARTERS
VERIFIED THAT ONE SEAT BELT ASSEMBLY HAS SHIPPED TO THE DEALERSHIP AND THE
DEALERSHIP (VISALIA L-M) HAS ANOTHER SEAT BELT ASSEMBLY ON BACK ORDER--
THIS IS A SUPPLIER DELAY AND IS NOT THE FAULT OF THE DEALERSHIP--FORD MOTOR
COMPANY IS EXPERIENCING DELAYS IN SHIPPING PARTS RELATED TO THIS RECALL--
THE DEALERSHIP MAY CALL THE RECALL ADMINISTRATION DEPARTMENT NUMBER LISTED IN
THE RECALL BULLETIN SHOULD THEY REQUIRE ADDITIONAL INFORMATION REGARDING WHEN
THE SECOND BELT WILL ARRIVE--COMMENTS ENTERED INTO MORSII BY J POWERS CSM
SAN FRANCISCO REGIONAL OFFICE
1997/02/24
*** VEHICLE INVOLVED IN RECALL 96S99 ***
*** VEHICLE INVOLVED IN RECALL 96S48 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- RECEIVED RECALL LETTER IN OCTOBER WENT TO DEALER IN DECEMBER
- DEALER ORDERED PART IN DECEMBER, WENT BACK IN JANUARY, AND FEBRUARY AND
PART IS STILL ON BACKORDER
*
PER CUSTOMER, DEALER SAYS:
- NO CONTACT
*
CUSTOMER SEEKS:
- A RESOLUTION
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.LEWIS BEGGS(CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER
WITHIN 2 BUSINESS DAYS-
1997/03/14
###THIS IS THE CLOSING COMMENT
THERE IS CURRENTLY A NATIONAL BACKORDER ON THE SEAT BELT TRACKS THAT ARE
REQUIRED TO RESOLVE THIS CUSTOMER'S CONCERN--DEALERSHIP HAS PROPERLY ORDERED
THE TRACKS AND IS WAITING FOR FORD MOTOR COMPANY TO SHIP THEM--ONCE THE PARTS
ARRIVE AT THE DEALERSHIP THE CUSTOMER WILL BE CONTACTED TO SCHEDULE AN APPOINT
MENT FOR INSTALLATION OF THE PARTS--AS OF 03-14-1997 THE REQUESTED PARTS HAD
NOT ARRIVED AT THE DEALERSHIP

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

5031KK GRP: XX07 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: B1 CONTACT NBR: 108075726 OPENED: 02/07/1997
VIN: 1ZVPT20C5N5[redacted] ENGINE: C CLOSED: 03/19/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: DUNCAN STATE: NE ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 70000 WSO:
DEALER NAME: CROSSROADS FORD INC SALES CODE: 153741 P & A: 07174
CAUSAL CODES: 3001 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 53 TRANS. DATE:
SERVICE/SALES: I CONTACT DATE: 03/12/1997
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:
1997/02/07
*** VEHICLE INVOLVED IN RECALL 96548/96599 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- ARE THERE ANY SEATBELT RECALLS ON THIS VEHICLE?
*
PER CUSTOMER, DEALER SAYS:
- NO CONTACT
*
CUSTOMER SEEKS:
- RECALL INFORMATION
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. RANDY PETERSON, (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/03/12
###THIS IS THE CLOSING COMMENT
CALLED CUSTOMER. SHE HAD ALREADY BEEN IN CONTACT WITH OUR BODYSHOP AND WE ARE WAITING ON SEAT BELTS WHICH WERE BACKORDERED BY FORD. SHE WILL BRING IN FOR REPAIR WHEN PARTS ARE IN AND MIKE GIBBONS IN BODY SHOP WILL REPAIR IT. RP

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

2583CT GRP: XX10 CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: 02 CONTACT NBR: 108090308 OPENED: 02/12/1997
VIN: 12VPT21U7N5[redacted] ENGINE: U CLOSED: 03/06/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted]
CITY: CEDAR RAPIDS STATE: IA ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 58000 WSD:
DEALER NAME: BOB ZIMMERMAN FORD SALES CODE: 141777 P & A: 20285
CAUSAL CODES: 1203 SYMPTONS: 104100
ORIGIN: 60 TRANS. DST/RGN: 41 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/24/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/02/12
*** NAVIS: ORIGINAL ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 AND 96S99 ***
CUSTOMER SAYS:
- VEHICLE RESTRAINT SYSTEM IS NOT WORKING PROPERLY AND IS INVOLEVED IN SEAT BELT RECALL.
- DEALER SAYS THAT PART WILL NOT BE AVAILABLE FOR 8 WEEKS. THIS MEANS THAT I WILL BE OUT OF A SHOULDER RESTRAINT FOR 8 WEEKS, HOWEVER THE LAP BELT STILL WORKS FINE.
*
PER CUSTOMER, DEALER SAYS:
- PART WILL NOT BE AVAILABLE FOR 8 WEEKS.
*
CUSTOMER SEEKS:
- VEHICLE REPAIRED
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR.(SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
REGARDING RECALL 96S48 AND 96S99
- A MALFUNCTION IN A MOTORIZED SHOULDER BELT DOES NOT REDUCE THE EFFECTIVENESS OF ANY LAP BELT. OCCUPANTS SHOULD CONTINUE TO WEAR THEIR LAP BELTS.
1997/02/27
###THIS IS THE CLOSING COMMENT
I TALKED WITH CUSTOMER ON MONDAY THE 24, CUST HAD TAKEN CAR DOWN TO IA CITY DEALER, THEY HAD TO ORDER PARTS, I TALKED CUSTOMER TO COMING BACK TO US I TALKED TO KEN, SERVICE MGR AT IA CITY, FOUND OUT WHAT PARTS THEY ORDERED, HAD THEM SHIP THEM TO US SO CUSTOMER WOULDN'T HAVE TO DRIVE SO FAR. SET UP CAR FOR CUSTOMER TO DRIVE WHEN THEY BROUGHT THEIR CAR IN ON WEDNESDAY FEB 26, WE REPAIRED THE CAR AND CUSTOMER VERY HAPPY ALL TAKEN CARE OF.MJB

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

2583CT GRP: XX10 CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: 02 CONTACT NBR: 10809Q308 OPENED: 02/12/1997
VIN: 1ZVPT21U7N5[redacted] ENGINE: U CLOSED: 03/06/1997

1997/02/27
###THIS IS THE CLOSING COMMENT
CALLED CUSTOMER ON FEB 24TH, DIDN'T HAVE ANY RECORD OF PARTS BEING ORDERED OR CUSTOMER COMING IN FOR THIS VEHICLE TO BE CHECKED OUT, SET UP APPOINTMENT FOR WEDNESDAY FEB 26TH, WILL TRY TO ARRANGE TO REPAIR AT THIS TIME OF THE APPOINTMENT AS NEEDED. CUSTOMER HAPPY WITH GETTING APPOINTMENT SET UP PROPTLY. MJB

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

96508P GRP: XX13 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: 02 CONTACT NBR: 108092288 OPENED: 02/12/1997
VIN: 1ZVPT21UXN[redacted] ENGINE: U CLOSED: 03/20/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS: COURT
CITY: BALDWIN STATE: ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 75000 WSD:
DEALER NAME: LONG FORDSALES INC SALES CODE: 153333 P & A: 08276
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/10/1997
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:
1997/02/12
*** VEHICLE INVOLVED IN RECALL 96S99 ***
*** VEHICLE INVOLVED IN RECALL 96S48 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
MRS. MOURTON CALLING
-NO CURRENT CONCERNS
-ANY RECALLS ON THE VEHICLE
*
PER CUSTOMER, DEALER SAYS:
-PARTS WERE ORDERED A MONTH AGO
-NO CONTACT SINCE THEN
*
CUSTOMER SEEKS:
-RECALLS PERFORMED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. BILL DEVINE (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/03/13
###THIS IS THE CLOSING COMMENT
CALLED CUSTOMER ADVISE THAT PARTS WERE IN. CUSTOMER HAS NOT COME IN TO GET PARTS INSTALLED

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

1BO5CR GRP: 06 INFORMATION CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: C2 CONTACT NBR: 108093824 OPENED: 02/12/1997
VIN: 1ZVPT20C5N5[redacted] ENGINE: C CLOSED: 02/12/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: LA MESA STATE: CA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 47000 WSD:
DEALER NAME: DREW FORD SALES CODE: 171080 P & A: 05466
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1997/02/12
*** VEHICLE INVOLVED IN RECALL 96S48/96S99 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-MY SAFETY BELT IS NOT WORKING PROPERLY
-I'VE BEEN WAITING FOR 2 MONTHS OR MORE FOR THIS PARTICULAR PART
*
PER CUSTOMER, DEALER SAYS:
-BART, SVC MGR, STILL WAITING ON PARTS FOR THE RECALL
*
CUSTOMER SEEKS:
-PARTS FOR SAFETY BELT RECALL
*
CAC ADVISED:
- CUSTOMER'S VEHICLE IS INVOLVED IN RECALL 96S48/96S99
- 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

633BAW GRP: XXOB CONCERN CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: E3 CONTACT NBR: 108100676 OPENED: 02/14/1997
VIN: 1ZVPT20C8N5 [redacted] ENGINE: C CLOSED: 03/10/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: KABA MI:
ADDRESS:
CITY: JACKSONVILLE STATE: NC ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 68000 WSD:
DEALER NAME: SANDERS FORD INC SALES CODE: 121643 P & A: 08858
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: 80 TRANS. DST/RGN: 21 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/20/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1997/02/14
*** VEHICLE INVOLVED IN RECALL 96S48 & 96S99 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- THE SEAT BELT ON THE DRIVERS SIDE IS BROKE (IT WILL NOT LATCH)
- THE PART WAS ORDERED 12/10/96 FOR THE SEAT BELT
*
PER CUSTOMER, DEALER SAYS:
[redacted] SAID THAT THE PARTS ARE ON NATIONAL BACK-ORDER AND WILL NOT BE IN FOR TWO MONTHS.
*
CUSTOMER SEEKS:
-VEHICLE REPAIR
*
CAC ADVISED:
RE: VEHICLE REPAIR
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. TIM ADDIS (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/02/27
###THIS IS THE CLOSING COMMENT
CUSTOMER BROUGHT HIS CAR INTO THE DEALERSHIP AND THE WORK WAS COMPLETED.
###THIS IS THE CLOSING COMMENT
CUSTOMER BROUGHT HER CAR IN AND HAD IT CHECKED AND IS NOW SATISFIED.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6338AW GRP: XX08 CONCERN CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: E3 CONTACT NBR: 108100676 OPENED: 02/14/1997
VIN: 1ZVPT20C6N5[redacted] ENGINE: C CLOSED: 03/10/1997

1997/03/03
*** VEHICLE INVOLVED IN RECALL 96S48 & 96S99 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- CUSTOMER CALLING BACK TO CHECK ON POSSIBLE DATE DEALER CAN EXPECT TO RECEIVE PARTS TO PERFORM RECALL WORK
-
*
PER CUSTOMER, DEALER SAYS:
- NO FURTHER CONTACT
*
CUSTOMER SEEKS:
- REPAIRS UNDER RECALL
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. TIM ADDIS SVC MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS-

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6710BV GRP: XA14 INFORMATION CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: D1 CONTACT NBR: 108103931 OPENED: 02/17/1997
VIN: N ENGINE: CLOSED: 02/17/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: VIRGINIA BEACH STATE: VA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: DALLAS HOLLAR FORD SALES CODE: 127458 P & A: 00121
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1997/02/17
CUSTOMER SAYS:
- NO VIN
- THE CUSTOMER TOOK THE VEHICLE IN TO GET THE SEATBELT REPAIRED
- THEY TOOK THE SEATBELTS APART AND IT WILL NOW TAKE EIGHT WEEKS TO GET THE PARTS FOR THE VEHICLE
*
PER CUSTOMER, DEALER SAYS:
- THE DEALERSHIP BROKE A PART OF THE SEATBELT WHEN THEY TOOK THE BELTS APART
- THEY CANNOT REPAIR THE VEHICLE FOR EIGHT WEEKS
*
CUSTOMER SEEKS:
- TO GET THE VEHICLE TO BE SAFE ENOUGH TO DRIVE
*
CAC ADVISED:
- CONTINUE TO BE PATIENT. AS SOON AS THE PART IS AVAILABLE IT WILL BE SENT TO THE DEALERSHIP

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9650BP GRP: XX13 CONCERN CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: A1 CONTACT NBR: 108118693 OPENED: 02/19/1997
VIN: 1ZVPT21U5N5[redacted] ENGINE: U CLOSED: 02/27/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: EDGEWOOD STATE: KY ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 91000 WSD:
DEALER NAME: AIRPORT FORD SALES CODE: 147011 P & A: 01992
CAUSAL CODES: 1203 1012 SYMPTONS: 104100
ORIGIN: GO TRANS. DST/RGN: 47 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
*** VEHICLE INVOLVED IN RECALL 98S48 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-PARTS WERE ORDERED THREE WEEKS AGO ON THE SAFETY FOR THE SAFETY BELT RECALL
*
PER CUSTOMER, DEALER SAYS:
-THE PARTS WILL NOT BE IN FOR 8 WEEKS OR SO
*
CUSTOMER SEEKS:
-NEEDS TO GET TTHESE PARTS IN
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. GARY SCHAFFER (PARTS MANAGER) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS REGARDING THE STATUS
-CONTINUE COMMUNICATING WITH THE PARTS MANAGER FOR FURTHER ASSISTANCE
1997/02/20
###THIS IS THE CLOSING COMMENT
TALKED TO MR.BARTH THIS DATE ADVISED HIM DO TO THE AMOUNT OF RECALLS TO BE COMPLETED ON HIS TYPE VECH THAT A DELAY IN PARTS ARRIVAL WOULD TAKE TIME. WE TOLD THE CUST THAT AS SOON AS PART ARRIVED WE WILL CALL.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3272JR GRP: XXOB CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: 02 CONTACT NBR: 108123156 OPENED: 02/20/1997
VIN: 1ZVPT21U3N[redacted] ENGINE: U CLOSED: 03/03/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: TEMPE STATE: AZ ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 88000 WSD:
DEALER NAME: BERGE FORD SALES CODE: 171175 P & A: 20305
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/24/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 300 SURVEY: Y (Y OR N)

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

COMMENTS:
1997/02/20
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48///96S99 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-DEALER HAS YET TO RECIEVE THE PARTS FOR THE RECALL
*
PER CUSTOMER, DEALER SAYS:
-IT COULD BE A FEW MORE WEEKS FOR THE PARTS TO COME IN
*
CUSTOMER SEEKS:
-IT IS AGAINST THE LAW IN OUR STATE TO BE WITHOUT SEATBELTS AND BOTH ARE INOPERABLE
-TO GET THE SEATBELTS ASAP
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.GARRETT BLACKWELL. (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/02/24
###THIS IS THE CLOSING COMMENT
CUSTOMER PARTS ARE ON BACK ORDER AND HAVE BEEN FOR EVERY ONE FOR THE LAST SEVERAL WEEKS. THIS PROGRAM HAS BEEN OVER WHELMING TO FORD THEY CANT KEEP UP.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

4794TC GRP: XXOS CONCERN CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: B1 CONTACT NBR: 108125431 OPENED: 02/21/1997
VIN: 1ZVPT20CON5[redacted] ENGINE: C CLOSED: 03/31/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: FRAMINGHAM STATE: MA ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 60000 WSD:
DEALER NAME: FRAMINGHAM FORD SALES CODE: 111065 P & A: 08826
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 11 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/24/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/02/21
*** VEHICLE INVOLVED IN RECALL 96S48/96S99 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- VEHICLE IS INVOLVED IN THE RECALL
*
PER CUSTOMER, DEALER SAYS:
- ADVISED THAT FORD DID NOT SENT THE PARTS FOR THE RECALL
*
CUSTOMER SEEKS:
- VEHICLE REPAIRED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. JEROME CHASE JR (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN
2 BUSINESS DAYS
1997/03/24
###THIS IS THE CLOSING COMMENT
I HAVE TRIED MANY TIMES TO CONTACT CUSTOMER BUT TO NO AVAIL.I HAVE SENT
HIM A POST CARD AND I WILL ADDRESS HIS CONCERN IF AND WHEN HE CALLS ME.
PLEASE CLOSE THIS CONTACT.RS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

0317JL GRP: XX15 INFORMATION CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: H1 CONTACT NBR: 108125650 OPENED: 02/21/1997
VIN: N ENGINE: CLOSED: 02/21/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted]
CITY: ADAMSTOWN STATE: MD ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 100000 WSO:
DEALER NAME: FRANK KENNEDY FORD SALES CODE: 127479 P & A: 00023
CAUSAL CODES: 2023 2801 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: S CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1997/02/21
NO VIN AVAILABLE
CUSTOMER SAYS:
- TOOK THE VEHICLE TO THE DEALERSHIP FOR THE SEAT BELT RECALL AND THEY SAID THE PARTS WON'T BE AVAILABLE FOR 8 WEEKS
- CALLED THE DEALERSHIP THIS MORNING AND THEY SAID THEY DIDN'T HAVE THE PARTS
- IT IS AGAINST MARYLAND STATE LAWS TO DRIVE WITHOUT SEAT BELTS
*
PER CUSTOMER, DEALER SAYS:
- STACY AT THE DEALERSHIP REFERRED THE CUSTOMER
- STACY AT THE DEALERSHIP, CALLED FORD TODAY AND THEY SAID IT WOULD BE ANOTHER 8 WEEKS FOR FORD TO HAVE THE PARTS
*
CUSTOMER SEEKS:
- TO HAVE THE RECALL COMPLETED ON HIS SAFETY BELTS
*
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

3272JR GRP: XX08 CONCERN CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: F1 CONTACT NBR: 1OB132635 OPENED: 02/24/1997
VIN: 1ZVPT20C6NF[redacted] ENGINE: C CLOSED: 03/13/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: [redacted] FIRST NAME: [redacted] MI: [redacted]
ADDRESS: [redacted]
CITY: FOREST HILLS STATE: KY ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 88000 WSD:
DEALER NAME: MOORE FORD LINCOLN SALES CODE: 147591 P & A: 02101
CAUSAL CODES: 1203 SYMPTONS: 104100
ORIGIN: GO TRANS. DST/RGN: 47 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:
1997/02/24
*** VEHICLE INVOLVED IN RECALL 96S48////96S99 ***
CUSTOMER SAYS:
-WE WANT TO GET THIS RECALL COMPLETED
*
PER CUSTOMER, DEALER SAYS:
-FORD DOESN'T HAVE THE PARTS AVAILABLE
*
CUSTOMER SEEKS:
-NEEDS TO GET THE CAR FIXED SO DAUGHTER CAN GET IN CAR TO TAKE A DRIVER'S TEST
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUESTMS.THERESA YATES (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS -
1997/03/06
###THIS IS THE CLOSING COMMENT
WE REPLACED SEAT BELT AS PER RECALL FOR CUSTOMER

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

0604MR GRP: XX16 CONCERN CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: F1 CONTACT NBR: 108140884 OPENED: 02/25/1997
VIN: 1ZVPT20CON[redacted] ENGINE: C CLOSED: 03/05/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted]
CITY: [redacted] STATE: WV ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 49000 WSD:
DEALER NAME: MIDWAY FORD INCORPO SALES CODE: 147469 P & A: 01883
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 47 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/26/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: N (Y OR N)

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

COMMENTS:
1997/02/25
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48, 96S99 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- RECEIVED RECALL NOTICE FOR THE SEAT BELTS
- TOOK VEHICLE IN AND THE DEALER SAYS THE PARTS ARE ON ORDER
- THE SEAT BELT IS CURRENTLY NOT WORKING
*
PER CUSTOMER, DEALER SAYS:
- PARTS ARE ON ORDER
*
CUSTOMER SEEKS:
- TO HAVE RECALL PERFORMED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. GREG BALLENGEE (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER
WITHIN 2 BUSINESS DAYS
1997/02/26
###THIS IS THE CLOSING COMMENT
02/26/1997 RECONFIRMED PARTS ORDER-ON 099 BACKORDER,DPC STATES DELIVERY TIME
8 WEEKS FROM ORDER DATE (01/20/1997),NO FURTHER ACTION.SERVICE MANAGER
GREG BALLENGEE

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3791GM GRP: XX12 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: C1 CONTACT NBR: 108151627 OPENED: 02/27/1997
VIN: 1ZVPT21U3N5[redacted] ENGINE: U CLOSED: 03/07/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted]
CITY: FARMERTON STATE: PA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 61000 WSD:
DEALER NAME: BENNETT LEHIGHTON F SALES CODE: 116476 P & A: 20614
CAUSAL CODES: 1203 1012 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 16 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/28/1997
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:
1997/02/27
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S99 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 ***
CUSTOMER SAYS:
- THE CUSTOMER WOULD LIKE TO GET THE RECALL PREFORMED
*
PER CUSTOMER, DEALER SAYS: NO NAME (SERVICE)
- THEY WILL PUT HER ON A WAITING LIST
- STILL DOES HAVE NOT THE PARTS. THEY ARE ON BACKORDER
*
CUSTOMER SEEKS:
- WANTS THE RECALL TO BE COMPLETED
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. JOHN E KREBS (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN
2 BUSINESS DAYS
1997/02/28
###THIS IS THE CLOSING COMMENT
CONTACTED CUSTOMER VIA TELEPHONE AND SET APPOINT TO REPAIR AS PER RECALL
AS SOONAS SPECIAL ORDERED PARTS COME IN

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

0541MP GRP: XXQ9 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: A1 CONTACT NBR: 108175728 OPENED: 03/05/1997
VIN: 1ZVPT21U9N5[redacted] ENGINE: U CLOSED: 04/10/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted] RD
CITY: BELGRADE STATE: MT ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 109000 WSD:
DEALER NAME: BOZEMAN FORD SALES CODE: 174622 P & A: 08316
CAUSAL CODES: 1203 1012 10RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 74 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/20/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/03/05
*** NAVIS; SUBSEQUENT ***
*** PARTS DELAY OVER 30 DAYS ***
*** VEHICLE INVOLVED IN RECALL 96S99 AND 96S48 ***
CUSTOMER SAYS:
- SEATBELT IS LOCKED IN THE FORWARDING POSITION
- HAVE THE RECALL TO FIX IT BUT IS STILL WAITING FOR THE PART TO COME IN;
HAVE BEEN WAITING SINCE DECEMBER
- FEAR SHE MAY GET A TICKET FOR HAVING THAT SEAT BELT IN THIS POSITION
*
PER CUSTOMER, DEALER SAYS:
- NO RECENT CONTACT
*
CUSTOMER SEEKS:
- RECALL PERFORMED IMMEDIATELY
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. DWIGHT H. OLSEN(CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER
WITHIN 2 BUSINESS DAYS
- KEEP IN TOUCH WITH THE DEALERSHIP FOR THE STATUS OF THE PARTS FOR THE
1997/04/03
###THIS IS THE CLOSING COMMENT
PART IS ON ORDER, D99 UNTIL MID MAY, PER CSN.
D OLSEN, S.M.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6230TH GRP: XXO6 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: [redacted] CONTACT NBR: 108176431 OPENED: 03/05/1997
VIN: 1ZVPT20C6N[redacted] ENGINE: C CLOSED: 03/13/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted]
CITY: [redacted] STATE: CA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 85000 WSD:
DEALER NAME: PUENTE HILLS FORD SALES CODE: 171072 P & A: 05550
CAUSAL CODES: 1D12 1ORA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/06/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: N (Y OR N)

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

COMMENTS:
1997/03/05
*** PARTS DELAY OVER 30 DAYS ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-#800 OBTAINED FROM THE OWNERS MANUAL
-SEATBELTS ARE INOPERATIVE
-THE SEATBELT IS NOT RETRACTING
-ALSO THEY DO NOT LOCK IF CUSTOMER APPLIES ON THE BRAKES HARD
-THE PARTS WERE ORDERED ON JAN 7TH 1997
*
PER CUSTOMER, DEALER SAYS:
-PER PARTS DEPARTMENT (?): THE PARTS HAS NOT CAME IN AT THIS TIME: THEY MAY BE IN BY THE END OF THIS MONTH
*
CUSTOMER SEEKS:
-RESOLUTION TO CONCERN
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
-REQUEST MS TONI WERLEY (CUST. REL MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/03/08
###THIS IS THE CLOSING COMMENT
CUSTOMER ADVISED THAT PARTS FOR RECALL OF SEAT BELT PASSIVE RESTRAINT SYSTEM SUPPLIED FROM MFG. WILL NOT BE AVALIBLE TILL MARCH PLEASE INFORM YOUR CALLERS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7101AW GRP: 10 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: D2 CONTACT NBR: 108177159 OPENED: 03/06/1997
VIN: 1ZVPT21U3N5[redacted] ENGINE: U CLOSED: 03/31/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: TEMPE STATE: AZ ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 66000 WSD:
DEALER NAME: BERGE FORD SALES CODE: 171175 P & A: 20305
CAUSAL CODES: 1203 10RA SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/12/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: BOO SURVEY: Y (Y OR N)

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

COMMENTS:
1997/03/06
*** PARTS DELAY OVER 30 DAYS ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 & 96S99 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- FRIEND IS CALLING BACK FOR CUSTOMER ABOUT RECALLS FOR SAFETY BELTS
- HAS NEVER HEARD FROM THE DEALERSHIP ABOUT THE RECALLS
- PARTS HAVE BEEN ON BACK ORDER FOR FOUR WEEKS
*
PER CUSTOMER, DEALER SAYS:
- NO CONTACT
*
CUSTOMER SEEKS:
- TO HEAR FROM THE DEALERSHIP
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
-REQUEST MR. GARRETT BLACKWELL [CUST. REL MNGR] CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
WILL CALL CUSTOMER AND UPDATE THEM ON THE STATUS OF BACK ORDER PARTS AND INFORM OF ANY FURTHER RECALLS FOR VEHICLE
1997/03/24
###THIS IS THE CLOSING COMMENT
CUSTOMER IS CORRECT THAT THE PARTS TOOK A LONG TIME THEY WERE ON BACKORDER.
SINCE THIS CONTACT THE PARTS HAVE ARRIVED AND REPAIRS COMPLETE.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

0299SS GRP: XA12 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: A1 CONTACT NBR: 108183112 OPENED: 03/07/1997
VIN: 12VPT21U4N5[redacted] ENGINE: U CLOSED: 03/24/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: STATEN ISLAND STATE: NY ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 70000 WSD:
DEALER NAME: ISLAND FORD, INC. SALES CODE: 113301 P & A: 03650
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 13 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:
1997/03/07
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S99 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- 800 NUMBER FROM PHONE BOOK
- THE SHOULDER BELT IS STUCK IN THE MIDDLE, WILL NOT MOVE
- RECEIVED RECALL LETTERS FOR THIS
- IS GOING ON A TRIP IN APRIL
- WOULD LIKE THIS TO BE PERFORMED BEFORE THE TRIP
*
PER CUSTOMER, DEALER SAYS:NO NAME
- WE'LL GET THE PARTS IN APRIL
*
CUSTOMER SEEKS:
- TO HAVE SEAT BELT FIXED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.LARRY BODY, CUST REL MNGR, TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
1997/03/17
###THIS IS THE CLOSING COMMENT
CONTACTED [redacted] ON MARCH 17. [redacted] IS COMING IN ON TUESDAY, MARC
H 18. AT THAT TIME WE WILL INSPECT THE SEAT BELT OPERATIONS AND THEN PROCEED A
S PER THE RECALLS. CLOSE CASE.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

02995S GRP: XX12 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: A1 CONTACT NBR: 108183112 OPENED: 03/07/1997
VIN: 1ZVPT21U4N[redacted] ENGINE: U CLOSED: 03/24/1997

1997/04/17
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S99 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 ***
*** PARTS DELAY OVER 30 DAYS ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-PARTS WERE ORDERED IN DECEMBER
-PARTS STILL ARE NOT IN
-GOING ON TRIP
-CANNOT RENT A VEHICLE DUE TO AGE REQUIREMENTS
-WANT A LOANER VEHICLE
*
PER CUSTOMER, DEALER SAYS:
*
*
CUSTOMER SEEKS:
-LOANER VEHICLE
*
CAC ADVISED:
-NO LOANER PROVISION UNDER CAMPAIGN #

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

8216DJ GRP: XX17 INFORMATION CONTACT VEH TYPE: CAR
UNKNOWN 99 ZN/TR: CONTACT NBR: 108193963 OPENED: 03/11/1997
VIN: N ENGINE: CLOSED: 03/11/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: ROANOKE STATE: VA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 99000 WSD:
DEALER NAME: SALES CODE: P & A:
CAUSAL CODES: 1012 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

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

COMMENTS:
1997/03/11
NO VIN AVAILABLE
CUSTOMER SAYS:
- GOT A RECALL NOTICE ON HER SEATBELT BACK IN DECEMBER
- SHE TOOK IT IN THE FIRST WEEK OF JANUARY 1997 FOR THE RECALL TO BE PERFORMED AND THEY TOLD HER IT WOULD BE 3 TO 6 WEEKS BEFORE THE PART WOULD BE IN TO FIX THE VEHICLE
- NOW, AS OF 3-11-97 THE DEALER IS TELLING HER THAT IT WILL BE ANOTHER 8 WEEKS BEFORE THE PART WILL BE IN
- IF SHE IS IN A WRECK BEFORE THE PART COMES IN AND SHE GETS HURT SHE WILL SUE THE PANTS OFF OF FORD
*
PER CUSTOMER, DEALER SAYS:
- IT WILL BE ANOTHER 8 WEEKS BEFORE THE PART WILL BE IN, PER HAL WOODY IN SERVICE
*
CUSTOMER SEEKS:
- TO GET THE PART IN A LOT SOONER
*
CAC ADVISED:
- THE DEALERSHIP IS IN THE BEST POSITION TO ADDRESS THIS CONCERN
- WE HAVE NO ACCESS TO PARTS AVAILABILITY INFORMATION

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

1095KS GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: A3 CONTACT NBR: 108195243 OPENED: 03/11/1997
VIN: 1ZVPT20CXN5[redacted] ENGINE: C CLOSED: 03/19/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: [redacted] FIRST NAME: [redacted] MI: [redacted]
ADDRESS: [redacted]
CITY: FAIRMONT STATE: WV ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 52000 WSD:
DEALER NAME: CHENOWETHFORD, INC. SALES CODE: 144533 P & A: 07467
CAUSAL CODES: 1220 3105 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: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/03/11
*** POSSIBLE 12/12 SERVICE PART COVERAGE *** RECALL REPAIR DATE: DECEMBER 1996 MILEAGE: 51000
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- CUSTOMER CALLING BACK
- THE DEALERSHIP TOLD ME THAT THEY WERE GOING TO REPLACE THE PART BACK IN FEB. 5, 1997 AT THE DEALERSHIPS EXPENSE
- THEY SAID THAT THEY WERE GOING ORDER A PART (A SEATBELT)
- HAVE CALLED BACK TWICE SO FAR AND THEY STATED THAT IT IS STILL NOT IN
- THEY ARE STATING THAT I AM GOING TO HAVE TO PAY FOR THIS SWITCH AND I WAS TOLD THAT I SHOULDN'T HAVE TO PAY... THEY EVEN TOLD ME THAT THEY WOULD REPLACE IT AT THEIR EXPENSE AND NOW THEY ARE STATING THAT THEY WILL NOT AND THEY WON'T GIVE ME THE PART
- WOULD JUST LIKE THIS TAKEN CAR OF... THIS WAS ALL BECAUSE OF THE FORD
*
PER CUSTOMER, DEALER SAYS:
PARTS: MARK (MARCH 5, 1997)
- THE PART IS STILL NOT IN
*
CUSTOMER SEEKS:
- TO GET THE SEATBELT REPLACED AT FORDS EXPENSE

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

1095KS GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: A3 CONTACT NBR: 108195243 OPENED: 03/11/1997
VIN: 1ZVPT20CXN[redacted] ENGINE: C CLOSED: 03/19/1997

1997/03/11
•
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. CHUCK TRAVIS (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- MADE AN OBC TO THE DEALERSHIP AND SPOKE TO SERVICE MANAGER: CHUCK TRAVIS
- THE DEALERSHIP STATED THAT THESE PARTS ARE ON NATIONAL BACK ORDER AND WE HAVE ABOUT 25 OTHER CUSTOMERS WAITING FOR THESE SAMEPARTS...
- WE HAVE ORDERED THEM ON EMERGANCY STATUS AND WHEN THEY COME IN WE WILL CONTACT HER AND INSTALL THE PARTS FOR HER
- SEE CONTACT #108047963
1997/03/12
###THIS IS THE CLOSING COMMENT
CUSTOMER HAS AN APPOINTMENT FOR 03/17/1997 TO HAVE VEHICLE CHECKED PER C TRAVIS SN

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

55f8DA GRP: XX01 CONCERN CONTACT VEH TYPE: CAR
SDR ID ZN/TR: 03 CONTACT NBR: 108200239 OPENED: 03/12/1997
VIN: 1ZVPT22LXN5[redacted] ENGINE: L CLOSED: 03/26/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: EVANSVILLE STATE: TN ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 71000 MSD:
DEALER NAME: CHARLIE ROGERS FORD SALES CODE: 121428 P & A: 00408
CAUSAL CODES: 1203 SYMPTONS: 104100
ORIGIN: GO TRANS. DST/RGN: 21 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/19/1997
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:
1997/03/12
*** VEHICLE INVOLVED IN RECALL 96S48 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-TOOK VEHICLE INTO THE DEALERSHIP IN JANUARY FOR THE RECALLS TO BE REPAIRED. THE DEALERSHIP DID NOT HAVE THE PARTS.
-NEVER RECEIVED A CALL AND STILL NEEDS TO HAVE THE RECALL PERFORMED
*
PER CUSTOMER, DEALER SAYS:
-DEALERSHIP WAS TO CALL CUSTOMER WHEN THE PARTS WERE AVAILABLE
*
CUSTOMER SEEKS:
-VOICE OPINION
-RESOLUTION TO CONCERN
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. PRICE ROGERS(CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/03/19
###THIS IS THE CLOSING COMMENT
CSM COMMENTS
DEALER HAS REPAIRED THE VEHICLE ACCORDING TO RECALL GUIDELINES. VEHICLE RETURNED TO CUSTOMER. CLOSING CONTACT.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6737CS GRP: XX03 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: G1 CONTACT NBR: 108219387 OPENED: 03/17/1997
VIN: 1ZVPT20C1N5[redacted] ENGINE: C CLOSED: 03/28/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: CHASE CITY STATE: VA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 130000 WSD:
DEALER NAME: HARDEE FORD-MERCURY SALES CODE: 127578 P & A: 06703
CAUSAL CODES: 0206 3103 12RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 27 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/21/1997
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:
1997/03/17
*** NAVIS: SUBSEQUENT ***
*** VEHICLE INVOLVED IN RECALL 96S48, 96S99 ***
*** 5 DAYS OUT OF SERVICE ***
CUSTOMER SAYS:
- CAR AT DEALERSHIP FOR SEAT BELT RECALL
- CAR HAS BEEN THERE FOR A WEEK - SINCE LAST TUESDAY (3-11-97)
- RENTAL CAR
- I JUST GOT OFF THE PHONE WITH THE DEALERSHIP AND ADVISED THEM TO PUT THE CAR BACK TOGETHER AND I WILL TAKE IT SOMEWHERE ELSE, SINCE PART CONCERN AND NO LOANER CAR
*
PER CUSTOMER, DEALER SAYS:
- PARTS THAT CAME IN DO NOT FIT
- NO LOANER CARS AVAILABLE
*
CUSTOMER SEEKS:
- WHEN WILL PARTS BE AVAILABLE
*
CAC ADVISED:
- NO ESP
- NO TRANSPORTATION ASSISTANCE PROVIDED
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6737CS GRP: XXO3 CONCERN CONTACT VEH TYPE: CAR
SOR 10 ZN/TR: G1 CONTACT NBR: 108219387 OPENED: 03/17/1997
VIN: 1ZVPT20C1N5[redacted] ENGINE: C CLOSED: 03/28/1997

1997/03/17
- REQUEST MR. ERNEST TANNER (SERVICE MANAGER) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
*** OUTBOUND CALL TO ERNEST TANNER, SERVICE MANAGER
- ADVISED OF SITUATION AND INQUIRED ON VIN
- MR TANNER HAS REQUESTED THE PARTS FOR RECALL WORK. THERE IS OTHER WORK NEEDED SO IT WILL PASS THE STATE INSPECTION. WE ARE CURRENTLY PUTTING THE VEHICLE BACK TOGETHER AS SHE REQUESTED
- THE PART DEPARTMENT ADVISED ME THAT THE PARTS ARE ON EMERGENCY ORDER AS OF FRIDAY. THIS IS WHEN THE ORIGINAL PARTS WERE DISCOVERED TO BE WRONG
- WE ONLY HAVE ONE SERVICE LOANER OTHERWISE I WOULD HAVE HER IN A LOANER
1997/03/21
*
CSM, L. ARQUETTE, (ON BEHALF OF V. I55A) SPOKE WITH ERNIE, SERVICE MANAGER
*
PER DEALER: DEALER HSA PERFORMED RECALL. CONCERN IS RESOLVED AND CUSTOMER IS HAPPY
*
CSM ADVISED: CSM WILL CLOSE CONTACT
*
###THIS IS THE CLOSING COMMENT
*
SEE PREVIOUS COMMENTS
*

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

551BDA GMP: XXO1 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: M3 CONTACT NBR: 108221135 OPENED: 03/17/1997
VIN: 1ZVPT20C2N52[redacted] ENGINE: C CLOSED: 04/09/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted]
CITY: ADA STATE: OK ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 85000 WSD:
DEALER NAME: ADA FORD LINCOLN-ME SALES CODE: 152605 P & A: 00340
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 04/01/1997
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:
1997/03/17
*** VEHICLE INVOLVED IN RECALL 95S28 ***
CUSTOMER SAYS:
-SEAT BELT IS NOT WORKING
-IN OCT CUSTOMER TOOK THE VEHICLE INFOR THE SEATBLET REPAIR THE PARTS NEEDED TO BE ORDERED
-THE PART WAS RECEIVED IN DECEMEBER BUT IT WAS BENT
-SAFETY CONCERN
*
PER CUSTOMER, DEALER SAYS:
-REORDER THE PART BUT IT IS BACK ORDERED
-ABOUT THREE WEEKS AGO THE PART IS STILL ON BACK ORDER
*
CUSTOMER SEEKS:
-RESOLUTION TO CONCERN
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
-REQUEST MR. HOWARD RYLES(SVC MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/04/02
###THIS IS THE CLOSING COMMENT
CSM R.KNOX
CSM SPOKE WITH HOWARD,SERVICE MANAGER
DEALER STATES CUSTOMER SEATBELT WAS REPLACED UNDER THE RECALL PROGRAM AND THE CUSTOMER PICKED UP THE VEHICLE WHEN REPAIRS COMPLETED

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

0317JL GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
CHICAGD 41 ZN/TR: E2 CONTACT NBR: 108233771 OPENED: 03/20/1997
VIN: 1ZVPT21UON5[redacted] ENGINE: U CLOSED: 04/07/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS: APT 4
CITY: CEDARBURG STATE: WI ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 65000 VSD:
DEALER NAME: NORTHPOINT FORD SALES CODE: 141310 P & A: 06114
CAUSAL CODES: 1203 1001 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 41 TRANS. DATE: 03/25/1997
SERVICE/SALES: 1 CONTACT DATE: 03/26/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/03/20
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S99 AND 99S48 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- RECALL ON HIS VEHICLE MOTORIZED RESTRAINT SYSTEM
- HIS DRIVER'S SIDE MOTORIZED SEAT BELT JAMMED UP AND WON'T RETURN TO THE STORAGE AREA, AND HE ALSO CAN'T BUCKLE THE SEAT BELT (HAPPENED LAST WEEK)
- CONCERNED ABOUT HIS SAFETY OF DRIVING WITHOUT THE USE OF THE SEATBELT
*
PER CUSTOMER, DEALER SAYS:
- REFERRED NORTHPOINT FORD, PAUL SCHMIDT
- PER PAUL SCHMIDT, SERVICE ADVISOR, IT WILL BE 8 WEEKS BEFORE HE CAN GET THE PARTS TO REPAIR THIS SEAT BELT RECALL (3/20), HE WILL NOTIFY THE CUSTOMER BY MAIL WHEN THE PARTS ARRIVE.
*
CUSTOMER SEEKS:
- TO EXPEDITE THE PARTS TO REPAIR HIS SEATBELT
*
CAC ADVISED:
REGARDING RECALL/ONP
- REQUEST CUST REL MGR, TOM PARKS, TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS DAYS REGARDING RECALL/ONP
- 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

0317JL GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: E2 CONTACT NBR: 108233771 OPENED: 03/20/1997
VIN: 12VPT21U0N[redacted] ENGINE: U CLOSED: 04/07/1997

1997/03/25
###SALES CODE HAS BEEN CHANGED FROM 153810 TO 141310
###REGION CODE HAS BEEN CHANGED FROM 53 TO 41
CSM - THERESA BLASER, KANSAS CITY REGION
TOM PARKS SERVICE MANAGER AT JEFF O'NEAL FORD IN WICHITA, KS. CONTACTED [redacted] AFTER RECEIVING AN OPEN CONTACT. [redacted] WAS CONCERNED ABOUT A PARTS DELAY FOR A RECALL REGARDING THE MOTORIZED RESTRAINT SYSTEM. MR.PARKS ADVISED THE CUSTOMER THAT THERE HAD BEEN A PARTS DELAY FOR THE RECALL AND TO STAY IN CONTACT WITH THE DEALERSHIP HE IS CURRENTLY WORKING WITH IN WISCONSIN, WHERE HE NOW LIVES. THIS CONTACT HAD BEEN OPENED IN ERROR TO THE SELLING DEALERSHIP AND IS NOW BEING TRANSFERRED TO THE SERVICING DEALERSHIP WHO IS IN THE BEST POSITION TO ADDRESS THE OPEN RECALL.
1997/03/31
###THIS IS THE CLOSING COMMENT
CUSTOMER CAME IN ON 3/26/97 AND WE IN STALLED LEFT SEAT BELT TRACK AND MOTOR U NDER WARRANTY ON RO 79725

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

975688 GRP: X>02 INFORMATION CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: C2 CONTACT NBR: 10824226 OPENED: 03/22/1997
VIN: N ENGINE: CLOSED: 03/22/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: ELGIN STATE: IL ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 1 WSO:
DEALER NAME: RON HOPKINS FORD IN SALES CODE: 141096 P & A: 01560
CAUSAL CODES: 0404 0406 1204 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: D SURVEY: (Y OR N)

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

COMMENTS:
1997/03/22
*** LETTER DATED 2/19/97 ***
NO VIN AVAILABLE
CUSTOMER WRITES:
- PURCHASED THE VEHICLE 11/8/96 AND SOON AFTER RECEIVED SEAT BELT RECALL AND CALLED DEALERSHIP FOR AN APPOINTMENT
- DEALERSHIP INDICATED THAT THEY HAD TO WAIT FOR PARTS AND THAT THEY WOULD CALL THE CUSTOMER WHEN THE PARTS CAME IN
- 3 WEEKS LATER CSUTOMER CALLED BACK ONLY TO FIND THEY DID NOT HAVE RECORDS ON HER CALLING IN THE PAST BUT ASSURED HER THEY WOULD AGAIN ORDER THE PARTS AND CALL HER WHEN THEY CAME IN
- THIS SAME THING HAPPENED AGAIN AND WE STILL HAVE NOT BEEN ABLE TO GET THE
- ALSO TOOK VEHICLE TO DEALERSHIP ON 1/28/97 FOR REPAIR ON A STRUT BEARING
- THE DEALERSHIP DID NOT PERFORM THE REPAIR CORRECTLY, SO CUSTOMER BROUGHT IT BACK AGAIN
*
PER CUSTOMER, DEALER SAYS:
- WE NEED TO ORDER PARTS FOR THE RECALL BUT WE WILL CALL YOU WHEN THEY COME IN
- SORRY, YOU ARE NOT IN OUR DATABASE BUT WE WILL ORDER THE PARTS FOR YOU AND CALL YOU WHEN THEY COME IN
*
CUSTOMER SEEKS:
- TO COMPLAIN ABOUT POOR DEALERSHIP SERVICE
*
CAC ADVISED:
- SENT LETTER F1 (POOR DEALER SALES/SERVICE)

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

5703AH GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: A3 CONTACT NBR: 108248320 OPENED: 03/25/1997
VIN: 1ZVPT20CXN5[redacted] ENGINE: C CLOSED: 04/04/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: FAIRMONT STATE: WV ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 53000 WSD:
DEALER NAME: CHENOWETHFORD, INC. SALES CODE: 144533 P & A: 07457
CAUSAL CODES: 1220 1005 10RA SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 44 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/27/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/03/25
*** PARTS DELAY OVER 30 DAYS ***
*** POSSIBLE 12/12 SERVICE PART COVERAGE *** REPAIR DATE: 12/12/96
MILEAGE: 51000
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-CALLING BACK
-HAD RECALL ON SEATBELTS DONE IN DECEMBER BUT THE DRIVER'S SIDE SEATBELT ISN'T WORKING CORRECTLY
-BEGINNING OF FEBRUARY THE DEALERSHIP ORDERED THE SEATBELT PART AND AS OF LAST WEEK THEY SAID THE PART CAME IN
-3/23/97 TOOK THE CAR TO THE DEALERSHIP TO HAVE THE PART INSTALLED
-YESTERDAY SHE WAS TOLD THAT THEY HAD RECIEVED THE WRONG PART AND WOULD HAVE TO REORDER THE PART
-SHE FEELS THIS IS NOW A SAFETY ISSUE AND IS VERY UPSET
-THIS IS VERY MUCH AN INCONVENIENCE
*
PER CUSTOMER, DEALER SAYS:(CHUCK)
-3/22/97 THE PART HAS FINALLY COME IN
-3/24/97 THE WRONG PART CAME IN AND WE HAVE TO REORDER
-THE PART IS ON NATIONAL BACKORDER

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

5703AH GRP. XX04 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: A3 CONTACT NBR: 10824830 OPENED: 03/25/1997
VIN: 12VPT20CXN5[redacted] ENGINE: C CLOSED: 04/04/1997

1997/03/25
*
CUSTOMER SEEKS:
-TO GET THE CORRECT PART AND THE SEATBELT FIXED
*
CAC ADVISED:
RE:PARTS DELAY
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
-REQUEST MR.ALLEN CHENOWETH (CUST.REL MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
RE: OBC
-CSR MADE OBC TO CHUCK TRAVIS (SVC.MGR) TO FIND OUT FURTHER INFORMATION
-HE SAID SHE HAS BEEN WAITING ABOUT 90 DAYS FOR THIS PART. AND HE REORDERED IT YESTERDAY. THE WRONG PART CAME IN THE RIGHT BOX.
###CAUSAL CODE IS 3105 IS ALSO APPLICABLE ##
1997/03/28
###THIS IS THE CLOSING COMMENT
PARTS ARE STILL ON BACK ORDER FROM FORD MOTOR COMPANY PER C TRAVIS SSN

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

SOB7LB GRP: 05 INFORMATION CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: E2 CONTACT NBR: 10824930B OPENED: 03/25/1997
VIN: 1ZVPT20C7N5[redacted] ENGINE: C CLOSED: 03/25/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: SOPHIA STATE: NC ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 122559 WSD:
DEALER NAME: CRESCENT FORD INC SALES CODE: 121718 P & A: 01026
CAUSAL CODES: 1204 1017 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:
1997/03/25
*** VEHICLE INVOLVED IN RECALL 96S48 AND 96S99 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- ON 3/10/97, WAS TOLD THAT THE PARTS WERE IN FOR THE RECALL WORK DONE ON SEAT BELTS
- WHEN THE CUSTOMER CAME IN 3/25/97, THE DEALERSHIP COULD NOT FIND THE PARTS AND FOR THE CUSTOMER TO COME PCIK UP CAR
- CAME IN 12/96, FOR THE RECALL WORK AND WAS UNABLE TO GET THE SEAT BELTS FIXED BECAUSE THE PARTS WERE NOT IN
- DISSATISFIED WITH THE AVAILABLE PARTS SITUATION FOR THE SEAT BELT RECALL WORK TO BE PERFORMED
*
PER CUSTOMER, DEALER SAYS:
- BOB BROWN IS THE CONTACT PERSON
*
CUSTOMER SEEKS:
- PARTS TO COME IN FOR THE RECALL WORK FOR SEAT BELTS
*
CAC ADVISED:
- INFORMED CUSTOMER TO STAY IN CONTACT WITH THE PARTS MANAGER, LYN BARROW, FOR WHEN THE PARTS WILL COME IN

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

80871B GRP: 05 INFORMATION CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: F1 CONTACT NBR: 108255745 OPENED: 03/26/1997
VIN: 1ZVPT20C9N5[redacted] ENGINE: C CLOSED: 03/26/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: [redacted] STATE: [redacted] ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 87000 WSD:
DEALER NAME: CURRY FORD SALES CODE: 113118 P & A: 03690
CAUSAL CODES: 1012 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1997/03/26
*** VEHICLE INVOLVED IN RECALL 96548 AND 96599 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- VEHICLE IS INVOLVED IN THE SEAT BELT RECALLS
- PARTS ARE UNAVAILABLE AT THIS TIME TO PERFORM THE RECALL
*
PER CUSTOMER, DEALER SAYS:
- NANCY FIDUCIA IS THE CONTACT PERSON
- PARTS ARE STILL ON BACK ORDER FOR RECALL WORK TO BE PERFORMED
*
CUSTOMER SEEKS:
- PARTS TO COME IN FOR RECALL WORK
*
CAC ADVISED:
- INFORMED CUSTOMER TO STAY IN CONTACT WITH THE PARTS MANAGER, FRANK ITRI, FOR WHEN THE PARTS WILL COME IN

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

0541MP GRP: XX09 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: E3 CONTACT NBR: 108258549 OPENED: 03/26/1997
VIN: 1ZVPT20C6N5[redacted] ENGINE: C CLOSED: 04/03/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] NI: [redacted]
ADDRESS:
CITY: LAKE STATE: MI ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 1 WSO:
DEALER NAME: GAYLORD FORD LINC-M SALES CODE: 148601 P & A: 09638
CAUSAL CODES: 1012 10RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 48 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/27/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: N (Y OR N)

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

COMMENTS:
1997/03/26
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 ***
*** NAVIS: ORIGINAL ***
*** PARTS DELAY OVER 30 DAYS ***
CUSTOMER SAYS:
- INVOLVED IN RECALL FOR SAFETY BELT
- HAVE BEEN WAITING FOR PARTS TO COME IN FOR OVER 6 MONTHS
*
PER CUSTOMER, DEALER SAYS:
- NO CONTACT
*
CUSTOMER SEEKS:
- PARTS TO GET RECALL PERFORMED
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
- REQUEST MR. GENE JUDGE (CUST. REL MNGR/ SVC MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- KEEP IN TOUCH WITH THE DEALERSHIP FOR THE STATUS OF THE PARTS AVAILABILITY

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

0541MP GRP: XXO9 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: E3 CONTACT NBR: 108259549 OPENED: 03/26/1997
VIN: 1ZVPT20C6N5[redacted] ENGINE: C CLOSED: 04/03/1997

1997/03/27
*** PARTS DELAY OVER 30 DAYS ***
*** NAVIS: ORIGINAL ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
CUSTOMER SAYS:
- RECEIVED RECALL LETTER FOR THE SEAT BELTS IN OCTOBER
- BEEN TRYING TO GET NORTH COUNTRY FORD TO REPAIR VEHICLE SINCE OCTOBER
- PARTS HAVE NOT BEEN AVAILABLE
- CALLED UP TO GAYLORD FORD AND THEY STATED THAT PARTS ARE AVAILABLE AND THEY'VE BEEN DOING THE RECALL
(GAYLORD FORD IS 2 HOUR DRIVE)
*
PER CUSTOMER, DEALER SAYS:
- NO INFORMATION
*
CUSTOMER SEEKS:
- WHY CANT NORTH COUNTRY FORD CANT GET PARTS AND THE DEALERSHIP IN GAYLORD CAN
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
-REQUEST MR.DOUG TORPY, CUST. REL MNGR, CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
###THIS IS THE CLOSING COMMENT
CUSTOMER HAS NOT BEEN TO THIS DLR FOR THIS CONCERN,HE IS DEALING WITH LOCAL DEALER.CUSTOMER STATED HE NEVER MENTIONED GAYLORD FORD TO CAC.CUSTOMER WANTS LOCAL DLR TO MAKE REPAIRS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3444RH GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
TWIN CITIES 58 ZN/TR: B1 CONTACT NBR: 108263793 OPENED: 03/27/1997
VIN: 1FVPT20C8N5[redacted] ENGINE: C CLOSED: 04/10/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS: [redacted]
CITY: SAINT PAUL STATE: MN ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 60000 WSD:
DEALER NAME: RON SAXONFORD INC SALES CODE: 158008 P & A: 09569
CAUSAL CODES: 1208 2910 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 58 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 04/01/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1997/03/27
*** VEHICLE INVOLVED IN RECALL 96548/96599 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- CUSTOMER IS SUBSEQUENT OWNER AS SHE PURCHASED THE VEHICLE FROM HER SISTER [redacted]
- WHERE CAN THEY TAKE THE VEHICLE FOR THE RECALLS
*
PER CUSTOMER, DEALER SAYS:
- NO CONTACT
*
CUSTOMER SEEKS:
- TO HAVE RECALL COMPLETED
*
CAC ADVISED:
OUTBOUND CALL TO MR. LARRY LADWIG:
- ADVISED CUSTOMER IS A VERY LOYAL CUSTOMER
- REQUEST MR. LARRY LADWIG TO CONTACT CUSTOMER SAME DAY
- PER MR. LADWIG HE'LL RECONTACT CUSTOMER TODAY
1997/04/02
###THIS IS THE CLOSING COMMENT
VEHICLE WAS IN ON 04/01/1997 TO HAVE RECALL 96548 AND 96599 RECALLS PREFORMED.
96599 WAS COMPLETED
96548 SEAT BELT HAD TO BE ORDERED. THE BELTS ARE ON NATIONAL BACK ORDER AT
THIS TIME. WE WILL CONTACT THE CUSTOMER WHEN THE BELT COMES IN AND MAKE
ARRANGEMENTS TO HAVE THE BELT INSTALLED.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6343NJ GRP: AX04 INFORMATION CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: B1 CONTACT NBR: 108278553 OPENED: 04/03/1997
VIN: 12VPT20C6N5 [redacted] ENGINE: C CLOSED: 04/03/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: RICHMOND STATE: VA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 40000 WSD:
DEALER NAME: UNIVERSALFORD INC SALES CODE: 127072 P & A: 08660
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:
1997/04/03
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- RECEVIED THE RECALL LETTER AND WAS ADVISED TO WAIT UNTIL DECEMBER
- THE DEALER REPLACED THE PASSENGER SEATBELT ON 12/20/98
- THE DRIVER SIDE SEAT BELT IS STILL ON ORDER
*
PER CUSTOMER, DEALER SAYS:WILSON, IN SERVICE
- IT IS ON ORDER
*
CUSTOMER SEEKS:
- TO REGISTER A COMPLAINT
*
CAC ADVISED:
- CONTACT THE PARTS MANAGER MARK MALDDON, FOR THE STATUS OF THE PART.
INFORMATION HAS BEEN DOCUMENTED AND WILL FORWARD TO DEALER

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9985RS GRP: XXXX CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: 82 CONTACT NBR: 108299131 OPENED: 04/09/1997
VIN: 1ZVPT20C6N5[redacted] ENGINE: C CLOSED: 04/28/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: [redacted] FIRST NAME: [redacted] MI:
ADDRESS: [redacted]
CITY: DES MOINES STATE: IA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 83000 WSD:
DEALER NAME: STIVERS LINCOLN-MER SALES CODE: 363589 P & A: 12832
CAUSAL CODES: 1203 1012 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 63 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 04/10/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/04/09
*** VEHICLE INVOLVED IN RECALL 96S48 ***
CUSTOMER SAYS:
- I HAVE BEEN HAVING A PROBLEM WITH MY DEALERSHIP (STIVERS LINCOLN/MERCURY- URBANDALE, IOWA).
- HAD TO TAKE VEHICLE IN 5 TIMES FOR FRONT END REPAIRS AFTER AN ACCIDENT (6/96-10/96).
- SEATBELT RECALL- VEHICLE SAT FOR ENTIRE DAY WITHOUT WORKING ON IT, SEATBELTS WERE NOT ORDERED FOR A MONTH (11/96). PARTS ARE STILL NOT IN YET.
- I WANT TO TALK WITH A LOCAL FORD REPRESENTATIVE.
- CAN I SPEAK TO A SUPERVISOR.
*
PER CUSTOMER, DEALER SAYS:
- PER EDWIN BAKER (PARTS)- PARTS ARE STILL NOT IN YET.
*
CUSTOMER SEEKS:
- COMMUNICATION WITH CSM
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR.DICK GRASSMAN(CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
RE CSM
- MR.DICK GRASSMAN (CUST. REL MGR.) IS IN THE BEST POSITION TO ASSIST YOU.
- SVC MGR MAY CONSULT FORD CSM IF REQUIRED.
RE PARTS DELAY
- BECAUSE OF RECALL, PARTS MAY BE BACKED UP ON ORDER.
1997/04/21
###THIS IS THE CLOSING COMMENT
PARTS ARE ON BACK ORDER , ADVISED CUSTOMER OF THE SITUATION.

OWNER RELATIONS VOP/BENCHMARKING 09/11/98 FAXCARTG

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

0604NR GRP: X*16 INFORMATION CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: 83 CONTACT NBR: 108302286 OPENED: 04/09/1997
VIN: 1ZVPT20C8N5[redacted] ENGINE: C CLOSED: 04/09/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted]
CITY: BATTLE GROUND STATE: WA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 61000 WSD:
DEALER NAME: VANCOUVERFORD INC SALES CODE: 174480 P & A: 08547
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:
1997/04/09
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- HAS BEEN WAITING FIVE MONTHS FOR THE PART TO COME IN FOR RECALL ON RESTRAINT
*
PER CUSTOMER, DEALER SAYS: VANCOUVER
- THE PARTS ARE ON BACK ORDER
*
CUSTOMER SEEKS:
- TO HAVE RECALLS PERFORMED
*
CAC ADVISED:
- MADE OUTBOUND CALL TO HAL MCCLENDON: HE WILL CHECK ON THIS AND GIVE THE
CUSTOMER A CALL TODAY TO GIVE UPDATE ON PARTS AVAILABLITY

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

888OSD GRP: 17 INFORMATION CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: [redacted] CONTACT NBR: 108364793 OPENED: 04/25/1997
VIN: 12VPT20C1N5[redacted] ENGINE: C CLOSED: 04/25/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: [redacted] FIRST NAME: [redacted] MI: [redacted]
ADDRESS: [redacted]
CITY: BAY SHORE STATE: NY ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 90000 WSD:
DEALER NAME: NEWINS BAY SHORE FO SALES CODE: 113096 P & A: 03609
CAUSAL CODES: 1012 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1997/04/25
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- HAD GOTTEN SEAT BELT RECALL NOTICES
*
PER CUSTOMER, DEALER SAYS:(PER SVC DEPT - NO NAME AVAILABLE)
- WE DO NOT HAVE THE PARTS AT THIS TIME
- PARTS ARE ON BACKORDER
- NOT SURE WHEN PARTS WILL ARRIVE (LEFT SIDE IS IN BUT NOT THE RIGHT)
*
CUSTOMER SEEKS:
- WHEN WILL THIS PART ARRIVE
*
CAC ADVISED:
- DEALERSHIP IS THE BEST PARTS RESOURCE
- MR PAT SESSO (CUST REL MGR) IS IN THE BEST POSITION TO ASSIST YOU.
- PLEASE CONTINUE TO WORK WITH THE DEALER FOR ADDITIONAL INFORMATION
ON PART AVAILABILITY

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7791TR GRP: XX04 INFORMATION CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: A1 CONTACT NBR: 10839116I OPENED: 05/02/1997
VIN: N ENGINE: CLOSED: 05/02/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: MISSOULA STATE: MT ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 70000 WSO:
DEALER NAME: BITTERROOT FORD SALES CODE: 174607 P & A: 08374
CAUSAL CODES: 0202 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1997/05/02
*** VIN NOT AVAILABLE - VEHICLE AT DEALERSHIP ***
CUSTOMER SAYS:
-1800# FROM FIANCEE
-JASON NORBERG/FIANCE CALLING ON HER BEHALF
-VEHICLE HAS BEEN AT THE DEALERSHIP FOR 3 MONTHS WAITING ON PARTS FOR A SEATBELT RECALL
-GEO METRO RENTAL VEHICLE IS NOT COMPARABLE TO THE TYPE OF VEHICLE HIS FIANCEE OWNS
-SAFETY RECALLS ARE 96S48 AND 98S99
*
PER CUSTOMER, DEALER SAYS:
-PER SERVICE ADVISOR/ NO NAME REMEMBERED, VEHICLE HAS TO STAY AT THE DEALERSHIP UNTIL THE SAFETY RESTRAINT RECALL IS PERFORMED
-PER SAME SERVICE ADVISOR, THEY DO NOT KNOW HOW LONG VEHICLE WILL BE AT THE DEALER BECAUSE THE PARTS ARE ON NATIONAL BACKORDER
-PER SAME SERVICE ADVISOR, THERE ARE OTHER PROBES ON THE LOT WITH THE SAME CONCERN
*
CUSTOMER SEEKS:
-A COMPARABLE RENTAL WHILE VEHICLE IS AT THE DEALER FOR RECALL REPAIRS
*
CAC ADVISED:
- DEALERSHIPS ARE INDEPENDENTLY OWNED AND OPERATED
- CONTACT THERESA ROYAN/CUST. REL. MGR. FOR FURTHER EXPLANATION.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9681LS GRP: XX06 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: A1 CONTACT NBR: 108419802 OPENED: 05/09/1997
VIN: 1ZVPT20C7N5[redacted] ENGINE: C CLOSED: 05/19/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: INGLEWOOD STATE: CA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 68000 WSO:
DEALER NAME: AIRPORT MARINA FORD SALES CODE: 171015 P & A: 05563
CAUSAL CODES: 30MR SYMPTOMS: 104100 112000
ORIGIN: GO TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 05/12/1997
ACK. CODE: ASSIST CODE: M AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/05/09
*** 3 REPAIR ATTEMPTS ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S99 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- NO REPAIR DATES AVAILABLE
- IS THERE A RECALL ON THE HOOD LATCH - HEARD THAT THERE WAS A RECALL ON THE LATCH
- PASSENGER SIDE SEAT BELT DOES NOT WORK - HAS TAKEN THE VEHICLE TO THE DEALER 3 TIMES TO GET SERVICED RELATED TO RECALL
*
PER CUSTOMER, DEALER SAYS:
- PART IS ON ORDER
*
CUSTOMER SEEKS:
- RESOLUTION TO CONCERN
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
-REQUEST MR. DAN THEROUX (CUST. REL MNGR/ SVC MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- NO OPEN RECALL RELATED TO CONCERN WITH HOOD LATCH
1997/05/12
###THIS IS THE CLOSING COMMENT
CUSTOMER ADVISE THAT THERE IS NO RECALL FOR HOOD LATCH
SEATBELT RECALL HAS BEEN DONE HOWEVER SICE TRACKS REPLACED THE PASS SEATBELT MOTOR QUIT PART IS CURRENTLY ON ORDER BUT IS BACKORDERED FOR 8 WEEKS.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

5707LB GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
ATLANTA 21 2N/TR: A2 CONTACT NBR: 10843303 OPENED: 05/13/1997
VIN: 12VPT20C6NS[redacted] ENGINE: C CLOSED: 05/26/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: HUNTSVILLE STATE: AL ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 85000 WSD:
DEALER NAME: WOODY ANDERSON FORD SALES CODE: 121717 P & A: 05892
CAUSAL CODES: 1204 0405 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 21 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 05/16/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/05/13
*** NAVIS: ORIGINAL ***
*** VEHICLE INVOLVED IN RECALL 96S99/96S48 ***
CUSTOMER SAYS:
- SEAT BELT ISN'T WORKING AT ALL ON THE DRIVER'S SIDE
- VEHICLE IS INVOLVED IN A RECALL FOR THE SEAT BELTS
- DEALER WANTED CUSTOMER TO LEAVE HER VEHICLE UNTIL THE PARTS ARRIVED TO THE DEALERSHIP
- WANTED CUSTOMER TO SIGN A STATEMENT SAYING THAT FORD WOULD NOT BE RESPONSIBLE FOR HER IF SHE GOT INTO AN ACCIDENT WHILE THE PARTS WERE ON ORDER
*
PER CUSTOMER, DEALER SAYS:
- PER BARBARA IN SERVICE, IT WILL TAKE 8-10 WEEKS FOR THE THEM TO GET THE PARTS FOR THE RECALL
- CUSTOMER WOULD HAVE TO PAY $10/DAY FOR A RENTAL VEHICLE
*
CUSTOMER SEEKS:
- TO REGISTER HER COMPLAINT AGAINST THE DEALERSHIP FOR TRYING TO GET HER TO LEAVE HER VEHICLE FOR 8-10 WEEKS
- VEHICLE REPAIRED FOR RECALL
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. BOBBY WHITE (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- EXPLAINED TO CUSTOMER THAT PARTS ARE ON BACKORDER
- APPRECIATE THE FEEDBACK SHE PROVIDED

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

5707LB GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: A2 CONTACT NBR: 108431303 OPENED: 05/13/1997
VIN: 12VPT20C6N5[redacted] ENGINE: C CLOSED: 05/26/1997

1997/05/19
###THIS IS THE CLOSING COMMENT
PARTS FOR RECALL ARE ON ORDER. CUSTOMER WAS INFORMED THAT THEY WOULD BE NOTIFI
ED WHEN THEY ARRIVE, PLEASE CLOSE. P.S. IT WOULD BE NICE IF FORD HAD PARTS
BEFORE RECALLING THOUSANDS OF VEHICLES.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

1550LB GRP: XX05 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: 81 CONTACT NBR: 108500748 OPENED: 06/03/1997
VIN: 1ZVPT20C7N5[redacted] ENGINE: C CLOSED: 07/16/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: CRESCENT STATE: IA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 65000 WSO:
DEALER NAME: MCMULLEN FORD SALES CODE: 153556 P & A: 07262
CAUSAL CODES: 0424 1220 3002 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 06/04/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/06/03
*** POSSIBLE 12/12 SERVICE PART COVERAGE *** REPAIR DATE: 5/21/97 MILEAGE: 65900
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-SEAT BELTS WERE NOT OPERATING BEFORE RECEIVED THE RECALL LETTER
-PARTS WERE NOT AVAILABLE FOR SEVERAL MONTHS
-JUST RECENTLY HAD THEM REPAIRED UNDER RECALLS 96599 AND 96548 ON 5/21/97
-AFTER RECALL REPAIR WAS MADE, THE SEAT BELTS STILL ARE INTERMITTENLY NOT OPERATING, BROUGHT BACK 5/29/97
-JUST PICKED IT UP YESTERDAY AND IT IS STILL NOT WORKING
*
PER CUSTOMER, DEALER SAYS:
-STEVE JOHNSON (SVC ADVISOR) SAID THAT TECHNICIAN COULD NOT DUPLICATE THE PROBLEM WHEN IT WAS BROUGHT BACK IN IMMEDIATELY AFTER REPAIR WAS MADE
-MR. JOHNSON WOULD LIKE FOR CUSTOMER TO LEAVE VEHICLE FOR A WEEK IN ORDER FOR THEM TO DUPLICATE THE CONCERN AND THEREFORE REPAIR IT
*
CUSTOMER SEEKS:
-VEHICLE REPAIRED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. NEWT RAMEY (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS-
1997/07/09
###THIS IS THE CLOSING COMMENT
CUSTOMER HAD RECALLS OPEN ON SEAT BELTS. DRIVERS SIDE BELT WAS BACK ORDERED FOR OVER 8 WEEKS. FINALLY IT CAME IN AND WE REPLACED BOTH. THE INERTIA SWITCH CONNECTION WAS CORRODED AND CAUSED AN OPEN IN THE CIRCUIT TO THE BELT MODULE.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

0814CV GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: B2 CONTACT NBR: 108554240 OPENED: 06/17/1997
VIN: 1ZVPT20C4N5[redacted] ENGINE: C CLOSED: 06/25/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: NASHVILLE STATE: TN ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 157000 WSD:
DEALER NAME: TOWN & COUNTRY FORD SALES CODE: 123040 P & A: 05734
CAUSAL CODES: 1203 2802 SYMPTONS: 104100
ORIGIN: 00 TRANS. DST/RGN: 23 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 06/17/1997
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:
1997/06/17
** THIS CONTACT IS OPENED DUE TO OPEN RECALLS 96S99 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-DRIVER'S SIDE MOTORIZED SEATBELT IS NOT WORKING
-HEARD THERE MAY BE A RECALL ON THIS
-FORD CAC NUMBER WAS PROVIDED AT CUSTOMER'S REQUEST
*
PER CUSTOMER, DEALER SAYS:
-NO CONTACT
*
CUSTOMER SEEKS:
-RESTRAINT SYSTEM REPAIRED(RECALL)
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.RICK CARPENTER (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
1997/08/18
###THIS IS THE CLOSING COMMENT
THESE PARTS ARE ON NATIONAL BACKORDER WITH FORD. WE HAVE SIXTY FIVE CUSTOMERS
WAITING FOR THESE PARTS. AS A PART COMES IN THE CUSTOMER IS CONTACTED AS QUICK
LY AS POSSIBLE.

09/11/98 MASTER OWNER RELATIONS S/STEM ((14.21.02

8786RS GRP: XA05 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: F1 CONTACT NBR: 1085893?8 OPENED: 06/25/1997
VIN: 1ZVPT20C9N[redacted] ENGINE: C CLOSED: 07/03/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: PALM COAST STATE: FL ZIP:
HOME PHONE: BUS. PHONE: 000-000-0000
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 92000 WSD:
DEALER NAME: CURRY FORD SALES CODE: 113116 P & A: 03690
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 06/26/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/06/25
*** NAVIS: ORIGINAL ***
*** VEHICLE INVOLVED IN RECALL 96S99 ***
CUSTOMER SAYS:
- MR MUSICAR CALLING ON BEHALF OF
- CURRY FORD AND THEY HAVE NOT BEEN ABLE TO GET THE PARTS TO DO THE RECALL
- WERE SUPPOSED TO CALL THEM WHEN THE RECALL PARTS WERE AVAILABLE
- THEY ARE GOING TO MOVE TO FLORIDA TOMORROW
- WHAT CAN BE DONE ABOUT THIS RIGHT NOW
- THE MOTOR IS STUCK ON THE SEATBELT MOUSE, ITS JAMMED
- IS THERE A CIRCUIT THAT CAN BE DISCONNECTED SO IT DOES NOT BURN OUT OR A FUSE
- THE WHOLE FAMILY HAS USED FORDS AND THEY HAVE BEEN GETTING THE RUNAROUND
- COMPLAIN AGAINST CURRY FORD FOR GIVING THEM A RUNAROUND
- NOT GOOD CUSTOMER SERVICE
*
PER CUSTOMER, DEALER SAYS:
- NO CURRENT CONTACT
*
CUSTOMER SEEKS:
- WHAT CAN THEY DO RIGHT NOW
*
CAC ADVISED:
- ADVISED WHERE THE FUSE PANEL IS
- DID NOT ADVISE THEM TO PULL THE FUSE
- OK TO DRIVE THE VEHICLE
- THE RECALL SHOULD COVER THE MOTOR SO IF IT BURNS OUT ON THE TRIP, IT WOULD BE REPLACED
- PROVIDED DEALERS IN THE DAYTONA BEACH AREA

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

8786RS GRP: XX05 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: F1 CONTACT NBR: 108589328 OPENED: 06/25/1997
VIN: 1ZVPT20C9N5[redacted] ENGINE: C CLOSED: 07/03/1997

1997/06/26
###THIS IS THE CLOSING COMMENT
CUSTOMER VHICLE IS INVOLVED IN SEATBELT RECALLS. DEALER HAS PARTS IN STOCK, SE
RVICE MANAGER LEFT MESSAGE WITH CUSTOMER (CUSTOMER IS PRESENTLY IN FLORIDA). C
USTOMER WILL SCHEDULE APPOINTMENT FOR RECALLS AT THEIR EARLIEST CONVENIENCE

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7265LB GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: P2 CONTACT NBR: 108591204 OPENED: 06/26/1997
VIN: 1ZVPT21U1NS[redacted] ENGINE: U CLOSED: 07/23/1997

LAST NAME: [redacted] FIRST NAME: [redacted] STATUS: CLOSED
TITLE: MI: [redacted]
ADDRESS: [redacted]
CITY: EMERY STATE: UT ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 87000 WSD:
DEALER NAME: CERTIFIEDFD & MERC SALES CODE: 156568 P & A: 03236
CAUSAL CODES: 3002 12RA SYMPTOMS: 104100
ORIGIN: GD TRANS. OST/RGN: 56 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 07/16/1997
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:
1997/06/26
*** VEHICLE INVOLVED IN RECALL 96S48 & 96S99 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
**HUSBAND CALLING...
- SINCE 12-15-86 I HAVE BEEN TRYING TO GET THE SEATBELT RECALL COMPLETED
- WE HAVE RECEIVED NOTICE AFTER NOTICE ABOUT THIS
- NEITHER SHOULDER BELT WORKS AT ALL, BUT THE LAP BELTS DO
*
PER CUSTOMER, DEALER SAYS:
**RON NAGEL...
- WE CANNOT GET THE PARTS
*
CUSTOMER SEEKS:
- RECALL COMPLETED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
-REQUEST MR. MIKE INGLEBY (SVC MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/07/16
###THIS IS THE CLOSING COMMENT
*
PER CSM W.LOVE:
SPOKE WITH MIKE INGLEBY, SM
*
PER DEALER:
VEHICLE HAS BEEN REPAIRED.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7077PP GRP: 02 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: P2 CONTACT NBR: 108595820 OPENED: 06/27/1997
VIN: 1ZVPT20C9N5[redacted] ENGINE: C CLOSED: 07/09/1997

LAST NAME: [redacted] FIRST NAME: [redacted] STATUS: CLOSED
TITLE: MI:
ADDRESS: [redacted]
CITY: PRESTON STATE: ID ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: BOWEN FORD-MERCURY SALES CODE: 156583 P & A: 03150
CAUSAL CODES: 1204 0405 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 58 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 07/02/1997
ACK. CODE: ASSIST CODE: F AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1997/06/27
*** VEHICLE INVOLVED IN RECALL 96S48 ***
CUSTOMER SAYS:
- THE PART HAS NOT COME IN FOR RECALL REPAIR
- VEHICLE WAS IN IN MARCH AND CUSTOMER IS STILL WAITING
- RECALL 96S48 LEFT SIDE PA
- HAS NOT HEARD BACK FROM THE DEALERSHIP FOR TWO DAYS
*
PER CUSTOMER, DEALER SAYS:
- DOES NOT HAVE THE PART ORDERED OR RECORD OF THE CUSTOMER
- HE REMEMBERS THE CUSTOMER BUT HAS NO RECORD OF HER
*
CUSTOMER SEEKS:
- DOCUMENT POOR DEALERSHIP TREATMENT
*
CAC ADVISED:
- DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE.
- FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP
*
1997/07/02
###THIS IS THE CLOSING COMMENT
*
PER CSM W.LOVE:
SPOKE WITH DESSA BURTON, SM
*
PER DEALER:
CUSTOMER MISSED THEIR APPOINTMENT AND DID NOT RESCHEDULE. PLEASE HAVE CUSTOME
R CALL DELAER AND RESCHEDULE.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

0317JL GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: N2 CONTACT NBR: 108598904 OPENED: 06/27/1997
VIN: 1ZVPT21U9N5[redacted] ENGINE: U CLOSED: 07/15/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: EL CAMPO STATE: TX ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 40000 WSD:
DEALER NAME: VONDERAU FORD LINCO SALES CODE: 152137 P & A: 04404
CAUSAL CODES: 1203 1012 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 52 TRANS. DATE: 07/08/1997
SERVICE/SALES: 1 CONTACT DATE: 07/08/1997
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:
1997/06/27
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 & 96599 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- SHE KEEPS GETTING A RECALL NOTICE FOR THE SAFETY BELTS BUT THE DEALERSHIP IS SAYING THAT THE PARTS ARE ON BACK ORDER
*
PER CUSTOMER, DEALER SAYS:
- PER SERVICE ADVISOR AT ANOTHER DEALERSHIP, NO NAME, THE PARTS AREN'T IN YET, THEY ARE STILL ON BACK ORDER DELAY (8/97)
*
CUSTOMER SEEKS:
- HAVE THE SEAT BELT RECALLS PERFORMED
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MS BLANCHE HLAVINKA, SERVICE MANAGER, TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/07/08
###SALES CODE HAS BEEN CHANGED FROM 152142 TO 152137
CSM JFURGISO
-CSM SPOKE WITH CUSTOMER
-WOULD LIKE TO HAVE RECALL PERFORMED AT VONDERAU FORD
-CSM WILL FOLLOW-UP WITH DEALER
CSM JFURGISO
-PARTS ARE IN, CUSTOMER TO BE CONTACTED BY DEALER
###THIS IS THE CLOSING COMMENT
CSM JFURGISO
-VOICE MAIL MESSAGE LEFT BY CSM
-PARTS ARE IN
-DEALER TO CONTACT CUSTOMER AND SET-UP APPOINTMENT 7/8/97

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

8717DD GRP: 10 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 16 ZN/TR: C1 CONTACT NBR: 10BGO1886 OPENED: 06/30/1997
VIN: 1ZVPT20C2N5[redacted] ENGINE: C CLOSED: 07/15/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: BELLMAWR STATE: NJ ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 74000 MSO:
DEALER NAME: WINNER FORD SALES CODE: 116010 P & A: 01248
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 16 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 07/07/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: N (Y OR N)

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

COMMENTS:
1997/06/30
*** VEHICLE INVOLVED IN RECALL 96S48 AND 96S99 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-RECEIVED RECALL LETTER IN OCTOBER OF 1986
-HAS CALLED DEALERSHIP 25 TIMES
-RECIEVED A POSTCARD INQUIRING AS TO STATUS OF RECALL
*
PER CUSTOMER, DEALER SAYS:
-WOULD NOT HAVE PARTS UNTIL MARCH OF 1997
-THERE IS A BACKORDER OF THE PARTS
*
CUSTOMER SEEKS:
-TO VENT FRUSTRATIONS BECAUSE RECALL AND FOLLOW-UP POSTCARD REMINDING RECALL TO BE DONE BUT IS UNABLE TO
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
1997/07/08
###THIS IS THE CLOSING COMMENT
PER PHONE CALL OWNER WILL BE NOTIFIED WHEN PARTS ARE IN
MARK A LINDER SERVICE MANAGER CHERRY HILL NJ *

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9596SS GRP: 13 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 16 ZN/TR: 61 CONTACT NBR: 108605169 OPENED: 06/30/1997
VIN: 1ZVPT20C8N5[redacted] ENGINE: C CLOSED: 11/18/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: [redacted] STATE: NJ ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 58000 WSD:
DEALER NAME: CHAPMAN FORD, INC. SALES CODE: 116331 P & A: 01349
CAUSAL CODES: 1207 1203 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 16 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/06/1997
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:
1997/06/30
*** VEHICLE INVOLVED IN RECALL 98S99 ***
*** VEHICLE INVOLVED IN DNP 95870 ***
*** VEHICLE INVOLVED IN RECALL 98S48 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-CUSTOMER HAS BEEN INFORMED THAT THERE ARE A FEW OPEN RECALLS FOR THE VEHICLE
-WANTS INFORMATION AS TO HOW TO OBTAIN A RENTAL CAR
*
PER CUSTOMER, DEALER SAYS:
-INFORMED THE CUSTOMER THAT THERE ARE THREE RECALLS ON THE VEHICLE
*
CUSTOMER SEEKS:
-A RENTAL VEHICLE
*
CAC ADVISED:
- NO ESP
- NO TRANSPORTATION ASSISTANCE PROVIDED
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. JIM BAILY (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/09/22
HAVE BEEN WAITING FOR RECALL PARTS FOR 3 MONTHS
JIM--HAVE YOU FORWARDED PART NUMBERS TO HOLT FOR HIS ASSISTANCE ON THIS CONTACT? PLEASE DO SO AS SOON AS POSSIBLE. I CANNOT BELIEVE THAT ALL 3
THANKS.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

959655 GRP: 13 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 16 ZN/TR: 81 CONTACT NBR: 108605169 OPENED: 06/30/1997
VIN: 1ZVPT20CBN5[redacted] ENGINE: C CLOSED: 11/18/1997

1997/10/13
*** PARTS DELAY OVER 30 DAYS ***
*** NAVIS: SUBSEQUENT ***
*** VEHICLE INVOLVED IN RECALL 96S99 ***
*** VEHICLE INVOLVED IN RECALL 96S48 ***
CUSTOMER SAYS:
- THE DEALER SAID I WOULD BE WAITING FOR A PART FOR THE SEAT BELT RECALL FOR 4 MONTHS AND I DO NOT FEEL SAFE DRIVING MY CAR WITH NO SEAT BELTS
- THE DEALER IS FREINDLY
*
PER CUSTOMER, DEALER SAYS:
- THE PARTS ARE ON BACK ORDER
*
CUSTOMER SEEKS:
- TO GET THE VEHICLE FIXED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
-REQUEST MR. JIM BAILEY (CUST. REL MNGR/SVC MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/11/04
JIM--HAVE YOU RECEIVED ANY OF THESE PARETS YET? PLEASE UPDATE AND/OR CLOSE IF POSSIBLE. THANKS. RCM
1997/11/06
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- PARTS ARE STILL NOT IN- SEAT BELT
- BEEN WAITING SEVERAL MONTHS
- THE SEAT BELTS DO NOT WORK ON MY CAR
- I AM READY TO GET RID OF MY CAR BECAUSE OF THIS PROBLEM
- I AM GOING TO FILE SUIT AGAINST FORD- IT IS ILLEGAL FOR ME TO DRIVE MY CAR WITHOUT THEM
- DOESN'T FORD WANT TO WORK SOMETHING OUT BEFORE I CONTACT MY LAWYER
- IT HAS BEEN THREE MONTHS SINCE
*
PER CUSTOMER, DEALER SAYS:
- STILL NOT IN
*
CUSTOMER SEEKS:
- ARE THE PARTS IN FOR MY VEHCILE?
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

959655 GRP: 13 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 16 ZN/TR: 81 CONTACT NBR: 10860516G9 OPENED: 06/30/1997
VIN: 1ZVPT20C8N5[redacted] ENGINE: C CLOSED: 11/18/1997

1997/11/11
###THIS IS THE CLOSING COMMENT
DUE TO THE CONTINUED UNAVAILABILITY OF SEAT BELT PARTS F72Z 61610D44A AND SAME PART W/ 45A, I AM CLOSING CONTACT. VEHICLE WILL BE REPAIRED WHEN PARTS BECOME AVAILABLE SOME TIME IN DECEMBER.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

B928YC GRP. 14 CONCERN CONTACT VLC VEH TYPE: CAR
DETROIT 48 ZN/TR: E3 CONTACT NBR: 108607490 OPENED: 07/01/1997
VIN: 1ZVPT20C6NF[redacted] ENGINE: C CLOSED: 07/18/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: CONINS STATE: MI ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 45200 WSD:
DEALER NAME: GRAYLING FORD LINCO SALES CODE: 148602 P & A: 02658
CAUSAL CODES: 1203 2903 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 48 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 07/10/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/07/01
*** VEHICLE INVOLVED IN RECALL 96599 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- TOOK VEHICLE IN FOR REPAIR BACK IN 2/97
- PARTS ARE NOT AVAILABLE FOR SEAT BELT
- WHEN WILL PARTS BECOME AVAILABLE
- THE SEAT BELT IS STUCK IN THE MIDDLE OF THE TRACK
*
PER CUSTOMER, DEALER SAYS:
- PARTS ARE ON NATIONAL BACK ORDER
*
CUSTOMER SEEKS:
- VEHICLE REPAIRED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.LEE BABBITT(CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
- NO DBC MADE PER CUSTOMER REQUEST
1997/07/11
###THIS IS THE CLOSING COMMENT
PARTS ARRIVED PHONED CUSTOMER MADE APPOINTMENT 07/18/97 WILL PICKUP CUSTOMERS
VEHICLE COMPLETE REPAIRS AND RETURN VEHICLE TO CUSTOMER.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

1874SC GRP: XX10 INFORMATION CONTACT VEH TYPE: CAR
DENVER 96 ZN/IR: A3 CONTACT NBR: 108636254 OPENED: 07/09/1997
VIN: N ENGINE: CLOSED: 07/09/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: THORNTON STATE: CO ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 30000 WSD:
DEALER NAME: O'MEARA FORD CENTER SALES CODE: 156003 P & A: 03294
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:
1997/07/09
*** VIN NOT AVAILABLE ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-CUSTOMER HAS RECEIVED TOW LETTERS PERTAINING TO THE RECALL OF THE RESTRAINT
-HAVE TAKEN THE VEHICLE INTO THE DEALERSHIP TWICE AND THE PARTS MANAGER IS NOT WILLING TO COOPERATATE
-IT HAS BEEN THREE WEEKS SINCE THE DEALERSHIP STATED THAT THEY WOULD TRY AND ORDER THE PARTS
*
PER CUSTOMER, DEALER SAYS:
-THEY DO NOT HAVE THE PARTS, THEY WILL HAVE TO ORDER THEM
*
CUSTOMER SEEKS:
-TO HAVE THE RECALL REPAIR COMPLETED
*
CAC ADVISED:
-FOR FURTHER ASSISTANCE TO REPAIR YOUR VEHICLE CONTACT YOUR DEALERSHPS PARTS MANAGER AND/OR SERVICE MANAGER

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9211MN GRP: OC CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: A1 CONTACT NBR: 10863800I OPENED: 07/09/1997
VIN: 1ZVPT21U2N[redacted] ENGINE: U CLOSED: 07/21/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: CLARK STATE: NJ ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 51000 WSD:
DEALER NAME: BELL MOTORS INC SALES CODE: 113048 P & A: 20512
CAUSAL CODES: 1204 1001 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 07/14/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/07/09
*** VEHICLE INVOLVED IN RECALL 96S48 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-RECEIVED A RECALL LETTER IN REGARDS TO THE SEAT BELTS
-TOOK VEHICLE TO LOMAN FORD FOR THE RECALL REPAIR IN DECEMBER OF 96
-SPOKE TO THE SERVICE MANAGER
*
PER CUSTOMER, DEALER SAYS:
-HE WOULD ORDER THE PART AND WOULD CALL BACK
-HAS NOT CALLED BACK
*
CUSTOMER SEEKS:
-WANTS THE RECALL PART
*
CAC ADVISED:
-INFORMED CUSTOMER SHE IS FREE TO GO TO ANOTHER DEALERSHIP FOR THE PART
-DIRECTED CUSTOMER TO BELL MOTORS
1997/07/14
CALLED CUSTOMER AGAIN TODAY AND LEFT ANOTHER MESSAGE TO CALL ME TO TRY AND HEL
P HER WITH HER SEAT BELT CONCERN.WILL TRY LATER ON TODAY TO REACH HER.
###THIS IS THE CLOSING COMMENT
CALLED CUSTOMER AND SET UP A DATE FOR 07/28/97 TO DO BOTH RECALLS. SHE WAS VER
Y HAPPY THAT I CALLED AND TOLD ME HOW UNHAPPY SHE WAS AT HOW SHE WAS TREATED A
T LOAMAN FORD.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

1573CP GRP: X>01 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: E1 CONTACT NBR: 10BG44524 OPENED: 07/10/1997
VIN: 12VPT20C6N5[redacted] ENGINE: C CLOSED: 07/18/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: HESPERIA STATE: CA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 147000 WSD:
DEALER NAME: SUNLAND FORD L-M SALES CODE: 171437 P & A: 05487
CAUSAL CODES: 1204 SYMPTOMS: 104100 104300
ORIGIN: GD TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 07/11/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/07/10
*** VEHICLE INVOLVED IN RECALL 96S48 & 96S99***
*** NAVIS: PROGRAM ***
CUSTOMER SAYS:
- HAVE HAD THE VEHICLE THERE THREE TIMES FOR THE RECALL
- SHE MADE APPOINTMENTS WHEN SHE WAS TOLD THE PART WAS IN AND WHEN SHE ARRIVED THE PART WAS NOT THERE
- SHE WAS TOLD SHE WOULD RECEIVE A NOTICE WHEN THE PARTS WERE IN AND HAS BEEN WAITING SINCE NOVEMBER FOR THESE PARTS
*
PER CUSTOMER, DEALER SAYS:
- NO CONTACT SINCE MARCH
*
CUSTOMER SEEKS:
- TO HAVE HER CAR REPAIRED SINCE HER SEAT BELT IS BROKEN
*
CAC ADVISED:
RE RECALL:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. RALPH CLARK (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/07/11
###THIS IS THE CLOSING COMMENT
WE HAVE CALLED THE CUSTOMER AND THE PARTS ARE HERE. THE CUSTOMER HAS BEEN TOLD TO CALL BACK TO SCHEDULE AN APPOINTMENT. PLEASE CLOSE THIS CONTACT.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9997AS GRP: XXXX CONCERN CONTACT VEH TYPE: CAR
ORLANDO 24 ZN/TR: 02 CONTACT NBR: 108647631 OPENED: 07/11/1997
VIN: 1ZVPT20C9N5 [redacted] ENGINE: C CLOSED: 07/21/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: PALM COAST STATE: FL ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 82000 WSD:
DEALER NAME: GARY YEOMANS FORD SALES CODE: 124461 P & A: 04780
CAUSAL CODES: 1012 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 24 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 07/14/1997
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:
1997/07/11
*** PARTS DELAY OVER 30 DAYS ***
*** NAVIS: ORIGINAL ***
*** VEHICLE INVOLVED IN RECALL 96548 96599 ***
CUSTOMER SAYS:
-WAS WAITING SINCE JANUARY FOR THE PARTS FOR A RECALL
-FIRST, THE CUSTOMER ORDERED THE RECALL REPAIR PARTS IN NEW YORK IN JANUARY.
-AS OF JUNE THE PARTS DID NOT COME IN.
-INITIAL DEALER IN NEW YORK WAS GOING TO REPLACE BOTH SEAT BELTS
-MOTOR IS CLICKING AND SEAT BELTS DO NOT RETRACT
-SEAT BELT IS NOW FRAYING SINCE THE RECALL WORK HAS NOT BEEN DONE AND VEHICLE IS NOT REPAIRED AND IT HAS TO BE HANDLED MORE-THUS, CAUSING FRAYING OF THE BELT
•
PER CUSTOMER, DEALER SAYS:
-WILL BE A MONTH FOR THE PARTS
•
CUSTOMER SEEKS:
-RECALL WORK COMPLETED ON BOTH SIDES OF THE VEHICLE
-SEAT BELT REPLACED SINCE IT HAS CAUSED UNNECESSARY FRAYING
•
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9997AS GRP: XXXX CONCERN CONTACT VEH TYPE: CAR
ORLANDO 24 ZN/TR: D2 CONTACT NBR: 108647631 OPENED: 07/11/1997
VIN: 1ZVPT20C9N5 [redacted] ENGINE: C CLOSED: 07/21/1997

1997/07/14
###THIS IS THE CLOSING COMMENT
TALKED WITH CUSTOMER WHEN BROUGHT IN FOR RECALL CHECK BOTH SEAT BELT TRACKS
AND THE PASSENGER WAS OK AND THE DRIVERS NEEDED REPLACED PARTS ORDERED AND
COULD TAKE UPTO 1 MONTH FOR PARTS AS WHAT WE HAVE BEEN SEEING FROM OTHERS
THAT WE HAVE ORDERED.
SEAT BELT ITSELF IS NOT AFFECTED BY THE RECALL AND THE TRACK IS THE FRAYING BE
LT WILL BE CUSTOMER RESPONSIBILITY TRACK WILL BE REPLACED UNDER THE RECALL

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3277RR GRP: 10 INFORMATION CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: B2 CONTACT NBR: 108664864 OPENED: 07/15/1997
VIN: 1ZVPT20C3N5 [redacted] ENGINE: C CLOSED: 07/15/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: FORT DODGE STATE: IA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 61000 WSD:
DEALER NAME: FORT DODGE FORD L-M SALES CODE: 153559 P & A: 01732
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:
1997/07/15
*** VEHICLE INVOLVED IN RECALL 96599 ***
*** VEHICLE INVOLVED IN RECALL 96548 ***
CUSTOMER SAYS:
-DEALERSHIP CANNOT GET PARTS FOR RECALL
-CUSTOMER HAS BEEN TRYING TO GET THIS PERFORMED EVER SINCE HE GOT THE LETTER
-CUSTOMER NO LONGER HAS A FUNCTIONAL SHOULDER BELT
-CUSTOMER'S LAPBELT IS STILL FUNCTIONAL
-CUSTOMER SAID THAT FORD WILL HAVE A MAJOR LAWSUIT FILED IF HE GETS INTO AN ACCIDENT
*
PER CUSTOMER, DEALER SAYS:
-PARTS ARE UNAVAILABLE
*
CUSTOMER SEEKS:
-SEAT BELT REPAIRED SO THAT HE CAN DRIVE HIS VEHICLE SAFELY
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
-CHECKED WITH TEAM LEADER AND FOLLOWED PROCEDURE ACCORDINGLY
-MADE OUT BOUND CALL TO DEALERSHIP (SPOKE WITH LARRY) AND THEY ARE DOING ALL THAT THEY CAN TO ASSIST THE CUSTOMER

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

0140K8 GRP: 13 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: 01 CONTACT NBR: 108692830 OPENED: 07/22/1997
VIN: 1ZVPT20C4N5[redacted] ENGINE: C CLOSED: 08/08/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted]
CITY: [redacted] STATE: AL ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 129000 WSD:
DEALER NAME: GREENVILLE FORD, L. SALES CODE: 121543 P & A: 01383
CAUSAL CODES: 1204 1001 SYMPTONS: 104100
ORIGIN: 00 TRANS. DST/RGN: 21 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 07/25/1997
ACK. CODE: ASSIST CODE: P AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/07/22
*** VEHICLE INVOLVED IN RECALL 96S99 ***
*** VEHICLE INVOLVED IN RECALL 96S48 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-HAS 2 OPEN RECALLS ON VEHICLE, DEALERSHIP HAS BEEN UNABLE TO GET PARTS FOR 8 MONTHS
-LAST SPOKE TO DEALERSHIP 7/8/97, THEY STILL DO NOT HAVE PARTS FOR THE RECALL
-CUSTOMER IS VERY CONCERNED BECAUSE THIS IS A SAFETY RECALL,AND THE DEALERSHIP HAS INSTALLED THE RAILS BUT HAS NOT COMPLETED THE REPAIR BECAUSE OF THE PARTS BACKORDER
*
PER CUSTOMER, DEALER SAYS:
-THEY DO NOT HAVE THE PARTS
*
CUSTOMER SEEKS:
-REPAIR OF VEHICLE
*
CAC ADVISED:
RE PARTS AVAILABILITY:
-PARTS ARE ON MAJOR BACKORDER SINCE DECEMBER, NO AVAILABILITY DATE AT THIS TIME
RE OPEN RECALL AND CONCERN CONTACT:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MS. PAM SCOTT (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/08/01
###THIS IS THE CLOSING COMMENT
CUSTOMER NOTIFIED THAT PARTS ARE ON ORDER,WILL FIX VEHICLE WHEN PARTS ARRIVE.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6064AE GRP: XX09 INFORMATION CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: A2 CONTACT NBR: 108730916 OPENED: 07/31/1997
VIN: 1ZVPT21U4N5[redacted] ENGINE: U CLOSED: 07/31/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: ANN MI: [redacted]
ADDRESS:
CITY: DARRINGTON STATE: WA ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 130000 WSD:
DEALER NAME: SKAGIT RIVER FORD 1 SALES CODE: 174533 P & A: 08571
CAUSAL CODES: 1012 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:
1997/07/31
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-DEALERSHIP DOESN'T HAVE THE PARTS
FOR HER RECALL ON THE SEAT BELTS
-CUSTOMER HAS BEEN WAITING FOR PARTS SINCE JANUARY, 1997
*
PER CUSTOMER, DEALER SAYS:
-THEY DON'T KNOW WHEN THE PARTS WILL BE IN
*
CUSTOMER SEEKS:
-TO HAVE HER RECALL COMPLETED
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
REGARDING RESEARCHING PART:
-WE WOULD NEED THE PART #
-CUSTOMER WILL CALL BACK WITH THE PART #
-WE MAY BE ABLE TO HAVE SOMEONE FROM THE PART DELAY DEPT. RESEARCH
1997/08/19
THIS CONTACT HAS BEEN UPGRADED. THE NEW CONTACT IS 108812129

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

2400CJ GRP: XX17 INFORMATION CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: 81 CONTACT NBR: 108797789 OPENED: 08/15/1997
VIN: N ENGINE: CLOSED: 08/15/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: WOODLAWN STATE: VA ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 83000 WSO:
DEALER NAME: JOHNSON FAMILY FORD SALES CODE: 127512 P & A: 01364
CAUSAL CODES: 1012 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1997/08/15
NO VIN AVAILABLE
CUSTOMER SAYS:
- INVALID VIN GIVEN, NO MORSII CONTACT IN COMPUTER
- CUSTOMER RECEIVED RECALL LETTER FOR THE PASSIVE SEAT BELT MOTORS
- ORDERED PARTS THROUGH THE DEALERSHIP, BUT THEY ARE NOT AVAILABLE
*
PER CUSTOMER, DEALER SAYS:
- ORDERED PARTS
*
CUSTOMER SEEKS:
- GET PARTS FROM A DIFFERENT DEALERSHIP
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

75855A GRP: 01 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: A2 CONTACT NBR: 108812129 OPENED: 08/19/1997
VIN: 1ZVPT21U4N5[redacted] ENGINE: U CLOSED: 10/08/1997

LAST NAME: [redacted] FIRST NAME: [redacted] STATUS: CLOSED
TITLE: MI:
ADDRESS: [redacted]
CITY: DARRINGTON STATE: WA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 130000 WSO:
DEALER NAME: SKAGIT RIVER FORD I SALES CODE: 174533 P & A: 08571
CAUSAL CODES: 1012 10RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 74 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 09/10/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/07/31
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-DEALERSHIP DOESN'T HAVE THE PARTS
FOR HER RECALL ON THE SEAT BELTS
-CUSTOMER HAS BEEN WAITING FOR PARTS SINCE JANUARY, 1997
*
PER CUSTOMER, DEALER SAYS:
-THEY DON'T KNOW WHEN THE PARTS WILL BE IN
*
CUSTOMER SEEKS:
-TO HAVE HER RECALL COMPLETED
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
REGARDING RESEARCHING PART:
-WE WOULD NEED THE PART #
-CUSTOMER WILL CALL BACK WITH THE PART #
-WE MAY BE ABLE TO HAVE SOMEONE FROM THE PART DELAY DEPT. RESEARCH
1997/08/19
THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 108730916

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7585SA GRP: 01 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: A2 CONTACT NBR: 108812129 OPENED: 08/19/1997
VIN: 1ZVPT21U4NS[redacted] ENGINE: U CLOSED: 10/08/1997

1997/08/19
*** PARTS DELAY OVER 30 DAYS ***
*** VEHICLE INVOLVED IN RECALL 96S99 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- THE PART FOR THE RECALL TO BE PERFORMED IS NOT AVAILABLE AT THE DEALERSHIP
- HAS BEEN WAITING FOR THE PART#F72Z6161CD44A SINCE JANUARY OF 1997
- IS CONCERNED BECAUSE IT CONCERNS THE SEAT BELTS BECAUSE SHE HAS KIDS THAT HAVE TO BE BUCKLED INTO THE VEHICLE AND AT THE CURRENT TIME THEY CANNOT BE BUCKLED IN
*
PER CUSTOMER, DEALER SAYS:
- DOES NOT KNOW WHEN THE PART WILL BE COMING IN
*
CUSTOMER SEEKS:
- WANTS THE PARTS MADE AVAILABLE SO HER RECALL CAN BE COMPLETED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
-REQUEST MR. GAIL AFOEN PARTS MNGR CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS-
INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
1997/10/01
###THIS IS THE CLOSING COMMENT
UNABLE TO CONTACT CUSTOMER ,PARTS ARE STILL NOT AVILBLE FROM FORD , THERE IS NOTHING MORE WE CAN DO FOR THIS CUSTOMER UNTILL PARTS BECOME AVAILBLE
LEONARD L LORD SERVICE MANAGER

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9997AS GRP: XXXX INFORMATION CONTACT VEH TYPE: CAR
PHILADELPHIA 16 ZN/TR: A1 CONTACT NBR: 108821858 OPENED: 08/21/1997
VIN: N ENGINE: CLOSED: 08/21/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted]RDADE
CITY: PHOENIXVILL STATE: PA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 1 MSD:
DEALER NAME: MATTHEWS SALES CO SALES CODE: 116032 P & A: 01359
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

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

COMMENTS:
1997/08/21
NO VIN AVAILABLE
CUSTOMER SAYS:
-CUSTOMER HAS RECEIVED A RECALL NOTICE IN REGARDS TO THE SEAT BELT
-CANNOT GET THE PARTS UNTIL DECEMBER
-DOES NOT FEEL SAFE WITH JUST A LAP BELT
*
PER CUSTOMER, DEALER SAYS:
-THE PARTS WILL NOT BE IN UNTIL DECEMBER 15TH
*
CUSTOMER SEEKS:
-VEHICLE REPAIRED
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9484BP GRP: 17 INFORMATION CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: C2 CONTACT NBR: 108832292 OPENED: 08/25/1997
VIN: 1ZVPT22L0N5 [redacted] ENGINE: L CLOSED: 08/25/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS: [redacted]
CITY: RAYMOND STATE: NH ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 106000 WSD:
DEALER NAME: MCFARLANDFORD SALES SALES CODE: 111570 P & A: 09172
CAUSAL CODES: 1207 2801 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:
1997/08/25
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- I HAVE BEEN WAITING FOR SOME TIME FOR THE PARTS TO COME IN FOR MY RECALL
- THIS VEHICLE IS UNSAFE TO DRIVE
*
PER CUSTOMER, DEALER SAYS:
- PER KAREN, THE PART IS D99. EITHER WAIT OR CALL THE CAC
*
CUSTOMER SEEKS:
- RECALL PERFORMED
- LOANER VEHICLE
*
CAC ADVISED:
RE RECALL:
- GAVE THE CUSTOMER THE NUMBER TO THE AUTO SAFETY HOTLINE THAT IS INCLUDED IN THE RECALL LETTER
RE LOANER:
- ADVISED CUSTOMER THAT A LOANER VEHICLE IS NOT A PROVISION OF THE WARRANTY
- CUSTOMER CAN SPEAK WITH KAREN(CUST. REL. MGR.) FOR FURTHER ASSISTANCE
1997/08/28
THIS CONTACT HAS BEEN UPGRADED. THE NEW CONTACT IS 108848515

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7032HI GRP: XX03 INFORMATION CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: 82 CONTACT NBR: 108836375 OPENED: 08/26/1997
VIN: 12VPT20CXN5 [redacted] ENGINE: C CLOSED: 08/26/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted]
CITY: FULLERTON STATE: CA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 44072 WSD:
DEALER NAME: KEN GRODYFORD SALES CODE: 171089 P & A: 07946
CAUSAL CODES: 1204 1209 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1997/08/26
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- I CALLED BEFORE I TOOK MY CAR IN
- YESTERDAY I WAS TOLD TO COME GET MY CAR IT WAS READY, I WENT TO GET MY CAR AND I NOTICED THAT THERE WAS A NOTE THAT SAID THET HAD TO ORDER THE PARTS I WAS NEVER TOLD I FOUND A NOTE IN THE PAPER WORK HAD I NOT LOOKED I WOULD HAVE THOUGHT THE WORK WAS DOEN
*
PER CUSTOMER, DEALER SAYS:
- PAUL (SERVICE MANAGER)MY BOOKER SAID THEY WERE IN THEY ARE NEW, WE ARE NOT OBLIGATED TO HAVE THE PARTS IN ARE YOU COMING BACK
*
CUSTOMER SEEKS:
- TO LODGE A COMPLAINT
*
CAC ADVISED:
RE POLICIES:
- DEALERSHIPS ARE INDEPENDENTLY OWNED AND OPERATED
- CONTACT THE CUST. REL. MGR./SERV. MGR FOR FURTHER EXPLANATION.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9484BP GRP: 17 CONCERN CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: CZ CONTACT NBR: 108848515 OPENED: 08/28/1997
VIN: 1ZVPT22L0N5[redacted] ENGINE: L CLOSED: 09/11/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: RAYMOND STATE: NH ZIP:
HOME PHONE: 617-330-6085 BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 106000 VSO:
DEALER NAME: MCFARLANDFORD SALES SALES CODE: 111570 P & A: 09172
CAUSAL CODES: 1207 2801 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 11 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 09/03/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/08/25
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- I HAVE BEEN WAITING FOR SOME TIME FOR THE PARTS TO COME IN FOR MY RECALL
- THIS VEHICLE IS UNSAFE TO DRIVE
*
PER CUSTOMER, DEALER SAYS:
- PER KAREN, THE PART IS D99. EITHER WAIT OR CALL THE CAC
*
CUSTOMER SEEKS:
- RECALL PERFORMED
- LOANER VEHICLE
*
CAC ADVISED:
RE RECALL:
- GAVE THE CUSTOMER THE NUMBER TO THE AUTO SAFETY HOTLINE THAT IS INCLUDED IN THE RECALL LETTER
RE LOANER:
- ADVISED CUSTOMER THAT A LOANER VEHICLE IS NOT A PROVISION OF THE WARRANTY
- CUSTOMER CAN SPEAK WITH KAREN(CUST. REL. MGR.) FOR FURTHER ASSISTANCE
1997/08/28
THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 108832292
*
CAC ADVISED:
- THIS CONTACT IS JUST BEING UPGRADED TO A CONCERN
1997/08/29
VEHICLE HAS APPT SCHEDULED FOR 9.3.97.SEAT BELT PART HAS ARRIVED ON 8.27.97
DEALER WILL INSTALL ON 9.3.97

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9484BP GRP: 17 CONCERN CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: C2 CONTACT NBR: 108848515 OPENED: 08/28/1997
VIN: 12VPT22LON5[redacted] ENGINE: L CLOSED: 09/11/1997

1997/09/04
###THIS IS THE CLOSING COMMENT
VEHICLE WAS REPAIRED ON 9.4.97 .RECALL 96S48 COMPLETED ANDA VEHICLE RETURNED
TO OWNER

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

76575B GRP: XX11 INFORMATION CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: 01 CONTACT NBR: 108852966 OPENED: 08/28/1997
VIN: 12VPT20CON5 [redacted] ENGINE: C CLOSED: 08/28/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: CENTERALIA STATE: MO ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 67000 WSD:
DEALER NAME: JOE MACHENS FORD IN SALES CODE: 153792 P & A: 08006
CAUSAL CODES: 1012 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1997/08/28
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- PARTS FOR THE SEAT BELT RECALL ARE ON BACK ORDER, THE DEALERSHIP HAS NO IDEA WHEN THEY MIGHT BE IN
*
PER CUSTOMER, DEALER SAYS:
- ON BACK ORDER
*
CUSTOMER SEEKS:
- TO HAVE RECALL PERFORMED
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

BB60SC GRP: XX10 INFORMATION CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: B2 CONTACT NBR: 108901583 OPENED: 09/11/1997
VIN: N ENGINE: CLOSED: 09/11/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: CONNERSVILLE STATE: IN ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 55000 WSD:
DEALER NAME: ADVANTAGEFORD-LINC- SALES CODE: 147099 P & A: 04726
CAUSAL CODES: 1012 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1997/09/11
*** NO VIN AVAILABLE***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- DEALER PLACED ORDER FOR SEAT BELT RAIL TWO MONTHS AGO
- I HAVE BEEN DRIVING AROUND WITH JUST THE LAP BELT
- I AM AFRAID TO DRIVE THIS VEHICLE AROUND
*
PER CUSTOMER, DEALER SAYS:
- AS OF SEPTEMBER 9TH, THE PARTS MANAGER INFORMED CUSTOMER THERE IS NO EXPECTED TIME FRAME
- DEALER HAS NOT PLACED AN EMERGENCY ORDER
*
CUSTOMER SEEKS:
- PARTS FOR HIS VEHICLE
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
OBC MADE TO BILL STEEL (PARTS MANAGER):
- PARTS HAVE BEEN PLACED ON EMERGENCY ORDER

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9997AS GRP: XXXX CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: A4 CONTACT NBR: 108912404 OPENED: 09/15/1997
VIN: 1ZVPT21U7N5[redacted] ENGINE: U CLOSED: 09/25/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: VE
CITY: BAKERSFIELD STATE: CA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 58000 MSD:
DEALER NAME: JIM BURKEFORD SALES CODE: 171439 P & A: 05471
CAUSAL CODES: 1204 2801 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 09/18/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/09/15
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 AND 96S99 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-THERE IS A BACK ORDER ON THE AUTOMATIC SEAT BELT
-BOTH SEAT BELTS ARE INOPERABLE
-HAVE BEEN WAITING OVER A MONTH
-THE BACK ORDER IS RELATED TO THE 96S48 RECALL
-CUSTOMER HAD 96S99 RECALL DONE BUT IT IS NOT WORKING PROPERLY(PASSENGER SIDE)
*
PER CUSTOMER, DEALER SAYS:
-THERE IS A BACK ORDER
-CALL FORD
*
CUSTOMER SEEKS:
-INFORMATION ON THE BACK ORDER
*
CAC ADVISED:
**RE THE PART THAT WAS REPAIRED AND IS STILL NOT FUNCTIONAL
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MS. JEANNE EHRLICH(CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
**RE THE BACK ORDER
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART
DELAYS
1997/09/18
###THIS IS THE CLOSING COMMENT
DEALER RECHECKED RT SEATBELT CONCERN,FOUND NOT PART OF RECALL 95S99.ALSO
EXPLAINED LEFT RESTRAINT AND MOTOR ASSY IS STILL ON A NATL BACKORDER AND THAT
DEALER WILL NOTIFY CUSTOMER AS SOON AS PART ARRIVES.

OWNER RELATIONS VOP/BENCHMARKING 09/11/98 FAXCARTG

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7381LW GRP: xxO7 INFORMATION CONTACT VEH TYPE: CAR
DENVER 56 ZN/TR: 82 CONTACT NBR: 108922161 OPENED: 09/16/1997
VIN: 1ZVPT20C9N5[redacted] ENGINE: C CLOSED: 09/16/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: PRESTON STATE: ID ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 66000 WSO:
DEALER NAME: WILSON MOTOR CO SALES CODE: 156640 P & A: 08365
CAUSAL CODES: 1204 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: F AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1997/09/16
*** CUSTOMER REQUESTING SERVICE AT THIS DEALERSHIP ***
*** VEHICLE INVOLVED IN RECALL 98S48& 98S99 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- 2 WEEKS AGO, I MADE AN APPOINTMENT WTH BOWEN
- THE DEALER CALLED ME AT WORK
- THE DEALER SAID WE DO NOT HAVE THE PART
- I JUST WANT RECALL REPAIRS TO BE PERFORMED
*
PER CUSTOMER, DEALER SAYS:
- BOWEN FORD SAID WE DO NOT HAVE THE PART
*
CUSTOMER SEEKS:
- TO HAVE RECALL REPAIRS DONE AT ANOTHER FORD DEALER
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MRS LYNETTE LEWIS(SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7024YE GRP: 05 CONCERN CONTACT VEH TYPE: CAR
ORLANDO 24 ZN/TR: F2 CONTACT NBR: 108963124 OPENED: 09/26/1997
VIN: 1ZVPT20C4N[redacted] ENGINE: C CLOSED: 10/08/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: STREET
CITY: GAINSVILLE STATE: FL ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 36000 WSD:
DEALER NAME: SANTA FE FORD INC. SALES CODE: 124444 P & A: 04888
CAUSAL CODES: 1012 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 24 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 09/28/1997
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:
1997/09/26
*** VEHICLE INVOLVED IN RECALL 96S48 & 96S99 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- DAUGHTER CALLING WHICH IS THE ONE WHO DRIVES THE CAR
- I WANT TO COMPLAIN ABOUT MY DEALER
- I HAD A RECALL LETTER SO I TOOK IT IN TO HAVE THE WORK DONE
- I WAITED 2 WEEKS FOR A PART WHICH DID NOT WORK
- SO THEY SENT FOR ANOTHER PART
- I HAVE BEEN WAITING FOR THE SECOND PART FOR ABOUT ONE MONTH
- IT IS DANGEROUS TO DRIVE WITHOUT A SEATBELT THAT WORKS
- I HAVE BEEN WATING FOR THE PARTS MANAGER TO CALL ME WITH A RELEASE DATE FOR THE PART, BUT I HAVEN'T HEARD ANYTHING
*
PER CUSTOMER, DEALER SAYS:
- WE ARE WAITING FOR THE SEATBELT PART
*
CUSTOMER SEEKS:
- TO COMPLAIN ABOUT DEALER
- TO GET THE PART TO FIX MY SEATBELT
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. GREG WAITCUS (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
- COMPLAINT HAS BEEN DOCUMENTED
1997/09/29
PART ORDERECON 08/21/1997 BACK ORDERED D-99 -UP GRADES TO EMERENGY ORDER STILL ON B.O. D-99 AS OF FRIDAY 09/26/1997

OWNER RELATIONS VOP/BENCHMARKING 09/11/98 FAXCARTG

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7024YE GRP: 05 CONCERN CONTACT VEH TYPE: CAR
ORLANDO 24 ZN/TR: F2 CONTACT NBR: 108963124 OPENED: 09/26/1997
VIN: 1ZVPT20C4N5[redacted] ENGINE: C CLOSED: 10/08/1997

1997/10/01
###THIS IS THE CLOSING COMMENT
PARTS LOCATED AT ANOTHER DEALER AND HAVE BEEN RECEIVED APPOINTMENT SET FOR FRI
DAY 10/02/1997 TO CORRECT CUSTOMER CONCERN.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

2669CS GRP: 01 INFORMATION CONTACT VEH TYPE: CAR
ORLANDO 24 ZN/TR: C2 CONTACT NBR: 108968486 OPENED: 09/29/1997
VIN: 1ZVPT20C4N5 [redacted] ENGINE: C CLOSED: 09/29/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: KISSIMMEE STATE: FL ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 38000 VSO:
DEALER NAME: TROPICAL FORD INC SALES CODE: 124225 P & A: 04924
CAUSAL CODES: 1012 0206 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1997/09/28
CUSTOMER SAYS:
- I RECEIVED THE RECALL IN OCTOBER,1996 FOR THE MOTORIZED AND SAFTY BELT 96548 AND 96599
- THE DEALERSHIP ORDERED THE PARTS FOR THE RECALL ON DECEMBER 27, 1997
- THE RECALL SERVICES WERE PERFOMED ON MARCH 14, 1997 AT TROPICAL FORD
- BY AUGUST 2,1997 THE DRIVER SEAT BELT STOP NOT WORKING
- THE CAR WAS TAKEN TO SANTA FE FORD
- ON AUGUST 21, 1997 THE PARTS CAME IN AND DID NOT FIX AND ORDER THE CORRECT PARTS
- CURRENTLY THE DEALERSHIP IS STILL AWAITING THE PART
- MY DAUGHTER CANNOT WERE THE SEAT BELT
- WHO IS LIABLE IF MY DAUGHTER EITHER GETS A TICKET FOR NO SEAT BELTS OR GETS IN AN ACCIDENT
- REQUEST A LOANER FOR SAFETY PURPOSES
- PART NUMBER F7ZZ-61610045-A
- STATED THAT IS NEXT ACTION IS TO CONTACT HE ATTORNEY, THE NHAS, AND THE BETTER BUSINESS BUREAR
•
PER CUSTOMER, DEALER SAYS:
- PARTS HAS NOT COME IN YET
- PART NO LONGER AVAILABLE
•
CUSTOMER SEEKS:
- LIABILITY INFORMATION
- PART INFORMATION
- LOANER
•
CAC ADVISED:
•••CSR MADE OBC TO DEALERSHIP FOR MORE INFORMATION
PER JOHN BIRD (SERVICE MANGER)

OWNER RELATIONS VOP/BENCHMARKING 09/11/98 FAXCARTG

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

2669CS GRP: 01 INFORMATION CONTACT VEH TYPE: CAR
ORLANDO 24 ZN/TR: C2 CONTACT NBR: 108968486 OPENED: 09/29/1997
VIN: 1ZVPT20C4N5[redacted] ENGINE: C CLOSED: 09/29/1997

1997/09/29
- YES THE PART IS STILL AVAILABLE
- CURRENTLY THE PART IS ON BACK ORDER
- THERE IS NO AVAILABILITY DATE AS OF TODAY
- THE PARTS MANAGER HAS LOCATED THE PART IS SOUTH FLORDIA AT ANOTHER DEALER
- THE PART IS SUPPOSE TO COME IN BY UPS FROM SOUTH FLORIDA
- WHEN THE PARTS COMES INTO THE DEALERSHIP WE WILL NOTIFY THE CUSTOMER
- WE WILL INSTALL THE PART WHILE THE CUSTOMER WAITS
*CSR ADVISED
RE: PART INFORMATION
- ADVISED CUSTOMER THAT THE PART IS AVAILABLE HOWEVER IT IS ON BACK- ORDER
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
RE: LOANER
- LOANERS ARE NOT A PROVISION OF THE WARRANTY.
- CONTACT MR.JOHN BIRD (SVC.MGR.) FOR CLARIFICATION OF THE DEALERSHIP'S POLICY ON ALTERNATIVE TRANSPORTATION.
- MAY REQUIRE AN APPOINTMENT
RE: LIABILITY
- ADVISED CUSTOMER DUE TO LIABILITY THE VEHICLE SHOULD NOT BE OPERATED UNDER THESE CONDITION

09/11/98 MASTER OWNER RELATIONS SYSTEM [1] 14.21.02

5939JM GRP: 09 CONCERN CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: 01 CONTACT NBR: 108971298 OPENED: 09/29/1997
VIN: 1ZVPT20C5N5[redacted] ENGINE: C CLOSED: 10/13/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: LOUISVILLE STATE: KY ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted] XT:
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 60000 WSD:
DEALER NAME: TOWN & COUNTRY FORD SALES CODE: 147024 R & A: 05755
CAUSAL CODES: 1203 1204 SYMPTONS: 104100
ORIGIN: 60 TRANS. DST/RGN: 47 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/06/1997
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:
1997/09/29
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-NEEDS RECALL PERFORMED ON SEATBELTS
-PART IS ON NATIONAL BACKORDER
-WONT BE IN UNTIL XMAS
-WHAT TO DO
*
PER CUSTOMER, DEALER SAYS:
-PART ON NATIONAL BACK ORDER
*
CUSTOMER SEEKS:
-PART INFORMATION
-SEATBELTS FIXED
*
CAC ADVISED:
RE: PARTS
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
RE: OPEN RECALL
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.CARLUS HAYS(CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/10/06
###THIS IS THE CLOSING COMMENT
DATE ON WHEN PARTS WILL BE AVAILABLE. WILL RECONTACT CUSTOMER BY MAIL WHEN PARTS AVAILABLE.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

8888DK GRP: 17 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: 82 CONTACT NBR: 108972995 OPENED: 09/29/1997
VIN: 1ZVPT20C7N5[redacted] ENGINE: C CLOSED: 10/09/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS: T #3
CITY: PORTLAND STATE: [redacted] ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 98000 WSD:
DEALER NAME: COURTESY FORD SALES CODE: 174013 P & A: 08502
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 74 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/02/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/09/29
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 ***
*** CUSTOMER REQUESTING SERVICE AT THIS DEALERSHIP ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- CALLING ABOUT RECALL LETTER
- TOOK VEHICLE TO DEALERSHIP WITHIN NEBRASKA TO HAVE RECALL PERFORMED
- WAS WAITING ON PARTS FOR ABOUT 3-4 WEEKS
- MEANWHILE I HAVE MOVED TO PORTLAND OREGON AND STILL NEED RECALL PERFORMED
- CAN I TAKE MY VEHICLE TO ANOTHER DEALERSHIP
- EXPERIENCING PROBLEMS WITH THE DRIVERS SIDE SEAT BELT
*
CUSTOMER SEEKS:
- RECALL INFORMATION
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.JOHN JULUN(CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
1997/10/02
###THIS IS THE CLOSING COMMENT
SENT THE CUSTOMER TO VANCOUVER FORD, BECAUSE THEY HAVE THE PARTS IN STOCK TO R
EPAIR THE VEHICLE. WE ARE UNABLE TO GET THE PARTS, BECAUSE THEY ARE ON BACK OR
DER CURRENTLY. THE CUSTOMER IS HAPPY AND THANKED US. CONTACT HANDLED BY COOPER
SMITH THE ASSISTANT SERVICE MANAGER(10/02/1997).

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

4781BF GRP: 02 INFORMATION CONTACT VEH TYPE: CAR
HOUSTON 57 ZN/TR: B1 CONTACT NBR: 108997968 OPENED: 10/06/1997
VIN: 1ZVPT20C1N5[redacted] ENGINE: C CLOSED: 10/06/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: HOUSTON STATE: TX ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 83000 WSD:
DEALER NAME: LONE STARFORD INC SALES CODE: 152029 P & A: 06947
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1997/10/06
*** VEHICLE INVOLVED IN RECALL 96548 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-DRIVER'S SIDE SEATBELT
-HAS BEEN TAKEN TRYING TO GET THE RECALL PERFORMED FOR THE LAST SEVEN MONTHS
-DEALERSHIP IS UNABLE TO PROVIDE A TIMEFRAME FOR REPAIR OF VEHICLE
*
PER CUSTOMER, DEALER SAYS:
-PART IS ON BACK ORDER
-UNABLE TO PROVIDE A TIMEFRAME FOR ARRIVAL
*
CUSTOMER SEEKS:
-TO HAVE RECALL PERFORMED
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3277RR GRP: 10 INFORMATION CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: 42 CONTACT NBR: 109002360 OPENED: 10/07/1997
VIN: 1ZVPT20C4N5[redacted] ENGINE: C CLOSED: 10/07/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: SOUTH SALEM STATE: OH ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 130000 WSO:
DEALER NAME: HILLSBOROFORD-MERCU SALES CODE: 147466 P & A: 01975
CAUSAL CODES: 1203 1012 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1997/10/07
*** VEHICLE INVOLVED IN RECALL 96S09 ***
*** VEHICLE INVOLVED IN RECALL 96S48 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-GOT CAC NUMBER FROM OWNER GUIDE
-THERE WAS A RECALL NOTICE ON MY PROBE ABOUT SEATBELTS
-MY SEATBELTS DO NOT WORK, BUT PART FOR RECALL IS ON BACKORDER
-DEALER IS DOING THE BEST THEY CAN, BUT THEY SIMPLY CANNOT ACCESS THE PART
-I HAVE BEEN WAITING FOR PART FOR OVER 10 MONTHS
*
PER CUSTOMER, DEALER SAYS:
-PART IS ON NATIONAL BACKORDER
*
CUSTOMER SEEKS:
-PART TO HAVE SEATBELT RECALL PERFORMED
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

4262J0 GRP: 10 INFORMATION CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: P1 CONTACT NBR: 109005290 OPENED: 10/07/1997
VIN: N ENGINE: CLOSED: 10/07/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: ALLIANCE STATE: NE ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 91000 WSD:
DEALER NAME: COVER-JONES MOTOR C SALES CODE: 156407 P & A: 07103
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:
1997/10/07
NO VIN AVAILABLE
CUSTOMER SAYS:
- MY VEHICLE IS INVOLVED IN THE AUTOMATIC SEATBELT RECALL
- THE BELTS ARE ON BACKORDER UNTIL DECEMBER, I HAVE NO BELTS IN MY VEHICLE
- I HAVE TO RETAKE MY DRIVERS TEST, AND I CAN'T DO IT WITHOUT THE SEAT BELTS
- I AM VERY UPSET ABOUT THE PART DELAY
*
PER CUSTOMER, DEALER SAYS:
- PART IS ON NAT'L BACK ORDER
*
CUSTOMER SEEKS:
- TO DOCUMENT A COMPLAINT
- TO GET VEHICLE REPAIRED
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
- I HAVE DOCUMENTED YOUR COMPLAINT

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3677MK GRP: 02 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: A3 CONTACT NBR: 109028213 OPENED: 10/13/1997
VIN: 1ZVPT20C8N5[redacted] ENGINE: C CLOSED: 10/22/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: KINGSTON STATE: WA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: COURTESY FORD INC SALES CODE: 174538 P & A: 08564
CAUSAL CODES: 1204 0408 30RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 74 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/15/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/10/13
*** VEHICLE INVOLVED IN RECALL 96S48 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- VEHICLE IS INVOLVED IN SEAT BELT RECALL
- DEALER HAS ORDERED PARTS
- PARTS HAVE BEEN ON BACKORDER APPROXIMATELY 3 MONTHS
- FEELS THAT THE DEALERSHIP IS NOT DOING EVERYTHING THEY CAN TO GET THE PART IN
- OTHER CUSTOMERS WITH SIMILIAR RECALLS HAVE BEEN SERVICED SOONER
*
PER CUSTOMER, DEALER SAYS:
- EVEN THOUGH THE COMPUTER SAYS THE PARTS ARE IN, DEALER STATES HE CANNOT FIND PART
*
CUSTOMER SEEKS:
- WANTS RECALL TAKEN CARE OF AS SOON AS POSSIBLE
- TO DOCUMENT DISSATISFACTION WITH DEALER
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
-REQUEST MS CAROLYN NANGAN (CUST. REL MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/10/15
###THIS IS THE CLOSING COMMENT
DEALER CONTACTED CUSTOMER TO MAKE APPOINTMENT FOR SEAT BELT RECALL. CUSTOMER DECLINED TO MAKE AN APPOINTMENT WITH DEALER. CUSTOMER HAD ALREADY MADE AN APPOINTMENT WITH ANOTHER DEALER BEFORE MAKING FORD CONTACT.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

439BAT GRP: LP INFORMATION CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: B3 CONTACT NBR: 109043425 OPENED: 10/16/1997
VIN: N ENGINE: CLOSED: 10/16/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: CRESTLINE STATE: CA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 114000 WSD:
DEALER NAME: FORD OF UPLAND SALES CODE: 171106 P & A: 05555
CAUSAL CODES: 1203 3105 1012 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1997/10/16
*** VEHICLE INVOLVED IN RECALL 96S48 ***
NO VIN AVAILABLE
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- SEAT BELT RECALL ON THE VEHICLE, THE PART NOT AVAILIBLE UNTIL MARCH 1998
*
PER CUSTOMER, DEALER SAYS:
- PART WILL NOT BE AVAILIBLE UNTIL MARCH 1998
*
CUSTOMER SEEKS:
- TO HAVE THE SEATBELT REPAIRED
*
CAC ADVISED:
RE: PART
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
- OUTBOUND CALL TO THE DEALER SPOKE TO ROBERT SPENCER, PART IS ON BACKORDER UNTIL MARCH 1998. HE SUPPLIED THE RECALL NUMBER

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

1862CH GRP: X110 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: A1 CONTACT NBR: 109048949 OPENED: 10/17/1997
VIN: 1ZVPT21U0N5[redacted] ENGINE: U CLOSED: 10/30/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: HELENA STATE: MT ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 60000 WSD:
DEALER NAME: THE NEW CAPITAL MOT SALES CODE: 174657 P & A: 01424
CAUSAL CODES: 1215 1ORA SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 74 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/21/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1997/10/17
*** PARTS DELAY OVER 30 DAYS ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- PAM CALLED
- RECALL ON SEAT BELT
- TOOK IN MID AUGUST TO HAVE RECALL WORK DONE
*
PER CUSTOMER, DEALER SAYS:
- BACK ORDER
- STILL NOT IN
*
CUSTOMER SEEKS:
- VEHICLE FIXED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
-REQUEST MR./MS (CUST. REL MNGR/ SVC MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS

1862CH GRP: XA10 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: [redacted] CONTACT NBR: 1090-18959 OPENED: 10/17/1997
VIN: 1ZVPT21UON5[redacted] ENGINE: U CLOSED: 10/30/1997

1997/10/23
###THIS IS THE CLOSING COMMENT
PARTS HAVE BEEN ON NATIONAL BACKORDER SINCE 8-7-1997. CUSTOMER HAS BEEN UPDATED ON DEALERSHIPS EFFORTS TO AQUIRE PARTS. CUSTOMER WAS TOLD BY DEALER ON 10-16-1997 TO CALL FORD CAC. CUSTOMER WAS TOLD BY ANALYST HICKSON THAT THE PARTS WERE NOT ON BACKORDER AND WERE AVAILABLE. PARTS ARE NOT AVAILABLE, AND CUSTOMER LOST CONFIDENCE IN DEALER, FEELS WAS LIED TO BY DEALER. DEALER FOUND PARTS FOR RECALL THAT WERE RESERVED FOR ANOTHER CUSTOMER. INSTALLED IN CUSOTME RS PROBE ON 10-21-1997, RO #78105.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6875KM GRP: XX17 INFORMATION CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: 02 CONTACT NBR: 109054025 OPENED: 10/20/1997
VIN: N ENGINE: CLOSED: 10/20/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: ADA STATE: MI ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 67000 MSD:
DEALER NAME: HAROLD ZEIGLER FORD SALES CODE: 148620 P & A: 09638
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1997/10/20
NO VIN AVAILABLE
CUSTOMER SAYS:
- CAR IS INVOLVED IN RECALL 96S48 BUT CAN'T GET PARTS
- PARTS HAVE BEEN ORDERED SINCE AUGUST
- WAS ORDERD FROM HAROLD ZIGGLER IN LOWELL 616-897-8431
*
PER CUSTOMER, DEALER SAYS:
- PART IS ON BACKORDER
*
CUSTOMER SEEKS:
- PARTS TO HAVE CAR REPAIRED
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER [redacted] CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
-

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

B003CW GRP: 04 CONCERN CONTACT VEH TYPE: CAR
DENVER 56 ZN/TR: 81 CONTACT NBR: 109088741 OPENED: 10/28/1997
VIN: 12VPT20C2N5[redacted] ENGINE: C CLOSED: 11/07/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] I: [redacted]
ADDRESS:
CITY: GREEN RIVER STATE: WY ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 30000 WSD:
DEALER NAME: ROCK SPRINGS FORD L SALES CODE: 156641 P & A: 08308
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 56 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/30/1997
ACK. CODE: ASSIST CODE: A AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/10/28
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 ***
CUSTOMER SAYS:
-VEHICLE WAS INVOLVED IN SEAT BELT RECALL
-TOOK VEHICLE IN ABOUT 3 OR 4 MONTHS AGO. RECALL NOT YET DONE
-WAS TOLD TO KEEP CHECKING IN WITH DEALERSHIP, BUT TOLD THE SEAT BELT STILL HASN'T COME IN.
-THE SEAT BELT PART FOR THE PASSENGER SIDE HAS COME IN.
*P&A CODE 08308
PER CUSTOMER, DEALER SAYS:
-WOULD LIKE TO DO THE RECALL WORK ALL AT ONE TIME
-WERE ABLE TO GET THE PASSENGER'S SIDE SEAT BELT
-DRIVERS SIDE SEAT BELT HAS BEEN ORDERED, BUT HASN'T COME IN YET
*
CUSTOMER SEEKS:
-THE RECALL PERFORMED.(AT LEAST THE PART OF THE REPAIR THAT CAN BE PERFORMED WITH THE PARTS THAT THE DEALERSHIP NOW HAS.)
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. ALAN ZANETTI/ SVC MNGR., TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/10/31
###THIS IS THE CLOSING COMMENT
CALLED CST, PARTS ARE STILL D99 FOR REMAINDER OF RECALL
DENNIS MCMILLAN

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09/11/98              MASTER OWNER RELATIONS SYSTEM II              14.21.02
**********=====================================.. ====================
6081DR    GRP: 15      INFORMATION CONTACT                  VEH TYPE: CAR
CHICAGO       41   ZN/TR:  E1     CONTACT NBR: 109136611   OPENED: 11/07/1997
VIN:          1ZVPT20C5N5[redacted]      ENGINE: C          CLOSED: 11/07/1997
**********=====================================================================
LAST NAME:  [redacted]                                     STATUS: CLOSED
TITLE:                          FIRST NAME: [redacted]     MI:
ADDRESS:
CITY:         SOUTH MILWAUKEE     STATE:       WI          ZIP:  [redacted]
HOME PHONE:   NA -NA-A NA         BUS. PHONE:  NA -NA-A NA
MODEL YEAR:   92                  MODEL:       PROBE
MILEAGE:            1             WSO:
DEALER NAME:  ED MITT'SVENUS FORD SALES CODE:  141056      P & A:  06184
CAUSAL CODES: 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:
1997/11/07
 *** MILEAGE UNAVAILABLE ***
 *** NAVIS: SUBSEQUENT ***
 *** LETTER DATED 10-27-97 ***
 CUSTOMER WRITES:
 -THE PARTS FOR MY SEATBELT RECALL AREN'T IN
 -I HAVE A ENTAL VEHICLE FOR THE TIME MY CAR IS UNOPERABLE
 *
 PER CUSTOMER, DEALER SAYS:
 -NO CONTACT
 *
 CUSTOMER SEEKS:
 -FORD'S ASSISTANCE
 *
 CAC ADVISED:
 -MADE OBC TO DIRECTORY ASSISTANCE BUT NUMBER WASN'T LISTED
 -SENT CUSTOMER AN AUTOMATED LETTER -PCO1- CONTACT THE CAC
 ***NEXT CSR PLEASE ADVISE***
 -THE DEALERSHIP IS IN THE BEST POSITION TO ASSIST YOU
 ***THANK YOU***

OWNER RELATIONS VOP/BENCHMARKING  09/11/98  FAXCARTG
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09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

94848P GRP: 17 CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: A1 CONTACT NBR: 109144299 OPENED: 11/11/1997
VIN: 12VPT20C7NS[redacted] ENGINE: C CLOSED: 11/19/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: CHESAPEAKE STATE: VA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted] XT:
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 99000 WSD:
DEALER NAME: DON COMERFORD INC SALES CODE: 127053 P & A: 06630
CAUSAL CODES: 1012 10RA SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 27 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/12/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/11/11
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- I HAVE BEEN WAITING SINCE OCTOBER 7TH FOR THE PART FOR THE SEAT BELT RECALL TO COME IN
- VEHICLE JUST FAILED INSPECTION BECAUSE OF THE FAULTY BELT
- THE DEALER HAS BEEN DOING EVERYTHING THAT THEY CAN
*
PER CUSTOMER, DEALER SAYS:
- PER SOMEONE IN SERVICE, PART IS ON BACKORDER
*
CUSTOMER SEEKS:
- PART
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
-REQUEST MR. BILL JACKSON (SVC MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/11/12
###THIS IS THE CLOSING COMMENT
CUSTOMER CONTACTED BY DEALER SERVICE MGR.
CUSTOMER HAS BEEN INFORMED THAT RECALL PARTS ARE ON BACK ORDER(099) AS PER FOMOCO. CUSTOMER TO BE NOTIFIED WHEN PARTS ARE AVAILABLE. CLOSING.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

94848P GRP: 17 CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: A1 CONTACT NBR: 109144299 OPENED: 11/11/1997
VIN: 12VPT20C7N5[redacted] ENGINE: C CLOSED: 11/19/1997

1997/11/12
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- CALLING BACK ABOUT THE SAME CONCERN, WAITING FOR BELT FOR THE RECALL
*
PER CUSTOMER, DEALER SAYS:
-
*
CUSTOMER SEEKS:
- WHY IS THE BELT ON BACK ORDER
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
CUSTOMER SAYS:
-TALKED TO DEALERSHIP
*
PER CUSTOMER, DEALER SAYS:
-KNOW IDEA WHY THE PART HAS BEEN ON BACKORDER
-GAVE THE CUSTOMER THE ADDRESS TO CUSTOMER SERVICE DIVISION
*
CUSTOMER SEEKS:
-SPEAK WITH SOMEONE ABOUT THE BACKORDER
*
CAC ADVISED:
-RE:FORD REPRESENTATIVE
- MR.BILL JACKSON(CUST. REL MGR./SERV. MGR.) IS IN THE BEST POSITION TO ASSIST YOU.
- SVC MGR MAY CONSULT FORD CSM IF REQUIRED.
-RE:BACK ORDER
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

8094TW GRP: XX11 CONCERN CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: E3 CONTACT NBR: 109147643 OPENED: 11/11/1997
VIN: 1ZVPT20C1N5[redacted] ENGINE: C CLOSED: 11/19/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted] LOT 63
CITY: JACKSONVILLE STATE: NC ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: SANDERS FORD INC SALES CODE: 121643 P & A: 08658
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 21 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/11/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/11/11
*** MILEAGE UNAVAILABLE ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- VEHICLE INVOLVED IN SEAT BELT RECALLS 96S48 AND 96S99
- PART IS ON BACK ORDER FOR 8 WEEKS
*
PER CUSTOMER, DEALER SAYS:
- NO CONTACT
*
CUSTOMER SEEKS:
- INFORMATION ABOUT LOANER VEHICLE
*
CAC ADVISED:
- MADE OUTBOUND CALL TO RON ADVISED HIM OF LETTER ON RECALLS AND LOANER
- VEHICLES DATED DECEMBER 1996
- SERVICE MANGER IS CALLING RENKIM AT 800-325-5621 TO GET APPROVAL OF
- LOANER VEHICLE
1997/11/12
###THIS IS THE CLOSING COMMENT
CUSTOMER WAS CONTACTED BY PHONE AND CAME IN LAST NIGHT FOR A RENTAL CAR. THEY ARE VERY SATISFIED.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

0217WS GRP: XXO2 CONCERN CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: A2 CONTACT NBR: 109158575 OPENED: 11/13/1997
VIN: 1ZVPT20C7N5[redacted] ENGINE: C CLOSED: 11/29/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS: [redacted] #408
CITY: HARTSVILLE STATE: AL ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: [redacted] MODEL: PROBE
MILEAGE: 82700 WSD:
DEALER NAME: WOODY ANDERSON FORD SALES CODE: 121717 P & A: 05892
CAUSAL CODES: 1204 1012 SYMPTOMS: 104100
ORIGIN: 00 TRANS. OST/RGN: 21 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/20/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1997/11/13
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- HAS RECEIVED LETTER STATING INVOLVEMENT IN RECALL 96S48
- TRACK IS STICKING OUT, COMING APART FROM VEHICLE, POTENTIALLY CAUSING A TEAR OR INJURY
*
PER CUSTOMER, DEALER SAYS:
- THE PARTS ARE ON NATIONAL BACK ORDER
*
CUSTOMER SEEKS:
- TO HAVE RECALL WORK PERFORMED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. BOBBY WHITE (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
-
1997/11/21
###THIS IS THE CLOSING COMMENT
COSTOMER CAME IN AND CONCERN REPAIR, PLEASE CLOSE.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

4493TD GRP: 05 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: A1 CONTACT NBR: 109166065 OPENED: 11/17/1997
VIN: 1ZVPT21U2N5[redacted] ENGINE: U CLOSED: 11/24/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: [redacted] FIRST NAME: [redacted] MI:
ADDRESS: [redacted]
CITY: WYANDOTTE STATE: MI ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 94000 WSD:
DEALER NAME: SOUTHGATEFORD SALES CODE: 148026 P & A: 02761
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 48 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/17/1997
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:
1997/11/17
*** VEHICLE INVOLVED IN RECALL 96S99 ***
*** VEHICLE INVOLVED IN RECALL 96S48 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-RECIEVED THE RECALL NOTICE REGARDING THE SAFETY RESTRAINTS
-NEED TO HAVE THE VEHICLE SERVICED
-THE DRIVER'S SIDE RESTRAINT STICKS
*
PER CUSTOMER, DEALER SAYS:
-NO CONTACT
*
CUSTOMER SEEKS:
-RECALL PERFORMED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. BOB LOVETT(CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS-
###THIS IS THE CLOSING COMMENT
MADE SEVERAL ATTEMPTS TO CONTACT CUSTOMER FOR AN APPOINTMENT. PARTS WILL NOT BE AVAIABL FOR THIS RECALL UNTIL THE END OF THE YEAR, BRGINNING OF NEXT YEAR. CUSTOMER HAS THE OPTION TO LEAVE THE VEHICLE UNTIL PARTS ARE IN OR TO WAIT UNTILL PARTS ARE IN. THIS VEHICLE WAS NOT BOUGHT AT THIS DEALERSHIP AND HAS NEVER BEEN IN HERE FOR SERVICE .
OK TO CLOSE
W.CLARK

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

2336CR GRP: 17 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: A1 CONTACT NBR: 1091G798O OPENED: 11/17/1997
VIN: 1ZVPT20CXN[redacted] ENGINE: C CLOSED: 11/18/1997

LAST NAME: [redacted] STATUS: CANCELLED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: STATEN ISLAND STATE: NY ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 73000 WSO:
DEALER NAME: ISLAND FORD, INC. SALES CODE: 118301 P & A: 03650
CAUSAL CODES: 1012 SYMPTOMS: 104100
ORIGIN: GO TRANS. OSY/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/11/17
*** VEHICLE INVOLVED IN RECALL 96S48 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-HAS TAKEN THE VEHICLE IN FOR THE RECALL TWO TIMES
-THE SEAT BELTS ARE BROKEN
-THE CAR HAS NOT BEEN READY AFTER BOTH TIMES HE TOOK HIS VEHICLE IN
*
PER CUSTOMER, DEALER SAYS:
-THE PARTS ARE ON BACK ORDER UNTIL MARCH
*
CUSTOMER SEEKS:
-TO GET THE PARTS IN AND GET THE VEHICLE FIXED
-CSM
*
CAC ADVISED:
RE: CSM
-MR ANTHONY NOLFINO SERV. MGR. IS IN THE BEST POSITION TO ASSIST YOU.
-SVC MGR MAY CONSULT FORD CSM IF REQUIRED.
RE: PARTS
-INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
-INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART
DELAYS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

2336CR GRP: 17 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: A1 CONTACT NBR: 109167980 OPENED: 11/17/1997
VIN: 1ZVPT20CXN5[redacted] ENGINE: C CLOSED: 11/18/1997

1997/11/17
###THE FOLLOWING CAUSAL CODE(S) REMOVED FROM CONTACT - 1204
*** VEHICLE INVOLVED IN RECALL 96548 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-[redacted] FROM THE NORTHEAST REGIONAL OFFICE
-[redacted] THE WIFE IS CALLING
-THE CUSDTMER IS CALLING WITH A COMPLAINT, THE VEHICLE HAS NO DRIVER SIDE SEAT BELT
-THE DEALER DID NOT SEE THE CUSTOMER'S VEHICLE WHEN IT WAS BROUGHT IN
-EACH TIME THE CUSTOMER BROUGHT THE VEHICLE TO THE DEALER IT WAS NOT WORKED ON, THE DEALER ASSURED THE CUSTOMER THAT THE WORK WOULD BE COMPLETED, EVEN THOUGH THE PARTS ARE NOT IN STOCK
*
PER CUSTOMER, DEALER SAYS:
-OCT. 27TH: THE VEHICLE WILL BE COMPLETED BY TE END OF THE DAY
-PER SERVICE TODAY: THE PART IS BACK ORDERED UNTIL MARCH
*
CUSTOMER SEEKS:
-TO HAVE THE VEHICLE REPAIRED
*
CAC ADVISED:
RE: PARTS DELAY/BACK ORDER
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
1997/11/18
THIS CONTACT HAS BEEN CANCELLED
- CONTACT GENERATED IN ERROR (SHOULD BE AN INFO DUE TO BACKORDER DELAY).

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

2336CR GRP: 17 INFORMATION CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: A1 CONTACT NBR: 109176844 OPENED: 11/18/1997
VIN: 1ZVPT20CXN5[redacted] ENGINE: C CLOSED: 11/18/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted]
CITY: STATEN ISLAND STATE: NY ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 73000 WSD:
DEALER NAME: ISLAND FORD, INC. SALES CODE: 113301 P & A: 03650
CAUSAL CODES: 1012 1204 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1997/11/18
*** VEHICLE INVOLVED IN RECALL 96S48 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-HAS TAKEN THE VEHICLE IN FOR THE RECALL TWO TIMES
-THE SEAT BELTS ARE BROKEN
-THE CAR HAS NOT BEEN READY AFTER BOTH TIMES HE TOOK HIS VEHICLE IN
*
PER CUSTOMER, DEALER SAYS:
-THE PARTS ARE ON BACK ORDER UNTIL MARCH
*
CUSTOMER SEEKS:
-TO GET THE PARTS IN AND GET THE VEHICLE FIXED
-CSM
*
CAC ADVISED:
RE: CSM
-MR ANTHONY MOLFINO SERV. MGR. IS IN THE BEST POSITION TO ASSIST YOU.
-SVC MGR MAY CONSULT FORD CSM IF REQUIRED.
RE: PARTS
-INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK
- ORDER SITUATION

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

2336CR GRP: 17 INFORMATION CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: A1 CONTACT NBR: 109176544 OPENED: 11/18/1997
VIN: 1ZVPT20CXN5[redacted] ENGINE: C CLOSED: 11/18/1997

1997/11/18
-INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
FROM CALL BACK:
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-BOO# FROM THE NORTHEAST REGIONAL OFFICE
[redacted]THE WIFE IS CALLING
-THE CUSOTMER IS CALLING WITH A COMPLAINT, THE VEHICLE HAS NO DRIVER SIDE SEAT BELT
-THE DEALER DID NOT SEE THE CUSTOMER'S VEHICLE WHEN IT WAS BROUGHT IN
-EACH TIME THE CUSTOMER BROUGHT THE VEHICLE TO THE DEALER IT WAS NOT WORKED ON, THE DEALER ASSURED THE CUSTOMER THAT THE WORK WOULD BE COMPLETED, EVEN THOUGH THE PARTS ARE NOT IN STOCK
PER CUSTOMER, DEALER SAYS:
-OCT. 27TH: THE VEHICLE WILL BE COMPLETED BY TE END OF THE DAY
-PER SERVICE TODAY: THE PART IS BACK ORDERED UNTIL MARCH
*
CUSTOMER SEEKS:
-TO HAVE THE VEHICLE REPAIRED
+
CAC ADVISED:
RE: PARTS DELAY/BACK ORDER
-INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
-INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
*****CONTACT GENERATED BECAUSE PREVIOUS CONTACT WAS GENERATED IN ERROR, REFERRENCE CONTACT #109167980**********

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

1219TW GRP: 04 CONCERN CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: 02 CONTACT NBR: 109180093 OPENED: 11/19/1997
VIN: 1ZVPT20CSN5[redacted] ENGINE: C CLOSED: 12/26/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: OKLAHOMA CITY STATE: OK ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: [redacted] MODEL: PROBE
MILEAGE: 93000 WSD:
DEALER NAME: OUB RICHARDSON FORD SALES CODE: 152200 P & A: 06960
CAUSAL CODES: 1203 1207 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/18/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/11/19
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 AND 96S99 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-I WAS TOLD THAT IT WOULDN'T BE UNTIL JAN 1998 FOR THE PARTS TO COME IN FOR THE RECALL ON MY SEATBELTS
-THE DRIVER'S SIDE DOESN'T WORK AT ALL, IT IS STUCK IN THE TRACK
*
PER CUSTOMER, DEALER SAYS:
-PER SVC MNGR, PARTS NOT AVAILABLE UNTIL JANUARY 1999
*
CUSTOMER SEEKS:
-RECALL PERFORMED
*
CAC ADVISED:
RE NEXT STEP
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. ED COLLIER (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
RE BACK ORDER
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
RE OBC TO DEALER
-SPOKE TO ED COLLIER, SVC MNGR
-WAS NOT AWARE OF THE SITUATION WITH THE LOANER VEHICLE
-I PROVIDED THE RECALL HOT LINE BOOK FROM THE BAC DIRECTORY
-HE WILL CALL TO VERIFY INFORMATION
-WILL CALL THE CUSTOMER TO SEE WHAT ASSISTANCE CAN BE PROVIDED TO HER

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

1219TW GRP: 04 CONCERN CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: 02 CONTACT NBR: 109180093 OPENED: 11/19/1997
VIN: 12VPT20C5N5[redacted] ENGINE: C CLOSED: 12/26/1997

1997/11/24
SPOKE TO SYLVIA AT RECALL HOTLINE AND SHE READ AN INTERNAL MEMO STATING THAT
FORD WOULD PAY $25 A DAY TOWRD A RENT CAR UNTIL PARTS HAVE ARRIVED. SHE COULD
NOT GIVE ME ANY TYPE OF AN APPROVAL NUMBER. SHE TOLD ME TO WAIT UNTIL THE
WORK IS DONE AND THE CLAIM REJECTS, THEN CALL MY REGION FOR FURTHER INSTRUCTIO
NS.
ED COLLIER S/D
1997/12/09
CUSTOMER SAYS:
- HAS A LOANER VEHICLE AND IS ONLY ALLOWED 100 MILES A DAY
- SHE DOES MEDICARE VISITS
*
PER CUSTOMER, DEALER SAYS:
- NO CONTACT
*
CUSTOMER SEEKS:
- TO GET MILEAGE LIMITATION RAISED
*
CAC ADVISED:
- THE DEALERSHIP IS IN THE BEST POSITION TO ASSIST YOU
1997/12/19
###THIS IS THE CLOSING COMMENT
CUST IN RENTAL TILL PARTS ARE AVAIL
ED COLLIER S/D

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

B116TM GRP: 14 INFORMATION CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: E2 CONTACT NBR: 109180703 OPENED: 11/19/1997
VIN: N ENGINE: CLOSED: 11/19/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: RIVERSIDE STATE: CA ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 80000 WSD:
DEALER NAME: RACEWAY FORD SALES CODE: 171154 P & A: 05485
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:
1997/11/19
NO VIN AVAILABLE
CUSTOMER SAYS:
-CUSTOMER TOOK VEHICLE IN TO DEALERSHIP FOR SEATBELT REPAIR AND HAD TO WAIT A WEEK BEFORE BEING TOLD THAT THE PARTS WERE ON BACKORDER.
-DEALERSHIP FOUND PARTS FOR THE VEHICLE AND REPAIRED THE VEHICLE, HOWEVER, THE CUSTOMER HAD TO WAIT ONE WEEK TO GET THIS DONE.
-CUSTOMER WAS ISSUED A LOANER VEHICLE BY THE DEALERSHIP.
*
PER CUSTOMER, DEALER SAYS:
-WAS TRYING TO GET IN TOUCH WITH THE FORD REPRESENTATIVE AND THAT WAS THE DELAY.
*
CUSTOMER SEEKS:
-TO LODGE A COMPLAINT AND GET THE ADDRESS OF FORD MOTOR COMPANY SO THAT HE CAN SEND A LETTER OF COMPLAINT AS WELL.
*
CAC ADVISED:
-PROVIDED ADDRESS
-INFORMATION UPDATED AND WILL BE FORWARDED.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

004655 GRP: 02 CONCERN CONTACT VEH TYPE: CAR
DENVER 56 ZN/TR: A2 CONTACT NBR: 109200232 OPENED: 11/25/1997
VIN: 1ZVPT21U9N52[redacted] ENGINE: U CLOSED: 12/26/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: [redacted] FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: GALLUP STATE: NM ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 97000 WSD:
DEALER NAME: GURLEY MOTOR COMPAN SALES CODE: 156503 P & A: 20344
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 56 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/02/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/11/25
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-07/97: DEALER INSPECTED PASSENGER'S SEAT BELT & CARRIED OUT NO RECALL REPAIRS
BECAUSE THERE WAS NO CONCERN AT TIME
-DRIVER'S BELT HAS SINCE DEVELOPED CONCERN (FROZEN IN PLACE)
*
PER CUSTOMER, DEALER SAYS:
-NO FINANCIAL ASSISTANCE FOR CURRENT DRIVER'S SEAT BELT CONCERN
*
CUSTOMER SEEKS:
-FINANCIAL ASSISTANCE FOR CURRENT DRIVER'S SEAT BELT CONCERN
*
CAC ADVISED:
-RE. RECALL & CONCERN: INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE
DEALER; REQUEST TODD ARGO (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS
DAYS
1997/12/19
###THIS IS THE CLOSING COMMENT
VEHICLE WILL BE REPAIRED UNDER WARRANTY-AS PER RECALL NOTICE. AT CURRENT TIME
PARTS ARE ON A NATIONAL BACK ORDER-BUT WILL BE TAKEN CARE OF WHEN PARTS ARIVE

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

4685US GRP: 11 INFORMATION CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: C3 CONTACT NBR: 109248570 OPENED: 12/10/1997
VIN: 12VPT21U1N5[redacted] ENGINE: U CLOSED: 12/10/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: NEWTON STATE: MS ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 80000 WSD:
DEALER NAME: NEW SOUTHFORD SALES CODE: 123440 P & A: 06494
CAUSAL CODES: 1204 3001 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1997/12/10
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S99 ***
CUSTOMER SAYS:
- CUSTOMER IS CALLING REGARDS TO THE SEAT BELT
*
PER CUSTOMER, DEALER SAYS:
- PARTS DELAY
*
CUSTOMER SEEKS:
- PARTS DELAY COMPLAINT
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

44907D GRP. 05 CONCERN CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: C2 CONTACT NBR: 109256778 OPENED: 12/12/1997
VIN: 1ZVPT20C5N5[redacted] ENGINE: C CLOSED: 01/14/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: LINCOLN STATE: NH ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted] EXT:
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 98000 WSD:
DEALER NAME: ROBERT H IRWIN MOTO SALES CODE: 111579 P & A: 08927
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 11 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/07/1998
ACK. CODE: ASSIST CODE: D AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1997/12/12
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S99 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-THE TRACK ON THE DRIVERS SIDE SEATBELT IS BROKEN
-THE SEAT BELT WILL NOT MOVE
-I CONTACTED MY LOCAL MECHANIC ABOUT THIS PROBLEM
*
PER CUSTOMER, DEALER SAYS:
-THIS IS A COMMON PROBLEM
-TRACKS WILL NOT BE AVAILABLE UNTIL MARCH
*
CUSTOMER SEEKS:
-RECALL INFORMATION
-REPAIR OF THE VEHICLE
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.ALAN ATWOOD(SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/12/18
LEFT MESSAGE WITH CUSTOMER TO CONTACT US IN REGARDS TO PARTS BACK ORDER SITUATION. IT IS TRUE THAT TRACKS WITH MOTORS WILL NOT BE AVAILABLE UNTIL MARCH/1998. HAVE NOT HEARD BACK FROM CUSTOMER. RMDJ. LEFT MESSAGE 12/14/97.

OWNER RELATIONS VOP/BENCHMARKING 09/11/98 FAXCARTG

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

4493TD GRP: 05 CONCERN CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: C2 CONTACT NBR: 109256778 OPENED: 12/12/1997
VIN: 1ZVPT20C5N5[redacted] ENGINE: C CLOSED: 01/14/1998

1998/01/07
###THIS IS THE CLOSING COMMENT
CUSTOMER NEVER CONTACTED DEALER. CLOSING THIS CONTACT. IF CUSTOMER CONTACTS FO
RD IN FUTURE, PLEASE REOPEN CONTACT. RMOJ

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

124650 GRP: 13 INFORMATION CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: B1 CONTACT NBR: 109358914 OPENED: 12/12/1997
VIN: N ENGINE: CLOSED: 12/12/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: SAN FRANCISCO STATE: CA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: S & C FORD SALES CODE: 172001 P & A: 07877
CAUSAL CODES: 1012 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

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

COMMENTS:
1997/12/12
*** VIN NOT AVAILABLE ***
CUSTOMER SAYS:
-DRIVER'S SEAT BELT IS BROKEN
-MOTOR CABLE TO THE SEAT BELT IS BROKEN
•
PER CUSTOMER, DEALER SAYS:
-PART IS BACKORDERED UNTIL FEBRUARY 1998
•
CUSTOMER SEEKS:
-TO GET THE PARTS SOONER
•
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

033DA5 GRP: QC CONCERN CONTACT VEH TYPE: CAR
HOUSTON 57 ZN/TR: B2 CONTACT NBR: 10933539 OPENED: 01/08/1998
VIN: 1ZVPT21U8N5[redacted] ENGINE: U CLOSED: 01/20/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: DON MI:
ADDRESS:
CITY: HOUSTON STATE: TX ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted] EXT
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 40000 WSO:
DEALER NAME: CHUCK MILLER FORD I SALES CODE: 152047 P & A: 06937
CAUSAL CODES: 1012 1203 10RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/12/1998
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1998/01/08
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 AND 96S99 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS;
- THE VEHICLE WENT IN A YEAR AGO FOR THE RECALL. LAST JANUARY (1997)
- THE DEALERSHIP ORDERED PARTS FOR THE VEHICLE AT THAT TIME.
- THE PARTS STILL HAVEN'T COME IN YET.
- I NEED BOTH FRONT SEAT BELTS REPAIRED.
- THE RESTRAINT SYSTEM LOCKS UP AND RESTRICTS PASSENGER MOVEMENT.
*
PER CUSTOMER, DEALER SAYS:
- PER SERVICE MANAGER, THE PARTS STILL HAVEN'T COME IN YET.
*
CUSTOMER SEEKS:
- PART FOR THE VEHICLE
*
CAC ADVISED:
RE: RECALL INVOLVEMENT AND PARTS DELAY
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
-REQUEST MR. GRAHAM HARRIS (SVC MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1998/01/13
###THIS IS THE CLOSING COMMENT
CONTACTED CUSTOMER 1/12/1998 CUSTOMER BROUGHT VEHICLE IN AND RECALL WAS PREFORMED.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7O24YE GRP: 05 INFORMATION CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: B3 CONTACT NBR: 109336366 OPENED: 01/12/1998
VIN: N ENGINE: CLOSED: 01/12/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: LENORE CITY STATE: TN ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 90000 WSD:
DEALER NAME: METRO WEST FORD-MER SALES CODE: 121764 P & A: 05600
CAUSAL CODES: 1012 SYMPTOMS: 104100 108700 207344
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1998/01/12
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- VIN READS INVALID 1ZVPT20CXN5[redacted]
- I HAVE BEEN WAITING ABOUT 6 MONTHS FOR THE PART TO FIX MY SEAT BELT
- IS THERE A RECALL ON THE DOOR HANDLE
- MY DOOR HANDLE KEEPS COMING OFF
- MY ANTENNA DOESN'T GO UP ANYMORE EITHER
*
PER CUSTOMER, DEALER SAYS:
- PART IS ON BACK-ORDER
*
CUSTOMER SEEKS:
- TO SECURE THE PART NEEDED TO DO RECALL WORK
*
CAC ADVISED:
- OBC TO GREG JOHNSON: PART HAS BEEN ON SINCE 10-96. I WILL CALL CUSTOMER AS SOON AS I HAVE THE BACK-ORDER UPDATE.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7G56KC GRP: XX01 CONCERN CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: 81 CONTACT NBR: 109343307 OPENED: 01/13/1998
VIN: 12VPT20C9N5[redacted] ENGINE: C CLOSED: 01/21/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted] #43
CITY: OAK GROVE STATE: KY ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: JENKINS &WYNNE FORD SALES CODE: 123073 P & A: 05616
CAUSAL CODES: 1203 1012 0206 SYMPTONS: 104100
ORIGIN: GO TRANS. DST/RGN: 23 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/13/1998
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1998/01/13
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- THE DRIVER'S SIDE SEAT BELT IS NOT WORKING
- IT WILL NOT MOVE AT ALL ON THE TRACK
- THERE IS A RECALL FOR THIS CONCERN
- THE PART IS NOT GOING TO BE DELIVERED FOR 6 MONTHS
- I NEED A LOANER VEHICLE
*
PER CUSTOMER, DEALER SAYS;
PER MELIND AT AT JENKINS & WYNNE FORD:
- THE PART WILL NOT BE IN FOR SIX MONTHS
*
CUSTOMER SEEKS:
- A LOANER VEHICLE
- TO RECEIVE THE PART AS SOON AS POSSIBLE
*
CAC ADVISED:
RE: RECALL 96S48:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. JEFF BATEMAN (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
RE: PARTS DELAY:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
RE: LOANER VEHICLE:
- OUTBOUND CALL TO MELINDA AT JENKINS & WYNNE FORD:
- PROVIDED MELINDA WITH THE RENKIN NUMBER TO ASSIST WITH A LOANER VEHICLE

OWNER RELATIONS VOP/BENCHMARKING 09/11/98 FAXCARTG

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

765BKC GRP: XXD1 CONCERN CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: B1 CONTACT NBR: 109343307 OPENED: 01/13/1998
VIN: 1ZVPT20C9N5[redacted] ENGINE: C CLOSED: 01/21/1998

1998/01/14
###THIS IS THE CLOSING COMMENT
DEALERSHIP PROVIDED RENTAL CAR AS ADVISED BY RECALL ASSIST CENTER. LADY AT

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

8993TT GRP: 14 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: 81 CONTACT NBR: 109347116 OPENED: 01/14/1998
VIN: 1ZVPT20C6N5[redacted] ENGINE: C CLOSED: 01/15/1998

LAST NAME: [redacted] STATUS: CANCELLED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted]
CITY: WAYNE STATE: NJ ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 80000 MSO:
DEALER NAME: WAYNE FORD SALES CODE: 113158 P & A: 20685
CAUSAL CODES: 1207 1012 10RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1998/01/14
*** VEHICLE INVOLVED IN RECALL 86548 AND 96598 ***
*** PARTS DELAY OVER 30 DAYS ***
*** NAVIS: PROGRAM ***
CUSTOMER SAYS:
-WE WERE WAITING FOR THE DEALERSHIP TO CONTACT US ABOUT A LONGER
AND WE HAVE NOT HEARD ANYTHING YET
-WE HAVE BEEN WAITING FOR THE PART TO FIX THE SEATBELT FOR OVER TWO MONTHS
-THIS CAR IS DANGEROUS TO DRIVE BECAUSE THE SEATBELT IS STUCK IN THE MIDDLE OF
THE TRACK
-THE RECALL WAS SUPPOSED TO FIX A SAFETY DEFECT AND NOW THE WAIT FOR PARTS IS
MAKING THE SITUATION WORSE
-IF FORD CANT MAKE THE CAR SAFE TO DRIVE THEY SHOULD SUPPLY A LOANER CAR
*
PER CUSTOMER, DEALER SAYS:
-WE ARE STILL WAITING ON THE PARTS FOR THE REPAIR, THEY WONT BE IN UNTIL 2/98
*
CUSTOMER SEEKS:
-PARTS INFORMATION
-LOANER VEHICLE REQUEST
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART
DELAYS
- LOANERS ARE NOT A PROVISION OF THE WARRANTY.
- CONTACT MR. TOM FLANAGAN (SVC.MGR./CUST REL MGR.) FOR CLARIFICATION OF THE
DEALERSHIP'S POLICY ON ALTERNATIVE TRANSPORTATION.
- MAY REQUIRE AN APPOINTMENT

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

B993TT GRP: 14 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: 81 CONTACT NBR: 109347116 OPENED: 01/14/1998
VIN: 1ZVPT20C6N5[redacted] ENGINE: C CLOSED: 01/15/1998

1998/01/15
THIS CONTACT HAS BEEN CANCELLED
SEE DUPLICATE CONTACT #109284642

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

263508 GRP: 05 CONCERN CONTACT VEH TYPE: CAR
SOR 10 ZN/TR: P1 CONTACT NBR: 109360354 OPENED: 01/16/1998
VIN: 1ZVPT20C4N5[redacted] ENGINE: C CLOSED: 01/28/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: [redacted] FIRST NAME: [redacted] MI:
ADDRESS: [redacted]
CITY: ALLIANCE STATE: NE ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: [redacted]
MILEAGE: 92000 WSD:
DEALER NAME: COVER-JONES MOTOR C SALES CODE: 156407 P & A: 07103
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: 80 TRANS. DST/RGN: 56 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/21/1998
ACK. CODE: ASSIST CODE: F AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1998/01/16
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S49 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 ***
CUSTOMER SAYS:
-I WAITED FOR 11 MONTHS FOR PARTS ON A RECALL AT COVER-JONES FORD
-ABOUT A MONTH AGO THEY TRIED TO INSTALL THE PARTS THEY GOT, BUT THEY TURNED OUT TO BE THE WRONG PARTS
*
PER CUSTOMER, DEALER SAYS:
-PARTS HAVE NOT COME IN YET TO PERFORM WARRANTY
-GUY IN SERVICE AT THE DEALERSHIP DOESN'T KNOW WHEN THE PARTS ARE GOING TO BE AVAILABLE
*
CUSTOMER SEEKS:
-TO GET RECALL PARTS PUT ON VEHICLE
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. JIM HANSEN, SVC MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1998/01/20
PARTS ORDERED FOR CUSTOMER WERE ON BACK ORDER. WHEN THE PARTS ARRIVED AND WE B EGAN TI INSTALL THEM WE FOUND THAT THERE WAS ADDITIONAL DAMAGE TO THE ATTATCH ING PARTS DUE TO THE LACK OF BEING ABLE TO INSTALL THE RECALL PARTS IN A TIMEL Y MANNER. WE CONTACTED FORD IN REFERENCE TO THE PARTS AND WERE TOLD THAT TIMIN G TO PROCURE THE MOTOR IS 150 DAYS, THAT THE PART IS ON RESTRICTION, NO ORDERS CAN BE FILLED TILL STOCK IS AVAILABLE AND THAT EXTREME CAPACITY RESTRICTIONS AND COMPONET AVAILABILITY ARE DELAYING SHIPMENTS FROM SUB-SUPLIERS IN JAPAN. O WNERS WERE INFORMED OF THIS HOWEVER ARE CONCERNED ABOUT THE LACK OF SEAT BELTS IN THE EVENT OF AN ACCIDENT OR IF STOPPED BY LAW ENFORCEMENT (NEBRASKA REQUIR ES THE USE OF SEAT BELTS BY ALL FRONT SEAT OCCUPANTS).

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

263508 GRP: 05 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: P1 CONTACT NBR: 109360354 OPENED: 01/16/1998
VIN: 1ZVPT20C4N5[redacted] ENGINE: C CLOSED: 01/28/1998

1998/01/21
###THIS IS THE CLOSING COMMENT
PER CSN CHRIS TEBBEN
-SPOKE TO GUY HEILSCHER (ASST. SVC. MGR.), WHO INDICATED THE PARTS ARRIVED TODAY AND THE REPAIRS ARE CURRENTLY BEING COMPLETED.
-VEHICLE SHOULD BE READY FOR PICK-UP TOMORROW.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

5471MS GRP: 09 INFORMATION CONTACT VEH TYPE: CAR
UNKNOWN 99 ZN/TR: CONTACT NBR: 1093667194 OPENED: 01/20/1998
VIN: 1ZVPT21U3N5[redacted] ENGINE: U CLOSED: 01/20/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted] APT 201
CITY: HOUSTON STATE: TX ZIP: [redacted]
HOME PHONE: 281-589-7472 BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 62000 WSD:
DEALER NAME: SALES CODE: P & A:
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1998/01/20
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- STILL WAITING FOR RECALL PART 96548
*
PER CUSTOMER, DEALER SAYS:
- NATIONWIDE RECALL NOTHING I CAN DO
*
CUSTOMER SEEKS:
- RESOLUTION
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6989WJ GRP: 05 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: B1 CONTACT NBR: 109372043 OPENED: 01/21/1998
VIN: 12VPT20C3N5[redacted] ENGINE: C CLOSED: 02/20/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: [redacted] STATE: IA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 50000 WSD:
DEALER NAME: MCMULLEN FORD SALES CODE: 153556 P & A: 07262
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/22/1998
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1998/01/21
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-THE DEALERSHIP HAS BEEN GREAT
-LOOKING FOR RECALL INFORMATION ON THE SEATBELT
-I HAVE BEEN TRYING TO GET PARTS SINCE 12/96
-THE MOTOR TRACK IS NOT FUNCTIONING PROPERLY
*
PER CUSTOMER, DEALER SAYS:
-STEVE JOHNSON:
-CALL FORD TO SEE IF TEHY CAN GET THE PARTS
*
CUSTOMER SEEKS:
-PARTS FOR RECALL
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. LAVERNE TRADEL (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER
WITHIN 2 BUSINESS DAYS
-THE DEALERSHIP CAN ACTUALLY MANUALLY BE PLACED IN A SAFE POSITION
-THIS INFORMATION WAS NOT MADE AVAILABLE TO CUSTOMER
-THIS INFORMATION IS FOR DEALER USE ONLY
-PLEASE CONTINUE TO DIRECT ALL QUESTIONS TO RENKIM AT 1-800-325-5621.
1998/01/28
** FORD REP UPDATE **
ATTENTION - LAVERNE TRADEL, SERVICE MANAGER
PLEASE UPDATE AND CLOSE CONTACT
CSM - K.HABERSTROH

OWNER RELATIONS VOP/BENCHMARKING 09/11/98 FAXCARTG

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6989WJ GRP: 05 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: B1 CONTACT NBR: 109372043 OPENED: 01/21/1998
VIN: 12VPT20C3NS[redacted] ENGINE: C CLOSED: 02/20/1998

1998/02/13
###THIS IS THE CLOSING COMMENT
CUSTOMERS FATHER TALKED WITH SERVICE ON TUESDAY AND PARTS WERE LOCATED AND AN APPOINTMENT WAS MADE FOR THE WEEK OF THE 26TH.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3635LS GRP: 10 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: N3 CONTACT NBR: 109386273 OPENED: 01/26/1998
VIN: 1ZVPT20C4N5[redacted] ENGINE: C CLOSED: 02/05/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: MARSHALLTOWN STATE: IA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted] EXT: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 44000 WSD:
DEALER NAME: JENSEN INC SALES CODE: 153535 P & A: 03373
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/29/1998
ACK. CODE: ASSIST CODE: F AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1998/01/26
*** VEHICLE INVOLVED IN RECALL 96599,96548 ***
CUSTOMER SAYS:
- I BROUGHT THE CAR IN A FEW MONTHS AGO TO HAVE THE RECALL PERFORMED
- THE PARTS WERE ON BACKORDER
- THEY TOLD ME THEY WOULD BE IN ON 1-15-98
- THEY STILL HAVEN'T CALLED ME
*
PER CUSTOMER, DEALER SAYS:
- NO CONTACT
*
CUSTOMER SEEKS:
- RECALL PERFORMED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. LEROY STEWART (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
1998/01/29
###THIS IS THE CLOSING COMMENT
CSM MAGGIE GERULSKI
- SPOKE WITH LEROY, SERVICE MANAGER
- THE PART IS ON EMERGENCY ORDER
- CUSTOMER IS AWARE OF THIS
- LEROY TO CALL CUSTOMER JUST AS SOON AS THE PART IS AVAILABLE
*
THANKS LEROY
*

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

926GPH GRP: 10 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: M1 CONTACT NBR: 10938938B OPENED: 01/26/1998
VIN: 1ZVPT21U1N[redacted] ENGINE: U CLOSED: 02/03/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: 1905
CITY: DALLAS STATE: TX ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 97000 WSD:
DEALER NAME: RAY BLACKFORD L-M I SALES CODE: 152527 P & A: 02442
CAUSAL CODES: 1216 1204 1207 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/27/1998
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1998/01/26
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 AND 96599 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- CUSTOMER RECEIVED RECALL NOTICE 11/97
- CUSTOMER ORDERED THE PART 11/24/97
- CUSTOMER CONTINUES TO CALL THE DEALERSHIP
- SHOULDER BELT DOES NOT WORK (DRIVERS SIDE ONLY)
- CUSTOMER FEELS VERY UNSAFE ONLY WEARING A LAP BELT WHEN DRIVING
*
PER CUSTOMER, DEALER SAYS:
- THE PART IS ON BACKORDER - DICK GILLEY
*
CUSTOMER SEEKS:
- TO HAVE THE VEHICLE REPAIRED
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. DICK GILLEY (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- EXPLAINED TO CUSTOMER THAT PARTS ARE ON BACKORDER (NO FAULT OF DEALER)
- APOLOGIZED FOR THE DELAY
*** NOTE TO DEALER: CUSTOMER MAY BE ELIGIBLE FOR A RENTAL VEHICLE BY FORD UNTIL THE PARTS COME IN:
".....FOR RENTAL/LOANER VEHICLES (WHICH -REQUIRE PRIOR APPROVAL BY CALLING RENKIN AT 1-800-325-5621)."
1998/01/27
###THIS IS THE CLOSING COMMENT
CUSTOMER CONTACTED BY PHONE. CUSTOMER INFORMED PARTS STILL ON BACKORDER AND WILL NOTIFY WHEN AVAILABLE.

OWNER RELATIONS VOP/BENCHMARKING 09/11/98 FAXCARTG

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9266PH GRP: 10 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: MI CONTACT NBR: 109389388 OPENED: 01/26/1998
VIN: 1ZVPT21U1N5[redacted] ENGINE: U CLOSED: 02/03/1998

1998/02/06
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- I AM DRIVING AROUND WITH ONLY A LAP BELT
- I NEED MY SHOULDER BELT
*
PER CUSTOMER, DEALER SAYS:
- PARTS ARE ON BACKORDER
*
CUSTOMER SEEKS:
- WHEN WILL PART IN
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

4236BJ GRP: 17 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: 02 CONTACT NBR: 109415908 OPENED: 02/02/1998
VIN: 1ZVPT20CXN5[redacted] ENGINE: C CLOSED: 02/10/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: SAINT LOUIS STATE: MO ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted] XT: WIFE
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 18000 WSD:
DEALER NAME: MCMAHON FORD CO SALES CODE: 153076 P & A: 08027
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/03/1998
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1998/02/02
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98S48 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- WIFE IS CALLING
- ON 10/(/97, I BROUGHT MY VEHICLE IN FOR THE RECALL TO BE COMPLETED
*
PER CUSTOMER, DEALER SAYS:
- IT WAS SPECIAL ORDER
*
CUSTOMER SEEKS:
- THE PART TO COMPLETE THE REPAIR
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. RON GUTIERREZ (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
1998/02/03
###THIS IS THE CLOSING COMMENT
RON G. HAS CALLED AND SET APPT FOR RECALL TO BE COMPLETED

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

0424JG GRP: 13 CONCERN CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: 41 CONTACT NBR: 109419665 OPENED: 02/03/1998
VIN: 1ZVPT21U9N5[redacted] ENGINE: U CLOSED: 02/25/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: SALEM STATE: MA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 99000 WSD:
DEALER NAME: OCEAN FORD SALES CODE: 111047 P & A: 00889
CAUSAL CODES: 1207 2802 SYMPTOMS: 104100
ORIGIN: 80 TRANS. DST/RGN: 11 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/13/1998
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1998/02/03
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98S99 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- HER MOTORIZED SEATBELTS GET STUCK IN THE TRACK
- SHE NEEDS THE RECALL TO BE TAKEN CARE OF
*
PER CUSTOMER, DEALER SAYS:
PER NAME UNKNOWN, SERVICE MANAGER:
- IT SHOULD TAKE TWO WEEKS TO GET THE PARTS IN. WE HAVE THEM ON ENERGENCY ORDER AND THEY MAY BE HERE BY THURSDAY
- THERE IS NOT A LOANER VEHICLE AVAILABLE
*
CUSTOMER SEEKS:
- RENTAL VEHICLE
*
CAC ADVISED:
RE RECALL:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. PAUL KAVANAUGH (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
RE LOANER:
- NO ESP
- NO TRANSPORTATION ASSISTANCE PROVIDED
1998/02/17
CSN CONCURS: NO LOANER VEHICLE PROVIDED. S.N. PLEASE UPDATE AS SOON AS RECALL PERFORMED.
1998/02/18
###THIS IS THE CLOSING COMMENT
CAR IN SHOP 2/13/98. PERFORMED RECALL. CUST NOW HAPPY. CLOSE

OWNER RELATIONS VOP/BENCHMARKING 09/11/98 FAXCARTG

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

750888 GRP: 01 CONCERN CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: B2 CONTACT NBR: 1094385906 OPENED: 02/06/1998
VIN: 1ZVPT20C9N5[redacted] ENGINE: C CLOSED: 02/14/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: CONNERSVILLE STATE: IN ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 55000 WSD:
DEALER NAME: ADVANTAGEFORD-LINC- SALES CODE: 147099 P & A: 04726
CAUSAL CODES: 1208 3103 10RA SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 47 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/06/1998
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1998/02/06
*** PARTS DELAY OVER 30 DAYS ***
*** NAVIS: SUBSEQUENT ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48/96S99 ***
CUSTOMER SAYS:
- CUSTOMER IS CALLING BACK REITERATING SAME CONCERN WITH SEAT BELT
- DRIVER SIDE SEAT BELT DOES NOT WORK AT ALL
*
PER CUSTOMER, DEALER SAYS:
- WE ARE NOT SURE WHEN THE PART WILL BE IN
*
CUSTOMER SEEKS:
- RECALL INFORMATION
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
- REQUEST MR PAUL TONEY (SVC MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
RE: OBC MADE TO DEALERSHIP
PER PAUL TONEY
- DEALERSHIP IS WAITING ON PARTS: F72Z61610045-B
1998/02/07
###THIS IS THE CLOSING COMMENT
AS I TOLD BOTH THE CUSTOMER AND THE CAC CENTER I AM WAITING ON A SEAT TRACK MOTOR AND WHEN I RECIEVE ONE I CAN PREFORM THE RECALL!!!!

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

263508 GRP: 05 INFORMATION CONTACT VEH TYPE: CAR
UNKNOWN 99 ZN/TR: CONTACT NBR: 109451818 OPENED: 02/11/1998
VIN: 1ZVPT20CKN[redacted] ENGINE: C CLOSED: 02/11/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: HOWARD CITY STATE: MI ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 150000 WSD:
DEALER NAME: SALES CODE: P & A:
CAUSAL CODES: 1012 SYMPTOMS: 104100 201227
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1998/02/11
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98548 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-SEATBELT PART IS ON BACKORDER AND IT IS UNSAFE FOR ME TO DRIVE LIKE THAT
-HEADLIGHT IS STUCK HALFWAY
*
PER CUSTOMER, DEALER SAYS:
-PART ON BACKORDER
*
CUSTOMER SEEKS:
-TO NOTE THAT PART HAS BEEN ON BACKORDER FOR A LONG TIME
*
CAC ADVISED:
RE: SEATBELT RECALL
-PART IS ON NATIONAL BACKORDER DUE TO RECALL
RE: HEADLIGHT
-DEALERSHIP IS IN BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6905YD GRP: 02 INFORMATION CONTACT VEH TYPE: CAR
UNKNOWN 99 ZN/TR: CONTACT NBR: 109542050 OPENED: 03/06/1998
VIN: N ENGINE: CLOSED: 03/06/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: GEORGE MI:
ADDRESS:
CITY: GUYMON STATE: OK ZIP: [redacted]
HOME PHONE: 111-111-1111 BUS. PHONE: 111-111-1111
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 1 WSO:
DEALER NAME: SALES CODE: P & A:
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:
1998/03/06
NO VIN AVAILABLE
CUSTOMER SAYS:
-I AM WAITING FOR THE PART TO COME IN FOR THE SEATBELT
-THIS HAS BEEN A YEAR SINCE I HAVE BEEN RIDING ARDUND WITHOUT MY SEATBELT
-DIFFERENT PARTS COME IN AT A TIME BUT NOT ALL AT ONCE
*
PER CUSTOMER, DEALER SAYS:
-THE PART IS STILL IN PARTS DELAY
*
CUSTOMER SEEKS:
-PART DELAY
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
-WITHOUT THE VIN SIR I AM UNABLE TO SEND THIS OVER TO THE DEALER TO REQUEST ANY ACTION

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

0093LJ GRP: 06 CONCERN CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: [redacted] CONTACT NBR: 109546784 OPENED: 03/09/1998
VIN: 1ZVPT21U5N[redacted] ENGINE: U CLOSED: 03/10/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: ATHENS STATE: GA ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 55700 WSD:
DEALER NAME: UNIVERSITY FORD SALES CODE: 121460 P & A: 00298
CAUSAL CODES: 0404 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 21 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/10/1998
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1998/03/09
*** VEHICLE INVOLVED IN RECALL 96S48 & 98S99 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- I WENT TO THE DEALER 2/26/98 FOR THE SEATBELT RECALL & TO HAVE MY HOOD ADJUSTED UNDER MY BODY SHOP WARRANTY
- THE DEALERSHIP DIDN'T PERFORM THE RECALL BECAUSE THEY ORDERED
- WHILE THE VEHICLE WAS THERE IT WAS HIT ON THE PASSENGER SIDE FRONT CORNER UNDER THE HEADLIGHT & BENT MY HOOD
- I'M REALLY UPSET BECAUSE IT SEEMS LIKE THE DEALER IS TRYING TO MAKE ME PAY FOR THEIR WORKER'S MISTAKE & DAMAGE TO MY VEHICLE
- MY SERVICE ADVISOR KNOWS MY VEHICLE WAS NOT DAMAGED LIKE THAT & I THINK ALL OF THEM DO I JUST WANT THEM TO WORK WITH ME & FIX IT
- IT JUST SEEMS REALLY UNETHICAL IF THEY DON'T FIX IT
•
PER CUSTOMER, DEALER SAYS:
- SERVICE ADVISOR, TERRI RICHARDSON, WE CAN'T COMPLETE THE RECALL TODAY BECAUSE WE GOT 2 PASSENGER SIDE MOTORS BY MISTAKE SO YOU MUST BRING IT BACK.
- YOUR VEHICLE WAS NOT DAMAGED LIKE THIS BEFORE, I DID TELL THE MANAGER
- GENERAL MANAGER, KIRK, WE'LL PAY HALF OF YOUR DAMAGE & YOU PAY HALF.
- BODY SHOP MANAGER, DAVID , WE THINK IT MAY HAVE BEEN AN OLD HIT
- GENERAL MANAGER, WE ARE NOT ENTIRELY RESPONSIBLE, TERRI CAN NOT REMEMBER EVERY VEHICLE, WE WILL PAY HALF OF THE DAMAGES. WE WANT TO TRY TO BE FAIR BUT MY SERVICE DIRECTOR, THINKS IT MAY HAVE BEEN AN OLD HIT
•
CUSTOMER SEEKS:
- REPAIR DAMAGES VEHICLE
- WRONG PARTS ORDERED
•
CAC ADVISED:

OWNER RELATIONS VOP/BENCHMARKING 09/11/98 FAXCARTG

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

0093LJ GRP: OG CONCERN CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: C1 CONTACT NBR: 1095467?4 OPENED: 03/09/1998
VIN: 12VPT21U5N[redacted] ENGINE: U CLOSED: 03/10/1998

1998/03/09
RE: RECALL
- OPEN RECALL 96548 & 96599 FOR SEATBELTS
INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. KIRK CAVE (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
RE: DAMAGES
- WORKMANSHIP ISSUES MUST BE ADDRESSED AT DEALER
- CONTACT MR. KIRK CAVE (CUST REL MGR) FOR ASSISTANCE.
** CSM **
CSM HAS REVIEWED THE COMMENTS OF THE OPEN NORSII CONTACT. DEALERSHIP WILL
PERFORM THE RECALLS AND MAKE A DECISION REGARDING THE WORKMANSHIP ISSUE.
DEALERSHIP PLEASE UPDATE THE NORSII CONTACT.
1998/03/10
###THIS IS THE CLOSING COMMENT
** CSM **
DEALERSHIP IS AWARE OF THE CONCERN AND RECALL. DEALERSHIP ADVISES:
- BODY DAMAGE WAS NOT CAUSED BY THE DEALERSHIP BUT IS WILLING TO ASSIST
WITH THE REPAIR COST (HALF).
- RECALLS WILL BE PERFORMED AS THE PARTS ARE MADE AVAILABLE FROM FORD MOTOR.
PARTS (SEATBELT) IS ON ORDER VIA FORD.
###THIS IS THE CLOSING COMMENT
** CSM **
CLOSE PER CSM.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

1545PM GRP: 05 INFORMATION CONTACT VEH TYPE: CAR
HOUSTON 57 ZN/TR: A1 CONTACT NBR: 109648598 OPENED: 04/15/1998
VIN: 1ZVPT20C8N5[redacted] ENGINE: C CLOSED: 04/15/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: HOUSTON STATE: TX ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: JOE MYERSFORD INC SALES CODE: 152023 P & A: 04402
CAUSAL CODES: 1204 3105 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1998/04/15
*** CUSTOMER REQUESTING SERVICE AT THIS DEALERSHIP ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-WIFE [redacted] CALLING,
-SHOULDER HARNES ON THE DRIVES' SIDE IS BROKEN AND STUCK IN ITS TRACK
-ABOUT A YEAR AGO RECEIVED NOTIFICATION OF RECALL 96S48,96S49.
AND TOOK VEHICLE TO MAC HAIK FORD AND RECEIVED NO ASSISTANCE.
-SHE HAS BEEN WAITING FOR A YEAR FOR THE DRIVERS' SIDE RESTRAINT RAIL
TO COME IN.
-SHE RECEIVED A TICKET FOR NOT HAVING THE SHOULDER HARNESS ON.
*
PER CUSTOMER, DEALER SAYS:
-NO CONTACT
*
CUSTOMER SEEKS:
-VEHICLE PROPERLY REPAIRED
*
CAC ADVISED:
-OUTBOUND SPOKE WITH SERVICE ADVISOR, MIKE
WHO SAYS THEY WILL BE HAPPY TO LOOK AT VEHICLE AND TRY TO GET THE
SHOULDER HARNESS UNSTUCK. BUT IT MAY BE A FEW DAYS BEFORE THEY CAN
WORK HER INTO SCHEDULE.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

4213LT GRP: XXO3 INFORMATION CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: 83 CONTACT NBR: 108076764 OPENED: 02/08/1997
VIN: 1ZVPT20C6N5[redacted] ENGINE: C CLOSED: 02/08/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: VANCOUVER STATE: WA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 103000 WSD:
DEALER NAME: VANCOUVERFORD INC SALES CODE: 17448D P & A: 08547
CAUSAL CODES: 1206 3105 1012 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 8030337

COMMENTS:
1997/02/08
*** NAVIS: SUBSEQUENT ***
*** LETTER DATED 12/17/96 ATTN: A.R. KADUK ***
CUSTOMER SAYS:
- [redacted]WRITTING
- MOTORIZED SEAT BELT ON PASSENGER SIDE WAS REPLACED IN 4/96
- RECEIVED RECALL 96S48
- GAVE REPAIR BILL TO SERVICE MANAGER FOR REFUND
- HAS NOT RECEIVED REFUND YET
- STILL NEEDS TO HAVE SEAT BELT ON DRIVER'S SIDE REPLACED
- PARTS HAVE NOT ARRIVED TO COMPLETE THE RECALL FOR THE DRIVER'S SIDE
*
PER CUSTOMER, DEALER SAYS:
- 1/10/97 THEY COULD NOT DO THE RECALL, BECAUSE THEY DO NOT HAVE THE PARTS
- WILL CALL WHEN THE PARTS BECOME AVAILABLE
*
CUSTOMER SEEKS:
- WANTS TO RECEIVE REFUND FOR RECALL WORK
- WANTS PARTS TO HAVE DRIVER'S SIDE SEAT BELT DONE
*
CAC ADVISED:
** OBC TO MR. ABILLANA **
-[redacted] SAID THE[redacted] SOLD THE VEHICLE TO HER
- HAS NEVER RECEIVED A REFUND FOR PASSENGER SIDE SEAT BELT
- ADVISED COULD NOT FIND A RECALL ON THE SYSTEM
-[redacted] SAYS SHE HAS THE RECALL LETTER
- ADVSIED [redacted] TO CONTACT [redacted] SERVICE MANAGER, ABOUT
REFUND AND TO ENQUIRE ABOUT PARTS

OWNER RELATIONS VOP/BENCHMARKING 09/11/98 FAXCARTG

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9066JJ GRP: XX13 CONCERN CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: 01 CONTACT NBR: 108144727 OPENED: 02/26/1997
VIN: 1ZVPT20C4N5[redacted] ENGINE: C CLOSED: 03/13/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted]ROAD
CITY: LAWRENCE STATE: KY ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted] EXT: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 1 WSO:
DEALER NAME: STAR FORDAT OXMOOR SALES CODE: 147020 P & A: 05659
CAUSAL CODES: 1204 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 47 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/28/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: 0 SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 8050372

COMMENTS:
1997/02/26
*** LETTER DATED 2/8/97 ***
*** MILEAGE UNAVAILABLE ***
*** NAVIS: ORIGINAL ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548, 96599***
CUSTOMER SAYS:
HAE BEEN TO THE DEALER 4 TIMES AND HAVE YET TO HAVE THE RECALL WORK COMPLETED
BECAUSE THE PARTS ARE NOT IN
*
PER CUSTOMER, DEALER SAYS:
- NO RECENT CONTACT MENTIONED IN THE LETTER
*
CUSTOMER SEEKS:
- TO HAVE THE RECALL WORK DONE
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MS. MARY LOU LEIDGEN (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
- SENT FACK LETTER TO THE CUSTOMER
1997/03/06
###THIS IS THE CLOSING COMMENT
JOE CHANEY, SERVICE ADVISOR, HAS LEFT 2 MESSAGES FOR CUST TO CALL TO SCHEDULE
APPOINTMENT FOR RECALL; CUST HAS NOT RETURNED CALL

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6304WN GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: C4 CONTACT NBR: 108259379 OPENED: 03/27/1997
VIN: 12VPT20C9N[redacted] ENGINE: C CLOSED: 04/03/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: # 209D
CITY: WILLOUGHBY STATE: OH ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: MULLINAX EAST INC SALES CODE: 144006 P & A: 02157
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 44 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/27/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 8131409

COMMENTS:
1997/03/27
*** VEHICLE INVOLVED IN RECALL 98S48 & 98S99 ***
*** LETTER DATED 3/19/97 ***
CUSTOMER SAYS:
- RECEIVED RECALL LETTERS
- ORIGINALLY MADE AN APPT FOR 2/97 - THE PARTS WEREN'T IN HAD TO RESCHEDULE
- DONNA FROM SVC CALLED AND THE MENTION THE PARTER WERE FOUND AND I NEED TO MAKE ANOTHER APPT.
- MADE THE SECOND APPT FOR 3/13/97 - WAS INFORMED AGAIN THE PARTS WERE NOT IN
- MESSAGE LEFT FOR THE SVC MGR. BOB KASKA TO VOICE MY FRUSTRATIONS
- MR. KASKA HAS NEVER RETURNED MY CALL
•
PER CUSTOMER, DEALER SAYS:
- UNRESPONSIVE
•
CUSTOMER SEEKS:
- RECALL WORK PERFORMED
•
CAC ADVISED:
- SENT FACX
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.CARL WHELPLEY(CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
###THIS IS THE CLOSING COMMENT
I HAVE LEFT 2 MESSAGES SO FAR AT HER HOME ASKING HER TO CALL ME TO MAKE ARRANGEMENTS TO INSTALL THE DRIVERS SIDE BELT. PASS SIDE IS STILL ON BACK ORDER AND HAS BEEN FOR THE LAST 3 MONTHS. PDC SAYS 10 MORE WEEKS BEFORE THEY COME OFF BACK ORDER. INFORMED CUSTOMER VIA MACHINE OF THE SITUATION AND HOPE SHE CALLS . CLOSE CW

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6304WN GRP: X/15 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: C4 CONTACT NBR: 108259378 OPENED: 03/27/1997
VIN: 1ZVPT20C9N[redacted] ENGINE: C CLOSED: 04/03/1997

1997/04/29
+
CAC ADVISED:
- LETTER RETURNED WITH THE INCORRECT TITLE
- CSR UPDATING

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6776VS GRP: OP CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: [redacted] CONTACT NBR: 108098663 OPENED: 02/13/1997
VIN: 1ZVPT20C3N5[redacted] ENGINE: C CLOSED: 02/24/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: VANCOUVER STATE: WA ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 23091 WSO:
DEALER NAME: VANCOUVERFORD INC SALES CODE: 174480 P & A: 08547
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 74 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/17/1997
ACK. CODE: ASSIST CODE: M AWARD AMT: 0 SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 9050887

COMMENTS:
1997/02/13
***LETTER DATED 2/2/97**
RECALL 96S99--96S48
*
CUSTOMER WRITES:
-TOOK VEHICLE IN FOR RECALLS IN NOVEMBER
*
PER CUSTOMER, DEALERSHIP SAYS:
-PARTS ARE ON ORDER
*
*
CUSTOMER SEEKS:
-PERFORMANCE OF RECALL
*
CAC ADVISED:
-SENT CAC OPENED CONTACT LETTER
1997/02/17
###THIS IS THE CLOSING COMMENT
THE PARTS NEEDED FOR THIS CAMPAIGN ARE IN EXTREMELY SHORT SUPPLY. THEY ARE CUR
RENTLY ON BACK ORDER. WE ARE REORDERING THIS CUSTOMERS PARTS AND TRACKING PROC
ESS. PLEASE SEE SPECIAL SERVICE MESSAGE #10311 FOR DETAILS ON PARTS. WILL CONT
INUE TO MONITOR PARTS SITUATION UNTIL CONCERN HAS BEEN SATISFIED. PLEASE CLOSE

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3050DW GRP: LP INFORMATION CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: 01 CONTACT NBR: 108311528 OPENED: 04/11/1997
VIN: N ENGINE: CLOSED: 04/11/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS: #101
CITY: PHOENIX STATE: AZ ZIP:
HOME PHONE: NA -NA-A NA BUS. PHONE: NA -NA-A NA
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: MEL CLAYTON FORD SALES CODE: 171173 P & A: 20303
CAUSAL CODES: 1012 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 9182380

COMMENTS:
1997/04/11
*** LETTER DATED MARCH 28, 1997 ***
CUSTOMER SAYS:
-IN JANUARY TOOK VEHICLE TO DEALERSHIP FOR INSPECTION AND REPLACEMENT OF
MOTORIZED SAFETY RESTRAINTS
-IT HAS BEEN 11 WEEKS AND THE PARTS ARE STILL NOT AVAILABLE
-WHY DOES FORD JEOPARDIZE THE SAFETY OF THEIR CUSTOMERS?
*
CUSTOMER SEEKS:
-TO HAVE SEAT BELT REPAIRED ASAP
*
CAC ADVISED:
-FORWARDED

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3616LW GRP: XAOC INFORMATION CONTACT VEH TYPE: CAR
ORLANDO 24 ZN/TR: 82 CONTACT NBR: 108700507 OPENED: 07/24/1997
VIN: 1ZVPT20CXN5 [redacted] ENGINE: C CLOSED: 07/24/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI: [redacted]
ADDRESS:
CITY: ALTAMONTE SPRINGS STATE: FL ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 1 MSD:
DEALER NAME: DON REID FORD INC SALES CODE: 124214 P & A: 04892
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: 9460240

COMMENTS:
(997/07/24
*** LETTER DATED 7/1/97 ***
*** MILEAGE UNAVAILABLE ***
CUSTOMER SAYS:
- CUSTOMER WRITES REGARDING DISSATISFACTION WITH DEALERSHIP SERVICE IN PERFORMING RECALL REPAIR 96S48/96S99 (SEAT BELT)
- MADE AN APPOINTMENT TO GET RECALL REPAIRED
- DEALERSHIP TOOK MY RECALL LETTER AND NEVER CALLED BACK TO TELL ME IF PARTS HAD COME IN
- THIS IS A BIG INCONVENIENCE FOR ME
- AT THE TIME OF THIS RECALL, I WORKED NEAR THE DEALERSHIP SO I COULD WALK THERE
- NOW I AM FORCED TO GET A RENTAL CAR AND I CANNOT AFFORD THIS
*
PER CUSTOMER, DEALER SAYS:
- RAFAEL KAWALA, DEALERSHIP PERSONNEL, NEVER CALLED CUSTOMER BACK
- PARTS UNAVAILABLE AT THIS TIME
*
CUSTOMER SEEKS:
- REPSONSE FROM FORD REGARDING THIS
*
CAC ADVISED:
OUTBOUND CALL TO CUSTOMER ATTEMPTED 7/24/97
CUSTOMER NOT IN, LEFT MESSAGE ON ANSWERING MACHINE TO CONTACT CAC
- - INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

3616LW GRP: XXOC INFORMATION CONTACT VEH TYPE: CAR
ORLANDO 24 ZN/TR: 82 CONTACT NBR: 108700527 OPENED: 07/24/1997
VIN: 1ZVPT20CXN5[redacted] ENGINE: C CLOSED: 07/24/1997

1997/08/13
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-THE CSR THAT CALLED MY HOME JUST ADVISED MY TO CONTACT THE CAC. NO OTHER INFORMATION WAS LEFT
-I HAVE BEEN WAITING FOR PART SINCE 12/15/98
-DEALER CONTACTED CUSTOMER UPON THE RECEIPT OF A COPY OF HER LETTER THAT SHE SENT TO CAC
-I NO LONGER WORK DOWN THE STREET FROM THE DEALER, I NOW WORK 40 MINUTES AWAY FROM THE DEALER
-I WILL NOT BE ABLE TO HAVE RECALL SERVICED DUE TO THE NEGLECT OF THE DEALER
-I WOULD HAVE TO PAY FOR A RENTAL AND LOOSE A DAY'S WORK PAY, THAT WOULD MEAN I WOULD BE PAYING FOR THIS RECALL SERVICE
*
PER CUSTOMER, DEALER SAYS:
-NO RECENT CONTACT
-AFTER LETTER WAS RECEIVED, NOW PART HAS BEEN DELIVERED AT THE DEALER
*
CUSTOMER SEEKS:
-INFORMATION DOCUMENTED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

8786RS GRP: XX05 INFORMATION CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: C1 CONTACT NBR: 108863066 OPENED: 09/02/1997
VIN: 1ZVPT21U5N5[redacted] ENGINE: U CLOSED: 09/02/1997

LAST NAME: [redacted] FIRST NAME: [redacted] STATUS: CLOSED
TITLE: MI:
ADDRESS:
CITY: BENTON STATE: ME ZIP: [redacted]
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 93000 WSD:
DEALER NAME: PULLEN FORD INC SALES CODE: 111607 P & A: 09094
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: 9660930

COMMENTS:
1997/09/02
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- NEEDS TO HAVE A RECALL PERFORMED
- THE PARTS ARE ON BACK-ORDER DELAY
- IT IS GOING TO TAKE ANOTHER 2 WEEKS TO GET THE PARTS IN
- MY MOTORIZED SEATBELT IS ACTUALLY BROKE
- THE RECALL WAS ON THE SEATBELTS IN MY PROBE
- I'M PREGNANT AND THIS IS A SAFETY HAZARD
*
PER CUSTOMER, DEALER SAYS:
- ON BACK-ORDER FOR TWO WEEKS
*
CUSTOMER SEEKS:
- INFORMATION ON THE BACK-ORDER
*
CAC ADVISED:
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS
- PARTS MANAGER IS MR. ROYCE HUNTER

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

8786R5 GRP: XX05 INFORMATION CONTACT VEH TYPE: CAR
BOSTON T1 ZN/TR: C1 CONTACT NBR: 108863066 OPENED: 09/02/1997
VIN: 1ZVPT21U5N5[redacted] ENGINE: U CLOSED: 09/02/1997

1997/09/25
CUSTOMER LETTER DATED SEPTEMBER 10, 1997; ADDRESSED TO NVERT
CUSTOMER WRITES:-
- NOT SATISFIED WITH THE TREANTENT RECEIVED BY FORD MOTOR CO
- NOT HAPPY WITH THE FACT PART IS ON BACK ORDER
- SHE IS PREGNANT AND FEELS THIS IS A MAJOR SAFETY CONCERN
*
PER CUSTOMER, DEALER SAYS:
- PART WILL BE DELIVERED IN 2 WEEKS
*
CUSTOMER SEEKS:
- TO REGISTER COMPLAINT REGARDING BACK ORDER
*
CAC ADVISED:
- LETTER F52A MAILED TO THE CUSTOMER
1997/09/26
ON AUGUST 22 1997. NO FURTHER REPAIRS PENDING.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

8155KC GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: G1 CONTACT NBR: 108040137 OPENED: 01/30/1997
VIN: 1ZVPT21U2N5 [redacted] ENGINE: U CLOSED: 02/21/1997

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS: [redacted]
CITY: PASADENA STATE: MD ZIP:
HOME PHONE: [redacted] BUS. PHONE: [redacted]
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 70000 WSD:
DEALER NAME: RICH NORTON'S GLEN SALES CODE: 328580 P & A: 12304
CAUSAL CODES: 0424 2802 1103 SYMPTOMS: 702000 104100
ORIGIN: GD TRANS. DST/RGN: 28 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/31/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: N (Y OR N)

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

COMMENTS:
1997/01/30
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 AND 96S99***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- MR. IRVING MCKENZIE FINACEE CALLING:
- COMPLAINED ABOUT A LOUD NOISE WHEN BACKING UP - INTERMITTENT PROBLEM
- TOOK THE VEHICLE BACK AGAIN
- IT HAS BEEN TWO MONTHS AND THE CUSTOMER HAS NOT HEARD ANYTHING ABOUT THE PART FOR THE RECALL
CURRENT CONCERN
- THE VEHICLE STILL MAKES NOISE WHEN BACKING UP
- THE PASSENGER SIDE SEAT BELT IS NOT REPAIRED UNDER THE RECALL
*
PER CUSTOMER, DEALER SAYS:
- GAVE BOO# RECEPTIONIST NO NAME
- INSPECTED THE VEHICLE AND FOUND OUTER BOOT FRONT SUSPENSION CONCERNS AND REPAIRED THE VEHICLE
- MIKE LEARY
- ONLY FIXED ONE SIDE OF THE SEAT BELT RECALL BECAUSE THEY DID NOT HAVE THE TOOL FOR THE RECALL
- THE PART IS IN FOR THE RECALL BUT MS. HAMMONS NOT HER FIANCEE' WOULD NEED TO BRING THE CAR IN FOR THE RECALL AND TO GET A LOANER

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

8155KC GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: G1 CONTACT NBR: 108040137 OPENED: 01/30/1997
VIN: 1ZVPT21U2N5[redacted] ENGINE: U CLOSED: 02/21/1997

1997/01/30
- COULD NOT FIND THE NOISE WHEN BACKING UP
*
CUSTOMER SEEKS:
- TO LET FORD KNOW OF THE CONCERN
- REIMBURSEMENT FOR REPAIRS AND THE COMPLETION OF THE RECALL
- RENTAL LOANER VEHICLE
*
CAC ADVISED:
- ESP RENTAL IS ELIGIBLE UNDER NEW VEHICLE WARRANTY IF VEHICLE IS INOPERABLE AND KEPT OVERNIGHTRE: NOISE WHEN BACKING UP
- DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE.
- FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP
RE: RECALL
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. MIKE SHECKELLS (CUST. RELATIONS MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1997/02/14
###THIS IS THE CLOSING COMMENT
SPECIAL ORDER PARTS CAME IN TO COMPLETE REPAIRS. DEALER CONTACTED CUSTOMER AND [redacted] BOY FRIEND SAID THEY REFUSED TO BRING VEHICLE IN FOR COMPLETED OF TOO LONG TO COME IN. THIS CONVERSATION WAS WITH SERVICE MANAGER MIKE LEARY.
###THIS IS THE CLOSING COMMENT
ADVISED CUSTOMER SPECIAL ORDER PARTS WERE IN AND CUSTOMER REFUSED TO BRING IN VEHICLE TO COMPLETE REPAIRS. [redacted] BOY FRIEND STATED THAT THEY WERE CALL ING THEIR LAWYER BECAUSE IT TOOK TO LONG FOR PARTS TO ARRIVE. SERVICE MANAGER MIKE LEARY ADVISED CUSTOMER THAT HE WILL HOLD PARTS AT DEALER UNTILL THEY WOUL D ALLOW REPAIRS TO BE COMPLETED.

09/11/1998 MASTER OWNER RELATIONS SYSTEM 111 23.58.12

RHOULE1 INFORMATION CONTACT CASE NBR: 1471692115
27 WASHINGTON ZONE: G OPENED: 07/30/1998
VIN: 1ZVPT21U9L5[redacted] CLOSED: 07/30/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: VIRGINIA BEACH STATE: VA ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1990 MODEL: PROBE LX 2DR HBACK
MILEAGE: 85000

P & A: 06716

REASON CODES: 0206 SYMPTOMS: 104150
ORIGIN:CACI38- US CONCERN CASE BASE
ACTION:548 - RECALLS DO NOT HAVE LOANER PROVISIONS; NO ASSISTANCE

ACTION DATA:

COMMENTS:

1998/07/30
13.04.42 CUSTOMER SAYS: CUST KNOWS OF RECALL ON THE SEAT BELTS... S
EAT BELTS SQUEZED THE CUST CHEST, WHILE DRIVING... CUST FINA
LLY GOT THE SEAT BELT OFF ..... NOW THE SEAT BELT IS STUCK..
. CUST CANNOT DRIVE VEHICLE WITHOUT SEAT BELT, AND GET TICKE
T.. CUST HAS CONTACTED DRLS BUT PARTS NOT AVAILABLE... CUST
WANT TO KNOW IF SHE BRINGS VEHICLE TO DLR.. WHILE SHE IS WAI
TING FOR PARTS AND REPAIRS, CAN FORD PROVIDE A LOANER VEHICL
E... THIS IS NOT HER FAULT AND IT IS A SAFETY ISSUE... PER
CUSTOMER, DEALER SAYS: DLRSHP SAYS THEY DONT HAVE THE PART
S... CAC ADVISED: - LOANER IS NOT A PROVISION OF THE WARRA
NTY - RECALL/ONP DOES NOT PROVIDE A LOANER - FORD WILL NOT
PROVIDE ASSISTANCE - CUST SAYS SHE WILL OBTAIN AN ATTOURNY
... INFERENCE CASE ID: 4092

09/11/1998 MASTER OWNER RELATIONS SYSTEM III 23.58.12

RHOULE1
27 INFORMATION CONTACT CASE NBR: 1471892118
WASHINGTON ZONE: G
VIN: 1ZVPT21U9L5 [redacted] OPENED: 07/30/1998
CLOSED: 07/30/1998

1998/07/30
19.04.42

09/11/1998 MASTER OWNER RELATIONS SYSTEM III 23.58.12

174013 CONCERN CONTACT CASE NBR: 1425731528
74 SEATTLE ZONE: C1 OPENED: 06/01/1998
VIN: 1ZVPT20C2M5[redacted] CLOSED: 06/01/1998

LAST NAME: [redacted] STATUS: CLOSED
TITLE: FIRST NAME: [redacted] MI:
ADDRESS:
CITY: PORTLAND STATE: OR ZIP: [redacted]
HOME PHONE: [redacted]
MODEL YEAR: 1991 MODEL: PROBE GL 2DR HBACK
MILEAGE: 71000
P & A: 08502

REASON CODES: 1203 SYMPTOMS: 104110
ORIGIN:CAC138- US CONCERN CASE BASE
ACTION:610 - ADVISE CUST VEHICLE OUT OF WARRANTY; RECALL/ONP MAY COVER REPAIR

ACTION DATA:

COMMENTS:

1998/06/01
11.45.23 CUSTOMER SAYS: CALLER SAYS THAT HE HAS HAD TWO OIL LEAKS I N THE OIL PAN; CUST SAYS THAT HE HAS BEEN WAITING FOR ABOUT A YEAR TO GET A RECALL WORK DONE; CUST; CUST SAYS THAT HE HA S BEEN CALLING FOR EVERY 2MTS AND THEY STILL HAVEN'T BEEN RE PAIRED; PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - WARRANTY HAS EXPIRED - RECALL OR ONP MAY PROVIDE COVERAGE FOR THE CURRENT CONCERN, DEALERSHIP WILL INSPECT FOR DETERMI NATION - REQUESTED CRM/SERV MGR CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS; INFERENCE CASE ID: 191

09/11/1998 MASTER OWNER RELATIONS SYSTEM III 23.58.12

174013 CONCERN CONTACT CASE NBR: 1425731528
74 SEATTLE ZONE: C1 OPENED: 06/01/1998
VIN: 1ZVPT20C2M5 [redacted] CLOSED: 06/01/1998

1998/06/01
11.45.23

1998/06/19
16.45.57 THE DEALERSHIP WAS AWAITING THE ARRIVAL OF THE PARTS TO COMP
LETE THE SEAT BELT RECALL ON THIS VEHICLE. WE HAVE NOW RECEI
VED THE PARTS AND THE CUSTOMER IS COMING IN TO HAVE THE VEHI
CLE REPAIRED.