

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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 278SKH GRP: 17 INFORMATION CONTACT VEH TYPE: CAR  
 WASHINGTON 27 ZN/TR: 01 CONTACT NBR: 109453062 OPENED: 02/11/1998  
 VIN: 1ZVPT21U7M5 ENGINE: U CLOSED: 02/11/1998  
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 LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] MI: L  
 ADDRESS: [REDACTED] FIRST NAME: [REDACTED]  
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 91 MODEL: PROBE  
 MILEAGE: 70000 WSD:  
 DEALER NAME: DALLAS HOLLAR FORD SALES CODE: 127458 P & A: 00121  
 CAUSAL CODES: 1215 2801 0326 SYMPTOMS: 104100  
 ORIGIN: G0 TRANS. DST/RGN: TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE:  
 ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1998/02/11

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

CUSTOMER SAYS:

- 800# PER DEALERSHIP
- IN 1996 THERE WAS A RECALL ON THE DRIVER'S SIDE SEATBELT TRACK
- NOW THE PASSENGER SIDE SEATBELT TRACK IS MALFUNCTIONING
- 2/10/98 TOOK VEHICLE IN FOR SERVICE

PER CUSTOMER, DEALER SAYS:

- PER SERVICE: VEHICLE IS OUT OF WARRANTY. RECALL DOES NOT COVER THE PASSENGER SIDE SEATBELT

CUSTOMER SEEKS:

- RECALL INFORMATION

CAC ADVISED:

- RECALL DID ALLOW FOR THE PASSENGER SEATBELT TO BE REPAIRED
- WILL CHECK TO SEE IF VEHICLE CAN STILL BE COVERED UNDER RECALL AND RECONTACT CUSTOMER LATER TODAY OR TOMORROW

>>>KEISHA HAIRSTON/313-448-4825/FOR DEALERSHIP USE ONLY<<<

1998/02/12

CUSTOMER HAD RECALL FOR SEATBELT PERFORMED IN 1996, AT TIME OF REPAIR DRIVER SEATBELT WAS REPLACED AS PER RECALL, PASS SIDE SEATBELT OPERATION WAS CHECKED AND PASSED TEST AS PER RECALL, PASS SEATBELT WAS WORKING AT TIME OF RECALL AND AS INSTRUCTED BY THE RECALL THE RECALL WAS PERFORMED AND SUBMITTED WHICH CLEARED THE RECALL OUT

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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2789KH GRP: 17 INFORMATION CONTACT VEH TYPE: CAR  
WASHINGTON 27 ZN/TR: D1 CONTACT NBR: 109453062 OPENED: 02/11/1998  
VIN: 1ZVPT21U7M5 ENGINE: U CLOSED: 02/11/1998  
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1998/02/12

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CAC ADVISED:

RE: DBC

- CONTACTED CUSTOMER TO INFORM THAT VEHICLE WILL NOT BE COVERED UNDER RECALL
  - PASSENGER DOOR WAS CHECKED AT THE TIME RECALL WAS PERFORMED ON DRIVER'S DOOR
  - RECALL REPAIR HAS BEEN COMPLETED
  - NO LONGER FOLLOWING CONTACT
- >>>KEISHA HAIRSTON/CLOSED<<<

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

8993TT GRP: 14 CONCERN CONTACT VEH TYPE: CAR  
CHICAGO 41 ZN/TR: F1 CDCTACT NBR: 109407162 OPENED: 01/29/1998  
VIN: 1ZVPT20CXM5 ENGINE: C CLOSED: 02/23/1998

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: IL ZIP: [REDACTED]  
HOME PHONE: 999-999-9999 BUS. PHONE: 999-999-9999  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 101390 WSD:  
DEALER NAME: BELoit FORD LINC-NE SALES CODE: 141308 P & A: 06235  
CAUSAL CODES: 30MR SYMPTOMS: 104100  
ORIGIN: 00 TRANS. DST/RGN: 41 TRANS. DATE:  
SERVICE/SALES: J CONTACT DATE: 02/02/1998  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y DR N)

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

COMMENTS:

1998/01/28

\*\*\* 2 REPAIR ATTEMPTS \*\*\*  
\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

LAST VISIT 1/98

-PASSENGER SIDE SEATBELT IS STUCK

-I WENT IN FOR THE RECALL ON THE DRIVERS SIDE AND THE PASSENGER SIDE WAS NOT STUCK AT THE TIME SO THEY DID NOT CHANGE IT

-I AM AFRAID TO DRIVE WITH A PASSENGER IN THE CAR

-IF I AM IN AN ACCIDENT AND SOMEONE GETS HURT WHO WILL BE RESPONSIBLE?

PER CUSTOMER, DEALER SAYS:

-THERE IS NO RECALL ON THE PASSENGER SEAT

CUSTOMER SEEKS:

-RECALL REPAIR

CAC ADVISED:

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

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

-THERE WAS A RECALL FOR THE LEFT AND THE RIGHT SIDE SEATBELTS, THE DEALERSHIP COULD NOT MAKE A REPAIR IF THERE WAS NO PROBLEM AT THE TIME, BUT YOUR DEALER WILL RESEARCH AND SEE IF FORD WILL PAY FOR THE REPAIR

-OBC TO DON, HE WILL TALK TO HIS REP AND SEE HOW THEY CAN PAY FOR THE REPAIR

1998/02/16

###THIS IS THE CLOSING COMMENT

WILL PERFORM REPAIR AND HOLD CLAIM FOR REP APPROVAL

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

1349PF GRP: 13 CONCERN CONTACT VEH TYPE: CAR  
MEMPHIS 23 ZN/TR: C1 CONTACT NBR: 109355821 OPENED: 01/15/1998  
VIN: 1ZVPT20C9M5 ENGINE: C CLOSED: 01/29/1998

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: C  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: LA ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] EXT: WORK  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 70000 WSD:  
DEALER NAME: BILL WATSON FORD IN SALES CODE: 123027 P & A: 06440  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: 23 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 01/22/1998  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y DR N)

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

COMMENTS:  
1998/01/15

\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 98548 \*\*\*  
\*\*\* NAVIS: SUBSEQUENT \*\*\*  
CUSTOMER SAYS:  
- THE SEAT BELT LATCH IS STUCK IN THE TRACK  
- IN NOVEMBER I TOOK MY VEHICLE TO THE DEALERSHIP TO HAVE THE RECALL PERFORMED  
- I TOOK THE VEHICLE TO THE DEALERSHIP 1-15-97 TO HAVE THE RECALL DONE, I WAS TOLD THAT THE PARTS WERE IN FOR IT  
- WHEN I TOOK IT IN TODAY AFTER THEY HAD THE VEHICLE HALF THE DAY, I'M TOLD THAT THE PART BELONGS TO SOMEONE ELSE

PER CUSTOMER, DEALER SAYS:  
- THE PART IS NOT IN, YOU CAN COME AND GET THE VEHICLE

CUSTOMER SEEKS:  
- TO HAVE THE RECALL PERFORMED

CAC ADVISED:  
- YOU ARE INVOLVED IN RECALL 98548  
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
- REQUEST MR. R. J. PIZZALATO(SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1998/01/22  
###THIS IS THE CLOSING COMMENT  
PART IS IN AT DEALERSHIP CALLING CUSTOMER TO SET APPT

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

7115TR GRP: XX02 CONCERN CONTACT VEH TYPE: CAR  
SEATTLE 74 ZN/TR: B3 CONTACT NBR: 109301972 OPENED: 12/30/1997  
VIN: 12VPT20C3M5 ENGINE: C CLOSED: 01/12/1998

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: MI ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 81000 WSD:  
DEALER NAME: BOONE FORD SALES IN SALES CODE: 174517 P & A: 08627  
CAUSAL CODES: 3002 2013 SYMPTOMS: 104100  
ORIGIN: G0 TRANS. DST/RGN: 74 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 01/01/1998  
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:

1997/12/30

\*\*\* CUSTOMER REQUESTING SERVICE AT THIS DEALERSHIP \*\*\*  
\*\*\* POSSIBLE 12/12 SERVICE PART COVERAGE \*\*\* REPAIR DATE: 12/30/96 MILEAGE:  
78000

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

CUSTOMER SAYS:

- THE SEAT BELTS WERE REPLACED DUE TO THE RECALL
- RECALL REPAIR WORK WAS PERFORMED ON 12/30/96; HAS DRIVEN ONLY 3,000 MILES SINCE THEN
- NOW THE SEAT BELTS HAVE LOCKED UP AGAIN
- HAD THE SEAT BELT REPAIRED AT ANOTHER DEALERSHIP FAR AWAY FROM WHERE SHE IS CURRENTLY LIVING

PER CUSTOMER, DEALER SAYS:  
- NO CONTACT

CUSTOMER SEEKS:  
- WANTS VEHICLE REPAIRED

CAC ADVISED:

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

1998/01/05

DEALERSHIP WILL CONTACT CUSTOMER REGARDING CONCERN, IT WOULD APPEAR THAT THE VEHICLE HAS HAD THE RECALL PERFORMED ONCE AND IS OUTSIDE OF 12/12 BY TIME. THIS APPEARS TO BE AN ISSUE BEST ADDRESSED BY CONTACT WITH THE REPAIRING DEALER.

##THIS IS THE CLOSING COMMENT

THIS VEHICLE IS OUT BY TIME ON 12/12 COVERAGE AT THIS POINT. THE RECALL CANNOT BE PERFORMED TWICE. IT WOULD APPEAR THAT THEIR BEST COURSE OF ACTION FOR FINANCIAL ASSISTANCE LIES WITH THE REPAIRING DEALER.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

104BNH GRP: 13 INFORMATION CONTACT VEH TYPE: CAR  
UNKNOWN 99 ZN/TR: CONTACT NBR: 109298618 OPENED: 12/29/1997  
VIN: 1ZVPT20C0MS ENGINE: C CLOSED: 12/29/1997

LAST NAME: STATUS: CLOSED  
TITLE: FIRST NAME: NI:  
ADDRESS: CITY: STATE: NY ZIP: 1122  
HOME PHONE: BUS. PHONE:  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 1 WSD:  
DEALER NAME: SALES CODE: P & A:  
CAUSAL CODES: 1106 SYMPTOMS: 104100  
ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:  
1997/12/29

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

CUSTOMER SAYS:

- SEATBELT WAS INVOLVED IN THE RECALL
- RECALL WAS PERFORMED ON 1/13/97
- IS HAVING THE CONCERN AGAIN
- HAS PAID FOR THE REPAIR
- WOULD LIKE TO BE REIMBURSED FOR THIS REPAIR

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PER CUSTOMER, DEALER SAYS:

- NO FINANCIAL ASSISTANCE

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CUSTOMER SEEKS:

- REIMBURSEMENT FOR REPAIR

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CAC ADVISED:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

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4954RH GRP: XX09 INFORMATION CONTACT VEH TYPE: CAR  
KANSAS CITY 93 ZN/TR: A1 CONTACT NBR: 109252418 OPENED: 12/11/1997  
VIN: 1ZVPT20CXMB [REDACTED] ENGINE: C CLOSED: 12/11/1997  
=====

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] NI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: MO ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 98500 WSD:  
DEALER NAME: MARCUS ALLEN'S BRDA SALES CODE: 153005 P & A: 02B40  
CAUSAL CODES: 1104 1109 SYMPTOMS: 104100 104000  
ORIGIN: GO TRANS. DST/RON: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/12/11

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

CUSTOMER SAYS:

- PASSENGER SIDE SEAT BELT RAIL IS COMING OUT OF THE CEILING
- CUSTOMER BELIEVES THE DEALER REPAIRED THIS SAME CONCERN WHEN THEY COMPLETED
- CUSTOMER FEELS THE DEALER SHOULD REPAIR THE RAILING AGAIN

PER CUSTOMER, DEALER SAYS:

- RECALL REPAIRS WERE ONLY DONE TO THE DRIVER SIDE OF THE VEHICLE
- THE PASSENGER SIDE WAS INSPECTED AND DIDN'T NEED REPAIRS DONE
- NO ASSISTANCE WILL BE PROVIDED

CUSTOMER SEEKS:

- FINANCIAL ASSISTANCE

CAC ADVISED:

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

09/11/98

MASTER OWNER RELATIONS SVSTFM 11

14.21.02

4814MH GRP: XX05 CONCERN CONTACT VEH TYPE: CAR  
SDR 10 ZN/TR: M3 CONTACT NBR: 109224285 OPENED: 12/03/1997  
VIN: 1ZVPT2OC8M5 ENGINE: C CLOSED: 12/31/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI: K  
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]  
CITY: [REDACTED] STATE: OK ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 97 MODEL: PROBE  
MILEAGE: 110000 WSO:  
DEALER NAME: LINDSAY FORD SALES CODE: 152867 P B A: 00840  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 52 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 12/17/1997  
ACK. CODE: ASSIST CODE: W AWARD ANT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/12/03

THIS CONTACT OPENED DUE TO OMP 89870

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

CUSTOMER SAYS:

-CUSTOMER (MOTHER OF THE OWNER), CALLING CONCERNING A RECALL THE VEHICLE IS INVOLVED IN  
-CAR HAS BEEN TAKEN 4 TIMES TO THE DEALER FOR THIS RECALL PERFORMED  
-THE SEAT BELT ON THE PASSENGER SIDE IS NOT WORKING NOW AND NEEDS TO BE FIXED (VIA THE RECALL)  
-THE CUSTOMER SAYS THE ONLY RECALL THAT WAS PERFORMED WAS ON THE DRIVER'S SIDE  
-CUSTOMER CONCERNED THAT IF THIS WAS COMPLETED THAN THE DEALERSHIP HAD POOR WORKMANSHIP WHEN THE RECALL WAS PERFORMED

PER CUSTOMER, DEALER SAYS:

-PER TED, AT THIS TIME THERE IS NDTHING WRONG WITH THE PASSENGER'S SIDE SEAT BELT AND NOTHING WAS DONE TO IT  
-PER TED, HAS CALLED SOME WOMAN IN OKLAHOMA CITY TO GET PERMISSION TO PERFORM A RECALL AND THE PERSON HAS NOT CONTACTED HIM BACK.

CUSTOMER SEEKS:

-TO HAVE THE RECALL COMPLETED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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4914MH GRP: XX05 CONCERN CONTACT VEH TYPE: CAR  
SDR 10 ZN/TR: M3 CONTACT NBR: 109224285 OPENED: 12/03/1997  
VIN: 1ZVPT20C8M5 ENGINE: C CLOSED: 12/31/1997  
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1997/12/03

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. TIM IRWIN (CUST REL MGR/ SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS- WORKMANSHIP ISSUES MUST BE ADDRESSED AT DEALER
- CONTACT MR. TIM IRWIN ( CUST REL MGR/SERV. MGR ) FOR ASSISTANCE.
- INFORMED THE CUSTOMER THAT THE RECALL STATUS SAYS THAT THE RECALLS HAVE BEEN COMPLETED ON 4/97
- MADE OUTBOUND CALL TO TIM IRWIN (SVC MGR). JUST HEARD FROM THE REP AND THAT THIS SEAT BELT CONCERN WILL BE COVERED BY FORD
- PER TIM, WILL CONTACT THE CUSTOMER TODAY TO INFORM THEM AND TO SCHEDULE A SERVICE DATE

1997/12/08

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

CUSTOMER SAYS:

- WE WERE TOLD THAT SOME FROM THE DEALERSHIP WAS TO CONTACT US
- WE STILL HAVE NOT HEARD FROM THE DEALERSHIP

CUSTOMER SEEKS:

- TO FIND OUT WHAT WILL BE DONE FOR THE VEHICLE
- TO GET THE VEHICLE REPAIRED

CAC ADVISED:

- CUSTOMER SHOULD CONTACT THE DEALERSHIP

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

CUSTOMER SAYS:

- WE WERE TOLD THAT SOME FROM THE DEALERSHIP WAS TO CONTACT US
- WE STILL HAVE NOT HEARD FROM THE DEALERSHIP

CUSTOMER SEEKS:

- TO FIND OUT WHAT WILL BE DONE FOR THE VEHICLE
- TO GET THE VEHICLE REPAIRED

CAC ADVISED:

- CUSTOMER SHOULD CONTACT THE DEALERSHIP

1997/12/24

##THIS IS THE CLOSING COMMENT

THIS REPAIR WAS APPROVED BY FORD MOTOR COMPANY PARTS WERE ORDERED AT THIS TIME  
THE CAR IS IN THE SHOP BEING REPAIRED

08/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

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7481RL GRP: XX13 CONCERN CONTACT VEH TYPE: CAR  
DALLAS 52 ZN/TR: 03 CONTACT NBR: 109110789 OPENED: 11/03/1997  
VIN: 1ZVPT20CXM5 ENGINE: C CLDSED: 11/13/1997  
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LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: OK ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 100000 WSD:  
DEALER NAME: COURTESY FORD INC SALES CODE: 152310 P & A: 00887  
CAUSAL CODES: 3001 2801 SYMPTOMS: 104100  
ORIGIN: 60 TRANS. DST/RGM: 52 TRANS. DATE:  
SERVICE/SALES: 1 CDNTACT DATE: 11/05/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y DR N)  
=====

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

COMMENTS:

1997/11/03

\*\*\* VIN NOT AVAILABLE \*\*\*

CUSTOMER SAYS:

- PASSANGER SIDE SEAT BELT IS NOT FUNCTIONING-MOTDRIZED
- TOLD CUSTOMER THAT THEY WOULD NOT BE ABLE TO ASSIST BECAUSE THE PROGRAM WAS CLOSED
- BOOP FROM DEALERSHIP BY REQUEST

PER CUSTOMER, DEALER SAYS:

- PROVIDED CUSTOMER WITH PHONE NUMBER

CUSTOMER SEEKS:

- FINANCIAL ASSISTANCE

CAC ADVISED:

- CUSTOMER TO CALL BACK WITH VIN #
- CHECK RECALL INVOLVEMENT

THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 109108981

\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 06S99 \*\*\*

CUSTOMER SAYS:

- THE RECALL FOR SEATBELT WAS PERFORMED LAST YEAR
- UNDER RECALL DEALERSHIP REPLACED PARTS ON DRIVER'S SIDE, BUT JUST INSPECTED PASSENGER SIDE
- THE SHUDLOER BELT IS STUCK IN ONE POSITION ON THE UPPER TRACK

PER CUSTOMER, DEALER SAYS:

- RECALL HAS BEEN COMPLETED
- SERVICE WRITER: SINCE IT IS FORD, YOU WOULD HAVE TO CONTACT THEM FOR APPROVAL

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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7481RL GRP: XX13 CONCERN CONTACT VEH TYPE: CAR  
DALLAS 52 ZN/TR: D3 CONTACT NBR: 109110789 OPENED: 11/03/1997  
VIN: 1ZVPT20CAMS ENGINE: C CLOSED: 11/13/1997  
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1997/11/03

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CUSTOMER SEEKS:

- RECALL COVERAGE FOR PASSENGER SIDE

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CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
- REQUEST MR ANDY SURRITTE (CUST REL MNGR) TO CONTACT THE CUSTOMER  
WITHIN 2 BUSINESS DAYS  
- THERE WERE ACTUALLY TWO RECALLS  
- DRIVER'S SIDE RECALL HAS BEEN COMPLETED, BUT PASSENGER SIDE RECALL  
HAS NOT AND IS STILL OPEN (98589)

1997/11/05

CUSTOMER SAYS:

-CUSTOMER CALLING BACK BECAUSE DEALERSHIP STILL DOES NOT HAVE INFORMATION FROM  
CAC

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PER CUSTOMER, DEALER SAYS:

-WE HAVE NOT RECEIVED ANY INFORMATION

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CUSTOMER SEEKS:

-INFORMATION TO BE SENT TO DEALER

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CAC ADVISED:

-CONFIRMED THAT CORRECT DEALERSHIP WAS IN DATABASE  
-PROVIDED CONTACT NUMBER FOR CUSTOMER TO GIVE TO SERVICE MANAGER

1997/11/08

CUSTOMER CAR IN SHOP NOW.WE HAVE CHECKED IT AND DECIDED TO DO RECALL AND REPLA  
CE TRACK .CUSTOMER SHOULD BE HAPPY (IF POSSIBLE).I WILL CLOSE THIS CONTACT NOW  
##THIS IS THE CLOSING COMMENT  
CAR IN SHOP ,PART ON WAY;CUST WILL BE TAKEN CARE OF

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

1219TW GRP: 04 INFORMATION CONTACT VEH TYPE: CAR  
NEW YORK 13 ZN/TR: A1 CONTACT NBR: 109084014 OPENED: 10/27/1997  
VIN: 1ZVPT20C4M5 ENGINE: C CLDSED: 10/27/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: NJ ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 70380 WSD:  
DEALER NAME: BELL MOTORS INC SALES CODE: 113048 P & A: 20512  
CAUSAL CODES: 1215 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: Q SURVEY: (Y DR N)

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

COMMENTS:  
1997/10/27

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

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

CUSTOMER SAYS:

-SEATBELT RECALL WAS PERFORMED ON THE PASSENGER'S SIDE RESTRAINT SYSTEM

-THE DRIVER'S SIDE STILL NEEDS TO BE DONE

PER CUSTOMER, DEALER SAYS:

-PER ANDY, SVC MNGR, CONTROL MODULE WILL COST.

-CONTROL MODULE 14B79D1/PART NUMBER IS NOT A PART OF RECALL

CUSTOMER SEEKS:

-TO VERIFY INFORMATION

CAC ADVISED:

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

- FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

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BO14MH	GRP: 05	CONCERN CONTACT	VEH TYPE: CAR
SAN FRAN	72	ZN/TR: A1	CONTACT NBR: 109074941
VIN: 1ZVPT20C3MS		ENGINE: C	DPENED: 10/23/1997
			CLOSED: 11/03/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:		STATE:		ZIP:
HOME PHONE:		BUS. PHONE:		
MODEL YEAR: 91		MODEL:	PROBE	
MILEAGE: 83000		WSD:		
DEALER NAME: SUBURBAN FORD		SALES CODE: 172205	P & A: 078B4	
CAUSAL CODES: 1203 1206		SYMPTOMS: 104100		
ORIGIN: 00		TRANS. DST/RGN: 72	TRANS. DATE:	
SERVICE/SALES: 1			CONTACT DATE: 10/27/1997	
ACK. CODE:	ASSIST CODE: W	AWARD AMT:	O SURVEY: Y (Y OR N)	

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

COMMENTS:

1997/10/23

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

CUSTOMER SAYS:

-THAT SHE TOOK THE RECEIPT TO THE FORD DEALER TO GET A REFUND FOR THE REPAIR THAT SHE GOT  
-THAT THE REPAIR WAS DONE BEFORE THE RECALL NOTICE

PER CUSTOMER, DEALER SAYS:

-THAT SHE COULD HAVE THE MONEY BACK AFTER SHE GETS THE PASSENGER

CUSTOMER SEEKS:

-TO GET THE REFUND BACK WITHOUT HAVING TO BRING THE VEHICLE IN TO BE CHECKED ON THE PASSENGER SIDE

CAC ADVISED:

-THE CUSTOMER TO CONTACT TOM RITCHEY THE CUSTOMER RELATIONS MANAGER FOR MORE INFORMATION

1997/10/27

###THIS IS THE CLOSING COMMENT

CUST HAS BEEN CONTACTED 4 TIMES HAS NOT BEEN BROUGHT IN FOR RECALL YET D.F.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

1219TW	GRP: 04	INFORMATION CONTACT	VEH TYPE: CAR
CINCINNATI	47	ZN/TR: F1	CONTACT NBR: 109070456
VIN: 1ZVPT20C4MS		ENGINE: C	OPENED: 10/23/1997
			CLOSED: 10/23/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:		STATE:		ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	91	MODEL:	PROBE		
MILEAGE:	105000	WSD:			
DEALER NAME:	BOSTIC FORD SALES I	SALES CODE:	147483	P & A:	01979
CAUSAL CODES:	1215	SYMPTOMS:	104100		
ORIGIN:	GD	TRANS. DST/RGN:		TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	
ACK. CODE:		ASSIST CODE:		AWARD AMT:	
				O SURVEY:	(Y OR N)

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

COMMENTS:

1997/10/23

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

CUSTOMER SAYS:

- THE RECALL FOR RIGHT SIDE SEATBELT HAS NOT BEEN COMPLETED
- JUST THE LEFT SIDE SEATBELT RECALL WAS DONE
- I STOOD THERE AND WATCHED THE TECHNICIAN PERFORM THE REPAIR ON THE LEFT SIDE

PER CUSTOMER, DEALER SAYS:

-NO CONTACT

CUSTOMER SEEKS:

-RECALL PERFORMED

CAC ADVISED:

RE NEXT STEP FOR RECALL 96S99

RE OBC TO DEALERSHIP

-SPOKE TO RANDY CARMACK

-THE INSTRUCTION FOR THE DEALERSHIP WAS TO PERFORM THE RECALL FOR THE LEFT SIDE (96S48) AND INSPECT THE RIGHT SIDE (96S99)

-THE DEALER LETTER STATES THIS IN IRDB

-INFORMED CUSTOMER OF THE REPLACEMENT WOULD BE DONE IF THERE WERE A MALFUNCTION

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

1219TW	GRP: 04	INFORMATION CONTACT	VEH TYPE: CAR
CINCINNATI	47	ZN/TR: F1	CONTACT NBR: 109070456
VIN:	12VPT20C4MS	ENGINE: C	OPENED: 10/23/1997
			CLOSED: 10/23/1997

=====

1998/03/05

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

CUSTOMER SAYS:

- CALLED BACK REGARDING THE LEFT SIDE SEATBELT BEING REPAIRED
- IT HAS GONE BAD AGAIN
- AT 98000, NOW VEHICLE HAS 115000
- FEELS DEALERSHIP SHOW HAVE EXPLAINED IT BETTER

PER CUSTOMER, DEALER SAYS:

- WARRANTY EXPIRED IN SEALBELT

CUSTOMER SEEKS:

- REPAIR
- FINANCIAL ASSISTANCE

CAC ADVISED:

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

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

1246SD GRP: 13 CONCERN CONTACT VEH TYPE: CAR  
LOS ANGELES 71 ZN/TR: D2 CONTACT NBR: 109034663 OPENED: 10/14/1997  
VIN: 1ZVPT21UXN5 ENGINE: U CLOSED: 10/31/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED] VERDE  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 81 MODEL: PROBE  
MILEAGE: 86000 WSD:  
DEALER NAME: JIM CLICKFORD INC SALES CODE: 171205 P & A: 20402  
CAUSAL CODES: 1103 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 71 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 10/24/1997  
ACK. CODE: ASSIST CODE: D AWARD AMT: O SURVEY: Y (Y DR N)

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

COMMENTS:  
1997/10/14

\*\*\* POSSIBLE 12/12 SERVICE PART COVERAGE \*\*\* REPAIR DATE: 5-2-97 MILEAGE:

84000

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

CUSTOMER SAYS:

- TRACK ASSEMBLY ON THE PASSENGER WILL GET HUNG UP
- TWO MONTHS AFTER RECALL CUSTOMER HAD PROBLEMS WITH THE RECALL

PER CUSTOMER, DEALER SAYS:

- BOTH RECALL WAS DONE
- CALL FORD MOTDR COMPANY TO SEE IF WE WILL PAY FOR THE RECALL

CUSTOMER SEEKS:

- FINANCIAL ASSISTANCE

CAC ADVISED:

- WARRANTY HAS EXPIRED
- FORWARDED THE INFORMATION TO THE DEALER FOR REVIEW AND FINANCIAL CONSIDERATION
- REQUESTED MR. STEVE DATHOUTBODY SVC. MGR. TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS DAYS FOR ASSISTANCE

1997/10/24

###THIS IS THE CLOSING COMMENT

CUSTOMER IS OUT OF POS PARANITERS TALKED TO FORD ABOUT FAILURE 8 MONTHS AFTER INSPECTION AS PER RECALL. REP TED T. SAID NO ASSISTANCE PLEASE CLOSE FILE

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

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=====
BBBKK GRP: OP INFORMATION CONTACT VEH TYPE: CAR
UNKNOWN 99 ZN/TR: CONTACT NBR: 109021182 OPENED: 10/14/1997
VIN: 1ZVPT21U1M5 ENGINE: U CLOSED: 10/14/1997
=====

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=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED]
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 81 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: SALES CODE: P & A:
CAUSAL CODES: 2204 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: Q SURVEY: (Y OR N)

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

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COMMENTS:

1997/10/14

\*\*\*HTDLINE RECALL ACTION REPORT\*\*\*

CUSTOMER SAYS:

- OWNER TOOK THE VEHICLE TO THE DEALER FOR RECALL 96S4B
- DEALER ONLY REPLACED DRIVER SIDE AND DID NOT REPLACE THE PASSENGER SIDE (BECAUSE IT WAS INOPERATIVE)
- THE LETTER STATES THE PASSENGER SIDE WOULD BE REPLACED AS WELL

PER CUSTOMER, DEALER SAYS:

- DID NOT REPLACE PASSENGER SIDE AIR BAG

CUSTOMER SEEKS:

- PASSNGER SIDE SEATBELT REPLACED UNDER THE RECALL

SL ADVISED:

- SL ATTEMPTED OBC
- CUSTOMER NO LONGER WORKS AT THE WORK NUMBER PROVIDED
- SL CONTACTED INFORMATION, CITY LISTED BY CUSTOMER CAN NOT BE LOCATED BY INFORMATION
- NO FURTHER ACTION TAKEN

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

Q332K5	GRP: XX02	INFORMATION CONTACT	VEH TYPE: CAR
UNKNOWN	99	ZN/TR:	CONTACT NBR: 108997260
VIN:	12VPT20CONS	ENGINE: C	OPENED: 10/06/1997
			CLOSED: 10/06/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:		STATE:		ZIP: [REDACTED]
HOME PHONE:		BUS. PHONE:		
MODEL YEAR: 91		MODEL: PROBE		
MILEAGE: 90000		MSD:		
DEALER NAME:		SALES CODE:	P & A:	
CAUSAL CODES: 1215		SYMPTOMS: 104100		
ORIGIN: 60		TRANS. DST/RGN:	TRANS. DATE:	
SERVICE/SALES: 1			CONTACT DATE:	
ACK. CODE:	ASSIST CODE:	AWARD AMT:	Q SURVEY:	(Y OR N)

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

COMMENTS:

1997/10/06

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

CUSTOMER SAYS:

- THE RESTRAINT SYSTEM WENT OUT ON THE PASSENGER SIDE---I RECEIVED THE RECALL LETTER AND ONLY THE DRIVER'S SIDE WAS OUT ON THE VEHICLE  
- NOW THE PASSENGER SIDE SIDE RESTRAINT BELT IS NOT WORKING--IT WILL NOT WRAP AROUND THE PERSON SITTING IN THE VEHICLE

PER CUSTOMER, DEALER SAYS:

- BRING IT IN---IT MAY BE UNDER THE RECALL AND IF IT IS THEY WILL REPAIR IT

CUSTOMER SEEKS:

- WOULD THE REPAIR BE COVERED UNDER THE WARRANTY

CAC ADVISED:

- DEALERSHIP WILL HAVE TO LOOK AT THE VEHICLE AND DEEM THAT THE REPAIR IS THE SAME AS THE RECALL

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

6670KR GRP: 17 CONCERN CONTACT VEH TYPE: CAR  
ATLANTA 21 ZN/TR: E3 CONTACT NBR: 108980043 OPENED: 10/01/1997  
VIN: 1ZVPT21U1MS ENGINE: U CLOSED: 10/08/1997

LAST NAME: STATUS: CLOSED  
TITLE: MI:  
ADDRESS: FIRST NAME:  
CITY: STATE: ZIP: -9138  
HOME PHONE: BUS. PHONE:  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 88000 WSD:  
DEALER NAME: SNIPES FORD SALES CODE: 121640 P & A: 06757  
CAUSAL CODES: 2013 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 21 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 10/01/1997  
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:  
1997/10/01

\*\*\* POSSIBLE 12/12 SERVICE PART COVERAGE \*\*\* REPAIR DATE: 3/97 MILEAGE: NOT SURE

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

CUSTOMER SAYS:

- EVANS IS CUSTOMER'S MAIDEN NAME
- DECEMBER 1996, RECEIVED A RECALL IN MAIL ABOUT THE AUTOMATIC SEATBELT GEARS
- DRIVERS SIDE HAD QUIT, PASSENGERS SIDE STILL WORKED
- IN MARCH 1997, RECALL WORK WAS PERFORMED
- YESTERDAY, DRIVERS SIDE SEAT BELT STOPPED WORKING AGAIN

PER CUSTOMER, DEALER SAYS:

- WILL HAVE TO LOOK AT PART TO DETERMINE IF COVERED

CUSTOMER SEEKS:

- SEAT BELT REPAIRED UNDER WARRANTY

CAC ADVISED:

RE: PARTS WARRANTY

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. GLENN W. CLUCKEY (SERVICE MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

B3B05B	GRP: 15	INFORMATION CONTACT	VEH TYPE: CAR	
CINCINNATI	47	ZN/TR: F1	CONTACT NBR: 108948775	OPENED: 09/23/1997
VIN:	1ZVPT20C1M5	ENGINE: C	CLOSED: 09/23/1997	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]	STATE:	[REDACTED]	ZIP: [REDACTED]
CITY:	[REDACTED]	BUS. PHONE:	[REDACTED]	
HOME PHONE:	[REDACTED]	MODEL:	PROBE	
MODEL YEAR:	91	WSD:		
MILEAGE:	90000	SALES CODE:	147547	P & A: 01921
DEALER NAME:	PRESTIGE FORD LINC-	SYMPTOMS:	104100	
CAUSAL CODES:	1107	TRANS. DST/RGN:		TRANS. DATE:
ORIGIN:	GO	CONTACT DATE:		
SERVICE/SALES:	1	ACK. CODE:		ASSIST CODE:
AWARD AMT:		G SURVEY:	(Y OR N)	

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

COMMENTS:

1997/09/23

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

CUSTOMER SAYS:

- THE SEAT BELT ON THE DRIVERS SIDE WAS UNDER RECALL
- CUSTOMER SAYS THAT THE PASSENGER SIDE SEAT BELT WILL NOT TRACT

PER CUSTOMER, DEALER SAYS:

- RECALL DID NOT COVER THE PASSENGER SIDE, JUST THE DRIVER SIDE

CUSTOMER SEEKS:

- WILL FORD PAY FOR THE SEAT BELT TO BE REPAIRED

CAC ADVISED:

\*\*\*\* TO THE NEXT CSR, IF CUSTOMER CALLS BACK VERIFY THE MILEAGE ON HIS VEHICLE FOR POSSIBLE 12/12 COVERAGE FOR RECALL REPAIR THAT WAS COMPLETED ON THE VEHICLE, IF WITH IN 12/12 UP GRADE TO A CONCERN

- SYSTEM WAS DOWN SO I COULD NOT VERIFY

1997/10/07

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

CUSTOMER SAYS:

- BOOM FROM THE DEALER, AT THE CUSTOMER'S REQUEST
- THE CUSTOMER IS CALLING WITH THE SAME CONCERN THAT WAS PREVIOUSLY DOCUMENTED
- THE CUSTOMER FEELS THAT THERE SHOULD BE A RECALL FOR THE PASSENGER SIDE SEAT BELTS THAT THERE WAS FOR THE DRIVER'S SIDE

PER CUSTOMER, DEALER SAYS:

- THE RECALL IS ONLY ON THE DRIVER SIDE

CUSTOMER SEEKS:

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02  
-----  
B3B0SB GRP: 15 INFORMATION CONTACT VEH TYPE: CAR  
CINCINNATI 47 ZN/TR: F1 CONTACT NBR: 108948775 OPENED: 09/23/1997  
VIN: 1ZVPT20C1M5 ENGINE: C CLOSED: 09/23/1997  
-----

1997/10/07

-REPAIR THE PASSENGER AS THE DRIVER SIDE WAS REPAIRED UNDER THE DRIVER SIDE

\*  
CAC ADVISED:

RE: FINANCIAL ASSISTANCE

- WARRANTY HAS EXPIRED

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

RE: OUTBOUND CALL TO DEALER

-SPOKE TO SERVICE MANAGER (EUGENE CHILDERS):

-THE VEHICLE WAS INSPECTED AND WAS FOUND TO HAVE NO CONCERN WITH THE PASSENGER  
SIDE, THE INSPECTION WAS PART OF THE RECALL PROGRAM

-THE DEALER WILL PROVIDE NO ASSISTANCE TO THE CUSTOMER

1997/10/20

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

CUSTOMER SAYS:

-THE PASSENGER SIDE DDRR SAFETY RESTRAINT IS NOT WORKING

\*  
PER CUSTOMER, DEALER SAYS:

-PER EUGENE CHILDERS, SERVICE MANAGERS: THE PASSENGER SIDE SAFETY RESTRAINT  
WILL NOT BE TAKEN CARE OF UNDER THE RECALL. THEY WILL DO THE SERVICE FREE OF  
LABOR BUT THE CUSTOMER IS RESPONSIBLE FOR THE \$90 PART.

\*  
CUSTOMER SEEKS:

-FORD SHOULD PROVIDE ASSISTANCE FOR THE PASSENGER SIDE SEAT BELT REPAIR

\*  
CAC ADVISED:

RE PASSENGER SAFETY RESTRAINT:

- WARRANTY HAS EXPIRED

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

- 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

=====

3887LM	GRP: XX06	INFORMATION CONTACT	VEH TYPE: CAR
SAN FRAN	72 ZN/TR: A2	CONTACT NBR: 108943412	DPENED: 09/22/1997
VIN: 1ZVPT20C8M5		ENGINE: C	CLDSED: 09/22/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:		STATE:		ZIP: [REDACTED]
HOME PHONE:		BUS. PHONE:		
MODEL YEAR:	91	MODEL:	PROBE	
MILEAGE:	84000	WSD:		
DEALER NAME:	ELK GROVEFORD	SALES CODE:	172208	P & A: 07819
CAUSAL CODES:	1215	SYMPTOMS:	104100	
ORIGIN:	GO	TRANS. DST/RGN:		TRANS. DATE:
SERVICE/SALES:	1			CONTACT DATE:
ACK. CODE:		ASSIST CODE:		O SURVEY: (Y OR N)
		AWARD AMT:		

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

COMMENTS:

1997/09/22

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

CUSTOMER SAYS:

-THE DEALERSHIP ONLY REPLACED THE TRACK FOR THE SEATBELT RECALL BUT THEY DID NOT REPLACE THE LAP BELT, WHICH IS STICKING AND IS GOING TO CAUSE THE TRACK TO BREAK

-WASN'T THEY SUPPOSE TO REPLACE BOTH

PER CUSTOMER, DEALER SAYS:

-IT DOES NOT SAY WE HAVE TO REPLACE BOTH

CUSTOMER SEEKS:

-RECALL INFORMATION

CAC ADVISED:

- DEALERSHIP IS THE BEST TECHNICAL RESOURCE

- MR. JOHN MORNING (CUST. REL MGR/SVC MGR) IS IN THE BEST POSITION TO ASSIST YOU.

-THE LETTER DOES NOT STATE THE LAP SEATBELT HAS TO BE REPLACED ALSO

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

1844KZ GRP: XX04 CONCERN CONTACT VEH TYPE: CAR  
WASHINGTON 27 ZN/TR: B1 CONTACT NBR: 108917763 OPENED: 09/16/1997  
VIN: 1ZVPT21U7M5 ENGINE: U CLOSED: 10/15/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 72000 WSD:  
DEALER NAME: DICK STRAUSS FORD I SALES CODE: 127070 P & A: 06707  
CAUSAL CODES: 1209 SYMPTOMS: 104100  
ORIGIN: 60 TRANS. DST/RGN: 27 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 09/29/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: 1 SURVEY: Y (Y DR N)

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

COMMENTS:

1997/09/16

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

\*\*\* CUSTOMER REQUESTING SERVICE AT THIS DEALERSHIP \*\*\*

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

CUSTOMER SAYS:

-THE DRIVER'S SIDE SEAT BELT IS STICKING IN THE TRACK AND WILL NOT MOVE

-CUSTOMER FOUND PAPERWORK ON A RECALL IN THE GLOVE COMPARTMENT

\*

PER CUSTOMER, DEALER SAYS:

-NOT CONTACTED

\*

CUSTOMER SEEKS:

-TO HAVE THE RECALL PERFORMED

\*

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MR. JOHN MATTHEWS(CUST REL MNGR)TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS

-VEHICLE IS INVOLVED IN RECALL 98548 AND 98599

1997/10/08

###THIS IS THE CLOSING COMMENT

-STACY FITZGERALD, ASM BLUE TEAM, CONTACTED CUSTOMER TO INFORM THAT DEALER WILL

ORDER PARTS FOR SEAT BELT RECALLS ON OCT 1, 1997, PARTS ARE SCHEDULED TO ARRIVE

ON OCT 15 1997, DEALER WILL CONTACT CUSTOMER AT THAT TIME TO SCHEDULE APPROPRIATE

INTERVIEW TO PERFORM RECALLS.

09/11/98

MASTER OWNER RELATIONS SYSTEM I1

14.21.02

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=====
7B74MB GRP: 13 INFORMATION CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: E2 CONTACT NBR: 108863195 OPENED: 09/02/1997
VIN: 12VPT20C7MS ENGINE: C CLOSED: 09/02/1997
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=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED] APT. #5
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 127000 WSD:
DEALER NAME: BOB DUNN FORD INC SALES CODE: 121223 P & A: 01050
CAUSAL CODES: 1215 1218 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: Q SURVEY: (Y OR N)

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

```

COMMENTS:

1997/09/02

\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S4B, 96S99 \*\*\*  
 \*\*\* NAVIS: PROGRAM \*\*\*

CUSTOMER SAYS:

- CUST AWARE OF RECALL 96S4B AND 96S99
- PASSANGER SIDE SEAT BELT-WAS CHECK BUT OPERATING OKAY
- NOW HAVING PROBLEM WITH PASSENGER SIDE BELT - WANTS IT FIXED
- RECALL WAS ON BOTH SIDES
- DEALER FIXED DRIVER SIDE

PER CUSTOMER, DEALER SAYS:

- DEALER FIXED DRIVER SIDE
- INFORMED CUSTOMER THAT THEY WILL NOT FIX PASSANGER SIDE WITHOUT CHARGING FOR SERVICES

CUSTOMER SEEKS:

- HONDRING RECALL - TO FIX BOTH SIDES

CAC ADVISED:

- GAVE CUSTOMER JIM COX, CUST RELATION MANAGER AT BOB DUNN FORD

1997/09/03

CUSTOMER SAYS:

- CALL BACK
- DEALER WILL NOT PERFORM RECALL ON THE PASSANGERS SIDE SEAT BELT

PER CUSTOMER, DEALER SAYS:

- WILL NOT PERFORM RECALL UNLESS THEY RECEIVE A TELETYPE LETTER FROM FORD

CUSTOMER SEEKS:

- RECALL FOR SAFTEY BELT ON PASSANGER SIDE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
7874MB GRP: 19 INFORMATION CONTACT VEH TYPE: CAR  
ATLANTA 21 ZW/TR: E2 CONTACT NBR: 108863195 DPENED: 09/02/1997  
VIN: 12VPT20C7M5 ENGINE: C CLOSED: 09/02/1997  
-----

1997/09/03

CAC ADVISED:

- CUSTOMER AT WORK AND STATED THAT SHE WILL CALL BACK AROUND 12 NOON
- ANY CSR WILL BE ABLE TO ASSIST YOU WITH THIS CONCERN

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

CUSTOMER SAYS:

- CUSTOMER IS CALLING BACK TO HAVE A TELETYPE LETTER SENT TO THE DEALER
- SHIP FOR THE PASSANGER SAFETY BELT RECALL

\*

PER CUSTOMER, DEALER SAYS:

- FORD HAS TO SEND US A TELETYPE LETTER BEFORE WE WILL DO THE RECALL

\*

CUSTOMER SEEKS:

- RECALL PERFORMED ON THE PASSANGER SEAT BELT

\*

CAC ADVISED:

- OBC TO JIM COX, HE IS WAITING ON A RESPONSE FROM THE DISTRICT MANAGER
- MS. GRIFFIN DISCONNECTED THE CALL BEFORE SHE RECEIVED THE INFORMATION
- FROM THE CSR

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

CUSTOMER SAYS:

- CUSTOMER CALLING BACK
- WAS TOLD THAT THE RECALL SHOULD BE TAKEN CARE OF

\*

PER CUSTOMER, DEALER SAYS:

- NO CONTACT SINCE

\*

CUSTOMER SEEKS:

- RECALL PERFORMED

\*

CAC ADVISED:

- ADVISED CUSTOMER TO KEEP IN CONTACT WITH DEALERSHIP TO FIND OUT STATUS OF WHETHER RECALL WILL BE PERFORMED

1997/09/04

PROBLEM STARTED WITH FIRST PHONE CALL TO CAC. CUST WAS GIVEN IMPRESSION THAT RECALL WOULD BE PERFORMED AGAIN. RECALL 98S99 WAS PERFORMED PER RECALL LETTER 1 IN DEC. 98. THERE IS NO LONGER A RECALL OPEN ON VEH. I CALLED CSM TO SEE IF HE WOULD AUTHORIZE US TO DO RECALL AGAIN AND HEREFUSED STATING IT WOULD HAVE TO BE PDI ANS VEH HAS 127000 MILES NO PDI. CSM GAVE ME SEVERALPHONE NUMBERS TO CALL IN DETROIT ALL OF THEM 313 NUMBERS. I MADE EIGHT (8) PHONE CALLS BEFOR I GOT SOMEONE WOULD COULD OR WOULD HELP ME AND THIS CUST. DELLA FABIAN AGREED TO REOPEN THE RECALL AND IT SHOULO APPEAR ON DASIS THE MORNING OF 9/4/97. CALL ED CUST AND EXPLAINED AND THAT I WOULD CALL HER TOMORROW AND ADVISE IF RECALL WAS OPENED. WE SHOULD NOT HAVE TO DO ALL THIS CALLING AT OUR EXPENSE AND TIME TO SERVIC A SAFETY RECALL. NEXT TIME WILL REFER CUST TO NHTS. C.L. PETERS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
O1365C GRP: 17 INFORMATION CONTACT VEH TYPE: CAR  
PHILADELPHIA 18 ZN/TR: C1 CONTACT NBR: 108831941 OPENED: 08/25/1997  
VIN: 12VPT20C8M5 ENGINE: C CLOSED: 08/25/1997  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 80000 WSD:  
DEALER NAME: WINNER FORD SALES CODE: 116010 P & A: 01248  
CAUSAL CODES: 1012 0208 SYMPTOMS: 104100  
ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)  
  
BUILD DATE: CALIBRATION:  
ESP INFO: EXPIRES:  
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/08/28

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

CUSTOMER SAYS:

-SEATBELTS ARE BEING RECALLED, THERE HAS NOT BEEN A SEATBELT IN THE VEHICLE FOR TWO AND A HALF MONTHS

PER CUSTOMER, DEALER SAYS:

-FORD HAS NOT SENT SEATBELTS TO DEALERSHIP

CUSTOMER SEEKS:

-SEATBELT FIXED OR LOANER VEHICLE

-CUSTOMER WANTS SOMETHING FOR THIS INCONVENIENCE

CAC ADVISED:

RE:LOANER

- LOANERS ARE NOT A PROVISION OF THE WARRANTY.

- CONTACT MR. MARK A LINDER (CUST REL MGR.) FOR CLARIFICATION OF THE DEALERSHIP'S POLICY ON ALTERNATIVE TRANSPORTATION.

- MAY REQUIRE AN APPOINTMENT

RE:BACK ORDER

- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION

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

-GAVE CUSTOMER THE CAC ADDRESS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

1904DC	GRP: XX11	INFORMATION CONTACT	VEH TYPE: CAR
TWIN CITIES	SB	ZN/TR: B1	CONTACT NBR: 108805724
VIN:	12VPT22L0M5	ENGINE: L	OPENED: 08/18/1997
			CLOSED: 08/18/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:		STATE:		ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	91	MODEL:	PROBE		
MILEAGE:	110000	MSD:			
DEALER NAME:	MINAR FORD INC	SALES CODE:	158004	P & A:	09383
CAUSAL CODES:	1203 1208 1203	SYMPTOMS:	104100 801000		
ORIGIN:	BD	TRANS. DST/RGN:		TRANS. DATE:	
SERVICE/SALES:	x			CONTACT DATE:	
ACK. CODE:		ASSIST CODE:		AWARD AMT:	
				O SURVEY:	(Y OR N)

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

COMMENTS:

1997/08/18

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

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

CUSTOMER SAYS:

- 800# PER MINOR FORD
- APRIL 24, 1997 IS INVOICE DATE FOR SUBMISSION OF THE RECEIPT
- WANTS REIMBURSEMENT CHECK FOR RECALL REPAIR DONE PRIOR TO RECEPTION OF
- RECALL WAS FOR THE SAFETY BELTS

PER CUSTOMER, DEALER SAYS:

- WE HAVE SUBMITTED THE PAPERWORK

CUSTOMER SEEKS:

- TO KNOW WHEN CHECK WILL BE RECEIVED

CAC ADVISED:

- DEALERSHIP IS IN THE BEST POSITION TO PROVIDE ASSISTANCE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

8116TM GRP: 14 CONCERN CONTACT VEH TYPE: CAR  
SDR 10 ZN/TR: N2 CONTACT NBR: 108793395 OPENED: 08/14/1997  
VIN: 12VPT21UOM51 ENGINE: U CLOSED: 08/29/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 100000 WSD:  
DEALER NAME: HOFLANDERFORD-LINC- SALES CODE: 153447 P & A: 05150  
CAUSAL CODES: 2013 SYMPTOMS: 104100  
ORIGIN: QD TRANS. DST/RGN: 68 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 08/15/1997  
ACK. CODE: ASSIST CODE: D AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:  
1997/08/14

\*\*\* POSSIBLE 12/12 SERVICE PART COVERAGE \*\*\* REPAIR DATE: 12/96 MILEAGE:  
95000  
\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:  
-CUSTOMER HAD THE RECALL WORK DONE ON THE DRIVER'S SIDE DONE LAST DECEMBER  
1996.  
-CUSTOMER BELIEVES THAT THE PASSENGER SIDE WAS NOT COMPLETED.  
-DRIVER'S SIDE SEAT BELT HAS NOW BROKEN.

PER CUSTOMER, DEALER SAYS:  
-NO INFORMATION ON THIS VEHICLE BEING INVOLVED IN A RECALL.

CUSTOMER SEEKS:  
-FINANCIAL ASSISTANCE WITH THE COST OF THIS REPAIR.

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

1997/08/21

CONTACTED CUSTOMER ON 8-15-97 AT 10:30 AM AND MADE ARRANGEMENTS TO CHECK  
CONCERNS. CUST SAYS LEFT SEATBELT TRACK ASSY. WORKS BUT IS LOOSE. TECH WILL  
CORRECT CONCERN AND SVM WILL VERIFY-AND FOLLOW UP IN ONE WEEK.

1997/08/22

###THIS IS THE CLOSING COMMENT  
NO FURTHER COMMENTS.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

9382MM GRP: 13 INFORMATION CONTACT VEH TYPE: CAR  
UNKNOWN 99 ZN/TR: CONTACT NBR: 108663005 OPENED: 07/15/1997  
VIN: 1ZVPT21U2MS ENGINE: U CLOSED: 07/15/1997

LAST NAME: STATUS: CLOSED  
TITLE: FIRST NAME: M:  
ADDRESS: CITY: STATE: ZIP:  
HOME PHONE: 111-111-1111 BUS. PHONE: 111-111-1111  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 110000 WSD:  
DEALER NAME: SALES CODE: P & A:  
CAUSAL CODES: 3001 1203 SYMPTOMS: 104100  
ORIGIN: 60 TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/07/15

CUSTOMER SAYS:

- THE CUSTOMER BROUGHT IN HER VEHICLE LAST DECEMBER FOR THE SEATBELT RECALL.
- DID NOT HAVE IT WORKED ON THEN.
- RECENTLY BROUGHT IT IN FOR THE RECALL
- DEALER REPLACED DRIVER SIDE SEATBELT BUT KEPT THE PASSENGER SIDE SEATBELT AS IS.

\*

PER CUSTOMER, DEALER SAYS:

- PASSENGER SIDE SEATBELT PASSED THE TEST AND IT IS FINE
- DEALER WILL CALL THEM NEXT WEDNESDAY WHEN PARTS COME IN.
- TOLD HER RECALL WORK WILL NO LONGER BE GUARENTEED IF SAME PROBLEM OCCURS IN THE FUTURE.

\*

CUSTOMER SEEKS:

- TO REPLACE THE PASSENGER SIDE SEATBELT

\*

CAC ADVISED:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

73B1LW GRP: XX07 CONCERN CONTACT VEH TYPE: CAR  
MEMPHIS 23 ZN/TR: C3 CONTACT NBR: 108646666 OPENED: 07/10/1997  
VIN: 1ZVPT20C5M5 ENGINE: C CLOSED: 08/05/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED] RD  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]-7328  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] EXT: 213  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 111000 WSD:  
DEALER NAME: LAUREL FORD-LINC-ME SALES CODE: 123359 P & A: 06498  
CAUSAL CODES: 1204 1203 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 23 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 07/10/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y DR N)

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

COMMENTS:  
1997/07/10

- \*\*\* VEHICLE INVOLVED IN RECALL 96548 & 98589 \*\*\*
- \*\*\* VEHICLE INVOLVED IN RECALL 91523 \*\*\*
- \*\*\* VEHICLE INVOLVED IN ONP 95870 \*\*\*
- \*\*\* NAVIS: PROGRAM \*\*\*

CUSTOMER SAYS:

- VEHICLE HAS BEEN AT THE DEALER FOR 3 DAYS
- I WOULD LIKE A FAX NUMBER FOR A.R. KUDEA

PER CUSTOMER, DEALER SAYS:

- VEHICLE IS AT THE DEALER NOW
- CURRENT REPAIRS FOR SEAT BELT RECALL DON'T REALLY FIX THE CONCERN

CUSTOMER SEEKS:

- VEHICLE REPAIRED

CAC ADVISED:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
7381LW GRP: XA07 CONCERN CONTACT VEH TYPE: CAR  
MEMPHIS 23 ZM/TR: C3 CONTACT NBR: 108648666 OPENED: 07/10/1997  
VIN: 12VPT20C5M5 ENGINE: C CLOSED: 08/05/1997  
-----

1997/07/14

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

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

CUSTOMER SAYS:

- CUSTOMER IS CALLING WORLD HEADQUARTERS:
- THE VEHICLE HAS BEEN AT THE DEALERSHIP FOR OVER A WEEK FOR A RECALL
- THE VEHICLE WAS TAKEN IN ON JULY 8, 1997 FOR RECALL 96548 AND 96599
- HAVE NOT HEARD ANYTHING AS TO THE STATUS OF THIS REPAIR
- NO ONE FROM THE DEALERSHIP WILL CONTACT HER REGARDING THE ISSUE

PER CUSTOMER, DEALER SAYS:

- NO COMMENTS

CUSTOMER SEEKS:

- TO HAVE THE RECALL PERFORMED

CAC ADVISED:

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

1997/07/29

##THIS IS THE CLOSING COMMENT

VEHICLE WAS BROUGHT IN FOR RECALL. RECALL DID NOT REPAIR VEHICLE THE DEALER HAD TO DO EXTENSIVE REPAIRS TO SAFETY BELT SYSTEM. CUSTOMER WAS PROVIDED A LOANER VEHICLE WHILE HERS WAS BEING REPAIRED. THE DEALERSHIP DELIVERED THE VEHICLE TO THE CUSTOMER.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====

5513BJ	GRP: XX15	CONCERN CONTACT	VEH TYPE: CAR
LDS ANGELES	71 ZN/TR: 01	CONTACT NBR: 108644621	OPENED: 07/10/1997
VIN: 12VPT21UXMS		ENGINE: U	CLOSED: 07/18/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:		STATE:		ZIP:
CITY:		BUS. PHONE:		
HOME PHONE:		MODEL:	PROBE	
MODEL YEAR: 91		WSD:		
MILEAGE: 73000		SALES CODE: 171178	P & A: 20329	
DEALER NAME: LDU GRUBBFORD		SYMPTOMS: 104100		
CAUSAL CODES: 1207		TRANS. DST/RGN: 71	TRANS. DATE:	
ORIGIN: GO			CONTACT DATE: 07/11/1997	
SERVICE/SALES: 1			O SURVEY: Y (Y OR N)	
ACK. CODE:	ASSIST CODE: R	AWARD AMT:		

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

COMMENTS:

1997/07/10

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

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

CUSTOMER SAYS:

- RECEIVED A RECALL NOTICE FOR THE SAFETY RESTRAINT SYSTEM
- THE SEATBELTS ARE CURRENTLY NOT WORKING
- HAS AN APPOINTMENT WITH DEALERSHIP FOR 6/29/97
- IT WILL TAKE 3 DAYS TO REPAIR
- THEY ARE STUCK IN THE MIDDLE UP OF THE TRACK AND THIS IS DANGEROUS
- LEAK COMING FROM BACK OF CAR
- WINDSHIELD WASHER TANK HAS A CRACK IN IT

PER CUSTOMER, DEALER SAYS:

- COST TO REPLACE THE WASHER FLUID TANK IS \$100
- IT WILL TAKE 2-3 DAYS TO DO THE RECALL

CUSTOMER SEEKS:

- LOANER VEHICLE
- FINANCIAL ASSISTANCE

CAC ADVISED:

- LOANERS ARE NOT A PROVISION OF THE WARRANTY.
- CONTACT MR. JIM FITCH(CUST REL MGR.) FOR CLARIFICATION OF THE DEALERSHIP'S POLICY ON ALTERNATIVE TRANSPORTATION.
- MAY REQUIRE AN APPOINTMENT REGARDING REQUEST FOR FINANCIAL ASSISTANCE
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TOWARD THE COST OF THE REPAIR REGARDING RECALL/DNP
- REQUEST JIM FITCH CUST REL MGR TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS DAYS REGARDING RECALL/DNP

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

55136J	GRP: XX15	CONCERN CONTACT	VEH TYPE: CAR
LDS ANGELES	71	ZN/TR: D1	CONTACT NBR: 108644621
VIN: 1ZVPT21UXM5		ENGINE: U	DPENED: 07/10/1997
			CLOSED: 07/18/1997

=====

1997/07/11

###THIS IS THE CLOSING COMMENT

SPDKE WITH HUSBAND. VEHICLE IS SCHEDULED FOR 07-29-1997 TO HAVE RECALL PERFORMED. NO LOANER VEHICLE WILL BE PROVIDED. NO FURTHER ACTION REQUIRED AT THIS TIME. PLEASE CLOSE. THANK YOU AND HAVE A GREAT DAY. VANESSA POWELL CRM 07-11-1997

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

OB13KW GRP: XX14 INFORMATION CONTACT VEH TYPE: CAR  
KANSAS CITY 88 ZN/TR: D2 CONTACT NBR: 108640738 OPENED: 07/09/1997  
VIN: 1ZVPT21U7M5 ENGINE: U CLOSED: 07/09/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 96000 WSD:  
DEALER NAME: SUNSET AUTO CO INC SALES CODE: 193082 P & A: 08188  
CAUSAL CODES: 1104 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y DR N)

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

COMMENTS:

1997/07/09

CUSTOMER SAYS:

PREVIOUS CONTACT COMMENTS

-CUSTOMER HAD THE RECALL 96599 REPAIR COMPLETED TO THE DRIVERS SIDE OF HIS VEHICLE  
-NOW THE PASSANGER SIDE NEEDS TO BE REPAIRED AGAIN BECAUSE OF THE SAME SAFETY BELT CONCERNS REGARDING THE 96599  
COMMENTS FROM THIS CALL  
-CALLING BACK REGARDING SAME CONCERN

PER CUSTOMER, DEALER SAYS:

-CANNOT PERFORM RECALL AGAIN

CUSTOMER SEEKS:

-FINANCIAL ASSISTANCE

CAC ADVISED:

\*\*DID NOT ADD COMMENTS TO PREVIOUS CONTACT BECAUSE IT SHOULD BE AN INFO\*\*

PREVIOUS CSR COMMENTS

-THE RECALL PROCEDURE HAS A 12/12 WARRANTY  
-CONTACT THE SERVICE MANAGER TOM ROCK, AT YOUR DEALERSHIP FOR FURTHER ASSISTANCE  
COMMENTS FROM THIS CALL  
-RECALLS ARE ONLY PERFORMED ONCE  
-WAS MISINFORMED OF PREVIOUS INFORMATION  
-WARRANTY HAS EXPIRED  
-FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

-----  
BQ57TA GRP: XX01 CONCERN CONTACT VEH TYPE: CAR  
KANSAS CITY 52 ZN/TR: B1 CONTACT NBR: 108525079 OPENED: 06/09/1997  
VIN: 1ZVPT20C7M5 ENGINE: C CLOSED: 06/26/1997  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED] 9415  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 90000 WSD:  
DEALER NAME: WOODHOUSEFORD INC SALES CODE: 153507 P & A: 03423  
CAUSAL CODES: 1218 2801 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: 53 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 06/19/1997  
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:

1997/06/09

\*\*\* CUSTOMER REQUESTING SERVICE AT THIS DEALERSHIP \*\*\*  
\*\*\* NAVIS: SUBSEQUENT \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 96599 \*\*\*

CUSTOMER SAYS:

- FATHER IS CALLING
- RECEIVED SEATBELT RECALL INFORMATION
- DRIVERS SIDE SEAT BELT WAS REPLACED
- PASSENGER SIDE SEAT BELT IS NOT WORKING
- WENT TO DEALER TO HAVE REPAIRED
- MY SON DROVE 2.5 HOURS TO HAVE RECALL PERFORMED

PER CUSTOMER, DEALER SAYS:

- BOO NUMBER PROVIDED BY DEALER - NAME UNKNOWN
- AS PER BURNHAM MOTORS, NEED RECALL NOTICE TO HAVE RECALL PERFORMED

CUSTOMER SEEKS:

- RECALL INFORMATION

CAC ADVISED:

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

- YOU DO NOT NEED RECALL NOTICE TO HAVE RECALL PERFORMED

1997/06/19

###THIS IS THE CLOSING COMMENT

SEAT BELT RECALL WAS DONE ON ONE SIDE BUT NOT THE OTHER -VEH IN SHOP COMPLETING WORK-MARK SHANNO SVC ADV

###THIS IS THE CLOSING COMMENT

FOLLOWED PROCEDURE OF RECALL NOTICE BUT IT DID NOT FIX ORIGINALLY. NOW IT IS FIXED

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

=====  
0493RC GRP: XX08 INFORMATION CONTACT VEH TYPE: CAR  
SDR 10 ZN/TR: UI CONTACT NBR: 10B4G0717 OPENED: 05/21/1997  
VIN: 1ZVPT20C0M5 ENGINE: C CLOSED: 05/21/1997  
=====

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 51000 WSD:  
DEALER NAME: NISSEN MOTOR CD SALES CODE: 174409 P & A: 08504  
CAUSAL CODES: 3001 1104 3105 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: Q SURVEY: (Y OR N)

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

COMMENTS:

1997/05/21

+++ NAVIS: SUBSEQUENT +++

CUSTOMER SAYS:

- HAD RECALL 98S99 AND 96S48 FOR THE SEAT BELT PERFORMED ABOUT 3 WEEKS AGO
- WHEN OPENING THE DOOR THE SEATBELT WILL NOT GO DOWN

PER CUSTOMER, DEALER SAYS:

TROY WILLIAMS, SERVICE MANAGER

- DRIVER'S DOOR LATCH AND SWITCH ARE NOT PART OF THE RECALL

CUSTOMER SEEKS:

- THIS REPAIR COVERED UNDER THE RECALL

CAC ADVISED:

- WARRANTY HAS EXPIRED
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR
- DBC MADE TO TROY WILLIAMS, SERVICE MANAGER, FOR ADDITIONAL INFORMATION
- RECALL WAS FOR THE MOTOR AND TRACK ASSEMBLY AND THIS CONCERN IS WITH THE SWITCH AND LATCH THAT NEED REPLACING

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

59630B GRP: XX0B CONCERN CONTACT VEH TYPE: CAR  
BOSTON 11 ZN/TR: C2 CONTACT NBR: 108401291 OPENED: 05/06/1997  
VIN: 1ZVPT20C6M5 ENGINE: C CLOSED: 05/23/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] NI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 WSD: PROBE  
MILEAGE: 91000  
DEALER NAME: GLADSTONEFORD INC SALES CODE: 111659 P & A: 08B30  
CAUSAL CODES: 1215 1206 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: 11 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 05/15/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:  
1997/05/08  
\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S4B AND 96S99 \*\*\*  
CUSTOMER SAYS:  
- HASN'T HEARD FROM DEALERSHIP YET FROM OPEN CONTACT PREVIOUSLY:  
- 4/13/96 CUSTOMER HAD SEATBELTS REPAIRED AT OWN EXPENSE BEFORE THE RECALL  
WAS ISSUED (GLADSTONE FORD, NH)  
- TURNED IN RECEIPTS FOR THE PREVIOUS REPAIR TO HER DEALERSHIP FOR  
REIMBURSEMENT IN OCTOBER, 1996  
- THE DEALERSHIP WILL NOT REIMBURSE HER  
- THE DEALERSHIP WILL NOT CALL BACK AND RESOLVE ISSUE  
- CUSTOMER WANTS HER MONEY RETURNED, TODAY  
\*  
PER CUSTOMER, DEALER SAYS:  
SPOKE WITH BUBBA, SERVICE DEPARTMENT  
-I CAN'T HELP WITH THAT, WAIT UNTIL THURSDAY  
-PER TIFFANY, WARRANTY PERSON FORD HAS TO TELL US TO CUT THE CHECK BEFORE WE  
CAN REIMBURSE YOU  
\*  
CUSTOMER SEEKS:  
-WANTS HER REIMBURSEMENT FOR ALL RECALL REPAIRS PRIOR TO NOTIFICATION  
\*  
CAC ADVISED:  
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
-REQUEST MR. RON NAZZARO/SVC MGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS  
DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

\*\*\*\*\*  
588308 GRP: XX08 CONCERN CONTACT VEN TYPE: CAR  
BOSTON 11 ZN/TR: C3 CONTACT NBR: 108401291 OPENED: 05/06/1997  
VIN: 1ZVPT20C6M5 ENGINE: C CLOSED: 05/23/1997  
\*\*\*\*\*

1997/05/14

COMMENTS ADDED BY TEAM LEADER, TELISA ROBERSON:

CSM, DICK DORN CONTACTED THE CAC REGARDING THIS CONTACT. THE CUSTOMER STATES THAT THE CAC INFORMED HIM THAT HIS CONCERNS WITH HIS ENGINE WILL BE TAKEN CARE OF BY THE RECALLS CURRENTLY OPEN ON HIS VEHICLE.

THE MORSII FILE DOES NOT CONTAIN THIS INFORMATION, BUT THE CUSTOMER IS ADAMANT, AND WILL NOT ACCEPT ANY INFORMATION TO THE CONTRARY, EXCEPT FROM THE CSR HE ORIGINALLY SPOKE WITH.

AGREED TO FORWARD INFORMATION TO THE TEAM LEADER FOR OUTBOUND CALL TO THE CUST A PROFS NOTE WAS FORWARDED TO MICHEAL SINGLETON, ON 5/14/97 @ 11:41AM REQUESTING THE CSR TO CONTACT THE CUSTOMER TO RE-ITERATE THAT THE RECALLS WILL BE TAKEN CARE OF, BUT THE WTTY HAS EXPIRED ON THE ENGINE.

TELISA ROBERSON, TEAM LEADER  
CUSTOMER ASSISTANCE CENTER.

1997/05/15

###THIS IS THE CLOSING COMMENT

FORD REP CALLED CAC AND CAC REP TO CALL CUSTOMER NO ASSISTANCE ON ENGINE OPEN

1997/05/16

\*

CAC ADVISED:

OUTBOUND CALL MADE TO MS. SHERRI RYAN:

-CUSTOMER STATES SHE RECEIVED A LETTER FROM FORD MOTOR COMPANY REGARDING A ENGINE CONCERN IN APRIL 1995

-CSR REQUESTED THAT CUSTOMER MAIL A COPY OF THIS LETTER TO CAC FOR REVIEW AND DETERMINATION OF RESOLUTION, IF ANY

-THIS ISSUE IS SEPARATE FROM THE RECALL REIMBURSEMENT REQUEST ON 5/6/97

1997/06/13

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

CUSTOMER SAYS:

- CALLED 1-800-392-FORD EARLIER THIS MORNING SPOKE TO BRADY WHO SAID HE WOULD CALL HER BACK SO SHE COULD GET A CHECK

\*

CAC ADVISED:

- NOT AWARE OF BRADY WAIT FOR CALL

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

CUSTOMER SAYS:

- CALLING BACK REGARDING REIMBURSEMENT FOR ENGINE REPAIR AND SEATBELT REPAIR FOR WHICH A RECALL LATER CAME OUT FOR THESE ITEMS

\*

PER CUSTOMER, DEALER SAYS:

- HAS NOT BEEN CONTACTED RECENTLY

\*

CUSTOMER SEEKS:

- REIMBURSEMENT FOR PREVIOUS REPAIRS

\*

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
596308 GRP: XX08 CONCERN CONTACT VEH TYPE: CAR  
BOSTDN 11 ZN/TR: C2 CONTACT NBR: 108401291 OPENED: 05/06/1997  
VIN: 1ZVPT20C6M5 ENGINE: C CLOSED: 05/23/1997  
-----

1997/08/13

CAC ADVISED:

OBC MADE TO RON NAZZARD FOR ADDITIONAL INFORMATION

- FOR REIMBURSEMENT FOR PREVIOUS REPAIR FOR WHICH THERE IS NOW A RECALL THE  
VEHICLE HAS TO BE BROUGHT IN FOR INSPECTION

- ONP FOR WIRING HARNESS WAS NOT RELATED TO THE REPAIR WHICH WAS PERFORMED  
ON HER ENGINE

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

CUSTOMER SAYS:

-CUSTOMER NO LONGER HAS THE VEHICLE

-WANTS REIMBURSEMENT FOR THE SEAT BELT RECALLS

-HAD THE SEATBELTS REPAIRED IN APRIL OF 1995 AT GLADSTONE

PER CUSTOMER, DEALER SAYS:

-HAVE TO SEE THE VEHICLE TO REIMBURSE FOR THE SEATBELT CONCERN

CUSTOMER SEEKS:

-REIMBURSEMENT FOR RECALLS

CAC ADVISED:

-PER TEAM LEADER, JO CULP - RECALL REIMBURSEMENTS FOR VEHICLES NOT CURRENTLY  
OWNED SHOULD STILL BE GRANTED AS LONG AS THE ORIGINAL RECEIPTS ARE PRESENTED  
AND THE REPAIRS MATCH THAT INVOLVED IN THE RECALL

-OUT BOUND CALL TO DEALERSHIP - ROB NAZZARO, THE DRIVERS SIDE BELT WAS  
DISCONNECTED IN APRIL OF 1995- REPAIR PROCEDURES WERE NEVER PERFORMED ON THE  
VEHICLE. THE REIMBURSEMENT FOR RECALL WORK, THE VEHICLE WOULD NEED TO BE  
INSPECTED

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

CUSTOMER SAYS:

- CALLING BACK REGARDING REIMBURSEMENT FOR ENGINE REPAIR AND SEATBELT REPAIR  
FOR WHICH A RECALL LATER CAME OUT FOR THESE ITEMS

PER CUSTOMER, DEALER SAYS:

- NEED TO INSPECT THE VEHICLE

CUSTOMER SEEKS:

- REFUND FOR THE WORK DONE

- TO MEET WITH REGIONAL REP

CAC ADVISED:

RE REGIONAL REP:

- MR. RON NAZZARO (CUST. REL MGR./SERV. MGR.) IS IN THE BEST POSITION TO ASSIST  
YOU.

- SVC MGR MAY CONSULT FORD CSM IF REQUIRED.

RE REFUND:

OBC MADE TO RON NAZZARD FOR ADDITIONAL INFORMATION:

- RECALL WAS TO REPLACE THE MOTOR

- THE DEALERSHIP DID NOT REPLACE THE MOTOR AT THE TIME CUSTOMER WAS IN FOR

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

-----  
596308 GRP: XX08 CONCERN CONTACT VEH TYPE: CAR  
BOSTON 11 ZN/TR: C2 CONTACT NBR: 108401291 OPENED: 05/06/1997  
VIN: 1ZVPT20C6M5 ENGINE: C CLOSED: 05/23/1997  
-----

1997/06/13

SERVICE

- ONLY WORK THAT THE DEALER DID WAS DISCONNECT THE MOTOR
  - CUSTOMER NEEDS ORIGINAL RECEIPT AS WELL AS FOR THE VEHICLE TO BE INSPECTED
- \*\*\* NAVIS: PROGRAM \*\*\*

CUSTOMER SAYS:

- CUSTOMER WENT BACK TO DEALERSHIP UPON REQUEST OF CAC BUT DEALERSHIP REFUSED TO REIMBURSE HER MONEY
- SPOKE WITH CSR (BUTLER) WHO ASKED HER TO SEND INFORMATION TO CAC AND CUSTOMER CLAIMS THAT SHE SENT INFORMATION TO CAC ON 5/19/97
- SIMILAR PAPERWORK HAS BEEN RECEIVED BY DEALERSHIP
- WANTS TO BE REIMBURSED FOR WORK PERFORMED AT DEALERSHIP THAT ARE NOW COVERED UNDER WARRANTY
- SEAT BELTS REPAIRED 3 TIMES (12/92, AND TWO IN 4/93)
- ENGINE REPAIRED IN (4/93)
- FUEL LINE WAS REPAIRED AS WELL (4/93)

PER CUSTOMER, DEALER SAYS:

- WE CANNOT HELP YOU, THAT IS BETWEEN YOU AND FORD

CUSTOMER SEEKS:

- REIMBURSEMENT FOR RECALL REPAIRS PRIOR TO NOTIFICATION

CAC ADVISED:

- CALLED CUSTOMER BACK AND LEFT THE FOLLOWING MESSAGE
- MADE OUTBOUND CALL TO DEALERSHIP - ROB NAZZARD, THE DRIVERS SIDE BELT WAS DISCONNECTED IN APRIL OF 1995 - REPAIR PROCEDURES WERE NEVER PERFORMED ON THE VEHICLE. THE REIMBURSEMENT FOR RECALL WORK, THE VEHICLE WOULD NEED TO BE INSPECTED
- SUBMIT RECEIPTS TO DEALERSHIP AND BRING VEHICLE IN FOR INSPECTION

1997/06/20

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

CUSTOMER SAYS:

- UPDATE CALL REGARDING RECALL REFUND
- SHE HAS SUBMITTED HER ORIGINAL RECEIPTS TO THE DEALER AND TO FORD
- THEY REFUSE TO GIVE HER A REFUND
- SHE IS LEAVING THE STATE TOMORROW
- IT'S THEIR FAULT IF THEY LOST THE RECEIPTS
- THE MECHANIC WHO DID THE REPAIR NO LONGER WORKS AT GLADSTONE FORD

PER CUSTOMER, DEALER SAYS:

- DID NOT DO THE WORK

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

596308	GRP: XX08	CONCERN CONTACT	VEH TYPE: CAR
BOSTON	11	ZN/TR: C2	CONTACT NBR: 108401241
VIN:	1ZVPT20CGMS	ENGINE: C	OPENED: 05/05/1997
			CLOSED: 05/23/1997

=====

1997/06/20

- RON NIZZARO, SERVICE MANAGER, RECENTLY TOLD HER THAT THE ISSUE IS NOW BETWEEN HER AND FORD
- THE GENERAL MANAGER SAID THAT IF FORD GIVES THE DK, THEN HE'D CUT HER A CHECK

\*  
CUSTOMER SEEKS:

- REFUND FOR RECALL REPAIR

\*  
CAC ADVISED:

- \*\* HISTORICAL INFORMATION DOCUMENTED THAT ANOTHER TEAM LEADER UPGRADED THIS TO A CONCERN CONTACT\*\*
- CUSTOMER FOLLOWED CORRECT PROCEDURE TO SUBMIT ORIGINAL RECEIPTS TO THE DEALER FOR REIMBURSEMENT
- CONTACT SERVICE MANAGER AT THE DEALER FOR REIMBURSEMENT
- FIND THE ORIGINAL RECEIPTS

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

2180LH	GRP: XX02	CONCERN CONTACT	VEH TYPE: CAR
TWIN CITIES	58	ZN/TR: B1	CONTACT NBR: 108396387
VIN: 1ZVPT2109MS		ENGINE: U	OPENED: 05/05/1997
			CLOSED: 05/22/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI: T
ADDRESS:				
CITY:		STATE:		ZIP:
HOME PHONE:		BUS. PHONE:		
MODEL YEAR: 91		MODEL: PROBE		
MILEAGE: 80000		WSD:		
DEALER NAME: NINAR FORD INC		SALES CODE: 158004	P & A: 09362	
CAUSAL CODES: 1203 1206		SYMPTOMS: 104100		
ORIGIN: GO		TRANS. DST/RGN: 58	TRANS. DATE:	
SERVICE/SALES: 1			CONTACT DATE: 05/14/1997	
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:

1997/05/05

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

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

CUSTOMER SAYS:

-1-BOO OWNER GUIDE

-RECENTLY MOVED

-WHAT DO I HAVE TO DO TO GET RECALLS PERFORMED?

-HAS HAD DRIVER'S SIDE SEATBELT MOTOR REPLACED TWICE--CAN I BE REIMBURSED FOR THIS?

4

PER CUSTOMER, DEALER SAYS:

-NO CONTACT

\*

CUSTOMER SEEKS:

-TO HAVE RECALL PERFORMED

-TO POSSIBLY BE REIMBURSED FOR WORK ALREADY PERFORMED IN SEAT BELTS

\*

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MR. ROBERT COZATT (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS

1997/05/15

##THIS IS THE CLOSING COMMENT

HAVE TRIED TO REACH CUSTOMER HAVE NOT YET HEARD BACK WILL CONTINUE TO REACH C  
USTOMER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

8230TH GRP: XX06 INFORMATION CONTACT VEH TYPE: CAR  
PITTSBURGH 44 ZN/TR: B1 CONTACT NBR: 108387053 OPENED: 05/01/1997  
VIN: 12VPT21UGM5 ENGINE: U CLOSED: 05/01/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FI: J  
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED] 2641  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 97 MODEL: PROBE  
MILEAGE: 60000 WSD:  
DEALER NAME: BOB FERRANDO FLM SA SALES CODE: 144218 P & A: 02191  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: QD TRANS. DST/RGN:  
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:

1997/05/01

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

CUSTOMER SAYS:

- #B00 OBTAINED FROM STEVE (SERV DEPARTMENT)
- TOOK VEHICLE IN ABOUT 1 MONTH AGO TO HAVE THE DRIVERS SIDE SEATBELT FIX UNDER THE RECALL (THE DEALER DID NOT REPAIR THE PASSENGER SIDE)
- NOW THE PASSENGER SIDE SEATBELT WILL NOT RETRACT

PER CUSTOMER, DEALER SAYS:

- PER STEVE (SERV DEPARTMENT); THEY CANNOT REPAIR THE SEATBELT; BECAUSE THE

CUSTOMER SEEKS:

- PASSENGER SEATBELT COVERED UNDER THE RECALL

CAC ADVISED:

- WORKMANSHIP ISSUES MUST BE ADDRESSED AT DEALER
- CONTACT MR JOHN BARNEY (CUST REL MGR) FOR ASSISTANCE.
- ACCORDING TO DASIS THE DRIVERS AND THE PASSENGER RECALL HAS BEEN PERFORMED ON CUSTOMER VEHICLE

1997/05/06

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

CUSTOMER SAYS:

- LEFT SIDE OF SEAT BELT DOES NOT WORK
- TOOK TO DEALER AND WILL NOT REPAIR HAVE
- WILL NOT BUY ANOTHER FORD DO

PER CUSTOMER, DEALER SAYS:

- FERRANDO FORD SAID THAT WILL NOT REPAIR PER THE RECALL

CUSTOMER SEEKS:

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

-----  
B230TH GRP: XX06 INFORMATION CONTACT VEH TYPE: CAR  
PITTSBURGH 44 ZN/TR: B1 CONTACT NBR: 108387053 OPENED: 05/01/1997  
VIN: 1ZVPT21D6MS ENGINE: U CLOSED: 05/01/1997  
-----

1987/05/06

-WANT THE SEAT BELT REPAIR UNDER THE RECALL

\*

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

-----  
GOOBAC GRP: XX01 CONCERN CONTACT VEH TYPE: CAR  
SDR 10 ZN/TR: G1 CONTACT NBR: 108350051 OPENED: 04/24/1997  
VIN: 12VPT20COM5 ENGINE: C CLOSED: 05/02/1997  
-----

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: M  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 81 MODEL: PROBE  
MILEAGE: 81000 WSD:  
DEALER NAME: HOLIDAY MOTOR CORP SALES CODE: 127509 P & A: 06779  
CAUSAL CODES: 0404 2013 SYMPTOMS: 104100  
ORIGIN: 60 TRANS. DST/RGN: 27 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 04/24/1997  
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:

1997/04/24

\*\*\* POSSIBLE 12/12 SERVICE PART COVERAGE \*\*\*

REPAIR DATE: 1/97 MILEAGE: 58,793

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

CUSTOMER SAYS:

- VEHICLE IS AT THE DEALERSHIP
- SEATBELT RECALLS 96599 AND 96548 WERE PERFORMED 1/97
- CURRENTLY, THE PASSENGER AND DRIVER SIDE MOTORIZED SEAT BELTS DO NOT MOVE
- THE CUSTOMER DOES NOT THINK THAT HE SHOULD HAVE TO PAY THE LABOR TO HAVE THE SEAT BELTS REPAIRED SINCE THE RECALL WAS PERFORMED 3 MONTHS AGO

PER CUSTOMER, DEALER SAYS:

- THE CUSTOMER WILL BE RESPONSIBLE FOR THE COST OF LABOR TO REPAIR THE SEAT BELTS

CUSTOMER SEEKS:

- REPAIR OF THE SEAT BELT AT NO COST
- SHOULD THE REPAIR PERFORMED 1/97 ALREADY FAILED

CAC ADVISED:

\*\*REPAIR OF THE VEHICLE

- THE PARTS USED TO COMPLETE THE RECALL HAVE A 12/12 PARTS WARRANTY
- THE COST OF LABOR IS NOT INCLUDED IN THE 12/12 WARRANTY AND WOULD BE AN EXPENSE OF THE CUSTOMER'S
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. GERALD DUNCAN (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

\*\*PREVIOUS REPAIR PERFORMED

- WORKMANSHIP ISSUES MUST BE ADDRESSED AT DEALER
- CONTACT MR. GERALD DUNCAN (SERV. NGR) FOR ASSISTANCE.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====  
6008AC GRP: XK01 CONCERN CONTACT VEH TYPE: CAR  
SDR 10 ZN/TR: G1 CONTACT NBR: 108359051 OPENED: 04/24/1997  
VIN: 1ZVPT20C0MS [REDACTED] ENGINE: C CLOSED: 05/02/1997  
=====

1897/04/25

###THIS IS THE CLOSING COMMENT

REPAIR WILL BE REPAIRED UNDER RELATED DAMAGE FOR RECALL. CUST. WAS INFORMED PA  
RTS WERE ORDERED AND WOULD BE CONTACTED UPON ARRIVAL.

09/11/98

MASTER OWNER RELATIONS SYSTEM J1

14.21.02

-----  
 3083PD GRP: 14 INQUIRY CONTACT VEH TYPE: CAR  
 TWIN CITIES 58 ZN/TR: B1 CONTACT NBR: 108954483 OPENED: 04/23/1997  
 VIN: 12VPT22L0M5 ENGINE: L CLOSED: 04/25/1997  
 -----

-----  
 LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] MI: [REDACTED]  
 ADDRESS: [REDACTED]  
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 91 MODEL: PROBE  
 MILEAGE: 107000 WSD:  
 DEALER NAME: MINAR FORD INC SALES CODE: 158004 P B A: 09363  
 CAUSAL CODES: 1203 120B 1203 SYMPTOMS: 104100 801000  
 ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:  
 SERVICE/SALES: CONTACT DATE:  
 ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/04/23  
 \*\*\* VEHICLE INVOLVED IN RECALL 96548 \*\*\*  
 \*\*\* NAVIS: SUBSEQUENT \*\*\*  
 CUSTOMER SAYS:  
 - OVERALL, 2111, EKOEHLER  
 - HOW DO I GET THE REFUND FOR THE REPAIRS DONE ON THE RECALL  
 \*  
 PER CUSTOMER, DEALER SAYS:  
 - NO CONTACT  
 \*  
 CUSTOMER SEEKS:  
 - REIMBURSEMENT FOR REPAIRS  
 \*  
 CAC ADVISED:  
 - SUBMITTING A TECH REQUEST  
 - CUSTOMER WANTS A COPY OF RECALL LETTER 96548  
 - CONTACT YOUR FORD DEALERSHIP  
 1997/04/25  
 THIS IS THE CLOSING COMMENT  
 TECH ADDCO  
 \*  
 MAILED COPY OF RECALL LETTER FROM 1808 ON 4/25/97.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9288PH GRP: 10 CONCERN CONTACT VEH TYPE: CAR  
NEW YORK 13 ZN/TR: K1 CONTACT NBR: 108339302 OPENED: 04/18/1997  
VIN: 1ZVPT21U7M5 ENGINE: U CLOSED: 04/28/1997

LAST NAME: STATUS: CLOSED  
TITLE: FIRST NAME: MI: M  
ADDRESS: STATE: ZIP: -4811  
CITY: BUS. PHONE: PROBE  
HOME PHONE: WSD:  
MODEL YEAR: MODEL: 100245  
MILEAGE: 100245  
DEALER NAME: WILSON FORD INC SALES CODE: 119213 P & A: 03619  
CAUSAL CODES: 1215 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 13 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 04/18/1997  
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:

1997/04/18

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

CUSTOMER SAYS:

- IS HAVING SEATBELT RECALL PERFORMED
- BOTH SEATBELTS HAD BEEN MALFUNCTIONING
- DEALERSHIP IS ONLY REPLACING THE DRIVERS SIDE

PER CUSTOMER, DEALER SAYS:

- VEHICLE IS READY TO BE PICKED-UP
- TOLD CUSTOMER TO CALL CAC (NAME UNAVAILABLE)

CUSTOMER SEEKS:

- TO HAVE BOTH SEATBELTS REPAIRED

CAC ADVISED:

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

1997/04/21

###THIS IS THE CLOSING COMMENT

EXPLAINED TO THE CUSTOMER THAT ONLY THE LEFT SIDE SEAT BELT IS REPLACED UNDER THIS RECALL. UNLESS THE RIGHT SIDE IS EITHER UNOPERATIONAL (WORKING AT THIS TIME) OR FAILS INSPECTION (PASSED) WE ARE NOT ALLOWED TO ARBITRARILY REPLACE THE BELT ASSEMBLY UNDER THIS RECALL. UNLESS OTHERWISE INSTRUCTED

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

3791BM GRP: XX12 INFORMATION CONTACT VEH TYPE: CAR  
 DENVER 56 ZN/TR: A1 CDNIAC NBR: 108330943 OPENED: 04/16/1997  
 VIN: 1ZVPT21U0N5 ENGINE: U CLOSED: 04/16/1997

=====

LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FI: [REDACTED]  
 ADDRESS: [REDACTED] FIRST NAME: [REDACTED]  
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 91 MODEL: PROBE  
 MILEAGE: 49590 WSD:  
 DEALER NAME: STILL-TERHAR MOTORS SALES CODE: 136012 P & A: 03297  
 CAUSAL CODES: 1010 SYMPTONS: 104100  
 ORIGIN: 80 TRANS. DST/RGN: TRANS. DATE:  
 SERVICE/SALES: 1 CDNTACT DATE:  
 ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

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

COMMENTS:

1997/04/16

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

CUSTOMER SAYS:

- THE MOTORIZED SEATBELT WAS RECALLED AND REPAIRED 11/96
- THE PART ON THE CONSOLE IS BROKEN AGAIN
- THE SEATBELT IS NOT RELEASING ON THE PASSENGER SIDE
- THE ENTIRE PART WILL HAVE TO BE REPLACED, THIS HAS BEEN REPLACED BEFORE (COUPLE OF YEARS AGO)

PER CUSTOMER, DEALER SAYS: MS. SHANDY HAUER (SERVICE)

- THE PART IS ACTUALLY \$80, BUT WITH THE LABOR, IT WILL BE \$250 TO REPAIR

CUSTOMER SEEKS:

- FINANCIAL ASSISTANCE
- TO MAKE A PRODUCT COMPLAINT

CAC ADVISED:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
 0328TT GRP: XX06 INFORMATION CONTACT VEH TYPE: CAR  
 NEW YORK 13 ZN/TR: 01 CONTACT NBR: 108317826 OPENED: 04/14/1997  
 VIN: 1ZVPT20COM5 ENGINE: C CLOSED: 04/14/1997  
 -----

LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] I: A  
 ADDRESS: [REDACTED] FIRST NAME: [REDACTED]  
 CITY: [REDACTED] STATE: [REDACTED] IP: [REDACTED]-3206  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] EXT: [REDACTED]  
 MODEL YEAR: 91 MODEL: PROBE  
 MILEAGE: 75000 WSD:  
 DEALER NAME: COUNTRY FORD LTD SALES CODE: 113082 P & A: 03856  
 CAUSAL CODES: 1104 SYMPTOMS: 104100  
 ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE:  
 ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:  
 1997/04/14

CUSTOMER SAYS:

- MR. YODICE (BOYFRIEND CALLING)
- RECEIVED A RECALL NOTICE FOR THE SEATBELT
- 1-97 RECALL WAS PERFORMED
- THE SEATBELT WON'T DISENGAGE, CUSTOMER WILL HAVE TO DISENGAGE THE SEAT BELT MANUALLY
- DON'T FEEL RESPONSIBLE FOR THIS CONCERN

PER CUSTOMER, DEALER SAYS:

- SERVICE DEPARTMENT (UNSURE OF THE NAME) STATED, WE REPLACED THE RAIL AND THE MOTOR
- THERE IS A RELAY THAT ALLOWS THE BELT TO DISENGAGE AT THE PROPER TIME THAT NEEDS TO BE REPLACED
- THE REPAIRS WILL BE \$81.00 (PARTS) AND 85.00 (LABOR)
- THE RELAY IS NOT RELATED TO THE RECALL

CUSTOMER SEEKS:

- TECHNICAL INFORMATION

CAC ADVISED:

- WARRANTY HAS EXPIRED
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR
- THE DEALERSHIP IS THE BEST TECHNICAL RESOURCE
- CONTACT MR. PETER WHITCOMB (SERVICE MANAGER) FOR FURTHER CLARIFICATION

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

1791CR	GRP: XX04	CONCERN CONTACT	VEH TYPE: CAR
ATLANTA	21	ZN/TR: C2	CONTACT NBR: 10831G2L9
VIN:	12VPT20C5M5	ENGINE: C	OPENED: 04/14/1997
			CLOSED: 04/26/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			J
ADDRESS:					
CITY:		STATE:		ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	91	MODEL:	PROBE		
MILEAGE:	64000	WSD:			
DEALER NAME:	D C MELCHFORD LINC-	SALES CODE:	121246	P & A:	01018
CAUSAL CODES:	1215 3105	SYMPTOMS:	104100		
ORIGIN:	GD	TRANS. DST/RGN:	21	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	04/18/1997
ACK. CODE:		ASSIST CODE: W	AWARD AMT:		0 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/04/14

\*\*\* VEHICLE INVOLVED IN RECALL 9654B AND 98599 \*\*\*  
\*\*\* NAVIS: ORIGINAL \*\*\*

CUSTOMER SAYS:

- IS CALLING BACK  
- THE VEHICLE IS AT THE DEALERSHIP

PER CUSTOMER, DEALER SAYS:

PER MR. KENT MARIMAN (SVC MNGR)  
- WOULD NOT HAVE TO REPLACE THE SEAT BELTS SINCE THEY ARE NOT BAD

CUSTOMER SEEKS:

- GET THE RECALL PERFORMED AND SEAT BELT REPLACED

CAC ADVISED:

- OBC MADE TO MR. KENT MARIMAN (SERV MNGR)  
- REQUEST MR. KENT MARIMAN (SVC MNGR) TO CONTACT THE CUSTOMER TODAY  
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

1997/04/16

##THIS IS THE CLOSING COMMENT

WE HAVE ORDERED THE PARTS TO PERFORM THE RECALL .

THANKS

KENT MARIMAN

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7494JR GRP: 17 INFORMATION CONTACT VEH TYPE: CAR  
UNKNOWN 99 ZN/TR: CONTACT NBR: 108311889 OPENED: 04/11/1997  
VIN: 1ZVPT21U3M5 ENGINE: U CLOSED: 04/11/1997

LAST NAME: STATUS: CLOSED  
TITLE: FIRST NAME:  
ADDRESS: CITY: STATE: ZIP: 9399  
HOME PHONE: BUS. PHONE: MODEL: PROBE  
MODEL YEAR: 91 MILEAGE: 111000 WSD:  
DEALER NAME: SALES CODE: P & A:  
CAUSAL CODES: 1215 SYMPTOMS: 104100  
ORIGIN: QD TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: Q SURVEY: (Y DR N)

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

COMMENTS:  
1997/04/11

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

CUSTOMER SAYS:

- RECEIVED RECALL LETTER FOR 9654B
- REPLACED THE DRIVER'S SIDE SEAT BELT
- PASSENGER'S SIDE DOES HANG UP SOMETIMES JUST A HAIR

PER CUSTOMER, DEALER SAYS:

BUZZ KENNARD, SERVICE ADVISOR:

- AT TIME OF REPAIR SAID DEALER WILL REPLACE BOTH OF THEM SINCE RIGHT HAND SIDE WAS SHOWING SIGNS OF WEAR
- ARE NOT SUPPOSED TO CHANGE THE PASSENGER SIDE UNLESS IT IS COMPLETELY FAILED
- IF IT IS FAILING COME IN AND IT WILL BE REPLACED

CUSTOMER SEEKS:

- WANTS TO KNOW IF PASSENGER SIDE WILL GET REPLACED

CAC ADVISED:

RE: RECALLS 9652B

- EXPLAINED RECALL TO OWNER
- SUGGESTED OWNER KEEP IN CONTACT WITH DEALER IF BELT FAILS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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=====
2683JC  GRP: OP      INFORMATION CONTACT  VEH TYPE: CAR
NEW YORK 13  ZN/TR: G1  CONTACT NBR: 108302193  OPENED: 04/09/1997
VIN: 1ZVPT20C2M5  ENGINE: C  CLOSED: 04/09/1997
=====

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=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED]
ADDRESS: [REDACTED] FIRST NAME: [REDACTED] MI:
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 50000 WSD:
DEALER NAME: SUNSHINE FORD INC SALES CODE: 113304 P & A: 03605
CAUSAL CODES: 1109 SYMPTOMS: 104100 104200
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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```

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

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COMMENTS:

1997/04/09

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

CUSTOMER SAYS:

- MS. CUMMINGS, CUSTOMER'S MOTHER CALLING ON BEHALF
- HAD BOTH SEAT BELTS REPLACED BEFORE RECEIVING RECALL LETTER
- CURRENTLY THE LEFT SIDE IS BROKEN AND IS GOING TO BE REPLACED AT THE DEALERSHIP UNDER THE RECALL

\*

PER CUSTOMER, DEALER SAYS:

- ONLY WILL REPLACE THE LEFT SIDE
- RIGHT SIDE WILL NOT BE REPLACED HOWEVER WILL SUBMIT RECEIPTS INTO FORD FOR REIMBURSEMENT

\*

CUSTOMER SEEKS:

- RIGHT SEAT BELT REPLACED

\*

CAC ADVISED:

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

PER REIMBURSEMENT:

- PROVIDE ORIGINAL RECEIPTS TO MR. GEORGE CAIMI (SVC MGR)
- GEORGE CAIMI (SVC MGR) WILL EVALUATE SITUATION TO DETERMINE IF REPAIR IS REIMBURSABLE.
- CONTINUE TO WORK WITH THE SERVICE MANAGER FOR ANY OTHER AVENUES EXPLORED IN REGARDS TO RIGHT SEAT BELT REPLACED

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

5953CG GRP: AX04 CONCERN CONTACT VEH TYPE: CAR  
NEW YORK 13 ZN/TR: H1 CONTACT NBR: 108298898 OPENED: 04/09/1997  
VIN: 1ZVPT21U2M5 ENGINE: U CLOSED: 04/28/1997

LAST NAME: STATUS: CLOSED  
TITLE: FIRST NAME: MI:  
ADDRESS: CITY: STATE: ZIP:  
HOME PHONE: BUS. PHONE:  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 62000 WSD:  
DEALER NAME: FULLER FORD SALES CODE: 113061 P & A: 03718  
CAUSAL CODES: 2013 SYMPTOMS: 104100  
ORIGIN: GC TRANS. DST/RGN: 13 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 04/15/1997  
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:

1997/04/09

\*\*\* POSSIBLE 12/12 SERVICE PART COVERAGE \*\*\* REPAIR DATE: 2-97 MILEAGE: 62000

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

CUSTOMER SAYS:

- RECEIVED THE SEATBELT RECALL LETTERS
- THE DRIVER'S SIDE SEATBELT SYSTEM WAS REPLACED
- FULLER FORD FIXED THE RECALL THEN CALLED ME UP AND SAID THAT THE PASSENGER SIDE WOULD HAVE TO BE REPLACED AS WELL
- 3-25-97 WENT TO THE DEALERSHIP
- BOTH SEATBELTS DO NOT WORK AT ALL NOW
- SOMEWHAT CONCERNED THAT THERE MAY BE

PER CUSTOMER, DEALER SAYS:

- 3-25-97- GIL BONILLA IN SERVICE- WE FIXED BOTH SIDE OF THE VEHICLE.
- 4-2-97- NO NAME IN SERVICE- SEATBELT NEEDS TO BE CHECKED OUT FOR RECALL, NEEDS TO BE FIXED.

CUSTOMER SEEKS:

- REPAIR TO VEHICLE

CAC ADVISED:

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

1997/04/21

###THIS IS THE CLOSING COMMENT

MR. DSORIO BROUGHT IN THE PROBE TO HAVE HIS SEAT BELT RECALL PERFORMED DEALER A LSD ORDERED A MODULE TO COMPLETE HIS REPAIRS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

9266PH GRP: 10 CONCERN CONTACT VEH TYPE: CAR  
BOSTON 11 ZN/TR: C2 CONTACT NBR: 108273609 OPENED: 04/02/1997  
VIN: 1ZVPT20C6M5 ENGINE: C CLOSED: 04/25/1997

LAST NAME: [REDACTED] STATUS: CLSD  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
CITY: [REDACTED] BUS. PHONE: [REDACTED]  
HOME PHONE: [REDACTED] MODEL: PROBE  
MODEL YEAR: 91 WSD:  
MILEAGE: 1 SALES CODE: 111659 P & A: 08030  
DEALER NAME: GLADSTONEFORD INC SYMPTOMS: 104100  
CAUSAL CODES: 1215 1206 TRANS. DST/RGN: 11 TRANS. DATE:  
ORIGIN: GO CONTACT DATE: 04/17/1997  
SERVICE/SALES: 1 AWARD AMT:  
ACK. CODE: ASSIST CODE: W O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/04/02

\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 98548 AND 98589 \*\*\*  
\*\*\* MILEAGE UNAVAILABLE \*\*\*  
\*\*\* NAVIS: PROGRAM \*\*\*

CUSTOMER SAYS:

- 4/13/98 CUSTOMER HAD SEATBELTS REPAIRED AT OWN EXPENSE BEFORE THE RECALL  
WAS ISSUED (GLADSTONE FORD, NH)  
- TURNED IN RECEIPTS FOR THE PREVIOUS REPAIR TO HER DEALERSHIP FOR  
REIMBURSEMENT IN OCTOBER, 1998  
- CUSTOMER SPOKE TO SERVICE ADVISOR AFTER CHRISTMAS WHO DID NOT HAVE ANY  
INFORMATION

PER CUSTOMER, DEALER SAYS:

- WOULD TAKE 6 WEEKS FOR REIMBURSEMENT OF THOSE REPAIRS

CUSTOMER SEEKS:

- REIMBURSEMENT FOR REPAIRS

CAC ADVISED:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
9266PH GRP: 10 CONCERN CONTACT VEH TYPE: CAR  
BOSTON 11 2N/TR: C2 CONTACT NBR: 108273609 OPENED: 04/02/1997  
VIN: 1ZVPT20C6M5 ENGINE: C CLOSED: 04/25/1997  
-----

1997/04/07

\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 98S99 & 98S48\*\*\*

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

CUSTOMER SAYS:

- HASN'T HEARD FROM DEALERSHIP YET FROM OPEN CONTACT

PREVIOUSLY:

- 4/13/95 CUSTOMER HAD SEATBELTS REPAIRED AT OWN EXPENSE BEFORE THE RECALL  
WAS ISSUED (GLADSTONE FORD, NH)  
- TURNED IN RECEIPTS FOR THE PREVIOUS REPAIR TO HER DEALERSHIP FOR  
REIMBURSEMENT IN OCTOBER, 1996  
- CUSTOMER SPOKE TO SERVICE ADVISOR AFTER CHRISTMAS WHO DID NOT HAVE ANY  
INFORMATION

\*

PER CUSTOMER, DEALER SAYS:

- TRIED CONTACTING THIS MORNING HOWEVER TOO BUSY TO TALK WITH CUSTOMER

\*

CUSTOMER SEEKS:

- REIMBURSEMENT FOR REPAIRS

\*

CAC ADVISED:

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

1997/04/18

###THIS IS THE CLOSING COMMENT

CUSTOMER IS IN HOSPITAL GOING TO BRING ME IN BILLS TOLD BY CAC THAT REPAIRS WI  
LL BE COVERED UNDER RECALL WHICH I DO NOT UNDERSTAND SINCE THEY HAVE NOT SEEN  
CAR

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

9266PH GRP: 10 INFORMATION CONTACT VEH TYPE: CAR  
DENVER 56 ZN/TR: A1 CONTACT NBR: 108269353 DPENED: 04/01/1997  
VIN: 1ZVPT21UBN ENGINE: U CLDSED: 04/01/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 35000 WSD:  
DEALER NAME: JDHN ELWAY FORD SALES CODE: 156004 P & A: 01175  
CAUSAL CODES: 1215 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y DR N)

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

COMMENTS:

1997/04/01

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

CUSTOMER SAYS:

- 1/97 CUSTOMER TOOK VEHICLE IN FOR SEATBELT RECALLS
- CUSTOMER CUT SHOULDER BELT OFF AS IT WAS NOT FUNCTIONING

PER CUSTOMER, DEALER SAYS:

- WOULD ORDER THE PARTS FOR THE PROBE
- INSTALLED TRACK ONLY
- WOULD ORDER A SHOULDER BELT FOR \$200

CUSTOMER SEEKS:

- FORD TO PAY FOR THE BELT AS WELL

CAC ADVISED:

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

1997/07/02

CUST HAD SHOULDER BELT REPL (NOT PART OF RECALL) CSM AND DLR HAVE AW'ED THE R  
EPAIR--TOTAL COST \$123.40 / FMC--\$98 / DLR--\$25. NO FURTHER ACTION IS PLANNED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
9266PH GRP: 10 CONCERN CONTACT VEH TYPE: CAR  
DALLAS 52 ZN/TR: 03 CONTACT NBR: 108257960 OPENED: 03/28/1997  
VIN: 12VPT20C0ME ENGINE: C CLOSED: 04/08/1997  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 10002B WSD:  
DEALER NAME: DOENGES BROTHERS FD SALES CODE: 152304 P & A: 07098  
CAUSAL CODES: 1215 SYMPTOMS: 104100  
ORIGIN: 00 TRANS. DST/RGN: 52 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 03/31/1997  
ACK. CODE: ASSEST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/03/28

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

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

CUSTOMER SAYS:

- VEHICLE IS AT THE DEALERSHIP TO HAVE SEATBELT RECALL PERFORMED
- BOTH SEATBELT TRACKS ARE NOT FUNCTIONING PROPERLY

PER CUSTOMER, DEALER SAYS:

- ARE REPLACING DRIVERS SIDE SEATBELT TRACK
- CUSTOMER NEEDS TO CALL CAC TO HAVE PASSENGER SIDE REPLACED (SHONNA WADE, SERVICE ADVISOR) AS THEY ALREADY INSPECTED IT AND FOUND NOTHING WRONG WITH IT (3/14/97)

CUSTOMER SEEKS:

- TO HAVE BOTH SEATBELT TRACKS REPAIRED

CAC ADVISED:

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

1997/04/01

###THIS IS THE CLOSING COMMENT

VEHICLE IS AT DEALERSHIP NOW FOR SEATBELT CONCERN. ISSUE HAS BEEN RESOLVED AND VEHICLE WILL BE REPAIRED.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
 1158EK GRP: XX09 CONCERN CONTACT VEH TYPE: CAR  
 TWIN CITIES SA 2N/TR: B1 CONTACT NBR: 108256876 OPENED: 03/26/1997  
 VIN: 1ZVPT22L0M ENGINE: L CLOSED: 04/16/1997  
 -----

-----  
 LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] MI: [REDACTED]  
 ADDRESS: [REDACTED]  
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 91 MODEL: PROBE  
 MILEAGE: 110000 WSD:  
 DEALER NAME: MINAR FORD INC SALES CODE: 158004 P & A: 09363  
 CAUSAL CODES: 1209 1206 SYMPTOMS: 104100  
 ORIGIN: 00 TRANS. DST/RGN: 58 TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE: 04/09/1997  
 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:

1997/03/26

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

CUSTOMER SAYS:

- HAD A SEAT BELT REPLACED AT A LOCAL STATION AT ONE PLACE (FEBRUARY 1, 1995)
- THIS WAS DONE AT A GAS STATION AND HAS A RECEIPT FOR THIS
- 800 # FROM THE LOCAL FORD DEALERSHIP
- RECEIVED A LETTER FOR THE SEAT BELTS

PER CUSTOMER, DEALER SAYS:

- CALL HERE FOR THE REFUND QUESTION ON THE ONE SEAT (DRIVERS SIDE)

CUSTOMER SEEKS:

- REFUND FOR THE SEAT BELTS TO BE REPLACED THAT HE PAID FOR
- TO HAVE THE RECALLS DONE ON THE CAR

CAC ADVISED:

REGARDING THE RECALLS

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

1997/04/09

###THIS IS THE CLOSING COMMENT

CALLED CUSTOMER AND IS SENDING REPAIR ORDER FROM SERVICE STATION AND WILL SEND REINBURSEMENT

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
 4370SA GRP: XX17 INFORMATION CONTACT VEH TYPE: CAR  
 DENVER 56 ZN/TR: A3 CONTACT NBR: 108255287 OPENED: 03/26/1997  
 VIN: 1ZVPT20CXN5 ENGINE: C CLOSED: 03/28/1997  
 -----

-----  
 LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
 ADDRESS: [REDACTED]  
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED] 3634  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 91 MODEL: PROBE  
 MILEAGE: 87000 MSD:  
 DEALER NAME: SPRADLEY/BARR FORD SALES CODE: 158443 P & A: 03139  
 CAUSAL CODES: 1215 SYMPTOMS: 104100  
 ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE:  
 ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/03/26

\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 98S48/98S99 \*\*\*  
 \*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

-RECEIVED SAFETY BELT RECALL NOTICE  
 -DEALER REPLACED DRIVER'S SIDE SEAT BELT, BUT ONLY INSPECTED PASSENGER SIDE

PER CUSTOMER, DEALER SAYS:

-(PER MARGE, SERVICE DEPARTMENT) REPLACED DRIVER'S SIDE BELT  
 -INSPECTED PASSENGER'S SIDE BELT AND FOUND THAT IT IS OKAY

CUSTOMER SEEKS:

-TO KNOW WHY ONLY DRIVER'S SDIE SEAT BELT WAS REPLACED IF BOTH WERE OPERATING  
 NORMALLY TO BEGIN WITH

GAC ADVISED:

-98S99 ONLY REQUIRES INSPECTION OF PASSENGER'S SIDE SAFETY BELT

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

2574JS GRP: XX05 INFORMATION CONTACT VEH TYPE: CAR  
PHILADELPHIA 18 ZN/TR: E1 CONTACT NBR: 108244027 OPENED: 03/24/1997  
VIN: M ENGINE: CLOSED: 03/24/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 64000 WSD:  
DEALER NAME: FRANCIS FORDS INC SALES CODE: 116208 P & A: 01296  
CAUSAL CODES: 1109 3105 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:  
1997/03/24

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

CUSTOMER SAYS:

- RECEIVED A CALL FROM THE DEALER TODAY FROM THE DEALER
- THE SEAT BELTS WORKED FINE BEFORE THE RECALL
- I DO NOT FEEL I SHOULD HAVE TO PAY ANYTHING

PER CUSTOMER, DEALER SAYS:

- YOU WILL HAVE TO PAY FOR THE MODULE THAT SIGNALS THE SEAT BELT

CUSTOMER SEEKS:

- FINANCIAL ASSISTANCE

CAC ADVISED:

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

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

1805CR GRP: 06 CONCERN CONTACT VEH TYPE: CAR  
DENVER 56 ZN/TR: B1 CONTACT NBR: 108241595 OPENED: 03/21/1997  
VIN: 1ZVPT20C8MB ENGINE: C CLOSED: 03/31/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 1 WSD:  
DEALER NAME: KEN GARFFORD SALES CODE: 158022 P & A: 08331  
CAUSAL CODES: 1012 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 58 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 03/21/1997  
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:  
1997/03/21  
\*\*\* NAVIS: PROGRAM \*\*\*  
CUSTOMER SAYS:  
-BACK IN 1994 I HAD MY SEAT BELTS WORKED ON  
-SINCE THAT TIME THEY FAILED AND NOW I'M INVOLVED IN THE SEAT BELT RECALL  
\*  
PER CUSTOMER, DEALER SAYS:  
-VAUNA STAM, SVC OPERATIONS MGR, REPAIR HAS TO BE DONE BEFORE A REIMBURSEMENT  
CAN BE ISSUED  
\*  
CUSTOMER SEEKS:  
-REIMBURSEMENT FOR REPAIRS  
-SEAT BELT RECALL PERFORMED  
\*  
CAC ADVISED:  
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
-REQUEST MR. IVIN TURNER (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2  
BUSINESS DAYS  
1997/03/24  
##THIS IS THE CLOSING COMMENT  
KEN GARFF FORD SERVICE HAS INFORMED CUSTOMER WE WILL PERFORM SEAT BELT RECALL  
IN ORDER TO GET HIS REFUND BACK FOR HIM AND TO REPAIR SEAT BELT. PER IVIN TURN  
ER 3-24-97

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

-----  
2780TC GRP: XK02 INFORMATION CONTACT VEH TYPE: CAR  
SDR 10 ZN/TR: G2 CONTACT NBR: 108231873 OPENED: 03/19/1997  
VIN: 1ZVPT20C8M5 ENGINE: C CLOSED: 03/19/1997  
-----

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FI: R  
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: B1 MODEL: PROBE  
MILEAGE: 81414 WSD:  
DEALER NAME: CENTRAL FORD L-M IN SALES CODE: 127615 P & A: 06650  
CAUSAL CODES: 1206 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: Q SURVEY: (Y OR N)

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

COMMENTS:

1997/03/19

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

CUSTOMER SAYS:

- HAD RECALL PERFORMED ON VEHICLE DRIVERS SIDE IN JANUARY 1995
- WOULD LIKE TO GET REFUND FOR THE REPAIR THAT WAS COMPLETED
- SHE DOES NOT HAVE THE RECEIPT

PER CUSTOMER, DEALER SAYS:

- CAN'T GIVE REFUND WITHOUT RECEIPT

CUSTOMER SEEKS:

- REFUND FOR REPAIRS COMPLETED

CAC ADVISED:

- PROVIDE ORIGINAL RECEIPTS TO MR. JERRY STACE(CUST. REL MGR/ SVC MGR)
- (CUST REL MGR/SVC MGR) WILL EVALUATE SITUATION TO DETERMINE IF REPAIR IS REIMBURSABLE.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7379AR GRP: XX15 CONCERN CONTACT VEH TYPE: CAR  
ATLANTA 21 ZN/TR: B1 CONTACT NBR: 108202687 DPEMED: 03/12/1997  
VIN: 1ZVPT21U8MS ENGINE: U CLOSED: 03/21/1997

LAST NAME: STATUS: CLOSED  
TITLE: FIRST NAME: MI:  
ADDRESS: CITY: STATE: ZIP:  
HOME PHONE: BUS. PHONE:  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 50000 WSD:  
DEALER NAME: CHUCK CLANCY FORD 0 SALES CODE: 121005 P & A: 00243  
CAUSAL CODES: 1203 1206 0408 SYMPTOMS: 104100  
ORIGIN: 60 TRANS. DST/RGN: 21 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 03/14/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: N (Y OR N)

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

COMMENTS:  
1997/03/12

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

CUSTOMER SAYS:

-CUSTOMER CALLED IN OCTOBER FOR REIMBURSEMENT FOR SAFETY RECALL  
-THE DEALERSHIP HAS SAID THAT THEY MUST DO THE SECOND RECALL BEFORE HE CAN BE  
REIMBURSED FOR THE SEATBELT THAT WAS REPLACED  
-THE DEALERSHIP HAS NOT DONE THE WORK AS OF YET  
-LAST CONTACT WITH THE DEALERSHIP WAS 1/19/97  
-TODD STARNIS IS THE PERSON WHO HE HAS BEEN WORKING WITH

PER CUSTOMER, DEALER SAYS:

-WILL NOT REFUND UNTIL THE SECOND SEATBELT RECALL IS DONE  
-THE CANNOT SET UP AN APPOINTMENT YET

CUSTOMER SEEKS:

-CONCERN RESOLVED

CAC ADVISED:

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

1997/03/14

LEFT MESSAGE FOR CUSTOMER TO CALL 3/13/97 AND 3/14/97 TO SCHEDULE HIS VEHICLE  
IN FOR SERVICE FOR RECALL INSPECTION DS

###THIS IS THE CLOSING COMMENT

MR. QUAGLIANA IS SCHEDULED IN FOR CONCERN 3/19/97. PLEASE CLOSE DS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

\*\*\*\*\*  
8787NH GRP: XX05 CONCERN CONTACT VEH TYPE: CAR  
MEMPHIS 23 ZN/TR: B2 CONTACT NBR: 10B177531 OPENED: 03/06/1997  
VIN: 1ZVPT21U9M5 ENGINE: U CLOSED: 03/24/1997  
\*\*\*\*\*

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 100000 WSO:  
DEALER NAME: QUALITY FORD-MERCUR SALES CODE: 123289 P & A: 01648  
CAUSAL CODES: 3001 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 23 TRANS. DATE: 03/11/1997  
SERVICE/SALES: 1 CONTACT DATE: 03/17/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/03/06

\*\*\* CUSTOMER REQUESTING SERVICE AT THIS DEALERSHIP \*\*\*  
\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 \*\*\*  
\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S99 \*\*\*  
\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- MOTHER, [REDACTED] IS CALLING  
- WE RECEIVED THE RECALL LETTERS ON THE SEAT BELTS  
- THE SEAT BELTS STICK AT TIMES, THEN THEY MOVE WHEN THEY ARE NOT SUPPOSED TO  
- WE KEEP GETTING HIT IN THE HEAD OR NECK WITH THESE SEATBELTS BECAUSE THEY MOVE INTERMITTENTLY

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- TO GET THIS RECALL TAKEN CARE OF

CAC ADVISED:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====  
B7B7NH GRP: XX05 CONCERN CONTACT VEH TYPE: CAR  
MEMPHIS 23 ZN/TR: B2 CONTACT NBR: 108177531 OPENED: 03/06/1997  
VIN: 1ZVPT21U9M5 ENGINE: U CLOSED: 03/24/1997  
=====

1997/03/11

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

CUSTOMER SAYS:

-CUSTOMER REITERATED THE SAME CONCERN AS STATED IN THE PREVIOUS CONTACT ABOUT SEATBELT CONCERN

-THE SEAT BELTS STICK AT TIMES, THEN THEY MOVE WHEN THEY ARE NOT SUPPOSED TO

-CUSTOMER HASN'T HEARD FROM THE DEALERSHIP

\*

PER CUSTOMER, DEALER SAYS:

-NO CONTACT

\*

CUSTOMER SEEKS:

-VEHICLE REPAIRED

\*

CAC ADVISED:

-DOCUMENTED AND FORWARDED INFORMATION TO THE DEALERSHIP

-ADVISED CUSTOMER TO CONTACT MR.ROY BOITNOTT (CUST REL MGR)

##SALES CODE HAS BEEN CHANGED FROM 123278 TO 123289

##REGION CODE HAS BEEN CHANGED FROM 10 TO 23

1997/03/17

##THIS IS THE CLOSING COMMENT

PER DEALER CONTACTED CUSTOMER ON 03/17/97.CUSTOMER BRINGING IN FOR RECALL REPAIR ON 03/26/97.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
71B6WC GRP: XX10 CONCERN CONTACT VEH TYPE: CAR  
NEW YORK 13 ZN/TR: G1 CONTACT NBR: 108163752 OPENED: 03/03/1997  
VIN: 1ZVPT20C4MS ENGINE: C CLOSED: 03/11/1997  
-----

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 97 MODEL: PROBE  
MILEAGE: 80000 WSD:  
DEALER NAME: PLEASANT VALLEY FORD SALES CODE: 113541 P & A: 03703  
CAUSAL CODES: 1203 3001 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 13 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 03/04/1997  
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:  
1987/03/03

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

CUSTOMER SAYS:

\*\*MARY, DAUGHTER, CALLS\*\*

- SHE IS THE PRIMARY OF THE VEHICLE
- SHE OBTAINED 800# FROM ANOTHER FORD DEPARTMENT
- HAS NOT TAKEN VEHICLE IN TO A DEALER YET
- HAS CALLED A COUPLE OF DEALER AND THEY ARE ADVISING THAT ANYTHING ELSE TO BE DONE TO SEATBELTS THAT IS NOT LISTED IN RECALL CUSTOMER WILL HAVE TO PAY FOR
- DRIVER SEATBELT CHOKES HER AND SHE WOULD LIKE THIS REPAIRED AS WELL

CUSTOMER SEEKS:

- EVERYTHING THAT IS WRONG WITH ENTIRE SEATBELT SYSTEM (OTHER THAN THOSE LISTED UNDER RECALL) TO BE REPAIRED

CAC ADVISED:

\*\*REGARDING OPEN RECALL\*\*

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST SUSAN DOLLINGER (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

\*\*REGARDING ENTIRE SEATBELT SYSTEM\*\*

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

1997/03/04

##THIS IS THE CLOSING COMMENT

CAC PLEASE FORWARD TO A CLOSER DEALER POSSIBLY PLEASANTVILLE FORD

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

```

=====
6782JL   GRP: XX06   INFORMATION CONTACT   VEH TYPE: CAR
LOS ANGELES 71   ZN/TR: C1   CONTACT NBR: 10B151022   OPENED: 02/27/1997
VIN: 12VPT21U3M5   ENGINE: U   CLDSED: 02/27/1997
=====

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=====
LAST NAME: [REDACTED]   STATUS: CLDSED
TITLE: [REDACTED]
ADDRESS: [REDACTED]   FIRST NAME: [REDACTED]
CITY: [REDACTED]   STATE: [REDACTED]   P: [REDACTED]
HOME PHONE: [REDACTED]   BUS. PHONE: [REDACTED]   XT: 0
MODEL YEAR: 91   MODEL: PROBE
MILEAGE: 45000   WSD:
DEALER NAME: DON KOTT FORD   SALES CODE: 171059   P & A: 05593
CAUSAL CODES: 1104   SYMPTOMS: 104100
ORIGIN: GO   TRANS. DST/RGN:   TRANS. DATE:
SERVICE/SALES: 1   CONTACT DATE:
ACK. CODE:   ASSIST CODE:   AWARD AMT:   O SURVEY: (Y OR N)

```

```

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

```

COMMENTS:  
1997/02/27

- \*\*\* NAVIS: ORIGINAL \*\*\*
- CUSTOMER SAYS:
  - RECALL WORK WAS PERFORMED 12/96
  - DRIVES SIDE RESTRAINT SYSTEM APPLIES ITSELF TOO TOGHT
- \*
  - PER CUSTOMER, DEALER SAYS:
    - REPAIR WOULD COST \$300.00
    - ASSEMBLY WOULD NEED TO BE REPLACED
- \*
  - CUSTOMER SEEKS:
    - FINANCIAL ASSISTANCE
- \*
  - CAC ADVISED:
    - WARRANTY HAS EXPIRED
    - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
1085KS GRP: XX17 CONCERN CONTACT VEH TYPE: CAR  
HOUSTON 57 ZN/TR: B1 CONTACT NBR: 108147030 OPENED: 02/26/1997  
VIN: 1ZVPT21U5M5 ENGINE: U CLOSED: 03/10/1997  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED] 5661  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 90000 WSD:  
DEALER NAME: LONE STARFORD INC SALES CODE: 152029 P & A: 06847  
CAUSAL CODES: 1208 SYMPTOMS: 104100  
ORIGIN: 80 TRANS. DST/RGN: 82 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:  
1997/02/26

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

CUSTOMER SAYS:

1/800 - HAVE HAD THE NUMBER AND IT IS ON THE RECALL INFORMATION  
- HAD THE SEATBELT ON THE DRIVERS SIDE PRIOR TO THE RECALL NOTICE  
- THE MOTOR WAS NOT WORKING CORRECTLY  
- WE HAD IT FIXED AND IT COST ME \$540.53  
- THEN WE GOT THE RECALL NOTICE 98548 AND WE BROUGHT THE CAR IN AND THEY  
CHECKED IT OUT AND THEY STATED THAT IT WAS FIXED CORRECTLY  
- WANT THE REIMBURSEMENT FOR THIS AND WE WANT TO CHANGE THE BELTS  
- THE CHANGED THE BELTS ON ONE SIDE AND THEY STATED THAT THEY WOULD SEND IN  
THE PAPERWORK FOR REIMBURSEMENT  
- THE TOOK THE ORIGINAL RECEIPT FROM ME AND ARE NOW TELLING ME THAT THEY  
CANNOT REIMBURSE ME FOR THIS BECAUSE IT DOES NOT SHOW THAT I PAID FOR THIS...  
WHICH I DID  
- GOT A COPY OF THE RECEIPT FROM THE SHOP THAT DID THE REPAIR AND TOOK THIS  
COPY IN AND NOW THEY DON'T BELIEVE ME THAT I PAID UNTIL THEY SEE MY VISA  
RECEIPT AND I DO NOT HAVE A RECORD OF THAT... THE REPAIR WAS IN 1995 AND I DO  
NOT HAVE MY VISA RECEIPT

PER CUSTOMER, DEALER SAYS:

SERVICE: VICTORIA

- WE HAVE TO CHECK IT OUT TO MAKE SURE THAT IT WAS FIXED CORRECTLY

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

1095KS	GRP: XX17	CONCERN CONTACT	VEH TYPE: CAR
HOUSTON	57	ZN/TR: B1	CONTACT NBR: 108147030
VIN:	1ZVPT21U5NS	ENGINE: U	OPENED: 02/26/1997
			CLOSED: 03/10/1997

=====

1997/02/26

- IT IS FINE
- WE WILL SUBMIT THE CLAIM TO FORD
- NEED THE VISA RECEIPT

\*  
CUSTOMER SEEKS:

- WANT REIMBURSEMENT FOR THE RECALL 9654B

\*  
CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. BRAD STRAPP (CUST REL MNGRR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- THE CUSTOMER WAS DISCONNECTED IN THE MIDDLE OF THE CALL FOR NO REASON

1997/03/03

###THIS IS THE CLDSING COMMENT

DEALERSHIP SVC DIRECTOR CONTACTED CUSTOMER TO FIND OUT ABOUT RECALL CUSTOMER STATED THAT HE DROP OFF HIS INVOICES TO THORTON FORD NOT LONESTAR THIS CONTACT SHOULD BE OPENED ON THORTON FORD NOT LONESTAR FORD

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3064SR GRP: XX13 CONCERN CONTACT VEH TYPE: CAR  
DALLAS 52 ZN/TR: D2 CONTACT NBR: 107749330 OPENED: 11/11/1996  
VIN: 1ZVPT20C7N5 ENGINE: C CLOSED: 11/19/1996

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: E  
ADDRESS: [REDACTED] AV  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 92 MODEL: PROBE  
MILEAGE: 89000 WSD:  
DEALER NAME: JACKIE CDDPER FORD SALES CODE: 152208 P & A: 06870  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 52 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 11/11/1996  
ACK. CODE: ASSIST CODE: R AWARD AMT: Q SURVEY: Y (Y OR N)

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

COMMENTS:  
1996/11/11

\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 & 96S99 \*\*\*  
\*\*\* NAVIS: SUBSEQUENT \*\*\*  
CUSTOMER SAYS:  
-THE SEAT BELT QUIT  
-TOOK IT TO A NON-FORD DEALERSHIP TO TRADE IT IN AND WANTS TO GET THE  
VEHICLE'S SEAT BELT FIXED  
-THE MOTOR LOCKED UP TOO  
\*  
PER CUSTOMER, DEALER SAYS:  
-NO CONTACT  
\*  
CUSTOMER SEEKS:  
-TO GET THIS RECALL COMPLETED  
\*  
CAC ADVISED:  
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
-REQUEST MR. RICK PARKER, CUST REL MNGR/SVC MNGR, TO CONTACT THE CUSTOMER  
WITHIN 2 BUSINESS DAYS  
1996/11/12  
##THIS IS THE CLOSING COMMENT  
CUSY CAME IN ON 11-11-96 RM#107066 HAD TO SPECIAL ORDER PARTS FOR RECALLS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

-----  
O772DL GRP: XX05 CONCERN CONTACT VEH TYPE: CAR  
PITTSBURGH 44 ZN/TR: [REDACTED] CONTACT NBR: 107764991 OPENED: 11/14/1996  
VIN: 1ZVPT20C2N5 [REDACTED] ENGINE: C CLOSED: 11/21/1996  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 92 MODEL: PROBE  
MILEAGE: 1 MSD:  
DEALER NAME: BOB GILLINGHAM FORD SALES CODE: 144127 P & A: 02199  
CAUSAL CODES: 1204 1209 SYMPTOMS: 104100  
ORIGIN: G0 TRANS. DST/RGN: 44 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 11/14/1996  
ACK. CODE: ASSIST CODE: R AWARD AMT: Q SURVEY: Y (Y OR N)

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

COMMENTS:

1996/11/14

\*\*\* VEHICLE INVOLVED IN RECALL 96S99 \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 98S48 \*\*\*  
\*\*\* MILEAGE UNAVAILABLE \*\*\*

CUSTOMER SAYS:

- HIS MOTHER IS CALLING
- RECEIVED A RECALL LETTER ON THE SEAT BELTS
- THE SEAT BELT IS MOTORIZED AND DOES NOT MOVE BACK IN THE TRACK
- IT IS NOT WRAPPING AROUND THE DRIVER

\*

PER CUSTOMER, DEALER SAYS:

- HAD AN APPOINTMENT SCHEDULED FOR 11/13/96
- THEY TOLD HIM THAT THE PART IS ON NATIONAL BACKORDER AND WOULD NOT HONOR THE APPOINTMENT
- IF HE WERE TO BRING THE VEHICLE IN, THEN THEY WOULD NOT BE ABLE TO RELEASE THE VEHICLE TO HIM BECAUSE OF THE SAFETY ISSUE

\*

CUSTOMER SEEKS:

- TO GET THE RECALL WORK PERFORMED

\*

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST CUST REL MGR MICHAEL MURAD TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

0772DL	GRP: XA05	CONCERN CONTACT	VEH TYPE: CAR
PITTSBURGH	44	ZN/TR: C2	CONTACT NBR: 107764991
VIN:	12VPT20C2NS	ENGINE: C	OPENED: 11/14/1996
			CLOSED: 11/21/1996

=====

1996/11/14

###THIS IS THE CLOSING COMMENT

MRS [REDACTED] CALLED MICHAEL MURAD THIS MORNING ABOUT HER SONS APPDINTMENT, WHICH HE HAD CANCELLED FOR 11/13/1996. MR MURAD INFORMED MRS [REDACTED] THAT HER SON COULD BRING IN CAR TODAY AND HE WOULD TRY TO GET PARTS FOR THE RECALL FOR THE SEATBELTS. ALSO INFORMED MRS [REDACTED] THAT THE CAR WOULD HAVE TO STAY FOR A COUPLE OF DAY UNTIL THE SEATBELTS ARRIVE. MRS [REDACTED] WAS VERY WORRIED ABOUT HER SON DRIVING THE CAR WITHOUT THE SEATBELTS WORKING. MR MURAD ASKED IF HER SON COULD BRING IN THE CAR TODAY SHE SAID HE WOULD HAVE IT HERE, AS OF 3:00 P.M. THE CAR HAS STILL NOT BEEN BROUGHT IN. CALLED MRS [REDACTED] AGAIN BEFORE CLOSING THIS OUT SAID THAT THE CAR WOULD BE HERE MONDAY MORNING. INFORMED TO USE THE LAP BELT.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

-----  
7791TR GRP: KXD4 CONCERN CONTACT VEH TYPE: CAR  
KANSAS CITY 93 ZN/TR: C1 CONTACT NBR: 107811335 OPENED: 11/26/1996  
VIN: 1ZVPT21U3NS ENGINE: U CLOSED: 12/03/1996  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] EXT: 4349  
MODEL YEAR: 92 MODEL: PROBE  
MILEAGE: 50000 WSD:  
DEALER NAME: FRIENDLY FORD INC SALES CODE: 153490 P & A: 05017  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: 53 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 11/26/1996  
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:  
1996/11/28  
\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 AND 96S99 \*\*\*  
\*\*\* NAVIS: SUBSEQUENT \*\*\*  
CUSTOMER SAYS:  
-1800# FROM OWNERS GUIDE  
-IS AWARE SHE IS INVOLVED IN THE RECALLS  
\*  
PER CUSTOMER, DEALER SAYS:  
-NO CONTACT  
\*  
CUSTOMER SEEKS:  
-BUILD DATE/WARRANTY START DATE  
-RECALLS PERFORM DN SEAT BELTS  
\*  
CAC ADVISED:  
RE: RECALLS  
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
-REQUEST MR. JOE MAHARG (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2  
BUSINESS DAYS  
RE: BUILD DATE/WARRANTY  
-PROVIDED REQUESTED INFORMATION  
###THIS IS THE CLOSING COMMENT  
S/A BILL NELSON SPOKE WITH CUSTOMER 11/28 AND SCHEDULED APPOINTMENT FOR NEXT M  
DNTH TO PERFORM RECALLS ON NEW VEHICLE. - JOE MAHARG

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

2583CT GRP: XX10 CONCERN CONTACT VEH TYPE: CAR  
KANSAS CITY 53 ZN/TR: A2 CONTACT NBR: 10785714G OPENED: 12/09/1996  
VIN: 1ZVPT22L5N6 ENGINE: L CLOSED: 12/17/1996

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: MI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 92 MODEL: PROBE  
MILEAGE: 93000 WSD:  
DEALER NAME: BILL GREER MOTORS I SALES CODE: 159458 P & A: 05370  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: 60 TRANS. DST/RGN: 53 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 12/10/1996  
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:  
1998/12/09  
\*\*\* VEHICLE INVOLVED IN RECALL 96598 \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 96548 \*\*\*  
\*\*\* NAVIS: SUBSEQUENT \*\*\*  
CUSTOMER SAYS:  
- MR. SHAW IS CALLING FOR COMPANY  
- SEATBELTS ARE NOT WORKING.  
\*  
PER CUSTOMER, DEALER SAYS:  
- NO CONTACT  
\*  
CUSTOMER SEEKS:  
- SEAT BELTS REPAIRED.  
\*  
CAC ADVISED:  
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
- REQUEST MR. BILL TALBOTT (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER  
WITHIN 2 BUSINESS DAYS-  
1998/12/10  
###THIS IS THE CLOSING COMMENT  
CALLED CUSTOMER TO TELL THEM WE WOULD ORDER THE BELTS FOR THE PROBE, THEY TOLD  
ME NOT TO ORDER YET BECAUSE THEY HAD TAKEN IT TO THE SALE IN KC AND MAY NOT  
HAVE THE CAR TOMORROW. THEY WILL LET ME KNOW THE STATUS LATER.  
HOW CAN A USED CAR DEALER BE A VLG!!!!

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
B9B9AM GRP: XX13 INFORMATION CONTACT VEH TYPE: CAR  
SDR 10 ZN/TR: N2 CONTACT NBR: 107929879 OPENED: 01/02/1997  
VIN: N ENGINE: CLOSED: 01/02/1997  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 92 MODEL: PROBE  
MILEAGE: 75000 WSD:  
DEALER NAME: BECKMAN FORD INC SALES CODE: 153484 P & A: 05008  
CAUSAL CODES: 1215 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

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

COMMENTS:  
1997/01/02

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

CUSTOMER SAYS:

- THE VEHICLE WAS PURCHASED USED
- CUSTOMER RECEIVED A RECALL NOTICE ON THE SEATBELT
- CUSTOMER WENT TO THE DEALERSHIP ON 12/20/98
- THIS SEATBELT RECALL HAS NOT BEEN PERFORMED AT THE DEALERSHIP

PER CUSTOMER, DEALER SAYS:

- THIS SEATBELT RECALL CAN BE PERFORMED 12/26/98

CUSTOMER SEEKS:

- RECALL PERFORMED AS SOON AS POSSIBLE

CAC ADVISED:

RE: RECALL CONCERN

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
  - REQUEST MR. JDE WUNDERLY (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- THIS CONTACT HAS BEEN UPGRADED. THE NEW CONTACT IS 107931246

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

-----  
 115BEK GRP: XX09 CONCERN CONTACT VEH TYPE: CAR  
 CHICAGO 41 ZN/TR: E1 CONTACT NBR: 107930552 OPENED: 01/02/1997  
 VIN: 1ZVPT20C8N5191251 ENGINE: C CLOSED: 01/13/1997  
 -----

-----  
 LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] MI:  
 ADDRESS: [REDACTED]  
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] EXT: 2680  
 MODEL YEAR: 92 MODEL: PROBE  
 MILEAGE: 83000 WSD:  
 DEALER NAME: BRAEGER FORD, INC. SALES CODE: 141033 P & A: 01783  
 CAUSAL CODES: 1203 0403 SYMPTOMS: 104100  
 ORIGIN: 60 TRANS. DST/RGN: 41 TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE: 01/03/1997  
 ACK. CODE: ASSIST CODE: R AWARD AMT: Q SURVEY: Y (Y OR N)

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

COMMENTS:  
 1997/01/02

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

CUSTOMER SAYS:

- 800 # FROM THE CUSTOMER SERVICE OFFICE IN HIS AREA
- THE SEAT BELT SWITCH IS BAD
- IS HAVING THE SEAT BELT RECALLS DONE

\*  
 PER CUSTOMER, DEALER SAYS:

- THIS SWITCH IS NOT COVERED UNDER THE RECALL OR THE ESP
- ONE RECALL PART IS IN AND THEY ARE ORDERING THE OTHER PART NOW

\*  
 CUSTOMER SEEKS:

- IS THIS SWITCH COVERED UNDER THE RECALL

\*  
 CAC ADVISED:

REGARDING THE SWITCH QUESTION

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

REGARDING THE RECALL

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

1997/01/06

###THIS IS THE CLOSING COMMENT

SOUTHGATE FORD CALLED CUSTOMER AND TOLD HIM HIS CONCERN WAS COVERED UNDER THE RECALL, AND WE WOULD ORDER THE PARTS. CUSTOMER WAS HAPPY.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

5358AK	GRP: XX17	CONCERN CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: N2	CONTACT NBR: 107931248
VIN:	1ZVPT20C2NS	ENGINE: C	OPENED: 01/02/1997
			CLOSED: 02/04/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:		STREET:			
CITY:		STATE:		ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	92	MODEL:	PROBE		
MILEAGE:	75000	WSD:			
DEALER NAME:	BECKMAN FORD INC	SALES CODE:	153464	P & A:	05008
CAUSAL CODES:	1215	SYMPTOMS:	104100		
ORIGIN:	60	TRANS. DST/RGN:	53	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	01/28/1997
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:

1997/01/02

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

CUSTOMER SAYS:

- THE VEHICLE WAS PURCHASED USED
- CUSTOMER RECEIVED A RECALL NOTICE ON THE SEATBELT
- CUSTOMER WENT TO THE DEALERSHIP ON 12/20/96
- THIS SEATBELT RECALL HAS NOT BEEN PERFORMED AT THE DEALERSHIP

\*

PER CUSTOMER, DEALER SAYS:

- THIS SEATBELT RECALL CAN BE PERFORMED 12/26/96

\*

CUSTOMER SEEKS:

- RECALL PERFORMED AS SOON AS POSSIBLE

\*

CAC ADVISED:

RE: RECALL CONCERN

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

THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 107929879

\*\*\* VEHICLE INVOLVED IN RECALL 98548 & 98599 \*\*\*

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

CUSTOMER SAYS:

- SHE NOW HAS VIN

\*

CUSTOMER SEEKS:

- SHE WANTS TO FAX FORD A LETTER

\*

CAC ADVISED:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

5958AK	GRP: XX17	CONCERN CONTACT	VEH TYPE: CAR
SDR	10 ZN/TR: N2	CONTACT NBR: 107931246	OPENED: 01/02/1997
VIN: 1ZVP72QC2N5		ENGINE: C	CLOSED: 02/04/1997

=====

1997/01/02

BUSINESS DAYS

- GAVE MAILING ADDRESS

\*

CAC ADVISED:

- UPDATING CAUSAL CODES

1997/01/08

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

CUSTOMER SAYS:

- FRIEND CALLING ON BEHALF OF CUSTOMER

- THE RECALL HAS BEEN COMPLETED, BUT THE DEALERSHIP WAS VERY RUDE

\*

PER CUSTOMER, DEALER SAYS:

- VERY RUDE TO THE CUSTOMER

\*

CUSTOMER SEEKS:

- TO GET AN APOLOGY FROM THE DEALERSHIP

\*

CAC ADVISED:

- WILL FORWARD THIS TO THE CORRECT DEPARTMENTS WITHIN FORD

CUSTOMER SAYS:

- CALLING BACK WITH THE SAME CONCERNS

- WOULD LIKE TO KNOW WHO TO TALK TO IN REGARDS TO THE DEALERSHIP TREATMENT

\*

\*

PER CUSTOMER, DEALER SAYS:

- NOT MENTIONED

\*

CUSTOMER SEEKS:

- FILE COMPLAINT WITH CORRECT DEALERSHIP

\*

CAC ADVISED:

- IT IS HANDLED IN THE CORRECT DIRECTION

- ASSURE YOU THAT IT IS HANDLED IN THE CORRECT MANNER

1997/01/28

###THIS IS THE CLOSING COMMENT

CSM COMMENTS - RECALL REPAIRS COMPLETED. NO FURTHER ACTION REQUIRED FROM FORD.

CUSTOMER SAYS:

- SHE HAS A CARD STATING TO CALL FORD

\*

PER CUSTOMER, DEALER SAYS:

- NOT MENTIONED

\*

CUSTOMER SEEKS:

- WANTED TO DETERMINE THAT FORD HAD HEARD OF HER TREATMENT AT THE DEALERSHIP

\*

CAC ADVISED:

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

5358AK	GRP: XX17	CONCERN CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: N2	CONTACT NBR: 107931246
VIN:	1ZVPT20C2N5	ENGINE: C	OPENED: 01/02/1997
			CLOSED: 02/04/1997

=====

1997/01/28

- FORD IS AWARE OF HER SITUATION
- INFORMATION WAS SENT FORWARD TO THE APPROPRIATE OFFICES
- THE LETTER SENT WAS POOR DEALERSHIP LETTER (CONTACT # 107944794)

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
4154CT GRP: XX14 CONCERN CONTACT VEH TYPE: CAR  
WASHINGTON 27 ZN/TR: H1 CONTACT NBR: 107944893 OPENED: 01/07/1997  
VIN: 1ZVPT20CXB5 ENGINE: C CLOSED: 01/20/1997  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FI: R  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 92 MODEL: PROBE  
MILEAGE: 38000 WSD:  
DEALER NAME: SHEEHY FORD OF GAIT SALES CODE: 127020 P B A: 00864  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: G0 TRANS. DST/RGN: 27 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 01/09/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1987/01/07

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

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

CUSTOMER SAYS:

-RECEIVED LETTERS FOR RECALLS 96548,96599

-NO OTHER CONCERNS ON THE VEHICLE

\*

PER CUSTOMER, DEALER SAYS:

-NO CONTACT

\*

CUSTOMER SEEKS:

-RECALLS COMPLETED

\*

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MR. JESSE DODDY CUST REL MNGR TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS

1997/01/09

##THIS IS THE CLOSING COMMENT

CUSTOMER WAS CONTACTED ON 01/09/1997 AND AN APPOINTMENT WAS MADE FOR 01/13/1997

7 TO ADDRESS THE RECALL CONCERNS ON THEIR VEHICLE.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====  
4154CT GRP: XX14 CONCERN CONTACT VEH TYPE: CAR  
WASHINGTON 27 ZN/TR: H1 CONTACT NBR: 107944893 OPENED: 01/07/1997  
VIN: 1ZVPT20CKNS2 ENGINE: C CLOSED: 01/20/1997  
=====

1997/01/13

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

CUSTOMER SAYS:

- WANTS TO GET THE SEAT BELTS FIXED ON THE VEHICLE
- PART WAS NOT AVAILABLE FOR REPAIRS 01-13-97

PER CUSTOMER, DEALER SAYS:

- PARTS WILL NOT BE IN UNTIL 01-13-97

CUSTOMER SEEKS:

- WANTS TO GET THE SEAT BELT RECALL PERFORMED ON THE VEHICLE

CAC ADVISED:

- DEALERSHIPS ARE INDEPENDENTLY OWNED AND OPERATED
- CONTACT JESSE DOODY SERV. MGR> FOR FURTHER EXPLANATION.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

029955	GRP: XX12	CONCERN CONTACT	VEH TYPE: CAR
CINCINNATI	47	ZN/TR: 82	CONTACT NBR: 108012962
VIN:	1ZVPT20C5N5	ENGINE: C	OPENED: 01/23/1997
			CLOSED: 02/06/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:		STATE:		ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	92	MODEL:	PROBE		
MILEAGE:	89000	WSD:			
DEALER NAME:	KRIEGER SAMMILL LIN	SALES CODE:	348096	P & A:	10710
CAUSAL CODES:	1203	SYMPTOMS:	104100		
ORIGIN:	60	TRANS. DST/RGN:	46	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	01/27/1997
ACK. CODE:		ASSIST CODE: W	AWARD AMT:		Q SURVEY: Y (Y OR N)

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

COMMENTS:

1997/01/23  
\*\*\* NAVIS: SUBSEQUENT \*\*\*  
\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 \*\*\*  
CUSTOMER SAYS:  
- THE SHDULDER STRAP WILL STOP HALFWAY  
\*  
PER CUSTOMER, DEALER SAYS:BRAD  
- CAN SERVICE VEHICLE NEXT WEEK  
\*  
CUSTOMER SEEKS:  
- WANTS VEHICLE FIXED AS SOON AS POSSIBLE  
\*  
CAC ADVISED:  
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
-REQUEST MR. JERRY PETERS, CUST REL MNGR, TO CONTACT THE CUSTOMER WITHIN 2  
BUSINESS DAYS  
1997/01/28  
\*\*\*CSM COMMENTS\*\*\*  
JERRY, PLEASE CLOSE THIS ONE IF HANDLED (PROBE SEAT BELT RECALL). OTHERWISE,  
SAVE IT FOR MY VISIT ON 1/29/97 AND WE'LL GO OVER IT TOGETHER. THANKS. TOM  
1997/01/30  
###THIS IS THE CLOSING COMMENT  
PERFORMED RECALL 29JAN97. RO#72048 89235 MILES

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

799BRM	GRP: XX08	CONCERN CONTACT	VEH TYPE: CAR
CHICAGO	41 ZN/TR: E1	CONTACT NBR: 108033166	OPENED: 01/29/1997
VIN: 1ZVPT20CONS		ENGINE: C	CLOSED: 02/08/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:		STATE:		ZIP: 8429
HOME PHONE:		BUS. PHONE:		
MODEL YEAR: 92		MODEL:	PROBE	
MILEAGE: 54000		WSD:		
DEALER NAME: JACK GRIFFIN FORD I	SALES CODE: 141343	P & A: 06360		
CAUSAL CODES: 1203	SYMPTOMS: 104100			
ORIGIN: GD	TRANS. DST/RGN: 41	TRANS. DATE:		
SERVICE/SALES: 1		CONTACT DATE: 01/30/1997		
ACK. CODE:	ASSIST CODE: R	AWARD AMT:		Q SURVEY: Y (Y OR N)

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

COMMENTS:

1997/01/29

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

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

CUSTOMER SAYS:

-AUTOMATIC SEATBELT IS BROKEN ON THE VEHICLE

\*

PER CUSTOMER, DEALER SAYS:

-NO CONTACT

\*

CUSTOMER SEEKS:

-RECALL INFORMATION ON SEATBELTS

\*

CAC ADVISED:

RE: RECALLS

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

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

1997/01/30

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

CUSTOMER SAYS:

- SEAT BELT IS MALFUNCTIONING

- COMPLAINS THAT THE DEALER IS REFUSING TO SERVICE THE LEFT SIDE OF THE SEAT BELT

\*

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

\*

CUSTOMER SEEKS:

- RESOLUTION TO CONCERN

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====

7998RM	GRP: XX08	CONCERN CONTACT	VEH TYPE: CAR
CHICAGO	41	ZN/TR: E1	CONTACT NBR: 1080331GG
VIN:	1ZVPT20C0NS	ENGINE: C	OPENED: 01/29/1997
			CLOSED: 02/06/1997

=====

1997/01/30  
\*  
CAC ADVISED:  
- OBC TO SERVICE MANAGER, ROB JARECKI, WHO STATED THAT HE WOULD HAVE SOMEONE  
CONTACT THE CUSTOMER TO RESOLVE CONCERN  
##THIS IS THE CLOSING COMMENT  
WE ARE RESEARCHING PARTS AVAILABILITY AND WILL CALL CUSTOMER WITH INFO.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6737CS GRP: XX03 INFORMATION CONTACT VEH TYPE: CAR  
DENVER 56 ZN/TR: A3 CONTACT NBR: 108069905 OPENED: 02/08/1997  
VIN: N ENGINE: CLOSED: 02/06/1997

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] EXT: [REDACTED]  
MODEL YEAR: 92 MODEL: PROBE  
MILEAGE: 60000 WSD:  
DEALER NAME: CHESBROWN'S FRIENDLY SALES CODE: 156007 P & A: 01108  
CAUSAL CODES: 1017 0405 2802 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/02/08

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

CUSTOMER SAYS:

- HAD RECALL ON SEAT BELTS, TOOK INTO DEALERSHIP BUT THEY DID NOT HAVE SEAT BELTS IN STOCK AFTER MAKING AN APPOINTMENT
- RECALL MAY HAVE MENTIONED THAT THEY NEEDED TO BE INSPECTED TO CHECK TOLERANCE
- SEAT BELT ALSO LOCKS YOU INTO SEAT, WILL NOT RELEASE

PER CUSTOMER, DEALER SAYS:

- HAVE ORDERED PARTS
- SERVICE GUY GAVE ME YOU NUMBER BUT HE GAVE ME THE WRONG NUMBER 241-3673

CUSTOMER SEEKS:

- TO REPORT DEALER ACTIONS
- WOULD LIKE BOTH SEAT BELTS COVERED

CAC ADVISED:

- DEALERSHIPS ARE INDEPENDENTLY OWNED AND OPERATED
- CONTACT MICHAEL GREEN, SERVICE MANAGER FOR FURTHER EXPLANATION.
- ONCE INSPECTED PARTS MAY NEED TO BE ORDERED
- CUSTOMER WILL BE CALLING BACK WITH VIN TO DISCUSS WHAT RECALL COVERS, SHE WOULD LIKE BOTH SEAT BELTS TESTED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====  
673705 GRP: XX03 INFORMATION CONTACT VEH TYPE: CAR  
DENVER 56 ZN/TR: A3 CONTACT NBR: 108069905 OPENED: 02/06/1997  
VIN: N ENGINE: CLOSED: 02/06/1997  
=====

1997/02/06

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

CUSTOMER SAYS:

- LOCATED VIN: 1ZVPT20C8N
- RIGHT AND LEFT SEAT BELTS LOCK UP WHILE IN USE. THEY FEEL LOCKED INTO THE BACK POSITION, TIGHT AGAINST YOU NECK
- HAVE TO OPEN DOOR TO RELEASE BELT

\*

PER CUSTOMER, DEALER SAYS:

- CAN REPLACE LEFT BELT UNDER RECALL
- RIGHT BELT WITHIN TOLERANCES

\*

CUSTOMER SEEKS:

- TO HAVE BOTH BELTS REPLACED
- WANT SOMETHING IN WRITING SHOWING THE RIGHT SEAT BELT IS SAFE
- WHO CAN TELL ME WHAT THE TOLERANCES ARE

\*

CAC ADVISED:

- DEALERSHIP IS THE BEST TECHNICAL RESOURCE
- MR. STEVE SEYMOUR (CUSTOMER RELATIONS MANAGER) IS IN THE BEST POSITION TO ASSIST YOU.
- PERHAPS CONCERN WITH SEAT BELTS LOCKING UP IN THE FULL POSITION IS NOT DUE TO RECALL BUT ANOTHER CONCERN, NEEDS TO BE DIAGNOSED
- SUPPLIED NUMBER TO NATIONAL HIGHWAY OF TRAFFIC AND SAFETY
- \*\*\* DEALERSHIP HAS ALREADY ADDRESSED SEAT BELT CONCERN AND HAVE ORDERED PARTS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
4525AU GRP: XX13 CONCERN CONTACT VEH TYPE: CAR  
KANSAS CITY 53 ZN/TR: D3 CONTACT NBR: 108089825 OPENED: 02/12/1997  
VIN: 12VPT20C7N5 ENGINE: C CLOSED: 02/21/1997  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: J  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED] 1021  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 92 MODEL: PROBE  
MILEAGE: 61000 WSD:  
DEALER NAME: WOOD RIVER FORD INC SALES CODE: 153169 P & A: 08044  
CAUSAL CODES: 1204 0411 SYMPTOMS: 104100  
ORIGIN: 00 TRANS. DST/RGN: 53 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 02/13/1997  
ACK. CODE: ASSIST CODE: D AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/02/12

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

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

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

CUSTOMER SAYS:

- THE AUTOMATIC SEATBELT BROKE ON THE DRIVER'S SIDE
- 2/11/97 - APPOINTMENT FOR THE REPAIR
- THE DEALERSHIP HAS PROVIDED HER WITH A LOANER VEHICLE (SHE REALLY APPRECIATES THAT GESTURE)

PER CUSTOMER, DEALER SAYS:

PER TINA, SERVICE:

- 12/86 - BRING IN THE VEHICLE, BUT THEY DID NOT ORDER THE PART
- 2/11/97 - THEY SENT THE SEATBELT PART BACK (THE VEHICLE WILL BE DONE ON FRIDAY)
- (TUNE UP ALSO PERFORMED); REPLACED AIR FILTER, "PLEMUN" TUBE (CRACKED)

CUSTOMER SEEKS:

- NOTIFY FORD ABOUT THE CONCERNS WITH THE VEHICLE

CAC ADVISED:

RE RECALL:

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

1997/02/14

###THIS IS THE CLOSING COMMENT

ES ON THE ANSWERING MACHINE THAT SHE COULD PICK UP THE VEHICLE REPAIR WERE COMPLETED

09/11/98

MASTER OWNER RELATIONS SYSTEM (1)

14.21.02

-----  
8587M1 GRP: XA08 CONCERN CONTACT VEH TYPE: CAR  
KANSAS CITY 53 ZN/TR: B2 CONTACT NBR: 108139661 OPENED: 02/25/1997  
VIN: 1ZVPT20C7N5 ENGINE: C CLOSED: 03/12/1997  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FI: J  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 92 MODEL: PROBE  
MILEAGE: 80000 WSD:  
DEALER NAME: DEWEY FDR INC SALES CODE: 153031 P & A: 03540  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: B0 TRANS. DST/RGN: 53 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 02/28/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y DR N)

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

COMMENTS:  
1997/02/25

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

CUSTOMER SAYS:

- TO KNOW IF THE VEHICLE HAS ANY RECALLS OR PROGRAMS OF ANY KIND

PER CUSTOMER, DEALER SAYS:

- NO COMMENTS FROM THE DEALERSHIP

CUSTOMER SEEKS:

- RECALL INVOLVEMENT

CAC ADVISED:

\*\*RE THE SEATBELT

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MS. TRESSA SHODD (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS

- NO OTHER OPEN RECALL OR PROGRAM

1997/03/05

###THIS IS THE CLOSING COMMENT

OWNER HAD VEHICLE TOWED TO SERVICE DEPT ON 2/28/97. ENGINE WOULD NOT START AND  
FDR INSPECTION OF PASSIVE BELTS UNDER RECALL 96S48 AND 96S99. PARTS ORDERED FOR  
RUN. OWNER HAS DECLINED THESE REPAIRS AT THIS TIME.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

9266PH GRP: 10 CONCERN CONTACT VEH TYPE: CAR  
CINCINNATI 47 ZN/TR: B2 CONTACT NBR: 108504770 OPENED: 06/04/1997  
VIN: 12VPT20C4N52 ENGINE: C CLOSED: 08/16/1997

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FI: R  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED] 1002  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 92 MODEL: PROBE  
MILEAGE: 45000 WSD:  
DEALER NAME: PLAZA FORD LINC MER SALES CODE: 147065 P & A: 02185  
CAUSAL CODES: 1215 SYMPTOMS: 104100  
ORIGIN: 00 TRANS. DST/RGN: 47 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 06/09/1997  
ACK. CODE: ASSIST CODE: N AWARD AMT: C SURVEY: Y (Y OR N)

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

COMMENTS:

1997/06/04

\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 98548, 98589 AND ONP 95870 \*\*\*

\*\* NAVIS: SUBSEQUENT \*\*

CUSTOMER SAYS:

- 5/97 SEATBELT IS STUCK IN THE TRACK

\*

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

\*

CUSTOMER SEEKS:

- TO HAVE THE SEATBELT REPAIRED

\*

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

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

1997/08/08

RECEIVED CAR IN SERVICE 6-8-97 PARTS ORDERED 6-10-97 WILL CAL CUSTOMER WHEN THE Y ARRIVE AND SCHEDULE APPOINTMENT PER RON PARTLOW 6-8-97

###THIS IS THE CLOSING COMMENT

RECEIVED CAR 6-8-97 ORDERED PARTS WILL RECEIVE 6-10-97 WILL CONTACT CUSTOMER FOR A APPOINTMENT

09/11/1998

MASTER OWNER RELATIONS SYSTEM III

23.58.12

-----  
IWD0 INFORMATION CONTACT CASE NBR: 0598882298  
44 PITTSBURGH ZONE: A1 OPENED: 08/17/1998  
VIN: 1ZVPT21U0L5 [REDACTED] CLOSED: 08/17/1998  
-----

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: J  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED]  
MODEL YEAR: 1990 MODEL: PROBE LX 2DR HBACK  
MILEAGE: 92000

P & A: 07421

REASON CODES: 0445 SYMPTOMS: 104150  
ORIGIN: CACI3B- US CONCERN CASE BASE  
ACTION: 524 - SUPPORT DEALER'S POSITION

ACTION DATA:

COMMENTS:

1998/08/17

18.32.39 CUSTOMER SAYS: - VEH SEATBELTS NOT WORKING; RECEIVED RECAL  
L 98599 SEAT BELT AUG13/98 - DLRSHIP WILL NOT REPAIR SEATBEL  
TS PER CUSTOMER, DEALER SAYS: WILL NOT REPAIR SEATBELTS  
AS PER FORD - CAC ADVISED: - DEALERSHIP HAS DETERMINED T  
HAT THE REPAIR IS COMPLETE INFERENCE CASE ID: 4473

09/11/1998

MASTER OWNER RELATIONS SYSTEM III

23.58.12

-----  
IWO0 INFORMATION CONTACT CASE NBR: 0508882298  
44 PITTSBURGH ZONE: A1 OPENED: 08/17/1998  
VIN: 1ZVPT21UOL5 CLDSED: 08/17/1998  
-----

1998/08/17  
18.32.39

09/11/1998

MASTER OWNER RELATIONS SYSTEM III

23.58.12

=====

AEFFSMOR	CONCERN CONTACT	CASE NBR:	056582139B
10	SDR	ZONE:	H1
VIN:	12VPT22L4L5	OPENED:	05/19/1998
		CLOSED:	05/19/1998

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:		STATE:		ZIP:	
CITY:					
HOME PHONE:					
MODEL YEAR:	1990	MODEL:	PROBE GT 2DR HBACK		
MILEAGE:	140000				

REASON CODES: 12NR SYMPTOMS: 104150 P & A: 01366  
ORIGIN: CAC12B- US CONCERN CASE BASE  
ACTION: 492 - ADVISE CUST INFO WILL BE SENT TO DLR & REGION; CONTACT CRM

ACTION DATA:

COMMENTS:

1998/05/19

15.30.46 CUSTOMER SAYS: RECALL INFO- CUSTOMER WANTS SEAT BELT RECALL DONE, AND HAS BEEN CUSTOMER WOULD LIKE TO HAVE THE MATTER EXPEDITED SINCE IT IS A SAFETY HAZARD PER CUSTOMER. DEALER SAYS: COMPUTER SYSTEM DOWN- CANNOT CHECK PARTS CAC ADVISE D: - DEALERSHIP IS IN THE BEST POSITION TO ASSIST YOU - FORWARDED INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE - REQUESTED CRM/SERV MGR CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS INFERENCE CASE ID: 4312

09/11/1998

MASTER OWNER RELATIONS SYSTEM III

23.58.12

AEFFSMOR

CONCERN CONTACT

CASE NBR: 0565621398

10

SDR

ZONE: H1

OPENED: 05/19/1998

VIN:

1ZVPT22L4L5

CLOSED: 05/19/1998

1998/05/19

15.30.46

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

-----  
68611W GRP: 01 INFORMATION CONTACT VEH TYPE: CAR  
NEW YORK 13 ZN/TR: M1 CONTACT NBR: 109328698 OPENED: 01/08/1998  
VIN: 12VPT20C4L5 ENGINE: C CLDSED: 01/08/1998  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
CITY: [REDACTED] BUS. PHONE: [REDACTED]  
HOME PHONE: [REDACTED] MODEL: PROBE  
MODEL YEAR: 90 WSD:  
MILEAGE: 46000 SALES CODE: 113209 P & A: 00789  
DEALER NAME: COURTESY FORD INC SYMPTONS: 104100 404000  
CAUSAL CODES: 0415 1210 TRANS. DST/RGN: TRANS. DATE:  
ORIGIN: 00 CONTACT DATE:  
SERVICE/SALES: 1 ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1998/01/08

CUSTOMER SAYS:

- CALLER- MR. DENNIS STONE- CUSTOMER'S INDEPENDENT MECHANIC
- SEATBELT RECALL 96599 WAS NEVER COMPLETED.
- AT THE TIME OF RECALL, PARTS WERE NOT AVAILABLE. CUSTOMER WAS NEVER CALLED BACK INTO DEALERSHIP TO HAVE RECALL PERFORMED. DRIVER'S SIDE SEATBELT WAS BROKEN AT THAT TIME.
- ONP 95870 DOES NOT ADDRESS NOR REPAIR THE CONCERN OF THE FUEL SYSTEM
- THERE IS A SHORT THAT IS GOING INTO THE FUEL PUMP AND CHANGING THE WIRING HARNESS DOES NOT ADDRESS THAT.

CUSTOMER SEEKS:

- TECHNICAL INFORMATION
- RECALL ISSUE RESOLVED

CAC ADVISED:

- RE: TECHNICAL INFORMATION- DEALERSHIP IS THE BEST TECHNICAL RESOURCE
- MR. KEVIN AUD (SVC MGR) IS IN THE BEST POSITION TO ASSIST YOU.
- RE: RECALL INCOMPLETE- ADVISED CUSTOMER TO CONTACT DEALERSHIP TO ADDRESS
- REFER TO CONTACT 109325728

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

B771CA	GRP: XX01	CONCERN CONTACT	VEH TYPE: CAR
PITTSBURGH	44	ZN/TR: C2	CONTACT NBR: 107621724
VIN: 1ZVPT20CBMS		ENGINE: C	OPENED: 10/10/1998
			CLOSED: 10/18/1998

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	A
ADDRESS:					
CITY:		STATE:		ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	91	MODEL:	PROBE		
MILEAGE:	46000	WSD:			
DEALER NAME:	WADE FORDINC	SALES CODE:	144206	P & A:	02218
CAUSAL CODES:	1203	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:	44	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	10/10/1998
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:

1998/10/10

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

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

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

CUSTOMER SAYS:

- WOULD LIKE TO KNOW IF THERE ARE ANY RECALLS ON THE VEHICLE  
- WHEN TURNING THE VEHICLE, THE SEAT BELT HANG UPS, THEN THE SEAT BELT WILL LOCK UP

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- RECALL INFORMATION

CAC ADVISED:

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

1998/10/11

###THIS IS THE CLOSING COMMENT

I CALLED MR. [REDACTED] ON 10/10/98 AND TOLD HIM THAT RECALLS # 96599 AND 96548 JUST CAME OUT , AND THAT WE HAVE PARTS ON ORDER NOW. FOR HIS SEAT BELT PROBLEM

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
7077PP GRP: 02 CONCERN CONTACT VEH TYPE: CAR  
SDR 10 ZN/TR: 11 CONTACT NBR: 109013075 OPENED: 10/09/1997  
VIN: 1ZVPT21U1L5 ENGINE: U CLOSED: 10/31/1997  
-----

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] NI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 72000 WSD:  
DEALER NAME: GENOA MOTORS INC SALES CODE: 148225 P & A: 02804  
CAUSAL CDDES: 1203 0405 1001 SYMPTOMS: 807892 301600 104100  
ORIGIN: 00 TRANS. DST/RGN: 48 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 10/13/1997  
ACK. CODE: ASSIST CODE: D AWARD AMT: 0 SURVEY: N (Y OR N)  
-----

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

COMMENTS:

1997/10/09

\*\*\* POSSIBLE 12/12 SERVICE PART COVERAGE \*\*\* REPAIR DATE: 9-10-97 MILEAGE: 71000

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

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

CUSTOMER SAYS:

- 7-11-97 THE CHECK ENGINE LIGHT IS COMING ON THE VEHICLE IS STALLING AND THE DEALER COULD NOT FIND THE PROBLEM
- 9-10-97 - THE HEGO SENSOR WAS REPLACED AND THE ABS LIGHT WAS CHECKED OUT BECAUSE IT WAS FLASHING
- TODAY THE VEHICLE STALLED AGAIN
- THE PART FOR THE ABS SENSOR SHOULD NOT HAVE BEEN DISCONTINUED

PER CUSTOMER, DEALER SAYS:

- WE ARE WAITING FOR PARTS FOR THE SEAT BELT RECALL
- THE LEFT FRONT WHEEL SENSOR FOR THE ABS BRAKES IS FAULTY BUT HAS BEEN DISCONTINUED

CUSTOMER SEEKS:

- TO DOCUMENT A COMPLAINT
- TO GET THE VEHICLE FIXED

CAC ADVISED:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====  
7077PP GRP: 02 CONCERN CONTACT VEH TYPE: CAR  
SDR 10 ZN/TR: L1 CONTACT NBR: 109013975 OPENED: 10/09/1997  
VIN: 1ZVPT21U1L5 ENGINE: U CLOSED: 10/31/1997  
=====

1997/10/10

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

CUSTOMER SAYS:

-BOO# FROM A DIFFERENT DEALER  
-THE CUSTOMER WAS GIVEN AN BOO# FOR A COMPANY THAT HAD MIGHT HAVE THE BRAKE  
SENSOR THAT HE NEEDS  
-THE PHONE NUMBER THAT WAS GIVEN TO THE CUSTOMER IS INVALID (BY THE DEALER)  
-THE DEALER CALLED THE NUMBER AND DETERMINED THAT IT WAS INVALID

\*  
PER CUSTOMER, DEALER SAYS:

-THE PHONE NUMBER DOES NOT WRK

\*  
CUSTOMER SEEKS:

-DID HE HAVE THE CORRECT PHONE NUMBER

\*  
CAC ADVISED:

RE: PHONE NUMBER

-REITERATED THE CORRECT PHONE NUMBER FOR GREEN AUTO SALES

1997/10/24

##THIS IS THE CLOSING COMMENT

CUSTOMERS CONCERN IS ONLY THAT ABS WHEEL SENSOR IS NOT AVAILABLE. PART IS BACK  
ORDERED AND HAS NO EXPECTED DATE TO COME OFF OF BACK ORDER. ATTEMPT WAS MADE TO  
OBTAIN AFTERMARKET. DEALERSHIP WILL STILL ATTEMPT TO GET PART AND KEEP CUSTOM  
ER NOTIFIED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7077PP GRP: 02 INFORMATION CONTACT VEH TYPE: CAR  
CINCINNATI 47 ZN/TR: 01 CONTACT NBR: 108717000 OPENED: 07/29/1997  
VIN: L ENGINE: CLOSED: 07/29/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] I:  
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] IP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 94500 WSD:  
DEALER NAME: BILL COLLINS FORD I SALES CODE: 147022 P & A: 05895  
CAUSAL CODES: 0405 1203 SYMPTOMS: 607400 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:

1897/07/29

\*\*\* POSSIBLE 12/12 SERVICE PART COVERAGE

\*\*\* REPAIR DATE: 2-97 MILEAGE: 93000

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

CUSTOMER SAYS:

- THERE IS A RECALL ON THE SEATBELT
- DEALER WAS NOT HELPFUL AND THE PARTS ARE ON BACK ORDER
- THE DEALER KEPT SAYING THAT THE PART WAS IN AND THEN WHEN THE CUSTOMER SHOWED UP THE PART WAS NOT THERE
- THE DEALER PERFORMED A RECALL AND IT CAUSED STALLING
- RECALL WORK PERFORMED ON 2-97
- CUSTOMER HAS DEALT WITH MANY INDIVIDUALS AT THE DEALER

PER CUSTOMER, DEALER SAYS:

- WE WILL CHARGE YOU FOR A DIAGNOSIS TO SEE IF IT IS A RECALL WORK PROBLEM

CUSTOMER SEEKS:

- TO DOCUMENT COMPLAINT
- TO HAVE THE VEHICLE FIXED

CAC ADVISED:

- WORKMANSHIP ISSUES MUST BE ADDRESSED AT DEALER
- CONTACT MR. CHARLES SCHAFFLEIN(SERV. MGR ) FOR ASSISTANCE.
- INFORMATION DOCUMENTED
- CALL BACK WITH THE VIN
- CONTACT DEALER FOR REPAIR

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

3916WH	GRP: XX15	CONCERN CONTACT	VEH TYPE: CAR
CHICAGO	41	ZN/TR: C2	CONTACT NBR: 108859449
VIN: 1ZVPT21U6L5		ENGINE: U	OPENED: 09/02/1997
			CLOSED: 09/15/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				
ADDRESS:				
CITY:		STATE:		P: [REDACTED]
HOME PHONE:		BUS. PHONE:		
MODEL YEAR: 90		MODEL:	PROBE	
MILEAGE: 130000		MSD:		
DEALER NAME: CELOZZI FORD, INC		SALES CODE: 141446	P & A: 01853	
CAUSAL CODES: 3001 0404		SYMPTOMS: 403600 104100		
ORIGIN: GO		TRANS. DST/RGN: 41	TRANS. DATE:	
SERVICE/SALES: 1			CONTACT DATE: 09/08/1997	
ACK. CODE:	ASSIST CODE: W	AWARD AMT:	O SURVEY: N (Y DR N)	

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

COMMENTS:  
1997/09/02  
\*\*\* NAVIS: SUBSEQUENT \*\*\*  
CUSTOMER SAYS:  
- VERY LOUD NOISE FROM THE EXHAUST SYSTEM  
- CATALYTIC CONVERTER WAS REPLACED ABOUT A MONTH AGO- THERE WAS NO NOISE OR ANY INDICATION OR A CONCERN UNTIL THE CATALYTIC CONVERTER WAS REPLACED PER A RECALL  
- WAITING FOR PARTS OF THE SEAT BELT RECALL  
\*  
PER CUSTOMER, DEALER SAYS:  
PER SERVICE ADVISOR, NAME UNKNOWN  
- NO IDEA WHEN THE PARTS WILL BE IN  
-  
\*  
CUSTOMER SEEKS:  
- WORKMANSHIP  
- PARTS DELAY  
\*  
CAC ADVISED:  
RE PARTS DELAY  
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION  
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS  
RE WORKMANSHIP:  
- WORKMANSHIP ISSUES MUST BE ADDRESSED AT DEALER  
- CONTACT MR. JOHN SLOAN/SERV.MGR FOR ASSISTANCE.  
EXHAUST LEAK IS BACK IN FRONT OF MUFFLER ROTTED OUT . MUFFLER LOOKS NEW. RECAL L SEAT BELT IS ON NATIONAL BACKORDER STILL. PER IRV  
1997/09/08  
##THIS IS THE CLOSING COMMENT  
SEAT BELT RECALL PARTS ARE ON NATIONAL BACKORDER. TO BE CLOSED PER SZM PER IRV

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

B771EA	GRP: XX02	INFORMATION CONTACT	VEH TYPE: CAR
WASHINGTON	27	ZN/TR: F1	CONTACT NBR: 108084448
VIN: 1ZVPT21U1L5		ENGINE: U	OPENED: 02/05/1997
			CLOSED: 02/05/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		AI:		
ADDRESS:				
CITY:		STATE:		ZIP: [REDACTED]
HOME PHONE:		BUS. PHONE:		
MODEL YEAR: 90		MODEL: PRD8E		
MILEAGE: 100000		WSD:		
DEALER NAME: CRYSTAL FORD LTD		SALES CODE: 127002	P & A: 06677	
CAUSAL CODES: 1204 30MR		SYMPTOMS: 203400 104100		
ORIGIN: GD		TRANS. DST/RGN:	TRANS. DATE:	
SERVICE/SALES: 1			CONTACT DATE:	
ACK. CODE:	ASSIST CODE:	AWARD AMT:	Q SURVEY: (Y OR N)	

BUILD DATE:	CALIBRATION:
ESP INFO:	EXPIRES:
OPEN RECALL:	OWNER NOTIFIED:
	MICRO: 9081797

COMMENTS:

1987/02/05  
\*\*\* NAVIS: SUBSEQUENT \*\*\*  
CUSTOMER SAYS:  
- I HAVE HAD TO GO TO THE DEALERSHIP 3 TIMES TO HAVE AN ELECTRICAL DRAIN REPIARED ON MY VEHICLE, AS A RESULT MY BATTERY CONTINUES TO DIE ONLY DATES MENTIONED FOR REPAIR ATTEMPS WAS 1/15/97  
- I HAVE ALSO RETURNED 3 TIMES TO HAVE THE SEATBELT RECALL TAKEN CARE OF, THEY WERE HAVING A HARD TIME LOCATING THE PARTS FOR THE RECALL  
- THIS HAS BEEN EXTREMELY FRUSTRATING FOR ME TO KEEP GOING BACK AND FORTH TO THE DEALERSHIP TO TAKE CARE OF REPAIRS THAT SHOULD HAVE BEEN HANDLED THE FIRST VISIT  
\*  
PER CUSTOMER, DEALER SAYS:  
- NO CURRENT CONTACT  
\*  
CUSTOMER SEEKS:  
- A FREE 100,000 MILE INSPECTION WITH AN OIL CHANGE AND TRANSMISSION OIL CHANGE AS COMPENSATION FOR ALL OF THE REAPIAR ATTEMPTS  
- TO INFORM FORD MOTOR COMPANY OF THE POOR DEALERSHIP SERVICE  
\*  
CAC ADVISED:  
- FORWARDING LETTER TO WRITTEN CORRESPONDANCE FOR AN APPROPRIATE RESPONSE TO BOTH ISSUES RAISED IN LETTER, A MODIFIED F1 (POOR DEALERSHIP SERVICE/SALES) AND THE DENIAL OF THE INSPECTION AND OIL CHANGE AS A COMPENSATION

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====  
8771EA GRP: XX02 INFORMATION CONTACT VEH TYPE: CAR  
WASHINGTON 27 ZN/TR: E1 CONTACT NBR: 108064448 OPENED: 02/05/1997  
VIN: 1ZVPT21U1L5 ENGINE: U CLOSED: 02/05/1997  
=====

1997/02/28

CUSTOMER SAYS:

- CUSTOMER'S COMMENTS ARE ON THE PREVIOUS PAGES

\*

CAC ADVISED:

- BECAUSE OUR REGIONAL PERSONNEL WORK DIRECTLY WITH THE SALES AND SERVICE ACTIVITIES OF FORD AND LINCOLN-MERCURY DEALERS, THE INFORMATION YOU PROVIDED HAS BEEN FORWARDED TO THE WASHINGTON REGIONAL OFFICE FOR THEIR RECORDS. WE ARE CERTAIN THEY WILL WANT TO KNOW ABOUT YOUR SITUATION.

- IN ADDITION, YOU INDICATED IN YOUR LETTER THAT YOU FEEL YOU SHOULD BE COMPENSATED FOR THE INCONVENIENCE YOU INCURRED DURING THE TIME YOUR PROBE WAS IN FOR SERVICE. FORD MOTOR COMPANY'S WARRANTY COVERING YOUR VEHICLE STATES THAT WE WILL PAY FOR THE REPAIR OF ANY DEFECTS IN MATERIAL AND WORKMANSHIP WITHIN SPECIFIED TIME AND MILEAGE PERIODS. HOWEVER, IT DOES NOT PROVIDE FOR REIMBURSEMENT OF EXPENSES OR INCONVENIENCE INCIDENTAL TO THE REPAIR OF THE VEHICLE. IN VIEW OF THIS, WE ARE UNABLE TO PARTICIPATE IN AN ADJUSTMENT OF THIS NATURE.

1997/03/03

LETTER MICROFILMED ON 2-18-1997

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

6856CK GRP: XXOP INFORMATION CONTACT VEH TYPE: CAR  
 PHILADELPHIA 16 ZN/TR: 51 CONTACT NBR: 108196543 OPENED: 03/11/1997  
 VIN: 1ZVPT22L7L5 ENGINE: L CLOSED: 03/11/1997

=====

LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] MI: L  
 ADDRESS: [REDACTED] FIRST NAME: [REDACTED]  
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 90 MODEL: PROBE  
 MILEAGE: 1 WSD:  
 DEALER NAME: FRANCIS FORDS INC SALES CODE: 118208 P B A: 01296  
 CAUSAL CODES: 1220 1205 0404 SYMPTOMS: 201227 104100  
 ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE:  
 ACK. CODE: ASSIST CODE: AWARD AMT: Q SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:  
 ESP INFO: EXPIRES:  
 OPEN RECALL: OWNER NOTIFIED: MICRO: 8081550

COMMENTS:  
 1997/03/11

\*\*\* NAVIS: SUBSEQUENT \*\*\*  
 \*\*\*LETTER DATED 1/29/97\*\*\*

CUSTOMER SAYS:

- 12/30/96 DRIVER SIDE RESTRAINT SYSTEM REPLCED IN VEHICLE
- WHEN LEAVING THE DEALERSHIP, NOTICED THAT IT WAS NOT OPERATING PROPERLY AND WOULD ALSO MOVE EVERY 6-8 SECONDS
- THE SAME EVENING, THE HEADLIGHTS WERE OPENING INCORRECTLY, AND ONE STAYED OPEN
- 1/2/97 CALLED DEALERSHIP TO EXPLAIN CONCERN AND WAS ADVISED THAT THE ELECTRICAL SYSTEM IS DIFFERENT FOR THESE SYSTEMS, AND ONE SHOULD NOT AFFECT THE OTHER, THIS WAS A COINCIDENCE
- THE SAME WEEK THE VEHICLE WOULD NOT START AND WAS TOWED TO THE DEALERSHIP
- DEALER DIAGNOSED A BAD BATTERY AND A NEW MOTOR NEEDED FOR HEADLIGHT
- STILL WAITING ON THE SEAT BELTS TO BE ADDRESSED

PER CUSTOMER, DEALER SAYS:

- NO COMMENTS

CUSTOMER SEEKS:

- VEHICLE REPAIRED

09/11/98

MASTER OWNER RELATIONS SYSTEM !!

14.21.02

=====

6856CK	GRP: XXOP	INFORMATION CONTACT	VEH TYPE: CAR
PHILADELPHIA	16	ZN/TR: E1	CONTACT NBR: 108196543
VIN:	12VPT22L7L5	ENGINE: L	OPENED: 03/11/1997
			CLOSED: 03/11/1997

=====

1997/03/11

CAC ADVISED:

- BOTH SEAT BELT RECALLS ARE COMPLETE ACCORDING TO SYSTEM
- ACCORDING TO WARRANTY REPAIRS, THE RECALLS WERE PERFORMED 2/10/97
- \*\*\*OUTBOUND CALL TO CUSTOMER\*\*\*
- \* HAD TO TAKE THE VEHICLE TO ANOTHER DEALERSHIP FOR THE RECALLS TO BE PERFORMED
- \* THE OTHER DEALERSHIP HAD THE PARTS IN WITHIN 4 DAYS
- \* CAN'T BELIEVE THAT FRANCIS NEVER EVEN CONTACTED HER BACK REGARDING THE PARTS RELATED TO THE RECALL
- \* WROTE A LETTER TO THE PRESIDENT OF THE DEALERSHIP AS WELL, HE FORWARDED THE LETTER BACK TO THE SERVICE MANAGER
- \* WILL NOT SERVICE WITH THIS DEALERSHIP EVER AGAIN
- \* STILL FEELS THAT THE REPAIR OF THE DRIVERS SIDE HARNESS CAUSED THE HEADLIGHTS TO MALFUNCTION

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

7494JR GRP: 17 CONCERN CONTACT VEH TYPE: CAR  
 PHILADELPHIA 18 ZN/TR: B1 CONTACT NBR: 108349548 OPENED: 04/22/1997  
 VIN: 1ZVPT21U3L5 ENGINE: U CLOSED: 05/18/1997

=====

LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FIRST NAME: [REDACTED]  
 ADDRESS: [REDACTED]  
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]-3310  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 90 MODEL: PROBE  
 MILEAGE: 100000 WSD:  
 DEALER NAME: RUFFO FORD SALES CODE: 11632B P & A: 01202  
 CAUSAL CODES: 1203 SYMPTOMS: 10429B 104100  
 ORIGIN: 00 TRANS. DST/RGN: 16 TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE: 05/08/1997  
 ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/04/22  
 \*\*\* VEHICLE INVOLVED IN ONP 95870 \*\*\*  
 \*\*\* VEHICLE INVOLVED IN RECALL 96599 \*\*\*  
 \*\*\* VEHICLE INVOLVED IN RECALL 96548 \*\*\*  
 \*\*\* NAVIS: SUBSEQUENT \*\*\*  
 CUSTOMER SAYS:  
 - PETER ANDREANIDIS CALLED ON OWNER'S BEHALF  
 - WAS LOOKING ON THE INTERNET AND SAW THAT FORD PUT OUT RECALL FOR THE  
 1990-1992 PROBES FOR THE SEAT BELTS  
 - THE DRIVER'S SEAT BELT STOPS HALF WAY OUT AND THE LIGHT IS ON  
 - THE PASSENGER'S SIDE SEAT BELT SOMETIMES GETS STUCK

\*  
 PER CUSTOMER, DEALER SAYS:  
 - NO CONTACT WITH DEALER

\*  
 CUSTOMER SEEKS:  
 - TO FIND OUT IF VEHICLE IS INVOLVED IN RECALL

\*  
 CAC ADVISED:  
 RE: RECALLS 96549 AND 96599 AND ONP 95870  
 - REQUEST MONTY HOLT CUST REL MGR/SVC MGR TO CONTACT THE CUSTOMER WITHIN TWO  
 BUSINESS DAYS REGARDING RECALLS 96548 AND 96599 AND ONP 95870

1997/05/13

###THIS IS THE CLOSING COMMENT  
 PARTS WERE ORDERED ON 04/25/97 CUSTOMER CALLED PARTS WHERE IN PARTS INSTALLE  
 D 05/08/97 UNDER RECALL 96548 AND 96599. JEM

1997/05/16

###THIS IS THE CLOSING COMMENT  
 OK

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

6737CS GRP: XA03 INFORMATION CONTACT VEH TYPE: CAR  
UNKNOWN 99 ZN/TR: CONTACT NBR: 108075483 OPENED: 02/07/1997  
VIN: 1ZVPT21U2LE ENGINE: U CLOSED: 02/07/1997

LAST NAME: STATUS: CLOSED  
TITLE: FIRST NAME: 41:  
ADDRESS: SUITE 10  
CITY: STATE: ZIP:  
HOME PHONE: BUS. PHONE:  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 1 WSD:  
DEALER NAME: SALES CODE: P & A:  
CAUSAL CODES: 0219 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: 9020495

COMMENTS:  
1997/02/07

- \*\*\* LETTER DATED NOVEMBER 18, 1998 \*\*\*
- \*\*\* MILEAGE UNAVAILABLE \*\*\*
- \*\*\* NAVIS: SUBSEQUENT \*\*\*
- CUSTOMER SAYS:
  - NOTE CUSTOMER LETTER HEAD NOTES HE IS AN ATTORNEY
  - OUTRAGED THAT WE HAD TO TAKE THE CAR IN TWICE FOR RECALL AND THEN NOT TO RECEIVE A LOANER CAR FOR ALL THE INCONVENIENCE
  - DEALER HAD TO OBTAIN PART NUMBERS THEN WE HAD TO WAIT FOR PARTS TO COME IN
- PER CUSTOMER, DEALER SAYS:
  - NO LOANERS ARE PROVIDED
  - FACTORY REPRESENTATIVE DOES NOT WORK WITH CUSTOMERS
- CUSTOMER SEEKS:
  - RESOLUTION TO LOANER CONCERN PRIOR TO LEGAL ACTION
- CAC ADVISED:
  - SENT LETTER SUPPORTING DEALERSHIP DECISION, LOANERS ARE NOT AVAILABLE UNDER

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

7692TO	GRP: AX01	CONCERN CONTACT	VEH TYPE: CAR
ATLANTA	21	ZN/TR: E3	CONTACT NBR: 107885175
VIN: 12VPT21U2L5		ENGINE: U	OPENED: 12/16/1996
			CLOSED: 12/25/1996

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:		STATE:		ZIP:
HOME PHONE:		BUS. PHONE:		
MODEL YEAR: 90		MODEL: PROBE		
MILEAGE: 87000		WSD:		
DEALER NAME: CAPITAL FORD INC		SALES CODE: 121018	P & A: 00978	
CAUSAL CODES: 1204 0404		SYMPTOMS: 104100		
ORIGIN: 60		TRANS. DST/RGN: 21	TRANS. DATE:	
SERVICE/SALES: 1			CONTACT DATE: 12/18/1996	
ACK. CODE:	ASSIST CODE: W	AWARD AMT:	O SURVEY: Y (Y OR N)	

BUILD DATE:	CALIBRATION:
ESP INFD:	EXPIRES:
OPEN RECALL:	OWNER NOTIFIED:
	MICRO: 9020153

COMMENTS:

1996/12/16

- \*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 \*\*\*
- \*\*\* VEHICLE INVOLVED IN RECALL 96548 \*\*\*
- \*\*\* LETTER DATED 12/2/98 \*\*\*
- \*\*\* NAVIS: ORIGINAL \*\*\*

CUSTOMER SAYS:

- THE CUSTOMER IS WRITING IN BECAUSE HE IS NOT VERY HAPPY WITH THE SERVICE AT THE DEALERSHIP
- HE IS ALSO WAITING TO HAVE THE RECALL PERFORMED
- THE MOTORIZED BELTS DO NOT WORK
- THE DEALER SHORTED OUT THE BATTERY WHILE ATTEMPTING TO REPAIR THE SEAT BELTS

PER CUSTOMER, DEALER SAYS:

- THEY HAVE SPECIAL ORDERED THE PARTS

CUSTOMER SEEKS:

- TO FILE A COMPLAINT AGAINST THE DEALERSHIP

CAC ADVISED:

- \*OUT CALL TO CUSTOMER, NO ANSWER AT EITHER NUMBER, WILL CONTACT CUSTOMER LATER IN THE DAY\*
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. ODELL LUMLEY (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

=====

7692TD	GRP: XX01	CONCERN CONTACT	VEH TYPE: CAR
ATLANTA	21	ZN/YR: E3	CONTACT NBR: 107885175
VIN:	1ZVPT21U2L	ENGINE: U	OPENED: 12/16/1996
			CLOSED: 12/25/1996

=====

1996/12/16

\*  
CAC ADVISED:

\*OUT CALL TO CUSTOMER\*

- WORKMANSHIP ISSUES MUST BE ADDRESSED AT DEALER
- CONTACT MR. DDELL LUMLEY (CUST REL MGR) FOR ASSISTANCE
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. DDELL LUMLEY (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1996/12/18

###THIS IS THE CLOSING COMMENT

CONTACTED CUSTOMER TODAY, UNHAPPY WITH SERVICE BECAUSE SHE HAD HER CAR IN OUR DEALER SHIP ON 10/07/1996 FOR SEAT BELT RECALL. WE DID NOT GIVE HER A LONER CAR. SHE REFUSED ANY WORK ON SEAT BELTS. AFTER THIS VISIT HER BATTERY WENT BAD AND SHE FELT WE DID SOMETHING WHEN WE CHECKED HER BELTS TO CAUSE HER BATTERY TO FAIL. SHE IS TAKING HER CAR TO ANOTHER DEALER FOR THE RECALL. DDELL LUMLEY PARTS AND SERVICE DIRECTOR.

1997/02/11

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

\*\*\* LETTER DATED 12/2/98 \*\*\*

CUSTOMER SAYS:

- CC MICRO ONLY: DUPLICATE LETTER

\*  
CAC ADVISED:

- CC MICRO ONLY: DUPLICATE LETTER
- CHECKED RECALL STATUS ON THE VEHICLE AND THE RECALL HAS BEEN COMPLETED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
2350SK GRP: XX01 INFORMATION CONTACT VEH TYPE: CAR  
CHICAGO 41 ZN/TR: B2 CONTACT NBR: 107786119 OPENED: 11/19/1998  
VIN: 1ZVPT20C8L ENGINE: C CLOSED: 11/19/1998  
-----

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED]  
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 70000 WSD:  
DEALER NAME: LARRY ROESCH FORD SALES CODE: 141057 P & A: 01694  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: RD TRANS. DST/RON: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)  
  
BUILD DATE: CALIBRATION:  
ESP INFO: EXPIRES:  
OPEN RECALL: OWNER NOTIFIED: MICRO: 7801528

COMMENTS:

1998/11/19

\*\*\* VEHICLE INVOLVED IN RECALL 9654B AND 96599 \*\*\*

\*\*\* LETTER DATED OCTOBER 22, 1998 \*\*\*

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

CUSTOMER SAYS:

- RECEIVED RECALL LETTER 9654B FOR SEATBELTS
- TOOK VEHICLE TO DEALER 10/21/98
- THEY SAID I HAD TO COME BACK AT A LATER TIME

PER CUSTOMER, DEALER SAYS:

- WE CANNOT DO RECALL YET
- WE DO NOT HAVE EQUIPMENT YET

CUSTOMER SEEKS:

- TO KNOW WHY DEALER CANNOT DO RECALL ?

CAC ADVISED:

- WILL SEND POSTCARD TO CONTACT CAC FOR FURTHER EXPLANATION OF RECALL
- IF CUSTOMER CALLS, EXPLAIN RECALL INFORMATION PROVIDED
- PER CUSTOMER RECALL LETTER 9654B:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
 B0925L GRP: XAOC CONCERN CONTACT VEH TYPE: CAR  
 DENVER 56 ZN/TR: A2 CONTACT NBR: 107717220 OPENED: 11/04/1996  
 VIN: 1ZVPT22L6L6 ENGINE: L CLOSED: 02/04/1997  
 -----

LAST NAME: [REDACTED] STATUS: CANCELLED  
 TITLE: [REDACTED] MI:  
 ADDRESS: [REDACTED]  
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 90 MODEL: PROBE  
 MILEAGE: 1 WSD:  
 DEALER NAME: CAPITOL MOTOR COMPA SALES CODE: 156506 P & A: 20403  
 CAUSAL CODES: 1209 SYMPTOMS: 104100  
 ORIGIN: GD TRANS. DST/RGN: 58 TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE:  
 ACK. CODE: H ASSIST CODE: AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:  
 ESP INFO: EXPIRES:  
 OPEN RECALL: OWNER NOTIFIED: MICRO: 7752573

COMMENTS:

1996/11/04

\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 \*\*\*  
 \*\*\* MILEAGE UNAVAILABLE \*\*\*  
 \*\*\* LETTER DATED 10/21/98 \*\*\*  
 \*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- SAFETY RESTRAINT SYSTEM IS INOPERABLE
- RECEIVED A RECALL NOTICE
- TOOK TO RICH FORD WHO SAID TO COME BACK IN NOV. WHEN THEY WOULD HAVE MORE INFORMATION
- CALLED CAC TO GET ANOTHER LOCAL DEALER
- DEALERSHIP IS 60 MILES AWAY IN SANTA FE
- WHO CAN COMPLETE THIS RECALL?

PER CUSTOMER, DEALER SAYS:

- NO INFORMATION UNTIL NOVEMBER

CUSTOMER SEEKS:

- TO HAVE SAFETY RECALL FOR SEATBELTS COMPLETED

CAC ADVISED:

- MADE OBC TO CUSTOMER: NO ONE HOME
- SENT PC01: CONTACT THE CAC
- \*\*\* NEXT CSR PLEASE DETERMINE WHETHER THE RECALL HAS BEEN COMPLETED; MILEAGE; WHETHER THE DEALERSHIP IS REFUSING WARRANTY SERVICE; AND TAKE CONTACT OFF OF HOLD STATUS.\*\*\*

1997/02/04

CONTACT CANCELLED BY SYSTEM - IN HOLD 90 DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

9266PH GRP: 10 CONCERN CONTACT VEH TYPE: CAR  
CHICAGO 41 ZN/TR: B4 CONTACT NBR: 107827158 OPENED: 12/02/1996  
VIN: 1ZVPT20CXN ENGINE: C CLOSED: 12/10/1996

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI:  
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 48000 WSD:  
DEALER NAME: AL PIEMONTE FORD SA SALES CODE: 141085 P B A: 01810  
CAUSAL CODES: 1215 SYMPTDMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 41 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 12/03/1998  
ACK. CODE: ASSIST CODE: W AWARD AMT: 250 SURVEY: Y (Y OR N)

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

COMMENTS:

1996/12/02

\*\*\* VEHICLE INVOLVED IN RECALL 96S48 AND 96S89 \*\*\*  
\*\*\* NAVIS: PROGRAM \*\*\*

CUSTOMER SAYS:

- VEHICLE IS INVOLVED IN RECALL  
- CAN'T BE WITHOUT CAR FOR TWO DAYS (1 FOR INSPECTION AND ONE FOR REPAIR)

PER CUSTOMER, DEALER SAYS:

- THEY NEED TO INSPECT THE VEHICLE

CUSTOMER SEEKS:

- RECALL INFO (HOW TO GO ABOUT)

CAC ADVISED:

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

1996/12/03

###THIS IS THE CLOSING COMMENT

PARTS HAVE BEEN SPECIAL ORDER AND WILL NOT BE AVAILABLE TILL AFTER DEC 15, 1996  
PER RECALL CM.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====  
2207KB GRP: XX13 INFORMATION CONTACT VEH TYPE: CAR  
BOSTON 11 ZN/TR: C2 CONTACT NBR: 107833237 OPENED: 12/03/1996  
VIN: 1ZVPT2C8ME ENGINE: C CLOSED: 12/03/1996  
=====

=====  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 80000 WSD:  
DEALER NAME: NEWMAN FORD LLC SALES CODE: 111568 P B A: 09039  
CAUSAL CODES: D412 1104 1203 SYMPTOMS: 104100 202000  
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:

1998/12/03

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

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

CUSTOMER SAYS:

- HAVE RECEIVED TWO RECALL LETTERS: 96548 AND 96599
- TOOK THE VEHICLE TO THE DEALER FOR SERVICE
- THE DRIVER IS RESTRAINED AND THE MOTOR STALLS RIGHT ABOVE THE HEAD
- DEALERSHIP TRIED TO FIX THE SEATBELT
- CURRENTLY THE TRACK IS STICKING
- WHEN DRIVING IN THE RAIN, THE WIPERS STOP

PER CUSTOMER, DEALER SAYS:

- RE: RAILS FOR THE SEAT BELT TRACK
- INSPECTED AND USED THE SAME MOTOR
  - THE RESTRAINT RAILS NEED TO BE REPLACED AND THEY WILL NOT BE AVAILABLE UNTIL DECEMBER 15TH (FOR TRACKS NOT WORKING)

RE: WIPERS

- IT WILL BE A \$200 FOR THE REPAIR

CUSTOMER SEEKS:

- TO HAVE THE RAILS FIXED
- TO TELL FORD THE PRICE WAS VERY HIGH FOR THE WIPER REPAIR
- FINANCIAL ASSISTANCE FOR THE WIPER REPAIR

CAC ADVISED:

RE: FINANCIAL ASSISTANCE

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

-----  
2207KB GRP: XX13 INFORMATION CONTACT VEH TYPE: CAR  
BOSTON 11 ZN/TR: C2 CONTACT NBR: 107B33237 OPENED: 12/03/1996  
VIN: 1ZVPT20CBM5 ENGINE: C CLOSED: 12/03/1998  
-----

1998/12/03

- WARRANTY HAS EXPIRED
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TOWARD THE COST OF THE REPAIR
- RE: WIPER REPAIR PRICES
- DEALERSHIPS ARE INDEPENDENTLY OWNED AND OPERATED
- FORD/MOTORCRAFT PARTS ARE OEM AND CARRY A 12/12 WARRANTY
- RE: RECALL RAILS NOT WORKING
- THE RAILS WILL NOT BE AVAILABLE UNTIL DECEMBER 15TH
- PLEASE KEEP IN CONTACT WITH SERVICE MANAGER MR. PAUL KAVANAUGH

1997/02/12

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

CUSTOMER SAYS:

- STILL WAITING FOR THE SEAT BELT RAILS TO COME IN
- AS OF LAST WEEK, THE DEALERSHIP SAID THAT THEY HAD NO IDEA WHEN THE PARTS WOULD BE IN

PER CUSTOMER, DEALER SAYS:

- PARTS ON BACKORDER

CUSTOMER SEEKS:

- A CERTIFICATE TO GET A LOANER VEHICLE WHILE SHE WAITS FOR THE RAILS TO COME IN

CAC ADVISED:

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

1997/02/25

\*\*\* LETTER DATED 02-12-97 \*\*\*

CUSTOMER SAYS:

- HAS BEEN WAITING SINCE OCTOBER TO GET THE RAILS FOR THE SEATBELT
- IS NOT COMFORTABLE DRIVING THE VEHICLE WITHOUT THE PART
- WANTS A LOANER VEHICLE TO DRIVE WHILE WAITING ON THE PART

PER CUSTOMER, DEALER SAYS:

- NO DEALER COMMENTS

CUSTOMER SEEKS:

- TO GET A LOANER VEHICLE WHILE WAITING ON THE PART FOR THE SEATBELT

CAC ADVISED:

- SENT AUTDMATED LETTER F52D SUPPORT INFORMATION PROVIDED BY COMPANY REPRESENTATIVE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
7696AE GRP: 09 CONCERN CONTACT VEH TYPE: CAR  
DETROIT 48 ZN/TR: B1 CONTACT NBR: 107856530 OPENED: 12/09/1996  
VIN: 1ZVPT20C0M81 ENGINE: C CLOSED: 12/19/1996  
-----

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 110000 WSD:  
DEALER NAME: MEL FARR FORD-GRAND SALES CODE: 148061 P & A: 09671  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: G0 TRANS. DST/RGN: 48 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 12/12/1996  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1996/12/09

\*\*\* VEHICLE INVOLVED IN ONP 95B70 \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 96599 \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 96548 \*\*\*  
\*\*\* NAVIS: PROGRAM \*\*\*

CUSTOMER SAYS:

- HEARD THERE IS A RECALL FOR SEAT BELTS.

PER CUSTOMER, DEALER SAYS:

- NO CONTACT.

CUSTOMER SEEKS:

- RECALL INFORMATION.

CAC ADVISED:

REGARDING RECALL/DNP

- REQUEST SANDRA DELL CUST REL MGR TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS

DAYS REGARDING DNP

- CUSTOMER'S PAGER NUMBER IS [REDACTED]

1996/12/12

###THIS IS THE CLOSING COMMENT

DEALERSHIP MADE AN APPOINTMENT AND HAS INSPECTED CAR PER RECALL 96599 AND  
96548 ON 12/12/98 PARTS ARE ORDERED AND WILL BE INSTALLED AS SOON AS PARTS  
BECOME AVAILABLE. CUSTOMER IS DRIVING CAR UNTILL PARTS ARE IN STOCK.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

-----  
6710BV GRP: XX14 CONCERN CONTACT VEH TYPE: CAR  
ATLANTA 21 2N/TR: B4 CONTACT NBR: 107861152 OPENED: 12/10/1996  
VIN: 1ZVPT20C5M5 ENGINE: C CLOSED: 12/18/1996  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: E  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 71000 MSD:  
DEALER NAME: BOOMERSHINE FORD SALES CODE: 121025 P & A: 00410  
CAUSAL CODES: 1211 1203 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: 21 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 12/11/1996  
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:

1996/12/10

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

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

CUSTOMER SAYS:

- THE CUSTOMER RECEIVED A LETTER ON THE SEATBELT RECALL  
- HAS LOST THE LETTER AND NEEDS A NEW ONE TO GET THE WORK DONE ACCORDING TO  
THE DEALERSHIP

PER CUSTOMER, DEALER SAYS:

- TOLD THE CUSTOMER THAT WITHOUT THE LETTER THE WORK COULD BE DONE (NOT SURE  
WHO TOLD HER THIS)

CUSTOMER SEEKS:

- TO GET A NEW LETTER SO THE RECALL CAN BE COMPLETED

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
- REQUEST MR. BOB BRADLEY CUST REL MGR TO CONTACT THE CUSTOMER WITHIN 2  
BUSINESS DAYS  
- DO NOT NEED TO HAVE THE LETTER TO HAVE THE WORK DONE

1996/12/11

TALKED WITH OWNER ON TODAY'S DATE AND ADVISED THAT NO LETTER WAS NECESSARY.  
ALSO, DEALER IS WAITING ON PARTS FOR RECALL. OWNER TO CALL DEALER FIRST OF  
NEXT YEAR AND WILL HAVE RECALL PERFORMED AS PARTS ARE AVAILABLE.

###THIS IS THE CLOSING COMMENT

SEE PREVIOUS COMMENTS FOR CLOSING INFO.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

-----  
 1838PC GRP: XX14 INFORMATION CONTACT VEH TYPE: CAR  
 BOSTON 11 ZN/TR: A2 CONTACT NBR: 107917475 OPENED: 12/26/1996  
 VIN: 1ZVPT21U3M5 ENGINE: U CLOSED:  
 -----

LAST NAME: [REDACTED] STATUS: OPEN  
 TITLE: [REDACTED] M1: E  
 ADDRESS: [REDACTED]  
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 81 MODEL: PROBE  
 MILEAGE: 80000 MSD:  
 DEALER NAME: JANNELL MOTORS INC SALES CODE: 111070 P & A: 09045  
 CAUSAL CODES: 1204 SYMPTOMS: 104100 201227  
 ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE:  
 ACK. CODE: ASSIST CODE: AWARD AMT: Q SURVEY: (Y OR N)

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

COMMENTS:  
 1996/12/26

\*\*\* VEHICLE INVOLVED IN RECALL 98548 \*\*\*  
 \*\*\* NAVIS: ORIGINAL \*\*\*  
 CUSTOMER SAYS:  
 -NEEDS RESTRAINT SYSTEM REPAIRED AS PER RECALL  
 -HEADLIGHT MOTOR MAY NEED REPLACEMENT  
 \*  
 PER CUSTOMER, DEALER SAYS:  
 -DID NOT HAVE THE PARTS OR TOOLS TO DO THIS  
 \*  
 CUSTOMER SEEKS:  
 -RECALL PERFORMED  
 \*  
 CAC ADVISED:  
 - NO LOANER OFFERED ON THIS PROGRAM.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

3383HM GRP: XX02 INFORMATION CONTACT VEH TYPE: CAR  
 CHICAGO 41 ZN/TR: F1 CONTACT NBR: 107928299 OPENED: 12/31/1998  
 VIN: 1ZVPT21U1M5 ENGINE: U CLOSED: 12/31/1996

=====

LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] MI:  
 ADDRESS: [REDACTED]  
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 91 MODEL: PROBE  
 MILEAGE: 38000 MSD:  
 DEALER NAME: HILLER FORD INC SALES CODE: 141058 P & A: 06180  
 CAUSAL CODES: 1204 0411 SYMPTOMS: 104100  
 ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE:  
 ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y DR N)

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

COMMENTS:  
 1998/12/31

CUSTOMER SAYS:

- WE GOT A RECALL LETTER (96S48 AND 96S99)
- IT SAID THAT PARTS WILL BE AVAILABLE AFTER DECEMBER 15
- IF FORD ISSUES A RECALL, THE PARTS SHOULD BE AVAILABLE WHEN THEY SAY THEY WILL BE
- WE CALLED AND GOT AN APPOINTMENT
- WE TOOK A DAY OF VACATION TO DO THIS, WE CAN'T DO THAT AGAIN
- THE DEALERSHIP DOES NOT HAVE EVENING OR SATURDAY HOURS, SO WE CAN NEVER GET THIS VEHICLE IN AGAIN
- ALSO WHY CAN'T THEY CALL AROUND TO SEE IF SOMEONE CAN GET THE PART

PER CUSTOMER, DEALER SAYS:

- BRING IT IN AND WE WILL WORK ON IT, WE CAN DO IT IN A DAY
- THE RIGHT SIDE IS OK, BUT THE LEFT SIDE NEEDS REPLACING AND WE WILL NEED TO ORDER THE PARTS
- FORD DOES NOT SUPPLY LOANERS FOR RECALLS

CUSTOMER SEEKS:

- TO LODGE A COMPLAINT WITH THIS POLICY

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

1B44KZ	GRP: XX04	CONCERN CONTACT	VEH TYPE: CAR
DENVER	56	ZN/TR: 01	CONTACT NBR: 107941220
VIN: 1ZVPT20C4M5		ENGINE: C	OPENED: 01/06/1997
			CLOSED: 01/15/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:		STATE:		ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	91	MODEL:	PROBE		
MILEAGE:	80000	WSD:			
DEALER NAME:	ST GEORGE FORD LINC	SALES CODE:	156571	P & A:	0B403
CAUSAL CODES:	1203 1204 1208	SYMPTOMS:	104100		
ORIGIN:	00	TRANS. DST/RGN:	56	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	01/07/1997
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:

1997/01/06

\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 AND 96598 \*\*\*

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

CUSTOMER SAYS:

- MOTHER, DIANE, IS CALLING ON BEHALF OF DAUGHTER, KELLY, WHO OWNS THE VEHICLE
- WHEN PURCHASING THE VEHICLE THE SEAT BELT ON THE DRIVER SIDE DID NOT WORK AND WAS REPAIRED BEFORE THE VEHICLE WAS DELIVERED TO CUSTOMER
- THE PRICE OF THE VEHICLE THEN WENT UP BY \$500 DUE TO THE SEAT BELT REPAIR
- BOTH THE DRIVER AND PASSENGER SIDE SEATBELTS LOCK INTO POSITION AND DO NOT WORK
- CUSTOMER HAS BEEN WAITING SINCE THANKSGIVING FOR THE PARTS TO COME IN FOR THE
- [REDACTED] CAN BE REACHED AT [REDACTED]
- [REDACTED] (PAGER); AN [REDACTED]

PER CUSTOMER, DEALER SAYS:

- PER KEVIN, SALES: THERE WILL BE NO REFUND SINCE WE DID NOT MAKE A PROFIT ON THE VEHICLE
- PER SERVICE(NO NAME): WE HAVE NOT HEARD FROM FORD ABOUT THE RECALLS

CUSTOMER SEEKS:

- REIMBURSEMENT FOR THE REPAIR
- TO HAVE THE RECALL PERFORMED

CAC ADVISED:

PER REIMBURSEMENT

- DEALERSHIPS ARE INDEPENDENTLY OWNED AND OPERATED
- CONTACT DEVON JONES, CUST. REL. MGR., FOR FURTHER EXPLANATION.

PER RECALLS:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

1B44KZ	GRP: XX04	CONCERN CONTACT	VEH TYPE: CAR
DENVER	5B	ZN/TR: B1	CONTACT NBR: 107941220
VIN:	1ZVPT20C4N5	ENGINE: C	OPENED: 01/06/1997
			CLOSED: 01/15/1997

=====

1997/01/08

###THIS IS THE CLOSING COMMENT

CUSTOMER CONTACTED-APPOINTMENT SET FOR THURSDAY 01/09/1997 FOR RECALL WORK TO BE DDNE-PARTS ORDERED FOR BOTH RECALLS-ONE SIDE CAME IN 12/02/96 AND THE OTHER SIDE FOR OTHER RECALL CAME IN ON 01/06/97.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

-----  
9650BP GRP: AA13 CONCERN CONTACT VEH TYPE: CAR  
ATLANTA 21 ZN/TR: C3 CONTACT NBR: 107974496 OPENED: 01/14/1997  
VIN: 1ZVPT20C8M5 ENGINE: C CLOSED: 01/22/1997  
-----

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI:  
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 109000 WSD:  
DEALER NAME: JONES FORD INC SALES CODE: 121291 P B A: 01025  
CAUSAL CODES: 1215 3105 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 21 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 01/15/1997  
ACK. CODE: ASSIST CODE: M AWARD AMT: O SURVEY: N (Y DR N)

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

COMMENTS:

1997/01/14

\*\*\* VEHICLE INVOLVED IN RECALL 96599 \*\*\* (PER OBC TO DEALERSHIP RECALL HAS NOT BEEN PERFORMED)

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

CUSTOMER SAYS:

-HAD RECALL FOR SEAT BELTS DONE IN SEPTEMBER

-HAS BEEN WAITING FOR THE PARTS FOR SEVERAL MONTHS

PER CUSTOMER, DEALER SAYS:

THE DEALERSHIP IS WAITING FOR PARTS

CUSTOMER SEEKS:

-IS THAT A TRUE STATEMENT?

CAD ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

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

-OBC MADE TO SUE IN SERVICE:

-THE COMPUTER IS SHOWING THE RECALL 96548 AND 96599 HAVE BEEN PERFORMED ON 11-15-98

-THE RIGHT SIDE PASSED 96599 [INSPECTION]

-96548 IS AN AUTOMATIC REPLACEMENT AND WAS NOT PERFORMED

-PER GARY HOOKS THE SERVICE MANAGER SAID THE PARTS ARE IN

1997/01/15

##THIS IS THE CLOSING COMMENT

MR. OVERSHOWN HAS AN APPOINTMENT FOR 1/16/97 TO COMPLETE THE RECALL ON HIS VEHICLE

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

118BEK GRP: KK09 CONCERN CONTACT VEH TYPE: CAR  
SAN FRAN 72 ZN/TR: 81 CONTACT NBR: 107987159 OPENED: 01/16/1997  
VIN: 1ZVPT21U6M5 ENGINE: U CLOSED: 02/03/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 71000 MSD:  
DEALER NAME: SUNNYVALEFORD SALES CODE: 172033 P & A: 07934  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: 60 TRANS. DST/RGN: 72 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 01/23/1997  
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:

1997/01/16

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

CUSTOMER SAYS:

- RECEIVED A RECALL FOR THE SEAT BELT
- THE SEAT BELT IS STICKING AND TRAPS THE CUSTOMER IN THE SEAT, FULLY LOCKED IN (THIS IS A RANDOM OCCURANCE)
- BOO # FROM THE NOTICE
- IS HAVING A HARD TIME GETTING HER RECALL DONE

PER CUSTOMER, DEALER SAYS:

- ONLY THE TRACKS WILL BE REPLACED (BY PHONE)

CUSTOMER SEEKS:

- WANTS THE SEAT BELTS REPLACED

CAC ADVISED:

REGARDING THE RECALLS

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

1997/01/27

###THIS IS THE CLDSING COMMENT

CONTACTED CUSTOMER 1-23-97 MADE APPOINTMENT TO INSPECT VEHICLE. ORDERED PARTS TO PERFORM RECALL.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

5617ML	GRP: XX04	CONCERN CONTACT	VEH TYPE: CAR
TWIN CITIES	SB	ZN/TR: D1	CONTACT NBR: 108072371
VIN: 1ZVPT20C3M		ENGINE: C	OPENED: 02/07/1997
			CLOSED: 02/25/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				
ADDRESS:				
CITY:		STATE:		IP: [REDACTED]
HOME PHONE:		BUS. PHONE:		
MODEL YEAR: 91		MODEL: PROBE		
MILEAGE: 100000		WSD:		
DEALER NAME: AMERICAN FORD		SALES CODE: 158013	P & A: 09204	
CAUSAL CODES: 1203		SYMPTOMS: 104100		
ORIGIN: 00		TRANS. DST/RGN: SB	TRANS. DATE:	
SERVICE/SALES: 1			CONTACT DATE: 02/10/1997	
ACK. CODE:	ASSIST CODE: R	AWARD AMT:	O SURVEY: Y (Y OR N)	

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

COMMENTS:

1997/02/07

\*\*\* VEHICLE INVOLVED IN RECALL 98S9B \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 98S4B \*\*\*  
\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- DRIVER SIDE BELT NOT WORKING

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- REPAIR OF THE VEHICLE

CAC ADVISED:

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

1997/02/18

##THIS IS THE CLOSING COMMENT

CUSTOMER BROUGHT 1 VEHICLE IN FOR RECALL AND PARTS ARE ON ORDER HE WILL RETURN  
WITH THE SECOND VEHICLE AFTER THE FIRST ONE IS COMPLETED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
1805CR GRP: 06 CONCERN CONTACT VEH TYPE: CAR  
SEATTLE 74 ZN/TR: A2 CONTACT NBR: 108102947 OPENED: 02/14/1997  
VIN: 1ZVPT21U9MS ENGINE: U CLOSED: 02/25/1997  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI: N  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PRD8E  
MILEAGE: 10000 WSD:  
DEALER NAME: CAL WORTHINGTON FDR SALES CODE: 174641 P & A: 08619  
CAUSAL CODES: 10RA SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: 74 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 02/17/1997  
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:

1997/02/14

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

CUSTOMER SAYS:

[REDACTED] IS CALLING  
- I RECEIVED A RECALL LETTER FOR MY SEAT BELT  
- I'VE BEEN WAITING SINCE THE 17TH OF DECEMBER FOR THIS PART TO COME IN  
- I'M HAVING TROUBLES GETTING ON THE BASE BECAUSE MY SEAT BELTS ARE NOT WORKING

PER CUSTOMER, DEALER SAYS:

-NO CONTACT

CUSTOMER SEEKS:

-RESTRAINT SYSTEM FOR RECALL

CAC ADVISED:

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

1997/02/18

##THIS IS THE CLOSING COMMENT

PARTS FOR THE SEAT BELT RECALL CAME IN 2/18/97. WE CALLED THE CUSTOMER AND  
MADE AN APPOINTMENT FOR 2/19/1997. HANDLED AND CLOSED BY DON LEVY, SERVICE M  
ANAGER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3083HM GRP: XX02 INFORMATION CONTACT VEH TYPE: CAR  
HOUSTON 57 ZN/TR: A1 CONTACT NBR: 107745551 OPENED: 11/08/1998  
VIN: M ENGINE: CLOSED: 11/08/1998

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED]  
HOME PHONE: 000-000-0000 BUS. PHONE: 000-000-0000  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 1 MSD:  
DEALER NAME: HILLCRESTFORD LINC- SALES CODE: 152158 P & A: 01618  
CAUSAL CODES: 1203 1204 0403 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: 7790947

COMMENTS:

1996/11/08

\*\*\* LETTER DATED 10/23/96 \*\*\*  
\*\*\* VIN NOT AVAILABLE \*\*\*  
\*\*\* MILEAGE UNAVAILABLE \*\*\*

CUSTOMER SAYS:

- COPY OF LETTER ADDRESSED TO THE OWNER OF THE DEALERSHIP  
- CALLED TO ASK ABOUT A RECALL (95521)  
- WHEN BROUGHT IN FOR AN APPOINTMENT. SHE WAITED TWO AND A HALF HOURS, AND THEN WAS TOLD THAT THE PARTS NEEDED TO BE ORDERED  
- THE PERSON ON THE PHONE COULD HAVE CHECKED ON THE PARTS AVAILABILITY FOR THAT RECALL, OR WHEN I FIRST BROUGHT IT IN THEY COULD HAVE QUICKLY CHECKED FOR THAT. IT WOULD HAVE SAVED ME AN UNNECESSARY TRIP

PER CUSTOMER, DEALER SAYS:

- WE WILL NEED TO ORDER THE PARTS

CUSTOMER SEEKS:

- NOTIFY THE DEALERSHIP AND US SO THAT SOMEONE ELSE MIGHT BE SAVED FROM BEING INCONVENIENCED

CAC ADVISED:

- SENT F1- POOR DEALER SALES/SERVICE ### NOTE: IMAGING DOCUMENT IDENTIFICATION NUMBER (DDCID): 100011819

1998/11/20

\*\*\* CUSTOMER LETTER DATED OCTOBER 23, 1996 \*\*\*  
\*\*\* MILEAGE UNAVAILABLE \*\*\*  
\*\*\* NO VIN AVAILABLE \*\*\*

CUSTOMER SAYS:

CAC ADVISED:

- DUPLICATE LETTER--MICRO ONLY

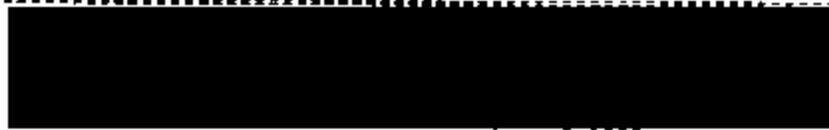
09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
2789JM GRP: XX10 CONCERN CONTACT VEH TYPE: CAR  
LOS ANGELES 71 2N/TR: E2 CONTACT NBR: 108385854 OPENED: 05/01/1997  
VIN: 1ZVPT21UXM[REDACTED] ENGINE: U CLOSED: 05/24/1997  
-----

LAST NAME:  
TITLE:  
ADDRESS:  
CITY:  
HOME PHONE:



MODEL YEAR: B1 MODEL: PROBE  
MILEAGE: 80000 WSO:  
DEALER NAME: GAUDIN FORD SALES CODE: 171169 P & A: 07889  
CAUSAL CODES: 0102 0404 1209 SYMPTOMS: 208000 104100  
DRIGIN: GO TRANS. DST/RGN: 71 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 05/10/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y DR N)

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

COMMENTS:

1997/05/01  
THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 108381232  
\*\*\* NAVIS: ORIGINAL \*\*\*  
\*\*\* THIS CONTACT OPENED DUE TO VEHICLE INVOLVEMENT IN RECALL 96S48 AND 96S99  
\*\*\*

CUSTOMER SAYS:

- THE DEALERSHIP WILL NOT PERFORM ANY WORK FOR ME
- THE DEALERSHIP WILL NOT PUT THE PLASTIC EXTENDER ON THE VEHICLE
- AFTER THEY PUT THE ELECTRIC WINDOW MOTOR IN THE VEHICLE, THEY LEFT THE PLASTIC EXTENDED OUT OF THE DOOR
- THE DEALERSHIP IS UPSET WITH ME AND WILL NOT PERFORM THE RECALL FOR THE SEATBELTS BECAUSE I WILL NOT PAY THEM TO PUT THE DUCT BACK IN THE DOOR
- I TOLD THE DEALERSHIP IN NOVEMBER NOT TO PERFORM THE RECALL BECAUSE THEY DID NOT HAVE THE PARTS AND I WAS GOING ON A TRIP
- I TOLD THE DEALERSHIP THAT I WANTED THE RECALL INSPECTION COMPLETED BUT THEY DID NOT PERFORM IT
- THE DEALERSHIP IS NOT ACTING IN GOOD FAITH TOWARDS ME

PER CUSTOMER, DEALER SAYS:

- WE WILL REPLACE THE PART IF YOU PAY FOR THE LABOR
- WE DO NOT HAVE THE PARTS
- SINCE YOU TOOK THE DUCT WORK OUR ORIGINALLY YOU WILL HAVE TO PAY US TO PUT IT IN

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

2789JM	GRP: XX10	CONCERN CONTACT	VEH TYPE: CAR
LOS ANGELES	71	ZN/TR: E2	CONTACT NBR: 108365854
VIN: 1ZVPT21UXM5		ENGINE: U	OPENED: 05/01/1997
			CLOSED: 05/24/1997

=====

1997/05/01

CUSTOMER SEEKS:

- ASSISTANCE WITH WORKMANSHIP ISSUES
- PERFORMANCE OR RECALL FOR SEATBELT

\*

CAC ADVISED:

- \* RE: RECALL PERFORMANCE
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. BRIAN BELFORD (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- \* RE: WORKMANSHIP ISSUE
- WORKMANSHIP ISSUES MUST BE ADDRESSED AT DEALER
- CONTACT MR. BRIAN BELFORD (SERV. MGR) FOR ASSISTANCE.

##THE FOLLOWING SYMPTOM CODE(S) WERE REMOVED: 111000

1997/05/17

##THIS IS THE CLDSING COMMENT

THE SERVICE MANAGER HAS BEEN IN CONTACT WITH THE CUSTOMER AND HAS TOLD THE CUSTOMER THE THE PROBLEM WITH THE DOOR PANEL WOULD BE THE CUSTOMERS RESPONSIBILITY. THE SERVICE MANAGER TOLD THE CUSTOMER THAT THE VEHICLE HAS SOME RECALLS AND WE WOULD MAKE A RESERVATION TO GET THE COMPLETED. THE CUSTOMER IS GOING TO CALL WHEN HE IS READY.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
5282LF GRP: XX17 CONCERN CONTACT VEH TYPE: CAR  
ORLANDO 24 ZN/TR: E1 CONTACT NBR: 107728339 OPENED: 11/05/1996  
VIN: 12VPT20C8N ENGINE: C CLOSED: 11/18/1996  
-----

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 10000 WSD:  
DEALER NAME: MOYER FORD SALES IN SALES CODE: 124554 P & A: 06444  
CAUSAL CODES: 3002 2903 1203 SYMPTOMS: 208200 104100  
ORIGIN: GO TRANS. DST/RGN: 24 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 11/06/1996  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:  
1996/11/05

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

CUSTOMER SAYS:

- THE A/C LACK COOLING
- ON 8/11/94, THE DEALERSHIP REPLACED THE CONDENSOR, AND OTHER PARTS
- VEHICLE WAS TAKEN TO THE DEALERSHIP FOR REPAIR ON 07/95, AND 08/95
- STILL HAVING THE SAME COOLING LEAK CONCERN
- IT WAS REPAIRED LAST ON 9/21/95

PER CUSTOMER, DEALER SAYS:

- DEALERSHIP REPLACED CONDENSOR UNDER AWA.

CUSTOMER SEEKS:

- WANTS THE AIR CONDITIONING FIXED

CAC ADVISED:

RE: RECALLS

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

RE: AIR CONDITIONING CONCERN

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

1996/11/11

###THIS IS THE CLOSING COMMENT

INSPECTED SEAT BELT OPERATION WILL BRING BACK IN JANUARY 97 FOR FINAL REPAIR WHEN PARTS BECOME AVAILABLE HB

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====  
46185G GRP: XX11 CONCERN CONTACT VEH TYPE: CAR  
SAN FRAN 72 ZN/TR: B2 CONTACT NBR: 107706614 OPENED: 10/31/1998  
VIN: 1ZVPT20COM ENGINE: C CLOSED: 11/08/1998  
=====

=====  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 58000 WSD:  
DEALER NAME: CYPRESS COAST FORD SALES CODE: 172409 P & A: 07796  
CAUSAL CODES: 0418 1215 SYMPTOMS: 801000 104100  
ORIGIN: G0 TRANS. DST/RGN: 72 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 10/31/1998  
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:

1998/10/31

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

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

CUSTOMER SAYS:

- THE AUTOMATIC SEATBELT MECHANISM IS STUCK IN THE MIDDLE POSITION OF THE DOOR.
- I PURCHASED THE VEHICLE USED.
- I HAVE NEVER RECEIVED ANY RECALL INFORMATION.

\*

PER CUSTOMER, DEALER SAYS:

SERVICE PERSONEL/CHUCK:

- THIS ITEM IS ON RECALL AND WE WON'T CHARGE YOU FOR THE REPAIR.
- WE HAVE TO CHARGE YOU FOR THE DIAGNOSTIC FEES AND LABOR. THE CHARGE IS \$65.00.

\*

CUSTOMER SEEKS:

- REPAIR INFORMATION

\*

CAC ADVISED:

- THE VEHICLE IS INVOLVED IN RECALLS 96S48, AND 96S99
- DEALERSHIP MAY CHARGE FOR DIAGNOSTIC TIME
- IF DETERMINED TO BE WARRANTY/ESP REPAIR, DIAGNOSTIC FEE IS COVERED

\*\*\*DEALERSHIP:

PLEASE REFER TO THE WARRANTY AND POLICY MANUAL FOR DIAGNOSTIC CHG WHEN THE REPAIRS ARE WARRANTABLE.\*\*

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

-----  
46185G GRP: XX11 CONCERN CONTACT VEH TYPE: CAR  
SAN FRAN 72 ZN/TR: B2 CONTACT NBR: 107706614 OPENED: 10/31/1996  
VIN: 1ZVPT20COM5 ENGINE: C CLOSED: 11/08/1996  
-----

1996/11/01

###THIS IS THE CLOSING COMMENT

IN ADDITION TO THE RECALL CUSTOMER WANTED ANOTHER PROBLEM WITH HIS WINDSHIELD  
WIPER OPERATING INTERMITTENTLY. CUSTOMER WAS ADVISED THERE MAY BE A DIAGNOSTIC  
CHARGE TO CHECK THE WIPER SYSTEM. PARTS HAVE BEEN ORDERED AND WILL BE REPLACED  
FOR THE SEAT BELT RECALL WHEN THEY ARRIVE. CUSTOMER WAS NEVER TOLD HE WOULD BE  
CHARGED ANYTHING WITH REGARD TO THE RECALLS.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

8880SD GRP: 17 CONCERN CONTACT VEH TYPE: CAR  
NEW YORK 13 ZN/TR: B1 CONTACT NBR: 107956966 OPENED: 01/09/1997  
VIN: 1ZVPT21U2M5 ENGINE: U CLOSED: 01/31/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 62000 WSD:  
DEALER NAME: FETTE FORD SALES CODE: 113154 P & A: 20546  
CAUSAL CODES: 1203 0411 1204 SYMPTOMS: B01000 104100  
ORIGIN: GD TRANS. DST/RGN: 13 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 01/24/1997  
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:  
1997/01/09

\*\*\* CUSTOMER REQUESTING SERVICE AT THIS DEALERSHIP \*\*\*  
\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 \*\*\*  
\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 \*\*\*  
\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 95870 \*\*\*  
\*\*\* NAVIS: PROGRAM \*\*\*

CUSTOMER SAYS:

- RECEIVED RECALL LETTER 96548  
- HAD TAKEN VEHICLE IN FOR THIS RECALL ON 01/08/98 AT 8 AM  
- VEHICLE WAS NOT READY AT 430 PM AS PROMISED

PER CUSTOMER, DEALER SAYS: (PER ASENCIO SONIA. SVC DEPT - FULLER FORD)

- SET APPOINTMENT FOR 01/08/98 AT 8 PM  
- UNABLE TO FIX VEHICLE TODAY BECAUSE PART NEEDS TO BE ORDERED  
- CALL CAC/PROVIDED 800#

CUSTOMER SEEKS:

- RECALL REPAIRS PERFORMED  
- REPAIRS PERFORMED AT DIFFERENT DEALER THAN FULLER FORD

CAC ADVISED:

REGARDING RECALL/ONP (96599, 96548, 95870)

- REQUEST CUST REL MGR (MR [REDACTED]) TO CONTACT THE CUSTOMER  
WITHIN TWO BUSINESS DAYS REGARDING RECALL/ONP  
- NON-VLC OBC TO MR GIL BONILLA (CUST REL MGR - FULLER FORD): MR  
BONILLA EXPLAINED THAT THE PROPER REPAIR PROCEDURE HAD NOT BEEN  
EXPLAINED TO THE CUSTOMER, THAT THE VEHICLE HAD TO BE INSPECTED  
PRIOR TO THE PART BEING ORDERED. PART HAS BEEN ORDERED FOR THE  
CUSTOMER

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

BBB05D	GRP: 17	CONCERN CONTACT	VEH TYPE: CAR
NEW YORK	13	ZN/TR: B1	CONTACT NBR: 107956966
VIN:	12VPT21U2M	ENGINE: U	OPENED: 01/09/1997
			CLOSED: 01/31/1997

=====

1997/01/24

###THIS IS THE CLOSING COMMENT

REFERRED CUSTOMER BACK TO THE DEALER WHO ORDERED THE PARTS.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

1616BH	GRP: KX12	INQUIRY CONTACT	VEH TYPE: CAR	
HOUSTON	57	ZN/TR: B1	CONTACT NBR: 107638502	OPENED: 10/15/1996
VIN: 1ZVPT20C3N5		ENGINE: C		CLOSED: 10/15/1996

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:		STATE:		ZIP: [REDACTED]
CITY:		BUS. PHONE:		
HOME PHONE:		MODEL:	PROBE	
MODEL YEAR: 91		MSD:		
MILEAGE: 30000		SALES CODE: 152042	P & A: 00654	
DEALER NAME: CASA FORD		SYMPTOMS: 104100		
CAUSAL CODES: 1213 1216		TRANS. DST/RGN:	TRANS. DATE:	
ORIGIN: GO			CONTACT DATE:	
SERVICE/SALES:		ASSIST CODE:	AWARD AMT:	O SURVEY: (Y OR N)
ACK. CODE:				

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

COMMENTS:

1996/10/15

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

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

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

CUSTOMER SAYS:

- \* SEAT BELT ATTACKED HER, THE SEAT BELT WOULDN'T GIVE ON THE PASSENGER SIDE, IT MADE A LOUD NOISE THEN IT WOULDN'T LET HER GO (THIS HAPPEND WHILE DRIVING)
- \* THE DRIVER SEAT BELT, MAKES A LOUD NOISE
- \* IT TIGHTENED ON HER AND SHE COULDN'T GET IT OFF
- \* HAS A BRUISED RIB ON HER SIDE, IT HURTS BADLY
- \* THIS HAPPEND LAST NIGHT
- \* SHE WILL HAVE TO GO TO THE HOSPITAL TODAY
- \* IT WAS VERY SCAREY

PER CUSTOMER, DEALER SAYS:

- \* HASN'T RECEIVED THE INFORMATION FROM THE CAC YET

CUSTOMER SEEKS:

- \* TO GET SEAT BELT FIXED AS SOON AS POSSIBLY BECAUSE ITS DANGEROUS
- \* TO LET FORD KNOW WHAT HAPPEND LAST NIGHT

CAC ADVISED:

- \* DOCUMENTED AND FORWARDED TO DEALER
- \* DEALER RECEIVED CONTACT THIS MORNING
- \* CAC REQUESTED RANDY ST GEORGE CONTACT CUSTOMER TO ARRANGE HAVING THE RECALLS DONE

\*\*\*\*\* THERE IS AN OPEN CONTACT TO ADDRESS THE CONCERN WITH THE SEAT BELT AND THE RECALLS ON THEM \*\*\*\*\*

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

1616BH	GRP: XX12	INQUIRY CONTACT	VEH TYPE: CAR
HOUSTON	57	ZN/TR: B1	CONTACT NBR: 107638502
VIN: 1ZVPT20C3N5		ENGINE: C	OPENED: 10/15/1996
			CLOSED: 10/15/1996

=====

1996/10/15

CUSTOMER SAYS:

++ VEHICLE INVOLVED IN RECALL 96S99 +++  
\*\*\* VEHICLE INVOLVED IN RECALL 96S48 \*\*\*  
\*\*\* NAVIS; SUBSEQUENT \*\*\*

CUSTOMER SAYS:

\* SEAT BELT ATTACKED HER, THE SEAT BELT WOULDN'T GIVE ON THE PASSENGER SIDE,  
IT MADE A LOUD NOISE THEN IT WOULDN'T LET HER GO (THIS HAPPEND WHILE DRIVING)  
\* THE DRIVER SEAT BELT, MAKES A LOUD NOISE  
\* IT TIGHTENED ON HER AND SHE COULDN'T GET IT OFF  
\* HAS A BRUISED RIB ON HER SIDE, IT HURTS BADLY  
\* THIS HAPPEND LAST NIGHT  
\* SHE WILL HAVE TO GO TO THE HOSPITAL TODAY  
IT WAS VERY SCAREY

\*\*\*

CALLING BACK BECASUE THE DEALER IS UNRESPONSIVE

\*

CUSTOMER SEEKS:

\* TO GET SEAT BELT FIXED AS SOON AS POSSIBLY BECAUSE ITS DANGEROUS  
\* TO LET FORD KNOW WHAT HAPPEND LAST NIGHT

\*

1996/11/04

CUSTOMER SAYS:

-RECIEVED A LETTER FROM FORD; [REDACTED] CLAIMS ANALYSIS ; PARK LANE  
TOWERS, OGC  
-LETTER STATES THAT OGC HAS RECOGNIZED THE COMPLAINT AND CUSTOMER WANTS TO LET  
FORD KNOW THAT SHE DOES NOT WANT TO PROVIDE INFORMATION REQUESTED

-

-ABOUT A MONTH AGO THE CUTOMER WAS IN AN ACCIDENT; RIB GOT CRACKED  
-STATES THAT THE SEAT BELT WOULD NOT RELEASE HER FROM THE SEAT BELT  
-THIS HAPPENED WHILE CUSTOMER WAS SITTING IN SEAT IN THE GARAGE  
-HAS BEEN TO A DOCTOR REGARDING HER RIPS  
-CUSTOMER'S ATTORNEY IS INSTRUCTING HER TO CALL FORD

-

\*

PER CUSTOMER, DEALER SAYS:

-VEHICLE IS FIXED; VEHICLE IS AT DEALERSHIP

\*

CUSTOMER SEEKS:

-WANTS NUMBER TO OGC

\*

CAC ADVISED:

-DOCUMENTED

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

-----  
1616BH GRP: XX12 INQUIRY CONTACT VEH TYPE: CAR  
HOUSTON 57 ZN/TR: B1 CONTACT NBR: 107638502 OPENED: 10/15/1996  
VIN: 1ZVPT20C3N5 ENGINE: C CLOSED: 10/15/1996  
-----

1996/12/13

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

CUSTOMER SAYS:

- THE PASSENGER SIDE SEATBELTS NEEDS TO BE REPAIRED
- IT INTERMITTENTLY LOCKS UP
- THEY SAY THAT THEY CANNOT MAKE IT DO IT
- IT MUST BE DRIVEN IN ORDER FOR IT TO HAPPEN
- I WAS SUPPOSED TO RECEIVE A RESPONSE BY 12/8/96 AND HAVE NOT

PER CUSTOMER, DEALER SAYS:

- PARTS WILL NOT BE IN UNTIL JANUARY

CUSTOMER SEEKS:

- TO HAVE SEATBELT REPAIRED PROPERLY
- TO HAVE THIS DOCUMENTED AND SENT TO DGC

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

-----  
 8587MI GRP: XXOB INFORMATION CONTACT VEH TYPE: CAR  
 UNKNOWN 99 ZN/TR: CONTACT NBR: 107849041 OPENED: 10/17/1996  
 VIN: 1ZVPT20C8N5 ENGINE: C CLOSED: 10/17/1996  
 -----

-----  
 LAST NAME: STATUS: CLOSED  
 TITLE: FIRST NAME: MI: L  
 ADDRESS: STATE: IP:   
 CITY: BUS. PHONE:   
 HOME PHONE: MODEL:   
 MODEL YEAR: 92 WSD:   
 MILEAGE: 51000 SALES CODE: P & A:  
 DEALER NAME: SYMPTOMS: 104100  
 CAUSAL CODES: 1203 1109 TRANS. DST/RGN: TRANS. DATE:  
 ORIGIN: GO CONTACT DATE:  
 SERVICE/SALES: 1 O SURVEY: (Y OR N)  
 ACK. CODE: ASSIST CODE: AWARD AMT:

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

COMMENTS:

1996/10/17

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

CUSTOMER SAYS:

- INVOLVED IN THE SEAT BELT RECALL

PER CUSTOMER, DEALER SAYS:

- THE DEALERSHIP SAID THEY DO NOT HAVE THE PARTS FOR THE SEAT BELT UNTIL DECEMBER 15, 1996

CUSTOMER SEEKS:

- WANTS TO UNDERSTAND LETTER  
- MAKE SURE THE DEALERSHIP IS NOT GETTING THE PARTS UNTIL DECEMBER 15, 1996

CAC ADVISED:

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

\*\*RE THE RECALL LETTER STATES

WHEN YOU BRING YOUR VEHICLE IN FOR YOUR SERVICE DATE, YOUR DEALER WILL RESTORE OPERATION OF YOUR RESTRAINT SYSTEM. HOWEVER, YOU MAY BE ASKED TO RETURN YOUR VEHICLE AFTER DECEMBER 15, 1996 TO HAVE A NEW RESTRAINT RAIL INSTALLED ON THE DRIVER'S SIDE AND, IF NECESSARY, THE PASSENGER SIDE. THE NEW RESTRAINT RAILS WILL NOT BE AVAILABLE UNTIL DECEMBER 15, 1996.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

-----  
6201MM GRP: AX10 INFORMATION CONTACT VEH TYPE: CAR  
UNKNOWN 99 ZN/TR: CONTACT NBR: 10766932 OPENED: 10/22/1996  
VIN: 1ZVPT21UXN5 ENGINE: U CLOSED: 10/22/1996  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 92 MODEL: PROBE  
MILEAGE: 73000 WSD:  
DEALER NAME: SALES CODE: P & A:  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1998/10/22

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

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

CUSTOMER SAYS:

- WOULD LIKE TO KNOW IF THERE ARE ANY RECALLS ON THIS VEHICLE
- THE CUSTOMER SEAT BELTS ARE OPERATING AT THIS TIME

\*

PER CUSTOMER, DEALER SAYS:

- THE PARTS ARE NOT AVAILABLE UNTIL THE DEC. 15, 1996

\*

CUSTOMER SEEKS:

- INFORMATION ON THE PARTS FOR THE RECALL

\*

CAC ADVISED:

- THE CUSTOMER LETTER WAS READ TO THE CUSTOMER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

5B2455	GRP: 02	INFORMATION CONTACT	VEH TYPE: CAR	
SDR	10	ZN/TR: J2	CONTACT NBR: 109470572	OPENED: 02/18/1998
VIN:	1ZVPT21U8L5	ENGINE: U	CLOSED: 02/18/1998	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	[REDACTED]	STATE:	[REDACTED]	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]		
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	40000	WSD:			
DEALER NAME:	ZIGROSSI FORD LINCD	SALES CODE:	144035	P & A:	00613
CAUSAL CODES:	1001	SYMPTOMS:	104100		
ORIGIN:	GD	TRANS. DST/RGN:		TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	
ACK. CODE:		ASSIST CODE:		AWARD AMT:	
				O SURVEY:	(Y OR N)

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

COMMENTS:

1998/02/18  
\*\*\* NAVIS: ORIGINAL \*\*\*  
CUSTOMER SAYS:  
- THE DEALER REPAIRED THE SEAT BELT RECALL  
- NOW THE SEAT BELT DOES NOT WORK AT ALL  
\*  
PER CUSTOMER, DEALER SAYS:  
- WAITING FOR FORD TO SEND A PART  
- THE PART CANNOT BE ORDERED  
- DOES NOT KNOW IF THEY ARE GOING TO GET THE PART  
\*  
CUSTOMER SEEKS:  
- SEAT BELT REPAIRED  
\*  
CAC ADVISED:  
- INFORMED CUSTOMER FORD MAY EXPERIENCE A BACK - ORDER SITUATION  
- INFORMED CUSTOMER PARTS MANAGER CAN PROVIDE MOST CURRENT UPDATES ON PART DELAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

4085KT GRP: 02 INFORMATION CONTACT VEH TYPE: CAR  
KANSAS CITY 53 2M/TR: D1 CDMTACT NBR: 109467015 OPENED: 02/16/1998  
VIN: L ENGINE: CLOSED: 02/16/1998

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED] TRAILS DR [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 98 WSD:  
DEALER NAME: LOU FUSZ FORD, INC. SALES CODE: 153078 P & A: 08136  
CAUSAL CODES: 1216 SYMPTONS: 104100  
ORIGIN: 60 TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: Q SURVEY: (Y OR N)

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

COMMENTS:

1998/02/16

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

CUSTOMER SAYS:

- NO VIN
- AUTOMATIC SEAT BELT HAS LOCKED AT THE TOP
- WE HAD A SIMILAR PROBLEM, AND THEY FIXED IT FOR FREE UNDER RECALL
- NOW THE SAME THING HAS HAPPENED AND THEY ARE GOING TO CHARGE US
- IS THIS HOW A RECALL WORKS

PER CUSTOMER, DEALER SAYS:

- REPAIR CHARGES ARE

CUSTOMER SEEKS:

- SHOULD THIS REPAIR BE FOR FREE

CAC ADVISED:

- WARRANTY HAS EXPIRED
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR
- THE RECALL CALLED FOR THE REPLACEMENT OF THE DEFECTIVE PART, THEREFORE THE PART HAS A 12 MONTH 12,000 MILE WARRANTY WHICH IS EXPIRED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7873CJ GRP: 10 INFORMATION CONTACT VEH TYPE: CAR  
SEATTLE 74 ZN/TR: A2 CONTACT NBR: 109441870 OPENED: 02/09/1998  
VIN: 1ZVPT21U1L ENGINE: U CLOSED: 02/09/1998

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 110000 WSD:  
DEALER NAME: PARR FORDINC SALES CODE: 174525 P & A: 0880B  
CAUSAL CODES: 1215 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1998/02/09

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

CUSTOMER SAYS:

- THE VEHICLE WAS INVOLVED IN RECALL 96548
- THE WORK WAS DONE, BUT THE PASSENGER SIDE BELT IS NOT WORKING
- JUST RECEIVED A NOTICE STATING THE VEHICLE IS INVOLVED IN RECALL 96599

PER CUSTOMER, DEALER SAYS:

NO CONTACT

CUSTOMER SEEKS:

- TO GET THE CONCERN WITH THE BELT RESOLVED

CAC ADVISED:

- THE SYSTEM THAT RECALL 98599 WAS COMPLETED ON THE VEHICLE
- WARRANTY HAS EXPIRED
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
 1342DH GRP: 17 CONCERN CONTACT VEH TYPE: CAR  
 NEW YORK 13 ZN/TR: N1 CONTACT NBR: 109441216 OPENED: 02/09/1998  
 VIN: 12VPT21U7L ENGINE: U CLOSED: 02/23/1998  
 -----

-----  
 LAST NAME: [REDACTED] STATUS: CANCELLED  
 TITLE: [REDACTED] MI: [REDACTED]  
 ADDRESS: [REDACTED] FIRST NAME: [REDACTED]  
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 90 MODEL: PROBE  
 MILEAGE: 86000 WSD:  
 DEALER NAME: ROGER KARNS FORD IN SALES CODE: 113819 P & A: 00561  
 CAUSAL CODES: 1203 1206 3105 SYMPTOMS: 104100  
 ORIGIN: 00 TRANS. DST/RGN: 13 TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE:  
 ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: Y (Y DR N)

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

COMMENTS:

1998/02/09  
 \*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 98548 LEFT SIDE PA \*\*\*  
 \*\*\* NAVIS: SUBSEQUENT \*\*\*  
 CUSTOMER SAYS:  
 -IN NOVEMBER OF 1995 THE PASSENGER SIDE SEAT BELT NEEDED TO BE REPLACED AND  
 WAS REPLACED UNDERAT OWNERS EXPENSE  
 -CUSTOMER CALLING TO GET RE-IMBURSEMENT FOR A RECALL ON THE VEHICLE, THAT  
 WAS SUBMITTED LAST OCTOBER 1997 FOR RE-IMBURSEMENT  
 -CUSTOMER HAS BEEN WAITING FOR 6 MONTHS FOR RE-IMBURSEMENT FOR RECALL  
 \*ROGER KARNS FORD  
 PER CUSTOMER, DEALER SAYS:  
 -WE ARE TAKING CARE OF IT, WE WILL BE IN CONTACT WITH THE DEALERSHIP  
 \*  
 CUSTOMER SEEKS:  
 -CUSTOMER CALLING FOR RE-IMBURSEMENT FOR REPAIRS DONE UNDER RECALL  
 -WANTS RE-IMBURSEMENT  
 \*  
 CAC ADVISED:  
 \*\*CONCERN CONTACT, OPEN DUE TO OPEN RECALL, RE-IMBURSEMENT)  
 -INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
 -REQUEST NADINE KARNS TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
1342DH GRP: 17 CONCERN CONTACT VEH TYPE: CAR  
NEW YORK 13 ZN/TR: N1 CONTACT NBR: 109441216 OPENED: 02/09/1998  
VIN: 1ZVPT21U7L ENGINE: U CLOSED: 02/23/1998  
-----

1998/02/17

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

CUSTOMER SAYS:

-WANTS UPDATE ON CURRENT CONCERN CONTACT NO. 109441216

PER CUSTOMER, DEALER SAYS:

-NO CONTACT

CUSTOMER SEEKS:

-AN UPDATE

CAC ADVISED:

-SEE BOB HOWARD FOR AN UPDATE

1998/02/18

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

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

CUSTOMER SAYS:

-CALLING BACK REGARDING SAME CONCERN WITH REIMBURSEMENT FOR SEATBELT

PER CUSTOMER, DEALER SAYS:

-PER BOB HOWARD, SERVICE MANAGER AT CHRISTMAS TIME THE PAPER WORK  
HAD BEEN MISPLACED AND HE WOULD RE-SUBMIT NEW PAPERS

-PER BOB HOWARD, SERVICE MANAGER, FORD HAS REJECTED THE REQUEST  
FOR REIMBURSEMENT BECAUSE THE TIME LIMITS HAVE BEEN EXCEEDED

CUSTOMER SEEKS:

-REIMBURSEMENT

CAC ADVISED:

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

-REQUEST MR. NADINE KARNS (CUST. REL MGR/ SVC MGR) CONTACT THE CUSTOMER WITHIN  
2 BUSINESS DAYS

1998/02/23

CUSTOMER SAYS:

-WHAT WAS THE DATE THE RECALL WAS ISSUED?

-HAS BEEN DENIED THE REFUND AGAIN

PER CUSTOMER, DEALER SAYS:

-YOU HAD THE WORK DONE AFTER THE RECALL WAS ISSUED

-OUR FORD REPRESENTATIVE SAID THAT YOU WERE NOT ELIGIBLE FOR REIMBURSEMENT

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

1342DH	GRP: 17	CONCERN CONTACT	VEH TYPE: CAR
NEW YORK	13	ZN/TR: N1	CONTACT NBR: 109441216
VIN: 1ZVPT21U7L		ENGINE: U	OPENED: 02/09/1998
			CLOSED: 02/23/1998

=====

1998/02/23

CUSTOMER SEEKS:

-RECALL REFUND

\*

CAC ADVISED:

-CALL TO MR. BOB HOWARD TO OBTAIN ADDITIONAL INFORMATION

-PER MR. HOWARD: CSM NOELLE HINKLE SAYS THAT THE RECALL WAS ISSUED IN OCTOBER OF 1995, CUSTOMER HAD WORK PERFORMED IN NOVEMBER 1996, THERE IS NO ASSISTANCE FOR THE CUSTOMER

-PER IRDB/OASIS RECORDS:

-RECALL WAS ISSUED OCTOBER 1996 (PER IRDB)

-YOUR LETTER WAS SENT IN JUNE OF 1987 (PER OASIS)

-IF YOU HAD THE RECALL WORK DONE IN 1995, IT WAS DONE BEFORE THE RECALL

\*\*\*THIS CONTACT UPGRADED TO A REGION CONTACT PER TL KENT BOCK\*\*\*

-REGIONAL OFFICE PLEASE REEXAMINE

-ACCORDING TO CAC RECORDS, IF THE CUSTOMER HAS HAD THE SAME WORK PERFORMED THAT THE RECALL INCLUDES, SHE SHOULD BE ELIGIBLE FOR A REFUND

-PLEASE CONTACT KBOCK WITH ANY ADDITIONAL QUESTIONS

\*

CAC ADVISED:

-CONTACT UPGRADE

THIS CONTACT HAS BEEN CANCELLED AND UPGRADED. THE NEW CONTACT IS 109493111

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====  
4085KT GRP: 02 INFORMATION CONTACT VEH TYPE: CAR  
DETROIT 48 ZN/TR: C2 CONTACT NBR: 109438940 OPENED: 02/06/1998  
VIN: 1ZVPT21U8L [REDACTED] ENGINE: U CLOSED: 02/06/1998  
=====

=====  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] I:  
ADDRESS: [REDACTED] 3A  
CITY: [REDACTED] STATE: [REDACTED] IP: [REDACTED]-3035  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 120000 MSD:  
DEALER NAME: BRONDES MOTOR SALES SALES CODE: 148054 P & A: 03010  
CAUSAL CODES: 1220 SYMPTOMS: 104100  
ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: Q SURVEY: (Y OR N)

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

COMMENTS:  
1998/02/06

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

CUSTOMER SAYS:

- THE SEAT BELT WAS RECALLED
- THEY INSPECTED BOTH SIDES, REPLACED THE DRIVERS SIDE ONE
- NOW THE PASSANGER SIDE IS NOT WORKING
- I CALLED THEM AND FORD SAID THAT THEY WILL NOT DO THIS AS THE RECALL IS OVER
- THEY SAID THAT I HAD TO CALL FORD ABOUT THIS

PER CUSTOMER, DEALER SAYS:

- WILL NOT REPAIR UNDER RECALL

\* CUSTOMER SEEKS:

- SEAT BELT REPAIRED UNDER RECALL

\* CAC ADVISED:

- PER DEALERSHIP: THERE IS NO CONTINUANCE ON THIS RECALL, THEY DID INSPECT IT, IT WAS NOT DEFECTIVE AND THERE WILL BE NO CONTINUANCE ON HIS RECALL-
- PROVIDED ADDRESS AND FAX, REFUSED REQUEST OF A LEGAL PHONE NUMBER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

```

=====
3083PD  GRP: 14  INFORMATION CONTACT  VEH TYPE: CAR
DETROIT 48  ZN/TR: C1  CONTACT NBR: 109438J71  OPENED: 02/06/1998
VIN: 1ZVPT21U1L6  ENGINE: U  CLOSED: 02/06/1998
=====

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LAST NAME: [REDACTED]  STATUS: CLOSED
TITLE: [REDACTED]  MI: D
ADDRESS: [REDACTED]  FIRST NAME: [REDACTED]
CITY: [REDACTED]  STATE: [REDACTED]  ZIP: [REDACTED]
HOME PHONE: [REDACTED]  BUS. PHONE: [REDACTED]
MODEL YEAR: 90  MODEL: PROBE
MILEAGE: 90000  WSD:
DEALER NAME: ROYAL OAKFORD INC  SALES CODE: 148005  P & A: 02755
CAUSAL CODES: 0404  SYMPTOMS: 104100
ORIGIN: 90  TRANS. DST/RGN:  TRANS. DATE:
SERVICE/SALES: 1  CONTACT DATE:
ACK. CODE:  ASSIST CODE:  AWARD AMT:  O SURVEY: (Y DR N)

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```

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

```

COMMENTS:

1998/02/06

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

CUSTOMER SAYS:

- I RECIEVED A RECALL LETTER FOR THE SEAT BELT
- IT WAS REPAIRED A WEEK AGO
- NOW IT IS NOT WORKING
- THE SEAT BELT DOES NOT LOCK IN LIKE IT SHOULD
- THE SEAT BELT WARNING INDICATOR ALSO FLASHES

PER CUSTOMER, DEALER SAYS:

- WE WILL NOT DO ANYTHING ABOUT IT

CUSTOMER SEEKS:

- REPAIRS

CAC ADVISED:

- WORKMANSHIP ISSUES MUST BE ADDRESSED AT DEALER
- CONTACT MIKE GAMEL ( CUST REL MGR) FOR ASSISTANCE.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

```

=====
6989AM   GRP: KX13   INFORMATION CONTACT   VEH TYPE: CAR
NEW YORK 13  ZN/TR: A1   CONTACT NBR: 109368391  OPENED: 01/20/1998
VIN:     1ZVPT21U8L5   ENGINE: U               CLOSED: 01/20/1998
=====

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```

LAST NAME: [REDACTED]   STATUS: CLOSED
TITLE: [REDACTED]     MI:
ADDRESS: [REDACTED]   FIRST NAME: [REDACTED]
CITY: [REDACTED]     STATE: [REDACTED]   ZIP: [REDACTED]
HOME PHONE: [REDACTED]  BUS. PHONE: [REDACTED]
MODEL YEAR: 90        MODEL: PROBE
MILEAGE: 93000       WSD:
DEALER NAME: LDMAN FORD INC  SALES CODE: 113057   P & A: 03623
CAUSAL CODES: 1104   SYMPTOMS: 104100
ORIGIN: 00          TRANS. DST/RGN:      TRANS. DATE:
SERVICE/SALES: 1   CONTACT DATE:
ACK. CODE:         ASSIST CODE:   AWARD AMT:         O SURVEY: (Y OR N)

```

```

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

```

COMMENTS:

```

1998/01/20
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- RECEIVED THE 1-800 NUMBER FROM THE OWNER'S GUIDE
- THE CUSTOMER HAD THE RECALL PERFORMED ON THE DRIVER SIDE IN MARCH OF 1997
- NOW, THE PASSENGER SIDE SEATBELTS ARE NOT WORKING PROPERLY AND HAVE
MALFUNCTIONED
*
PER CUSTOMER, DEALER SAYS:
- HAS NOT BEEN CONTACTED
*
CUSTOMER SEEKS:
- FINANCIAL ASSISTANCE
*
CAC ADVISED:
RE: FINANCIAL ASSISTANCE
- WARRANTY HAS EXPIRED
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR

```

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

```

=====
BD61KK   GRP: OP      INFORMATION CONTACT      VEH TYPE: CAR
MEMPHIS  23  ZN/TR: A3  CONTACT NBR: 109360254  OPENED: 01/16/1998
VIN:     1ZVPT20C5L[REDACTED]  ENGINE: C      CLOSED: 01/16/1998
=====

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=====
LAST NAME: [REDACTED]          STATUS: CLOSED
TITLE: [REDACTED]             MI:
ADDRESS: [REDACTED]           FIRST NAME: [REDACTED]
CITY: [REDACTED]              STATE: [REDACTED]      ZIP: [REDACTED]
HOME PHONE: NA -NA-A NA      BUS. PHONE: NA -NA-A NA
MODEL YEAR: 90               MODEL: PROBE
MILEAGE: 93519              WSD:
DEALER NAME: MARLER FORD COMPANY  SALES CODE: 123371  P & A: 06590
CAUSAL CODES: 1215 2204     SYMPTOMS: 104100
ORIGIN: GO                   TRANS. DST/RGN:
SERVICE/SALES: 1           TRANS. DATE:
ACK. CODE:                   ASSIST CODE:      AWARD AMT:      CONTACT DATE:
                                O SURVEY: (Y OR N)
=====

```

```

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

```

COMMENTS:

1998/01/16

\*\*\*CUSTOMER CONTACTED FORD EXECUTIVE OFFICES\*\*\*

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

CUSTOMER SAYS:

- VEHICLE WAS BROUGHT IN FOR RECALL 95S48 & 95S49
- VEHICLE INSPECTED THE SEATBELT SYSTEM AND FOUND NOTHING WHICH NEEDED TO BE REPAIRED
- CURRENTLY, SEATBELT TRACK NEEDS TO BE REPLACED

PER CUSTOMER, DEALER SAYS:

- NO FINANCIAL ASSISTANCE; RECALL HAS EXPIRED

CUSTOMER SEEKS:

- FINANCIAL ASSISTANCE

SL ADVISED:

- SL MADE DBC TO SM, DAVE WEBB. SL ADVISED REPAIR WOULD BE COVERED BY SL. SM TO RECONTACT SL FOR COMMITMENT CODE ONCE REPAIR HAS BEEN COMPLETED.
- CUSTOMER REMAINS SATISFIED

1998/01/28

DEALER RECONTACTED SL FOR COMMITMENT CODE:

- P&A CODE: 06590
- CLAIM#: 0664
- REPAIR #: 51
- AMOUNT: \$318.00

COMMITMENT CODE: M33WR TO BE USED UNDER P96

1998/02/19

DEALER RECONTACTED SL FOR A NEW COMMITMENT CODE IN THE AMOUNT OF \$261.07.  
 SL PROVIDED COMMITMENT CODE M332X.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

```

=====
BO14MH   GRP: 05   CONCERN CONTACT   VEH TYPE: CAR
ORLANDO  24   ZN/TR: 01   CONTACT NBR: 109359640   OPENED: 01/16/1998
VIN:      1ZVPT20C9L5   ENGINE: C   CLOSED: 01/23/1998
=====

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=====
LAST NAME: [REDACTED]   STATUS: CLOSED
TITLE: [REDACTED]   FIRST NAME: [REDACTED]   MI: M
ADDRESS: [REDACTED]
CITY: [REDACTED]   STATE: [REDACTED]   ZIP: [REDACTED]
HOME PHONE: [REDACTED]   BUS. PHONE: [REDACTED]   EXT: [REDACTED]
MODEL YEAR: 90   MODEL: PROBE
MILEAGE: 84500   WSD:
DEALER NAME: KINGS CROWN FORD IN SALES CDDE: 124223   P & A: 04992
CAUSAL CODES: 1220 2013   SYMPTOMS: 104100
ORIGIN: G0   TRANS. DST/RGN: 24   TRANS. DATE:
SERVICE/SALES: 1   CONTACT DATE: 01/18/1998
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:

```

1998/01/18
*** POSSIBLE 12/12 SERVICE PART COVERAGE *** REPAIR DATE: 12/23/97 MILEAGE:
84200
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-THAT SHE HEARD ABOUT A RECALL ON THE SEATBELT
-THAT THE DEALERSHIP REPLACED THE TRACK
-THAT BECAUSE THE MOTOR WAS NOT ACTING UP THEY DID NOT REPLACE IT
-THAT THE SEATBELT IS STILL LOCKING UP
-THAT THE RECALL STATED TO REPLACE TRACK AND MOTOR IF IT NEEDED TO BE REPLACED
-THAT THE REPAIRED THE SEATBELTS ON DECEMBER 23RD OF 97
*
PER CUSTOMER, DEALER SAYS:
-THAT BECAUSE THE MOTOR WAS NOT REPLACED THE FIRST TIME IT WILL BE AT THE
CUSTOMER'S EXPENSE TO REPAIR
*
CUSTOMER SEEKS:
-TO HAVE THE SEATBELT REPAIRED UNDER THE RECALL
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST NR. BOYD ZIMMER (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS
DAYS
###THIS IS THE CLDSING COMMENT
BOYD ZIMMER SPOKE WITH CUST, THEN CALLED FORD CSM. CSM AGREES TO COVER REPAIR
BY RECALL SINCE PROBLEM HAS BEEN INTERMITTANT AND REMAINS SINCE INSPECTION FOR

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09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
1701FH GRP: 04 INFORMATION CONTACT VEH TYPE: CAR  
DALLAS 52 ZN/TR: A1 CONTACT NBR: 109352598 OPENED: 01/15/1998  
VIN: L ENGINE: CLOSED: 01/15/1998  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 1 WSD:  
DEALER NAME: CASA FORDINC SALES CODE: 152210 P & A: 20455  
CAUSAL CODES: 1218 SYMPTOMS: 104100  
ORIGIN: 00 TRANS. OST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AMARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1998/01/15

\*\*\* MILEAGE UNAVAILABLE \*\*\*  
\*\*\*NO VIN AVAILABLE\*\*\*

CUSTOMER SAYS:

- THERE WAS A RECALL ON AUTOMATIC SEATBELTS
- DOES NOT HAVE THE VIN NUMBER OR THE RECALL/ONP NUMBER
- THE DEALERSHIP REPLACED THE LEFT PASSENGER AUTOMATIC SEATBELT
- NOW THE DRIVER'S SIDE SEATBELT DOES NOT WORK
- CANNOT PASS HER SAFETY INSPECTION BECAUSE THIS DEALERSHIP DOES NOT WANT TO REPLACE THE SEATBELT

PER CUSTOMER, DEALER SAYS:

- SOMEONE IN SERVICE, NO NAME GIVEN, SAYS THEY NEED APPROVAL FROM FORD BEFORE THEY REPLACE THE DRIVER'S SIDE SEATBELT

CUSTOMER SEEKS:

- ADDRESS TO THE RECALL ADMINISTRATION

CAC ADVISED:

- CUSTOMER TO CALL BACK WITH THE VIN NUMBER
- NEXT CSR PLEASE CHECK THE ONP/RECALLS AND ASSIST THE CUSTOMER FURTHER

09/11/96

MASTER OWNER RELATIONS SYSTEM I]

14.21.02

=====

1701FH	GRP: 04	INFORMATION CONTACT	VEH TYPE: CAR
DALLAS	52	ZN/TR: A1	CONTACT NBR: 109352598
VIN:	L	ENGINE:	OPENED: 01/15/1998
			CLOSED: 01/15/1998

=====

1998/01/15

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

CUSTOMER SAYS:

- THE DEALERSHIP STATES THEY CHANGED THE RIGHT AND LEFT SIDES OF THE SAFETY RESTRAINT FOR THE RECALL
- BUT THE LEFT SIDE HAS ACTUALLY NOT BEEN CHANGED
- DOES NOT WANT TO PAY FOR THE REPAIR NOR WAIT FOR THE FORD REPRESENTATIVE
- WOULD LIKE A DECISION ON THE REPAIR

PER CUSTOMER, DEALER SAYS:

PER SERVICE MANAGER (ANDY CONROY)

- THEY INSPECTED THE RIGHT SIDE AND IT WAS OPERATING PROPERLY AND REPLACED THE LEFT SIDE BECAUSE IT WAS NOT WORKING AT THE TIME OF THE RECALL
- THEY WILL NEED TO SEEK APPROVAL FROM FORD MOTOR COMPANY TO REPLACE THE SAFETY RESTRAINT ON THE RIGHT SIDE

CUSTOMER SEEKS:

- RECALL INVOLVEMENT
- FINANCIAL ASSISTANCE

CAC ADVISED:

RE: FINANCIAL ASSISTANCE

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

RE: DEALERSHIP DIAGNOSIS

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

RE: RECALLS 9654B AND 9859B

- BOTH RECALLS WERE COMPLETED

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

3554CH GRP: 15 CONCERN CONTACT VEH TYPE: CAR  
SAN FRAN 72 ZN/TR: A3 CONTACT NBR: 109351088 OPENED: 01/14/1998  
VIN: 12VPT21U2L5 ENGINE: U CLOSED: 02/03/1998

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: K  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED] 9777  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 102000 WSD:  
DEALER NAME: ORCHID ISLE AUTO CE SALES CODE: 172414 P & A: 07761  
CAUSAL CODES: 1209 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: 72 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 01/28/1998  
ACK. CODE: ASSIST CODE: D AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1998/01/14

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

CUSTOMER SAYS:

- RECEIVED RECALL NOTICE IN THE MAIL BACK IN OCTOBER OF 1996
- RIGHT NOW PASSENGER SIDE SEAT BELT IS IN A STUCK POSITION
- AT THE TIME OF THE RECALL THE DRIVERS SIDE WAS REPLACED BUT NOT THE PASSENGERS SIDE.
- NOW THE PASSENGERS SIDE IS NOT WORKING
- PASSENGER SIDE SEATBELT IS STUCK IN FORWARD POSITION.
- LETTER STATES TO CALL AFTER MARCH 15 1997 IF SEATBELTS ARE OPERATING PROPERLY
- DRIVERS SIDE SEAT BELT REPLACED NOVEMBER OF 1996

PER CUSTOMER, DEALER SAYS:

- BECAUSE RECALL WAS CLOSED CUSTOMER WOULD HAVE TO PAY FOR REPAIR

CUSTOMER SEEKS:

- RECALL PERFORMED

GAC ADVISED:

RE: OPEN RECALL 96548 AND 96589

- BECAUSE OF INFORMATION IN THE CUSTOMER AND DEALER LETTER AM FORWARDING THIS CONTACT FOR REVIEW, EVEN THOUGH RECALLS ARE SHOWN AS COMPLETE. LETTER STATES IF RESTRAINT SYSTEM WERE WORKING AT TIME CUSTOMER COULD BRING VEHICLE BACK IN AFTER MARCH 15 1997 FOR SERVICE
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MS. MARY ESPEJO (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====
3554CH GRP: 15 CONCERN CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: A3 CONTACT NBR: 109351066 OPENED: 01/14/1998
VIN: 1ZVPT21U2L5 ENGINE: U CLOSED: 02/03/1998
=====

1998/01/27
###THIS IS THE CLOSING COMMENT
ADVISED CUSTOMER THAT A RECALL CANNOT BE REOPENED ONCE THE RECALL IS PERFORMED
SIDE SEATBELT SHOWED OK AT THAT TIME. REQUEST CONSIDERATION FOR CLOSURE.
JUDY STEWART, KOHA SERVICE MANAGER.
###THIS IS THE CLOSING COMMENT
CORRECTION TO ORIGINAL CLOSING COMMENT. SEATBELT RECALLS WERE PERFORMED
11/20/1998.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

```

=====
7154TS   GRP: 01   INFORMATION CONTACT   VEH TYPE: CAR
NEW YORK 13   ZN/TR: 11   CONTACT NBR: 109339098   OPENED: 01/12/1998
VIN: 1ZVPT21U8L5   ENGINE: U   CLOSED: 01/12/1998
=====

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```

LAST NAME: [REDACTED]   STATUS: CLOSED
TITLE: [REDACTED]   FIRST NAME: [REDACTED]   I: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED]   STATE: [REDACTED]   IP: [REDACTED]
HOME PHONE: [REDACTED]   BUS. PHONE: [REDACTED]
MODEL YEAR: 90   MODEL: PROBE
MILEAGE: 91610   MSD:
DEALER NAME: ELMWOOD AUTO SALES   SALES CODE: 113151   P & A: 20885
CAUSAL CODES: 1104   SYMPTOMS: 104100 B01900
ORIGIN: GO   TRANS. DST/RGN:   TRANS. DATE:
SERVICE/SALES: 1   CONTACT DATE:
ACK. CODE:   ASSIST CODE:   AWARD AMT:   O SURVEY: (Y OR N)

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

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COMMENTS:

1998/01/12

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

CUSTOMER SAYS:

- THERE WAS A RECALL ON THE RETRACT SEAT BELT ON THE LEFT SIDE AND THE RIGHT SIDE
- HE WAS HAVING PROBLEMS WITH THE LEFT SIDE RETRACT SEAT BELT, AND WAS REPAIRED
- NOW THE DRIVER'S SIDE BELT RETRACT NEEDS TO BE REPAIRED
- HE KNOWS BOTH WERE RECALLED BUT THE DEALERSHIP ONLY DID ONE
- HE TOOK THE VEHICLE TO DEALERSHIP AND SAID IT WILL BE TO HIS COST FOR REPAIRING THE RIGHT SIDE SEAT BELT

PER CUSTOMER, DEALER SAYS:

RE: ELMWOOD AUTO SALES

- THEY REPAIRED THE LEFT SIDE AND CHECKED THE RIGHT SIDE, BUT DID NOT REPAIR THE RIGHT SIDE
- OUT OF WARRANTY

CUSTOMER SEEKS:

- FINANCIAL ASSISTANCE
- ADDRESS TO THE CENTER

CAC ADVISED:

RE: FINANCIAL ASSISTANCE

- WARRANTY HAS EXPIRED
  - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR
- RE: ADDRESS TO THE CENTER
- PROVIDED THE ADDRESS TO THE CENTER

09/11/98

MASTER OWNER RELATIONS SYSTEM !!

14.21.02

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-----
7154T5 GRP: 01 INFORMATION CONTACT VEH TYPE: CAR
UNKNOWN 99 ZN/TR: CONTACT NBR: 109329656 OPENED: 01/08/1998
VIN: 1ZVPT21U4L5 ENGINE: U CLOSED: 01/08/1998
-----

```

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FI:
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]-5648
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 47000 WSD:
DEALER NAME: SALES CODE: P & A:
CAUSAL CODES: 1104 0426 SYMPTOMS: 104100
ORIGIN: GD TRANS. OST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

```

COMMENTS:

1998/01/08

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

CUSTOMER SAYS:

- HAS NO PROBE, HE HAS A RECALL 96S48/ 96S99
- THE RECALL WAS DONE 12/1998
- THE PASSENGER SIDE THE SHOULDER BELT, MOTORIZED, WILL NOT RELEASE SOMETIMES
- VNH FORD IN MARSHFIELD, SAID IT IS NOT UNDER THE RECALL
- THE SEAT BELT NEEDS A LATCH

PER CUSTOMER, DEALER SAYS:

RE: VNH INCORPORATED

- IT IS NOT A PART OF THE RECALL
- WILL NOT PROVIDE ASSISTANCE

CUSTOMER SEEKS:

- FINANCIAL ASSISTANCE

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

=====

0896CU	GRP: 05	INFORMATION CONTACT	VEH TYPE: CAR
ATLANTA	21	ZN/TR: E2	CONTACT NBR: 109320448
VIN: 1ZVPT21U0L5		ENGINE: U	OPENED: 01/07/1998
			CLOSED: 01/07/1998

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				
ADDRESS:				
CITY:		STATE:		
HOME PHONE:		BUS. PHONE:		
MODEL YEAR: 80		MODEL:		
MILEAGE: 70000		WSD:		
DEALER NAME: STEARNS FORD INC		SALES CODE: 121752	P & A: 01074	
CAUSAL CODES: 1219		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:

1998/01/07

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

CUSTOMER SAYS:

- THE PASSENGER SIDE SHOULDER BELT IS NOT WORKING PROPERLY
- THE DRIVERS' SIDE SEAT BELT WAS REPAIRED PROPERLY BUT FEELS THAT THEY DID NOT REPAIR THE PASSENGER

PER CUSTOMER, DEALER SAYS:

- INFORMED THE CUSTOMER THAT SHE WOULD HAVE TO PAY FOR THIS REPAIR

CUSTOMER SEEKS:

- THE PASSENGER SIDE SEAT BELT TO BE REPAIRED

CAC ADVISED:

- INFORMED THE CUSTOMER THAT ACCORDING TO OUR RECORDS BOT PASSENGER AND DRIVER'S SEAT BELTS WERE REPLACED AND IF HER SON FEELS THAT THE DRIVER'S SIDE WAS THE ONLY SEAT BELT THAT WAS REPAIRED HE NEEDS TO INFORM THE DEALER REGARDING THIS ISSUE

1998/01/09

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

CUSTOMER SAYS:

- CALLING BACK REGARDING THE SEAT BELTS RECALLS
- ONE SEAT BELT WAS REPAIRED AND THE OTHER JUST CHECKED
- RECALLED ON THE SEAT BELTS AND REIMBURSED FOR THE DRIVER SIDE WHICH - AS REPAIRED
- AFTER ONE YEAR THE SEAT BELTS HAVE FAILED AGAIN
- REPAIRED IN 10/96

PER CUSTOMER, DEALER SAYS:

- DAVID - CHECKED THE SEAT

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

0896CJ	GRP: 05	INFORMATION CONTACT	VEH TYPE: CAR
ATLANTA	21	ZN/TR: E2	CONTACT NBR: 109320448
VIN:	1ZVPT21U0L5	ENGINE: U	OPENED: 01/07/1998
			CLOSED: 01/07/1998

=====

1998/01/09

- USE A SPECIAL TOOL TO CHECKED OUT AND NOT REPAIRED

\*

CUSTOMER SEEKS:

- FINANCIAL ASSISTANCE

\*

CAC ADVISED:

- WARRANTY HAS EXPIRED

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

- WORKMANSHIP ISSUES MUST BE ADDRESSED AT DEALER

- CONTACT MR. STEPHEN STEARNS (CUST REL MGR) FOR ASSISTANCE.

- 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

=====  
4699BK GRP: 05 CONCERN CONTACT VEH TYPE: CAR  
SDR 10 ZN/YR: R3 CONTACT NBR: 109309542 OPENED: 01/02/1998  
VIN: 1ZVPT21U0L5 ENGINE: U CLOSED: 01/14/1998  
=====

=====  
LAST NAME: [REDACTED] STATUS: CANCELLED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 114000 WSD:  
DEALER NAME: VERMILLION FORD INC SALES CODE: 158703 P & A: 09206  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 58 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:  
1998/01/02

\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 98548 AND 96599  
\*\*\* POSSIBLE 12/12 SERVICE PART COVERAGE \*\*\* REPAIR DATE: 2/19/1996 MILEAGE:

101000

CUSTOMER SAYS:

- RECEIVED A RECALL LETTER FOR SEATBELT AND HAD THE DRIVERS SIDE SEATBELT REPAIRED
- NOW THE PASSENGER SIDE SEATBELT IS STUCK
- TOOK VEHICLE IN 3 TIMES FOR SEATBELT CONCERN AND WAS TOLD ONLY THE DRIVERSIDE SEATBELT WOULD BE REPAIRED UNDER THE RECALL
- THE DEALERSHIP WILL NOT DO THE REPAIRS ON THE SEATBELT NOW

PER CUSTOMER, DEALER SAYS:

- VEHICLE IS OUT OF WARRANTY

CUSTOMER SEEKS:

- TO HAVE SEATBELT ON PASSENGER SIDE REPAIRED UNDER RECALL

CAC ADVISED:

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

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

=====

4899BK	GRP: 05	CONCERN CONTACT	VEH TYPE: CAR
SCR	10	ZN/TR: R3	CONTACT NBR: 109309542
VIN:	1ZVPT21U0LS	ENGINE: U	OPENED: 01/02/1998
			CLOSED: 01/14/1998

=====

1998/01/08

CUSTOMER SAYS:

-

\*

CAC ADVISED:

- DEALERSHIP CALLED TO SAY THIS CONTACT SHOULD NOT HAVE BEEN OPENED
- CUSTOMER CAME INTO THE DEALERSHIP AND WAS VERY UNHAPPY THAT DEALERSHIP COULD NOT ASSIST
- ATTEMPTED AN OUT CALL TO THE CUSTOMER, COULD NOT GET THROUGH
- WANTED TO EXPLAIN TO THE CUSTOMER THAT WE SUPPORT DEALERSHIP DECISION AND INFORMATION WAS SENT IN ERROR AND TO APOLOGIZE FOR ANY MIS COMMUNICATION
- IF CUSOTMER SHOULD CALL BACK
- NEXT CSR PLEASE APPOLOGIZE
- CAC WILL SUPPORT DEALERSHIP, FORD WILL NOT ASSIST

1998/01/14

THIS CONTACT HAS BEEN CANCELLED

PER PREVIOUS COMMENTS, CONTACT SHOULD NOT HAVE BEEN OPENED.

- JEANETTE BRYANT, TEAM LEADER - 15, CAC

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3044AM GRP: 01 CONCERN CONTACT VEH TYPE: CAR  
SDR 10 ZN/TR: G2 CONTACT NBR: 109304191 OPENED: 12/30/1997  
VIN: 1ZVPT20C1L5 ENGINE: C CLOSED: 01/13/1998

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 100000 WSD:  
DEALER NAME: LEAST FORD INC SALES CODE: 144062 P & A: 00658  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: G0 TRANS. DST/RGN: 44 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 01/05/1998  
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:

1997/12/30

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

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

CUSTOMER SAYS:

- IS THE VEHICLE INVOLVED IN A RECALL INVOLVING THE SEAT BELTS

PER CUSTOMER, DEALER SAYS:

PER SERVICE DEPARTMENT:

- THE DRIVERS SIDE BELT WILL BE REPLACED UNDER RECALL 96548, BUT NOT THE PASSENGER SIDE BELT

CUSTOMER SEEKS:

- VEHICLE REPAIRED

CAC ADVISED:

RE: RECALL 96548

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MR. WARREN CURTIS (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1998/01/08

##THIS IS THE CLOSING COMMENT

CUSTOMER NOTIFIED THAT WE WOULD BE DOING RECALL 96548 ON LEFT SIDE CUSTOMER

STATED THAT HE WANTS NEW BELT ON PASS SIDE RECALL NOT NEEDED ON THAT SIDE

FOUND CUST HAS UNPLUGGED SEATBELT ON PASS SIDE HIMSELF FOR SOME REASON

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

582455	GRP: 02	CONCERN CONTACT	VEH TYPE: CAR
DETROIT	48	ZN/TR: C1	CONTACT NBR: 109299869
VIN:	12VPT22L8L5	ENGINE: L	OPENED: 12/29/1997
			CLOSED: 01/20/1998

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	M
ADDRESS:		STATE:		ZIP:	
CITY:		BUS. PHONE:			
HOME PHONE:		MODEL:	PROBE		
MODEL YEAR:	90	WSO:			
MILEAGE:	82000	SALES CODE:	148005	P & A:	02755
DEALER NAME:	ROYAL OAKFORD INC	SYMPTOMS:	104100		
CAUSAL CODES:	1203	TRANS. DST/RGN:	48	TRANS. DATE:	
ORIGIN:	GD			CONTACT DATE:	01/13/1998
SERVICE/SALES:	1			D SURVEY:	Y (Y OR N)
ACK. CODE:		ASSIST CODE: D	AWARD AMT:		

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

COMMENTS:

1997/12/28

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

CUSTOMER SAYS:

- THE RIGHT SEAT BELT IS JAMMED
- WILL NOT GO BACK OR FORWARD ON THE TRACK

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- BELT REPAIRED

CAC ADVISED:

REGARDING REQUEST FOR FINANCIAL ASSISTANCE

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

REGARDING RECALL/DNP

- REQUEST DAN SHEILL/SVC MGR TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS DAYS

REGARDING RECALL/DNP

1998/01/13

###THIS IS THE CLOSING COMMENT

TALKED TO CUSTOMER AND NO WARRANTY IS AVAILABLE FOR THIS REPAIR .CLOSE CASE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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=====
B993TT  GRP: 14  CONCERN CONTACT  VEH TYPE: CAR
HOUSTON  57  ZN/TR: C2  CONTACT NBR: 109294107  OPENED: 12/26/1997
VIN: 12VPT20CKL5  ENGINE: C  CLOSED: 01/06/1998
=====

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=====
LAST NAME: [REDACTED]  FIRST NAME: [REDACTED]  STATUS: CLOSED
TITLE: [REDACTED]  MI: C
ADDRESS: [REDACTED]
CITY: [REDACTED]  STATE: [REDACTED]  ZIP: [REDACTED]
HOME PHONE: [REDACTED]  BUS. PHONE: [REDACTED]
MODEL YEAR: 90  MODEL: PROBE
MILEAGE: 135000  WSD:
DEALER NAME: LEIF JOHNSON FORD I SALES CODE: 152300  P & A: 04465
CAUSAL CODES: 1220  SYMPTOMS: 104100
ORIGIN: 00  TRANS. DST/RGN: 52  TRANS. DATE:
SERVICE/SALES: 1  CONTACT DATE: 12/30/1997
ACK. CODE: ASSIST CODE: D  AWARD AMT: 0 SURVEY: Y (Y OR N)
=====

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

```

COMMENTS:  
1997/12/28

\*\*\* NAVIS: ORIGINAL \*\*\*  
\*\*\* POSSIBLE 12/12 SERVICE PART COVERAGE \*\*\* REPAIR DATE: 09/97 MILEAGE:

11111111  
CUSTOMER SAYS:  
-HAD RECALL WORK DONE ON THE SEATBELTS IN SEPTEMBER AND THE PROBLEM IS NOT  
CORRECTED, SEATBELTS STILL STICK WHEN I FIRST GET INTO THE CAR  
-BOTH THE PASSENGER AND THE DRIVERS SEATBELT AND LOCKING UP

\*  
PER CUSTOMER, DEALER SAYS:  
-SEATBELTS SHOULD WORK FINE NOW

\*  
CUSTOMER SEEKS:  
-REPAIR

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

1997/12/30  
###THIS IS THE CLOSING COMMENT  
REPAIR WAS MADE IN MAY AND 15,000 MILES ADD. WARRANTY IS 12/12 AND HAS NOW  
EXPIRED. DEALER INVITED CUSTOMER BACK TO ADDRESS CONCERNS. BUT THIS WOULD NOT  
BE A WARRANTY REPAIR. DAVID B.

09/11/98

MASTER OWNER RELATIONS SYSTEM (1

14.21.02

-----  
 2177LM GRP: 04 CONCERN CONTACT VEH TYPE: CAR  
 TWIN CITIES 58 ZN/TR: A1 CONTACT NBR: 109287887 OPENED: 12/22/1997  
 VIN: 1ZVPT21U7L ENGINE: U CLOSED: 01/05/1998  
 -----

-----  
 LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] MI: [REDACTED]  
 ADDRESS: [REDACTED]  
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 90 MODEL: PROBE  
 MILEAGE: 137000 WSD:  
 DEALER NAME: ELK RIVERFORD-MERCU SALES CODE: 158590 P & A: 09400  
 CAUSAL CODES: 1209 SYMPTOMS: 104100  
 ORIGIN: GD TRANS. DST/RGN: 58 TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE: 12/29/1997  
 ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)  
 -----

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

COMMENTS:  
 1997/12/22

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

CUSTOMER SAYS:  
 -RECALL STATUS  
 -ELECTRIC SEAT BELTS  
 -NEITHER SEAT BELT WORKS, GET JAMMED

\*  
 PER CUSTOMER, DEALER SAYS:  
 -NO CONTACT

\*  
 CUSTOMER SEEKS:  
 -RECALL INFORMATION

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

1997/12/29  
 SERVICE MANAGER, SHAWN SODREN, CONTACTED CUSTOMER ON 12/29/97 IN REGARDS TO PROB  
 E NEEDING RECALLS PERFORMED ON SEATBELT TRACK ASSEMBLIES. CUSTOMER IS SCHEDULED  
 TO COME IN 12/30 TO HAVE REPAIRED UNDER WARRENTY.  
 ##THIS IS THE CLOSING COMMENT  
 CLOSING CONTACT, APPT. IS SCHEDULED FOR TOMORROW 12/30/1997 WE WILL INSPECT AND  
 REPAIR AS REQUIRED.  
 SERVICE MANAGER  
 SHAWN SODREN

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

-----  
4259YW GRP: 14 CONCERN CONTACT VEH TYPE: CAR  
ORLANDO 24 ZN/TR: D2 CONTACT NBR: 109282230 OPENED: 12/19/1997  
VIN: 12VPT21U3LE ENGINE: U CLOSED: 12/30/1997  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] T:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] IP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 80 MODEL: PROBE  
MILEAGE: 85000 WSD:  
DEALER NAME: PALATKA FORD LINC-M SALES CODE: 124509 P & A: 03475  
CAUSAL CODES: 3002 1203 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: 24 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 12/22/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:  
1997/12/19  
\*\*\* POSSIBLE 12/12 SERVICE PART COVERAGE \*\*\* REPAIR DATE: UNAVAILABLE  
MILEAGE: UNKNOWN

\*\*\* NAVIS: SUBSEQUENT \*\*\*  
CUSTOMER SAYS:  
- DEALERSHIP REFUSING TO REPAIR SEATBELT THAT IS UNDER RECALL  
- REPAIR WAS PERFORMED APPROX 3 MONTHS AGO ( NO DATE AVAILABLE)  
- LOOKING FOR ASSISTANCE IN GETTING PERFORM  
- SEATBELT FROZE UP AND WOULD NOT WORK  
- ONE WEEK AFTER THE REPAIR THE SEATBELT FROZE UP AGAIN

PER CUSTOMER, DEALER SAYS:  
- DID REPLACE THE TRACK ON THE VEHICLE  
- IT HAD BEEN 3 MONTHS SINCE THE REPAIR AND WOULD COULD NOT BE REPAIRED

CUSTOMER SEEKS:  
- SEATBELT REPAIRED UNDER RECALL

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

1997/12/22  
###THIS IS THE CLOSING COMMENT  
- CALLED 1-800 # IN RECALL  
- ADVISED US TO TALK TO ARE REP.  
- SEAT TRACK REPLACED PER RECALL AND MOTOR HAS WENT OUT 2 MONTHS LATER  
- PER RECALL DO NOT REPLACE MOTOR IF WORKING AT INSPECTION OR YOU WILL BE CHARGED BACK FOR WORKING MOTORS PER FORD  
- MOTOR WAS WORKING AT TIME OF RECALL THIS WAS EXPLAINED TO CUSTOMER AND REP  
- NO ASSISTANCE PROVIDED PER REP.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3277RR GRP: 10 REGION INVOLVEMENT CONTACT VEH TYPE: CAR  
NEW YORK 13 ZN/TR: T1 CONTACT NBR: 109280893 OPENED: 12/19/1997  
VIN: 1ZVPT21U9L52 ENGINE: U CLOSED: 01/07/1998

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 60000 WSD:  
DEALER NAME: PATRIOT FORD, LTD. SALES CODE: 113095 P & A: 00103  
CAUSAL CODES: 12RA 1203 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: 13 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 01/07/1998  
ACK. CODE: ASSIST CODE: D AWARD AMT: O SURVEY: Y (Y DR N)

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

COMMENTS:

1997/12/19

\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 98398 \*\*\*

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

\*\*\* UNIQUE CIRCUMSTANCES PER TROBERSO \*\*\*

CUSTOMER SAYS:

-I AM CALLING BACK ABOUT THE RECALL ON MY SEATBELTS  
-I HAD THE RECALL PERFORMED IN JULY OF THIS YEAR. THE DEALER REPLACED THE MOTOR ON THE DRIVER SIDE SEAT BELT AND INSPECTED MY PASSENGER SIDE BELT. NO REPAIR WAS MADE TO THE PASSENGER SIDE BELT  
-THE PASSENGER SIDE BELT IS NOW BROKEN. THERE WAS NOTHING DONE TO THIS UNDER THE RECALL

PER CUSTOMER, DEALER SAYS:

-THIS IS NOT COVERED. THE PASSENGER SEAT BELT WAS NOT BROKEN WHEN WE INSPECTED IT. THAT IS ALL WE WERE REQUIRED TO DO UNDER THE RECALL  
-WE HAVE

CUSTOMER SEEKS:

-SEATBELT REPAIRED UNDER RECALL

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
-REQUEST MR. BOB DOLAN (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS  
-CALLED RECALL HOTLINE TO SEE IF THERE WOULD BE ANY ASSISTANCE FOR THIS UNDER CUSTOMER GET REPAIR COVERED BY FORD  
-SPDKE WITH TEAM LEADER AND WAS ADVISED TO OPEN A REGIONAL CONTACT DUE TO UNIQUE CIRCUMSTANCES

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
3277RR GRP: 10 REGION INVOLVEMENT CONTACT VEH TYPE: CAR  
NEW YORK 13 ZN/TR: I1 CONTACT NBR: 109280803 OPENED: 12/19/1997  
VIN: 1ZVPT21U9L5 ENGINE: U CLOSED: 01/07/1998  
-----

1997/12/23

SPOKE TO CUSTOMER RECALL STATED CHECK SEAT BELT ON R/S SEAT BELT WAS WORKING FINE NO PROBLEM WAS FOUND SO NO REPLACEMENT WAS NEEDED EXPLAINED TO CUST WE DID RECALL AND WE DO NOT HAVE THE AUTHORITY TO DO REPAIR IF RECALL WAS ALREADY DONE

1998/01/07

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

CUSTOMER SAYS:

- I CALLED THIS OFFICE A FEW WEEKS AGO TO DISCUSS CONCERNS RELATING TO MY SEAT BELT/RECALL COVERAGE
- I WAS TOLD THAT SOMEONE WOULD CONTACT ME TO DISCUSS AND HANDLE THIS
- I HAVE YET TO RECEIVE A PHONE CALL FROM ANYONE

PER CUSTOMER, DEALER SAYS:

- NO CURRENT CONTACT

CUSTOMER SEEKS:

- WHAT IS THE STATUS OF THIS ISSUE

CAC ADVISED:

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

###THIS IS THE CLOSING COMMENT

CSM LOREN ROSEN SPOKE TO RECALL HOTLINE, WARRANTY ADMINISTRATION AND LEGAL DEPT NO FURTHER ACTION WILL BE TAKEN BY FORD NO ASSISTANCE WILL BE PROVIDED  
LOREN ROSEN CSM

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====  
 4899BK GRP: 06 INFORMATION CONTACT VEH TYPE: CAR  
 BOSTON 11 ZN/TR: 02 CONTACT NBR: 109277191 OPENED: 12/18/1997  
 VIN: 1ZVPT21U7L5 ENGINE: U CLOSED: 12/18/1997  
 =====

LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] MI:  
 ADDRESS: [REDACTED]  
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 90 MODEL: PROBE  
 MILEAGE: 80000 WSD:  
 DEALER NAME: REGAN FORD INC SALES CODE: 111485 P & A: 08913  
 CAUSAL CODES: 1104 SYMPTOMS: 104100  
 ORIGIN: GD TRANS. DSY/RGN: TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE:  
 ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: (Y OR N)

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

COMMENTS:

1997/12/18

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

CUSTOMER SAYS:

- CABLE CAME OUT OF TRACK
- SEATBELT IS NOT GOING BACK AND FORWARD
- HAD REPAIRS DONE ON SEATBELT UNDER A RECALL- LAST YEAR

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- TO HAVE SEATBELT REPAIRED UNDER RECALL

CAC ADVISED:

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

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

OB39KB GRP: XX02 CONCERN CONTACT VLC VEH TYPE: CAR  
DETROIT 48 ZN/TR: E2 CONTACT NBR: 107630017 OPENED: 10/11/1998  
VIN: 1ZVPT20COM5 ENGINE: C CLOSED: 10/25/1998

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] I: A  
ADDRESS: [REDACTED] CITY: [REDACTED] IP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 35000 WSD:  
DEALER NAME: BILL BROWN FORD INC SALES CODE: 148032 P & A: 03003  
CAUSAL CODES: 1208 3001 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 48 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 10/18/1998  
ACK. CODE: ASSIST CODE: D AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1996/10/11

\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548, 96599 \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 96548, 96599 \*\*\*  
\*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

-THINKS THERE IS A RECALL ON HIS SEAT BELT  
-HAS ALREADY PAID FOR THIS REPAIR AND WOULD LIKE TO BE REIMBURSED

PER CUSTOMER, DEALER SAYS:

-NO CONTACT

CUSTOMER SEEKS:

-REIMBURSEMENT UNDER THE RECALL PROVISIONS

CAC ADVISED:

- VEHICLE IS ELIGIBLE FOR RECALL 96548, 96599  
- CUSTOMER TO CONTACT THE DEALERSHIPS SERVICE DEPARTMENT, TO ASSIST CUSTOMER  
IN REIMBURSEMENT ASSISTANCE

1996/10/18

###THIS IS THE CLOSING COMMENT

UNABLE TO CONTACT CUSTOMER LEFT SEVERAL MESSAGES . WILL ASSIST CUSTOMER IF  
AND WHEN RE-CONTACT OCCURS.

JOHN S. HOULE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

029955 GRP: XX12 CONCERN CONTACT VEH TYPE: CAR  
 SDR 10 ZN/TR: 01 CONTACT NBR: 107626874 OPENED: 10/11/1996  
 VIN: 1ZVPT21UXM5 ENGINE: U CLOSED: 10/18/1996

=====

LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FI: D  
 ADDRESS: [REDACTED] FIRST NAME: [REDACTED]  
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 91 MODEL: PROBE  
 MILEAGE: 32000 WSD:  
 DEALER NAME: HUNNICUTTFORD INC SALES CODE: 121690 P & A: 01055  
 CAUSAL CODES: 1203 2801 SYMPTOMS: 104100  
 ORIGIN: 00 TRANS. DST/RGN: 21 TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE: 10/12/1998  
 ACK. CODE: ASSIST CODE: R AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1998/10/11

- \*\*\* VEHICLE INVOLVED IN RECALL 98599 \*\*\*
- \*\*\* VEHICLE INVOLVED IN RECALL 98548 \*\*\*
- \*\*\* NAVIS: SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- VEHICLE SEAT BELT IS NOT WORKING , WILL NOT COME UP
- HEARD ON NEWS THAT PROBES ARE BEING RECALLED

PER CUSTOMER, DEALER SAYS:JACK

- DOESN'T KNOW OF A RECALL CALL FORD , GAVE 800 NUMBER

CUSTOMER SEEKS:

- TO CHECK RECALLS

CAC ADVISED:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
5040GM GRP: XX01 CONCERN CONTACT VEH TYPE: CAR  
ATLANTA 21 2N/TR: B4 CONTACT NBR: 107626168 OPENED: 10/11/1996  
VIN: 1ZVPT2OC0MS ENGINE: C CLOSED: 10/24/1996  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FI: S  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 80000 WSD:  
DEALER NAME: PERIMETERFORD INC SALES CODE: 121002 P & A: 00460  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: GD TRANS. DST/RGN: 21 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 10/11/1996  
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1996/10/11

\*\*\* VEHICLE INVOLVED IN RECALL 98548 AND 98509 \*\*\*

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

CUSTOMER SAYS:

- THE DRIVER SIDE AUTOMATIC SEAT BELT IS NOT WORKING
- HEARD THERE MAY BE A RECALL

PER CUSTOMER, DEALER SAYS:

- NO INFORMATION ABOUT A RECALL

CUSTOMER SEEKS:

- REPAIR FOR THE SEAT BELT

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST CUST REL MGR SIDNEY HODGE (CRM-SERVICE) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1996/10/17

##THIS IS THE CLOSING COMMENT

TALKED WITH CUSTOMER ON 10/11/98 AFTER CALL TO CAC. HIS VEHICLE PRESENTS A SAFETY PROBLEM. BROUGHT TO DEALER ON 10/14/98 AND PARTS ORDERED EMERGENCY ON 10/14/98. NOT RECEIVED BY 10/16/98. DEALER WILL EFFECT REPAIR AS SOON AS PARTS ARE RECEIVED. CUSTOMER NOTIFIED. AND ALL O.K.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

```

=====
6104AH   GRP: XX15   INFORMATION CONTACT   VEH TYPE: CAR
PITTSBURGH 44 2N/TR: A2   CONTACT NBR: 107625559   OPENED: 10/11/1996
VIN:      1ZVPT21U1M   ENGINE: D   CLOSED: 10/11/1996
=====

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=====
LAST NAME: [REDACTED]   STATUS: CLOSED
TITLE: [REDACTED]     FIRST NAME: [REDACTED]   : M
ADDRESS: [REDACTED]   : P: [REDACTED]
CITY: [REDACTED]     STATE: [REDACTED]
HOME PHONE: [REDACTED]   BUS. PHONE: [REDACTED]
MODEL YEAR: 91   MODEL: PROBE
MILEAGE: 40000   WSD:
DEALER NAME: WDLTZ & WIND FORD I   SALES CODE: 144021   P & A: 07467
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:

```

1996/10/11
*** VEHICLE INVOLVED IN RECALL 96599 ***
*** VEHICLE INVOLVED IN RECALL 96548 ***
*** NAVIS; ORIGINAL ***
CUSTOMER SAYS:
-HEARD ABOUT RECALL ON NEWS FOR AUTOMATIC SHOULDER BELT
-DRIVER'S SIDE BELT HAS LOCKED UP
-HAD DRIVER'S SIDE BELT REPAIRED ON 10/10/98
*
PER CUSTOMER, DEALER SAYS:
-NO CONTACT
*
CUSTOMER SEEKS:
-IF VEHICLE INVOLVED IN RECALL
-REIMBURSEMENT FOR REPAIRS
*
CAC ADVISED:
-SUBMIT ORIGINAL PAID RECEIPTS TO THE SERVICE MANAGER WHO WILL REVIEW FOR
REIMBURSEMENT
-ALSO, IF SHOULDER BELT FOR PASSENGER SIDE IS STILL WORKING, CONTACT
DEALERSHIP AFTER DECEMBER 15, 1996 FOR REPAIR
CUSTOMER SAYS:
- SERVICE DEPARTMENT DID NOT KNOW ABOUT THE RECALL
*
CAC ADVISED:
- INFORMATION IS ON THE COMPUTER--WORK WITH YOUR SERVICE MANAGER

```

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====  
6104AH GRP: XX15 INFORMATION CONTACT VEH TYPE: CAR  
PITTSBURGH 44 ZN/TR: A2 CONTACT NBR: 107625559 DPENED: 10/11/1996  
VIN: 1ZVPT21U1M5 ENGINE: U CLOSED: 10/11/1996  
=====

1996/10/18

CUSTOMER SAYS:

- CALL BACK
- WANTS TO RECHECK RECALLS
- FIND OUT IF ENTITLED FOR A REIMBURSEMENT

PER CUSTOMER, DEALER SAYS:

- NOT CONTACTED

CUSTOMER SEEKS:

- WANTS REIMBURSEMENT FOR RECALL REPAIR

CAC ADVISED:

- PROVIDE ORIGINAL RECEIPTS TO MR. (CUST. REL MGR/ SVC MGR)
- (CUST REL MGR/SVC MGR) WILL EVALUATE SITUATION TO DETERMINE IF REPAIR IS REIMBURSABLE.

1996/10/23

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

CUSTOMER SAYS:

- BOO OWNER MANUAL
- CALLING BACK
- TOOK INFO TO SERVICE DEPARTMENT
- WANTS TO KNOW WHY HE HAS TO BRING IT IN AT SUCH A LATER DATE

PER CUSTOMER, DEALER SAYS:

- BRING CAR BACK AFTER DECEMBER 15, 1996

CUSTOMER SEEKS:

- REFUND FOR RECALL WORK

CAC ADVISED:

- DEALERSHIPS ARE INDEPENDENTLY OWNED AND OPERATED
- CONTACT MR. MARTIN CUSTOMER MANAGER FOR FURTHER EXPLANATION.
- SUPPORTS DEALERSHIPS DECISION

1996/10/28

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

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

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

CUSTOMER SAYS:

- SHOULDER BELT MALFUNCTIONED BEFORE THE RECALL WAS ISSUED
- HAD WORK DONE BEFORE AT AN INDEPENDANT SHOP

PER CUSTOMER, DEALER SAYS:

- CALL BACK AFTER DECEMBER 15
- WILL HAVE TO LOOK AT THE VEHICLE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====  
6104AH GRP: XX15 INFORMATION CONTACT VEH TYPE: CAR  
PITTSBURGH 44 ZN/TR: A2 CONTACT NBR: 107625559 OPENED: 10/11/1996  
VIN: 1ZVPT21U1MS [REDACTED] ENGINE: U CLOSED: 10/11/1996  
=====

1996/10/28

CUSTOMER SEEKS:

- REIMBURSEMENT

\*

CAC ADVISED:

RE DEALER SCHEDULING

- DEALERSHIPS ARE INDEPENDENTLY OWNED AND OPERATED

- CONTACT CUST. REL. MGR./SERV. MGR> FOR FURTHER EXPLANATION.

- ANY FORD DEALER WOULD BE ABLE TO LOOK AT THE VEHICLE AND DETERMINE IF THERE IS AN APPLICABLE REFUND FOR THE RECALL WORK

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====

9951KH	GRP: XX07	CONCERN CONTACT	VEH TYPE: CAR
ATLANTA	21	ZN/TR: 02	CONTACT NBR: 107622368
VIN: 12VPT21U7M5		ENGINE: U	OPENED: 10/10/1996
			CLOSED: 10/18/1996

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:		STATE:		ZIP: [REDACTED]
HOME PHONE:		BUS. PHONE:		
MODEL YEAR: 91		MODEL: PROBE		
MILEAGE: 100000		WSD:		
DEALER NAME: BOB BENNETT FORD IN		SALES CODE: 121271	P & A: 00946	
CAUSAL CODES: 0408 1209		SYMPTOMS: 104100 607000		
ORIGIN: 00		TRANS. DST/RGN: 21	TRANS. DATE:	
SERVICE/SALES: 1			CONTACT DATE: 10/11/1996	
ACK. CODE:	ASSIST CODE: D	AWARD AMT:	O SURVEY: Y (Y OR N)	

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

COMMENTS:  
1996/10/10

\*\*\* THIS CONTACT IS OPENED DUE TO OPEN \*\*\*  
\*\*\* NAVIS; SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- CUSTOMER HAS CONCERN WITH THE SEAT BELT ON THE DRIVERSIDE IT IS STUCK ON THE TRACK
- WAS NOTIFIED OF THE RECALLS ON THE VEHICLE AND FEELS THAT THIS IS THE CONCERN
- CUSTOMER WANTS THE VEHICLE TO BE FIXED
- CONTACTED THE DEALER AND WAS GIVEN

PER CUSTOMER, DEALER SAYS: NO NAME PROVIDED  
- NOT ABLE TO SCHEDULE THE VEHICLE FOR 2 WEEKS

CUSTOMER SEEKS:

- FOR THE DEALER TO TAKE HER EARLIER

CAC ADVISED:

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

- VEHICLE INVOLVED IN RECALLS RECALL 98S4B, 98S99, 98B70

1998/10/11

### THIS IS THE CLOSING COMMENT

SPDKE WITH MRS. BROWN ON 10-11-98 EXLAINED THAT WE ARE WANTING ON A TOOL TO BE ABLE TO PERFORM THE RECALL. WOULD CONTACT MRS BROWN WHEN TOOL COME IN AND SET UP APPOINTMENT.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

3686JS GRP: XXOC CONCERN CONTACT VEH TYPE: CAR  
DENVER 56 ZN/TR: A3 CONTACT NBR: 107622046 OPENED: 10/10/1996  
VIN: 1ZVPT22L1M5 ENGINE: L CLOSED: 12/12/1996

-----  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED] APT,  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 80000 WSO:  
DEALER NAME: CHESBORN'S FRIENDLY SALES CODE: 156007 P & A: 01108  
CAUSAL CODES: 1203 SYMPTOMS: 104100  
ORIGIN: GO TRANS. DST/RGN: 96 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 11/20/1996  
ACK. CODE: ASSIST CODE: W AWARD AMT: Q SURVEY: Y (Y OR N)

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

COMMENTS:  
1998/10/10

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

CUSTOMER SAYS:

- SEAT BELT DOES NOT WORK
- HEARD ABOUT RECALL ON SAFETY BELTS

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- VERIFY RECALL INVOLVEMENT/HAVE REPAIR PERFORMED

CAC ADVISED:

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

BUSINESS DAYS

1996/12/05

##THIS IS THE CLOSING COMMENT

CUSTOMER WAS IN ON NOV 20 96 BELTS WERE ORDERED REPAIR WAS COMPLETED ON THE 29  
NOV. 96.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

-----  
9324TB GRP: XX02 CONCERN CONTACT VEH TYPE: CAR  
TWIN CITIES 58 2N/TR: [REDACTED] CONTACT NBR: 107620820 OPENED: 10/10/1996  
VIN: 1ZVPT20CKMS [REDACTED] ENGINE: C CLOSED: 10/22/1996  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 101000 W5D:  
DEALER NAME: INVER GROVE FORD SALES CODE: 158012 P & A: 09179  
CAUSAL CODES: 1208 1203 1212 SYMPTOMS: 104100  
ORIGIN: 00 TRANS. DST/RGN: 58 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 10/14/1996  
ACK. CODE: ASSIST CODE: W AWARD AMT: 450 SURVEY: Y (Y OR N)

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

COMMENTS:

1998/10/10  
\*\*\* VEHICLE INVOLVED IN RECALL 98599 \*\*\*  
\*\*\* VEHICLE INVOLVED IN RECALL 98548 \*\*\*  
\*\*\* NAVIS; ORIGINAL \*\*\*  
CUSTOMER SAYS:  
-JUST HAD THE DRIVERSIDE REPLACED  
\*  
CUSTOMER SEEKS:  
-REFUND  
-IS VEHICLE INVOLVED  
\*  
CAC ADVISED:  
- VEHICLE IS ELIGIBLE FOR RECALL 98599 AND 98548  
- CUSTOMER TO CONTACT THE DEALERSHIPS SERVICE DEPARTMENT, TO ASSIST CUSTOMER  
IN REIMBURSEMENT ASSISTANCE  
1998/10/15  
###THIS IS THE CLOSING COMMENT  
THE CUSTOMER HAD A REPAIR DONE ON A ELETRIC SEATBELT PRIOR TO THE RECALL START  
WE DID THE REPAIR AND HAVE ALREADY APPLIED FOR A REFUND.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====  
77518G GRP: XX02 INFORMATION CONTACT VEH TYPE: CAR  
LOS ANGELES 71 ZN/TR: E1 CONTACT NBR: 108812091 OPENED: 08/19/1987  
VIN: M ENGINE: CLOSED: 08/19/1987  
=====

=====  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 91 MODEL: PROBE  
MILEAGE: 42000 WSD:  
DEALER NAME: SUNLAND FORD L-M SALES CODE: 171437 P & A: 05497  
CAUSAL CODES: 0404 0410 SYMPTOMS: 102100 104100  
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/08/19

\*\*\*POSSIBLE ORIGINAL OWNER\*\*\*

CUSTOMER SAYS:

-VEHICLE GOT A BROKEN WINDSHIELD AND A SPLIT IN THE DASH WHILE THE DEALERSHIP WAS SUPPOSED TO BE FIXING THE MOTORIZED SEATBELT FOR A RECALL  
-DEALERSHIP DAMAGED THE VEHICLE WHILE DOING A REPAIR AND DID A PARTIAL JOB ON THE REPAIR  
-BOTH OF THE SEATBELTS WERE NOT REPAIRED; PASSAGER SIDE BELTS WAS CHANGED AND THE DRIVERS SIDE WASN'T  
-THE DRIVERS SIDE IS THE ONLY ONE THAT DIDN'T WORK AND THE PASSENGERS SIDE BELTS DID WORK  
-CUSTOMER DOES NOT KNOW FOR SURE IF THE REPAIR WAS DONE FOR SURE BECAUSE THE SAME BELT IS STILL NOT WORKING  
-THE CUSTOMER TOOK THE CAR IN THE FIRST TIME AND DEALERSHIP TOLD THE CUSTOMER OVER THE PHONE THAT THEY HAD THE PART AND WHEN THE CUSTOMER GOT THERE THE DEALERSHIP DIDN'T TELL THE CUSTOMER UNTIL THEY CAME TO PICK THE CAR UP THAT THE PART WAS UNAVAILABLE  
-THE 2ND TRIP THE WINDSHIELD GOT DAMAGED  
-AFTER THE WINDOW WAS BROKEN, CUSTOMERS WIFE PICKED UP THE VEHICLE AND THE DEALERSHIP DID NOT EVEN TELL THE CUSTOMER THAT THE WINDOW WAS BROKEN

\*  
PER CUSTOMER, DEALER SAYS:

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
7751BG GRP: XX02 INFORMATION CONTACT VEH TYPE: CAR  
LOS ANGELES 71 ZN/TR: E1 CONTACT NBR: 108812091 OPENED: 08/19/1997  
VIN: M ENGINE: CLDSED: 08/19/1997  
-----

1997/08/19

- THE DEALERSHIP HAS APOLOGIZED REGARDING THE FIRST INCIDENT
- THE SECOND INCIDENT HAS NOT BEEN ADDRESSED YET

CUSTOMER SEEKS:

- FILING A COMPLAINT AGAINST THE DEALERSHIP

CAC ADVISED:

- WORKMANSHIP ISSUES MUST BE ADDRESSED AT DEALER
- CONTACT MR. [REDACTED] FOR ASSISTANCE.
- CUSTOMER DOESN'T HAVE VIN NUMBER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
 3894AF GRP: 10 CONCERN CONTACT VEH TYPE: CAR  
 SAN FRAN 72 ZN/TR: B1 CONTACT NBR: 109217505 DPENED: 12/02/1997  
 VIN: 1ZVPT21U6L5 ENGINE: U CLOSED: 01/15/1998  
 -----

LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FI: [REDACTED]  
 ADDRESS: [REDACTED]  
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 90 MODEL: PROBE  
 MILEAGE: 95000 MSD:  
 DEALER NAME: BURLINGAME FORD INC SALES CODE: 172010 P & A: 07B34  
 CAUSAL CODES: 1203 30MR SYMPTOMS: B01000 104100  
 ORIGIN: GO TRANS. DST/RGN: 72 TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE: 01/08/1998  
 ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:  
 1997/12/02

\*\*\* VEHICLE INVOLVED IN RECALL 96548 - 96599 \*\*\*  
 \*\*\* 4 REPAIR ATTEMPTS \*\*\*  
 \*\*\* NAVIS: SUBSEQUENT \*\*\*  
 CUSTOMER SAYS:  
 -TOOK THE VEHICLE IN 4 TIMES TO HAVE IT REPAIRED (DATES 12-1-97 -8-97 - 8-97  
 THE LAST DATE IS NOT AVAILABLE)  
 -THE SEAT BELT TOP STRAP DOES NOT WORK  
 -CONTACTED SUNNYVALE FORD: THE WRONG PART WAS ORDERED

\*  
 PER CUSTOMER, DEALER SAYS:  
 -SUNNYVALE FORD SAID THEY ORDERED THE PART

\*  
 CUSTOMER SEEKS:  
 -TO TAKE THIS VEHICLE TO ANOTHER DEALERSHIP FOR REPAIRS

\*  
 CAC ADVISED:  
 - VEHICLE IS NOT INVOLVED IN RECALL 96548 - 96399

1998/01/08

\*\*\* NAVIS: SUBSEQUENT \*\*\*  
 CUSTOMER SAYS:  
 -TOOK VEHICLE TO HAVE THE PART PUT ON FOR THE SEAT BELTS

\*  
 PER CUSTOMER, DEALER SAYS:  
 -CANNOT PUT A PART IN BECAUSE THEY ARE GOING TO HAVE TO BACK SEATS OUT

\*  
 CUSTOMER SEEKS:  
 -WHY DD THE DEALER HAVE MOVE THE BACK SEAT

\*  
 CAC ADVISED:

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====

3894AF	GRP: 10	CONCERN CONTACT	VEH TYPE: CAR
SAN FRAN	72	ZN/TR: B1	CONTACT NBR: 109217505
VIN:	1ZVPT21U6L5	ENGINE: D	OPENED: 12/02/1997
			CLOSED: 01/15/1998

=====

1999/01/08

- DEALERSHIP IS THE BEST TECHNICAL RESOURCE
- MR. EDWARD LOCKETT (CUST. REL MGR/SVC MGR) IS IN THE BEST POSITION TO ASSIST YOU.

1998/01/08

###THIS IS THE CLOSING COMMENT  
VEHICLE NOT AT THIS DEALERSHIP

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

-----  
581588 GRP: 17 CONCERN CONTACT VEH TYPE: CAR  
DETROIT 48 ZH/TR: A1 CONTACT NBR: 108743963 OPENED: 08/04/1997  
VIN: L ENGINE: CLOSED: 08/13/1997  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED] APT 230  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 94000 WSD:  
DEALER NAME: SOUTHGATEFORD SALES CODE: 148026 P & A: 02761  
CAUSAL CODES: 1203 0219 1012 SYMPTOMS: 801000 104100  
ORIGIN: GD TRANS. DST/RGN: 48 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 08/05/1997  
ACK. CODE: D ASSIST CODE: D AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:  
1997/08/04

CONTACT OPENED WITHOUT REQUIRED INFORMATION  
\*\*\*CONTACT OPEN DUE TO RECALL 96599 \*\*\*  
\*\*\* VIN NOT AVAILABLE - VEHICLE AT DEALERSHIP \*\*\*

CUSTOMER SAYS:  
-THE VEHICLE IS IN THE DEALERSHIP FOR THE AUTOMATIC SAFETY BELTS  
-HAS BEEN IN DEALERSHIP FOR 11 DAYS FOR THE PARTS  
-DEALERSHIP PROVIDES A RENTAL VEHICLE AND PROVIDED INSURANCE ON THE RENTAL  
TO THE CUSTOMER FOR \$9.00 A DAY

\*  
PER CUSTOMER, DEALER SAYS:  
-CUSTOMER SERVICE REPRESENTATIVE AT DEALERSHIP, BUDDY JONES, TOLD CUSTOMER  
THAT THEY WERE WAITING FOR THE PARTS

\*  
CUSTOMER SEEKS:  
-FINANCIAL REIMBURSEMENT FOR \$9.00 PER DAY  
-VEHICLE REPAIRED

\*  
CAC ADVISED:  
RE: RECALL 96599  
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
-REQUEST MR. BOB LOVETT (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2  
BUSINESS DAYS  
RE: FINANCIAL REIMBURSEMENT FOR RENTAL  
-INFORMED CUSTOMER THAT RECALL 96599 DOESN'T COVER A RENTAL VEHICLE  
RE: OUTBOUND CALL TO DEALERSHIP REGARDING PART DELAY ON RECALL  
-CSR SPOKE TO BOBBY JONES, ADVISED CUSTOMER RELATIONS MANAGER TO CONTACT  
REMKIN

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

-----  
581588 GRP: 17 CONCERN CONTACT VEH TYPE: CAR  
DETROIT 48 ZN/TR: A1 CONTACT NBR: 108743963 OPENED: 08/04/1997  
VIN: L ENGINE: CLOSED: 08/13/1997  
-----

1997/08/05  
##THIS IS THE CLDSING COMMENT  
PER RANDY BAUGHMAN-ZONE REP. NO ASSISTANCE WILL BE GIVIN TDWARD THE  
RENTAL INSURANCE.  
OK TO CLOSE  
W.CLARK

1987/08/06  
\*\*\*NO VIN AVAILABLE\*\*\*  
CUSTOMER SAYS:  
-I AM STILL WAITING ON A PART  
-THIS LOANER COSTS ME \$9.00 A DAY  
\*  
PER CUSTOMER, DEALER SAYS:  
-NO ASSISTANCE  
\*  
CUSTOMER SEEKS:  
-REIMBURSEMENT FOR RENTAL  
\*  
CAC ADVISED:  
- NO FURTHER FINANCIAL ASSISTANCE WILL BE OFFERED  
- THIS REPRESENTS FORD MOTOR COMPANY'S FINAL DECISION IN THIS MATTER

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

4204ST GRP: XX14 CONCERN CONTACT VEH TYPE: CAR  
BOSTON 11 ZN/TR: 11 CONTACT NBR: 107743622 OPENED: 11/08/1996  
VIN: 1ZVPT20C6L5 ENGINE: C CLOSED: 11/18/1996

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FI: [REDACTED]  
ADDRESS: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
CITY: [REDACTED] BUS. PHONE: [REDACTED]  
HOME PHONE: [REDACTED] MODEL: PROBE  
MODEL YEAR: 90  
MILEAGE: 80000 WSD:  
DEALER NAME: OCEAN FORD SALES CODE: 111047 P & A: 00889  
CAUSAL CODES: 1104 1203 SYMPTOMS: 807491 110100 104100  
ORIGIN: 00 TRANS. DST/RON: 11 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 11/11/1996  
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:

1996/11/08

\*\*\* THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 AND 96599 \*\*\*  
\*\*\* THIS CONTACT OPENED DUE TO ONP 95B70 \*\*\*  
\*\*\* NAVIS: ORIGINAL \*\*\*

CUSTOMER SAYS:

-VEHICLE WILL NOT STAY RUNNING, A FUSE KEEPS BLOWING (POSSIBLY FUEL PUMP FUSE)  
-THERE IS A WATER LEAK IN THE VEHICLE

PER CUSTOMER, DEALER SAYS:

-NO CONTACT

CUSTOMER SEEKS:

-FINANCIAL ASSISTANCE  
-RECALLS PERFORMED

CAC ADVISED:

REGARDING REQUEST FOR FINANCIAL ASSISTANCE  
-FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TOWARD THE COST OF THE REPAIR

REGARDING RECALL/ONP

-REQUEST BILL CRONE CUST REL MGR TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS  
DAYS REGARDING RECALLS 96548 AND 96599 AND OWNER NOTIFICATION PROGRAM 95B70

1996/11/11

###THIS IS THE CLOSING COMMENT

CONTACTED CUST RESTATED FORDS POSITION CUST WILL CALL DEALER WHEN CAR IS AVAIL  
ABLE TO PERFORM OPEN RECALL.

NEXT TIME PLEASE TELL CUST TO CONTACT PRIOR TO CALLING  
C.A.C. SO I DONT HAVE TO WASTE TIME WITH 80000 MILE CUST WHO ONLY GO TO DEALER  
FOR REPAIRS.

BILL CRONE  
SERVICE MANAGER

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

2565CG GRP: XX09 CONCERN CONTACT VEH TYPE: CAR  
KANSAS CITY 53 ZN/TR: D2 CONTACT NBR: 107761109 OPENED: 11/13/1996  
VIN: 1ZVPT20C7L5 ENGINE: C CLOSED: 11/21/1996

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 88000 WSD:  
DEALER NAME: DAVE SINCLAIR FORD SALES CODE: 153080 P & A: 08159  
CAUSAL CODES: 1104 1215 SYMPTOMS: 497200 104100  
ORIGIN: 00 TRANS. DST/RGN: 53 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 11/14/1996  
ACK. CODE: ASSIST CODE: M AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:  
1996/11/13

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

CUSTOMER SAYS:  
- VEHICLE IS MAKING SQUEALING SOUND, ALTERNATOR BELT SLIPS OFF

PER CUSTOMER, DEALER SAYS:  
- COME BACK AFTER 12/15

CUSTOMER SEEKS:  
- FINANCIAL ASST  
- ANY RECALLS FOR ALTERNATOR

CAC ADVISED:  
ALTERNATOR:  
- WARRANTY HAS EXPIRED  
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TOWARD THE COST OF THE REPAIR  
96548/99 RECALLS  
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER  
- REQUEST MR. KURT KOBUSCH, SVC MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1996/11/14  
###THIS IS THE CLOSING COMMENT  
TALKED TO RICK 11/14- HE SAID BELTS JAMMED IN REAR POSITION- STILL CAN USE-  
TOLD HIM FORD HAS NO PARTS TILL 12/16 - CALL ME AFTER THAT DATE AND WE WOULD  
CHECK PARTS AND SCHEDULE- CUST OK -- KK

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

5617ML GRP: XX04 CONCERN CONTACT VEH TYPE: CAR  
CHICAGO 41 ZN/TR: B2 CONTACT NBR: 108318842 OPENED: 04/14/1997  
VIN: 12VPT20CXL5 ENGINE: C CLOSED: 04/22/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
CITY: [REDACTED] BUS. PHONE: [REDACTED]  
HOME PHONE: [REDACTED] MODEL: PROBE  
MODEL YEAR: 90 WSD:  
MILEAGE: 74000  
DEALER NAME: ELMHURST MOTORS INC SALES CODE: 141061 P & A: 01648  
CAUSAL CODES: 1104 1203 SYMPTOMS: 497000 104100  
ORIGIN: GO TRANS. DST/RGN: 41 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 04/15/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: Q SURVEY: Y (Y OR N)

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

COMMENTS:

1997/04/14

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

CUSTOMER SAYS:

- TICKING NOISE NOW IS NON STOP  
- TICKING SOUND IN THE ENGINE INTERMITTANT AT 25,000 MILES, I DID TAKE INTO THE DEALERSHIP BUT THEY COULD NOT FIND ANYTHING  
- RE: RECALL, DRIVERSIDE DONE AND NEED

PER CUSTOMER, DEALER SAYS: PER SERVICE NO NAME  
- THEY DIDN'T HEAR ANYTHING

CUSTOMER SEEKS:

- FINANCIAL ASSISTANCE  
- REPAIR OF THE VEHICLE

CAC ADVISED:

REGARDING REQUEST FOR FINANCIAL ASSISTANCE  
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TOWARD THE COST OF THE REPAIR  
REGARDING RECALL/ONP  
- REQUEST CUST REL MGR FRED ROTONDI TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS DAYS REGARDING RECALL/ONP

1997/04/15

##THIS IS THE CLOSING COMMENT  
DEALER SPOKE TO CUSTOMER ON 04/15/97. CUSTOMER WILL CHECK HER SCHEDULE AND CALL US FOR AN APPOINTMENT TO HAVE RECALL PERFORMED.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

2789JN GRP: XX10 CONCERN CONTACT VEH TYPE: CAR  
DETROIT 48 ZN/TR: A1 CONTACT NBR: 108137598 OPENED: 02/25/1997  
VIN: 12VPT21U8L5 ENGINE: U CLDSED: 03/04/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI: L  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 8000 WSD:  
DEALER NAME: VILLAGE FORD INC SALES CODE: 148027 P & A: 02787  
CAUSAL CODES: 1209 1203 SYMPTOMS: 202000 104100  
ORIGIN: GO TRANS. DST/RGN: 48 TRANS. GATE:  
SERVICE/SALES: 1 CONTACT DATE: 02/25/1997  
ACK. CODE: ASSIST CODE: D AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:  
1997/02/25  
\*\*\* CONTACT OPENED DUE TO VEHICLE INVOLVEMENT IN RECALL 96S48 AND 96S99 \*\*\*  
\*\*\* NAVIS: SUBSEQUENT \*\*\*  
CUSTOMER SAYS:  
- THE WINDSHIELD WIPER DELAY IS NOT WORKING  
- IS THERE A RECALL ON THE RELAY SWITCH FOR THE WIPER  
- I ALREADY HAVE AN APPOINTMENT FOR THE SEATBELT RECALL  
\*  
PER CUSTOMER, DEALER SAYS:  
- IT WONT HURT TO CALL FORD ASKING IF THE WIPER RELAY IS ON RECALL  
\*  
CUSTOMER SEEKS:  
- RECALL INFORMATION  
- FINANCIAL ASSISTANCE WITH WIPER RELAY REPAIR  
\*  
CAC ADVISED:  
REGARDING REQUEST FOR FINANCIAL ASSISTANCE  
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TOWARD THE COST OF THE REPAIR  
REGARDING RECALL/ONP  
- REQUEST KATHY WILKIE CUST REL MGR TO CONTACT THE CUSTOMER WITHIN TWO  
BUSINESS DAYS REGARDING RECALL/ONP  
##THIS IS THE CLOSING COMMENT  
2/25/97 INFORMATION FROM THE CAC IS NOT CORRECT. BOTH PHONE NUMBERS HAVE BEEN  
DISCONNECTED AND THE INFORMATION IN THE DATA BASE AT VILLAGE FORD ALSO HAS  
A DISCONNECTED PHONE NUMBER. CUSTOMER HAS BEEN IN ONE TIME FOR A RECALL  
9/96. ONLY HISTORY AVAILABLE. LETTER MAILED TO THE CUSTOMER ON THIS DATE TO  
PLEASE CONTACT THE CUSTOMER RELATIONS OFFICE AS SOON AS POSSIBLE FOR  
CONTACT WITH THE CRM.

8087LB GRP: 05 INFORMATION CONTACT VEH TYPE: CAR  
DALLAS 52 ZN/TR: 01 CONTACT NBR: 108175031 OPENED: 03/05/1997  
VIN: 12VPT21U5L5 ENGINE: U CLOSED: 03/05/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FI: D  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]-2720  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 WSD: PROBE  
MILEAGE: 1  
DEALER NAME: GENE MESSER FORD IN SALES CODE: 152101 P & A: 02582  
CAUSAL CODES: 1104 1206 SYMPTOMS: 106119 104100  
ORIGIN: 00 TRANS. DST/RBN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: Q SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:  
ESP INFO: EXPIRES:  
OPEN RECALL: OWNER NOTIFIED: MICRO: 9100794

COMMENTS:

1997/03/05  
\*\*\*LETTER MICROFILMED 0304 \*\*\*  
\*\*\* MILEAGE UNAVAILABLE \*\*\*  
\*\*\* NAVIS: ORIGINAL \*\*\*  
CUSTOMER SAYS:  
- WOULD LIKE TO RECEIVE REIMBURSEMENT FOR SEAT BELT REPAIR WORK PERFORMED ON VEHICLE PRIOR TO RECEIVING RECALL LETTER ON SEAT BELTS  
- DOES NOT HAVE RECEIPTS  
- ALSO HAS A PROBLEM WITH PAINT ON VEHICLE  
- THE PAINT IS PEELING OFF VEHICLE  
\*  
PER CUSTOMER, DEALER SAYS:  
- NO CONTACT  
\*  
CUSTOMER SEEKS:  
- WOULD LIKE TO RECEIVE REIMBURSEMENT FOR SEAT BELT REPAIR WORK PERFORMED ON VEHICLE PRIOR TO RECEIVING RECALL LETTER ON SEAT BELTS  
- WOULD LIKE VEHICLE REPAINTED  
\*  
CAC ADVISED:  
- MADE OUTBOUND CALL TO CUSTOMER  
- INFORMED CUSTOMER THAT:  
RE RECALL REIMBURSEMENT:  
- RECEIPTS ARE NECESSARY FOR REVIEW FOR POSSIBLE REIMBURSEMENT  
- CUSTOMER SHOULD CONTACT MR. MIKE IDEN (CUST. REL. MNGR.) AT THE ORIGINAL REPAIRING DEALERSHIP WHO WILL EVALUATE SITUATION TO DETERMINE IF REPAIR IS REIMBURSABLE.  
RE PAINT CONCERN:  
- NO RECALL OR OTHER PROGRAMS REGARDING PAINT ON THE VEHICLE.  
- WARRANTY HAS EXPIRED  
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR

09/11/98

MASTER OWNER RELATIONS SYSTEM //

14.21.02

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7494JR GRP: 17 CONCERN CONTACT VEH TYPE: CAR  
PHILADELPHIA 18 ZN/TR: D1 CONTACT NBR: 108518701 OPENED: 06/06/1997  
VIN: 12VPT20C3LE ENGINE: C CLOSED: 06/19/1997  
-----

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 90 MODEL: PROBE  
MILEAGE: 81000 WSD:  
DEALER NAME: FAULKNER FORD-MERCU SALES CODE: 118414 P & A: 01355  
CAUSAL CODES: 1104 3001 1203 SYMPTOMS: 106119 106120 104100  
ORIGIN: GO TRANS. DST/RGN: 16 TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE: 06/12/1997  
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/06/06

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

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

CUSTOMER SAYS:

- PAINT IS BUBBLING AND CHIPPING ALL OVER THE CAR
- CONDITION WAS PRESENT WHEN SHE PURCHASED THE CAR

\*

PER CUSTOMER, DEALER SAYS:

- NO CONTACT WITH DEALER

\*

CUSTOMER SEEKS:

- FINANCIAL ASSISTANCE

\*

CAC ADVISED:

RE: RECALL 96S48

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. KEN SMITH (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS

RE: FINANCIAL ASSISTANCE

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

1997/08/12

###THIS IS THE CLOSING COMMENT

CONTACTED CUSTOMER 6/12 REGARDING RECALL. CUSTOMER ADVISED DEALERSHIP THAT SHE  
WILL BE TAKING CAR TO A DEALER CLOSER TO HOME FOR RECALL REPAIRS. PLEASE CLOS  
E CONTACT.