

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

B118TM GRP: 14 INFORMATION CONTACT VEH TYPE: CAR
MEMPHIS 29 ZN/TR: B1 CONTACT NBR: 1092B2740 OPENED: 12/19/1997
VIN: 1ZVPT20C1L5 ENGINE: C CLOSED: 12/19/1997

LAST NAME: [REDACTED] STATUS: CLDSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PRDGE
MILEAGE: 87509 WSD:
DEALER NAME: STEVE MARSH FORD SALES CODE: 123424 P & A: 05879
CAUSAL CODES: 0412 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: 9870463

COMMENTS:

1997/12/19

***LETTER POSTMARKED 12/10/97 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER WRITES:

-VEHICLE WAS TAKEN TO THE DEALERSHIP FOR RECALL WRK ON THE SEAT BELTS (96S48 & 98S99).
-SEAT BELTS WERE NOT WORKING PROPERLY AT THAT TIME.
-RECALL WORK WAS COMPLETED, HOWEVER, SEAT BELT PROBLEM WAS NOT RESOLVED BECAUSE THERE WAS A PROBLEM WITH THE WIRING.
-CUSTOMER MADE AN APPOINTMENT TO REPAIR THE VEHICLE, HOWEVER, CUSTOMER THEN CANCELLED THE APPOINTMENT BECAUSE THE SEATBELTS BEGAN WORKING AGAIN.
-CUSTOMER THEN RECEIVED AN INVOICE FROM THE DEALERSHIP FOR THE LABOR ASSOCIATED WITH CHECKING THE VEHICLE.

*
PER CUSTOMER, DEALER SAYS:
-BILL IS FOR CHECKING THE WIRING.

CUSTOMER SEEKS:

-TO BE REFUNDED THE MONEY THAT WAS CHARGED TO HER BY THE DEALERSHIP.

CAC ADVISED:

-MADE OUTBOUND CALL TO CUSTOMER
-DEALERSHIPS ARE INDEPENDENTLY OWNED AND OPERATED
-CONTACT LARRY SMITH FOR FURTHER EXPLANATION.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

2693JC GRP: OP INFORMATION CONTACT VEH TYPE: CAR

SDR Y0 ZN/TR: MC CONTACT NBR: 107897203 OPENED: 12/18/1996

VIN: L ENGINE: CLOSED: 12/18/1996

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED] ZIP: [REDACTED]

CITY: [REDACTED] STATE: [REDACTED]

HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]

MODEL YEAR: 90 MODEL: PROBE

MILEAGE: 1 MSD: 152517 P & A: 08892

DEALER NAME: SALLISAW FORD INC SALES CODE: 104100

CAUSAL CODES: 1206 SYMPTOMS: 104100

ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:

SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: CONTACT DATE:

ACK. CODE: 1 O SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:

ESP INFO: EXPIRES:

OPEN RECALL: OWNER NOTIFIED: MICRO: 9870178

COMMENTS:

1996/12/18

CUSTOMER SAYS:

- REPLACED THE SHOULDER HARNESS ON THE SEAT BELT ON 12/12/94 DUE TO THE SEAT BELT NOT MOVING BACK INTO PLACE

- RECEIVED LETTER FOR RECALL ON THE SEAT BELT

PER CUSTOMER, DEALER SAYS:

- REPLACED THE PASSENGER SIDE SAFETY FEATURE

- THE DRIVERS SIDE ALSO HAS TO BE REPLACED DUE TO PART INSTALLED ON 12/12 WAS FAULTY AS WELL

- NO REIMBURSEMENT GIVEN FOR PAST WORK DONE

CUSTOMER SEKS:

- REIMBURSEMENT FOR RECALL WORK DONE IN 1994

CAC ADVISED:

- NO FURTHER FINANCIAL ASSISTANCE WILL BE OFFERED

- CAC SUPPORTS THE DECISION

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

1997/10/14

CUSTOMER SAYS:

- PAID FOR DRIVER SIDE SEATBELT TO BE REPLACED IN 1994

- IN 1996, RECEIVED RECALL LETTER PER SEATBELTS

PER CUSTOMER, DEALER SAYS:

- BOTH SEATBELTS DEFECTIVE IN 1996 AND NEEDED TO BE REPLACED

- WILL NOT REIMBURSE FOR REPAIRS IN 1994

CUSTOMER SEKS:

- WILL NOT REIMBURSE FOR REPAIRS IN 1994

CUSTOMER SEKS:

- WILL NOT REIMBURSE FOR REPAIRS IN 1994

CUSTOMER SEKS:

- WILL NOT REIMBURSE FOR REPAIRS IN 1994

CUSTOMER SEKS:

- WILL NOT REIMBURSE FOR REPAIRS IN 1994

CUSTOMER SEKS:

- WILL NOT REIMBURSE FOR REPAIRS IN 1994

CUSTOMER SEKS:

- WILL NOT REIMBURSE FOR REPAIRS IN 1994

CUSTOMER SEKS:

- WILL NOT REIMBURSE FOR REPAIRS IN 1994

CUSTOMER SEKS:

OWNER RELATIONS WOP/BENCHMARKING 09/11/98 FAXCARTG

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

2683UC GRP: OP INFORMATION CONTACT VEH TYPE: CAR

SDR 10 ZN/TR: M3 CONTACT NBR: 107897203 OPENED: 12/18/1996

VIN: L ENGINE: CLOSED: 12/18/1996

1997/10/14 - \$400.00 REIMBURSEMENT FOR DEFECTIVE PART IN 1994

SL ADVISED: - SL CONTACTED CUSTOMER AND ASKED TO FAX IN RECEIPTS

1997/10/15 CUSTOMER SAYS:

- VIN: 1ZVPT2U0L [REDACTED]

- CUSTOMER FAXED IN RECEIPTS

PER CUSTOMER, DEALER SAYS:

---GUT CALL TO MR. [REDACTED]

- WILL SUBMIT RECEIPTS INTO FORD UNDER RECALL 96S48 FOR ADDITIONAL EXPENSES TO BE REIMBURSED TO CUSTOMER * \$299

CUSTOMER SEEKS:

- REIMBURSEMENT FOR RECALL

SL ADVISED:

- SL CONTACTED CUSTOMER AND ADVISED RECEIPTS WERE FAXED OVER TO KEITH FOR HANDLING

- KEITH WILL SUBMIT RECEIPTS INTO RECALL HEADQUARTERS FOR REIMBURSEMENT UNDER RECALL 96S48

1997/11/07

PER CUSTOMER, DEALER SAYS:

---KEITH, SERVICE MANAGER, RECONTACTED SL:

- SUBMITTED RECEIPTS INTO FORD HOWEVER THEY WERE DENIED ASSISTANCE REGION WAS AT THE DEALER LAST WEEK AND THEY ALSO STATED NO REFUND

*****THANKS KEITH!*****

SL ADVISED:

- WILL CHECK INTO AND ADVISE

1997/11/12

SL ADVISED:

- SL CONTACTED CSM. (SEE CONTACT 109113772) CSM CONTACTED RECALL HEADQUARTERS WHO STATED CLAIM WOULD BE DENIED. CSM STATED SHE WOULD RECONTACT RECALL HEADQUARTERS, DEALER, AND CUSTOMER. SL WILL FOLLOW UP WITH CUSTOMER ALSO TO INFORM OF CURRENT ACTIVITIES.

1997/11/14

SL ADVISED:

- SL FOLLOWED UP WITH CUSTOMER AND DEALER. SL INFORMED CUSTOMER REIMBURSEMENT IS ON THE WAY.

1997/11/21

SL ADVISED:

- SUBMITTED CHECK REQUEST

OWNER RELATIONS VOP/BENCHMARKING 09/11/98 FAXCARTG

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

2683UC GRP: OP INFORMATION CONTACT VEH. TYPE: CAR

SDR TO ZN/TR: M3 CONTACT NBR: 107897203 DPNED: 12/18/1996

VIN: L ENGINE: CLOSED: 12/18/1996

1997/12/15

* SL ADVISED:

- CHECK NUMBER 003194673

- MAILED CHECK TODAY

1997/12/17

* SL ADVISED:

- ADDING MICRO NUMBER OF CHECK LETTER SENT

3898LT GRP: KK18 INFORMATION CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: A1 CONTACT NBR: 108789638 OPENED: 08/14/1997
VIN: L ENGINE: CLOSED: 08/14/1997

LAST NAME: FIRST NAME: STATUS: CLOSED
MI:

TITLE: STATE: ZIP: [REDACTED]

ADDRESS: CITY: [REDACTED]

HOME PHONE: BUS. PHONE: [REDACTED]

MODEL YEAR: 90 MODEL: PROBE

MILEAGE: 1 MSD: 153010 P & A: 05325
DEALER NAME: SHAWNEE MISSION FOR SALES CODE: 104100
CAUSAL CODES: 1218 SYMPTOMS: 104100 TRANS. DATE:
ORIGIN: GD TRANS. DST/RGN: CONTACT DATE:
SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

ACK. CODE: CALIBRATION:
BUILD DATE: EXPIRES:
ESP INFO: OWNER NOTIFIED: MICRO: 9532705
OPEN RECALL:

COMMENTS:
1997/08/14
*** LETTER DATED 07/23/97 ***
*** NO VIN AVAILABLE ***
*** MILEAGE UNAVAILABLE ***

CUSTOMER SAYS:
- THE CUSTOMER STATES THAT THE SEAT BELT ASSEMBLY IS WORKING FINE
- THE CUSTOMER STATES THAT THERE HAVE BEEN A NUMEROUS AMOUNT PROBLEMS WITH THE VEHICLE

- THE CUSTOMER STATES THAT THERE WAS NO PROBLEM WITH THE SEAT BELT ASSEMBLY FOR THE PASSENGER SIDE

* PER CUSTOMER, DEALER SAYS:
- PERFORMED THE SEAT RECALL FOR THE VEHICLE
- REPLACED THE DRIVER SIDE
- INSPECTED THE PASSENGER SIDE OF THE VEHICLE
- THE PASSENGER SIDE SEAT BELT ASSEMBLY DOES NOT NEED TO BE REPLACED

* CUSTOMER SEEKS:
- WHY DID THE DEALERSHIP ONLY REPLACE ONE SIDE OF THE SEAT BELT ASSEMBLY

* CAC ADVISED:
- MADE AN OUTBOUND CALL TO THE CUSTOMER
- INFORMED THE CUSTOMER WHY ONLY ONE SIDE OF THE SEAT BELT ASSEMBLY WAS PERFORMED

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

3999EE GRP: LP CONCERN CONTACT VEH TYPE: CAR
ORLANDO 24 ZN/TR: B2 CONTACT NBR: 108789125 OPENED: 08/13/1997
VIN: 1ZVPT20C7L5 ENGINE: C CLOSED: 08/29/1997

LAST NAME: FIRST NAME: STATUS: CLOSED
TITLE: MI:
ADDRESS: ZIP:

CITY: STATE: BUS. PHONE: ZIP:
HOME PHONE: MODEL: PROBE

MODEL YEAR: 90 MSD: P & A: 04944
MILEAGE: 63032

DEALER NAME: MCCORTER FORD INC SALES CODE: 124515
CAUSAL CODES: 1218 SYMPTONS: 104100

ORIGIN: 60 TRANS. DST/RGN: 24 TRANS. DATE:
SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: CONTACT DATE: 08/22/1997
ACK. CODE: O SURVEY: Y (Y DR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRD: 9591972

COMMENTS:
1997/08/13
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98S48 AND 98S99 ***
*** LETTER DATED 7/19/97 ***

*** NAVIS: PROGRAM ***
CUSTOMER SAYS:
-HER SEATBELT HAS NOT BEEN WORKING PROPERLY SINCE JULY 1995
-SOMETIMES IT PULLS SO TIGHT, THAT IT ALMOST CHOKES HER
-SHE TOOK THE VEHICLE IN TO HAVE THE RECALLS PERFORMED, BUT THE DEALER SAID
THEY WOULD NOT REPLACE THE PARTS UNTIL THEY STOPPED WORKING

* PER CUSTOMER, DEALER SAYS:
-ND COMMENTS

* CUSTOMER SEEKS:
-TO HAVE THE RECALL PERFORMED NOW

* CAG ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. PETE SOLIS (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS
DAYS

-SENT FACK LETTER (ACKNOWLEDGEMENT)
1997/08/22

#A#THIS IS THE CLOSING COMMENT
CUSTOMER BEING CONTACTED AT THIS TIME TO TRY TO HELP SOLVE THE PROBLEM. KMW

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

02440J GRP: 14 CONCERN CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: C1 CONTACT NBR: 108391256 OPENED: 05/02/1997
VIN: 1ZVPT21U4L5 ENGINE: U CLOSED: 05/13/1997

LAST NAME: FIRST NAME: STATUS: CLOSED
TITLE: MI:
ADDRESS: ZIP: 3826
CITY: STATE: MI: 3826
HOME PHONE: BUS. PHONE:
MODEL YEAR: 90 MODEL: PROBE

MILEAGE: 90 WSD: 147313 P & A: 04728
DEALER NAME: RAY SKILLMAN FORD, SALES CODE: 104100
CAUSAL CODES: 12MR SYMPTOMS: 47
ORIGIN: GO TRANS. DST/RON: 47 TRANS. DATE:
SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: CONTACT DATE: 05/06/1997
ACK. CODE: O SURVEY: Y (Y DR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 9261848

COMMENTS:
1997/05/02
*** 2 REPAIR ATTEMPTS ***
*** MILEAGE UNAVAILABLE ***
*** NAVIS: SUBSEQUENT ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 9A954 ***
*** LETTER DATED 4/24/97 ***

CUSTOMER WRITES:
- HAD SAFETY BELT REPLACED 11/96 AND 2/97
- HAD TO PAY FD 2/97 REPAIR AS IT WAS PAST PARTS WARRANTY
- RECEIVED REFUND FOR REPAIRS DUE TO RECALL
* PER CUSTOMER, DEALER SAYS:
* - NO CONTACT

CUSTOMER SEEKS:
- FINANCIAL ASSISTANCE
* CAD ADVISED:
* DBC TO CUSTOMER
* REGARDING REQUEST FOR FINANCIAL ASSISTANCE
* - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TOWARD THE COST OF THE REPAIR
* REGARDING RECALL 9A954
* MIKE LONG CUST REL MGR TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS DAYS
* REGARDING RECALL 9A954
* 1997/05/06

##THIS IS THE CLOSING COMMENT
THERE WILL BE NO ASSISTANCE DO TO TIME AND MILEAGE OF VEHICLE DEALER BACKS
FORD DECISION

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

1281LB GRP: XX18 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: A2 CONTACT NBR: 108959704 OPENED: 08/25/1997
VIN: 1ZVPT20C0L5 ENGINE: C CLOSED: 10/03/1997

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: T
ADDRESS: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
CITY: [REDACTED] BUS. PHONE: [REDACTED]
HOME PHONE: [REDACTED] MODEL: [REDACTED] PROBE

MODEL YEAR: 90
MILEAGE: 1
DEALER NAME: CAL WORTHINGTON FOR SALES CODE: 174541 P & A: 08619
CAUSAL CODES: 1203 1109 SYMPTOMS: 1041D0
ORIGIN: 60 TRANS. DST/RGN: 74 TRANS. DATE:
SERVICE/SALES: 1 ASSIST CODE: R AWARD AMT: CONTACT DATE: 09/26/1997
ACK. CODE: 1 O SURVEY: Y (V OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 9251997

COMMENTS:
1997/09/25 *** LETTER DATED 8.22.97 TO MR. KADUK***
*** VEHICLE INVOLVED IN RECALL 96548 AND 96599 ***
*** MAVIS: SUBSEQUENT ***

CUSTOMER WRITES:
- STEPP BROTHERS LINCOLN MERCURY (AK) REPLACED THE DRIVER SIDE SEAT BELT PRIOR TO RECALL
- NOW THE PASSENGER BELT IS JAMMED AND THE MOTOR MAKES A NOISE
- HE IS WAITING FOR PARTS TO ARRIVE AT CAL WORTHINGTON FORD (AK) TO COMPLETE RECALL REPAIR

PER CUSTOMER, DEALER SAYS:
- NO COMMENTS GIVEN

CUSTOMER SEEKS:
- REIMBURSEMENT
- REPAIR OF PASSENGER SEAT BELT

CAC ADVISED:
CUSTOMER UNAVAILABLE/LEFT MESSAGE ON MACHINE
- SENDING PCD1: PLEASE CALL FORD CAC
*** NEXT CSR, PLEASE PROVIDE THE FOLLOWING:
REGARDING REIMBURSEMENT:
- PROVIDE ORIGINAL RECEIPTS TO MS. MARGIE GALLINDO(SVC.MGR.)
- (SVC. MGR) WILL EVALUATE SITUATION TO DETERMINE IF REPAIR IS REIMBURSABLE.
REGARDING RECALL 96599 REPAIR:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MS. MARGIE GALLINDO (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- PLEASE CONTACT THE DEALER IF YOU HAVE NOT RECEIVED A RESPONSE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

1281LB GRP: XA18 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: 15 CONTACT NBR: 108959784 OPENED: 09/25/1997
VIN: 1ZVPT20C0L9 ENGINE: C CLOSED: 10/03/1997

1997/09/25

WITHIN THAT TIME *** THANKS. ### NOTE: IMAGING DOCUMENT IDENTIFICATION
NUMBER (DUCID): 63086511

1997/09/26

##THIS IS THE CLOSING COMMENT
CALLED AND LEFT MESSAGE FOR MR. DALYGRP TO CALL ME BACK AND WE WILL BE
HAPPY TO HELP HIM.
MARGIE GALINDO SERVICE MANAGER

4525AU GRP: KX13 INFORMATION CONTACT VEH TYPE: CAR
MEMPHIS 24 ZN/TR: A3 CONTACT NBR: 108226586 OPENED: 03/18/1997
VIN: L ENGINE: CLOSED: 03/18/1997

LAST NAME: FIRST NAME: STATUS: CLOSED

TITLE: STATE: TP:

ADDRESS: CITY: BUS. PHONE: PROBE

HOME PHONE: MODEL YEAR: 90 MSD: P & A: 06554

MILEAGE: 90 2 SALES CODE: 12303B TRANS. DATE:

DEALER NAME: WRAY FORDING SYMPTOMS: 104100 TRANS. DATE:

CAUSAL CODES: 1230 1109 TRANS. DST/RGN: CONTACT DATE:

ORIGIN: 00 SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

AGK. CODE: CALIBRATION: OWNER NOTIFIED: MICRO: 9111822

BUILD DATE: ESP INFO: OWNER NOTIFIED: MICRO: 9111822

OPEN RECALL: OWNER NOTIFIED: MICRO: 9111822

COMMENTS: 1997/03/18 *** MILEAGE UNAVAILABLE ***

*** END VIN AVAILABLE ***

*** LETTER DATED 2/25/97 ***

CUSTOMER WRITES: CURRENT CONCERN:

- 2/16/97 - THE SEAT BELT RETRACTOR WAS STUCK IN ONE POSITION

- 12/98 - THE VEHICLE STALLED & WAS TOWED INTO THE DEALERSHIP

- 11/98 - RECEIVED THE RECALL FOR THE SEATBELTS

PER CUSTOMER, DEALER SAYS:

PER SERVICE (NOT MENTIONED)

- 8/86 - \$800 FOR THE SEAT BELT ASSEMBLY & \$160 FOR THE ATTACHMENTS PLUS LABOR

- 1/98 - RECALL HAS BEEN ISSUED, PARTS WERE NOT AVAILABLE

- 12/98 - THEY DID NOT PERFORM ANY REPAIRS THAT WOULD AFFECT THE ENGINE

- 1/97 - SEAT BELT REPAIRS WERE FINALLY COMPLETED

PER TOMMY, SERVICE: 2/18/97 - THE REPAIR WAS NOT RELATED TO THE RECALL - NOT COVERED UNDER WARRANTY

-MR. WRAY DOES NOT SPEAK TO CUSTOMERS - PER MR. JOHNSON: - THE ELECTRONIC MODULE IN THE DASH HAD MALFUNCTIONED & HAS NOTHING TO DO WITH THE SEAT BELT RECALL

CUSTOMER SEEKS: - COVER THE REPAIR UNDER THE RECALL (FINANCIAL ASSISTANCE)

CAC ADVISED: - SENT F52A - SUPPORT THE DEALERSHIP'S DECISION

OWNER RELATIONS VOP/BENCHMARKING 09/11/98 FAXCARTG

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

4525AU GRP: XX13 INFORMATION CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: AS CONTACT NBR: 108226586 OPENED: 03/18/1997
VIN: L ENGINE: CLOSED: 03/18/1997

1997/03/19
MRS. DENNIS WAS CALLED BY DEALERSHIP AND TOLD TO BRING HER VEHICLE IN TO BE
FIXED. SHE BROUGHT THE VEHICLE IN ON THE 14TH OF MARCH. A PART HAD TO BE
ORDERED SO WE PUT HER IN A LOANER VEHICLE TILL WE COULD FIX THE CAR. THE
TRUNK WAS FILLED WITH CAUSING THE RELAY SWITCH TO SHORT OUT. DEALERSHIP FIXED
VEHICLE AT DEALERSHIPS EXPENSE.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

5359AK GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: B2 CONTACT NBR: 10H001756 OPENED: 02/19/1997
VIN: 1ZVPT20C9L ENGINE: C CLOSED: 03/05/1997

LAST NAME: FIRST NAME: STATUS: CLOSED
TITLE: MI: P
ADDRESS: STATE: ZIP: [REDACTED]
CITY: [REDACTED]

HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 75000 USD: P & A: 08917
DEALER NAME: TOWN EASTFORD SALES SALES CODE: 152002
CAUSAL CODES: 1208 3105 0406 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 ASSIST CODE: R AWARD AMT: CONTACT DATE: 02/26/1997
ACK. CODE: 510 SURVEY: Y (Y DR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRD: 9050109

COMMENTS:
1997/02/13
*** VEHICLE INVOLVED IN RECALL 96599 & 96870 ***
*** LETTER DATED 1/24/97 ***
*** NAVIS: ORIGINAL ***
CUSTOMER WRITES:
- HE HAD THE SEATBELT TRACKS REPAIRED ON THE PROBE
- THEN HE GOT THE RECALL NOTICE
- HE SUBMITTED HIS RECEIPTS TO THE DEALERSHIP ON 10/96
*
PER CUSTOMER, DEALER SAYS:
- NOT CONTACTED
*
CUSTOMER SEEKS:
- TO GET REIMBURSED
*

CAC ADVISED:
- MADE OBC TO CUSTOMER. HE SAID HE SUBMITTED HIS RECEIPTS AND IS WAITING TO
HEAR FROM THE DEALERSHIP
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. DARYL BARRETT CUST REL MGR TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
1997/02/26
##THIS IS THE CLOSING COMMENT
DEALER MAILED CHECK TO CUSTOMER

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

TOZORH GRP: LP INFORMATION CONTACT VEH TYPE: CAR
 NEW YORK 13 ZN/TR: H1 CONTACT NBR: 108098399 OPENED: 02/13/1997
 VIN: L ENGINE: CLOSED: 02/13/1997

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

TITLE: [REDACTED]
 ADDRESS: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]

CITY: [REDACTED] BUS. PHONE: 000-000-0000
 MODEL YEAR: 90 PRIDE

HOME PHONE: 000-000-0000
 MILEAGE: 1
 WSD: [REDACTED] P & A: 03700

DEALER NAME: J & S FORD INC SALES CODE: 113060
 CAUSAL CODES: 1204 SYMPTOMS: 104100 TRANS. DATE:

ORIGIN: GD TRANS. DST/RGN: CONTACT DATE:
 SERVICE/SALES: 1 AWARD AMT: Q SURVEY: (Y OR N)
 ACK. CODE: ASSIST CODE: MICRO: 9042256

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

COMMENTS:
 1997/02/13 CUSTOMER LETTER DATED 1/13/97, RECEIVED 1/24/97

- CUSTOMER SAYS:
 - GOT RECALL NOTICE FOR SEATBELT RAIL -
 - CALLED DLR- TOLD TO CALL BACK AFTER 12/18- SHE DID - GOT APPT FOR 1/8
 - GOT THERE FOR APPT AND DLR DID NOT HAVE PARTS HAD TO WAIT FOR 2 HOURS
 * PER CUSTOMER, DEALER SAYS:
 - NO COMMENT

- CUSTOMER SEEKS:
 - TO DOCUMENT DISSATISFACTION WITH THE DLR SERVICE
 - SERVICE WRITER DID NOT RETURN RECALL CARD
 - THINKS IT WAS NOT DONE BUT THAT DLR CHARGED FMC FOR IT
 - TO LET FMC KNOW IT WAS NOT DONE
 * CAC ADVISED:
 - SENT PC01-REQUEST SHE CONTACT CAC
 - WHEN SHE CALLS GET VIN AND CHECK RECALLS TO ADVISE ON STATUS
 - APOLOGIZE FOR DLR SERVICE AND OPEN APPROPRIATE CONTACT TO DLR REGARDING RECALL.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

1656JUM GRP: XXDC CONCERN CONTACT VEH TYPE: CAR
DENVER 56 ZN/TR: B2 CONTACT NBR: 108108804 OPENED: 02/18/1997
VIN: 1ZVPT20C5L8 ENGINE: C CLOSED: 03/03/1997

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

TITLE: [REDACTED]
ADDRESS: [REDACTED] CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]

HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: [REDACTED] PROBE

MILEAGE: 79040 MSD: [REDACTED]

DEALER NAME: ROUNDTRAILCOLN-ME SALES CODE: 355575 P & A: 13021
CAUSAL CODES: 1010 1206 SYMPTOMS: 104100 TRANS. DATE:

ORIGIN: GD TRANS. DST/RGN: 55 TRANS. DATE: 02/21/1997
SERVICE/SALES: 1 CONTACT DATE: [REDACTED] Q SURVEY: Y (Y DR N)

ACK. CODE: ASSIST CODE: W AWARD AMT: [REDACTED]

BUILD DATE: CALIBRATION: MICRO: 9040593
ESP INFO: EXPIRES: [REDACTED]
OPEN RECALL: OWNER NOTIFIED: [REDACTED]

COMMENTS: 1997/02/18
** LETTER DATED JANUARY 29, 1997 **
** VEHICLE INVOLVED IN RECALL 98599 **

CUSTOMER WRITES:
- HE TOOK HIS VEHICLE TO THE DEALER TO HAVE RECALL 98599 PERFORMED ON THE
PASSIVE MOTORIZED SHOULDER BELT.
- THE DRIVER SIDE SHOULDER BELT WOULD NOT ENGAGE.

PER CUSTOMER, DEALER SAYS:
- HE WILL HAVE TO PAY TO HAVE THE SHOULDER BELT REPAIRED.
- CHARGED HIM \$244 TO REPLACE THE SHOULDER BELT MODULE.

CUSTOMER SEEKS:
- REIMBURSEMENT UNDER RECALL 98599.

CAC:
- WILL SEND ACKNOWLEDGEMENT LETTER STATING THAT HIS CONCERN HAS BEEN FORWARDED
TO THE DEALERSHIP AND TO CONTACT THE SERVICE MANAGER.
- WILL FORWARD CONCERN CONTACT TO THE DEALERSHIP.

1997/02/24
####THIS IS THE CLOSING COMMENT
SHOP FOREMAN GOT INVOLVED IN THIS WHILE SVC MGR BOB STOVER WAS ABSENT. WE HAVE
REIMBURSED CUSTOMER UNDER RECALL. CUSTOMER WAS PLEASED. PLEASE CLOSE

3B30LE GRP: XX11 INFORMATION CONTACT VEH TYPE: CAR
UNKNOWN 99 ZN/TR: CONTACT NBR: 108076636 OPENED: 02/08/1997
VIN: 1ZVPT20C0L52 ENGINE: C CLOSED: 02/08/1997

LAST NAME: STATUS: CLOSED
TITLE: I:
ADDRESS: STATE: IP:

CITY: HOME PHONE: BUS. PHONE: PRDRE

MODEL YEAR: 90 WSD: P & A:

MILEAGE: 1 SALES CODE: 104100 TRANS. DATE:

DEALER NAME: CAUSAL CODES: 1206 SYMPTOMS: CONTACT DATE:

ORIGIN: GD TRANS. DST/RGN: 0 SURVEY: (Y OR N)

SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: CONTRACT DATE:

ACK. CODE: CALIBRATION: MICRO: 9032081

BUILD DATE: ESP INFD: EXPIRES: OWNER NOTIFIED:

OPEN RECALL: COMMENTS: 1997/02/08

CUSTOMER SAYS: PER LETTER DATED JAN 20

- IN JAN. OF 1998 THE SEAT BELT LOCKED THE CUSTOMER IN THE CAR

- HER HUSBAND HAD TO DISASSEMBLE THE MOTOR TO GET THE NOISE AN DELIGHT TO KEEP

THEM FROM GOING CRAZY

- THE DEALER WAS NICE AND FIXED THE CONCERN FOR \$93

- WOULD LIKE A REFUND

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

WOULD LIKE A REFUND

CAC ADVISED:

- ATTEMPTED DBC, NOT LISTED IN DIRECTORY

- SENDING PC01 TO CONTACT THE CAC

- NEXT CSR PLEASE ADVISE THE CUSTOMER TO GO TO HER LOCAL DEALER WITH

RECEIPTS FOR REFUND

SABTEM GRP: XX17 INFORMATION CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: DL CONTACT NBR: 108076275 OPENED: 02/08/1997
VIN: 1ZVPT20CXL [REDACTED] ENGINE: C CLOSED: 02/08/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: A
ADDRESS: [REDACTED] ZIP: [REDACTED]
CITY: [REDACTED]
HOME PHONE: [REDACTED]
BUS. PHONE: [REDACTED]

MODEL YEAR: 90 PROBE
MILEAGE: 90 1 MSD: 148564 P & A: 00115
DEALER NAME: JACKSON FORD INC SALES CODE: 104100
CAUSAL CODES: GO 1216 SYMPTOMS:
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: CONTACT DATE:
ACK. CODE: ASSIST CODE: MICRO: 9030082
(Y OR N)

QUILD DATE: CALIBRATION:
ESP INF: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 9030082

COMMENTS:
1997/02/08
*** LETTER DATED 1/10/97 ***
*** MILEAGE UNAVAILABLE ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER WRITES:
-THE DEALER DECLINED TO PERFORM RECALL 98559 ON THIS VEHICLE. THE RECALL
PERTAINS TO THE RIGHT SIDE SAFETY RESTRAINT SYSTEM.

* PER CUSTOMER, DEALER SAYS:
-DECLINED TO PERFORM THE RECALL
- REFER TO CONTACT# 10900803--THE BAIL ON THE RIGHT SIDE PASSED INSPECTION
AND THE RECALL WAS NOT PERFORMED

* CUSTOMER SEEKS:
-TO EXPRESS HIS DISSATISFACTION WITH THE DEALER'S DIAGNOSIS
* CAC ADVISED:
-SENT FOAE AUTOMATED LETTER SUPPORTING THE DEALER'S DIAGNOSIS

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

7481RL GRP: XX13 INFORMATION CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: C2 CONTACT NBR: 108076680 OPENED: 02/08/1997
VIN: L ENGINE: CLOSED: 02/08/1997

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

TITLE: [REDACTED]
ADDRESS: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
CITY: [REDACTED]

HOME PHONE: NA-NA-A NA BUS. PHONE: NA-NA-A NA
MODEL YEAR: 90 MODEL: PROBE

MILEAGE: 1
DEALER NAME: H J NASSAR MOTOR CO SALES CODE: 111484 P & A: 08929
CAUSAL CODES: 1219 SYMPTOMS: 104100 TRANS. DATE:

ORIGIN: GD TRANS. DST/RGN: CONTACT DATE:
SERVICE/SALES: 1 AWARD AMT: 0 SURVEY: (Y OR N)
ACK. CODE: ASSIST CODE: MICRD: 9021088

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

COMMENTS:
1997/02/08 *** NO VIN AVAILABLE ***
*** LETTER DATED 012487 ***
*** MILEAGE UNAVAILABLE ***

CUSTOMER WRITES:
- IT TOOK 5 VISITS TO THE DEALERSHIP TO HAVE A RECALL PERFORMED FOR SEAT BELTS
- AFTER ALL OF THE HASSLE, 4 DAYS OF LOST WORK, THE DEALERSHIP CHARGED THE
CUSTOMER \$228.95 FOR THE TIME INVOLVED TO PERFORM THE RECALL

* PER CUSTOMER, DEALER SAYS:
- HAVE TO CHARGE FOR TIME SPENT

* CUSTOMER SEEKS:
- TO COMPLAIN ABOUT THE DEALERSHIP

* CAC ADVISED:
- SENT CUSTOMER LETTER FOR PDDR DEALER SERVICE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

75855A GRP: 01 INFORMATION CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: A1 CONTACT NBR: 109544563 OPENED: 03/07/1998
VIN: 1ZVPT21U1L9 ENGINE: U CLOSED: 03/07/1998

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

TITLE: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]

ADDRESS: [REDACTED] BUS. PHONE: 000-000-0000

CITY: [REDACTED] MODEL YEAR: 90 MODEL: PROBE

HOME PHONE: 000-000-0000

MILEAGE: 1 148016 P & A: 02771

DEALER NAME: JACK DEMMER FORD IN SALES CODE: 148016

CAUSAL CODES: 1109 3002 SYMPTOMS: 104100 TRANS. DATE:

ORIGIN: 00 TRANS. DST/RGN: CONTACT DATE:

SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: CONTACT DATE:

ACK. CODE: 0 SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:

ESP INFO: EXPIRES:

OPEN RECALL: OWNER NOTIFIED: MICRO: 8440957

COMMENTS:

1998/03/07 *** MILEAGE UNAVAILABLE ***

*** LETTER DATED 2/27/98 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- CUSTOMER WRITES THAT HIS VEHICLE WAS INVOLVED IN THE SEATBELT RECALLS FOR THE FORD PROBE

- HE HAD THE RECALLS COMPLETED IN 1998, BUT CURRENTLY THE SEATBELT ON THE PASSENGER SIDE OF THE VEHICLE IS INOPERABLE

* PER CUSTOMER, DEALER SAYS:

- THE CUSTOMER WILL BE RESPONSIBLE FOR THE REPAIR

* CUSTOMER SEEKS:

- FINANCIAL ASSISTANCE FOR THE REPAIR

* CAC ADVISED:

- INITIATED AN FDAE LETTER

63911A GRP: 01 CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: A1 CONTACT NBR: 109175168 OPENED: 11/21/1997
VIN: 1ZVPT210L5 [REDACTED] ENGINE: L CLOSED: 12/01/1997

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

TITLE: [REDACTED]
ADDRESS: [REDACTED] STATE: [REDACTED]
CITY: [REDACTED] BUS. PHONE: [REDACTED] ZIP: [REDACTED]

HOME PHONE: [REDACTED] MODEL: [REDACTED] PROBE
MODEL YEAR: 90 USD: [REDACTED]

MILEAGE: 100500 SALES CODE: 127061 P & A: 06651
DEALER NAME: BOWITCH FORD INC SYMPTOMS: 104100

CAUSAL CODES: 2013 TRANS. DST/RGN: 27 TRANS. DATE: 11/24/1997
ORIGIN: GD CONTACT DATE: 0 SURVEY: Y (Y OR N)

SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: [REDACTED]
ACK. CODE: H

BUILD DATE: [REDACTED] CALIBRATION: [REDACTED]
ESP INFO: [REDACTED] EXPIRES: [REDACTED]
OPEN RECALL: [REDACTED] OWNER NOTIFIED: [REDACTED] MICRD: 8381448

COMMENTS:
1997/11/18
*** POSSIBLE 12/12 SERVICE PART COVERAGE *** REPAIR DATE: 1-28-97 MILEAGE:
98,000

NO VIN AVAILABLE
CUSTOMER SAYS:
-HAD VEHICLE TAKEN IN FOR SEAT BELT RECALL ON JANUARY 28 1997
-SEAT BELT BROKE ON NOVEMBER 16 1997
-RECALL DONE AT 98,000 MILES

* PER CUSTOMER, DEALER SAYS:
-CANNOT MAKE REPAIRS UNLESS FORD SAYS TO

* CUSTOMER SEEKS:
-TO HAVE SEAT BELT REPAIRED

* CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR./MS. (CUST REL MNGR/ KIM POLAREK) TO CONTACT THE CUSTOMER
WITHIN 2 BUSINESS DAYS
*** NAVIS: SUBSEQUENT ***

* CUSTOMER SAYS:
- THE PASSENGER SIDE LOCKED UP ON THE TRACK
- THEY REPLACED THE DRIVER SIDE AND INSPECTED THE PASSENGER SIDE
- WANTS FORD ADDRESS TO WRITE A COMPLAINT

* PER CUSTOMER, DEALER SAYS:
- TOLD HIM TO CALL US, BUT DID NOT GIVE HIM THE NUMBER
- IF IT FALLS UNDER THE ORIGINAL RECALL, THE DEALER STILL WOULD NOT BE ABLE
TO FIX THE SEAT BELT FOR FREE

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

6391MA

GRP: 01

CONCERN CONTACT

VEH TYPE: CAR

WASHINGTON

27 ZN/TR: A1

CONTACT NBR: 109175108

OPENED: 11/21/1997

VIN: 12VPT22L0L

ENGINE: L

CLOSED: 12/01/1997

1997/11/18

CUSTOMER SEEKS:

- SEAT BELT TO BE REPAIRED

- FINANCIAL ASSISTANCE

* CAC ADVISED:

- WARRANTY HAS EXPIRED

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

- GAVE CUSTOMER FORD'S ADDRESS

1997/11/21

CONTACT REMOVED FROM HOLD STATUS

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

* CAC ADVISED:

**OUTBOUND CALL TO DEALERSHIP TO OBTAIN THE VEHICLE IDENTIFICATION NUMBER TO REMOVE THE HOLD STATUS OF THE CONCERN CONTACT

1997/11/24

*** THIS IS THE CLOSING COMMENT

NO PART REPLACED SO NO SERVICE PART POSSIBLE.

1998/01/16

*** NAVIS: SUBSEQUENT ***

*** LETTER POSTMARKED 1/5/97 ***

CUSTOMER SAYS:

- I THINK DEALERSHIP ERRED WHEN THE DID NOT REPLACE MY PASSENGER SIDE SEAT BELT AS PART OF THE RECALL: RECALL SAID TO INSPECT PASSENGER SIDE AND REPLACE IF NECESSARY

-NOW PASSENGER SIDE WAS LOCKED UP 1 YEAR LATER

* PER CUSTOMER, DEALER SAYS:

AS PER SERVICE (NO NAME):

-PASSENGER SIDE WAS NOT FAULTY AT TIME OF INSPECTION

* CUSTOMER SEEKS:

-PASSENGER SIDE REPLACED UNDER PROVISIONS OF RECALL

* CAC ADVISED:

-SENT LETTER F820 SUPPORTING INFORMATION PROVIDED BY PREVIOUS CSR

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

6391MA GRP: 01 CONCERN CONTACT

VEN TYPE: CAR

WASHINGTON 27 ZN/TR: A1 CONTACT NBR: 109175168

OPENED: 11/21/1997

VIN: 1ZVPT2L0L12VPT2L0L1 ENGINE: L CLOSED: 12/01/1997

1998/01/26 *** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:
-I RECEIVED A RESPONSE FROM NANCY VERT IN WRITING, SHE IS SUPPORTING THE

DEALER
-I AM NOT HAPPY WITH HER RESPONSE AND I WOULD LIKE TO SPEAK WITH HER

-MY VEHICLE WAS INVOLVED IN RECALL 96S48/96S89 AND ONLY THE DRIVER SIDE SEAT
BELT WAS REPLACED AT THAT TIME OF RECALL

-11/97, I EXPERIENCED THE SAME CONCERN WITH MY PASSENGER SIDE AND THE DEALER
WILL NOT SERVICE IT UNDER THIS RECALL

* PER CUSTOMER, DEALER SAYS:
-WE CAN ONLY SERVICE VEHICLE FOR A RECALL ONE TIME

* -WE INSPECTED PASSENGER SEAT BELT AT TIME OF RECALL, AND IT WAS NOT WORN

* CUSTOMER SEEKS:
-PASSENGER SEAT BELT TO BE COVERED UNDER RECALL

* CAC ADVISED:
- DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE.

- FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP
- POSITION OF NANCY VERT DOES SUPPORT FORD'S FINAL POSITION IN THIS MATTER

-READ RECALL LETTER TO CUSTOMER AGAIN

8673MM GPP: 21 ZN/TR: E2 INFORMATION CONTACT VEH TYPE: CAR
ATLANTA 1ZVPT20C0LS ENGINE: C 108797920 OPENED: 08/15/1997
VIN: 12VPT20C0LS ENGINE: C CLOSED: 08/15/1997

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLSDED
TITLE: [REDACTED] STATE: [REDACTED]
ADDRESS: [REDACTED] BUS. PHONE: [REDACTED]
CITY: [REDACTED] MODEL: [REDACTED] PROBE

HOME PHONE: 90
MODEL YEAR: 90
MILEAGE: 1
DEALER NAME: BOB DUNN FORD INC WSD: 121223 P & A: 01050
CAUSAL CODES: 0405 1203 SALES CODE: 104100
ORIGIN: GO SYMPTOMS: TRANS. DATE:
SERVICE/SALES: 1 TRANS. DST/RGN: CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 8262103

COMMENTS:
1997/08/16
*** LETTER DATED 08.08.97 ***
*** MILEAGE UNAVAILABLE ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:
- I HAVE RECEIVED YOUR CARD CONCERNING THE RECALL NOTICE ON THE SEAT BELTS
- AFTER RECEIVING THE FIRST NOTICE IN DCT96, I CALLED BOB DUNN FORD AND
RECEIVED LITTLE SATISFACTION OTHER THAN WHAT I CONSIDERED A HASSEL
- SINCE JAN97, THE MOTOR WENT ON THE BLINK AND I HAD TO REMOVE THE FUSE OR GO
MITS FROM THE NOISE
- LAST WEEK I WENT BY THE DEALERSHIP AND I AM NOT VERY HAPPY ABOUT THE
RECEPTION
- IT IS OBVIOUS TO ME THAT THERE IS VERY LITTLE DESIRE TO FIX RECALL ITEMS
- I AM NOT GOING TO HAVE THIS FIXED
- I WILL DRIVE THE PROBE UNTIL IT FALLS APART
- I WILL NOT BUY ANOTHER FORD PRODUCT AS REPLACEMENT
* PER CUSTOMER, DEALER SAYS:
- NO NAME/BOB DUNN FORD
- NO COMMENT
* CUSTOMER SEEKS:
- TO INFORM FORD THAT HE IS NOT HAPPY WITH BOB DUNN FORD AND HE IS NOT GOING
TO HAVE THE RECALL REAIRS PERFORMED
* CAC ADVISED:
- FORWARD TO PHONES
- NEXT CSR. ADDRESS CUSTOMER CONCERN WITH DEALER AND RECALL

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

8673MM

GRP:

INFORMATION CONTACT

VEH TYPE: CAR

ATLANTA

21 ZN/TR: E2

CONTACT NBR: 108797920

OPENED: 08/15/1997

VIN: 12VP120COL5

ENGINE: C

CLOSED: 08/15/1997

1997/08/21

CAC ADVISED:

- MADE CALL: LEFT MESSAGE ON MACHINE. ADVISED VEHICLE IS INVOLVED IN RECALLS FOR SEATBELTS AND FORD DOES RECOMMEND HAVING THEM DONE ASAP.
- CALL CAC BOO NUMBER IF YOU ARE HAVING CONCERNS WITH THE DEALER
- IF CUSTOMER CALLS: OPEN CONCERN AND VERIFY DEALER.....

834ASR GRP: INFORMATION CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: C1 CONTACT NBR: 108623075 OPENED: 07/07/1997
VIN: 1ZVPT20C0L ENGINE: C CLOSED: 07/07/1997

LAST NAME: STATE: MI: STATUS: CLOSED
TITLE: STREET NAME: CITY: ZIP: 2167

ADDRESS: STATE: BUS. PHONE: PROBE
CITY: MODEL: YEAR: 90

HOME PHONE: MILEAGE: 90 1 1 MSD: 153480 P & A: 05017

DEALER NAME: FRIENDLY FORD INC SALES CODE: 104100 TRANS. DATE:
CAUSAL CODES: 1207 1209 1203 SYMPTOMS: 104100

ORIGIN: GO TRANS. DST/RGN: CONTACT DATE:
SERVICE/SALES: 1 AWARD AMT: CONTACT SURVEY: (Y OR N)

ACK. CODE: ASSIST CODE: CALIBRATION:
BUILD DATE: ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 8222277

COMMENTS:
1987/07/07
*** MILEAGE UNAVAILABLE ***
*** LETTER DATED 6/25/97 ***

CUSTOMER SAYS:
-RECEIVED RECALL NOTICE AND CONTACTED DEALERSHIP AND THEY SAID THEY WOULDN'T
HAVE THE PARTS FOR 2-3 MONTHS
-CALLED THEM BACK AND SCHEDULED AN APPOINTMENT FOR THE FREE REPAIR WORK
-THE CAR SAT UNTOUCHED ALL DAY, SO THEY TOOK IT HOME
-SCHEDULED ANOTHER APPOINTMENT, HAD TO TAKE CAR HOME AGAIN UNREPAIRED BECAUSE
THEY WERE TOLD THAT SINCE THE CAR HAD A SALVAGED TITLE THAT THEY NEEDED A
HIGHER AUTHORITY TO AUTHORIZE REPAIR WORK
-CALLED BILL AT THE SERVICE CENTER FROM TIME TO TIME TO KEEP UPDATED ON THE
SITUATION

PER CUSTOMER, DEALER SAYS:
-DEALER SAID THEY DIDN'T HAVE THE TIME TO LOOK AT THE CAR
-DEALER SAID FORD WOULD NOT DO THE REPAIRS FREE OF CHARGE BECAUSE THE CAR HAD
BEEN IN AN ACCIDENT PREVIOUSLY AND WOULD NEED EXTRA WORK TO RE-POSITION THE
TRACKS FOR THE MOTORIZED SEAT BELTS
-BILL SAID FORD WOULD SUPPLY THE PARTS BUT THAT THEY WOULD HAVE TO PAY FOR THE
LABOR TO GET THE TRACKS FIXED
-WOULD TAKE A COUPLE OF HUNDRED DOLLARS TO FIX

CUSTOMER SEEKS:
-HAVE NECESSARY RECALL REPAIRS DONE AT NO CHARGE AND ALSO HAVE A LOANER
VEHICLE DURING THE REPAIR PERIOD

CAC ADVISED:
-FORWARDED TO PHONES

OWNER RELATIONS VOP/BENCHMARKING 09/11/98 FAXCARTG

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

BARSR GRP: INFORMATION CONTACT
 KANSAS CITY 50 ZN/TR: C1 CONTACT NBR: 108623075 VEH TYPE: CAR
 VIN: 1ZVPT20C0L9 ENGINE: C
 1997/07/08
 *** MILEAGE UNAVAILABLE ***
 *** LETTER DATED 6/25/97 ***
 CUSTOMER SAYS:

PER CUSTOMER, DEALER SAYS:
 -DEALER SAID FORD WOULD NOT DO THE REPAIRS FREE OF CHARGE BECAUSE THE CAR HAD
 BEEN IN AN ACCIDENT PREVIOUSLY AND WOULD NEED EXTRA WORK TO RE-POSITION THE
 TRACKS FOR THE MOTORIZED SEAT BELTS
 -BILL SAID FORD WOULD SUPPLY THE PARTS BUT THAT THEY WOULD HAVE TO PAY FOR
 THE LABOR TO GET THE TRACKS FIXED
 -WOULD TAKE A COUPLE OF HUNDRED DOLLARS TO FIX

CUSTOMER SEKS:
 - LOANER
 - WORK DONE AT NO COST

CAC ADVISED:
 - MADE CALL TO CUSTOMER: LEFT MESSAGE ON MACHINE. ADVISED THAT FORD
 WOULD SUPPORT THE INFORMATION GIVEN BY THE DEALER.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

0812PM GRP: CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: 01 CONTACT NBR: 108541788 OPENED: 06/13/1997
VIN: 1ZVPT20CXL ENGINE: C CLOSED: 07/07/1997

LAST NAME: FIRST NAME: STATUS: CLOSED
MI: ZIP: 2104

TITLE: STATE: BUS. PHONE: NA-NA-A NA
ADDRESS: MODEL: PROBE

CITY: HOME PHONE: NA-NA-A NA
MODEL YEAR: 90 WSD: P & A: 02587

MILEAGE: 87203
DEALER NAME: HAGGIN-WIMBERLEY FD SALES CODE: 148566 TRANS. DATE: 06/25/1997

CAUSAL CODES: 1105 SYMPTOMS: 104100 CONTACT DATE: 06/25/1997

ORIGIN: GD TRANS. DST/RGN: 48 O SURVEY: Y (Y DR N)

SERVICE/SALES: 1 ASSIST CODE: 0 AWARD AMT: CONTACT DATE: 06/25/1997

ACK. CODE: CALIBRATION: EXPIRES: DRIVER NOTIFIED: MICRO: 8211789

BUILD DATE: ESP INFO: OWNER NOTIFIED: MICRO: 8211789

OPEN RECALL: COMMENTS: 1997/06/13

*** VEHICLE INVOLVED IN RECALL 98548 ***

*** LETTER DATED 6/8/97 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS: RECEIVED A RECALL NOTICE ON SEAT BELTS AFTER HAVING PAID FOR DIAGNOSTIC FEES

- RECEIVED A RECALL NOTICE ON SEAT BELTS AFTER HAVING PAID FOR DIAGNOSTIC FEES

- RECEIVED A RECALL NOTICE ON SEAT BELTS AFTER HAVING PAID FOR DIAGNOSTIC FEES

- RECEIVED A RECALL NOTICE ON SEAT BELTS AFTER HAVING PAID FOR DIAGNOSTIC FEES

- RECEIVED A RECALL NOTICE ON SEAT BELTS AFTER HAVING PAID FOR DIAGNOSTIC FEES

- RECEIVED A RECALL NOTICE ON SEAT BELTS AFTER HAVING PAID FOR DIAGNOSTIC FEES

- RECEIVED A RECALL NOTICE ON SEAT BELTS AFTER HAVING PAID FOR DIAGNOSTIC FEES

- RECEIVED A RECALL NOTICE ON SEAT BELTS AFTER HAVING PAID FOR DIAGNOSTIC FEES

- RECEIVED A RECALL NOTICE ON SEAT BELTS AFTER HAVING PAID FOR DIAGNOSTIC FEES

- RECEIVED A RECALL NOTICE ON SEAT BELTS AFTER HAVING PAID FOR DIAGNOSTIC FEES

- RECEIVED A RECALL NOTICE ON SEAT BELTS AFTER HAVING PAID FOR DIAGNOSTIC FEES

- RECEIVED A RECALL NOTICE ON SEAT BELTS AFTER HAVING PAID FOR DIAGNOSTIC FEES

- RECEIVED A RECALL NOTICE ON SEAT BELTS AFTER HAVING PAID FOR DIAGNOSTIC FEES

- RECEIVED A RECALL NOTICE ON SEAT BELTS AFTER HAVING PAID FOR DIAGNOSTIC FEES

3999EE GRP: LP INFORMATION CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: D2 CONTACT NBR: 108540720 OPENED: 06/12/1997
VIN: 1ZVPT20C1L ENGINE: C CLOSED: 06/12/1997

LAST NAME: FIRST NAME: STATUS: CLOSED
TITLE: MI:
ADDRESS: STATE: ZIP: 3055
CITY: BUS. PHONE:
HOME PHONE: MODEL YEAR: 90 PROBE

MILEAGE: 1
DEALER NAME: DON SEEVE FORD INC SALES CODE: 148576 P & A: 09708
CAUSAL CODES: 1108 1203 SYMPTOMS: 104100 TRANS. DATE:
ORIGIN: CO TRANS. DST/RGN: CONTACT DATE:
SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)
ACK. CODE:

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRD: 8211439

COMMENTS:
1997/06/12 *** VEHICLE INVOLVED IN RECALL 96548 AND 96599 ***
*** MAVIS: SUBSEQUENT ***

CUSTOMER SAYS:
-HE NO LONGER OWNS THE VEHICLE
-DURING HIS OWNERSHIP, HE HAD THE SEATBELT REPAIRED BY DON SEEVE FORD:
\$495.25
* PER CUSTOMER, DEALER SAYS:
-NO COMMENTS

* CUSTOMER SEEKS:
-REIMBURSEMENT UNDER THE SEAT BELT RECALL 96548

* CAC ADVISED:
-CUSTOMER NO LONGER OWNS VEHICLE
-NOT ELIGIBLE FOR REIMBURSEMENT UNDER THE RECALL
-SENT TO CORES GROUP FOR WRITTEN RESPONSE
1997/07/10

* CUSTOMER SEEKS:
- REFUND FOR THE RECALL
* CAC ADVISED:
- INFORMED THE CUSTOMER TO SUBMIT HIS RECEIPT TO THE DEALER FOR HIS REFUND

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

3999EE GRP: LP INFORMATION CONTACT
DETROIT 48 ZN/TR: 02 CONTACT ABR: 1985-10710 VEH TYPE: CAR
VIN: 1ZVPT20C1L5 ENGINE: C OPENED: 06/12/1997
CLOSED: 06/12/1997

1997/10/31

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- THE CUSTOMER DOES NOT OWN THE VEHICLE
- REITERATES CONCERN
- THE FORD REPRESENTATIVE JOGANE KOSMOYANA DENIED REIMBURSEMENT

PER CUSTOMER, DEALER SAYS:

- JIM VANDENBURG, SERVICE MANAGER
- THE FORD REPRESENTATIVE DENIED THE CLAIM

CUSTOMER SEEKS:

- REFUND FOR THE RECALL
- CONTACT THE CSM

CAC ADVISED:

RE: CSM

- MR. JIM VANDENBURG SERV. MGR. IS IN THE BEST POSITION TO ASSIST YOU.
- SVC MGR MAY CONSULT FORD CSM IF REQUIRED.
- RE: REFUND
- NO FURTHER FINANCIAL ASSISTANCE WILL BE OFFERED
- CAC SUPPORTS THE DECISION
- THIS REPRESENTS FORD MOTOR COMPANY'S FINAL DECISION IN THIS MATTER

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

6783JL GRP: KX06 INFORMATION CONTACT VEH TYPE: CAR

NEW YORK 13 ZN/TR: F1 CONTACT NBR: 108314517 OPENED: 04/12/1997

VIN: 1ZVPT2U5LS ENGINE: U CLOSED: 04/12/1997

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

TITLE: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED] ZIP: [REDACTED]

CITY: [REDACTED] STATE: [REDACTED]

HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]

MODEL YEAR: 90 MODEL: [REDACTED] PROBE

MILEAGE: 1 WSD: [REDACTED]

DEALER NAME: QUALITY FORD OF MT SALES CODE: 113072 P & A: 03671

CAUSAL CODES: 1206 SYMPTOMS: 104100

ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:

SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: CONTACT DATE:

ACK. CODE: MICRO: 8152593

BUILD DATE: CALIBRATION:

ESP INFO: EXPIRES:

OPEN RECALL: OWNER NOTIFIED:

COMMENTS: 1987/04/12

*** VEHICLE INVOLVED IN RECALL 98S4B & 96S59 ***

*** NAVIS: ORIGINAL ***

*** MILEAGE UNAVAILABLE ***

CUSTOMER SAYS:

- BEFORE RECEIVING RECALL LETTER, CUSTOMER PAID TO HAVE REPAIR COMPLETED

* PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- REIMBURSEMENT FOR REPAIR

CAC ADVISED:

- FORWARD PC02 LETTER: CONTACT YOUR DEALER

765955 GRP: OP CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: D1 CONTACT NBR: 10R304040 OPENED: 04/09/1997
VIN: 1ZVPT20C81S ENGINE: C CLOSED: 04/25/1997

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]

ADDRESS: [REDACTED] CITY: [REDACTED] BUS. PHONE: [REDACTED]

HOME PHONE: [REDACTED] MODEL YEAR: 90 MODEL: PROBE

MILEAGE: 90 MSD: 113083 P & A: 03654

DEALER NAME: TOWER FORD INC SALES CODE: 104100 TRANS. DATE:

CAUSAL CODES: 1215 SYMPTOMS: 13 TRANS. DATE: 04/10/1997

ORIGIN: 60 TRANS. DST/RGN: 13 CONTACT DATE: 04/10/1997

SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: Q SURVEY: N (Y OR N)

ACK. CODE: CALIBRATION: EXPRES: OWNER NOTIFIED: MICRD: 8142124

BUILD DATE: ESP INFO: COMMENTS: 1997/04/09

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

*** NAVIS: ORIGINAL ***

*** LETTER DATED MARCH 20, 1997 ***

CUSTOMER SAYS: CUSTOMER SAYS: -THE BELT ENGAGES AND PULLS ME BACK INTO THE SEAT. WHEN I SLOW DOWN TO TURN A

-CORNER I AM FORCED BACK INTO THE SEAT

-I DO HAVE A RECALL FOR THE SEAT BELT WHICH I HAVE NOT HAD DONE

PER CUSTOMER, DEALER SAYS: -NO COMMENTS

CUSTOMER SEEKS: -CONCERNS TO BE ADDRESSED

CAC ADVISED: -INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MR./MS. (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS -FORWARD A FACK LETTER 1997/04/18

1997/04/18 ##THIS IS THE CLOSING COMMENT

UNABLE TO CONTACT CUSTOMER BY PHONE DEALER SENT LETTER TO ADVISE THEM OF RECAL

LS NO FURTHER ACTION AT THIS TIME

785955 GRP: OP CONCERN CONTACT VEH TYPE: CAR
NEW YDRK 13 ZN/TR: D1 CONTACT NBR: 108304040 OPENED: 04/09/1997
VIN: 1ZPT20C8L ENGINE: C CLOSED: 04/25/1997

1997/05/19 *** NAVIS: ORIGINAL ***

CUSTOMER SAYS:
- CUSTOMER CALLING BACK ABOUT THE PACK LETTER HE RECEIVED AFTER WRITING TO THE CAC
- WHEN TURNING CORNERS AND SLOWING DOWN, THE SEAT BELTS PULL PEOPLE RIGHT BACK IN
- RECALL WORK HAS NOT YET BEEN PERFORMED, BUT THERE IS MORE INVOLVED IN THIS PROBLEM THAN JUST THE RECALL
- CUSTOMER FEELS THAT HE SHOULD NOT HAVE TO PAY FOR WORK THAT IS DUE TO A MALFUNCTION OR DEFECT

* PER CUSTOMER, DEALER SAYS:
- TRIED TO ACCESS CONTACT AND WAS UNABLE TO
* CUSTOMER SEEKS:
- TO HAVE CONTACT SENT TO THE CORRECT DEALERSHIP

* CAC ADVISED:
- CONTACT HAD BEEN SENT TO TOWER FORD, NOT SAYBROOK FORD
- INFORMATION WILL BE DOCUMENTED AND FORWARDED TO SAYBROOK FORD
- REQUESTING DON SUPER, CUSTOMER RELATIONS MANAGER, CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS
1997/06/12
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:
-HUSBAND CALLING
-CUSTOMER CALLING BACK TO MAKE SURE THE CONTACT IS GOING TO THE CORRECT DEALERSHIP

* PER CUSTOMER, DEALER SAYS:
-NO CONTACT
* CUSTOMER SEEKS:
-CORRECT DEALERSHIP CONTACT

* CAC ADVISED:
-INFORMATION WILL BE SENT TO CORRECT DEALERSHIP (SAYBROOK FORD)
*****THE INFORMATION HAS BEEN SENT TO THE WRNG DEALERSHIP FROM THE BEGINNING (TOWER FORD-PAA 03854)*****
-THE CORRECT DEALERSHIP THE INFORMATION SHOULD BE SENT TO IS SAYBROOK FORD-PAA 08844

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

3999EE GRP: LP INFORMATION CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: B1 CONTACT NBR: 108264079 OPENED: 03/27/1997
VIN: 12VPT21U7L8 ENGINE: U CLOSED: 03/27/1997

LAST NAME: FIRST NAME: STATUS: CLOSED
MI: M

TITLE: ADDRESS: CITY: STATE: BUS. PHONE: ZIP: -9133

HOME PHONE: MODEL YEAR: 90 MODEL: PROBE

MILEAGE: 1 MSD: 174205 P & A: 0851

DEALER NAME: KORUM FORD INC SALES CODE: 104100 TRANS. DATE:

CAUSAL CODES: 1210 SYMPTOMS: TRANS. DATE: CONTACT DATE:

ORIGIN: GO TRANS. DST/RCN: 0 SURVEY: (Y OR N)

SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: MICRO: 9131485

ACK. CODE: CALIBRATION: EXPIRES: OWNER NOTIFIED: MICRD: 9131485

BUILD DATE: ESP INFO: COMMENTS: 1987/03/27

OPEN RECALL: *** VEHICLE INVOLVED IN RECALL 96548 AND 96599... ***

*** LETTER DATED 3/5/97 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS: HE SOLD THE VEHICLE IN JULY 1998

PREVIOUSLY, HE REPLACED THE DRIVER'S SEATBELT BY HIMSELF

THE PART COST \$431.60; COPY OF CHECK ENCLOSED

AFTER SELLING THE VEHICLE, THE RECALLS WERE ANNOUNCED

HE CONTACTED THE DEALER TO INQUIRE ABOUT RECEIVING A REIMBURSEMENT UNDER THE

PER CUSTOMER, DEALER SAYS:

-NO DIRECT COMMENTS

CUSTOMER SEEKS:

-REIMBURSEMENT OF \$431.60 UNDER RECALL

CAC ADVISED:

-CUSTOMER NO LONGER OWNS VEHICLE, AND HE DOES NOT HAVE PROOF THAT THE RECALLED

ITEMS WERE REPLACED

-HE IS NOT ELIGIBLE TO RECEIVE REIMBURSEMENT UNDER RECALL

-SENT FOB

7196WC GRP: KAYO INFORMATION CONTACT VEH TYPE: CAR
UNKNOWN 99 ZN/TR: CONTACT NBR: 108185510 OPENED: 03/07/1997
1ZVPT20C5LE ENGINE: C CLOSED: 03/07/1997
STATUS: CLOSED

LAST NAME: [REDACTED] FIRST NAME: [REDACTED]
TITLE: [REDACTED] MI: M
ADDRESS: [REDACTED] ZIP: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: [REDACTED] PROBE
MILEAGE: 1

DEALER NAME: [REDACTED] MSD: [REDACTED] P & A: [REDACTED]
CAUSAL CODES: 1206 SALES CODE: 104100 TRANS. DATE: [REDACTED]
ORIGIN: GD SYMPTOMS: TRANS. DST/RGN: CONTACT DATE: [REDACTED]
SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)
ACK. CODE: [REDACTED]

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 8081260

COMMENTS:
1997/03/07
*** VEHICLE INVOLVED IN RECALL 96599: SAFETY BELT ***
*** VEHICLE INVOLVED IN RECALL 96548: SAFETY BELT ***
*** LETTER DATED 2/28/97 ***
*** MILEAGE UNAVAILABLE ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:
CUSTOMER WRITES:
- SHE OWNED THIS VEHICLE FROM 8/90-7/97
- DURING HER OWNERSHIP, SHE PAID TO HAVE HER SEATBELTS REPLACED
- THE VEHICLE IS INVOLVED IN RECALLS 96548 AND 96599 WHICH CALLS FOR SAFETY BELTS TO BE REPLACED

PER CUSTOMER, DEALER SAYS:
- NO COMMENT
CUSTOMER SEEMS:
- REIMBURSEMENT

CAC ADVISED:
- CSR ATTEMPTED TWO UNSUCCESSFUL CALLS TO CUSTOMER
- FORWARDED POSTCARD PC01: REQUESTING THE CUSTOMER TO CONTACT THE CAC
- NEXT CSR PLEASE ADVISE THE FOLLOWING
- VEHICLE IS ELIGIBLE FOR RECALL 95528
- CUSTOMER TO CONTACT THE DEALERSHIP SERVICE DEPARTMENT, TO ASSIST CUSTOMER IN REIMBURSEMENT ASSISTANCE
CAC ADVISED:
- CSR FORGOT TO PICK LETTER CODE

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

7198WC GRP: XX10 INFORMATION CONTACT ----- VEH TYPE: CAR
UNKNOWN 99 ZN/TR. CONTACT NBR: 108185510 OPENED: 03/07/1997
VIN: 12VPT20C5L ENGINE: C CLOSED: 03/07/1997

1997/03/13
*** MAVIS: ORIGINAL ***
CUSTOMER SAYS:
-LOOKING FOR REFUND.

PER CUSTOMER, DEALER SAYS:
-NO CONTACT.
*
CUSTOMER SEEKS:
-REFUNDS.
*
CAC ADVISED:
-SUGGESTS SHE GO TO FORD DEALER FOR REFUNDS.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

331900 GRP: XN19 CINCERN CONTACT VEH TYPE: CAR
 LOS ANGELES 71 ZN/TR: C2 CONTACT NBR: 108001568 OPENED: 01/21/1997
 VIN: 12VPT22L2L ENGINE: L CLOSED: 02/15/1997

LAST NAME: FIRST NAME: STATUS: CLOSED
 MI: C

TITLE: STATE: ZIP: -7864
 ADDRESS: BUS. PHONE:
 CITY: MODEL: PROD:

HOME PHONE: 90
 MODEL YEAR: 90
 MILEAGE: 61900
 WSD: 171083 P & A: 05428

DEALER NAME: MOSSY FORD SALES CODE: 104100
 CAUSAL CODES: 1203 2801 SYMPTOMS: 104100

ORIGIN: QD TRANS. DST/RGN: 71 TRANS. DATE: 02/03/1997
 SERVICE/SALES: 1 ASSIST CODE: R AWARD AMT: CONTACT DATE: 02/03/1997
 O SURVEY: Y (Y OR N)

ACK. CODE: CALIBRATION:
 BUILD DATE: EXPIRES:
 ESP INFO: OWNER NOTIFIED: MICRD: 8031046
 OPEN RECALL:

COMMENTS:
 1997/01/21
 *** VEHICLE INVOLVED IN RECALL 96548 ***
 *** NAVES: ORIGINAL ***

CUSTOMER SAYS:
 - REPLACED ENTIRE SEAT BELT ON THE DRIVERS SIDE
 - REPAIR DATE 10/98
 - COST WAS \$753.78
 - CUSTOMER HAS NOT FILLED OUT THE FORM

PER CUSTOMER, DEALER SAYS:
 - PROVIDED NUMBER (BUD RUDOLPH)
 - GAVE A CUSTOMERS REVIEW FORM AND MAYBE YOU WILL GET THE MONEY BACK (JUDGE
 SERRANO)
 - YOU WILL EITHER GET THE REFUND OR HAVE THE VEHICLE REPAIRED AGAIN

CUSTOMER SEEKS:
 - REIMBURSEMENT
 - LEMON LAW

CAC ADVISED:
 - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 - REQUEST MR. DARRELL OTTE (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2
 BUSINESS DAYS
 - LEMON LAWS VARY FROM STATE TO STATE AND THIS INFORMATION MAY BE RESEARCHED
 LOCALLY.
 - CUSTOMER TO FILL OUT THE FORM THAT WAS PROVIDED BY THE DEALERSHIP AND
 SUBMIT THE REQUEST
 1997/02/05

THIS IS THE CLOSING COMMENT
 WE ARE GOING TO PERFORM THE RECALLS AND ISSUE HIM A REFUND FOR THE COST OF THE
 REPAIRS.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

3315CD

GRP: XX15

CONCERN CONTACT

VEH TYPE: CAR

LOS ANGELES

71 2N/TR: C2

CONTACT NBR: 108001568

OPENED: 01/21/1997

VIN: 1ZVPT22L2L5

ENGINE: L

CLOSED: 02/15/1997

1997/02/08 **LETTER POSTMARKED JANUARY 24, 1997 ***

CUSTOMER SAYS:

-LETTER PREDATES

-CONCERNS HAS BEEN RESOLVED BY DEALER

CAC ADVISED:

-NO LETTER SENT

-DOCUMENTATION ONLY

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6708US GRP: XXOS REGION INVOLVEMENT CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/IR: B2 CONTACT NBR: 107924881 OPENED: 12/30/1996
VIN: 1ZVPT20C4L5 ENGINE: C CLOSED: 01/08/1997

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

ADDRESS: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
CITY: [REDACTED] BUS. PHONE: [REDACTED] EXT: 22
MODEL: [REDACTED] PRDR

HOME PHONE: 90
MILEAGE: 69000 WSD: [REDACTED]

DEALER NAME: COURTESY FORD SALES CODE: 174013 P B A: 08502
CAUSAL CODES: 2359 1208 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 74 TRANS. DATE:

SERVICE/SALES: 1 ASSIST CODE: F AWARD AMT: CONTACT DATE: 01/08/1997
ACK. CODE: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRD: B021623

COMMENTS:
1996/12/30
*** VEHICLE INVOLVED IN RECALL 96S4B, 96S99 ***

*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-THE CUSTOMER HAD REPAIRS DONE TO HER SEAT BELTS, LATER FOUND OUT THAT THE SEAT BELTS WERE INVOLVED IN A RECALL

-THE CUSTOMER HAS WAITED 2 MONTHS FOR REFUND
-HAS CONTACTED THE ATTORNEY GENERALS OFFICE ABOUT THIS MATTER

PER CUSTOMER, DEALER SAYS:
-THE CUSTOMER WOULD HAVE TO WAIT UNTILL THE DEALERSHIP RECEIVED THE MONEY FROM FORD 3 TO 4 WEEKS

CUSTOMER SEEKS:
-THE REFUND FOR THE REPAIR DUE TO RECALL

CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. JOHN JULUM (Svc MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS-- INFORMED CUSTOMER OF DISPUTE SETTLEMENT BOARD.

RE FORDS REFUND POLICY:
- DEALERSHIPS ARE INDEPENDENTLY OWNED AND OPERATED
- CONTACT JOHN JULUM SERV. MGR FOR FURTHER EXPLANATION.

-PER IR0B: REFUNDS
PAID TO HAVE THIS SERVICE DONE BEFORE THE DATE OF THIS LETTER, FORD IS OFFERING A REFUND. FOR THE REFUND, PLEASE GIVE YOUR PAID ORIGINAL RECEIPT TO YOUR FORD DEALER, TO HELP AVOID DELAYS, PLEASE DO NOT SEND RECEIPTS TO FORD MOTOR COMPANY. THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 107924225

IF YOU

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

670BUS GRP: XX03 REGION INVOLVEMENT CONTACT *****
SEATTLE 74 ZN/TR: R2 CONTACT NBR: 107924881 VEH TYPE: CAR *****
VIN: 1ZVPT20C4L5 ENGINE: C OPENED: 12/30/1996 *****
1996/12/30 CLOSED: 01/08/1997 *****

CAC ADVISED:
**CSR MADE OUT BOUND CALL TO THE DEALERSHIP TO INFORM THE DEALERSHIP ABOUT THE
DSR APPLICATION {CSR SPOKE TO [REDACTED] DEALERSHIP'S CUSTOMER RELATIONS
PERSONELL)
**CSR UPGRADING CONTACT FROM CONCERN TO REGION
1997/01/08
CUSTOMER WAS CONTACTED REFUND FOR THE RECALLS HAS BEEN SUBMITTED THROUGH ACESTI
WE HAVE RECEIVED APPROVAL AND HAVE MAILED THE CUSTOMER A CHECK FOR THE REFUND.
JOHN JULUM SER MGR

***** THIS IS THE CLOSING COMMENT *****
CSM CONTACTED MR. JOHN JULUM, SVC MGR, WHO ADVISED:
-DEALERSHIP CONTACTED THE CUSTOMER.
-RECALLS HAVE BEEN CONDUCTED AND THE CONCERNS RESOLVED.
-CUSTOMER IS SATISFIED WITH RESOLUTION.
-NO FURTHER ACTION NECESSARY.
*
CSM CLOSED CONTACT.
1997/02/06
*** LETTER DATED 12/18/96 ***
*** VEHICLE INVOLVED IN RECALL 98S48, 96S99 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-THE CUSTOMERS LETTER STATES SHE HAD REPAIRS DONE TO HER SEAT BELTS, LATER
FOUND OUT THAT THE SEAT BELTS WERE INVOLVED IN A RECALL
-THE CUSTOMER HAS WAITED 2 MONTHS FOR REFUND
-HAS CONTACTED THE ATTORNEY GENERALS OFFICE ABOUT THIS MATTER
*
PER CUSTOMER, DEALER SAYS:
- THE REFUND HAS BEEN MAILED OUT (NO NAME)
*
CUSTOMER SEKS:
- REIMBURSEMENT FOR THE REPAIRS
*OUTBOUND CALL MADE TO CUSTOMER
CAC ADVISED:
- CUSTOMER HAS RECEIVED REIMBURSEMENT, AND IS HAPPY WITH FMC

988780 QRP: X117 CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: CONTACT NBR: 107796562 OPENED: 11/21/1998
VIN: 1ZVPT20G2L5 ENGINE: C CLOSED: 12/03/1998

LAST NAME: FIRST NAME: STATUS: CLOSED
TITLE: MI: S

ADDRESS: STATE: NA -NA-A NA ZIP: [REDACTED]
CITY: MODEL: NA -NA-A NA PROBE

HOME PHONE: 90 WSD: 127051 P & A: 08633
MODEL YEAR: 90 SALES CODE: 104100

MILEAGE: 1 CAVALIER FORD SYMPTOMS: 27 TRANS. DATE: 11/26/1998
DEALER NAME: 1206 TRANS. DST/RGN: 27 CONTACT DATE: 11/26/1998
CAUSAL CODES: 1206 Q SURVEY: Y (Y OR N)

ORIGIN: GO ASSIST CODE: D AWARD AMT: MICRO: 6010932
SERVICE/SALES: 1
ACK. CODE: ASSIST CODE: D AWARD AMT: MICRO: 6010932

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 6010932

COMMENTS:
1996/11/21
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 AND 96S99 ***
*** LETTER DATED 11/4/96 ***
*** MILEAGE UNAVAILABLE ***
*** NAVTS: PROGRAM ***

CUSTOMER SAYS:
- HAD WORK DONE ON THE SAFETY BELTS PRIOR TO THE RECALL NOTICE
- WANTS REIMBURSEMENT FOR THESE REPAIRS
- CUSTOMER FEELS THAT IT SHOULD NOT BE NECESSARY TO PROVIDE THE ORIGINAL RECEIPT SINCE THE DEALER PERFORMED THE WORK AND SHOULD HAVE THIS INFORMATION

PER CUSTOMER, DEALER SAYS:
- CUSTOMER MUST BRING IN ORIGINAL RECEIPT FOR ANY REIMBURSEMENT

CUSTOMER SEEKS:
- REIMBURSEMENT FOR SEAT BELT RECALL WORK

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

- SENT PCOS CARD TO CUSTOMER ADVISING THEM TO CONTACT THE SERVICE MANAGER AT DEALERSHIP ALONG WITH THE ORIGINAL RECEIPTS FOR POSSIBLE REIMBURSEMENT
- CUSTOMER PHONE NUMBER WAS NOT AVAILABLE

1996/11/28
##THIS IS THE CLOSING COMMENT
DEALERSHIP S/D KENT KUSSMAUL HAS ATTEMPTED TO LOCATE PHONE NUMBER FOR CUSTOMER IN DEALER FILES AND THROUGH LOCAL PHONE AND DIRECTORY SERVICES. UNABLE TO LOCATE CUSTOMER PHONE NUMBER. NO PHONE HAS BEEN RECORDED ON THIS CONTACT. DEALER HAS SENT LETTER REQUESTING CUSTOMER TO CONTACT S/D FOR ASSISTANCE. NO FURTHER HELP CAN BE MADE AT THIS TIME BY DEALERSHIP

OWNER RELATIONS VOP/BENCHMARKING 09/11/98 FAXCARTO

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

9887DD GRP: X/17 CONCERN CONTACT

WASHINGTON 27 ZN/TR. 11 CONTACT NBR: 107798562

VEH TYPE: CAR

VIN: 1ZVPT2CC8L ENGINE: C OPENED: 11/21/1996

1997/01/10 CLOSED: 12/03/1996

*** LETTER DATED 11/4/96 ***

*** MILEAGE UNAVAILABLE ***

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

CAR ADVISED:

-LETTER HAS ALREADY BEEN DOCUMENTED

-CONCERN RESOLVED

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

1827JUK GRP: XX13 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: A3 CONTACT NBR: 107858371 OPENED: 12/09/1996
VIN: 12VPT20C2L ENGINE: C CLOSED: 12/23/1996

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
MI: 5

TITLE: [REDACTED] ZIP: [REDACTED]

ADDRESS: [REDACTED]

CITY: [REDACTED] STATE: [REDACTED]

HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]

MODEL YEAR: 90 MODEL: PROBE

MILEAGE: 1 1 VSD: [REDACTED] P & A: 05431

DEALER NAME: SANTA MARIA FORD SALES CODE: 171452

CAUSAL CODES: 1206 SYMPTOMS: 104100

ORIGIN: QD TRANS. DST/RGN: 71 TRANS. DATE: 12/10/1996

SERVICE/SALES: 1 CONTACT DATE: [REDACTED]

ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:

ESP INF0: EXPIRES:

OPEN RECALL: OWNER NOTIFIED: MICRO: 7851211

COMMENTS: 1996/12/09 *** LETTER DATED 11-22-98 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS: CUSTOMER SAYS THAT DRIVER PASSIVE SEATBELT WAS REPAIRED TWICE (2-26-93 AND 3-23-96) AT DEALER. REPAIR LASTED 1 1/2 YEARS AND STOPPED FUNCTIONING AGAIN. I COULD NOT AFFORD THE REPAIR AT THAT TIME.

- IN OCTOBER, 1986 RECALLS 9654B AND 96559 CAME OUT BUT DEALER SAID PARTS WOULD NOT BE IN UNTIL DECEMBER.

* PER CUSTOMER, DEALER SAYS:

- THEY WOULD REIMBURSE TWO REPAIRS FROM 1993 (\$24.50 AND \$25.00) IF I SUBMIT BILLS TO FORD

- I PROVIDED COPIES OF BILLS TO DEALERSHIP AND WAS ADVISED TO FORWARD A LETTER DIRECTLY TO FORD

* CUSTOMER SEEKS:

- REIMBURSEMENT OF PRIOR PASSIVE RESTRAINT REPAIRS

* CAC ADVISED:

- RE: CURRENT CONCERN
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. JERRY JEFFERS (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- OUTBOUND CALL ADVISED CUSTOMER ORIGINAL RECEIPTS WILL BE RETURNED TO HER. SHE SHOULD CONTACT JERRY JEFFERS FOR REIMBURSEMENT. NO AUTOMATIC LETTER REQUIRED
- PER OUTBOUND CALL TO JERRY JEFFERS, SERVICE MANAGER, HE IS TO RESEARCH REIMBURSEMENT AS A REQUEST WAS MADE BY HIM
- MICROED ONLY

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

1827JK

GRP: XX13

CONCERN CONTACT

VEH TYPE: CAR

LOS ANGELES

71 ZN/TR: A3

CONTACT NBR: 107858371

OPENED: 12/09/1986

VIN: 1ZVPT20C2L5

ENGINE: C

CLOSED: 12/23/1996

1996/12/16

***** THIS IS THE CLOSING COMMENT *****

CUST REFUNDED 49.50 FOR PREVIOUS RPR 12/12

CUST REQUIRE FOR RECALL 12/15 PER BUELLTON

4526UC GRP: C1 INFORMATION CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: A1 CONTACT NBR: 10778819 OPENED: 11/20/1998
VIN: 1ZVPT2108L5 ENGINE: U CLOSED: 11/20/1998

LAST NAME: FIRST NAME: STATUS: CLOSED
TITLE: MI: L
ADDRESS: ZIP: [REDACTED]

CITY: STATE: [REDACTED]
HOME PHONE: BUS. PHONE: [REDACTED]
MODEL YEAR: 90 PROBE

MILEAGE: 60025
DEALER NAME: WILLIAMS FORD SALES SALES CODE: 147006 P A A: 01982
CAUSAL CODES: 1206 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN:

SERVICE/SALES: 1 TRANS. DATE: [REDACTED]
ACK. CODE: ASSIST CODE: AWARD AMT: CONTACT DATE: [REDACTED]
O SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 7802241

COMMENTS:
1998/11/20 *** LETTER DATED 10/18/96 ***

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

CUSTOMER SAYS:
- RECEIVED THE RECALL LETTER FROM FORD FOR THE SEAT BELT RECALLS #96S99 AND #96S48

- THE SEATBELTS LOCKED UP AND WERE IMPERABLE
- 1/11/98 THE REPAIRS WERE DONE AT WILLIAMS FORD IN MONTGOMERY OHIO FOR FOR THE COST OF \$880.10

* PER CUSTOMER, DEALER SAYS:
- NO COMMENTS

* CUSTOMER SEEKS:
- TO RECEIVE A REFUND FROM FORD FOR COST OF SEATBELT REPAIRS \$880.10

* CAC ADVISED:
- SEND LETTER PCOS TAKE THE ORIGINAL RECEIPT TO DEALERSHIP FOR REVIEW ON

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

3649KH GRP: X111 INFORMATION CONTACT VEH TYPE: CAR

UNKNOWN 99 ZN/TR: CONTACT NBR: 107795189 OPENED: 11/21/1998

VIN: 1ZPT20CXL5 ENGINE: C CLOSED: 11/21/1998

LAST NAME: FIRST NAME: STATUS: CLOSED

TITLE: MI: P

ADDRESS: CITY: STATE: ZIP: [REDACTED]

HOME PHONE: BUS. PHONE: NA-NA-A NA

MODEL YEAR: 90 WSD: NA-NA-A NA

MILEAGE: 1 PROBE

DEALER NAME: SALES CODE: P & A: 104100

CAUSAL CODES: 3001 1107 0412 SYMPTOMS: TRANS. DATE:

ORIGIN: GD TRANS. DST/RGN: CONTACT DATE:

SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: O SURVEY: (Y DR M)

ACK. CODE: CALIBRATION: MICRO: 7801775

BUILD DATE: ESP INFO: EXPIRES: OWNER NOTIFIED:

OPEN RECALL: COMMENTS: 1886/11/21

*** NAVIS: PROGRAM ***

*** MILEAGE UNAVAILABLE ***

*** LETTER DATED 10-17-96 ***

CUSTOMER SAYS: - 1994 DRIVER'S SIDE SAFETY BELT BECAME PERMANENTLY STUCK IN THE FORWARD POSITION

- CONTINUED TO DRIVE WITH ONLY LAP BELT

- 1995 PASSENGER SIDE MALFUNCTIONED THE SAME WAY

- TOOK VEHICLE FOR SECOND OPINION

- OBVIOUS DEFECT FORD SHOULD BE RESPONSIBLE FOR REPAIRING

- TRADED IN VEHICLE FOR NON FORD

- TRADE VALUE DECREASED FOR OBVIOUS FORD DEFECT

PER CUSTOMER, DEALER SAYS:

MIDWAY FORD: - 1994 GAVE ESTIMATE OF \$300

- 1995 ESTIMATED COST \$900 OR MORE

LEWIS FORD: \$35 FOR DIAGNOSIS OF PROBLEM

CUSTOMER SEEKS:

- TO REGISTER A COMPLAINT

- TO INFORM FORD OF EXTREME DISPLEASURE

CAC ADVISED:

- FORWARDED FA (NON FORD VEHICLE)

8149AC GRP: AK17 INFORMATION CONTACT VEH TYPE: CAR
DENVER 56 ZN/TR: A1 CONTACT NBR: 107787545 OPENED: 11/19/1996
VIN: 1 ENGINE: CLOSED: 11/19/1996

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] ZIP: [REDACTED]

HOME PHONE: [REDACTED] STATE: [REDACTED] NA -NA-A NA
MODEL YEAR: 90 BUS. PHONE: [REDACTED] NA -NA-A NA
MILEAGE: 90 WSD: [REDACTED] PROBE
DEALER NAME: FREEDOM FORD INC SALES CODE: 156474 P & A: 03156
CAUSAL CODES: 0400 SYMPTMS: 104100 203400
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 AWARD AMT: CONTACT DATE:
ACK. CODE: ASSIST CODE: Q SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OWNER NOTIFIED: MICRD: 7800318
OPEN RECALL:

COMMENTS:
1998/11/18
*** LETTER DATED 10/21/96 ***

CUSTOMER SAYS:
- HAS BROUGHT VEHICLE IN FOR NUMEROUS PRIOR CONCERNS
- RECENTLY BROUGHT VEHICLE IN FOR SEAT BELT CONCERN AND A BATTERY CAP
- SEAT BELT WAS REPAIRED PREVIOUSLY WHEN VEHICLE WAS WITHIN THE WARRANTY PERIOD AND THE CHARGE AT THAT TIME(BILLED TO WARRANTY) WAS \$300.00

* PER CUSTOMER, DEALER SAYS:
- \$186.00 FOR BATTERY REPAIR
- \$600.00 SEAT BELT CONCERN
- THE DAY CUSTOMER PICKED UP VEHICLE FROM DEALER, WENT HOME AND FOUND A RECALL LETTER ON THE SEAT BELT
- NOW CUSTOMER HAS TO MAKE ANOTHER APPOINTMENT WITH DEALER FOR RECALL WHEN DEALER SHOULD HAVE BEEN AWARE AND TAKEN CARE OF IT WHILE VEHICLE WAS THERE FOR SERVICE
- ALSO HAD TO WAIT FOR DEALER TO FIND OUT WHAT CAR WAS PARKED BEHIND HERS IN ORDER FOR CUSTOMER TO TAKE DELIVERY OF HER VEHICLE AFTER SERVICE

* CUSTOMER SEEKS:
- TO COMPLAIN OF DEALER SERVICE
CAC ADVISED:
- SENT LETTER F1 DEALER , POOR DEALER SERVICE

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

4280T GRP: KX02 INFORMATION CONTACT VEH TYPE: CAR

UNKNOWN 99 ZN/TR CONTACT NBR: 107883336 OPENED: 12/16/1996

VIN: 1ZVFT20C6L ENGINE: C CLOSED: 12/16/1996

LAST NAME: FIRST NAME: STATUS: CLOSED

TITLE: ADDRESS: STATE: BUS. PHONE: DP:

CITY: HOME PHONE: MODEL: WSD: P & A:

MODEL YEAR: 90 MILEAGE: 1 SALES CODE: 104100 TRANS. DATE:

DEALER NAME: CAUSAL CODES: 1206 SYMPTOMS: TRANS. DST/RGN: CONTACT DATE:

ORIGIN: GO SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

ACK. CODE: BUILD DATE: CALIBRATION: MICRO: 6992316

ESP INFD: EXPIRES: OWNER NOTIFIED:

OPEN RECALL: COMMENTS: 1996/12/16

*** NAVIS: SUBSEQUENT ***

*** LETTER DATED OCT. 29, 1996 ***

*** VEHICLE INVOLVED IN RECALL 96S48 & 96S89 ***

CUSTOMER SAYS: - WANTS TO KNOW IF RECALL WORK IS ELIGIBLE FOR REFUND IF PERFORMED AT AN

INDEPENDENT FACILITY USING MOTORCRAFT PARTS

* PER CUSTOMER, DEALER SAYS:

- NO DEALER INFORMATION GIVEN

* CUSTOMER SEEKS:

- RECALL REIMBURSEMENT INFORMATION

* CAC ADVISED:

- WILL FORWARD PC08 POSTCARD INSTRUCTING THE CUSTOMER TO SUBMIT RECEIPTS TO

THE DEALER FOR REIMBURSEMENT CONSIDERATION *** NOTE: IMAGING DOCUMENT

IDENTIFICATION NUMBER (DOCID): 20659970

20580G GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: E1 CONTACT NBR: 107884794 OPENED: 12/16/1996
VIN: 1ZVPT20C2L5 ENGINE: C CLOSED: 12/23/1996

LAST NAME: FIRST NAME: STATUS: CLOSED
TITLE: MI: A
ADDRESS: STATE: ZIP: [REDACTED]

CITY: HOME PHONE: BUS. PHONE: [REDACTED]
MODEL YEAR: 90 PROBE
MILEAGE: 77899 WSD: 141495 P & A: 20159

DEALER NAME: ROCK RIVER FORD INC SALES CODE: 104100 208300
CAUSAL CODES: 1206 1106 SYMPTOMS: TRANS. DATE:
ORIGIN: 00 TRANS. DST/RGN: 41 CONTACT DATE: 12/16/1996
SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: CONTACT DATE: 12/16/1996
ACK. CODE: ASSIST SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
ESP INF: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRD: 6992241

COMMENTS:
1996/12/16
*** THIS CONTACT IS OPENED DUE TO OPEN RECALLS 96548 AND 96599 ***
*** LETTER DATED 10/27/96. ATTN: A.R. KADUK, MANAGER ***

*** NAVIS: SUBSEQUENT ***
CUSTOMER WRITES:
-VEHICLE EXPERIENCED FAILURE OF MOTORIZED SAFETY BELTS
-10/94: DRIVER'S SIDE SYSTEM BROKE. COST \$476.06 TO REPAIR
-WAS EXTREMELY UPSET, HAD NO OTHER RECOURSE BUT TO PAY FOR REPAIR
-HAS ALSO HAD A LOT OF TROUBLE WITH AIR CONDITIONER SYSTEM. PUT NEARLY \$1000
INTO IT OVER THE PAST 2 1/2 YEARS
-MOST COSTLY REPAIR WAS TO THE EVAPORATOR FOR \$521.46

* PER CUSTOMER, DEALER SAYS:
-NO REFERENCE
* CUSTOMER SEEKS:
-REIMBURSEMENT FOR \$476.06 UNDER SAFETY RESTRAINT RECALL 96548/96599
-REIMBURSEMENT FOR \$521.46 FOR EVAPORATOR REPAIR

* CAC ADVISED:
-SENT LETTER FAK - ACKNOWLEDGEMENT LETTER ADVISING DEALER PERSONNEL WOULD BE
CONTACTING CUSTOMER
RE: RECALLS 96548 AND 96599

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR BRICK WOLK (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
RE: REIMBURSEMENT FOR EVAPORATOR REPAIR

-WARRANTY HAS EXPIRED
-FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TOWARD THE COST OF THE REPAIR
-OUTBOUND CALL ATTEMPTED, CALL COULD NOT BE COMPLETED AS DIALED
-CALLED DIRECTORY ASSISTANCE, NO LISTING

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

Z0580G	GRP: XA04	CONCERN CONTACT	VEH TYPE: CAR
CHICAGO	41	ZN/TR: F1	OPENED: 12/16/1996
VIN: 1ZVPT20C2L5		ENGINE: C	CLOSED: 12/23/1996

1996/12/16
=====

##THIS IS THE CLOSING COMMENT
DEALERSHIP SERVICE MANAGER DONALD MURRAY TRIED TO PHONE CUSTOMER SEVERAL TIMES
IN A ATTEMPT TO ADDRESS THE CUSTOMER CONCERNS. HOWEVER THE PHONE NUMBER SUPPL
IED IS INCORRECT. NO OTHER ACTIONS CAN BE ATTEMPTED AT THIS TIME. PLEASE CLOSE
THIS CASE.

4648BC GRP: XA04 INFORMATION CONTACT VEH TYPE: CAR
NEW YORK 12 2N/TR: B1 CONTACT NBR: 107881965 OPENED: 12/13/1996
VIN: 12VP120C3L5 ENGINE: C CLOSED: 12/13/1996

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

TITLE: [REDACTED]
ADDRESS: [REDACTED] ZIP: [REDACTED]

CITY: [REDACTED] STATE: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: [REDACTED] PROBE

MILEAGE: 1
DEALER NAME: JACK TREBOUR FORD MSD: 113450 P & A: 03701
CAUSAL CODES: 1208 2105 SYMPTOMS: 104100 TRANS. DATE:

ORIGIN: 60 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 AWARD AMT: CONTACT DATE:
ACK. CODE: ASSIST CODE: O SURVEY: (Y DR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO: 6992177

COMMENTS:
1998/12/13
*** LETTER DATED 10/26/96, ADDRESSED TO A.R. KADUK ***
*** NAVIS: ORIGINAL ***
*** MILEAGE UNAVAILABLE ***

CUSTOMER SAYS:
- SHE JUST GOT THE NOTIFICATION FOR RECALL 96548/96599 FOR HER VEHICLE
- THE RECALL LETTER SAYS 10/96
- THIS PROBLEM OCCURRED ON THE VEHICLE AND SHE HAD IT REPAIRED BY AN
INDEPENDENT FACILITY ON 3/15/96
- THE RECEIPT IS ENCLOSED, COST IS \$581.80
- SHE CALLED THE DEALERSHIP BUT THEY HAD NO IDEA HOW TO ASSIST HER

PER CUSTOMER, DEALER SAYS:
- NO INFORMATION PROVIDED

CUSTOMER SEeks:
- REIMBURSEMENT FOR REPAIRS

CAC ADVISED:
- OUTBOUND CALL TO CUSTOMER TO OBTAIN MORE INFORMATION
- NO ONE AVAILABLE
- MAILED ORIGINAL RECEIPT BACK TO CUSTOMER
- SENT LETTER PC01, CONTACT CAC
**NEXT CSR PLEASE VERIFY INFORMATION AND INFORM CUSTOMER OF THE REIMBURSEMENT
PROCESS RELATED TO THE DEALERSHIP

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7791TR GRP: XH04 INFORMATION CONTACT VEH TYPE: CAR
TWIN CITIES SB ZN/TR: C1 CONTACT NBR: 107819812 OPENED: 11/27/1998
VIN: 1ZVPT20C8L5 ENGINE: C CLOSED: 11/27/1996

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: [REDACTED] PROBE

MODEL YEAR: 90 WSD: 1 SALES CODE: 159584 P & A: 09473

MILEAGE: 1 SYMPTOMS: 104100 TRANS. DATE:

DEALER NAME: TENWODREMOTOR CO CAUSAL CODES: 1206 TRANS. DST/RGN: CONTACT DATE:

ORIGIN: GO SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

ACK. CODE: CALIBRATION: ESP INFO: EXPIRES: OWNER NOTIFIED: MICRO: 6962885
OPEN RECALL:

COMMENTS:

1996/11/27 *** MILEAGE UNAVAILABLE ***
*** LETTER DATED 10/21/98 ***
*** NAVIS: ORIGINAL ***

CUSTOMER WRITES:

-SEAT BELT CONCERN DATES BACK AS FAR AS 6 MONTHS AFTER PURCHASING THE CAR
-HE HAD A NEW SEAT BELT SYSTEM INSTALLED TO RESOLVE THE CONCERN PRIOR TO
RECEIVING THE RECALL NOTICE AT A COST OF \$450 AT AN INDEPENDENT SHOP
-THE SEAT BELT MECHANISM WAS THE AREA REPAIRED
-SYMPTOMS WERE NOT ADDRESSED
-HAD THE RECALL PERFORMED

PER CUSTOMER, DEALER SAYS:
-DID NOT ADDRESS

CUSTOMER SEEKS:
-REIMBURSEMENT FOR REPAIR COST TO THE SEAT BELT PRIOR TO RECEIVING THE NOTICE

CAC ADVISED:

- VEHICLE IS ELIGIBLE FOR RECALLS 98548 AND 98599
- CUSTOMER TO CONTACT THE DEALERSHIP'S SERVICE DEPARTMENT, TO ASSIST CUSTOMER IN REIMBURSEMENT ASSISTANCE
- SENT POSTCARD PC05-TAKE ORIGINAL RECEIPTS TO DEALER FOR REVIEW

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

6812DR GRP: XXOC INFORMATION CONTACT VEH TYPE: CAR

SOR 10 ZN/TR: M1 CONTACT NBR: 107741071 OPENED: 11/07/1996

VIN: 1ZVPT21U8L5 ENGINE: U CLOSED: 11/07/1996

LAST NAME: FIRST NAME: STATUS: CLOSED

TITLE: MI: E

ADDRESS: CITY: STATE: ZIP:

HOME PHONE: BUS. PHONE: MODEL: PROBE

MODEL YEAR: 90 WSD: P B A: 01124

MILEAGE: 1 DEALER NAME: JIM PEACHMOTORS INC SALES CODE: 124563

CAUSAL CODES: 3002 SYMPTOMS: 104100 TRANS. DATE:

ORIGIN: GD TRANS. DST/RGN: CONTACT DATE:

SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: CONTACT DATE:

ACK. CODE: CALIBRATION: Q SURVEY: (Y OR N)

BUILD DATE: ESP INFO: EXPIRES: OWNER NOTIFIED: MICRD: 6942567

OPEN RECALL: OWNER NOTIFIED:

COMMENTS:

1996/11/07 *** POSSIBLE 12/12 SERVICE PART COVERAGE ***

*** LETTER DATED 10/31/98 ***

*** NAVIS: SUBSEQUENT ***

*** MILEAGE UNAVAILABLE ***

CUSTOMER SAYS:

-2/95 SEAT BELT HUNG UP AND REPAIR COST \$286.75

-10/95 SEAT BELT HUNG UP AGAIN AND REPAIR COST \$222.13

-DEALER USED A USED MOTOR 2/95

-SHOULD NOT HAVE TO PAY FOR THE SECOND REPAIR

-IF DEALER WOULD HAVE USED A NEW MOTOR THE FIRST TIME, THERE WOULD NOT HAVE BEEN A SECOND REPAIR

* PER CUSTOMER, DEALER SAYS:

-HUNG UP ON THE RAIL, CANNOT ORDER JUST A RAIL WITHOUT A MOTOR

-NOW NEED TO ORDER A NEW MOTOR AT CUSTOMER'S EXPENSE

* CUSTOMER SEEKS:

-FINANCIAL ASSISTANCE

* CAC ADVISED:

-LEFT A MESSAGE FOR CUSTOMER TO CONTACT ASSISTANCE CENTER

-SENT PC01 POSTCARD

**NEXT CSR PLEASE PROBE TO FIND IF PART WAS COVERED UNDER 12/12 WARRANTY.

THANK YOU**

1996/11/08

THIS CONTACT HAS BEEN UPGRADED. THE NEW CONTACT IS 107741882

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

2598CC GRP: XXX3 CONCERN CONTACT ***** VEH TYPE: CAR *****

SOR 10 ZN/TR: M1 ***** OPENED: 11/08/1996 *****

VIN: 1ZVPT21U8L8 ***** ENGINE: U ***** CLOSED: 12/02/1996 *****

LAST NAME: ***** FIRST NAME: ***** STATUS: CANCELLED *****

TITLE: ***** I: E *****

ADDRESS: ***** STATE: ***** IP: *****

CITY: ***** BUS. PHONE: *****

HOME PHONE: ***** MODEL: *****

MODEL YEAR: 90 ***** PROBE *****

MILEAGE: 1 ***** USD: *****

DEALER NAME: JIM PEACHMOTORS INC SALES CODE: 124563 P & A: 01124

CAUSAL CODES: 3002 ***** SYMPTOMS: 104100 *****

ORIGIN: GD ***** TRANS. DST/RGN: ***** TRANS. DATE: *****

SERVICE/SALES: 1 ***** TRANS. DATE: *****

ACK. CODE: 1 ASSIST CODE: AWARD AMT: ***** CONTACT DATE: *****

BUYLD DATE: ***** CALIBRATION: *****

ESP INFO: ***** EXPIRES: *****

OPEN RECALL: ***** OWNER NOTIFIED: *****

MICRO: 6942667

COMMENTS: *****

1996/11/07 *****

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

*** LETTER DATED 10/31/96 ***

*** NAVIS: SUBSEQUENT ***

*** MILEAGE UNAVAILABLE ***

CUSTOMER SAYS: *****

-2/95 SEAT BELT HUNG UP AND REPAIR COST \$266.75

-10/95 SEAT BELT HUNG UP AGAIN AND REPAIR COST \$222.13

-DEALER USED A USED MOTOR 2/95

-SHOULD NOT HAVE TO PAY FOR THE SECOND REPAIR

-IF DEALER WOULD HAVE USED A NEW MOTOR THE FIRST TIME, THERE WOULD NOT HAVE BEEN A SECOND REPAIR

* PER CUSTOMER, DEALER SAYS:

-HUNG UP ON THE RAIL, CANNOT ORDER JUST A RAIL WITHOUT A MOTOR

-NOW NEED TO ORDER A NEW MOTOR AT CUSTOMER'S EXPENSE

* CUSTOMER SEEKS:

-FINANCIAL ASSISTANCE

* CAG ADVISED:

-LEFT A MESSAGE FOR CUSTOMER TO CONTACT ASSISTANCE CENTER

-SENT PC01 POSTCARD

**NEXT CSR PLEASE PROBE TO FIND IF PART WAS COVERED UNDER 12/12 WARRANTY.

THANK YOU**

1996/11/08

THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 107741071

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

2599DC GRP: AX03 CONCERN CONTACT VEH TYPE: CAR

SDR 10 ZN/TR: M1 CONTACT NBR: 1077418B3 OPENED: 11/08/1996

VIN: 1ZVPT2J08L5 ENGINE: U CLOSED: 12/02/1996

1996/11/08 ***** VEHICLE INVOLVED IN RECALL 94E54, 96S48 & 96S99 ***

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

- 2/98 SEAT BELT REPAIR

- 10/95 MOST RECENT SEAT BELT REPAIR

- HAS ORIGINAL RECEIPTS FOR SEAT BELT REPAIRS

* PER CUSTOMER, DEALER SAYS:

- NOT CONTACTED

CUSTOMER SEEKS:

- REIMBURSEMENT FOR SEAT BELT REPAIRS

- TO HAVE SEAT BELT REPAIRS COMPLETED

- TO GET CATALYST RECALL COMPLETED

* CAC ADVISED:

RE REIMBURSEMENT AND RECALLS:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

- REQUEST MR. BILL ROSE (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS

** CLAIMS HOTLINE FOR RECALLS IS (800)325-5621

1998/12/02

THIS CONTACT HAS BEEN CANCELLED

DUPLICATE OF CONTACT 107762333

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.09

9139LS GRP: 09 INFORMATION CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: CONTACT NBR: 109644988 OPENED: 04/14/1998
VIN: 1ZVPT20C5LS ENGINE: C CLOSED: 04/14/1998

LAST NAME: FIRST NAME: STATUS: CLOSED
TITLE: MI:

ADDRESS: STATE: ZIP: [REDACTED]

CITY: BUS. PHONE: [REDACTED]

HOME PHONE: MODEL: PROBE

MODEL YEAR: 90 WSD: SALES CODE: 113212 P & A: 03874

MILEAGE: 205000 SYMPTOMS: 104100 TRANS. DATE:

DEALER NAME: STEVENS FORD INC TRANS. DST/RGN: CONTACT DATE:

CAUSAL CODES: 0404 ORIGIN: GD CONTACT DATE: 0 SURVEY: (Y OR N)

SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: MICRO:

ACK. CODE: CALIBRATION: EXPIRES: OWNER NOTIFIED: MICRO:

BUILD DATE: ESP INFO: COMMENTS: 1888/04/14

OPEN RECALL: OWNER NOTIFIED: COMMENTS: 1888/04/14

COMMENTS: 1888/04/14

CUSTOMER SAYS: - CUSTOMER CALLING REGARDING SEAT BELT RECALL
- SHE HAD A APPOINTMENT FOR THE MORNING
- SHE DID NOT GET THE VEHICLE BACK UNTIL 5PM
- SHE IS ANGRY IT TOOK SO LONG
- SEATBELTS ARE FIXED NOW AND IT WILL TAKE A WEEK TO GET HER PAPERWORK
IN THE MAIL
- CUSTOMER WILL NOT USE DEALERSHIP AGAIN
- CUSTOMER ALSO FEELS THIS IS THE BEST VEHICLE EVER BUILT BY FORD SHE HAS
HIGH MILEAGE SAME ENGINE

PER CUSTOMER, DEALER SAYS:
- THEY WILL MAIL HER PAPER WORK

CUSTOMER SEEKS:
- COMPLAIN

CAG ADVISED:
- DEALERSHIPS ARE INDEPENDENTLY OWNED AND OPERATED
- CONTACT CUST. REL. MGR./SERV. MGR> FOR FURTHER EXPLANATION.

3854CH GRP: 15 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: B1 CONTACT NBR: 109628009 OPENED: 04/03/1998
VIN: 1ZVPT21U5L5 ENGINE: U CLOSED: 04/13/1998

LAST NAME: FIRST NAME: STATUS: CLOSED
TITLE: MI: D
ADDRESS: STATE: ZIP: 7158
CITY: BUS. PHONE:
HOME PHONE: MODEL: PROBE
MODEL YEAR: 90 WSD: 113480 P & A: 20840

MILEAGE: 70000
DEALER NAME: DITSCHEMAN/FLEMINGTO SALES CODE: 104100
CAUSAL CODES: 1203 SYMPTOMS: 13 TRANS. DATE:
ORIGIN: GO TRANS. DST/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: CONTACT DATE: 04/03/1998
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:
1998/04/03
*** VEHICLE INVOLVED IN RECALL 98548 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:
- AUTOMATIC SEAT BELTS ARE NOT WORKING
- WHAT IS THE WARRANTY ON SEAT BELTS

PER CUSTOMER, DEALER SAYS:
- NO CONTACT

CUSTOMER SEEKS:
- RECALL PERFORMED

CAC ADVISED:
RE: OPEN RECALL
- INVOLVED IN 98548

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. DARIN WATERS (CUST REL MGR/ SVC MGR) TO CONTACT THE CUSTOMER
WITHIN 2 BUSINESS DAYS
- SAFETY RESTRAINT HAS A SVR/50000
1998/04/06

***** THIS IS THE CLOSING COMMENT
CUSTOMER HAS BEEN CONTACTED BY SVC ADV CHRIS APGAR WHO CONFIRMED INVOLVEMENT I
N RECALL. NECESSARY PARTS HAVE BEEN ORDERED AND CUSTOMER WILL BRING VEH IN ON
E PARTS ARRIVE

1799LL GRP: 01 INFORMATION CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: 07 CONTACT NBR: 109483300 OPENED: 02/19/1998
VIN: 12VPT20C3L5 ENGINE: C CLOSED: 02/19/1998

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] ZIP: [REDACTED] 5706

CITY: [REDACTED] STATE: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL: [REDACTED] PROBE
MILEAGE: 90 WSD: 130000
DEALER NAME: DOENGES BROTHERS FO SALES CODE: 152304 P & A: 0709B
CAUSAL CODES: 1104 8002 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: CONTACT DATE:
ACK. CODE: 1 Q SURVEY: (Y OR N)

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

COMMENTS:
1998/02/19 *** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:
-MOTORIZED SEAT BELT WAS RECALLED
-I HAD THE SEAT BELTS REPLACED IN THE VEHICLE
-THE SEAT BELT HAS STOPPED WORKING AGAIN

PER CUSTOMER, DEALER SAYS:
-REFERRED CUSTOMER TO CAC
-NO FINANCIAL ASSISTANCE SINCE THE WARRANTY HAS EXPIRED

* CUSTOMER SEEKS:
-FINANCIAL ASSISTANCE
-FORD ADDRESS

CAC ADVISED:
RE: FINANCIAL ASSISTANCE
- WARRANTY HAS EXPIRED
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR
RE: FORD ADDRESS
-PROVIDED FORD ADDRESS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7094DU GRP: X02 INFORMATION CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: R4 CONTACT NBR: 109489607 OPENED: 02/20/1998
VIN: 1ZVPT2JUL5 ENGINE: U CLOSED: 02/20/1998

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] ZIP: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: NA -NA-A NA
MODEL YEAR: 90 MODEL: PROBE

MILEAGE: 90
DEALER NAME: HUB FORD
CAUSAL CODES: 3002 SALES CODE: 121003 P & A: 00462
ORIGIN: GD SYMPTOMS: 104100
SERVICE/SALES: 1 TRANS. DST/RGN: TRANS. DATE:
ACK. CODE: 1 ASSIST CODE: G AWARD AMT: CONTACT DATE:
O SURVEY: (Y DR N)

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

COMMENTS:
1998/02/20 *** NAVIS: ORIGINAL ***

- CUSTOMER SAYS:
 - SHE WAS HAVING PROBLEMS WITH THE DRIVER SIDE SEATBELT
 - IT WOULD GET STUCK IN THE LOCK POSITION AND PRESS AGAINST YOUR BODY REAL TIGHT
 - THERE WAS A RECALL ON THE SEATBELTS
 - DEALERSHIP REPLACED THE PASSENGER SIDE SEATBELT BUT NOT THE DRIVER SIDE
 - NOW THE DRIVER SIDE SEATBELT IS STUCK IN THE LOCK POSITION
- PER CUSTOMER, DEALER SAYS:
 - NO CONTACT
- CUSTOMER SEEMS:
 - IF BOTH SEATBELTS WERE SUPPOSED TO BE REPLACED
- CAC ADVISED:
 - OUR RECORDS INDICATE THAT BOTH RECALLS WERE COMPLETED

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

1349PF GRP: 13 INFORMATION CONTACT VEH TYPE: CAR
UNKNOWN 99 ZN/TR: ENGINE NBR: 10949B409 OPENED: 02/28/1998
VIN: 1ZVPT20CXL ENGINE: C CLOSED: 02/29/1998

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
M1: [REDACTED]

TITLE: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
ADDRESS: [REDACTED] BUS. PHONE: [REDACTED]

CITY: [REDACTED] MODEL: [REDACTED] PROBE
HOME PHONE: [REDACTED]

MODEL YEAR: [REDACTED] WSD: [REDACTED] P & A:
MILEAGE: 100000

DEALER NAME: [REDACTED] SALES CODE: 104100 TRANS. DATE:
CAUSAL CODES: 1203 SYMPTONS: [REDACTED]

ORIGIN: 60 TRANS. DST/RGN: [REDACTED] CONTACT DATE:
SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: [REDACTED] Q SURVEY: (Y OR N)

ACK. CODE: [REDACTED] CALIBRATION:
BUILD DATE: [REDACTED] ESP INFO: [REDACTED] EXPIRES: [REDACTED]

OPEN RECALL: [REDACTED] OWNER NOTIFIED: [REDACTED] MICRO: [REDACTED]

COMMENTS:
1998/02/23 *** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:
- I HAD A RECALL ON THE SEAT BELTS

- I WAS TOLD BY THE DEALERSHIP THAT THE DRIVERSIDE WAS THE ONLY ONE
THAT WAS DAMAGED AND NEEDED TO BE REPAIRED UNDER THE RECALL

- THE PASSENGER SEAT BELT WAS NOT HAVING THAT CONCERN AT THAT TIME

* PER CUSTOMER, DEALER SAYS:
- AT THE TIME OF THE RECALL, THE PASSENGER SIDE WAS NOT AFFECTED

- YOU WOULD BE RESPONSIBLE TO PAY FOR IT

* CUSTOMER SEeks:
- TO HAVE THE DRIVERS SIDE REPAIRED

* CAC ADVISED:
- THE RECALL LETTER STATED THAT THE VEHICLE WAS TO BE INSPECT AND
REPAIRED IF NECESSARY

- THE DEALERSHIP FOLLOWED FORDS GUIDE LINES ACCORDING TO THE RECALL
LETTER

9266PH GRP: 10 INFORMATION CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: E2 CONTACT NBR: 109615961 OPENED: 03/30/1998
VIN: 1ZVPT22L71S ENGINE: L CLOSED: 03/30/1998

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

TITLE: [REDACTED] STATE: [REDACTED] TIP: [REDACTED] 3651

ADDRESS: [REDACTED] BUS. PHONE: [REDACTED]

CITY: [REDACTED] MODEL: [REDACTED] PROBE

HOME PHONE: 90 MILEAGE: 68000 WSD: 171170 P & A: 0534

DEALER NAME: FRIENDLY FORD SALES CODE: 104100 TRANS. DATE:

CAUSAL CODES: 1104 2801 1215 SYMPTOMS: 104100 CONTACT DATE:

ORIGIN: 80 TRANS. DST/RGN: SERVICE/SALES: 1 ACK. CODE: 1 ASSIST CODE: AWARD AMT: CONTACT DATE: O SURVEY: (Y OR N)

BUILD DATE: CALIBRATION: MICRO:

ESP INFO: EXPIRES: OWNER NOTIFIED: MICRO:

OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS: 1998/03/30 *** NAVIS: ORIGINAL ***

CUSTOMER SAYS: - THE SEAT BELT RECALL WAS PERFORMED 15 MONTHS AGO

- 3/98 NOW THE SEAT BELTS DO NOT FUNCTION AGAIN

* PER CUSTOMER, DEALER SAYS: - THE WARRANTY HAS EXPIRED 12 MONTHS - DAVE (TOLD CUSTOMER TO VERIFY THIS WITH THE CAC)

* CUSTOMER SEEKS: - TO HAVE THE SEATBELTS REPAIRED

* CAC ADVISED: - WARRANTY 12/12 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

17335K GRP: 15 CONCERN CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: B3 CONTACT NBR: 109595737 OPENED: 03/23/1998
VIN: 12VPT20CX152 ENGINE: C CLOSED: 04/01/1998

LAST NAME: FIRST NAME: STATUS: CANCELLED

TITLE: STATE: ZIP:

ADDRESS: CITY: BUS. PHONE: MODEL: PROBE

HOME PHONE: 90 MILEAGE: 110000 WSD: 129230 P & A: 08098

DEALER NAME: BUD SHELLFORD INC SALES CODE: 104100 TRANS. DATE:

CAUSAL CODES: 2013 1220 SYMPTOMS: 23 TRANS. DATE:

ORIGIN: 60 TRANS. DST/RGN: 23 CONTACT DATE:

SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: Q SURVEY: Y (Y DR N)

ACK. CODE: CALIBRATION: EXPIRES: OWNER NOTIFIED: MICRO:

BUILD DATE: ESP INFO: OPEN RECALL: COMMENTS:

1998/03/23 *** POSSIBLE 12/12 SERVICE PART COVERAGE *** REPAIR DATE: 4/97 MILEAGE:

100292 (FOR THE DRIVERS SIDE) *** NAVIS: PROGRAM ***

CUSTOMER SAYS: - CALLING BACK RE: SEAT BELTS SEE CONTACT 10948800

- DEALERSHIP NEVER FIXED IT AND I MENTIONED THIS TO THE DEALER

- NOW BOTH SIDES DON'T WORK, HOW CAN THE RECALL BE SATISFIED IF I AM

HAVING THE CONCERN NOW - WHEN I TOOK IT IN I JUST ASSUMED THE DEALER REPAIRED BOTH SIDES

- WHEN YOU CLIP THE BELT TO THE TOP IT WILL STICK, CUSTOMER THINKS DEALER

WASN'T ABLE TO SEE THIS - I TOLD THE DEALER AT THE TIME OF RECALL THAT PASSENGER SIDE WAS DEFECTIVE,

BUT YET THE DEALER FOUND IT WAS "OKAY", NOW MY RECALL IS EXPIRED??

* PER CUSTOMER, DEALER SAYS: - LOOKED AT DRIVERS SIDES BELT SYSTEM, AND COULDN'T FIND ANYTHING WRONG

- RE: PASSENGER SIDE, FORD SAID THE RECALL WAS SATISFIED, NO ASSISTANCE

CUSTOMER SEEKS: - BOTH SEAT BELT SIDES REPAIRED

- WILL CALL THE NHTSA - OPENING CONCERN RE: DRIVERS SIDE 12/12

CAC ADVISED: - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

- REQUEST MR JIMMY OVERALL (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS RE: PASSENGER SIDE - RECALL HAS BEEN SATISFIED AND WE SUPPORT THE DIAGNOSIS OF THE DEALERSHIP

OWNER RELATIONS VOP/BENCHMARKING 09/11/98 FAXCARTG

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

17335K GRP: 15 CONCERN CONTACT

VEH TYPE: CAR

MEMPHIS 23 2N/TR B3 CONTACT NBR: 109598707

OPENED: 03/23/1998

1988/03/30 12VPT20CAL

ENGINE: C CLOSED: 04/01/1998

*** POSSIBLE 12/12 COVERAGE ***

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

-ALREADY TALKED TO WASHINGTON SAFETY GROUP ABOUT ISSUE

-NEITHER SEAT BELT WORKING

-ONE SHOULD BE COVERED BY 12/12 BUT RECALL ON OTHER ONE WAS LISTED AS COMPLETE
EVEN THOUGH NO WORK WAS CARRIED OUT ON IT

PER CUSTOMER, DEALER SAYS:

-NO FURTHER CONTACT

CUSTOMER SEEKS:

-SEAT BELT CONCERNS RESOLVED WITH FINANCIAL ASSISTANCE

CAC ADVISED:

*REGARDING 12/12 PARTS WARRANTY:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST JIMMY OVERALL (SVC MGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

*REGARDING RECALL INVOLVEMENT:

-WORKMANSHIP ISSUES MUST BE ADDRESSED AT DEALER

1888/04/01

CONTACT CANCELLED BY SYSTEM AND OPENED IN MDRSIII

1898/05/04

SPOKE WITH JIMMY OVERALL, SERVICE MGR. HE ADVISED ME THAT HE HAS TRIED TO CONTACT THE CUSTOMER SEVERAL TIMES REGARDING THE SECOND CONTACT. MR OVERALL WAS UNSUCCESSFUL AND THE CUSTOMER HAS NOT MADE ANY FURTHER CONTACT WITH DEALER.
(R. BLACKWELL)

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

TOT7PP GRP: 02 INFORMATION CONTACT
 CINCINNATI 47 ZN/TR: C2 CONTACT NBR: 109593293 VEH TYPE: CAR
 VIN: 1ZVPT21U5L5 ENGINE: U OPENED: 03/29/1998
 CLOSED: 03/23/1998

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

TITLE: [REDACTED]
 ADDRESS: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]

CITY: [REDACTED] BUS. PHONE: [REDACTED]

HOME PHONE: [REDACTED] MODEL: [REDACTED] PROBE

MODEL YEAR: 90 MSD: 55000 SALES CODE: 147658 P & A: 04661

MILEAGE: 55000
 DEALER NAME: BILL MCCOY FORD-L/M SYMPTOMS: 104100 TRANS. DATE:

CAUSAL CODES: 1104 3002 TRANS. DST/RGN: CONTACT DATE:

ORIGIN: 60 SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

ACK. CODE: BUILD DATE: CALIBRATION:

ESP INFO: EXPIRES:

OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

- 1988/03/23 *** NAVIS: ORIGINAL ***
- CUSTOMER SAYS:
 - THE SEATBELTS WERE REPAIRED 2-13-97 UNDER RECALL 98548
 - IT WAS ALSO REPAIRED UNDER WARRANTY IN 1995
- * PER CUSTOMER, DEALER SAYS:
 - IT IS OUTSIDE OF RECALL
- * CUSTOMER SEEKS:
 - FINANCIAL ASSISTANCE
- * CAC ADVISED:
 - WARRANTY HAS EXPIRED
 - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR

9363TG GRP: 09 INFORMATION CONTACT VEH TYPE: CAR
UNKNOWN 99 ZN/TR: CONTACT NBR: 109592583 OPENED: 03/23/1998
VIN: 1ZVPT2C0L8 ENGINE: C CLOSED: 03/23/1998

LAST NAME: FIRST NAME: STATUS: CLOSED
TITLE: MI:

ADDRESS: CITY: STATE: BUS. PHONE: ZIP: 4

HOME PHONE: MODEL YEAR: 90 PROBE

MILEAGE: 100000 MSD: SALES CODE: P & A:

DEALER NAME: CAUSAL CODES: 1110 SYMPTOMS: 104100 TRANS. DATE:

ORIGIN: 60 TRANS. DST/RGN: CONTACT DATE:

SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

ACK. CODE: CALIBRATION: EXPIRES: OWNER NOTIFIED: MICRD:

BUILD DATE: ESP INFO: OPEN RECALL:

COMMENTS: 1998/03/23 CUSTOMER SAYS: THERE WAS A RECALL ON MY VEHICLE IN 1998 I HAD THE SAME REPAIR PERFORMED IN 1998

-THE DEALERSHIP GAVE ME A REFUND FOR THE REPAIR FROM 1995

-KRIEGER FORD PUT A DEFECTIVE PART PUT BACK INTO VEHICLE IN 1998

-NO ONE BOTHERED TO TELL ME THIS WHEN THEY GAVE ME THE REFUND

-NOW SEATBELTS ARE SITTING IN THE CENTER OF THE TRACK

-NICOLE VAUGHN (REGIONAL REPRESENTATIVE) WAS NASTY WITH ME

-I HAVE CONTACT THE DEPARTMENT OF MOTOR VEHICLES AND THEY ARE SENDING THIS OVER TO THEIR RECALL DEPARTMENT

-NICOLE VAUGHN HAD NOT HUNG UP LINE AND I OVERHEARD HER LAUGHING AND SAYING HOW SHE WAS HAPPY TO SAY SHE COULD NOT HELP ME

PER CUSTOMER, DEALER SAYS: ASSISTANCE TOWARD THE COST OF THIS REPAIR

CUSTOMER SEEKS: TO KNOW THE NEXT STEP

CAC ADVISED: NO FURTHER FINANCIAL ASSISTANCE WILL BE OFFERED

- CAC SUPPORTS THE DECISION

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

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

7077RP GRP: 02 INFORMATION CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: E1 CONTACT NBR: 1095879JG OPENED: 03/19/1998
VIN: 1ZVPT20C8L5 ENGINE: C CLOSED: 03/19/1998

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
TITLE: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
ADDRESS: [REDACTED] BUS. PHONE: [REDACTED]
CITY: [REDACTED] MODEL: [REDACTED] PROBE

HOME PHONE: [REDACTED]
MODEL YEAR: 90
MILEAGE: 38500
DEALER NAME: MONAHAN FORD CORP. MSD: 113028 P & A: 03664
CAUSAL CODES: 1104 3002 SALES CODE: 104100 SYMPTOMS:
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: CONTACT DATE:
ACK. CODE: Q SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: M1GRD:

COMMENTS:
1998/03/18 *** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- THE SEATBELT RECALL WAS REPAIRED AT THE DEALER AT 35886 MILES IN 1996
- THE SEATBELT HAS NOW FAILED

* PER CUSTOMER, DEALER SAYS: DERECK
- CONTACT THE CAC
*
CUSTOMER SEEKS:
- COVERED 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

6595JM GRP: 15 CONCERN CONTACT VEH TYPE: CAR
DENVER 56 ZN/IR: A1 CONTACT NBR: 109563195 OPENED: 03/12/1998
VIN: 1ZVPT2C09L5 ENGINE: C CLOSED: 03/20/1998

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] ZIP: [REDACTED] 1507
CITY: [REDACTED]

HOME PHONE: [REDACTED] STATE: [REDACTED]
BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 123000 MSD: P & A: 03105
DEALER NAME: MCKIE FORD INC SALES CODE: 156427 104100 104298
CAUSAL CODES: 3002 1215 SYMPTOMS: TRANS. DATE:
ORIGIN: GD TRANS. DST/RGN: 56 TRANS. DATE:
SERVICE/SALES: 1 ASSIST CODE: V AWARD AMT: CONTACT DATE: 03/13/1998
ACK. CODE: O SURVEY: Y (Y OR N)

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

COMMENTS:
1898/03/12
*** POSSIBLE 12/12 SERVICE PART COVERAGE *** REPAIR DATE: 2/99 MILEAGE:
122700

*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-THE VEHICLE WAS FIXED UNDER RECALL ABOUT ONE MONTH AGO BY THE PREVIOUS OWNER
-THE DRIVER SEAT BELT WILL NOT GO FORWARD ALL OF THE TIME
-THE SEAT BELT LIGHT STAYS ON
-THE SEAT BELT WILL KEEP RETRACTING

PER CUSTOMER, DEALER SAYS:
-THE VEHICLE HAS ALREADY FIXED
-DID NOT LOOK AT THE VEHICLE BECAUSE OF RECALL
CUSTOMER SEEKS:
-REPAIR OF VEHICLE
-WOULD LIKE COPY OF RECALL 96548, 98599

CAC ADVISED:
RE: ADDITIONAL REPAIRS
-ANY REPAIRS NOT PART OF THE RECALL OR PREVIOUSLY REPLACED FOR THE RECALL
REPAIR WOULD NOT BE COVERED
-THE CUSTOMER WOULD BE RESPONSIBLE FOR ANY REPAIRS
RE: SERVICE PARTS WARRANTY
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. KEVIN HABERSTROH/ SVC MGR1 TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
RE: RECALL
-WILL HAVE GENERIC RECALL LETTER SENT TO YOU

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

6595JM	GRP: 15	CONCERN CONTACT		VEH TYPE: CAR
DENVER	56	ZN/TR: A2	CONTACT NBR: 109503195	OPENED: 03/12/1998
VIN: 1ZVP120C9L5			ENGINE: C	CLOSED: 03/20/1998

1998/03/13

##THIS IS THE CLOSING COMMENT
CARL HILL SERVICE ADVISOR HAS TALKED TO CUSTOMER AND SCHEDULED APPOINTMENT TO
SEE IF VEHICLE QUALIFIES UNDER RECALL. WILL DETERMINE IF PART CAUSING CONCER
N IS UNDER RECALL OR IF IT IS CUSTOMER RESPONSIBILITY.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

8861W GRP: 01 CONCERN CONTACT VEH TYPE: CAR
 DENVER 56 ZN/TR: A2 CONTACT NBR: 109549968 OPENED: 03/09/1998
 12VPT20C5LS ENGINE: C CLOSED: 03/18/1998
 STATUS: CLOSED

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 TITLE: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]

ADDRESS: [REDACTED] BUS. PHONE: [REDACTED]
 CITY: [REDACTED] MODEL: [REDACTED] PROBE

HOME PHONE: 90 WSD: 81000 P & A: 20351
 MODEL YEAR: 90

MILEAGE: 81000 BOB TURNER'S FORD C SALES CODE: 156300 TRANS. DATE: 03/11/1998
 CAUSAL CODES: 1203 SYMPTOMS: 104100 CONTACT DATE: 03/11/1998

ORIGIN: 60 TRANS. DST/RGN: 56 O SURVEY: Y (Y DR N)
 SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT:

ACK. CODE: CALIBRATION: MICRO:
 BUILD DATE: EXPRES: OWNER NOTIFIED:

ESP INFO: OPEN RECALL:

COMMENTS:
 1998/03/09 *** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:
 - JUST MOVED TO AREA
 - RECEIVED RECALL NOTICE 965AB AND 96599 FOR SEATBELT REPAIR ABOUT A YEAR AGO.
 - DOESN'T DRIVE THE VEHICLE THAT OFTEN,
 - NOT DRIVER AND PASSENGER SEATBELT NEEDS TO BE REPAIRED.

* PER CUSTOMER, DEALER SAYS:
 - NO CONTACT

* CUSTOMER SEKS:
 - DEALERSHIP LOCATION
 - VEHICLE REPAIRED

* CAC ADVISED:
 - RE: CURRENT CONCERN- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE
 DEALER
 -REQUEST MR./MS. (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2
 BUSINESS DAYS
 - RE: DEALERSHIP- PROVIDED NAME AND PHONE NUMBER OF NEAREST FORD DEALERSHIP.

1998/03/11
 ***THIS IS THE CLOSING COMMENT
 CUSTOMER CONTACTED BY SERVICE DEPARTMENT AND HAS APT SCHEDULED FOR 03/12
 WE BELIEVE THAT WE HAVE PARTS IN STOCK TO COMPLETE RECALL

OWNER RELATIONS VDP/BENCHMARKING 09/11/98 FAXCARTG

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14 21 02

GOBIDR GRP: 15 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY S3 ZN/TR: D2 CONTACT NBR: 109548016 OPENED: 03/09/1998
VIN: 1ZVPT21U4L5 ENGINE: U CLOSED: 03/20/1998

LAST NAME: FIRST NAME: STATUS: CLOSED

TITLE: MI:

ADDRESS: STATE: ZIP: 1954

CITY: BUS. PHONE: PROBE

HOME PHONE: MODEL YEAR: 90

MILEAGE: 109000 WSD: 153080 P & A: 08198

DEALER NAME: DAVE SINCLAIR FORD SALES CODE: 104100

CAUSAL CODES: 2B01 12RA TRANS. DST/RGN: S3 TRANS. DATE:

ORIGIN: 60 TRANS. DATE: 03/09/1998

SERVICE/SALES: 1 ASSIST CODE: 0 AWARD AMT: 0 SURVEY: Y (Y OR N)

ACK. CODE: MICRO:

BUILD DATE: CALIBRATION:

ESP INFO: EXPIRES:

OPEN RECALL: OWNER NOTIFIED:

COMMENTS: 1998/03/09

*** UNIQUE CIRCUMSTANCES PER JBRVANT ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-BOB FROM THE DEALERSHIP

-I HAD MY DRIVER'S SIDE SEAT BELT REPAIRED LAST YEAR AT DAVE SINCLAIR FORD

-I AM NOW HAVING A PROBLEM WITH THE PASSENGER SIDE OF MY SEATBELT. WHENEVER I

CLOSE THE DOOR THE SEATBELT HESITATES BEFORE WORKS AND THE CABLE IS COMING

APART

-THE DEALERSHIP NEVER REPAIRED THE PASSENGER SIDE. THEY ONLY REPAIRED THE

DRIVER'S SIDE

PER CUSTOMER, DEALER SAYS:

-CALL CAC

CUSTOMER SEEMS:

-VEHICLE REPAIRED UNDER RECALL

CAC ADVISED:

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

TO THE REGIONAL OFFICE.

-REQUEST MR. TERRY ROBERTSON(CUST. REL MNGR/ SVC MNGR) CONTACT THE CUSTOMER

WITHIN 2 BUSINESS DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM I1

14.21.02

GOBIDR GRP: 15 CONCERN CONTACT

VEH TYPE: CAR

KANSAS CITY 53 ZN/TR: D2 CONTACT NBR: 109518616

OPENED: 03/09/1998

VIN: 1ZVPT21U4LS ENGINE: U
1998/03/09
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- DEALER CALLING..
- MY NAME IS TERRY, SERVICE MANAGER
- I HAVE CONCERNS ABOUT THE CONTACT
- I CALLED THE BOO# FOR RECALLS
- THEY INFORMED ME THAT THE VEHICLE WAS ALREADY INSPECTED
- THIS IS RECALL 96S99
- AFTER THE PART WAS INSPECTED IT WAS FOUND TO BE FINE AND NOW THE PART HAS GONE BAD
- THE BOO# SAYS IT WILL NOT BE COVERED NOW
- PER CUSTOMER, DEALER SAYS:
- DEALER CALLING

CUSTOMER SEKS:

- DO I CLOSE THE CONTACT
- * CAC ADVISED:
- PER TEAM LEADER:GO AHEAD AN CLOSE THE CONTACT
- THE SEATBELT WILL NOT BE COVERED

1988/03/13

##THIS IS THE CLOSING COMMENT
CUSTOMER STOPPED BY DEALER . TERRY ROBERTSON VERIFIED CUSTOMER CONCERN.
CALLED RECALL HOTLINE. RECALL 96S99 ALREADY INSPECTED AND PASSED ON PREVIOUS VISIT. RECALL HOTLINE INSTRUCTIONS WERE THAT NO REPAIRS COULD BE MADE UNDER WARRANTY OR PROGRAMS. REVIEWED CONCERN WITH FORD MOTOR CO. CSM.
DEALER AGAIN INSTRUCTED THAT NO FINANCIAL ASSISTANCE WOULD BE PROVIDED FOR THIS REPAIR AND RECALL PROGRAM IS CLOSED ON THIS CONCERN
##THIS IS THE CLOSING COMMENT
RIGHT SEAT BELT FAILS 8 MONTHS LATER. VERIFIED BY DEALER.
DEALER CALLED RECALL HOTLINE. HOTLINE DENIED ANY FURTHER REPAIRS. RECALL COMPL ETED ALREADY. REVIEWED CUSTOMER CONCERN WITH CSM. ADVISED NO FINANCIAL ASSISTANCE WILL BE PROVIDED FROM FORD MOTOR CO

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

9363TG GRP : 09 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: A1 CONTACT NBR: 10954673 OPENED: 03/09/1998
VIN: 1ZVPT2C0L5 ENGINE: C CLOSED: 03/20/1998

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
MI: [REDACTED]
TITLE: [REDACTED]
ADDRESS: [REDACTED] ZIP: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: [REDACTED] PROBE

MILEAGE: 123000 WSD: 174035 P & A: 08413
DEALER NAME: ARCHIE COCHRANE MDT SALES CODE: 104100
CAUSAL CODES: 2013 1204 1215 SYMPTONS: 74 TRANS. DATE:
ORIGIN: GO TRANS. DST/RGM: 74 TRANS. DATE: 03/11/1998
SERVICE/SALES: 1 ASSIST CODE: D AWARD AMT: CONTACT DATE: 03/11/1998
ACK. CODE: 1 O SURVEY: N (Y OR N)

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

COMMENTS:
1998/03/09
*** POSSIBLE 12/12 SERVICE PART COVERAGE *** REPAIR DATE: 9/19/97 MILEAGE:
115300

*** NAVIS: PROGRAM ***
CUSTOMER SAYS:
-THE DEALERSHIP FIXED THE PASSENGER SIDE
-THE DRIVERSIDE SEAT BELT DOES NOT WORK
-THE PASSENGER SIDE SEATBELT DOES NOT GO ALL THE WAY BACK SOME TIMES. OR IT
WILL TIGHTEN SO TIGHT IT WILL HURT YOUR CHEST
-TWO WEEKS AGO I GOT A CARD IN THE MAIL THAT STATED THAT THE PARTS WERE IN
TO COMPLETE THE RECALL
-I MADE THE APPOINTMENT AND TOOK THE VEHICLE IN AND WAS TOLD THAT THE RECORDS
INDICATED THAT BOTH RECALLS WERE COMPLETED
-THE RECALL ON THE DRIVERSIDE SEATBELT WAS NEVER PERFORMED
-THE DEALERSHIP BROKE THE MOLDING ON THE PASSENGER SIDE OF THE VEHICLE. BUT
HAVE NOT FIXED IT YET

PER CUSTOMER, DEALER SAYS:
-PER LARRY: WHEN YOUR PARTS COME IN WE WILL REPAIR THE DRIVERSIDE SEATBELT
-WE HAVE REPAIRED THE SEAT BELTS ON BOTH SIDES OF THE VEHICLE
-PER LARRY: WE MADE A MISTAKE AND GAVE YOUR PARTS TO SOMEONE ELSE
-PER LARRY: WE DID BRAKE THE MOLDING ON THE PASSENGER SIDE OF THE VEHICLE AND
WILL REPAIR IT WHEN THE PARTS COME IN FOR YOUR SEATBELTS
* CUSTOMER SEEKS:
-RECALL PERFORMED

* CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. DENNIS COOK (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS
DAYS-

OWNER RELATIONS VOP/BENCHMARKING 09/11/98 FAXCARTS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9363TG GRP: 08 CONCERN CONTACT VEH TYPE: CAR

SEATTLE 74 2N/TR: A1 CONTACT NBR: 109546673 OPENED: 03/09/1998

VIN: 1ZVPT20C0L5 SAID ENGINE: C CLOSED: 03/20/1998

1998/03/11

*** THIS IS THE CLOSING COMMENT ***
AFTER CONVERSATION WITH CHRIS GIDDENS AT FORD HE DETERMINED THAT THERE WOULD BE NO WARRANTY IN THE WAY OF A SERVICE PART WARRANTY DUE TO THE FACT THAT IT EXCEEDS 12000 MILES. MRS. DODD IS CONCERNED OVER A TRIM PANEL WHICH SHE SAYS WAS BROKE IN OUR SHOP. LARRY STOWELL WILL BE CONTACTING HER TODAY TO HAVE HER RETURN THE UNIT TO DEALERSHIP FOR US TO INSPECT THE TRIM PANEL IN QUESTION.
1888/03/13

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:
- CUSTOMER CALLING BACK
- THE SAID SOMEONE FROM THE DEALER WOULD CALL ME

PER CUSTOMER, DEALER SAYS:
- NO CONTACT

CUSTOMER SEEKS:
- TO HEAR FROM THE DEALER

CAC ADVISED:
- INFORMED CUSTOMER THAT SHE CAN CALL THE SERVICE MANAGER DIRECT. IF SHE HAS NOT HEARD FROM HIM

OWNER RELATIONS VQP/BENCHMARKING 09/11/98 FAXCARTG

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

1219TW GRP: 04 CONCERN CONTACT
SDR 10 ZN/TR: N1 CONTACT NBR: 109541741 VEH TYPE: CAR
VIN: 1ZVPT21U5L ENGINE: U CLOSED: 03/19/1998

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

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODES:

ORIGIN:

SERVICE/SALES:

ACK. CODE:

STATE: [REDACTED]
BUS. PHONE: [REDACTED]
MODEL: [REDACTED] PRQBE
WSD: [REDACTED]
SALES CODE: 153489 P & A: 07113
SYMPTOMS: 104100
TRANS. DST/RGN: 53
TRANS. DATE: [REDACTED]
CONTACT DATE: 03/12/1998
O SURVEY: Y (Y OR N)

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

COMMENTS:
1998/03/08 *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 97589 AND 98548 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:
-I TOOK TO ANDERSON 2/98 FOR SEATBELT MOTOR WAS STUCK IN ONE POSITION
-I RECEIVED A LETTER FOR THE RECALLS
-THE PARTS WERE NOT AVAILABLE UNTIL 1/97
-PER ANDERSON FORD THE PARTS THAT WERE REPLACED WERE NOT THE PARTS FOR THE

-I CALLED LAIRD FORD, FOR A SECOND OPINION
-I NEVER TOOK MY VEHICLE INTO THIS DEALERSHIP FOR THE RECALL
PER CUSTOMER, DEALER SAYS:
-PER SVC MNGR, IN DASTS IT SHOWS THAT THE RECALL WAS DONE AT LAIRD FORD

CUSTOMER SEEKS:
-RECALL PERFORMED

CAC ADVISED:
RE RECALL 86589 AND 98548
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. OWEN DATMAN (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
RE DBC TO DEALER
-SPOKE TO OWEN DATMAN, SVC MNGR
-WILL CALL CUSTOMER AFTER LOOKING UP FILE TO VERIFY RECALL PERFORMANCE

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

1219TW

GRP: 04

CONCERN CONTACT

VEH TYPE: CAR

SDR

10 ZN/TR: M

CONTACT NBR: 109541741

OPENED: 03/06/1998

VIN: 1ZVPT21U5L5

ENGINE: U

CLOSED: 03/19/1998

1998/03/10

CUSTOMER SAYS:

ON 3/13/98 I HAD MY DRIVERS SIDE SEATBELT WORKED ON. 3 MONTHS LATER I RECEIVED THE RECALL NOTICES.

-- I RECEIVED REIMBURSEMENT FOR THE RECALL (DRIVERS SIDE FROM LAIRD P & A 07119) BY SUBMITTING MY RECEIPT TO THEM. THEY NEVER LOOKED AT THE VEHICLE.

-- CUSTOMER STATES ANDERSON FORD DID THE REPAIR 10/96

-- RECALL LETTER STATED THE PARTS WOULD NOT BE AVAILABLE UNTIL AFTER DECEMBER 15, 1998, SO HOW COULD ANDERSON HAVE PERFORMED THE RECALL REPAIR AND WERE THE PARTS PUT IN THE VEHICLE DEFECTIVE.

-- CUSTOMER STATES THAT THE DRIVERS SIDE BELT IS CURRENTLY NOT OPERATING.

PER CUSTOMER, DEALER SAYS:
-- LAIRD WILL NOT REVERSE THE COMPLETION CODE.

CUSTOMER SEEKS:
-- VEHICLE REPAIRED UNDER RECALL

CAC ADVISED:
-- CSR VERIFIED THAT RECALL FOR DRIVERS SIDE SEATBELT IS SHOWN COMPLETE

-- FORD WILL ONLY PAY FOR REPAIR ONCE, AND SINCE CUSTOMER WAS REIMBURSED FOR SEATBELT REPAIR HE IS NO LONGER ELIGIBLE FOR ASSISTANCE

RE WHAT PARTS WERE PUT IN VEHICLE
-- CUSTOMER WAS ADVISED TO CONTACT THE DEALERSHIP THAT DID THE REPAIR.

1998/03/12
##THIS IS THE CLOSING COMMENT

CSM, JUDY MORGAN (JMORGAN7).
CLOSING SINCE CUSTOMER WAS ADVISED, PER PREVIOUS COMMENTS, TO RETURN TO DEALER THAT FIRST DID THE REPAIRS.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.07

702AVL GRP: 05 INFORMATION CONTACT VEH TYPE: CAR

SDR 10 ZN/TR: D2 CONTACT NBR: 109537098 OPENED: 03/05/1998

VIN: L ENGINE: CLOSED: 03/05/1998

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

TITLE: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED] ZIP: [REDACTED]

CITY: [REDACTED]

HOME PHONE: [REDACTED] STATE: [REDACTED]

MODEL YEAR: 90 BUS. PHONE: [REDACTED]

MODEL: [REDACTED] PROBE

MILEAGE: 1 MSD: 1

DEALER NAME: EAST CAROLINA LINCO SALES CODE: 326582 P & A: 12301

CAUSAL CODES: 1220 SYMPTOMS: 104100

ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:

SERVICE/SALES: 1 TRANS. DATE: CONTACT DATE:

ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:

ESP INFO: EXPIRES:

OPEN RECALL: DINNER NOTIFIED: MICRO:

COMMENTS: 1998/03/08

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- FATHER CALLING FOR DAUGHTER

- MY DAUGHTER WAS IN THE SEAT BELT RECALL AND THEY ONLY REPLACED THE DRIVER'S

SIDE BELT

- NOW THE PASSENGER SIDE BELT IS BAD AND THEY WON'T FIX IT

- THE BELT MAKES A NOISE

- WHY WON'T THEY FIX BOTH SIDES?

* PER CUSTOMER, DEALER SAYS:

- WE ALREADY DID THE RECALL WORK

* CUSTOMER SEEKS:

- TO HAVE PASSENGER SIDE BELT FIXED UNDER RECALL

* CAC ADVISED:

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

- FORD SUPPORTS THE DECISION OF THE DEALERSHIP

- RECALL WORK CAN ONLY BE PERFORMED ONCE

- ONLY THE DRIVER SIDE BELT WAS EFFECTED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

6407CG GRP: 01 INFORMATION CONTACT VEH TYPE: CAR
PHILADELPHIA 16 2N/TR: F1 CONTACT NBR: 109512072 OPENED: 02/26/1998
VIN: 1ZVPT2H4L5 ENGINE: U CLOSED: 02/26/1998

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

TITLE: [REDACTED]
ADDRESS: [REDACTED] ZIP: [REDACTED]

CITY: [REDACTED] STATE: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]

MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 125000 MSD: P & A: 00181

DEALER NAME: CARL BEASLEY FORD I SALES CODE: 116513
CAUSAL CODES: 1220 1104 3001 SYMPTOMS: 104100 TRANS. DATE:

ORIGIN: GO TRANS. DST/RGN: CONTACT DATE:
SERVICE/SALES: 1 AWARD AMT: O SURVEY: (Y OR N)

ACK. CODE: ASSIST CODE: CALIBRATION:
BUILD DATE: EXPIRES:

ESP INFO: OWNER NOTIFIED: MICRO:
OPEN RECALL:

COMMENTS:
1998/02/26

*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-ON 2-11-97 AT ABOUT 100,000 MILES HAD THE SEAT BELT RECALLS COMPLETED
-AT THAT TIME ONLY THE DRIVER SIDE WAS WORKED ON AND THE PASSENGER SIDE WAS
ALL RIGHT
-NOW THE PASSENGER SIDE IS NOT FUNCTIONING PROPERLY

* PER CUSTOMER, DEALER SAYS:
-RECALL HAS BEEN COMPLETED SO NO FINANCIAL ASSISTANCE

* CUSTOMER SEEKS:
-FINANCIAL ASSISTANCE

* CAC ADVISED:
**RE: FINANCIAL ASSISTANCE
- WARRANTY HAS EXPIRED AND THE RECALL WAS ALREADY COMPLETED AND BEYOND 12/12
PARTS COVERAGE OF THAT RECALL
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

3554CH GRP: 15 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 12 ZN/TR: K1 CONTACT NBR: 109499339 OPENED: 02/24/1998
VIN: 12VPT20C5L6 ENGINE: C CLOSED: 03/25/1998

LAST NAME: FIRST NAME: STATUS: CLOSED
MI:

TITLE: STATE: ZIP: [REDACTED]

ADDRESS: CITY: BUS. PHONE: [REDACTED]

HOME PHONE: MODEL: PROBE

MODEL YEAR: 90 MSD: P & A: 03874
MILEAGE: 200345

DEALER NAME: STEVENS FORD INC SALES CODE: 113212
CAUSAL CODES: 12RA SYMPTOMS: 104100 104300
ORIGIN: 00 TRANS. DST/RGN: 13 TRANS. DATE:

SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: CONTACT DATE: 03/02/1998
ACK. CODE: O SURVEY: Y (Y DR N)

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

COMMENTS:
1998/02/24
*** PARTS DELAY OVER 90 DAYS ***
*** POSSIBLE 12/12 SERVICE PART COVERAGE *** REPAIR DATE: 12/97 MILEAGE:

188000
*** NAVIS: PROGRAM ***

CUSTOMER SAYS:
- WAITING ON PART FOR RECALL TO BE COMPLETED

- REPAIRED VEHICLE ACCORDING TO RECALL IN DECEMBER OF 97

- TWO DAYS LATER THE SEAT BELT FOR THE DRIVERS SIDE BROKE AGAIN

- PART WAS PUT ON ORDER IN DECEMBER 1997

* PER CUSTOMER, DEALER SAYS:
- WAITING ON PART FOR RECALL

* CUSTOMER SEEKS:
- PART INFORMATION

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

- REQUEST MR. DAVE MORRISSEY (CUST. REL MGR/ SVC MGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1998/03/18

##THIS IS THE CLOSING COMMENT
CUST HAS BEEN CONTACTED AND ADVISED THAT PART IS IN/CUST STILL HAS NOT SCHEDULED AN APPOINTMENT. SVC MGR/DW1961

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

ZIBOLH GRP: AK02 REGION INVOLVEMENT CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: N1 CONTACT NBR: 1094V3111 OPENED: 02/23/1998
VIN: 12VBT21U7L5 ENGINE: U CLOSED: 02/23/1998

LAST NAME: FIRST NAME: STATUS: CLOSED
I:

TITLE: ADDRESS: CITY: STATE: BUS. PHONE: IP:

HOME PHONE: MODEL YEAR: 90 MODEL: PROBE

MILEAGE: 86000 MSD: P B A: 00561

DEALER NAME: ROGER KARNIS FORD IN SALES CODE: 113619 TRANS. DATE:

CAUSAL CODES: 1209 1206 3105 SYMPTOMS: 104100

ORIGIN: 60 TRANS. DST/RGN: 13 CONTACT DATE: 02/23/1998

SERVICE/SALES: 1 ASSIST CODE: D AWARD AMT: CONTACT DATE: 02/23/1998

ACK. CODE: Q SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION: MICRD:

ESP INFO: EXPIRES: OWNER NOTIFIED: MICRD:

OPEN RECALL: OWNER NOTIFIED: MICRD:

COMMENTS: 1998/02/09 *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 LEFT SIDE PA ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS: CUSTOMER SAYS: IN NOVEMBER OF 1995 THE PASSENGER SIDE SEAT BELT NEEDED TO BE REPLACED AND

-IN NOVEMBER OF 1995 THE PASSENGER SIDE SEAT BELT NEEDED TO BE REPLACED AND

-CUSTOMER CALLING TO GET RE-IMBURSEMENT FOR A RECALL ON THE VEHICLE. THAT

-CUSTOMER CALLING TO GET RE-IMBURSEMENT FOR A RECALL ON THE VEHICLE. THAT

-CUSTOMER CALLING TO GET RE-IMBURSEMENT FOR A RECALL ON THE VEHICLE. THAT

-CUSTOMER CALLING TO GET RE-IMBURSEMENT FOR A RECALL ON THE VEHICLE. THAT

-CUSTOMER CALLING TO GET RE-IMBURSEMENT FOR A RECALL ON THE VEHICLE. THAT

-CUSTOMER CALLING TO GET RE-IMBURSEMENT FOR A RECALL ON THE VEHICLE. THAT

-CUSTOMER CALLING TO GET RE-IMBURSEMENT FOR A RECALL ON THE VEHICLE. THAT

-CUSTOMER CALLING TO GET RE-IMBURSEMENT FOR A RECALL ON THE VEHICLE. THAT

-CUSTOMER CALLING TO GET RE-IMBURSEMENT FOR A RECALL ON THE VEHICLE. THAT

-CUSTOMER CALLING TO GET RE-IMBURSEMENT FOR A RECALL ON THE VEHICLE. THAT

-CUSTOMER CALLING TO GET RE-IMBURSEMENT FOR A RECALL ON THE VEHICLE. THAT

-CUSTOMER CALLING TO GET RE-IMBURSEMENT FOR A RECALL ON THE VEHICLE. THAT

-CUSTOMER CALLING TO GET RE-IMBURSEMENT FOR A RECALL ON THE VEHICLE. THAT

-CUSTOMER CALLING TO GET RE-IMBURSEMENT FOR A RECALL ON THE VEHICLE. THAT

-CUSTOMER CALLING TO GET RE-IMBURSEMENT FOR A RECALL ON THE VEHICLE. THAT

-CUSTOMER CALLING TO GET RE-IMBURSEMENT FOR A RECALL ON THE VEHICLE. THAT

OWNER RELATIONS VDP/BENCHMARKING 09/11/98 FAXCARIG

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

21B0LH GRP: XX02 REGION INVOLVEMENT CONTACT VIN TYPE: CAR
NEW YORK 13 ZN/IR: N1 CONTACT NBR: 109443111 OPENED: 02/23/1998
VIN: 1ZVPT21U7L5 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 SEKS:
-AN UPDATE

* CAC ADVISED:
-SEE BOB HOWARD FOR AN UPDATE

1998/02/18 *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 9654B ***

*** 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 SEKS:
-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 MNGR/ SVC MNGR) 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 11 14.21.02

2180LH GRP: X02 REGION INVOLVEMENT CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: N1 CONTACT NBR: 109493111 OPENED: 02/23/1998
VIN: 1ZVPT21U7L5 ENGINE: U 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 JROB/DASIS RECORDS:
- RECALL WAS ISSUED OCTOBER 1996 (PER JROB)
- YOUR LETTER WAS SENT IN JUNE OF 1997 (PER DASIS)
- 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 IS AN UPGRADE OF CONTACT NUMBER 109441216
NOELLE HINKLE, CSM IS WORKING ON GETTING THIS CUSTOMER REIMBURSEMENT. THERE WAS A MISCOMMUNICATION BETWEEN BOB HOWARD AND MYSELF. IT WAS MY UNDERSTANDING THIS CUSTOMER WAS SEEKING REIMBURSEMENT TO A PROGRAM THAT HAD BEEN ISSUED PREVIOUS TO THIS CUSTOMER'S REPAIR. I AM REVIEWING RECALL REIMBURSEMENT. THANK YOU.
##THIS IS THE CLOSING COMMENT
THE DEALERSHIP IS RESUBMITTING PAPERWORK FOR THE CUSTOMER TO BE REIMBURSED. APOLOGIZED TO THE CUSTOMER FOR THE INCONVENIENCE.
NOELLE HINKLE
CSM
NEW YORK REGION

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

8857DC GRP: 05 INFORMATION CONTACT

VEH TYPE: CAR

LOS ANGELES 71 2N/TR A2

CONTACT NBR: 109480578

OPENED: 02/19/1998

VIN: 1ZVPT21U5E

ENGINE: U

CLOSED: 02/19/1998

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

STATE:

MT:

ADDRESS:

BUS. PHONE:

ZIP:

CITY:

MODEL:

EXT: PAGER

HOME PHONE:

PROBE

MODEL YEAR: 90

WSD:

P & A: 07923

MILEAGE: 17500

SALES CODE: 171043

TRANS. DATE:

DEALER NAME: VISTA FORD

SYMPTOMS: 104100

CONTACT DATE:

CAUSAL CODES: 1203 3105

TRANS. DST/RGN:

O SURVEY: (Y DR N)

ORIGIN: GD

AWARD AMT:

SERVICE/SALES: 1

ASSIST CODE:

MICRO:

ACK. CODE:

CALIBRATION:

EXPIRES:

BUILD DATE:

OWNER NOTIFIED:

ESP INFO:

OPEN RECALL:

COMMENTS:

1998/02/19 *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
*** NAVYS: SUBSEQUENT ***

CUSTOMER SAYS:
-DARRYL HERZON CALLING
-TOOK CAR INTO DEALER IN 11/96 FOR RECALL WORK
-DEALER WAS ONLY ABLE TO DO WORK ON RECALL 96599
-PARTS WERE NOT AVAILABLE FOR RECALL 96548
-CUSTOMER WENT BACK TO DEALER TODAY FOR THIS WORK AND WAS TOLD THAT THE RECALL IS NO LONGER APPLICABLE

-HAS INVOICE FROM DEALER STATING THAT ONLY ONE BELT WAS ADDRESSED
-PASSENGER SIDE BELT DOES NOT WORK PROPERLY
-CUSTOMER HAS NOT BEEN ABLE TO HAVE THE OTHER RECALL ADDRESSED UNTIL NOW BECAUSE HE WORKS IN THE MOTION PICTURE INDUSTRY AND HAS BEEN UNABLE TO BRING THE CAR IN
*
*
* PER CUSTOMER, DEALER SAYS:
-RECALL NO LONGER APPLICABLE
*
* CUSTOMER SEEKS:
-TO HAVE RECALL WORK PERFORMED
*
* CAG ADVISED:
-MADE ORG. SPOKE WITH TOM CHASE, WHO INFORMED ME THAT HE CAN LOOK INTO THE SITUATION, WOULD LIKE TO HAVE CUSTOMER CONTACT HIM AT DEALER SO HE CAN LOOK INTO THIS.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

1814JG GRP: 04 INFORMATION CONTACT VEH TYPE: CAR
ATLANTA 21 2N/TR: C2 CONTACT MBR: 109444411 OPENED: 02/19/1998
VIN: 1ZVPT21U2L9 ENGINE: U CLOSED: 02/19/1998

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] 11:
ADDRESS: [REDACTED] 1P: [REDACTED]

CITY: [REDACTED] STATE: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]

MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 100162 USD: 121486 P & A: 02989

DEALER NAME: FORSYTH FORD SALES CODE: 104100
CAUSAL CODES: 1104 SYMPTOMS: 104100

ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: CONTACT DATE:

ACK. CODE: 1 O SURVEY: (Y OR N)

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

COMMENTS:
1998/03/19
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:
-BOOF FROM DEALER
-SEAT BELT TRACK ASSEMBLY WILL NOT WORK
-THE SEAT BELT WILL NOT MOVE

* PER CUSTOMER, DEALER SAYS:
-NO CONTACT

* CUSTOMER SEEKS:
-FINANCIAL ASSISTANCE FOR THE REPAIR

* CAC ADVISED:
- WARRANTY HAS EXPIRED
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR
- SAFETY RESTRAINT: 5 YEARS/50,000 MILES

OWNER RELATIONS VOP/BENCHMARKING 09/11/98 FAXCARTG

0740VR GRP: 14 CONCERN CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: B3 CONTACT NBR: 109483800 OPENED: 02/19/1998
VIN: 1ZVPT20CXLS ENGINE: C CLOSED: 03/18/1998

LAST NAME: FIRST NAME: STATUS: CLOSED
TITLE: IP:

ADDRESS: STATE: IP:
CITY: BUS. PHONE:

HOME PHONE: MODEL: PROBE
MODEL YEAR: 90

MILEAGE: 109000 MSD: 123230 P & A: 08098
DEALER NAME: BUO SHELLFORD INC SALES CODE: 104100

CAUSAL CODES: 2013 SYMPTOMS: 23 TRANS. DATE:
ORIGIN: GD TRANS. DST/RGN: 23 CONTACT DATE: 03/11/1998

SERVICE/SALES: 1 ASSIST CODE: D AWARD AMT: O SURVEY: Y (Y OR N)
ACK. CODE:

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

COMMENTS:
1998/02/16
*** NAVIS: PROGRAM ***

CUSTOMER SAYS:
- THE SEATBELTS ARE NOT OPERATING PROPERLY

- THE SEATBELT RECALL WAS PERFORMED IN THE FIRST PART OF 1997

- THE DEALERSHIP IS NOT OFFERING ANY ASSISTANCE, SINCE THE REPAIRS WERE PERFORMED OUTSIDE OF THE 12/12,000 MILE PERIOD

- BUO SHELL FORD
PER CUSTOMER, DEALER SAYS:
- THE WARRANTY FOR THE SEATBELT IS 12/12,000 MILES

CUSTOMER SEEKS:
- FINANCIAL ASSISTANCE

CAC ADVISED:
- THE WARRANTY FOR THE SEATBELT REPAIRS WAS 12/12,000 MILES, WHICH HAS EXPIRED

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

1998/02/19
THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 109470164

*** POSSIBLE 12/12 SERVICE PART COVERAGE *** REPAIR DATE: 4-28-97 MILEAGE: 100,292

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:
- CALLING BACK WITH THE SAME CONCERN

PER CUSTOMER, DEALER SAYS: NAME UNKNOWN, SERVICE

- WE WILL HAVE TO CHARGE YOU FOR IT
- THE DRIVER'S SIDE IS WORKING PROPERLY

CUSTOMER SEEKS:

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

9740VR GRP: 14 CONCERN CONTACT

MEMPHIS 23 ZN/TR: R3 CONTACT NBR: 109483800 VEH TYPE: CAR

VIN: 1ZVPT20CXL55 ENGINE: C OPENED: 02/19/1998

1998/02/19 CLOSED: 03/18/1998

- TO HAVE THE VEHICLE REPAIRED UNDER THE 12/12 WARRANTY

CAC ADVISED:

- ACCORDING TO THE CUSTOMER'S RECORDS THE RECALL WAS PERFORMED LESS THAN 12 MONTHS OR 12,000 MILES AGO

- CAC UNABLE TO DETERMINE WHY THE REPAIR WOULD NOT BE COVERED UNDER THE PART WARRANTY

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

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

##THE FOLLOWING SYMPTOM CODE(S) WERE REMOVED: 104200

##THE FOLLOWING CAUSAL CODE(S) REMOVED FROM CONTACT - 1104

1998/03/04

*** POSSIBLE 12/12 SERVICE PART COVERAGE *** REPAIR DATE: 4/28/97

MILEAGE: 100292

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

- THE CABLES HAVE COME OUT OF THE RUNNERS

- DOES NOT THINK THAT THE DEALERSHIP LOOKED AT THE SEATBELTS

- THEY DID NOT TELL THE CUSTOMER WHICH SEAT BELT WAS WORKING

- THE PASSENGER SEAT BELT IS BROKEN AND THE DRIVER'S SEAT BELT WORKS OCCASIONALLY

- LAST TIME CUSTOMER SPOKE TO DEALERSHIP ON 2/19

PER CUSTOMER, DEALER SAYS:

PER LISA FELKER:

- THE FIRST TIME IT WAS BROUGHT IN

- THE DRIVER'S SIDE WORKS FINE AT THIS TIME BUT THE PASSENGER SIDE IS STICKING

CUSTOMER SEEKS:

- TO HAVE THE 12/12 WARRANTY PERFORMED

CAC ADVISED:

RE: OUTBOUND CALL

- OUTBOUND CALL MADE TO AL, ASSISTANT SERVICE MANAGER

- PER AL, THEY WILL LOOK INTO THE CONCERN AND CALL THE CUSTOMER BACK

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

9740VR GRP: 14 CONCERN CONTACT

VEH TYPE: CAR

MEMPHIS 22 ZN/TR: 83 CONTACT NBR: 1094838UD

OPENED: 02/19/1998

VIN: 1Z9PT20CGLS ENGINE: C

CLOSED: 03/18/1998

1988/03/05

*** UNIQUE CIRCUMSTANCES PER JERRYANT***

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

- THE SEAT BELT IS LOCKED IN POSITION AND THE CABLE IS COMING OUT
- DEALERSHIP ADMITS THAT THEY DID NOT COMPLETE THE RECALL REPAIR ON THE PASSENGER SIDE
- NOW THEY WANT TO CHARGE US \$200 FOR REPAIR

PER CUSTOMER, DEALER SAYS:

- AT THE TIME IT WAS WORKING FINE AND COULD NOT REPAIR IT
- IF THEY HAS REPAIRED IT THEY WOULD BE CHARGED FOR THE REPAIR

CUSTOMER SEEKS:

- RECALL REPAIR COMPLETED

CAC ADVISED:

RE: SEAT BELT RECALL REPAIR

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

- REQUEST MR JIMMY OVERALL/ SVC MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1898/03/11

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

- JIM OVERALL CALLING (SERVICE MANAGER)

CAC ADVISED:

RE: CONCERN

- WILL FORWARD THIS TO TEAM LEADER

- SHE WILL CALL YOU BACK TO ADDRESS THIS CONCERN

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

- I JUST SPOKE WITH JIMMY OVERALL REGARDING MY SEATBELTS
- I ADVISED MR. OVERALL I AM HAVING PROBLEMS WITH BOTH SEATBELTS
- I CANNOT SEEM TO GET THE PROBLEM RESOLVED

PER CUSTOMER, DEALER SAYS:

- NO FOLLOW -UP

CUSTOMER SEEKS:

- SEATBELT REPAIR

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

- REQUEST MR JIMMY OVERALL SVC MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

97AOVR GRP: 14 CONCERN CONTACT

VEH TYPE: CAR

MEMPHIS 23 ZN/TR: 93

CONTACT NBR: 1094R3800

OPENED: 02/19/1998

VIN: 1ZVPT20CAL5

ENGINE: C

CLOSED: 03/18/1998

1998/03/11

#####

THIS IS THE CLOSING COMMENT

CONTACT CLOSED BY TEAM LEADER AFTER CONVERSATION WITH SERVICE MANAGER, JIM

OVERALL.

DEALERSHIP PERFORMED RECALL 96599- CALLED FOR INSPECTION OF RIGHT SIDE SEAT

BELT... IF PASSED TEST PROCEDURES, NO REPAIRS WERE TO BE MADE AND RECALL PARA-

METERS WOULD BE SATISFIED. BELT PASSED TEST AT TIME OF INSPECTION.

DEALERSHIP PERFORMED RECALL 96548- REPLACED PARTS AS PER RECALL INSTRUCTIONS.

THIS REPAIR WOULD CARRY 12/12.

CUSTOMER NOT ELIGIBLE FOR REPAIR ASSISTANCE ON THE RIGHT SIDE SEATBELT.

PLEASE SUPPORT DEALER DECISION IF CUSTOMER CALLS BACK- THANKS

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3044AM GRP: 01 INFORMATION CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: 91 CONTACT NBR: 109482937 OPENED: 02/19/1998
VIN: 1ZVP122L3L5 ENGINE: L CLOSED: 02/19/1998

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] MI: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] ZIP: [REDACTED]
MODEL YEAR: 90 MODEL: PRDR

MILEAGE: 167000 MSD: 123509 P & A: 05717
DEALER NAME: PARKER FORD LINCOLN SALES CODE: 104100
CAUSAL CODES: 1216 1104 2801 SYMPTOMS:
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 AWARD AMT: CONTACT DATE:
ACK. CODE: 1 ASSIST CODE: Q SURVEY: (Y OR N)

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

COMMENTS:
1998/02/19 *** MAVIS: SUBSEQUENT ***

CUSTOMER SAYS:
- IN 1996 THE PASSENGER SIDE SEAT BELT WAS REPAIRED UNDER RECALL 96S46 UNDER
- THE PASSENGER SIDE SEAT BELT WAS FUNCTIONING AND WAS NOT REPAIRED
THE RECALL
- NOW THE PASSENGER SIDE SEAT BELT DOES NOT MOVE AT ALL
- WILL THIS REPAIR BE COVERED UNDER THE RECALL

PER CUSTOMER, DEALER SAYS:
PER STEVEN FALTER, SERVICE DEPARTMENT:
- CALL BOO#

CUSTOMER SEeks:
- VEHICLE REPAIRED

CAC ADVISED:
RE: FINANCIAL ASSISTANCE
- WARRANTY HAS EXPIRED
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR
PER 98S46 AND 96S99 RECALL LETTERS:
- THE PASSENGER SIDE SEAT RESTRAINT WOULD BE INSPECTED BY THE DEALERSHIP
AND IF THERE WERE SIGNS OF WEAR, THE PASSENGER SIDE RAIL WOULD BE REPLACED
AT THAT TIME

124850 GRP: 13 INFORMATION CONTACT VEH TYPE: CAR
UNKNOWN 99 ZN/TR: CONTACT NBR: 109242105 OPENED: 12/09/1997
VIN: L ENGINE: CLOSED: 12/09/1997

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

TITLE: [REDACTED]
ADDRESS: [REDACTED] ZIP: [REDACTED]

CITY: [REDACTED]
HOME PHONE: [REDACTED] STATE: [REDACTED]
BUS. PHONE: [REDACTED]

MODEL YEAR: 90 MODEL: [REDACTED] PROBE
MILEAGE: 70000 WSD: [REDACTED]

DEALER NAME: [REDACTED] SALES CODE: 104100 P B A:
SYMPTOMS: [REDACTED]

CAUSAL CODES: 1215 TRANS. DST/RGN: 104100 TRANS. DATE:
ORIGIN: 60 CONTACT DATE:

SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: CONTACT DATE:
ACK. CODE: Q SURVEY: (Y OR N)

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

COMMENTS:
1997/12/09
CUSTOMER SAYS:
-DRIVERS SEAT BELT MOTOR DOES NOT WORK

CUSTOMER SEeks:
-IS THERE A RECALL FOR THE VEHICLE

CAC ADVISED:
-CUSTOMER TO CALL BACK WITH VIN

1997/12/10
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:
- MY CAR IS INVOLVED IN A SEAT BELT RECALL 96548 LEFT SIDE PASSENGER

- I RECEIVED A CALL FROM VINCE AT LIBERTY FORD STATING THAT THE RECALL PARTS

WERE IN

- I MADE AN APPOINTMENT TO TAKE MY CAR TO THE DEALERSHIP LAST NIGHT

- TODAY I RECEIVED A CALL FROM VINCE STATING THAT THEY HAVE TO ORDER THE

PART AGAIN

- I WAS LATE FOR WORK THIS MORNING AND HAD TO LEAVE EARLY

- I DO NOT FEEL THAT FORD SHOULD TREAT THEIR CUSTOMER LIKE THIS

- VINCE AT THE DEALERSHIP MADE THIS APPOINTMENT I DIDN'T

PER CUSTOMER, DEALER SAYS:
PER VINCE AT LIBERTY FORD

- CALLED CUSTOMER AND SAID THAT THE PARTS WERE IN

- WE USED YOUR PART ON A VEHICLE LAST NIGHT

- WE WILL ORDER ANOTHER PART

- WILL CONTACT YOU TO BRING THE CAR BACK

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

1246SD

GRP: 13

INFORMATION CONTACT

VEH TYPE: CAR

UNKNOWN

99 ZN/TR:

CONTACT NBR: 109242105

OPENED: 12/09/1997

VIN: L

ENGINE:

1997/12/10

CLOSED: 12/09/1997

CUSTOMER SEEKS:
- HELP FROM FORD

CAC ADVISED:

- CSR CONFIRMED THAT THIS VEHICLE IS INVOLVED IN RECALL 96549
- DEALERSHIP ISSUES MUST BE ADDRESSED AT DEALER
- CONTACT MR. DAN HARRIS (SERV. MGR) FOR ASSISTANCE.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

9130EH GRP: 11 INFORMATION CONTACT VEH TYPE: CAR
 NEW YORK 13 ZN/TR: K1 CONTACT NBR: 109238531 OPENED: 12/08/1997
 VIN: 1ZVP120C5L5 ENGINE: C CLOSED: 12/08/1997

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

ADDRESS: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]

CITY: [REDACTED] US. PHONE: [REDACTED]

HOME PHONE: [REDACTED] MODEL: [REDACTED] PROBE

MODEL YEAR: 90 MILEAGE: 194000 WSD: 113212 P & A: 03874

DEALER NAME: STEVENS FORD INC SALES CODE: 104100 TRANS. DATE:

CAUSAL CODES: 0426 3001 1205 SYMPTOMS: 104300

ORIGIN: GD TRANS. DST/RGN: CONTACT DATE: [REDACTED]

SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: Q SURVEY: (Y DR N)

ACK. CODE: CALIBRATION: MICRO:

BUILD DATE: ESP INFO: EXPIRES: OWNER NOTIFIED:

OPEN RECALL: COMMENTS: 1997/12/08

*** MAVIS: PROGRAM ***
 CUSTOMER SAYS:
 - I RECEIVED RECALL NOTICE REGARDING SEAT BELTS
 - BOTH FRONT AUTOMATIC SEAT BELTS ARE INOPERABLE
 - DEALER HAD ME WAIT OVER A WEEK FOR A PART FOR THIS RECALL AND LATER STATED
 THAT THERE WAS NOTHING WRONG WITH MY SEAT BELTS
 - I WANT SEAT BELTS REPAIRED UNDER THIS RECALL BECAUSE THEY ARE DEFECTIVE
 - DEALER ORDERED SEAT BELT PART FOR RECALL IN JULY, YET THEY NEVER REPLACED
 ANYTHING

* PER CUSTOMER, DEALER SAYS:
 - PAUL FROM SERVICE STATES THAT WE ARE WAITING FOR SEAT BELT PART FOR RECALL
 - LATER, PER INSPECTION WE HAVE FOUND THAT THERE IS NOTHING WRONG WITH THE
 FRONT SEAT BELTS
 * CUSTOMER SEEKS:
 - SEAT BELT RECALL REPAIR

* CAC ADVISED:
 - DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE.
 - FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP
 - ADVISED CUSTOMER THAT SEATBELT RECALL 98S48/98S59 WAS COMPLETED BY THIS
 DEALER ON 7/14/97

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

64515H GRP: 14 INFORMATION CONTACT VEH TYPE: CAR
KANSAS CITY SA ZN/TR: A1 CONTACT NBR: 109235011 OPENED: 12/05/1997
VIN: 1ZVPT20C3L1 ENGINE: C CLOSED: 12/05/1997

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: [REDACTED] PROBE

MODEL YEAR: 90 WSD: 108000
MILEAGE: 108000 DEALER NAME: MARCUS ALLEN'S BRDA SALES CODE: 153005 P & A: 02840
CAUSAL CODES: 2354 1203 \$SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 AWARD AMT: CONTACT DATE:
ACK. CODE: ASSIST CODE: O SURVEY: (Y OR N)

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

COMMENTS:
1997/12/05
*** DEALER REFUSING WARRANTY SERVICE ***

*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- THE PASSENGER SIDE SEAT BELT IS NOT WORKING
- SHE DID HAVE THE RECALL SERVICED IN FEBRUARY
- THE DEALERSHIP DID FIX THE LEFT HAND SIDE UNDER THE RECALL TODAY
- SHE WILL CALL THE BETTER BUSINESS BUREAU IF FORD DOES NOT PAY FOR HER SEAT BELT REPLACEMENT

PER CUSTOMER, DEALER SAYS:
CONFERENCE CALL
PER BOB (SERVICE)
- THE RIGHT HAND SIDE SEAT BELT WAS INSPECTED AS PER RECALL IN FEBRUARY
- AND HE FIXED THE LEFT HAND SIDE
- SHE WOULD HAVE TO PAY FOR THE REPAIR OF THE PASSENGER SIDE

CUSTOMER SEEKS:
- VEHICLE FIXED UNDER THE RECALL 96599

CAC ADVISED:
RE: DSB
- INFORMED CUSTOMER OF DISPUTE SETTLEMENT BOARD.
- INITIATED MAILING OF DSB BROCHURE/APPLICATION
- FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP
- THE RECALL 96599 STATED THAT IF THE PASSENGER SEATBELT NEEDED REPLACING AT THE TIME OF INSPECTION WHICH WAS FEBRUARY THE DEALERSHIP WOULD THEN REPLACE IT. AT THAT TIME THE SEATBELT WAS NOT BROKEN THEREFORE THE SEATBELT WAS NOT REPLACED WHICH MEANS FORD MOTOR COMPANY WILL NOT PAY FOR THE COST OF THE REPAIR/REPLACEMENT

7115TR GRP: KAO2 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: A2 CONTACT NBR: 109219890 OPENED: 12/02/1997
VIN: 1ZVPT21U3L ENGINE: U CLOSED: 12/24/1997

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] ZIP: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]

MODEL YEAR: 90 MSO: PROBE
MILEAGE: 117000
DEALER NAME: SEEKINS FORD LINCOL SALES CODE: 357071 P & A: 08621
CAUSAL CODES: 1220 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 57 TRANS. DATE:
SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: CONTACT DATE: 12/17/1997
ACK. CODE: O SURVEY: Y (Y OR M)

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

COMMENTS:
1997/12/02 *** NAVIS: PROGRAM ***

CUSTOMER SAYS:
- HAD SEAT BELT RECALL REPAIR PERFORMED IN 6/97
- DEALER REPAIRED DRIVER SIDE BUT DID NOT REPAIR THE PASSENGER SIDE
- THE PASSENGER SIDE IS EXPERIENCING THE SAME PROBLEMS

PER CUSTOMER, DEALER SAYS:
- NO CONTACT
CUSTOMER SEEKS:
- WANT THE PASSENGER SIDE REPAIRED UNDER RECALL

CAC ADVISED:
- VEHICLE WAS INVOLVED IN RECALL 96599 AND 96548 AND THE RECALL LETTER DOES
STATE THAT THE PASSENGER SIDE SHOULD BE INSPECTED
- MAYBE THE PASSENGER SIDE WAS WORKING CORRECTLY AT THAT TIME
- DEALER NEEDS TO MAKE THE DIAGNOSIS
- IF THE PASSENGER SIDE WAS REPAIRED AND IT FAILED AGAIN THAN IT WOULD BE
COVERED UNDER 12/12
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR./MS. (CUST REL MGR/ SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
1997/12/17
***** THIS IS THE CLOSING COMMENT
TALKED WITH MS BAXTER 12-17-97. EXPLAINED TO HER THAT IF SEATBELT FAILED DUE -
TO THE RECALL THAN FORD WILL PAY FOR REPAIR. IF SOMETHING ELSE LIKE MOTOR ETC. -
THAN AN ESTIMATE WILL BE GIVEN TO REPAIR. CUSTOMER MADE APPOINTMENT FOR 12-22.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

1882CH GRP: ARI0 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: CA CONTACT NBR: 109179316 OPENED: 11/19/1997
VIN: 12VPT20C2LS ENGINE: C CLOSED: 11/29/1997

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

TITLE: [REDACTED] STATE: [REDACTED] IP: [REDACTED] 1320

ADDRESS: [REDACTED] BUS. PHONE: [REDACTED]

CITY: [REDACTED] MODEL YEAR: 90 WSD: 104100 TRANS. DATE: [REDACTED]

HOME PHONE: [REDACTED] MILEAGE: 68000 DEALER NAME: MULLINAX OF MAYFIELD SALES CODE: 318354 P & A: 10791

MODEL YEAR: 90 CAUSAL CODES: 1204 5YMPTONS: 104100 TRANS. DATE: 11/20/1997

ORIGIN: GO TRANS. DST/RGN: 18 CONTACT DATE: 11/20/1997

SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

ACK. CODE: [REDACTED] CALIBRATION: [REDACTED] MICRO: [REDACTED]

BUILD DATE: [REDACTED] ESP INFO: [REDACTED] OWNER NOTIFIED: [REDACTED]

OPEN RECALL: [REDACTED] COMMENTS: 1997/11/19

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

CUSTOMER SAYS: - RECALL INFORMATION

- WAS GIVEN CITATION FOR NOT WEARING SEATBELT

PER CUSTOMER, DEALER SAYS: - ON BACK ORDER

CUSTOMER SEEKS: - LOANER VEHICLE

CAC ADVISED: - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

- REQUEST CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

DEALER CAN OBTAIN AUTHORIZATION FOR RENTAL/LOANER CAR BY CALLING

1-800-328-5621 1997/11/21

##THIS IS THE CLOSING COMMENT CUSTOMER IS COMING IN ON 11 21 97 TO HAVE RECALL PERFORMED THANK YOU DON MAURO

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

9740VR GRP: 14 INFORMATION CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: E1 CONTACT NBR: 109106009 OPENED: 11/17/1997
VIN: 1ZVPT21U5L5 ENGINE: U CLOSED: 11/17/1997

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

TITLE: [REDACTED]
ADDRESS: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]

CITY: [REDACTED] BUS. PHONE: [REDACTED]

HOME PHONE: [REDACTED] MODEL: [REDACTED] PROBE

MODEL YEAR: 90 WSD: 1 SALES CODE: 127045 P & A: 00190

MILEAGE: 1109 SYMPTOMS: 104100 TRANS. DATE:

DEALER NAME: ACADEMY FORD SALES TRANS. DST/RGN: CONTACT DATE:

CAUSAL CODES: 1109 TRANS. DST/RGN: CONTACT DATE:

ORIGIN: GD SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

ACK. CODE: 1 CALIBRATION: MICRO:

BUILD DATE: ESP INFO: EXPIRES: OWNER NOTIFIED:

OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS: 1997/11/17 *** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS: CUSTOMER SAYS: NAME UNKNOWN, SERVICE

- SEATBELT RECALL WAS PERFORMED

- SEATBELT IS STILL NOT WORKING

- DAUGHTER GETS STUCK IN THE SEATBELT

- EMERGENCY IS NOT RELEASING

* PER CUSTOMER, DEALER SAYS: NAME UNKNOWN, SERVICE

* CUSTOMER IS RESPONSIBLE FOR THE REPAIR

* CUSTOMER SEKS:

- FINANCIAL ASSISTANCE

* 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

SROSEL GRP: XXOC CONCERN CONTACT

VEH TYPE: CAR

SDR VIN: 10 ZN/TR: H3 12VPT20C7M5

CONTACT NBR: 107812522

OPENED: 12/04/1996
CLOSED: 12/18/1996

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

STATE:

MI:

ADDRESS:

BUS. PHONE:

ZIP:

CITY:

MODEL:

PROBE

HOME PHONE:

WSD:

P & A: 06378

MODEL YEAR:

SALES CODE: 141585

TRANS. DATE:

MILEAGE: 56000

DEALER NAME: WENTZEL FORD INC

CONTACT DATE: 12/04/1998

CAUSAL CODES: 1203

SYMPTOMS: 104100

O SURVEY: Y (Y OR N)

ORIGIN: GD

TRANS. DST/RGN: 41

SERVICE/SALES: 1

ASSIST CODE: R

AMARD AMT:

ACK. CODE:

AMARD AMT:

BUILD DATE:

CALIBRATION:

ESP INFO:

EXPIRES:

OPEN RECALL:

OWNER NOTIFIED:

MICRD:

COMMENTS:

1998/12/04

*** VEHICLE INVOLVED IN RECALL 96599 ***

*** VEHICLE INVOLVED IN RECALL 96549 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- RECALL NEEDS TO BE PERFORMED

- SEAT BELT IS NOT FUNCTIONING

- PROBLEM IS INTERMITTENT

- RECALL WILL BE PERFORMED FOR FREE IN MARCH OF 1997 IF NO PROBLEM NOW

PER CUSTOMER, DEALER SAYS:

- PROBLEM IS NOT OCCURRING WHEN WE TRY IT

CUSTOMER SEEKS:

- TO HAVE THE RECALL PERFORMED

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

WITHIN 2

REQUEST MR. [REDACTED]

CUST REL MNGR TO CONTACT THE CUSTOMER

WITHIN 2

BUSINESS DAYS

CUSTOMER SAYS:

- SHERRY (SERVICE ADMINISTRATOR)

- P & A 06378

- SALES CODE 41V565

- RESTRICTION PLACED ON THE RECALL AS FAR AS PARTS LIMITATIONS

- WANTS TO KNOW IF THEY COMPLETE THE WORK ON THE VEHICLE WILL THE COMPANY BE PENALIZED

- 414-582-4369

CUSTOMER SEEKS:

OWNER RELATIONS VDP/BENCHMARKING 09/11/98 FAKCARTG

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

5805EL

GRP: XXOC

CONCERN CONTACT

VEH TYPE: CAR

10

ZN/TR: H3

CONTACT NBR: 107842522

OPENED: 12/04/1998

VIN: 12V9T20C7M

ENGINE: C

CLOSED: 12/18/1998

1996/12/04

CAC ADVISED:

- FORWARDED TO SUPERVISOR

1996/12/09

OUR DEALERSHIP CALLED CUSTOMER ON 12/04/98. SCHEDULED REPAIR FOR 12/06/98. AND OUR SERVICE DEPT. PERFORMED RECALLS ON 12/06/98. CUSTOMER IS HAPPY AND SATISFIED.

##THIS IS THE CLOSING COMMENT

OUR DEALERSHIP CONTACTED THE CUSTOMER ON 12/04/98. SET AN APPOINTMENT RO PERFORM RECALLS ON 12/06/98. THE RECALLS HAVE NOW BEEN PERFORMED AND CUSTOMER IS HAPPY.

1996/12/11

##THIS IS THE CLOSING COMMENT

CUSTOMER RETURNED ON 12 06 98 TO HAVE THE PASSIVE RESTRAINT BELT REPLACED AND RO PUT ON HOLD BECAUSE VEHICLE DOES NEED REPLACEMENT OF PASSENGER SIDE PASSIVE RESTRAINT

##THIS IS THE CLOSING COMMENT

CUSTOMER RETURNED TO DEALER 12 06 98 TO HAVE DRIVERS SIDE PASSIVE BELT REPLACE D RO HELD OPEN DUE TO HAVING TO REPLACE THE PASSENGER SIDE PASSIVE BELT

69651N GRP: XX17 CONCERN CONTACT VEH TYPE: CAR

DALLAS 52 ZN/TR: 01 CONTACT NBR: 107948105 OPENED: 01/07/1997

VIN: 1ZVPT22L3ME ENGINE: L CLOSED: 01/15/1997

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] MDEL: [REDACTED] PROBE

MODEL YEAR: 91 WSD: 152101 P & A: 02582

MILEAGE: 78000 DEALER NAME: GENE MESSER FORD IN SALES CODE: 104100 TRANS. DATE:

ORIGIN: 60 SYMPTOMS: 52 CONTACT DATE: 01/08/1997

CAUSAL CODES: 1218 TRANS. DST/RGN: 62 O SURVEY: Y (Y OR N)

SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: [REDACTED]

ACK. CODE: [REDACTED] CALIBRATION: [REDACTED]

ESP INFO: [REDACTED] EXPIRES: [REDACTED]

OPEN RECALL: [REDACTED] OWNER NOTIFIED: [REDACTED] MICRO: [REDACTED]

COMMENTS: 1997/01/07 *** VEHICLE INVOLVED IN RECALL 96S48 ***

CUSTOMER SAYS: *** NAVIS: SUBSEQUENT ***

- TRYING TO HAVE VEHICLES RECALL REPAIRED

- DEALERSHIP IS REFUSING TO PERFORM RECALL

- VEHICLES SEATBELTS ARE CURRENTLY NOT WORKING

- NEED VEHICLE REPAIRED BY THE END OF THE MONTH FOR AN INSPECTION THAT WILL BE

DONE ON THE VEHICLE

* PER CUSTOMER, DEALER SAYS:

- HAS NOT RECEIVED ANY PAPERWORK ON THE RECALL IN ORDER TO FIX THE VEHICLE

* CUSTOMER SEKS:

- WANTS RECALL WORK DONE

* CAC ADVISED:

- MADE OUTBOUND CALL TO DEALERSHIP AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.

- REQUEST MR. MIKE IDEN (SVC MGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

- CSR OPENED CONCERN BECAUSE DEALERSHIP IS REFUSING SERVICE

1997/01/08

***** THIS IS THE CLOSING COMMENT

CONTACTED CUSTOMER ON 01/08/97. DEALERSHIP DID NOT REFUSE TO DO REPAIR, BUT

TOLD CUSTOMER HAD TO GET SPECIAL TOOL AND RECALL INFORMATION, REPAIR AND

INSPECTION TO BE DONE ON 1/15/97 AT 7:00 AM.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14 21 02

0699RU GRP: XX07 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 16 ZN/TR: A1 CONTACT NBR: 107948829 OPENED: 01/07/1997
VIN: 1ZVPT20C0M5 ENGINE: C CLOSED: 01/23/1997

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

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

HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]

MODEL YEAR: 91 MODEL: [REDACTED] PROBE

MILEAGE: 74000 WSD: 116874 P & A: 01273

DEALER NAME: SPENCE FORD, INC. SALES CODE: 104100

CAUSAL CODES: 1203 10RA SYMPTOMS: 16

ORIGIN: 60 TRANS. DST/RGN: 16 TRANS. DATE: 01/14/1997
SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: CONTACT DATE: 300 SURVEY: Y (Y OR N)

ACK. CODE: [REDACTED]

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

COMMENTS:

1997/01/07 *** PARTS DELAY OVER 30 DAYS ***

*** VEHICLE INVOLVED IN RECALL 98S48/98S99 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-ATTEMPTED RESOLUTION OF RECALL REPAIRS IN NOVEMBER PARTS ORDERED AT TIME

-CONTACTS CAC TD EXPRESS FRUSTRATION WITH VEHICLE RESTRAINT SYSTEM RECALL

REPAIR DELAYS

* PER CUSTOMER, DEALER SAYS:

-PER TGM IN SVC DEPT ADVISED CUSTOMER PARTS DID NOT ARRIVE YET UNABLE TO

DETERMINE STATUS OF ARRIVAL

* CUSTOMER SEEKS:

-FINAL RESOLUTION OF CONCERNS

-PLANS SUIT IF COMPONENTS FOR SAFETY UNABLE TO RESTRAIN CUSTOMER IN AN

ACCIDENT

* CAC ADVISED:

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

TO THE REGIONAL OFFICE.

-REQUEST MR. DENNIS MALLOY(CUST. REL MGR) CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS

1997/01/08

CONTACTED CUSTOMER TO PROVIDE INFORMATION THAT PARTS WILL BE DFP BACK ORDER

ON THE WEEK OF 01/13/1997 WE HAVE ALREADY SET HER APPOINTMENT FOR TUESDAY

01/14/1997 TO REPLACE THE SEAT BELT TRACK AND MOTOR.
ROGER H. BAUMAN

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

4525AU GRP: XX13 CONCERN CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: C3 CONTACT NBR: 107902298 OPENED: 01/10/1997
VIN: 1ZVPT21U1M1E ENGINE: U CLOSED: 01/20/1997

LAST NAME: FIRST NAME: STATUS: CLOSED
TITLE: MI: D

ADDRESS: CITY: STATE: BUS. PHONE: ZIP:

HOME PHONE: MODEL YEAR: 91 WSD: PROBE

MI: 91 MILEAGE: 81000

DEALER NAME: CAPE FEAR MOTOR SALE SALES CODE: 121354 P & A: 06738

CAUSAL CODES: 1204 2802 SYMPTOMS: 104100

ORIGIN: GD TRANS. DST/RCM: 21 TRANS. DATE:

SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: CONTACT DATE: 01/10/1997
ACK. CODE: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:

ESP INFO: EXPIRES:

OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1897/01/10

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

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- THE DRIVER'S SIDE FRONT SEATBELT IS LOCKED IN THE FRONT POSITION

PER CUSTOMER, DEALER SAYS:

PER SERVICE:

- GAVE BOD NUMBER AT CUSTOMER REQUEST

- THEY ARE HAVING A HARD TIME GETTING THE PARTS

PER STAN. SERVICE:

• WHILE THE CUSTOMER WAS ON THE PHONE WITH THE CAC (THEY HAVE THE PART &

WILL BE PERFORMING THE RECALL).

CUSTOMER SEEKS:

- REPAIR THE SEATBELTS

CAC ADVISED:

(INFORMATION WAS STILL SENT FORWARD DUE TO THE RECALLS)

(INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MR. GREG PAGE (SVC MGR.) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS

DAYS

1997/01/13

##THIS IS THE CLOSING COMMENT

CUSTOMER CONTACTED BY STAN SMITH SERVICE ADVISOR, MADE APPOINTMENT FOR TUESDAY

JAN 13, FOR RECALL TO BE DONE, PARTS ARE HERE NOW, CLOSE CONTACT

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

147415 GRP: XN17 CONCERN CONTACT
 ATLANTA 21 ZN/TR: B1 CONTACT NBR: 107971180 VEH TYPE: CAR
 VIN: 1ZVPT20C2M5 ENGINE: C OPENED: 01/13/1997
 CLOSED: 01/21/1997

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED] ZIP: [REDACTED]-4103
 CITY: [REDACTED]
 HOME PHONE: [REDACTED]
 BUS. PHONE: [REDACTED]
 MODEL YEAR: 91 PROBE
 MILEAGE: 126000 WSD: 121059 P & A: 00487

DEALER NAME: JOHN BLEAKLEY FORD SALES CODE: 104100
 CAUSAL CODES: 1203 SYMPTOMS: 104100
 ORIGIN: GD TRANS. DST/RGN: 21 TRANS. DATE:
 SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: CONTACT DATE: 01/14/1997
 ACK. CODE: O SURVEY: Y (Y OR N)

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

COMMENTS:
 1997/01/13 *** THIS CONTACT IS OPENED DUE TO OPEN RECALLS 96599 & 96549 (SEATBELTS) ***
 *** NAVIS: PROGRAM ***

CUSTOMER SAYS:
 -DRIVER SIDE PASSIVE / MOTORIZED SEATBELT IS INOPERABLE.
 * PER CUSTOMER, DEALER SAYS:
 -MR. WARNER IN SERVICE SAID THE PARTS WERE ORDERED ON 1/6/97 AND WERE PROMISED TO BE DELIVERED ON 1/13/98.

* CUSTOMER SEEKS:
 -TO HAVE HER SEATBELTS REPAIRED UNDER THE RECALLS.
 * CAC ADVISED:
 -INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 -REQUEST MR. RANDY MORRIS (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS.

1997/01/14
 ##THIS IS THE CLOSING COMMENT
 O BE PERFORMED LEFT MESSAGE AT OWNERS WORK VOICE MAIL/RDM

09/11/99 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

0618KL GRP: XX04 CONCERN CONTACT VEH TYPE: CAR

SDR 10 ZN/TR: NA CONTACT NBR: 108034147 OPENED: 01/29/1997

VIN: 1ZVPT20C4M5 ENGINE: C CLOSED: 03/10/1997

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED] ZIP: [REDACTED]

CITY: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 91 STATE: [REDACTED]

MILEAGE: 100000 BUS. PHONE: [REDACTED]

DEALER NAME: JENSEN INC MODEL: PROBE

CAUSAL CODES: 1208 1203 SALES CODE: 383583 P & A: 03372

ORIGIN: CO SYMPTOMS: 104100

SERVICE/SALES: 1 TRANS. DST/RGN: 63 TRANS. DATE:

ACK. CODE: ASSIST CODE: F AWARD AMT: CONTACT DATE: 03/03/1997

ESP INFO: CALIBRATION: O SURVEY: Y (Y OR N)

OPEN RECALL: EXPIRES: OWNER NOTIFIED: MICRD:

COMMENTS: 1987/01/29 *** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS: - HAD THE DRIVER SIDE SEAT BELT REPLACED 10-20-95

- RECEIVED RECALL LETTER FOR THE SEAT BELT RECALLS ON 10-23-96

- WENT TO THE DEALERSHIP FOR THE DRIVE SIDE SEAT BELT REPAIR REIMBURSEMENT

- CUSTOMER STILL HAS NOT RECEIVED HER REFUND

- STILL NEEDS TO HAVE THE PASSENGER SIDE SEAT BELT RECALL PERFORMED

- 01-07-97 JASON SAID HE WOULD CALL THE FORD REPRESENTATIVE WOULD BE CONTACTED

- CHECK SHOULD BE RECEIVED WITHIN ONE WEEK OF 01-14-97 PER LEROY

* PER CUSTOMER, DEALER SAYS:

- LEROY STEWART AT DEALERSHIP TOLD CUSTOMER SHE WOULD RECEIVE A REFUND WITHING TWO TO THREE WEEKS FROM 10-30-95

- 12-11-96 SAID THAT CUSTOMER SHOULD BE RECEIVING A REFUND FOR \$553.00

- PART IS ORDERED FOR THE PASSENGER SIDE SEAT BELT

- 01-07-97 JASON SAID HE WOULD CALL THE FORD REPRESENTATIVE WOULD BE CONTACTED FOR THE RECALL REFUND

- CHECK SHOULD BE RECEIVED WITHIN ONE WEEK OF 01-14-97 PER LEROY

- MD CONTACT SINCE 01-14-97

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

0619KL GRP: XA04 CONCERN CONTACT

SDR 10 ZN/TR: MR CONTACT NBR: 10803417 VEH TYPE: CAR

VIN: 1ZVPT20C4M5 ENGINE: C OPENED: 01/29/1997

1997/01/29 CLOSED: 03/10/1997

CUSTOMER SEEKS:

- WANTS TO KNOW WHERE HER RECALL REFUND WAS

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

- REQUEST MR LEROY STEWART (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

- OUTBOUND CALL MADE TO LEROY STEWART FOR EXPLANATION AS TO WHERE THE CUSTOMER'S REFUND FOR THE RECALL IS

- LEROY INDICATED THAT CUSTOMER'S CHECK IS CURRENTLY AT THE DEALERSHIP

1997/03/03

CSM RFAIRCLD

DEALER TOOK CARE OF THE CUSTOMER

##THIS IS THE CLOSING COMMENT

CSM RFAIRCLD

3791GM GRP: AX12 CONCERN CONTACT VEH TYPE: CAR

DENVER B5 ZN/TR: A1 CONTACT NBR: 108037869 OPENED: 01/30/1997

VIN: 1ZVPT21U5NE ENGINE: U CLOSED: 02/14/1997

LAST NAME: FIRST NAME: STATUS: CLOSED

TITLE: STATE: M

ADDRESS: CITY: ZIP:

HOME PHONE: BUS. PHONE: MODEL: PROBE

MODEL YEAR: 91 WSD: P & A: 03142

MILEAGE: 82352 DEALER NAME: LAKEWOOD FORDLAND 1 SALES CODE: 156011

CAUSAL CODES: 1209 SYMPTOMS: 104100 TRANS. DATE: 02/03/1997

ORIGIN: 00 TRANS. DST/RGN: 56 CONTACT DATE: 02/03/1997

SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: Q SURVEY: Y (Y OR N)

ACK. CODE: CALIBRATION: MICRO:

BUILD DATE: ESP INFO: EXPIRES: OWNER NOTIFIED:

OPEN RECALL: COMMENTS: 1997/01/30

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

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS: THE CUSTOMER HAS SPOKEN WITH THE HIGHWAY TRAFFIC SAFETY

ADMINISTRATION REGARDING RECALLS FOR THE BELT ANCHOR BOLTS 3/91 (915235)

AND THE BRAKE HYDRAULIC SHOE AND DRUM SYSTEM IS ON RECALL

- WOULD LIKE TO KNOW IF THE VEHICLE IS INVOLVED IN ANY OTHER RECALLS

REGARDING THE SEAT BELTS AND BRAKES

* PER CUSTOMER, DEALER SAYS: TOM HERLY (SERVICE)

- THE VEHICLE IS NOT INVOLVED IN OTHER RECALLS OTHER THAN THE SEATBELT

* CUSTOMER SEEKS:

- RECALL INFORMATION

CAC ADVISED:

* CONTACT OPEN DUE TO THE VEHICLE IS IN RECALLS 96548 AND 96599

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

- REQUEST MR. MARIO VETRAINO (SVC MGRD) TO CONTACT THE CUSTOMER WITHIN

2 BUSINESS DAYS

1997/02/07

***THIS IS THE CLOSING COMMENT

PARTS HAD BEEN ON ORDER FOR APPROX. ONE WEEK. THE PARTS CAME IN AND WERE

INSTALLED ON 02/06/97. CUSTOMER WAS SATISFIED

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

7696AE GRP: 09 CONCERN CONTACT VEH TYPE: CAR

SAN FRAN 72 ZN/TR: CONTACT NBR: 10808399 OPENED: 02/11/1997

VIN: 12VPT21U5NS ENGINE: U CLOSED: 03/12/1997

LAST NAME: FIRST NAME: STATUS: CLOSED

TITLE: MI:

ADDRESS: STATE: ZIP:

CITY: BUS. PHONE: PROSE

HOME PHONE: MODEL YEAR: 91

MILEAGE: 100000 WSD: 172034 P & A: 0776

DEALER NAME: FREMONT FORD SALES CODE: 104100 TRANS. DATE:

CAUSAL CODES: 1203 SYMPTOMS: 72 CONTACT DATE: 02/12/1997

ORIGIN: GD TRANS. DST/RGN: 72 O SURVEY: Y (Y OR N)

SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: CONTACT DATE: 02/12/1997

ACK. CODE: ASSIST CODE: W AWARD AMT: CONTACT DATE: 02/12/1997

BUILD DATE: CALIBRATION: O SURVEY: Y (Y OR N)

ESP INFO: EXPIRES: OWNER NOTIFIED: MICRD:

OPEN RECALL: OWNER NOTIFIED: MICRD:

COMMENTS: 1997/02/11

*** VEHICLE INVOLVED IN CWP 98870 ***

*** VEHICLE INVOLVED IN RECALL 98589 ***

*** VEHICLE INVOLVED IN RECALL 98548 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS: NEEDS TO KNOW IF VEHICLE HAS A RECALL.

- SEAT BELT DOES NOT MOVE UP OR DOWN.

PER CUSTOMER, DEALER SAYS: NO CONTACT.

CUSTOMER SEeks: RECALL INFORMATION.

CAC ADVISED: INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

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

1997/03/05

***** THIS IS THE CLOSING COMMENT ORDER PARTS FOR CUSTOMER, PARTS NOW IN SET APT FOR RECALLS ON 3/10/97.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

38448M GRP: KX04 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY SJ ZN/TR: C2 CONTACT NBR: 108118840 OPENED: 02/19/1997
VIN: 1Z9PT21U5M5 ENGINE: U CLOSED: 03/05/1997

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 YEAR: 91 MODEL: PROBE

MILEAGE: 89000 MSO: SALES CODE: 153203 P & A: 05078

DEALER NAME: MEL HAMBELTON FORD SYMPTOMS: 104100 TRANS. DATE:

CAUSAL CODES: 1203 108A TRANS. DST/RGN: 53 CONTACT DATE: 02/26/1997

ORIGIN: GD SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y DR N)

ACK. CODE: CALIBRATION: EXPIRES: OWNER NOTIFIED: MICRO:

BUILD DATE: ESP INFO: OPEN RECALL: COMMENTS:

1897/02/19 *** VEHICLE INVOLVED IN RECALL 98548 ***

*** PARTS DELAY OVER 30 DAYS ***

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

CUSTOMER SAYS: RECEIVED (IN LATE DECEMBER) RECALL LETTER ABOUT SEAT BELTS TO BRING IN THE

VEHICLE IN JANUARY. WAS IN AN ACCIDENT WITHOUT SEAT BELTS. NOONE HURT.

CUSTOMER EXTREMELY CONCERNED ABOUT DRIVING WITHOUT PROPERLY FUNCTIONING SEAT

BELTS. PER CUSTOMER, DEALER SAYS: -WOULD TAKE 8 WEEKS TO GET REPAIRS

* CUSTOMER SEeks: -REPAIRS AS SOON AS POSSIBLE.

* CAC ADVISED: -INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY

TO THE REGIONAL OFFICE. -REQUEST MR. JOHN BISTLINE/CUST. REL MGR CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS 1997/02/26

1997/02/26 ##THIS IS THE CLOSING COMMENT

CALLED 10:30 AM 2/20/1997 LEFT MESSAGE ON RECORDER APPOINTMENT SET FOR 2/26/19

87 CAR WAS REPAIRED 2/26/97 AND RETURNED TO CUST

09/11/98

MASTER OWNER RELATIONS SVCTHM 11

14.21.02

9286PH GRP: 10 CONCERN CONTACT VEH TYPE: CAR
ALLANTA 21 ZN/TR: A1 CONTACT NBR: 1081260/8 OPENED: 02/21/1997
VIN: 1ZVPT2C28M6 ENGINE: C CLOSED: 03/06/1997

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

TITLE: [REDACTED] I: [REDACTED]

ADDRESS: [REDACTED] IP: [REDACTED]

CITY: [REDACTED] STATE: [REDACTED]

HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]

MODEL YEAR: 91 MODEL: PROBE

MILEAGE: 98000 VSD: 121488 P & A: 00310

DEALER NAME: SPALDING FORD, INC. SALES CODE: 104100

CAUSAL CODES: 1215 SYMPTOMS: 21 TRANS. DATE: 02/27/1997

ORIGIN: GD TRANS. DST/RGN: 21 CONTACT DATE: 03/06/1997

SERVICE/SALES: 1 ASSIST CODE: D AWARD AMT: 0 SURVEY: Y (Y OR N)

ACK. CODE: [REDACTED]

BUILD DATE: [REDACTED] CALIBRATION: [REDACTED]

ESP INFO: [REDACTED] EXPIRES: [REDACTED]

OPEN RECALL: [REDACTED] OWNER NOTIFIED: [REDACTED] MICROD: [REDACTED]

COMMENTS: 1997/02/21 *** VEHICLE INVOLVED IN RECALL 98548/98598 ***

CUSTOMER SAYS: [REDACTED]

- 2/21/97 TOOK VEHICLE TO DEALERSHIP TO HAVE SEATBELT RECALL PERFORMED

- PASSENGER SIDE IS NOT WORKING

* PER CUSTOMER, DEALER SAYS:

- WOULD ONLY REPAIR THE DRIVERS SIDE UNDER THE RECALL

- CUSTOMER WOULD HAVE TO PAY FOR THE REPAIRS ON THE PASSENGER SIDE (PER DICK GRUNDIN)

* CUSTOMER SEeks:

- TO HAVE BOTH SEATBELTS PROPERLY REPAIRED

* CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

- REQUEST MR. HAL REEVES (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/02/27

***** THIS IS THE CLOSING COMMENT

I AM CLOSING THIS CONTACT AS THIS PROBLEM WAS COVERED UNDER A RECALL FOR THE DRIVERSIDE BELT ONLY. THIS CUSTOMER IS WELL OUT OF WARRANTY COVERAGE AND IN THE OWNERSHIP LEVEL.

4879JW GRP: 11 INFORMATION CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: A3 CONTACT NBR: 109557747 OPENED: 03/11/1998
VIN: 1ZVPT22L0M5 ENGINE: L CLOSED: 03/11/1998

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: F
ADDRESS: [REDACTED] ZIP: [REDACTED]
CITY: [REDACTED]

HOME PHONE: [REDACTED] STATE: [REDACTED]
BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 78500 WSD: 171497 P & A: 07889
DEALER NAME: HYSEN-JOHNSON FORD SALES CODE: 104100
CAUSAL CODES: 1104 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 AWARD AMT: CONTACT DATE:
ACK. CODE: ASSIST CODE: O SURVEY: (Y OR N)

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

COMMENTS:
1998/03/11
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:
- RECALL OCT '96 FOR SHOULDER RESTRAINT: DRIVER'S SIDE WAS REPAIRED UNDER
THIS RECALL.
- PASSENGER RESTRAINT IS ALSO BROKEN
- BELT WILL NOT RETRACT, MOTOR IS BROKEN

PER CUSTOMER, DEALER SAYS:
- DID NOT NECESSARILY HAVE TO PAY FOR IT, RECALL MAY HAVE EXPIRED
- WANT \$700 TO REPAIR VEHICLE

CUSTOMER SEKS:
- FINANCIAL CONSIDERATION TO REPAIR PASSENGER SEAT BELT
- DOES RECALL STILL COVER THIS REPAIR?

CAG 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

2600BB GRP: XKO3 INFORMATION CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: D1 CONTACT NBR: 107730519 OPENED: 11/06/1996
VIN: A ENGINE: CLOSED: 11/06/1996

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

CITY: [REDACTED] STATE: [REDACTED]
HOME PHONE: 111-111-1111 BUS. PHONE: 111-111-1111
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 60001
DEALER NAME: BELL FORD SALES CODE: 171177 P & A: 20360
CAUSAL CODES: 0418 SYMPTONS: 104100 801000
ORIGIN: 60 TRANS. DST/RGN: CONTACT DATE:
SERVICE/SALES: 1 AWARD AMT: CONTACT DATE:
ACK. CODE: 4551ST CODE: 0 SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:
ESP INFO: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRD: 6932899

COMMENTS:
1998/11/06
*** LETTER DATED 10/21/96 ***
NO VIN AVAILABLE

- CUSTOMER SAVS:
- CUSTOMER DID NOT WRITE IN A PHONE NUMBER
- CUSTOMER STATED THAT THERE WAS OVER 60,000 MILES BUT NO SPECIFIC AMOUNT WAS GIVEN
- THE MOTOR ON THE SEAT BELT WAS NOT OPERATING PROPELY IN THE VEHICLE
- CUSTOMER HAD CALLED THE DEALER TO FIND OUT IF THERE WAS STILL A WARRANTY ON THE SEAT BELT
- THE FIRST TIME THE DEALER INFORMED THE CUSTOMER THAT THERE WAS A 6 YEAR/60000 MILE WARRANTY ON THE VEHICLE. NO MENTION OF UNTIL ONE OCCURED OR THE OTHER
- CUSTOMER SET AN APPOINTMENT TO HAVE THE SEAT BELT CONCERNS ADDRESSED. DEALER INFORMED CUSTOMER THAT THE WARRANTY HAD EXPIRED AND THAT THE WARRANTY WAS ACTUALLY 5 YEAR OR 50000 MILES WHICHEVER OCCURED FIRST, THEN GAVE THE NAME OF THE CUSTOMER RELATION MANAGER CHERYL GALLAGHER
- CUSTOMER CALLED CHERYL GALLAGHER 2 TIMES AND WAS THEN INFORMED THAT SHE NO LONGER WORKED FOR THE DEALERSHIP. HER REPLACEMENT INFORMED THE CUSTOMER THAT THE WARRANTY ON THE SEAT BELTS WAS FOR 3 YEARS OR 38000 MILES
- DEALER WAS GOING TO CHARGE FOR THE REPAIR BECAUSE THE WARRANTY HAD EXPIRED
- CUSTOMER WISHES TO FILE A COMPLAINT AGAINST DEALER. SHE FEELS HER FAITH IN FORD HAS BEEN WEAKENED BY

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

260088 GRP: XX03 INFORMATION CONTACT
LOS ANGELES 71 ZN/TR: D1 CONTACT NBR: 107730549 VEH TYPE: CAR
VIN: M ENGINE: OPENED: 11/05/1986
1996/11/06 CLOSED: 11/06/1996

* PER CUSTOMER, DEALER SAYS:

* PROVIDED CONFLICTING WARRANTY INFORMATION ON THE VEHICLE

* CUSTOMER SEES:

* FILE COMPLAINT ABOUT DEALER

* CAC ADVISED:

- USED INFORMATION TO TRY AND OBTAIN CUSTOMERS PHONE NUMBER, FOUND NUMBER 602 996 3111, COULD NOT VERIFY IF IT WAS THE CORRECT NUMBER
- MADE OBC TO OBTAIN VIN NUMBER, NO ANSWER
- SENT POST CARD REQUESTING CUSTOMER TO CONTACT THE CAC
- (NEXT CSR, POSSIBLE RECALL ON THE SEAT BELT ASSEMBLY OF THE VEHICLE, PLEASE CHECK AND ADVISE CUSTOMER ACCORDINGLY)

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

8253HM GRP: XX10 INFORMATION CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: D1 CONTACT NBR: 107556360 OPENED: 09/25/1998
VIN: 1ZVPT21U3N6 ENGINE: U CLOSED: 09/25/1998

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: [REDACTED] PRIOR: [REDACTED]

MODEL YEAR: 92 MSO: 52000 P & A: 20301

MILEAGE: 92000 DEALER NAME: DON SANDERSON FORD SALES CODE: 171171

CAUSAL CODES: 1104 2801 SYMPTOMS: 104100

ORIGIN: 60 TRANS. DST/RGN: TRANS. DATE: [REDACTED]

SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: CONTACT DATE: [REDACTED]

ACK. CODE: [REDACTED] Q SURVEY: (Y OR N)

BUILD DATE: CALIBRATION: MICRO: [REDACTED]

ESP INFO: EXPIRES: [REDACTED]

OPEN RECALL: OWNER NOTIFIED: [REDACTED]

COMMENTS: 1998/09/25 *** MAVIS: ORIGINAL ***

CUSTOMER SAYS: [REDACTED]

- HAS A MOTORIZED SEAT BELT THAT IS STUCK

- WANTS TO NOW IF THIS IS COVERED UNDER WARRANTY

PER CUSTOMER, DEALER SAYS:

- SOMEONE IN THE SERVICE DEPARTMENT PROVIDED HIM WITH THE 800 NUMBER

- SAID THAT THE REPAIR IS NOT COVERED UNDER WARRANTY ANYMORE

CUSTOMER SEEKS:

- FINANCIAL ASSISTANCE TOWARD THE REPAIR OF THE SEAT BELT

CAC ADVISED:

- THE SAFETY WARRANTY ON THE VEHICLE IS 5 YEARS OR 50,000 MILES

- WARRANTY HAS EXPIRED

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

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

9266PH GRP: 10 INFORMATION CONTACT

DETROIT 48 ZN/TR: B2 CONTACT NBR: 109142290 VEH TYPE: CAR

VIN: 1ZVPT21U8L5 ENGINE: U OPENED: 11/10/1897 CLOSED: 11/10/1997

STATUS: CLOSED

MI: ZIP: [REDACTED]

STATE: [REDACTED]

BUS. PHONE: [REDACTED]

MODEL YEAR: 90 MSO: [REDACTED] PRDZ

MILEAGE: 140000

DEALER NAME: SIEMANS FORD INC SALES CODE: 148580 P & A: 09629

CAUSAL CODES: 1220 SYMPTOMS: 104100

ORIGIN: DD TRANS. DST/RBN: TRANS. DATE: CONTACT DATE: O SURVEY: (Y OR N)

SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: CALIBRATION: EXPIRES: OWNER NOTIFIED: MJCRO:

ACK. CODE: BUILD DATE: ESP. INF: OPEN RECALL: COMMENTS:

1997/11/10

CUSTOMER SAYS:

- CUSTOMER HAD DRIVERS SEATBELT REPAIRED 4/11/94 AT A FORD DEALERSHIP

- CUSTOMER GOT RECALL NOTICE 10/96

- 12/98 HAD THE VEHICLE INSPECTED (LOOKED AT THE SEATBELTS MOVE) AND RECEIVED A REFUND

- THE PASSENGER SEATBELT IS NOW LOCKED IN THE UP POSITION

- 2 DAYS AGO THE DRIVERS SIDE SEATBELT GOT STUCK AND WILL NOT MOVE EITHER (CAN NOT BE USED)

PER CUSTOMER, DEALER SAYS:

- THE VEHICLE IS BEYOND 6 YEARS AND 60,000 MILES AND THE RECALL HAS BEEN CLOSED OUT

CUSTOMER SEeks:

- TO HAVE THE SEATBELTS REPAIRED AGAIN UNDER THE RECALL

- WOULD LIKE TO HAVE THE SEATBELTS PUT IN THE LOCKED POSITION AT LEAST

CAC ADVISED:

- RECALLS ARE ONLY PERFORMED ONCE

- THE WARRANTY FOR THOSE PARTS IS 12/12

- WARRANTY HAS EXPIRED

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

7163DU GRP: 15 INFORMATION CONTACT VEH TYPE: CAR
 NEW YORK 13 ZN/TR: C1 CONTACT NBR: 109129118 OPENED: 11/06/1997
 VIN: 1ZVPT20C2L5 ENGINE: C CLOSED: 11/06/1997

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: 90 MODEL: PROBE
 MILEAGE: 91600 WSD: 113470 P & A: 20554
 DEALER NAME: FRENHOLD FORD INC SALES CODE: 104100
 CAUSAL CODES: 1104 SYMPTOMS: TRANS. DATE:
 ORIGIN: GD TRANS. DST/RGN: CONTACT DATE:
 SERVICE/SALES: 1 AWARD AMT: 0 SURVEY: (Y OR N)
 ACK. CODE: ASSIST CODE: CONTACT DATE:

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

COMMENTS:
 1997/11/06
 *** NAVIS: ORIGINAL ***

- CUSTOMER SAYS:
 - VEHICLE WAS RECALLED FOR SEATBELT REPAIRS
 - FRENHOLD FORD PERFORMED REPAIRS ON DECEMBER 9, 1997
 - NOW, THE VEHICLE IS HAVING SEATBELT PROBLEMS AGAIN
 - THE DEALERSHIP HAS STATED THAT THE PART THAT NEEDS TO BE REPLACED IS THE MODULE

- PER CUSTOMER, DEALER SAYS:
 - THE PART THAT NEEDS TO BE REPAIRED IS THE SEATBELT MODULE

- CUSTOMER SEKS:
 - REPAIR OF SEATBELT UNDER THE RECALL WARRANTY

- 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

GBG11W GRP: 01 INFORMATION CONTACT VEH TYPE: CAR
UNKNOWN 99 ZN/TR: CONTACT NBR: 109126020 OPENED: 11/06/1997
VIN: 1ZVPT20C8L5 ENGINE: C CLOSED: 11/06/1997

LAST NAME: FIRST NAME: STATUS: CLOSED
TITLE: STATE: CITY: ZIP:

ADDRESS: HOME PHONE: BUS. PHONE: PROBE

CITY: MODEL YEAR: 90 MODEL: WSD: P & A:

MILEAGE: 1 SALES CODE: 104100 TRANS. DATE:

DEALER NAME: CAUSAL CODES: 1215 SYMPTOMS: TRANS. DATE:

ORIGIN: GO TRANS. DST/RGN: CONTACT DATE:

SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: 0 SURVEY: {Y OR N}

ACK. CDDE: CALIBRATION: EXPRES: OWNER NOTIFIED: MICRD:

BUILD DATE: ESP INFO: OPEN RECALL:

COMMENTS: 1997/11/06 *** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS: - DRIVER'S SIDE SEATBELT WAS REPAIRED UNDER RECALL

* - PASSENGER'S SIDE SEATBELT IS NOT BROKEN

* PER CUSTOMER, DEALER SAYS: - WOULD COST CUSTOMER \$144.90 FOR REPAIR

* CUSTOMER SEEKS: - SEATBELT REPAIRED UNDER RECALL

* CAC ADVISED: - AFTER A RECALL REPAIR OR INSPECTION HAS BEEN COMPLETED, FORD IS NOT

RESPONSIBLE FOR ANY FUTURE REPAIRS.

79858A GRP: 01 INFORMATION CONTACT VEH TYPE: CAR

SOR 10 ZN/TR: R1 CONTACT NBR: 109107952 OPENED: 11/03/1997

VIN: 1ZVPT20C9L5 ENGINE: C CLOSED: 11/03/1997

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

TITLE: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED] ZIP: [REDACTED]

CITY: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 90

MILEAGE: 78000 WSD: PROBE

DEALER NAME: LDINK MOTORS SALES CODE: 113574 P & A: 00548

CAUSAL CODES: 1215 1010 SYMPTOMS: 104100

ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE: CONTACT DATE:

SERVICE/SALES: 1 ASSIST CODE: ANARD AMT: O SURVEY: (Y OR N)

ACK. CODE: CALIBRATION: EXPIRES: OWNER NOTIFIED: MICRO:

BUILD DATE: ESP INF: OPEN RECALL: COMMENTS:

1997/11/03 *** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS: - THE MECHANICAL SEATBELT TRACK ON THE PASSENGER IS NOT WORKING PROPERLY

- IT WILL NOT LET THE SEATBELT ENGAGE AND MOVE

* PER CUSTOMER, DEALER SAYS: - THERE MAY BE A RECALL ON THE SEATBELTS

* CUSTOMER SEEKS: - RECALL INFORMATION

- REPAIR

* CAC ADVISED: RE: REPAIR

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

RE: RECALLS

- THERE ARE NO RECALLS ON THE VEHICLES SEATBELTS

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

0065HN GRP: XX05 CONCERN CONTACT VEH TYPE: CAR
 DALLAS 52 ZN/TR: D3 CONTACT NBR: 10910619 OPENED: 10/31/1987
 VIN: 1ZVPT20C9L5 ENGINE: C CLOSED: 12/17/1997

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED]
 ADDRESS: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
 CITY: [REDACTED] BUS. PHONE: [REDACTED] -9474
 HOME PHONE: [REDACTED] MODEL: [REDACTED] PROBE

MODEL YEAR: 90 WSD: 152310 P & A: 00887
 MILEAGE: 70000 DEALER NAME: COURTESY FORD INC SALES CODE: 104100 TRANS. DATE:
 CAUSAL CODES: 1220 2013 SYMPTOMS: 52 CONTACT DATE: 11/05/1997
 ORIGIN: GO TRANS. DST/RGN: 52 CONTACT DATE: 0 SURVEY: Y (Y OR N)
 SERVICE/SALES: 1 ASSIST CODE: 0 AWARD AMT: 0

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

COMMENTS:
 1987/10/31
 *** POSSIBLE 12/12 SERVICE PART COVERAGE *** REPAIR DATE: 12/98 MILEAGE:
 65000

*** NAVIS: ORIGINAL ***
 CUSTOMER SAYS:
 - WHEN THE RECALL WAS PERFORMED, THE SEATBELT ON THE DOOR TRACK STOPPED
 WORKING (ELECTRONIC)
 - RECALL WAS DONE: 12/96 AT 65000
 - I NEED TO HAVE THE SEATBELT REPAIRED

* PER CUSTOMER, DEALER SAYS:
 - IT IS NOT COVERED
 * CUSTOMER SEEKS:
 - TO HAVE THIS REPAIRED
 - IS THIS STILL UNDER A WARRANTY

* CAC ADVISED:
 - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 - REQUEST MR. ANDY SUBRITTE (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2
 BUSINESS DAYS
 - EXPLAINED 12/12 SERVICE PART COVERAGE

1997/11/06
 I CHECKED HISTORY ON REPAIR AND FOUND THAT REPAIR WAS DONE IN DEC 96 BUT THE M
 ILEAGE IS OFF. CUST SAYS 70000 NOW BUT HAD 73000 IN DEC 96. WAITING TO SEE CAR M
 YSELF TO DETERMINE STATUS OF MILES
 1987/11/13
 CUST STILL HAS NOT BROUGHT CAR IN FOR INSPECTION

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

0065HN	GRP: AK05	CONCERN CONTACT	VEN TYPE: CAR
DALLAS	52	ZN/TR	OPENED: 10/31/1997
VIN: 1ZVPT20C915		CONTACT NBR: 109106619	CLOSED: 12/17/1997
		ENGINE: C	

1997/12/10

##THIS IS THE CLOSING COMMENT
CUSTOMER WAS IN SHOP AND EXPLAINED THE PROBLEM.WE REPAIRED THE CAR AND CUSTOMER
R GONE.

7974LM GRP: 14 INFORMATION CONTACT VEH TYPE: CAR
CHICAGO A1 ZN/TR: E2 CONTACT NBR: 109094232 OPENED: 10/29/1997
VIN: 12VPT20C2LS ENGINE: C CLOSED: 10/29/1997

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] 5839
MODEL YEAR: 90 MODEL: [REDACTED] PROBE

MILEAGE: 90000 WSD: [REDACTED]
DEALER NAME: LES STUMPF FORD SALES CODE: 141353 P & A: 06249
CAUSAL CDDES: 1203 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: CONTACT DATE:
ACK. CODE: TRANS. DATE: O SURVEY: (Y OR N)

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

COMMENTS:
1997/10/29 *** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:
- AT 64,000 MILES THE DRIVER'S SIDE SEAT BELT BROKE
- LAST YEAR THEY PERFORMED THE RECALL ON THE DRIVER'S SIDE BUT DIDN'T REPAIR THE PASSENGER SIDE SEAT BELT
- NOW THE PASSENGER SIDE SEAT BELT HAS JAMMED
- CUSTOMER IS NOT CERTAIN DEALER INSPECTED PASSENGER SIDE BELT BECAUSE IT ISN'T NOTED ON HIS INVOICE FROM LAST YEAR

PER CUSTOMER, DEALER SAYS:
- BILL ROEDL SAID YESTERDAY THAT THE RECALL WAS TO FIX THE DRIVER'S SIDE AND ONLY INSPECT THE PASSENGER SIDE
- NOW THAT THE PASSENGER SIDE SEAT BELT IS BROKEN IT ISN'T COVERED
- THE DEALER SAID THEY WOULD PRESENT THE INFORMATION TO THEIR FORD REP AND SEE IF ANY ASSISTANCE CAN BE OFFERED

CUSTOMER SEEKS:
- TO HAVE THE PASSENGER SIDE SEAT BELT REPAIRED UNDER RECALL

CAC ADVISED:
- ADVISED CUSTOMER THAT ONCE BROKEN BELT IS REPLACED AND OTHER BELT IS INSPECTED THE RECALL IS CLOSED OUT.
- DEALER CANNOT REOPEN A RECALL
- DEALERSHIP IS THE BEST TECHNICAL RESOURCE
- MR. JIM KNIPFER (SVC MGR) IS IN THE BEST POSITION TO ASSIST YOU. AS FAR AS EXPLAINING THE INSPECTION OF THE PASSENGER SIDE BELT LAST YEAR WHEN CAR WAS IN.
- HE SHOULD KEEP IN TOUCH WITH DEALER TO FIND OUT WHAT FORD REP SAYS

0332KS GRP: X*02 INFORMATION CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: B2 CONTACT NBR: 109041678 OPENED: 10/16/1997
VIN: 1ZVPT21U9L ENGINE: U CLOSED: 10/16/1997

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] ZIP: [REDACTED]
CITY: [REDACTED]

HOME PHONE: [REDACTED] STATE: [REDACTED]
BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: [REDACTED] ZIP: [REDACTED]
MILEAGE: 87000 WSO: [REDACTED] PROBE
DEALER NAME: LARRY ROESCH FORD SALES CODE: 141057 P & A: 01694
CAUSAL CODES: 0404 SYMPTOMS: 104100
ORIGIN: 8D 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:
OPEN RECALL: OWNER NOTIFIED: MICRD:

COMMENTS:
1997/10/18
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:
- I HAD A RECALL PERFORMED ON MY WIFE'S VEHICLE FOR THE SEATBELTS
- SINCE I HAD THE RECALL PERFORMED THE DRIVER'S SIDE SEATBELT HAS NOT BEEN WORKING
- I DON'T THINK IN I SHOULD HAVE TO PAY BECAUSE THE SEATBELT WAS WORKING BEFORE THE RECALL WAS PERFORMED AND NOW IT IS NOT WORKING

PER CUSTOMER, DEALER SAYS:
- THERE IS A SWITCH THAT IS BROKE THAT WOULD NEED TO BE FIXED AND IT IS NOT COVERED UNDER WARRANTY DR THE RECALL

CUSTOMER SEEKS:
- VEHICLE BACK IN THE SAME WORKING CONDITION IT WAS WHEN I BROUGHT THE VEHICLE INTO THE DEALERSHIP FOR THE RECALL REPAIR

CAC ADVISED:
RE:WORKMANSHIP:
- WORKMANSHIP ISSUES MUST BE ADDRESSED AT DEALER
- CONTACT MR. BOB WILLINGHAM (CUST REL MGR/SERV. MGR) FOR ASSISTANCE.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

0332KS GRP: KX02 INFORMATION CONTACT
 SAN FRAN 72 ZN/TR: B1 CONTACT NBR: 109028544 VEH TYPE: CAR
 VIN: 1ZVP12107L ENGINE: U CLOSED: 10/13/1997
 OPENED: 10/13/1997

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

ADDRESS: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED] 5829

CITY: [REDACTED] BUS. PHONE: [REDACTED]

HOME PHONE: [REDACTED] MODEL: [REDACTED] PROBE

MODEL YEAR: 90 WSD: [REDACTED]

MILEAGE: 18000 SALES CODE: 172417 P & A: 07894

DEALER NAME: HANSEL FORD SYMPTOMS: 104100

CAUSAL CODES: 2013 TRANS. DST/RGN: TRANS. DATE:

ORIGIN: ED CONTACT DATE:

SERVICE/SALES: 1 AWARD AMT: O SURVEY: (Y OR N)

ACK. CODE: ASSIST CODE: MICRO:

BUILD DATE: CALIBRATION:

ESP INFO: EXPIRES:

OPEN RECALL: OWNER NOTIFIED:

COMMENTS:

1997/10/13
 POSSIBLE 12/12 COVERAGE
 *** NAVIS: ORIGINAL ***

CUSTOMER SAYS:
 - IS MY VEHICLE UNDER ANY TYPE OF RECALL FOR THE SEATBELTS?
 - THE SEATBELTS ON THE VEHICLE KEEP GOING OUT ON---AND NOW THE DEALERSHIP IS SAYING WE HAVE TO PAY FOR THE REPAIR

PER CUSTOMER, DEALER SAYS:
 - NO VEHICLE

CUSTOMER SEEKS:
 - IS MY VEHICLE UNDER ANY TYPE OF RECALL FOR THE SEATBELTS?

CAC ADVISED:
 - CUSTOMER WILL BE CALLING BACK WITH REPAIR DATES AND MILEAGES--NEXT CSR PLEASE ADVISE ACCORDINGLY
 POSSIBLE 12/12 COVERAGE*
 *** NAVIS: ORIGINAL ***

CUSTOMER SAYS:
 - REPAIR DATES: 9-2-97, OTHERS NOT AVAILABLE
 - IS MY VEHICLE UNDER ANY TYPE OF RECALL FOR THE SEATBELTS?
 - THE SEATBELTS ON THE VEHICLE KEEP GOING OUT ON---AND NOW THE DEALERSHIP IS SAYING WE HAVE TO PAY FOR THE REPAIR

PER CUSTOMER, DEALER SAYS:
 - NO CONTACT

09/11/98

MASTER OWNER RELATIONS SYSTEM J1

14.21.02

0332KS

GRP: KX02

INFORMATION CONTACT

VEH TYPE: CAR

SAN FRAN

72 ZN/TR: B1

CONTACT NBR: 109028544

OPENED: 10/13/1987

VIN: 1ZPYT21U7LE

ENGINE: U

CLOSED: 10/13/1997

1997/10/13

CUSTOMER SEEKS:

RECALL INFORMATION

* CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

- REQUEST MR. VERN SCHUCK (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

- NO RECALL

- NO ESP

1997/10/15

10-15-97. MR JOHN GRAHAM, DDM, OK'D DOING REPAIR UNDER GOODWILL WARRANTY.

CUSTOMER VERY HAPPY.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

9266PH GRP: 10 INFORMATION CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: 10 CONTACT NBR: 109024769 OPENED: 10/13/1997
VIN: 12VPT21U8L5 ENGINE: U CLOSED: 10/13/1997

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

TITLE: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]

ADDRESS: [REDACTED] BUS. PHONE: [REDACTED]

CITY: [REDACTED] MODEL: [REDACTED] PROBE

HOME PHONE: 90 MSD: [REDACTED] P & A: 05905

MODEL YEAR: 90 MILEAGE: 66000 SALES CODE: 123547

DEALER NAME: RESORT FORD CAUSAL CODES: 1104 0318 SYMPTOMS: 104100

ORIGIN: 00 TRANS. OST/RGN: TRANS. DATE: [REDACTED]
SERVICE/SALES: 1 TRANS. DATE: [REDACTED]

ACK. CODE: ASSIST CODE: AWARD AMT: CONTACT DATE: [REDACTED]
O SURVEY: (Y OR N)

BUILD DATE: CALIBRATION: [REDACTED]
ESP INFO: EXPIRES: [REDACTED]

OPEN RECALL: OWNER NOTIFIED: [REDACTED] MICROD: [REDACTED]

COMMENTS: 1997/10/13 *** NAVIS: PROGRAM ***

CUSTOMER SAYS: - CUSTOMER CALLING BACK

- THE SHOULDER RESTRAINTS ARE NOT WORKING

- THE RECALL WAS PERFORMED IN DECEMBER

* PER CUSTOMER, DEALER SAYS:
- ANOTHER PART IS CAUSING THE CONCERN - WILL NOT BE COVERED UNDER THE PARTS WARRANTY

* CUSTOMER SEeks:
- FINANCIAL ASSISTANCE

* SUPERVISOR ACCESS

* CAC ADVISED:
RE SUPERVISOR: - ADDRESS PROVIDED

* RE REPAIR:
- 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

2880GT GRP. X/X06 CONCERN CONTACT VEH TYPE: CAR

DENVER 56 ZN/TR. A1 CONTACT NBR: 109004333 OPENED: 10/07/1997

VIN: 1ZVPT21U7L ENGINE: U CLOSED: 10/20/1997

LAST NAME: FIRST NAME: STATUS: CLOSED

TITLE: MI: ZIP: [REDACTED]

ADDRESS: STATE: BUS. PHONE: [REDACTED]

CITY: MODEL: PROBE

HOME PHONE: 90 WSD: 104000 P & A: 03278

MODEL YEAR: 90 MILEAGE: 104000 SALES CODE: 156008 TRANS. DATE:

DEALER NAME: MIKE NAUGHTON FORD SYMPTOMS: 104100 TRANS. DATE: 10/09/1997

CAUSAL CODES: 2013 1220 30MR TRANS. DST/RGN: 56 CONTACT DATE: 10/09/1997

ORIGIN: GO SERVICE/SALES: 1 ACK. CODE: D AWARD AMT: CONTACT DATE: 10/09/1997

ESP INFO: CALIBRATION: Q SURVEY: Y (Y OR N)

DREN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS: 1997/10/07 *** POSSIBLE 12/12 SERVICE PART COVERAGE *** REPAIR DATE: 2/25/97 MILEAGE:

98164 *** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS: - IS HAVING A PROBLEM WITH PASSIVE RESTRAINT SYSTEM

- SEAT BELTS ARE UNPREDICTABLE

- SEATBELTS LOCK, ARE (PASSENGER) STUCK ABOUT 3/4 WAY ON TRACK

- RECEIVED REFUND FOR REPAIRS DONE TO DRIVERS SIDE RESTRAINT SYSTEM PRIOR TO

- CURRENTLY HAVING PROBLEMS WITH THE OPASSENGER SIDE

- RECALL WAS PERFORMED AT 98164 MILES, 2/25/97. PER RECALL RECEIPT

PER CUSTOMER, DEALER SAYS:

- NOTHING THEY CAN DO

- RECEPTIONIST GAVE CUSTOMER OUR NUMBER

- WAS TOLD BY, JAMIE-SERVICE MANAGER THAT ONLY AN INSPECTION HAD BEEN

PERFORMED AT THE TIME OF RECALL

CUSTOMER SEEKS:

- TO HAVE RECALL PERFORMED AGAIN

- PASSENGER SIDE TO BE REPLACED

1997/10/09

CAC ADVISED:

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

TO THE REGIONAL OFFICE.

-REQUEST MR. JAMIE KEIFER (CUST. REL MGR/ SVC MGR) CONTACT THE CUSTOMER

WITHIN 2 BUSINESS DAYS

- POSSIBLE 12/12 COVERAGE

OWNER RELATIONS VOP/BENCHMARKING 09/11/98 FAXCARTG

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3880GT

GRP: XK08

CONCERN CONTACT

VEH TYPE: CAR

DENVER

56 ZN/TR: A1

CONTACT NBR: 109004333

OPENED: 10/07/1997

VIN: 1ZVPT21U7L9

ENGINE: U

CLOSED: 10/20/1997

1997/10/13
***** THIS IS THE CLOSING COMMENT
AFTER CONFERRING WITH CSM, JOB ONE, AND WARRANTY CLAIMS, INSPECTION CLOSED

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

9172LH GRP: XA07 INFORMATION CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: R2 CONTACT NBR: 108914207 OPENED: 09/15/1997
VIN: 1ZVPT20CAL ENGINE: C CLOSED: 09/15/1997

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

TITLE: [REDACTED]
ADDRESS: [REDACTED] ZIP: [REDACTED]

CITY: [REDACTED]
HOME PHONE: [REDACTED] STATE: [REDACTED]
BUS. PHONE: [REDACTED]

MODEL YEAR: [REDACTED] MODEL: [REDACTED] PRDGE
MILEAGE: 120000 WSD: [REDACTED]

DEALER NAME: PAUL BAILLEYS FORD I SALES CODE: 111013 P & A: 08988
CAUSAL CODES: 1104 SYMPTOMS: 104100

ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 ASSIST CODE: AMARO AMT: CONTACT DATE:
ACK. CODE: 1 O SURVEY: (Y OR N)

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

COMMENTS:
1997/09/15
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:
-PER FATHER OF OWNER.
-THE SEAT BELT WAS REPAIRED UNDER RECALL 9 MONTHS AGO
-6 WEEKS AGO, THE SEAT BELT STARTED WORKING DFF AND ON

PER CUSTOMER, DEALER SAYS:
-THERE IS A SHORT ON THE WIRE AND THAT'S WHAT IS CAUSING THE PROBLEM
-YOU WILL HAVE TO PAY FOR THE REPAIR. YOU ARE BEYOND YOUR 12/12 PARTS WARRANTY

CUSTOMER SEEKS:
-I WANT FORD TO PAY FOR THIS REPAIR

CAC ADVISED:
- WARRANTY HAS EXPIRED
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR
-SAFETY WARRANTY WAS FOR 5 YRS. 50,000

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

4400RC GRP: AX11 INFORMATION CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: H2 CONTACT NBR: 10857150 OPENED: 07/23/1997
VIN: 1ZVPT20C9L ENGINE: C CLOSED: 07/23/1997

LAST NAME: FIRST NAME: STATUS: CLOSED
TITLE:)
ADDRESS: IP:

CITY: STATE:
HOME PHONE: AUS. PHONE:
MODEL YEAR: 90 MODEL: PROBE

MILEAGE: 100000 MSD: SALES CODE: 141547 P & A: 08375
DEALER NAME: WESMAN MOTORS INC SYMPTOMS: 104100 TRANS. DATE:
CAUSAL CODES: 1109 0404 TRANS. DST/RGN: CONTACT DATE:
ORIGIN: GO SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1907/07/23
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:
PER:DICK TRACEY'S AUTO SALES:CALLING ON BEHALF OF CUSTOMER**
-SHE HAD RECALL WORK PERFORMED ON HER VEHICLE
-AFTER THE RECALL WORK WAS DONE THE SEAT BELTS ON THE VEHICLE STILL DO NOT
WORK
-SHE DOES NOT WANT TO TAKE THE VEHICLE BACK TO THE SAME DEALER

PER CUSTOMER, DEALER SAYS:
PER:DENIS:SERVICE MANAGER
-TOLD CUSTOMER THAT HE REPLACED THE MOTOR FOR THE SEAT BELTS AND THAT WAS ALL
THE RECALL CALLED FOR
-DEALER REPLACED SOME WIRES IN THE VEHICLE
-TOLD CUSTOMER THAT HE CAN CONTINUE TO RESEARCH CONCERN BECAUSE HE DOES NOT
KNOW WHY THE SEAT BELTS ARE NOT WORKING

CUSTOMER SEEKS:
-SEAT BELT REPAIR UNDER THE RECALL

CAC ADVISED:
RE:WORKMANSHIP**
- WORKMANSHIP ISSUES MUST BE ADDRESSED AT DEALER
- CONTACT MR.SERV. MGR) FOR ASSISTANCE.
RE:FINANCIAL ASSISTANCE**
- NO FURTHER FINANCIAL ASSISTANCE WILL BE OFFERED
- THIS REPRESENTS FORD MOTOR COMPANY'S FINAL DECISION IN THIS MATTER

08/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

4400RC GRV: X111 INFORMATION CONTACT

VEH TYPE: CAR

SDR ID ZN/TR: 12VPT20C9LB CONTACT NBR: 108897950

OPENED: 07/23/1997

VIN: 1ZVPT20C9LB ENGINE: C

CLOSED: 07/23/1997

1997/07/23

CUSTOMER SAYS:
- CUSTOMER CALL BACK

PER CUSTOMER, DEALER SAYS:
- NO CONTACT

CUSTOMER SEEKS:
- WOULD LIKE PREVIOUS INFORMATION GIVEN IN LAYMAN'S TERMS

CAC ADVISED:
- EXPLAINED FURTHER THAT:
- WORKMANSHIP ISSUES MUST BE ADDRESSED AT DEALER

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

1844K2 GMP: 1X04 INFORMATION CONTACT VEH TYPE: CAR
DETROIT AR ZN/TR: 02 CONTACT NBR: 108020240 OPENED: 07/03/1997
VIN: L ENGINE: CLOSED: 07/03/1997

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

TITLE: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]

CITY: [REDACTED] BUS. PHONE: [REDACTED] ZIP: [REDACTED]

HOME PHONE: [REDACTED] MODEL YEAR: 90 PROBE

MILEAGE: 100000 WSD: 148073 P & A: 09675

DEALER NAME: BORGMAN FORD SALES SALES CODE: 104100

CAUSAL CODES: 1109 SYMPTOMS: 104100 TRANS. DATE:

ORIGIN: GO TRANS. DST/RGN: CONTACT DATE:

SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: Q SURVEY: (Y OR N)

ACK. CODE: CALIBRATION: MICRO:

BUILD DATE: ESP INFO: EXPIRES: OWNER NOTIFIED:

OPEN RECALL: COMMENTS:

1997/07/09 *** VIN NOT AVAILABLE - VEHICLE AT DEALERSHIP ***

CUSTOMER SAYS:

-GOOD # FROM DEALERSHIP, SCOTT

-THE VEHICLE IS AT THE DEALERSHIP FOR THE SEAT BELT RECALL

-THE DEALERSHIP HAS REPLACED BOTH SEAT BELTS AND THE PASSENGER SEATBELT IS

STILL NOT WORKING

* PER CUSTOMER, DEALER SAYS:

-PER SCOTT, SERVICE: WE HAVE REPLACED THE SEAT BELT RECALL PART AND THE

PASSENGER SEAT BELT IS NOT WORKING AND THE ADDITIONAL REPAIRS ARE NOT COVERED

UNDER THE RECALL

* CUSTOMER SEEKS:

-FINANCIAL ASSISTANCE

* CAC ADVISED:

- NO FURTHER FINANCIAL ASSISTANCE WILL BE DEFERRED

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

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

0070AA GRP. 17 CONCERN CONTACT
CHICAGO 41 ZN/TR: A2 CONTACT MBR: 108590537 VEH TYPE: CAR
VIN: 1ZVPT21U9L ENGINE: U CLOSED: 07/17/1997

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

MI: 40000 WSD: 104100 P & A: 01785
MILEAGE: 40000 SALES CODE: 1A1001
DEALER NAME: HAWKINSONFORD CD SYMPTOMS: 104100
CAUSAL CODES: 1203 TRANS. DST/RGN: 41 TRANS. DATE:
ORIGIN: GD CONTACT DATE: 07/10/1997
SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y DR N)
ACK. CODE: [REDACTED]

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

COMMENTS:
1997/06/26
*** VEHICLE INVOLVED IN RECALL 96548 AND 96559 ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:
-HE HAS NOT HAD REPAIR DONE AND HAS RECEIVED A SECOND LETTER

PER CUSTOMER, DEALER SAYS:
-HAS NOT SPOKEN WITH DEALER SINCE EARLY JANUARY

CUSTOMER SEEKS:
-TO HAVE RECALL DONE

CAC ADVISED:
REGARDING RECALL/DNP
- REQUEST TOM FATLE CUST REL MGR DR TOMANUEL SVC MGR TO CONTACT THE CUSTOMER
WITHIN TWO BUSINESS DAYS REGARDING RECALL/DNP
1987/07/10
THIS IS THE CLOSING COMMENT
CUSTOMER INFORMED THAT THE OWNER NOTIFICATION PROGRAM HAS LONG BEEN EXPIRED,
THEREFORE, NO ASSISTANCE.

09/11/98 MASTER OWNER RELATIONS SYSTEM J1 14.21.02

6528MS GRP: X310 INFORMATION CONTACT VEH TYPE: CAR

SAN FRAN 72 ZN/TR: A1 CONTACT NBR: 108555935 OPENED: 06/17/1997

VIN: 1ZVPT21U9LE ENGINE: U CLOSED: 06/17/1997

LAST NAME: FIRST NAME: STATUS: CLOSED

TITLE: MI: M

ADDRESS: STATE: BUS. PHONE: ZIP: -3016

CITY: MODEL: PRDRE

HOME PHONE: MSD: P & A: 07863

MODEL YEAR: 90

MILEAGE: 90000

DEALER NAME: DOWNTOWN FORD SALES SALES CODE: 172201

CAUSAL CODES: 1211 1203 SYMPTOMS: 104100

ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:

SERVICE/SALES: 1 AWARD AMT: CONTACT DATE:

ACK. CODE: ASSIST CODE: O SURVEY: (Y OR N)

BUILD DATE: CALIBRATION: EXPIRES: OWNER NOTIFIED: MICRO:

ESP INF: OWNER NOTIFIED: MICRO:

OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS: 1997/06/17

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- IS THERE A SEAT BELT RECALL

- THE MOTOR FOR THE SEAT BELT ON THE DRIVERSIDE DOES NOT WORK

- HAVE TO PUT THE SEAT BELT ON MANUALLY

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- RECALL INFORMATION

CAC ADVISED:

- THERE ARE TWO RECALLS ON YOUR VEHICLE FOR THE SEAT BELTS 96S48 AND 96S99.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

8928VC GRP: 14 CONCERN CONTACT
 LOS ANGELES 71 ZN/TR: CA CONTACT NBR: 108514564 VEH TYPE: CAR
 VIN: 12VPT21U4LE ENGINE: U CLOSED: 08/14/1997
 12VPT21U4LE

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

ADDRESS: [REDACTED] STATE: [REDACTED] IP: [REDACTED] 5008
 CITY: [REDACTED] US. PHONE: [REDACTED]

HOME PHONE: [REDACTED] MODEL: PROBE
 MODEL YEAR: 90

MILEAGE: 102000 WSD: SALES CODE: 171103 P & A: 01469
 DEALER NAME: PERRY FORD SYMPTOMS: 104100

CAUSAL CODES: 1203 TRANS. DST/RGN: 71 TRANS. DATE:
 ORIGIN: 00 CONTACT DATE: 06/07/1997
 SERVICE/SALES: 1 ASSIST CODE: N AWARD AMT: O SURVEY: Y (Y OR N)

ACK. CODE: [REDACTED] CALIBRATION:
 BUILD DATE: [REDACTED] EXPIRES: [REDACTED]

ESP INFO: [REDACTED] OWNER NOTIFIED: [REDACTED] MICRO:
 OPEN RECALL: [REDACTED]

COMMENTS:
 1997/06/05
 *** NAVIS: SUBSEQUENT ***
 THIS CONTACT DRENED DUE TO RECALL98548

CUSTOMER SAYS:
 -1800 FROM OWNERS GUIDE
 -CUSTOMER IS WAITING FOR SEAT BELTS TO BE REPLACED UNDER RECALL

PER CUSTOMER, DEALER SAYS:
 -WAITING FOR PARTS FOR THE VEHICLE
 CUSTOMER SEEKS:
 - VEHICLE REPAIRED

CAC ADVISED:
 REGARDING RECALL 96548
 - REQUEST DOUG EPLEY CUST REL MGR TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS

DAYS REGARDING RECALL 98548
 1997/06/07

SEE CLOSING COMMENTS
 ***** THIS IS THE CLOSING COMMENT
 CUSTOMER BROUGHT THE VEHICLE IN TO OUR DEPT. THE RECALL WAS

PERFORMED. PLEASE CLOSE CONTACT.SINCERLY,DOUG EPLEY SERV MANG....

8253HM GRP: XA10 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: B1 CONTACT NBR: 107720233 OPENED: 11/06/1996
VIN: 12VPT20C1NE ENGINE: C CLOSED: 11/13/1996

LAST NAME: FIRST NAME: STATUS: CLOSED
TITLE: M1:
ADDRESS: ZIP:
CITY: STATE:
BUS. PHONE: PROBE

HOME PHONE: B2
MODEL YEAR: 82
MILEAGE: 80000 WSD: MODEL: PROBE
DEALER NAME: WARNOCK FORD SALES CODE: 113451 P & A: 03879
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: CONTACT DATE: 11/07/1998
ACK. CODE: MICRO: O SURVEY: Y (Y OR N)

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

COMMENTS:
1996/11/06 THIS CONTACT OPENED DUE TO DNP 95B70

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

CUSTOMER SAYS:
- THE PASSENGER SIDE SEAT BELT DOES NOT WORK AT ALL
- WANTS SOME KIND OF RESOLUTION BECAUSE THE SEAT BELT DOES NOT WORK AT ALL

PER CUSTOMER, DEALER SAYS:
- 11/6/96 JEFF AT THE DEALERSHIP SAID THEY CAN NOT GET THE PART UNTIL DECEMBER

CUSTOMER SEEKS:
- FOR THE RECALL TO BE FIXED

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

09/11/98 MASTER OWNER RELATIONS SY'11M 11 14.21.02

3670LE GRP: XX11 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: 01 CONTACT NBR: 107759412 OPENED: 11/13/1996
VIN: 12VPT20C1N5 ENGINE: C CLOSED: 11/22/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]

HOME PHONE: [REDACTED] BUS. PHONE: 999-999-9999
MODEL YEAR: 92 MODEL: PROBE
MILEAGE: 1
DEALER NAME: JOE MACHENS FORD IN SALES CODE: 153792 P & A: 08006
CAUSAL CODES: 1206 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: CONTACT DATE: 11/14/1996
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:

1996/11/13
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 & 96599 ***
*** LETTER DATED NOV 4 **MICRO DATE NOV 12**
*** MILEAGE UNAVAILABLE ***
*** NAVTS: SUBSEQUENT ***
CUSTOMER SAYS:
- THE CUSTOMER HAS HEARD ABOUT THERE BEING A RECALL ON THE SEATBELTS
- HAD THE SEAT BELTS FOR AC OST OF \$986.95 ON JULY 27, 95
- WANTS REFUND
*
PER CUSTOMER, DEALER SAYS:
- NO CONTACT
*
CUSTOMER SEEKS:
- REFUND
*

CAC ADVISED:

- SENT PCOS, TO TAKE RECEIPTS TO LOCAL DEALER FOR PROCESSING
- CUSTOMER'S VEHICLE IS INVOLVED IN RECALL 96548 & 96599
- CUSTOMER TO CONTACT THE DEALERSHIP'S SERVICE DEPARTMENT FOR ASSISTANCE IN HAVING RECALL PERFORMED
1996/11/15
#R#THIS IS THE CLOSING COMMENT
NOT NECESSARY TO OPEN C.A.R. ADVISING OWNER OF REFUND PROCESS AND NEED TO HAVE CLAIM WOULD NOT BE PAID BY FORD UNTIL RECALL IS PERFORMED AND THAT PARTS FOR WILL NOT BE ABLE TO BE FULFILLED AT DEALERSHIP.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

0672CC GRP: KK17 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: A4 CONTACT NBR: 107779102 OPENED: 11/18/1996
VIN: 1ZVPT20C7MS2 ENGINE: C CLOSED: 12/02/1996

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

TITLE: [REDACTED]
ADDRESS: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]

CITY: [REDACTED] BUS. PHONE: [REDACTED]
HOME PHONE: [REDACTED] MODEL: [REDACTED] PROBE

MODEL YEAR: 92 MSD: [REDACTED]
MILEAGE: 47000 SALES CODE: 171031 P & A: 05537

DEALER NAME: STAR FORD SYMPTOMS: 104100
CAUSAL CODES: 1203 TRANS. DST/RGN: 71 TRANS. DATE:

ORIGIN: GD CONTACT DATE: 11/25/1996
SERVICE/SALES: 1 ASSIST CODE: E AWARD AMT: [REDACTED]
ACK. CODE: [REDACTED] O SURVEY: Y (Y OR N)

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

COMMENTS:
1998/11/18

*** NAVIS: ORIGINAL ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 & 96588 ***

CUSTOMER SAYS:
- THE TRACK OF THE SEAT BELT ON THE DRIVERS SIDE IS MAKING A GRINDING NOISE IN
THE MOTOR
- THE SEAT BELTS ARE IMPERABLE

* PER CUSTOMER, DEALER SAYS:
- WILL REPAIR THE VEHICLE BUT THE DIAGNOSTIC FEE IS \$30

* CUSTOMER SEEKS:
- TO HAVE THE VEHICLE REPAIRED UNDER THE RECALL AT NO ADDITIONAL CHARGE

* CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

- REQUEST MS. NANCY BURLINGAME (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN
2 BUSINESS DAYS

- THE VEHICLE IS INCLUDED IN THE SET BELT RECALL AND IF THE SYMPTOMS ARE PART
OF THE DEFECT THAT IS COVERED UNDER THE RECALL THEN THE DIAGNOSTIC FEE WILL
NOT APPLY

1996/11/25
***** THIS IS THE CLOSING COMMENT

CUSTOMER MADE AN APPOINTMENT FOR 12/16/96 TO HAVE RECALL PERFORMED. IF THE
PARTS ARE AVAILABLE FOR 96548 AND 96599 REGARDING THE SEAT BELT ASSEMBLY

OWNER RELATIONS VOP/BENCHMARKING 09/11/98 FAXCARTG

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

31085A

GRP: X09 CONCERN CONTACT

VEH TYPE: CAR

NEW YORK

13 ZN/TR: MI

CONTACT NBR: 107842882

OPENED: 12/04/1996

VIN: 1ZVPT20C8N5

ENGINE: C

CLOSED: 12/18/1996

1996/12/11

##THIS IS THE CLOSING COMMENT

DN 12-10-98 SAT DOWN WITH LEN VANDERMARK(SERVICE MANGER) AND
 GORDON CAMPBELL(GENERAL MANAGER). SHE UNDERSTANDS THAT WHEN THE PARTS BECOME
 AVAILABLE TO THE DEALER, AFTER 12-15-96, THAT WE WILL ORDER THE PARTS AND DO
 THE RECALL. SHE IS SATISFIED WITH THAT AND IS HAPPY. HOWEVER IT IS OUR
 POSITION, AT THE DEALERSHIP, THAT IT IS REDICULOUS FOR CUSTOMER SERVICE DIV.
 TO REFER THE CUSTOMER BACK TO THE DEALERSHIP WITHOUT INFORMING THE CUSTOMER
 THAT THE PARTS WILL NOT BE AVAILABLE TO THE DEALER UNTIL AFTER 12-15-96.
 WHAT KIND OF PARTNERSHIP IS THAT. WE HAVE NOW SPENT ALOT OF EXTRA TIME, WHEN
 IT COULD HAVE BEEN AVOIDED. OUR RECOMMENDATION IS THAT CUSTOMER SERVICE SHOULD
 PROVIDE THE WHOLE STORY, NOT BITS AND PIECES.

5281CP GRP: XX06 INFORMATION CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: B1 CONTACT NBR: 108924626 OPENED: 09/17/1997
VIN: N ENGINE: CLOSED: 09/17/1997

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: [REDACTED] PROBE

MODEL YEAR: 92 MSO: 35000

DEALER NAME: H. P. SMITH FORD, L SALES CODE: 153023 P & A: 02606

CAUSAL CODES: 1204 SYMPTOMS: 104100 TRANS. DATE:

ORIGIN: 60 TRANS. DST/RGN: TRANS. DATE: CONTACT DATE:

SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: CONTACT DATE: (Y OR N)

ACK. CODE: CALIBRATION: EXPIRES: OWNER NOTIFIED: MICRO:

BUILD DATE: ESP INFO: DPM RECALL: OWNER NOTIFIED: MICRO:

COMMENTS: 1997/09/17 ***NO VIN AVAILABLE***

CUSTOMER SAYS: - FATHER CALLING ON BEHALF OF DAUGHTER

- SEATBELT MONT MOVE

- HAD RECALL NOTICE FOR SEATBELT

- TOOK VEHICLE IN FOR SERVICE BUT PAIR HAD TO BE ORDER

PER CUSTOMER, DEALER SAYS:

- PART DELAYED BECAUSE OF UPS STRIKE

- WILL CALL ONCE PAIR COMES IN

CUSTOMER SEEKS:

- WANTS VEHICLE REPAIRED

CAC ADVISED:

- TO CALL BACK WITH VIN# SO INFORMATION CAN BE FORWARDED TO DEALERSHIP

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

- REQUEST MR. (CUST REL MNGR/CEC MICHELLS) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS-

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

43705A GRP: KX17 CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: C1 CONTACT NBR: 108252969 OPENED: 03/25/1997
VIN: 1ZVPT20C5N5 ENGINE: C CLOSED: 04/09/1997

LAST NAME: FIRST NAME: STATUS: CLOSED
MI:

TITLE: STATE: ZIP: [REDACTED]

ADDRESS: CITY: BUS. PHONE: MODEL: PROBE

HOME PHONE: 92 WSD: 127004 P & A: 00049

MODEL YEAR: 92 MILEAGE: 85000 SHEEHY FORD INC SALES CODE: 104100 202100

DEALER NAME: SHEEHY FORD INC SYMPTOMS: 104100 TRANS. DATE:

CAUSAL CODES: 1203 TRANS. DST/RGN: 27 CONTACT DATE: 03/26/1997

ORIGIN: GO SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: CONTACT DATE: 03/26/1997

ACK. CODE: 1 CALIBRATION: EXPIRES: OWNER NOTIFIED: MICRO:

BUILD DATE: ESP INFO: OWNER RELATIONS: MICRO:

OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS: 1997/03/28 *** VEHICLE INVOLVED IN RECALL 98S99/98S48 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS: -WINDSHIELD WIPERS DO NOT GO BACK DOWN IN PLACE WHEN THEY ARE TURNED OFF

-DEALERSHIP HAS NOT YET PERFORMED RECALL FOR SAFETY BELTS BECAUSE PARTS HAVE

STILL NOT ARRIVED

* PER CUSTOMER, DEALER SAYS: - (PER SERVICE DEPARTMENT, NAME UNKNOWN) NO RECALLS ON WINDSHIELD WIPERS AT

THIS TIME

* CUSTOMER SEEKS: - IS VEHICLE INVOLVED IN ANY RECALLS FOR WINDSHIELD WIPERS?

* CAC ADVISED: REGARDING WINDSHIELD WIPERS: -NO RECALLS FOR WINDSHIELD WIPERS

REGARDING SAFETY BELT RECALLS: - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

- REQUEST MR. LES ASHBURN (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER

WITHIN 2 BUSINESS DAYS

1997/03/26 JDE JERLEY CONTACTED CUST. ON 03/26/1997 WILL BE IN DN 03/29/1997

FOR RECALL & TO CK WIPER CONCERN, PER JOE JERLEY

1997/04/02 #ATHIS IS THE CLOSING COMMENT CONTACTED CUST. AND HAD THE CUST. IN AND PERFORMED BOTH RECALLS AND ADVISED ABOUT THE WIPERS. CUST. HAPPY.

OWNER RELATIONS VOP/BENCHMARKING 09/11/98 FAXCARTE

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

0244GU GRP: 14 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: A1 CONTACT NBR: 107628325 OPENED: 10/11/1998
VIN: 1ZVPT20C71S ENGINE: C CLOSED: 10/21/1998

LAST NAME: FIRST NAME: STATUS: CLOSED
MI: C

TITLE: STATE: STP: [REDACTED]

ADDRESS: CITY: BUS. PHONE: [REDACTED]

HOME PHONE: MODEL YEAR: 90 PROBE

MILEAGE: 100000 MSD: 171029 P A A: 05492

DEALER NAME: WALKER BUERGE FORD SALES CODE: 104100 TRANS. DATE:
CAUSAL CODES: 1206 SYMPTOMS: 71 CONTACT DATE: 10/11/1998
ORIGIN: 80 TRANS. DST/RGN: 71 Q SURVEY: Y (Y DR N)

SERVICE/SALES: 1 ASSIST CODE: 0 AWARD AMT: [REDACTED]

ACK. CODE: CALIBRATION: MICROD:
BUILD DATE: ESP INFO: EXPIRES: OWNER NOTIFIED:

OPEN RECALL: COMMENTS: 1996/10/11

*** NAVIS: SUBSEQUENT ***

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 85548 & 96599 ***

CUSTOMER SAYS: SEAT BELTS ARE LOCKED UP

- PAID FOR SEAT BELT TO BE INSPECTED ABOUT ONE MONTH AGO - \$29.50

- HEARD ON THE RADIO ABOUT THE RECALL

* PER CUSTOMER, DEALER SAYS:

- NOT INVOLVED IN RECALL

* CUSTOMER SEEKS:

- REFUND FOR \$29.50

- SAFETY BELT REPAIRED

* CAC ADVISED:

REGARDING REFUND:

- PROVIDE ORIGINAL RECEIPTS TO MS. KARIN CLARKE (CUST. REL MGR)

- (CUST REL MGR) WILL EVALUATE SITUATION TO DETERMINE IF REPAIR IS REIMBURSABLE.

REGARDING RECALL COMPLETION:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

- REQUEST MS. KARIN CLARKE (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1996/10/14
##THIS IS THE CLOSING COMMENT
CUSTOMER IN TODAY AND PARTS AND TOOL ARE ON ORDER CUSTOMER HAPPY HANDLED BY TI
ND LIVAS

2154HH GRP: KX05 CONCERN CONTACT WASHINGTON 27 ZN/TR: 00 CONTACT NBR: 107652992 VEH TYPE: CAR
VIN: 1ZVPT21U5L5 ENGINE: U CLOSED: 10/18/1998
12VPT21U5L5 12VPT21U5L5

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: L
ADDRESS: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
CITY: [REDACTED] AUS. PHONE: [REDACTED]
HOME PHONE: [REDACTED] MODEL YEAR: 90

WSD: PROBE
MILEAGE: 108000
DEALER NAME: PURVIS FORD INC SALES CODE: 127440 P & A: 00061
CAUSAL CDDES: 1209 1203 1208 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 27 TRANS DATE: 10/24/1998
SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: 1 SURVEY: Y (Y OR N)
ACK. CODE: [REDACTED]

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

COMMENTS:
1996/10/18 *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548, 96589 ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:
- CALLING FOR RECALL INFORMATION
- HAD TO REPLACE THE SEATBELTS A YEAR AGO
- THE DRIVERS SIDE SEATBELT BROKE IN THE DOWN POSITION

PER CUSTOMER, DEALER SAYS:
- NO CONTACT
CUSTOMER SEeks:
- RECALL INFORMATION
- REIMBURSEMENT FOR PRIOR REPAIR

CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. BUZZ QUESENBERRY CUST REL OWNER TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1996/10/24
***** THIS IS THE CLOSING COMMENT
NOTIFIED MRS. [REDACTED] THAT THE PART FOR HER 1990 PROBE HAS BEEN ORDERED FROM FORD AND SHE WILL BE NOTIFIED AS SOON AS PART ARRIVES.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

168BAR GRP: XX12 CONCERN CONTACT

VEH TYPE: CAR

SDR 10 2N/TR 11

CONTACT NBR: 107859278

OPENED: 10/21/1996

VIN: 1ZVP122L1L5

ENGINE: L

CLOSED: 10/31/1996

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

STATE:

MI:

ADDRESS:

BUS. PHONE:

ZIP:

CITY:

MODEL:

PROBE

HOME PHONE:

WSD:

P & A: 02281

MODEL YEAR:

SALES CODE:

148858

MILEAGE:

SYMPTOMS:

104100

DEALER NAME:

TRANS. DST/RGN:

48

CAUSAL CODES:

TRANS. DATE:

10/23/1996

ORIGIN:

CONTACT DATE:

0 SURVEY: Y (Y OR N)

SERVICE/SALES:

ASSIST CODE: R

AWARD AMT:

ACK. CODE:

CALIBRATION:

EXPIRES:

BUILD DATE:

OWNER NOTIFIED:

MICRO:

ESP INFO:

OWNER NOTIFIED:

OPEN RECALL:

OWNER NOTIFIED:

COMMENTS:

1998/10/21

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98589 ***

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98598 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- BOO NUMBER FROM WARRANTY CARD

- SEATBELT ON THE DRIVER'S SIDE IS STUCK

- CALLING TO SEE IF ANY RECALLS THAT WOULD COVER THIS

- READ IN A MAGAZINE ARTICLE THAT FORD DID RECALL PROBE'S FOR SEATBELT CONCERNS

PER CUSTOMER, DEALER SAYS:

- NO DEALER CONTACT

CUSTOMER SEEKS:

- SEATBELT REPAIRED

- RECALL INFORMATION

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

- REQUEST MR. MARK SHICK SVC MGR TO CONTACT THE CUSTOMER IN 2 BUSINESS DAYS

- READ RECALL LETTERS 96548 AND 96599

- DEALER WILL REPAIR SINCE CURRENTLY NOT WORKING

- MAY BE ASKED TO RETURN TO COMPLETE RECALL AFTER 12/15 WHEN PART IS AVAILABLE

1996/10/24

***THIS IS THE CLOSING COMMENT

CONTACTED OWNER BY PHONE, CALLED BOO AND ORDERED RECALL PARTS - TO BE RECEIVED 10/26 OR 10/28. OWNER JUST BOUGHT CAR AND IS NOT DRIVING IT (THIRD OR FOURTH) CAR

OWNER RELATIONS VOP/BENCHMARKING 09/11/98 FAXCARTG

620JMM GRP: XA10 CONCERN CONTACT VEH TYPE: CAR
ORLANDO 24 ZN/TR: F1 CONTACT NBR: 107662064 OPENED: 10/21/1996
VIN: L ENGINE: CLOSED: 10/31/1996

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] ZIP: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE

MILEAGE: 66000 WSD: 124555 P & A: 04949
DEALER NAME: GARY SMITH FORD INC SALES CODE: 104100
CAUSAL CODES: 1215 SYMPTOMS:
ORIGIN: GO TRANS. DST/RGN: 24 TRANS. DATE:
SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: CONTACT DATE: 10/28/1996
ACK. CODE: 100 SURVEY: Y (Y OR N)

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

COMMENTS:
1996/10/21
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-VIN IS: 1ZVPT2147L5182450
-DRIVER'S SIDE POWER SEATBELT JAMMED AND THE MOTOR HAS STOPPED
-HE READ IN USA TODAY THAT FORD RECALLED ALL OF THE 80-92 PROBES FOR SAME CONCERN

PER CUSTOMER, DEALER SAYS:
-THEY HAVE NOT RECEIVED ANY GUIDANCE REGARDING ANY TYPE OF RECALL
CUSTOMER SEEKS:
-RECALL INFORMATION

CAC ADVISED:
**TOLD CUSTOMER TO CONTACT US BACK AFTER CROSS REFERENCING THEIR VIN SO WE CAN LOOK UP ANY INFORMATION
THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 107661697
*** VEHICLE INVOLVED IN DNP 95870 ***
*** VEHICLE INVOLVED IN RECALL 98599 ***
*** VEHICLE INVOLVED IN RECALL 98548 ***
*** VEHICLE INVOLVED IN RECALL 94E54 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- WOULD LIKE TO KNOW IF HIS VEHICLE IS INVOLVED IN ANY RECALLS/GNPS
PER CUSTOMER, DEALER SAYS:
- NO CONTACT

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

6201MM

GRP: XX10

CONCERN CONTACT

VEH TYPE: CAR

ORLANDO

24 ZN/TR: F1

CONTACT NBR: 107602084

OPENED: 10/21/1996

VIN: L

ENGINE:

CLOSED: 10/31/1996

1996/10/21

CUSTOMER SEEKS:

- RECALLS/OMPS INFORMATION ON HIS VEHICLE

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

- REQUEST MR. PAUL COOPER, CUSTOMER RELATIONS MANAGER, TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

- ONP 95B70 DOES NOT HAVE AN EXPIRATION TIME FRAME

1996/10/24

##THIS IS THE CLOSING COMMENT

THIS MANAGER ORDERED THE PARTS FOR THIS CUSTOMER AND MADE AN APPOINTMENT THIS

WAS SATISFACTORY WITH THE CUSTOMER

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

9091EL GRP: XJOB CONCERN CONTACT VEH TYPE: CAR

DALLAS 52 ZN/TR: D2 CONTACT NBR: 107662945 OPENED: 10/21/1996

VIN: 1ZVPT20C8B ENGINE: C CLOSED: 01/02/1997

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

TITLE: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED] ZIP: [REDACTED]

CITY: [REDACTED] STATE: [REDACTED]

HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]

MODEL YEAR: 90 MODEL: [REDACTED] PROBE

MILEAGE: 95000 WSD: [REDACTED]

DEALER NAME: BILLINGSLEY FORD DP SALES CODE: 152603 P & A: 01771

CAUSAL CODES: 3001 1203 SYMPTOMS: 104100

ORIGIN: GD TRANS. OST/RGN: 52 TRANS. DATE: 12/19/1996

SERVICE/SALES: 1 ASSIST CODE: R AWARD AMT: CONTACT DATE: 12/19/1996

ACK. CODE: [REDACTED] O SURVEY: Y (Y DR N)

BUILD DATE: [REDACTED] CALIBRATION: [REDACTED]

ESP INFO: [REDACTED] EXPIRES: [REDACTED]

OPEN RECALL: [REDACTED] OWNER NOTIFIED: [REDACTED] MICRO: [REDACTED]

COMMENTS: 1998/10/21 *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98549/99 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS: [REDACTED]

- DRIVER SIDE RESTRAINT BELT IS LOCKED UP AND WILL NOT DISENGAGED

* PER CUSTOMER, DEALER SAYS:

- HAS NOT BEEN CONTACTED

* CUSTOMER SEEKS:

- RECALL INFORMATION

* CAC ADVISED:

RE: 98549/99 RECALL INFORMATION

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

- REQUEST MR. TOMMY GRIFFITH (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS+NO RECALL

1996/12/05

TOMMY, PLEASE HANDLE THIS CONTACT. LET ME KNOW IF YOU NEED ANYTHING FROM ME.

SCOTT REMSDN, CSM.

1996/12/26

##THIS IS THE CLOSING COMMENT

HAVE CHECKED THIS FOR RECALLS AND HAVE PARTS ON ORDER

687788 GRP: X003 CONCERN CONTACT
ORLANDO 24 ZN/TR: R1 CONTACT NBR: 107671007 VEH TYPE: CAR
VIN: 1ZVPT20CXL5 ENGINE: C CLOSED: 10/23/1996
STATUS: CLOSED

LAST NAME: [REDACTED] FIRST NAME: [REDACTED]
TITLE: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] MI: R
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] TIP: [REDACTED]
MILEAGE: 90 MODEL: [REDACTED] PROBE

DEALER NAME: BILL REDDITT FORD 1 SALES CODE: 124504 P & A: 04839
CAUSAL CODES: 1212 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 24 TRANS. DATE:
SERVICE/SALES: 1 ASSIST CODE: F AWARD AMT: CONTACT DATE: 10/24/1996
ACK. CODE: [REDACTED] O SURVEY: Y (Y OR N)

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

COMMENTS:
1996/10/23
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:
- CUSTOMER IS CALLING BECAUSE HE IS CURRENTLY HAVING A PROBLEM WITH HIS
MOTORIZED SEATBELTS ON HIS VEHICLE NOT MOVING ON THE TRACK AS THEY ARE
SUPPOSED TO
- CUSTOMER HEARD ON THE RADIO THAT HIS SEATBELTS HAD A FORD RECALL ON THEM

PER CUSTOMER, DEALER SAYS:
- TOLD THE CUSTOMER THEY DID NOT KNOW
- SOMEONE FROM THE SERVICE DEPT. PROVIDED THE NUMBER AT THE CUSTOMERS REQUEST
CUSTOMER SEEKS:
- TO FIND OUT IF THESE SEAT BELTS ARE COVERED UNDER A RECALL

SAC ADVISED:
RE OPEN RECALLS 96548, AND 96599
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. GARY HOOVER (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER
WITHIN 2 BUSINESS DAYS
1996/10/24
THIS IS THE CLOSING COMMENT
CONTACTED CUSTOMER TODAY, HAS APPOINTMENT FOR MONDAY TO HAVE SEATBELT REPLACED
UNDER RECALL. GARY HOOVER.

2506JA GRP: 06 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: R3 CONTACT NBR: 107678924 OPENED: 10/24/1996
VIN: 1ZVPT20C9L5 ENGINE: C CLOSED: 11/01/1996

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] ZIP: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL: [REDACTED] PROBE

MILEAGE: 116000 MSD: 74
DEALER NAME: TITUS-WILL FORD SAL SALES CODE: 174204 P & A: 08693
CAUSAL CODES: 1209 SYMPTOMS: 104100
ORIGIN: 80 TRANS. DST/RGN: 74 TRANS. DATE:
SERVICE/SALES: 1 ASSIST CODE: R AWARD AMT: CONTACT DATE: 10/24/1996
ACK. CODE: 1 O SURVEY: Y (Y OR N)

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

COMMENTS:
1998/10/24 *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:
- RECEIVED A RECALL LETTER FOR THE SEATBELTS
- CUSTOMER PUT THE LAP BELT ON AND THEN FASTENED THE MOTORIZED BELT AND THE
BELT WOULD NOT SNAP IN AND THE SEATBELT CHIME WENT OFF
- SEPT 28 1996 TOOK THE VEHICLE TO THE DEALER PAID TO HAVE THE DISCONNECTION
MADE

PER CUSTOMER, DEALER SAYS:
- THE COST OF THE REPAIR WAS \$600
- THEY DISCONNECTED THE CHIME FOR THE SEATBELT

CUSTOMER SEEKS:
- REIMBURSEMENT INFORMATION
- RECALL INFORMATION

CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. DAWN WALSTON CUST REL MGR TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
***SUBMIT THE ORIGINAL RECEIPT TO THE CUST REL MGR
1996/10/28
***** THIS IS THE CLOSING COMMENT
OWNER CAME IN 10-24-96 WE ORDERED THE PARTS NECESSARY TO DO THE RECALLS. TERRY
HAYDEN.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

2154HH GRP: X005 CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: 51 CONTACT NBR: 10769090 OPENED: 10/28/1998
VIN: 1ZVPT21U6L5 ENGINE: U CLOSED: 11/12/1998

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] ZIP: [REDACTED]-4021
CITY: [REDACTED] STATE: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE

MILEAGE: 58000 WSD: 141058 P & A: 06184
DEALER NAME: ED WITT SVENUS FORD SALES CODE: 104100
CAUSAL CODES: 1203 SYMPTOMS: 41 TRANS. DATE:
ORIGIN: GD TRANS. OST/RGN: 41 CONTACT DATE: 11/01/1998
SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: O SURVEY: N (Y OR N)
ACK. CODE:

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

COMMENTS:
1996/10/28
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***

*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- THE MOTORIZED RESTRAINTS DON'T GO OVER HER SHOULDER
* PER CUSTOMER, DEALER SAYS:
- THEY DID NOT KNOW ABOUT THE RECALL

* CUSTOMER SEKS:
- RECALL INFORMATION/REPAIR
* CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. SCOTT SEKACH CUST REL MGR TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS

1996/11/05
**THIS IS THE CLOSING COMMENT
CUSTOMER WAS IN ON 11/01/96 AND PART IS ORDERED.
THANK YOU
SCOTT SEKACH

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

1158BK GRP: XA09 CONCERN CONTACT

VEH TYPE: CAR

DETROIT 48 ZN/TR: C1

CONTACT NBR: 107695722

OPENED: 10/29/1996

VIN: 1ZVPT21U0L

ENGINE: U

CLOSED: 11/06/1996

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

STATE:

ZIP:

CITY:

BUS. PHONE:

HOME PHONE:

MODEL:

PROGE

MODEL YEAR:

WSD:

MILEAGE:

SALES CODE:

P & A: 03741

DEALER NAME: PAT MILLIKEN FORD I

SYMPTOMS:

TRANS. DATE:

CAUSAL CODES: 1203 0206

TRANS. DST/RGN:

CONTACT DATE: 10/28/1996

ORIGIN: GD

48

0 SURVEY: Y (Y DR N)

SERVICE/SALES: 1

ASSIST CODE: W

AWARD AMT:

ACK. CODE:

CALIBRATION:

EXPIRES:

BUILD DATE:

ESP INFO:

OWNER NOTIFIED:

OPEN RECALL:

MICRO:

COMMENTS:

1998/10/28

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- BOO # FROM THE INFORMATION

- HAS A RECALL LETTER

- THE CAR WAS TAKEN IN ON THE 24TH OF OCTOBER

- THIS IS THE DRIVER SIDE

PER CUSTOMER, DEALER SAYS:

- NO LOANER AVAILABLE

- THE PART HAS NOT COME IN

- THOUGHRT THEY WOULD HAVE THE PARTIN

CUSTOMER SEEKS:

- TO SEE WHAT CAN BE DONE

- COULD SHE GET A RENTAL VEHICLE

CAC ADVISED:

REGARDING THE CONCERN

- NO ESP

- NO TRANSPORTATION ASSISTANCE PROVIDED

REGARDING THE CONCERN AND A FURTHER EXPLANATION OF AN APPROXIMATE DATE

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

- REQUEST MR. EVERETT VINCENT (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

1159EK

GRP: XK09

CONCERN CONTACT

VEH TYPE: CAR

DETROIT

48 ZN/TR: C1

CONTACT NBR: 107695722

OPENED: 10/29/1998

VIN: 12VPT21U4L5

ENGINE: U

CLOSED: 11/06/1998

1998/10/30

##THIS IS THE CLOSING COMMENT

DEALER CRM EVERETT VINCENT HAS INVESTIGATED MS. LLOYD'S CONCERN WITH HER 1990 PROBE FOR 98B48 SEAT BELT RECALL. PARTS WERE ORDERED AND ARRIVED. VEHICLE IS REPAIRED AND CUSTOMER HAS BEEN NOTIFIED. VEHICLE WAS READY FOR CUSTOMER PICK-UP AS OF 10/29/1998. CUSTOMER IS HAPPY WITH THIS ARRANGEMENT. (EV)

2207KB GRP: KX13 INFORMATION CONTACT VEH TYPE: CAR
UNKNOWN 99 ZN/TR: CONTACT ABR: 107H97813 OPENED: 10/29/1996
VIN: L ENGINE: CLOSED: 10/29/1996

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] ZIP: [REDACTED]
CITY: [REDACTED]

HOME PHONE: [REDACTED] STATE: [REDACTED]
BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: [REDACTED]
MILEAGE: 118000 MSD: [REDACTED]
DEALER NAME: SALES CODE: 104100 P & A:
CAUSAL CODES: 1203 0206 SYMPTOMS: TRANS. DATE:
ORIGIN: GD TRANS. DST/RGN: CONTACT DATE:
SERVICE/SALES: 1 AWARD AMT: Q SURVEY: (Y OR N)
ACK. CODE: ASSIST CODE: MICRO:

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

COMMENTS:
1996/10/28
*** VIN NOT AVAILABLE - VEHICLE AT DEALERSHIP ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:
- INVOLVED IN A RECALL
- TOOK A DAY TO ORDER THE PARTS

PER CUSTOMER, DEALER SAYS:
- WE NEED TO KEEP THE VEHICLE ALL DAY
- WE DO NOT OFFER LOANER VEHICLES

CUSTOMER SEERS:
- LOANER VEHICLE
*
CAC ADVISED:
- NO ESP
- NO TRANSPORTATION ASSISTANCE PROVIDED

769210 GRP: A701 CONCERN CONTACT VEH TYPE: CAR
PHILADEL PHIA 16 ZN/TR SA CONTACT NBR: 107750674 OPENED: 11/11/1996
VIN: 1ZNP120C4L ENGINE: C CLOSED: 12/16/1996

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE

MILEAGE: 65000 WSD: SALES CODE: 116301 P & A: 01255
DEALER NAME: MOTOR TWIN'S INC SYMPTOMS: 104100
CAUSAL CODES: 1206 1203 TRANS. DST/RGN: 16 TRANS. DATE:
ORIGIN: 00 CONTACT DATE: 11/19/1998
SERVICE/SALES: 1 ASSIST CODE: R AWARD AMT: 0 SURVEY: N (Y OR N)
ACK. CODE: 0

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

COMMENTS:
1998/11/11
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:
-THE CUSTOMER PURCHASED THE PART BEFORE THEY GOT THE RECALL NOTICE

PER CUSTOMER, DEALER SAYS:
-NO CONTACT FOR THIS CONCERN

CUSTOMER SEeks:
-REIMBURSEMENT FOR THE PART

CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. RICK SKUDALSKI (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS

1996/11/19
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98548, 96599 ***
*** NAVIS: PROGRAM ***

CUSTOMER SAYS:
- FATHER CALLING BACK TO RETERATE SAME CONCERNS
- CUSTOMER PAID \$310 FOR THE PART HE WAS GOING TO USE TO REPLACE THE SEAT BELT
- GOT THE RECALL LETTER LATER

- HAD RECALL WORK DONE AT THE DEALERSHIP
- CUSTOMER WOULD LIKE A REIMBURSEMENT FOR THE PART

PER CUSTOMER, DEALER SAYS:

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.31.02

769210 GRP : XX01 CONCERN CONTACT VEH TYPE : CAR
PHILADELPHIA 16 ZN/TR: G1 CONTACT NBR: 107750674 OPENED: 11/11/1998
VIN: 1ZVPT20C4L5 ENGINE: C CLOSED: 12/16/1998

1988/11/19

- THERE WAS ANOTHER RECALL ON THE VEHICLE
- GO BACK TO JERSEY AND GET YOUR MONEY AS PER SOME GIRL IN SERVICE

CUSTOMER SEEKS:

- TO HAVE A RESOLUTION TO THE CONCERN

CAC ADVISED:

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

- MADE OUT BOUND CALL TO DEALER FOR ADDITIONAL INFORMATION, PHYLLIS AT THE DEALERSHIP SAID THAT SHE DID NOT LOOK AT THE PARTS THE CUSTOMER BROUGHT IN. PHYLLIS DID NOT CHECK THE CUSTOMERS INVOICE TO SEE IF HE QUALIFIED FOR A REFUND. PHYLLIS SAID THAT THE CUSTOMER WOULD TAKE THE PARTS BACK TO WHERE HE GOT THEM. PHYLLIS SAID HER SERVICE MANAGER WAS OUT FOR THE DAY AND DID NOT WANT TO BE RESPONSIBLE FOR PROCESSING THE CUSTOMERS CLAIM.

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- NEITHER OF THE RECALLS HAVE BEEN PERFORMED YET
- WAS ONLY AWARE OF 1 RECALL ORIGINALLY
- AFTER GOT TO DEALER TO HAVE 1 RECALL PERFORMED, FOUND OUT ABOUT OTHER RECALL
- THE PART FOR VEHICLE WHICH WAS ORIGINALLY PURCHASED WAS BOUGHT AT FORD DEALER OUT OF STATE
- DO NOT WANT TO HAVE TO DRIVE PART TO ANOTHER STATE TO GET REFUND
- ENDED UP BUYING PART BECAUSE WAS INFORMED NO RECALL ON VEHICLE FROM CAC AND SOUTHSORE FORD

PER CUSTOMER, DEALER SAYS:

- #800 PROVIDED BY DEALER
- NO CONTACT WITH DEALER SINCE LAST CALL 11/17 AM
- WILL ORDER BOTH RECALL PARTS FOR REPAIRS AND WILL CALL CUSTOMER WHEN PARTS ARRIVE
- WILL PERFORM REPAIRS
- WILL NOT RETURN MONEY FOR RECALL PART PURCHASED FOR AT ANOTHER DEALER
- GO BACK TO DEALER WHERE PART WAS PURCHASED TO GET REFUND

CUSTOMER SEEKS:

- WANTS FILE UPDATED TO SHOW THAT NEITHER SEAT BELT RECALLS HAVE BEEN PERFORMED
- WANTS REFUND FOR COST OF PART PURCHASED AT FORD DEALERSHIP WHICH WAS LATER SHOWN TO BE PART OF RECALL

CAC ADVISED:

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

NOTE: CUSTOMER WOULD LIKE MOTOR TWINNS FORD TO CONTACT HIS SON AT (717)825-5257 OR (717)828-8367

5707LB GRP: A117 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: A1 CONTACT NBR: 107894231 OPENED: 12/17/1996
VIN: 1ZVPT21U7L5 ENGINE: U CLOSED: 12/26/1996

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] CITY: [REDACTED] ZIP: [REDACTED]

HOME PHONE: [REDACTED] STATE: [REDACTED]
BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: [REDACTED] PROBE
MILEAGE: 98500 MSD: 148004 P & A: 02688
DEALER NAME: RIVERSIDEFORD SALES SALES CODE: 104100
CAUSAL CODES: 1203 SYMPTOMS: 48 TRANS. DATE:
ORIGIN: 60 TRANS. DST/RGN: 48 CONTACT DATE: 12/19/1998
SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y DR N)
ACK. CODE:

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

COMMENTS:
1996/12/17
*** VEHICLE INVOLVED IN QNP 90870 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 88548/98599 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- RECEIVED NOTIFICATION FOR SAFETY BELT RECALL
- THE DRIVER SIDE SEAT BELT IS NOT WORKING

PER CUSTOMER, DEALER SAYS:
- HAS NOT CONTACTED
CUSTOMER SEEKS:
- THE VEHICLE REPAIRED FOR THE RECALLS

CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. LES CASEY (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1996/12/19
*** THIS IS THE CLOSING COMMENT
CUSTOMER CAME IN HAD 2 OF THE RECALLS PERFORMED WAITING ON PARTS TO PERFORM THIRD RECALL.

6989AM GRP: KX13 CONCERN CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR CONTACT NBR: 107902161 OPENED: 12/19/1998
VIN: 1ZVP12008L ENGINE: C CLOSED: 12/30/1998

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
M1: [REDACTED]

TITLE: [REDACTED]
ADDRESS: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED] 3218
CITY: [REDACTED] BUS. PHONE: [REDACTED]

HOME PHONE: [REDACTED] MODEL: [REDACTED] PROBE
MODEL YEAR: 90 MSD: [REDACTED] P & A: 09102

MILEAGE: 66000 SALES CODE: 111040
DEALER NAME: BONNELL MOTORS INC SYMPTOMS: 104100
CAUSAL CODES: 1203 TRANS. DST/RGN: 11 TRANS. DATE: [REDACTED]

ORIGIN: BO TRANS. DATE: 12/23/1996
SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)
ACK. CODE: 1

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

COMMENTS:
1998/12/19 *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 95870 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 ***

*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- CUSTOMER WANTS THE SEATBELT RECALL PERFORMED AS SOON AS POSSIBLE
- CUSTOMER WAS TOLD BY SOMEONE AT THE DEALERSHIP THAT THE PART FOR THIS SEATBELT RECALL WERE AT THE DEALERSHIP; WHEN THE CUSTOMER GOT THERE, THE PART WAS NOT THERE
- CUSTOMER IS VERY UPSET ABOUT THE SERVICE AT THE DEALERSHIP

* PER CUSTOMER, DEALER SAYS:
- HAS NOT BEEN CONTACTED

* CUSTOMER SEEKS:
- RECALLS PERFORMED

* CAC ADVISED:
RE: RECALL 95870 (WIRING HARNESS); RECALL 96540 AND 96599 (SEATBELT)
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. WILLIAM WILSON (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1998/12/23

***** THIS IS THE CLOSING COMMENT
PART RECEIVED 12/23/1998, CUSTOMER NOTIFIED.
BILL WILSON, SVC MGR

OWNER RELATIONS VDP/BENCHMARKING 09/11/98 FAXCARTG

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

8612RS GRI: XJOB CONCERN CONTACT VEH TYPE: CAR

DETROIT 48 ZN/TR: CA CONTACT NBR: 107904938 OPENED: 12/20/1996

VIN: 1ZVPT210KLS ENGINE: U CLOSED: 12/27/1996

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: 90 WSD: 70000

DEALER NAME: MEL FARR FORD INC SALES CODE: 149029 P & A: 02716

CAUSAL CODES: 1206 1203 SYMPTOMS: 104100

ORIGIN: 00 TRANS. DST/RGN: 48 TRANS. DATE:

SERVICE/SALES: 1 ASSIST CODE: R AWARD AMT: CONTACT DATE: 12/20/1996

ACK. CODE: 0 SURVEY: Y (Y DR N)

BUILD DATE: CALIBRATION:

ESP INF: EXPIRES:

OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1998/12/20 *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96559 AND 96548 ***

CUSTOMER SAYS:

- RECEIVED RECALL LETTER 96548 IN THE MAIL

- 4/11/98 HAD THE LEFT SEATBELT REPLACED AT INDEPENDENT FACILITY

- 10/28/96 TOOK RECEIPT INTO DEALERSHIP FOR REIMBURSEMENT

- SHE TOOK THE VEHICLE IN AND THE DEALERSHIP DID NOT HAVE AN OPPORTUNITY TO

LOOK AT THE VEHICLE

* PER CUSTOMER, DEALER SAYS:

- NO DEALERSHIP COMMENTS MENTIONED

* CUSTOMER SEEKS:

- REIMBURSEMENT FOR THE COST OF THE PREVIOUS REPAIR

* CAC ADVISED:

- TAKE YOUR ORIGINAL PAID RECEIPT TO THE DEALERSHIP FOR REVIEW AND POSSIBLE

REIMBURSEMENT

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

- REQUEST MS. ANGELA ALFORD (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN

2 BUSINESS DAYS

09/11/98 MASTER OWNER RELATIONS SYSTEM I1 14.21.02

8612RS GRP: X08 CONCERN CONTACT VEH TYPE: CAR

DETROIT 48 ZN/TR: C1 CONTACT NBR: 107904938 OPENED: 12/20/1996

VIN: 1ZVPT1U1XLE ENGINE: U CLOSED: 12/27/1996

1996/12/20 *** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS: -CALLING BACK TO SAY DEALER HAS NO INFORMATION AS TO WHEN WILL RECEIVE PART FOR RECALL

* PER CUSTOMER, DEALER SAYS: -NO INFORMATION AS TO WHEN WILL RECEIVE PART FOR RECALL

* CUSTOMER SEEKS: -PART FOR RECALL TO BE PERFORMED

* CAC ADVISED:

-DOCUMENTED REQUEST

##THIS IS THE CLOSING COMMENT

CUSTOMER SERVICE MANAGER SPOKE WITH MRS. FOREMAN IN DETAIL TODAY AND HAVE

SPOKEN WITH HER BEFORE. DEALERSHIP IS ADVISED BY FORD TO INSPECT RECALLED

PART IF CUSTOMER COMES IN SEEKING RETURN FOR WORK DONE PRIOR TO RECALL. DLR

DOES NOT WANT TO TAKE APART SEAT BELT APART WITHOUT HAVING RECALL PARTS IN

STOCK JUST IN CASE WORK DONE AT OUTSIDE SHOP IS NOT IDENTICAL. ALSO, CUSTOMER

ONLY HAD ONE SIDE DONE SO DEALER HAS TO HAVE PARTS TO DO OTHER SIDE ANYWAY.

PARTS ON ORDER AS OF TODAY.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

861285 GRP: XJOB CONCERN CONTACT VEH TYPE: CAR

DETROIT 48 ZN/TR: A2 CONTACT NBR: 107599683 OPENED: 10/04/1998

VIN: 1ZVPT21U8L5 [REDACTED] ENGINE: J CLOSED: 10/22/1998

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

TITLE: [REDACTED] STATE: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED] CITY: [REDACTED] ZIP: [REDACTED]

HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] TIP: [REDACTED]

MODEL YEAR: 90 PROBE

MILEAGE: 33000 USD: 148048 P & A: 03025

DEALER NAME: JEROME-DUNCAN INC SALES CODE: 104100 201230 106120 202200

CAUSAL CODES: 1103 SYMPTOMS: 48 TRANS. DATE: 10/11/1998

ORIGIN: 60 TRANS. DST/RGN: 48 CONTACT DATE: 10/11/1998

SERVICE/SALES: 1 ASSIST CODE: D AWARD AMT: 0 SURVEY: Y (Y OR N)

ACK. CODE: [REDACTED] CALIBRATION: [REDACTED]

BUILD DATE: [REDACTED] EXPIRES: [REDACTED]

ESP INFO: [REDACTED] OWNER NOTIFIED: [REDACTED]

OPEN RECALL: [REDACTED] MICRO: [REDACTED]

COMMENTS: 1996/10/04 *** VEHICLE INVOLVED IN GNP 98870 ***

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 94554 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- THE VEHICLE IS A LIMITED EDITION MERA ALRIS

- THE WIPER SIGNAL DOES NOT WORK

- THE LEFT TURN SIGNAL DOES NOT WORK

- THE DRIVER SEAT BELT DOES NOT WORK

- THERE ARE NO SCREWS UNDER THE DASHBOARD

- THE FUEL PUMP SHUT OFF SWITCH DOES NOT WORK

- FOUR BANDS IN THE REAR DEFROSTER DO NOT WORK

- REAR ASHTRAY LAMP DOES NOT WORK

- THE WIND FLOOR MATS ARE IN THE VEHICLE

- THE PAINT IS CHIPPING OFF OF THE VEHICLE

- HELM DID NOT HAVE A SPECIAL OWNER GUIDE FOR HER SPECIAL EDITION VEHICLE

PER CUSTOMER, DEALER SAYS:

- HAS NOT BEEN CONTACTED

CUSTOMER SEEKS:

- TO GET THE VEHICLE REPAIRED

- TO GET AN OWNER GUIDE

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

961285 GRP: XJOB CONCERN CONTACT VEH TYPE: CAR

DETROIT 48 ZN/TR: A2 CONTACT NBR: 107599GB3 OPENED: 10/04/1996

VIN: 1ZVPT21U8LS ENGINE: U CLOSED: 10/22/1996

1996/10/04

CAC ADVISED:

RE: SEATBELT CONCERN

- MAY WISH TO TRY THE MANUAL OVERRIDE SUGGESTION IN THE OWNER GUIDE THAT SHE HAS

RE: OTHER VEHICLE AND PAINT CONCERNS

- WARRANTY HAS EXPIRED

- FORWARDED THE INFORMATION TO THE DEALER FOR REVIEW AND FINANCIAL CONSIDERATION

- REQUESTED MR. GLEN FRANKS (CUST REL MGR/SVC. MGR.) TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS DAYS FOR ASSISTANCE

RE: RECALL 99B70 AND 94E54

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED

- REQUESTED MR. GLEN FRANKS (CUST REL MGR/SVC. MGR.) TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS DAYS FOR ASSISTANCE

RE: OWNER GUIDE

- PROVIDED THE NUMBER TO SVT

1996/10/07

CUSTOMER CONTACTED FORD EXECUTIVE OFFICES

CUSTOMER SEEKS:

- RESOLUTION TO A VARIETY OF SALES AND WORKMANSHIP CONCERNS.

* SL ADVISED:

- SM IS IN THE BEST POSITION TO ASSIST THE CUSTOMER.

- INFORMATION WOULD BE DOCUMENTED AND FORWARDED TO THE DEALER.

1996/10/15

##THIS IS THE CLOSING COMMENT

CUSTOMER HAS A CAR THAT WAS CUSTOMIZED AND HAS NO WARRANTY ON MOST OF CONCERNS

- BODY PANELS ARE NOT FORD. COMPANY OUT OF BUSINESS. PERSONAL INSPECTION OF CAR IS CAR HAS BEEN USED AND SHOWS AGE. CUST. WILL SEEK LEGAL ADVISE FEELS BODY SHOULD BE IN PRODUCTION FOR 12 YEARS.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

3983HA GRP: 4X02 CONCERN CONTACT VEH TYPE: CAR
TWIN CITIES SR ZN/TR: CONTACT NBR: 107618991 OPENED: 10/09/1996
VIN: 1ZVPT2000L8 ENGINE: C CLOSED: 10/17/1996

LAST NAME: FIRST NAME: STATUS: CLOSED
TITLE: MT: N
ADDRESS: ZIP: [REDACTED]

CITY: STATE: [REDACTED]
HOME PHONE: 90 BUS. PHONE: [REDACTED]
MODEL YEAR: 49400 MODEL: PROBE

DEALER NAME: TRUSLEY FORD INC SALES CODE: 158015 P & A: 09372
MILEAGE: 49400
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: RD TRANS. DST/RGN: 5R TRANS. DATE:

SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: CONTACT DATE: 10/10/1998
ACK. CODE: O SURVEY: Y (Y OR N)

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

COMMENTS:
1986/10/09
THIS CONTACT OPENED DUE TO ONP 95B70
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96549 ***

CUSTOMER SAYS:
- I AM HAVING PROBLEM WITH THE SEAT BELTS, BUT NO ONE TOLD US THERE WAS A WARRANTY
- IT IS NOW OUT OF WARRANTY, BUT THE PROBLEM STARTED BEFORE WARRANTY

PER CUSTOMER, DEALER SAYS:
- THAT COULD HAVE BEEN COVERED UNDER WARRANTY, CALL CAC

CUSTOMER SEeks:
- GET THE SEAT BELTS FIXED UNDER WARRANTY

CAC ADVISED:
- THERE ARE TWO RECALLS INVOLVING THE SEATBELTS: 96548 AND 96599
- ALSO ONP 95B70

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

1996/10/10
##THIS IS THE CLOSING COMMENT
NO ASSISTANCE DUE TO TIME AND MILEAGE ON VEHICLE. B.V.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7068WA GRP: XXOS INFORMATION CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: E2 CONTACT NBR: 107851565 OPENED: 10/17/1996
VIN: L ENGINE: CLOSED: 10/17/1996

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] ZIP: [REDACTED]
CITY: [REDACTED]

HOME PHONE: [REDACTED] STATE: [REDACTED]
BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: [REDACTED] ZIP: [REDACTED]
MILEAGE: 70000 WSD: [REDACTED] PROBE
DEALER NAME: BILL BROWN FORD INC SALES CODE: 148032 P & A: 03003
CAUSAL CODES: 1104 SYMPTOMS: 104100
ORIGIN: 80 TRANS. DST/RCN: 104100 TRANS. DATE:
SERVICE/SALES: 1 AWARD AMT: 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:
1996/10/17 *** VIN NOT AVAILABLE ***

CUSTOMER SAYS:
- THE MOTORIZED BELT HAS STOPPED WORKING ON DRIVER'S SIDE
- THINKS IT SHOULD LAST THE LIFE OF THE VEHICLE

PER CUSTOMER, DEALER SAYS:
- THE WARRANTY HAS EXPIRED

CUSTOMER SEEKS:
- FORD TO PAY FOR REPAIRS

CAC ADVISED:
- WARRANTY HAS EXPIRED
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TOWARD THE COST OF THE REPAIR
- THE ONLY WAY FORD WOULD PROVIDE ANY TYPE OF ASSISTANCE IS IF THE VEHICLE
WAS UNDER A SEAT BELT RECALL

- CUSTOMER COULD NOT PRODUCE VIN UNABLE TO LOOK RECALL INFORMATION

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7069WA GRP: XKOS INFORMATION CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: H1 CONTACT NBR: 107673571 OPENED: 10/23/1996
VIN: 1ZVPT21U4LS ENGINE: U CLOSED: 10/23/1996

LAST NAME: FIRST NAME: STATUS: CLOSED

TITLE: STATE: ZIP:

ADDRESS: BUS. PHONE:

CITY: MODEL: PROBE

HOME PHONE: 90 MILEAGE: 80000 WSD: P & A: 01715

DEALER NAME: MILLER BROTHERS FOR SALES CODE: 127029 TRANS. DATE:
CAUSAL CODES: 1203 1104 SYMPTOMS: 104100 CONTACT DATE:
ORIGIN: 00 TRANS. DST/RDN: O SURVEY: (Y OR N)

SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: MICRO:

ACK. CODE: CALIBRATION: EXPIRES: OWNER NOTIFIED: MICRO:

BUILD DATE: ESP. INFO: OPEN RECALL: COMMENTS:

1096/10/23 *** NAVIS: ORIGINAL ***

CUSTOMER SAYS: - 6 MONTHS AGO SEAT BELT WENT OUT

- HE WAS TOLD THAT THERE WOULD BE NO ASSISTANCE

- HE PULLED THE SEAT BELT OUT

- NO LONGER KNOWS WHERE THEY ARE

PER CUSTOMER, DEALER SAYS: - WILL HAVE TO ASK FORD FOR ASSISTANCE

- REFERRED TO *300 (NO NAME)

CUSTOMER SEEKS: - TO KNOW IF HE CAN STILL HAVE THE WORK DONE

CAC ADVISED: - FORD WILL NOT PAY FOR ANOTHER RESTRAINT BELTS

8567M1 GRP: XXOB INFORMATION CONTACT VEH TYPE: CAR
LINKDOWN 99 ZN/TR: 10767-0330 OPENED: 10/23/1996
VIN: L ENGINE: CLOSED: 10/23/1996

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

ADDRESS: [REDACTED] CITY: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE

MILEAGE: 100000 WSD: P & A:
DEALER NAME: SALES CODE: 104100
CAUSAL CODES: 3001 1104 1203 SYMPTOMS: TRANS. DATE:

ORIGIN: QD TRANS. DST/RGN: CONTACT DATE:
SERVICE/SALES: 1 AWARD AMT: Q SURVEY: (Y OR N)
ACK. CODE: ASSIST CODE: MICROD:

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

COMMENTS:
1996/10/23
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:
- CALL BACK
- SHE RECEIVED A LETTER TO CALL THE FORD CENTER ABOUT THE MALFUNCTION OF HER
MOTORIZED SEAT BELT
- FEELS FORD SHOULD ISSUE A RECALL ON THIS BECAUSE IT IS A COMMON PROBLEM

PER CUSTOMER, DEALER SAYS:
- NO CONTACT WITH THE DEALERSHIP

CUSTOMER SEKS:
- WANTS TO KNOW IF THE VEHICLE IS INVOLVED IN A RECALL
- WANTS THE MOTORIZED SEAT BELT REPAIRED

CAC ADVISED:
- WARRANTY HAS EXPIRED
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TOWARD THE COST OF THE REPAIR
- CALL BACK WITH THE VIN AND WE CAN CHECK FOR RECALLS OR PROGRAMS FOR THE SEAT

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

4211DA GRP: XX11 INFORMATION CONTACT VEH TYPE: CAR

SDR 10 ZN/TR: M3 CONTACT NBR: 107699930 OPENED: 10/30/1988

VIN: 1ZVPT20C1L5 ENGINE: C CLOSED: 10/30/1988

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: 90 MSO: [REDACTED]

MILEAGE: 130000 DEALER NAME: POTEAU MOTOR COMPAN SALES CODE: 152627 P & A: 07099

CAUSAL CODES: 2801 1203 SYMPTOMS: 104100 TRANS. DATE:

ORIGIN: GD TRANS. DST/RGN: CONTACT DATE:

SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

ACK. CODE: CALIBRATION:

BUILD DATE: ESP INFO: EXPIRES:

OPEN RECALL: OWNER NOTIFIED: MICRD:

COMMENTS:

1996/10/30

*** VEHICLE INVOLVED IN RECALL 96599 ***

*** VEHICLE INVOLVED IN RECALL 96548 ***

*** MAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-HAS CONTACTED THE DEALER FOR THE RECALL

* PER CUSTOMER, DEALER SAYS:

-IT WILL TAKE US A COUPLE OF HOURS TO INSPECT THE VEHICLE - AND THEN WE MAY

HAVE TO ORDER PARTS

* CUSTOMER SEEKS:

-TO SEE WHY IT TAKES A COUPLE OF HOURS

-TO HAVE DOCUMENTED

CAC ADVISED:

- DEALERSHIPS ARE INDEPENDENTLY OWNED AND OPERATED

- CONTACT SERV. MGR FOR FURTHER EXPLANATION.

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

- FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP

147415 GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: F1 CONTACT NBR: 107724641 OPENED: 11/05/1996
VIN: 1ZVPT2U4L5 ENGINE: U CLOSED: 11/14/1996

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

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

HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: [REDACTED] PROBE

MILEAGE: 70000 WSD: 141489 P & A: 20232
DEALER NAME: DON MULLERY FORD IN SALES CODE: 104100

CAUSAL CODES: 1209 SYMPTOMS: 41 TRANS. DATE:
ORIGIN: GO TRANS. DST/RGN: 41

SERVICE/SALES: 1 ASSIST CODE: R AWARD AMT: CONTACT DATE: 11/08/1998
ACK. CODE: MICRO: 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 RECALLS 96S48 AND 96S99 (SEATBELTS) ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:
-THE DRIVERS SIDE PASSIVE / MOTORIZED SEATBELT IS IMPERABLE.
-PASSENGER SIDE SEAT BELT IS WORKING FINE.

PER CUSTOMER, DEALER SAYS:
-NO CONTACT.
* CUSTOMER SEKS:
-IS MY CAR INVOLVED IN ANY RECALLS?

CAC ADVISED:
**CUSTOMER'S VEHICLE IS INVOLVED IN RECALLS 96S48 AND 96S99 (SEATBELTS)
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. DENNIS JOCHAM (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS.

1996/11/07
**THIS IS THE CLOSING COMMENT
TALKED TO CUST. ON 11/08/98. WE HAVE PART TO COMPLETE RECALL AND CUST WILL
BRING VEHICLE IN ON 11/11/98 TO HAVE RECALL REPAIR COMPLETED. CUSTOMER IS
HAPPY. PLEASE CLOSE YES. HANDLED BY D.L.J.

2154HH GRP: XROS INFORMATION CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: AL CONTACT NBR: 107783731 OPENED: 11/19/1996
VIN: 1ZVPT2JUTL5 ENGINE: U CLOSED: 11/19/1996

LAST NAME: FIRST NAME: STATUS: CLOSED
MI:

TITLE: ADDRESS: STATE: ZIP: MI:

CITY: HOME PHONE: BUS. PHONE: PROBE

MODEL YEAR: 90 MODEL: PROBE

MILEAGE: 83000 MSD: 174657 P & A: 01424

DEALER NAME: THE NEW CAPITAL NOT SALES CODE: 104100 TRANS. DATE:

CAUSAL CODES: 1203 2001 1208 SYMPTOMS: TRANS. DATE:

ORIGIN: 90 TRANS. DST/RGN: CONTACT DATE:

SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: CONTACT DATE:

ACK. CODE: MICRO: (V OR N)

BUILD DATE: CALIBRATION: O SURVEY:

ESP INFO: EXPIRES: OWNER NOTIFIED: MICRO:

OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS: 1996/11/19

*** NAVIS: SUBSEQUENT ***

*** VEHICLE INVOLVED IN RECALL 96S48, 96S98 ***

CUSTOMER SAYS: - HAD THE SEATBELTS REPLACED EARLIER, JUST GOT THE RECALL LETTERS

- WAS SEEKING REIMBURSEMENT

- PER CUSTOMER, DEALER SAYS:

- GAVE THE 800#

- THEY OFFERED 2 OPTIONS: REPLACE THE SEATBELTS OR GET BACK HER DEDUCTIBLE

CUSTOMER SEKS:

- WANTS THE RECALL DONE AND THE DEDUCTIBLE BACK

CAC ADVISED:

- CANNOT HAVE BOTH A REFUND AND REPLACEMENT FOR A CAMPAIGN

- CONTACT SERVICE MANAGER FOR CLARIFICATION

8787NH GRP: KX05 CONCERN CONTACT
DALLAS 52 ZN/TR: 02 CONTACT NBR: 107848940 VEH TYPE: CAR
VIN: 1ZVPT20C6L5 ENGINE: C CLOSED: 12/16/1996

LAST NAME: FIRST NAME: STATUS: CLOSED
TITLE: MI:
ADDRESS: CITY: STATE: ZIP:

HOME PHONE: BUS. PHONE:
CITY: MODEL: PROBE

MODEL YEAR: 90 WSD:
MILEAGE: 93000 JDE COOPER FORD INC SALES CODE: 152206 P & A: 00852
CAUSAL CODES: 0408 0206 SYMPTOMS: 104100

ORIGIN: 60 TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: CONTACT DATE: 12/08/1996
ACK. CODE: O SURVEY: Y (Y DR M)

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

COMMENTS:
1998/12/05
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 9654B ***

*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- THE MOTOR ON MY HEADLIGHT WAS BROKE, BUT I JUST WANTED A PRICE

- TOOK THE VEHICLE IN FOR A RECALL ANYWAY
- WENT TO PICK UP VEHICLE AND THE CAR WAS NOT EVEN WORKED ON, BUT THEY BILLED ME FOR A HEADLIGHT DIAGNOSTIC FEE \$50

- I ARGUED WITH THEM ABOUT THIS FEE TO THE POINT WHERE I WAS CRYING AND THE DEALER WAS VERY RUDE TO ME AND MADE A SCENE

- TOOK VEHICLE BACK TODAY, I WAITED FOR FIVE HOURS AND THEN THEY TOLD ME THAT THEY HAVE THE WRONG PART

- THE DRIVERS SIDE SEAT BELT IS STUCK HALF WAY, NOT FUNCTIONING
- I DON'T MIND THE INCONVENIENCE, BUT THESE PEOPLE ARE SO RUDE TO ME

PER CUSTOMER, DEALER SAYS:
- NO CONTACT

CUSTOMER SEEKS:
- TO LET US KNOW ABOUT THE DEALERSHIP'S PRACTICES
- A RENTAL VEHICLE IF THIS IS GOING TO TAKE A WHILE

CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. TERRY LAHTI (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- VEHICLE IS CURRENTLY AT DEALERSHIP
- BASED ON SAFETY ISSUE WITH RECALL, DEALER MUST CALL 1-800-925-5621, RECALL # FOR POSSIBLE TRANSPORTATION ASSISTANCE FOR THE CUSTOMER UNTIL DEC. 15, PER

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

8727NH GRP: ARUS CONCERN CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR [REDACTED] CONTACT NBR: 107846940 OPENED: 12/05/1996
VIN: 1ZVPT20C6L ENGINE: C CLOSED: 12/16/1998

1996/12/09

THIS IS THE CLOSING COMMENT
VEHICLE WAS REPAIRED AND RETURNED TO CUSTOMER

9288PH GRP: 10 INFORMATION CONTACT VEH TYPE: CAR
ATLANTA 21 2N/TR: 01 CONTACT NBR: 107887878 OPENED: 12/18/1996
VIN: 1ZVPY20C8L5 ENGINE: C CLOSED: 12/18/1996

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

ADDRESS: [REDACTED] STATE: [REDACTED]
CITY: [REDACTED] BUS. PHONE: [REDACTED] ZIP: [REDACTED]

HOME PHONE: [REDACTED] MODEL: [REDACTED]
MODEL YEAR: 90 PROBE

MILEAGE: 107000 USD: 121656 P & A: 00989
DEALER NAME: HILBISH MOTOR CO SALES CODE: 104100

CAUSAL CODES: 1206 0405 SYMPTOMS: TRANS. DATE:
ORIGIN: 80 TRANS. DST/RGN: CONTACT DATE:

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

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

COMMENTS:
1986/12/16
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96589 AND 98548 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:
- HAD THE SEATBELTS REPAIRED WITH A USED PART BEFORE THE RECALL CAME.
- 12/18/98 HAD APPOINTMENT TO TAKE VEHICLE IN.
- DEALER STARTED ARGUING ABOUT REIMBURSEMENT FOR PREVIOUS REPAIR
(AT THAT TIME THEY WERE GOING TO CHARGE HER \$500. HER REPAIR ONLY
\$290.) COST

- FEELS SERVICE DEPARTMENT DOES NOT TREAT FEMALES PROPERLY

* PER CUSTOMER, DEALER SAYS:
- 12/16/96 DID NOT HAVE PART AVAILABLE. THEY FINALLY TOOK ONE THAT WAS
PROMISED TO ANOTHER CUSTOMER.

* CUSTOMER SEEKS:
- TO HAVE HER CLAIMS PROCESSED AS SOON AS POSSIBLE

* CAC ADVISED:
- WILL FORWARD THIS INFORMATION TO THE APPROPRIATE DEPARTMENTS

4717JU GRP: X'03 INFORMATION CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: A2 CONTACT NBR: 107902770 OPENED: 12/19/1996
VIN: 1 ENGINE: CLOSED: 12/19/1996

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

TITLE: [REDACTED] CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]

ADDRESS: [REDACTED] HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]

MODEL YEAR: 90 MILEAGE: 53000 MODEL: [REDACTED] PROD: [REDACTED]

DEALER NAME: VISTA FORD SALES CODE: 171043 P B A: 07923

CAUSAL CODES: 1109 SYMPTOMS: 104100 TRANS. DATE: [REDACTED]

ORIGIN: 60 TRANS. DST/RGN: [REDACTED] CONTACT DATE: [REDACTED]

SERVICE/SALES: 1 ACK. CODE: [REDACTED] AWARD AMT: [REDACTED] O SURVEY: (Y DR N)

BUILD DATE: [REDACTED] CALIBRATION: [REDACTED] MICRO: [REDACTED]

ESP INFO: [REDACTED] EXPIRES: [REDACTED]

OPEN RECALL: [REDACTED] OWNER NOTIFIED: [REDACTED]

COMMENTS: 1998/12/19 *** VIN NOT AVAILABLE - VEHICLE AT DEALERSHIP ***

CUSTOMER SAYS: CUSTOMER SAYS: -MOTORIZED SEATBELT IS NOT FUNCTIONING

PER CUSTOMER, DEALER SAYS: -SEATBELT NOT COVERED UNDER WARRANTY

-NO FIN. ASST. CUSTOMER SEEKS: -FIN. ASST. WITH COST OF REPLACING SEATBELT

CAC ADVISED: -WARRANTY HAS EXPIRED

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

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

01730D GRP X413 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: D1 CONTACT NBR: 107682243 OPENED: 10/25/1996
VIN: 12VPT20C08L5 ENGINE: C CLOSED: 11/08/1996

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

TITLE: [REDACTED] STATE: [REDACTED] P: [REDACTED]

ADDRESS: [REDACTED] CITY: [REDACTED] MODEL: [REDACTED]

HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] PROBE: [REDACTED]

MODEL YEAR: 90 MSB: 8000D SALES CODE: 113090 P & A: 03657

DEALER NAME: ABLE FORSALES INC SYMPTOMS: 104100 202200

CAUSAL CODES: 1203 1209 TRANS. DST/RGN: 13 TRANS. DATE: 11/01/1996

ORIGIN: GO SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: CONTACT DATE: 11/01/1996

ACK. CODE: [REDACTED] O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION: EXP. INFO: EXPIRES: OWNER NOTIFIED: MICRD:

OPEN RECALL: OWNER NOTIFIED: MICRD:

COMMENTS: 1998/10/25 *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98599 ***

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

*** VEHICLE INVOLVED IN DMP 95870 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS: -READ A NOTICE IN THE PAPER ABOUT RECALLS ON SEATBELTS ON VEHICLE

-WANTS TO KNOW IF INCLUDED IN THE RECALL

-CUSTOMER'S SEATBELTS ARE FUNCTIONING AT THIS TIME

* PER CUSTOMER, DEALER SAYS:

-NO CONTACT

CUSTOMER SEKS: -RECALL INFORMATION

CAC ADVISED: -INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MR. JOHN BURNS (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS

-DMP 95870 HAS NO TIME DR MILEAGE RESTRICTIONS

1996/11/01

##THIS IS THE CLOSING COMMENT

ABLE TO US UNTIL AT LEAST 12/15/96. WHY A C.A.R. 77777 JOHN BURNS

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

0173DD GRP: AX13 CONCERN CONTACT WFM TYPE: CAR

NEW YORK 13 ZN/TR: 01 CONTACT NBR: 107682243 OPENED: 10/25/1996

VIN: 1ZVPT30C8L5 ENGINE: C CLOSED: 11/08/1996

1996/12/18
CUSTOMER SAYS:
- FRUSTRATED THAT HE HAS TO BRING VEHICLE IN TWO TIMES FOR RECALL REPAIR

PER CUSTOMER, DEALER SAYS:
- NO CONTACT

CUSTOMER SEEKS:
- RESOLUTION TO CONCERN

CAC ADVISED:
- EXPLAINED THAT THE RIGHT SEAT BELT TRACK MUST BE INSPECTED

- ALSO EXPLAINED THAT IF PARTS ARE NOT IN STOCK DEALER WILL HAVE TO ORDER THEN

AND SERVICE DATE MAY CHANGE AS A RESULT

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7988RM GRP: AX08 INFORMATION CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: B2 CONTACT NBR: 107545881 OPENED: 09/24/1996
VIN: L ENGINE: CLOSED: 09/24/1996

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
NI:

TITLE: [REDACTED]
ADDRESS: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]

CITY: [REDACTED] BUS. PHONE: [REDACTED]
HOME PHONE: [REDACTED] MODEL: [REDACTED] PROBE

MODEL YEAR: 90 WSD: 73000

MILEAGE: 73000

DEALER NAME: MUCK MOTOR SALES IN SALES CODE: 144117 P & A: 00584
CAUSAL CODES: 1215 SYMPTOMS: 104100 TRANS. DATE: 301400 205100

DRIBIN: GD TRANS. OST/RGN: CONTACT DATE: Q SURVEY: (Y OR N)
SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: CONTACT DATE: Q SURVEY: (Y OR N)

ACK. CODE: CALIBRATION: EXPIRES: OWNER NOTIFIED: MICRO:

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

COMMENTS: 1996/09/24 *** VIN NOT AVAILABLE ***

CUSTOMER SAYS:
-POWER SEATBELT IS NOT MOVING ON ITS TRACK
-THE VEHICLE'S HORN IS NOT WORKING AT ALL ON VEHICLE
-BRAKES ALSO DO NOT GRAB IMMEDIATELY WHEN BRAKES ARE PRESSED
-VEHICLE IS AT MUCK MOTORS

* PER CUSTOMER, DEALER SAYS:
-PARTS FOR REPAIRS ARE NOT IN STOCK
-FOUND OTHER REPAIRS THAT NEED TO BE DONE

* CUSTOMER SEEMS:
-RECALL INFORMATION
-WANTS TO KNOW WHY OTHER REPAIRS WERE NEEDED

* CAD ADVISED:
RE: VEHICLE REPAIRS
- DEALERSHIP IS THE BEST TECHNICAL RESOURCE
- MR. BOB SWEDISH (CUST RELATIONS MGR) IS IN THE BEST POSITION TO ASSIST YOU.
RE: RECALL INFORMATION
WITHOUT A VIN, WE CAN NOT ACCESS RECALL INFORMATION

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

769210 GRP: XA01 CONCERN CONTACT VEH TYPE: CAR
DENVER 56 ZN/TR: A1 CONTACT NBR: 107907421 OPENED: 12/20/1996
VIN: 1ZVPT20C3L5 ENGINE: C CLOSED: 12/27/1996

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

TITLE: [REDACTED]

ADDRESS: [REDACTED]

CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]

HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]

MODEL YEAR: 90 MODEL: [REDACTED] PROBE

MILEAGE: 55000 WSD: [REDACTED]

DEALER NAME: FASSETT-NICKEL FORD SALES CODE: 158422 P & A: 03104

CAUSAL CODES: 1204 SYMPTOMS: 104100

ORIGIN: RD TRANS. DST/RDN: 56 TRANS. DATE: 12/20/1996

SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: CONTACT DATE: 12/20/1996

ADK. CODE: [REDACTED] O SURVEY: Y (Y OR N)

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

COMMENTS:
1998/12/20 *** VEHICLE INVOLVED IN RECALL 96S99 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:
-THE CUSTOMER TOOK THE VEHICLE TO THE DEALERSHIP TO HAVE THE RECALL PERFORMED

-THE SEAT BELT STOPPED WORKING 2 DAYS AFTER THE RECALL WAS PERFORMED

-FO2261610D45A IS THE PART THEY ARE WAITING FOR

PER CUSTOMER, DEALER SAYS:
-THEY ARE DOING EVERYTHING THEY CAN TO GET THE PARTS

CUSTOMER SEKS:
-TO OBTAIN THE PARTS FOR THE RECALL

CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MR. DARWIN TAMMER (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS REGARDING THE RECALL

THIS IS THE CLOSING COMMENT

PARTS CARE IN AFTERNOON ON 12-20-1996. CUSTOMER IS SCHEDULED FOR REPAIRS ON

12-23-96. NO FURTHER ACTION IS NEEDED.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

97568B GRP: X702 INFORMATION CONTACT VEH TYPE: CAR

LOS ANGELES 71 ZN/TR: B1 CONTACT NBR: 107931967 OPENED: 01/02/1997

VIN: 12VPT20CAL5 ENGINE: C CLOSED: 01/02/1997

LAST NAME: FIRST NAME: STATUS: CLOSED

TITLE: MI: U

ADDRESS: ZIP: [REDACTED]

CITY: STATE: BUS. PHONE: [REDACTED]

HOME PHONE: MODEL YEAR: 90 ACDEL: PROBL

MILEAGE: 1 WSD: SALES CODE: 171093 P & A: 05547

DEALER NAME: TERRY YORK FORD SYMPTOMS: 104100 TRANS. DATE:

CAUSAL CODES: 1209 1203 TRANS. DST/RGN: CONTACT DATE:

ORIGIN: GO O SURVEY: (Y OR N)

SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: MICRO:

ACK. CODE: CALIBRATION: EXPIRES: OWNER NOTIFIED:

BUILD DATE: OPEN RECALL: MICRO:

ESP INFO: OWNER NOTIFIED: MICRO:

COMMENTS: 1997/01/02 *** VEHICLE INVOLVED IN RECALL 96548 ***

*** VEHICLE INVOLVED IN RECALL 96598 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS: RECEIVED RECALL LETTER ABOUT MOTORIZED SEAT BELT

- TOOK VEHICLE TO DEALERSHIP EXPECTING TO HAVE WORK PERFORMED

- DEALERSHIP INSPECTED VEHICLE AND ORDERED PART

- FORCED TO RETURN AGAIN TO HAVE WORK PART INSTALLED

- WERE NEVER TOLD BY DEALERSHIP DR IN RECALL LETTER THAT IT WOULD BE A TWO-VISIT RECALL

PER CUSTOMER, DEALER SAYS:

- NEED TO COME BACK TO HAVE PART

CUSTOMER SEES:

- TO HAVE RECALL WORK PERFORMED

- BETTER COMMUNICATION FROM FORD AND DEALERSHIP

CAC ADVISED:

- MADE OUTBOUND CALL TO PARTS DEPT. WHO INDICATED THAT THEY DON'T STOCKPILE THE PARTS BECAUSE IT IS A RECALL AND THAT THEY WERE TRYING TO GET THE PART IN ASAP

- APOLOGIZED TO CUSTOMER FOR INCONVENIENCE

OWNER RELATIONS VDP/BENCHMARKING 09/11/98 FAXCARTG

26381M GRP: AA07 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH AA ZN/TR: AA CONTACT NBR: 107933791 OPENED: 01/02/1997
VIN: 1ZVPT20C1LS ENGINE: C CLOSED: 01/13/1997

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: A
ADDRESS: [REDACTED] ZIP: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] -2238
MODEL YEAR: 90 MODEL: [REDACTED] PROBE

MILEAGE: 70000 MSD: [REDACTED]
DEALER NAME: LAUREL FORD SALES CODE: 144510 P & A: 07801
CAUSAL CODES: 1203 3001 SYMPTOMS: 104100
ORIGIN: DD TRANS. DST/RGN: 44 TRANS. DATE:
SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: CONTACT DATE: 01/06/1997
ACK. CODE: [REDACTED] O SURVEY: Y (Y DR N)

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

COMMENTS:
1997/01/02
CSM TO CLOSE PREVIOUS CONTACT 107933234 AND REOPEN DUE TO PARTS ARE ORDERED
FOR RECALLS AND DEALER TO CLOSE WHEN PARTS ARRIVE.
1997/01/08
#ARTHS IS THE CLOSING COMMENT
CUST CONCERN WITH RECALL ON SEAT BELTS, PARTS ORDERED, CUST HAS APPOINTMENT FOR
JAN 7, 1997

09/11/98 MASTER OWNER RELATIONS SYSTEM LI 14.21.02

4953DM GRP: KK17 CONCERN CONTACT VEH TYPE: CAR

CINCINNATI 47 ZM/TR: A1 CONTACT NBR: 107942702 OPENED: 01/06/1997

VIN: 1ZVPT2DC8L1 ENGINE: C CLOSED: 01/16/1997

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

TITLE: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED] ZIP: [REDACTED]-1004

CITY: [REDACTED] STATE: [REDACTED]

HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]

MODEL YEAR: 90 MODEL: [REDACTED] PRDRE

MILEAGE: 50000 WSD: [REDACTED]

DEALER NAME: WOODY SANDER FORD I SALES CODE: 147002 P & A: 01972

CAUSAL CODES: 1203 SYMPTOMS: 104100

ORIGIN: 60 TRANS. DST/RGN: 47 TRANS. DATE:

SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: CONTACT DATE: 01/06/1997

ACK. CODE: [REDACTED] O SURVEY: N (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 96599 AND 96548 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- CUSTOMER RECEIVED A RECALL LETTER

* PER CUSTOMER, DEALER SAYS:

- TOLD THE CUSTOMER THAT THE VEHICLE NEEDS TO BE LOOKED AT AND THEN THEY CAN

ORDER THE NECESSARY PARTS

* CUSTOMER SEEKS:

- WANTS TO KNOW WHY THE RECALL WILL TAKE TWO VISITS TO COMPLETE

* CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

- REQUEST MR. WILLIAM SANDER CUST REL MANDR TO CONTACT THE CUSTOMER WITHIN

2 BUSINESS DAYS

1997/01/09

##THIS IS THE CLOSING COMMENT

THE RECALL INFORMATION CALL FOR THE VEH TO BE INSPECTED IN ORDER TO DETERMINE

WHAT PARTS NEED TO BE ORDERED AND REPLACED. UNFORTUNATELY THIS WILL REQUIRE A 5

ECOND TRIP.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

9876VR GRP: A\07 CONCERN CONTACT VEH TYPE: CAR

NEW YORK 13 ZN/TR: 11 CONTACT NBR: 107954190 OPENED: 01/08/1997

VIN: 12VP122L8L6 ENGINE: L CLOSED: 01/28/1997

LAST NAME: [REDACTED] NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]

CITY: [REDACTED] BUS. PHONE: [REDACTED]

HOME PHONE: 90 MODEL: [REDACTED]

MODEL YEAR: 90 MSO: [REDACTED]

DEALER NAME: RIVERHEADMOTORS INC SALES CODE: 113486 P & A: 03676

CAUSAL CODES: 1203 SYMPTOMS: 104100

ORIGIN: GO TRANS. DST/RGN: 13 TRANS. DATE: 01/09/1997

SERVICE/SALES: 1 ASSIST CODE: D AWARD AMT: CONTACT DATE: 01/09/1997

ACK. CODE: ASSIST CODE: D AWARD AMT: 0 SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION: MICRO:

ESP INFO: EXPIRES: OWNER NOTIFIED:

OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS: 1997/01/08

*** VEHICLE INVOLVED IN RECALL 98548 ***

*** VEHICLE INVOLVED IN RECALL 96599 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- I TOOK MY VEHICLE TO THE SHOP TO HAVE THE SEAT BELT RECALL(98548)

PERFORMED

- THE CUSTOMER ONLY HAD THAT RECALL LETTER

- SHE WAS NOT AWARE OF THE RECALL 98599

- THE SEAT BELTS WERE WORKING PARTIALLY BEFORE SHE TOOK IT IN

- THE VEHICLE IS CURRENTLY AT THE DEALERSHIP

PER CUSTOMER, DEALER SAYS:

- THE SEAT BELT RECALL HAS BEEN PERFORMED BUT THE SEAT BELTS DON'T

WORK AT ALL AND TO FIX THEM THE CUSTOMER WILL HAVE TO PAY \$138

CUSTOMER SEEKS:

- TO HAVE SEAT BELTS REPAIRED UNDER WARRANTY

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

- REQUEST MR. RICHARD TEGAY, CUST REL MGR., TO CONTACT THE CUSTOMER WITHIN

2 BUSINESS DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

9876VR QWP X07 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: 11 CONTACT NBR: 10793190 OPENED: 01/08/1997
VIN: 1ZVPT22L8L ENGINE: L CLOSED: 01/28/1997

1997/01/08

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-SEATBELTS ARE NOT WORKING AFTER RECALL WORK AND DEALER SAYS I HAVE TO PAY FOR REPAIRS

-RECALL WORK DONE 10/8/96

* PER CUSTOMER, DEALER SAYS:

-MUST PAY TO HAVE SEATBELTS REPAIRED

*

CUSTOMER SEEKS:

-FINANCIAL ASSISTANCE

*

CAC ADVISED:

- WARRANTY HAS EXPIRED

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

1997/01/21

##THIS IS THE CLOSING COMMENT

VEHICLE WAS INVOLVED IN RECALL 98S4B AND 98S99, PARTS ORDERED 11-11-96, SEATBELTS WERE NOT WORKING PRIOR TO RECALL APPOINTMENT, SEVERAL ATTEMPTS WERE MADE TO CONTACT CUSTOMER THAT PARTS WERE IN. IN RESPONSE, CUSTOMER SPOKE TO PETE V A WHO IS FILLING OUT CRR FOR REP TO REVIEW. NO FURTHER ACTION BY DEALER AT THIS TIME MD PV 1-21-97

6155KC GRP: KA15 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: 01 CONTACT NBR: 107557201 OPENED: 01/09/1997
VIN: 1ZP120C41 ENGINE: C CLOSED: 01/16/1997

LAST NAME: FIRST NAME: STATUS: CLOSED
TITLE: MI:

ADDRESS: CITY: STATE: ZIP:

HOME PHONE: BUS. PHONE: ZIP:

MODEL YEAR: 90 MODEL: PROBE

MILEAGE: 71000 MSD: 113078 P & A: 03788

DEALER NAME: FRANKLIN SQUARE FOR SALES CODE: 104100 TRANS. DATE:

CAUSAL CODES: 0208 1203 3105 SYMPTOMS: 13 CONTACT DATE: 01/09/1997

DRIGIN: GO TRANS. DST/RGN: 13 O SURVEY: Y (Y DR N)

SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: MICRO:

ACK. CODE: CALIBRATION: EXPIRES: OWNER NOTIFIED: MICRO:

BUILD DATE: ESP INFO: OPEN RECALL: COMMENTS:

1997/01/09 *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 AND 96549 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- TOOK THE VEHICLE IN YESTERDAY FOR THE RECALL ON SEAT BELT

- THE SEAT BELT LOCKS AND SHE HAS TO OPEN THE ODDR TO RELEASE IT

- CANNOT LEAVE THE VEHICLE OVERNIGHT

PER CUSTOMER, DEALER SAYS:

- WILL LOOK AT THE SEAT BELT AND IF THEY CANNOT DO IT TODAY THEY WILL HAVE

TO KEEP THE CAR - MAN IN SERVICE (NO NAME)

- IF THEY DIAGNOSIS IT AND SEE THAT IT IS THE SAFETY PROBLEM THEN THEY WILL

KEEP THE VEHICLE

CUSTOMER SEEKS:

- IS THIS THE POLICY

- LOANER VEHICLE

CAC ADVISED:

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

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

B155KC GRP: XX15 CONCERN CONTACT VEH TYPE: CAR

NEW YORK 13 ZN/TR: D1 CONTACT NBR: 107957221 OPENED: 01/09/1997

VIN: 1ZVPT20C4L9 ENGINE: C CLOSED: 01/16/1997

1997/01/09 - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

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

- JIM ZINWER ASSISTANCE SERVICE MANAGER: - ONCE WE PULL THE INTERIOR TRIM PANEL TO GET ACCESS TO WIRES RELAY AND SWITCHES WE CAN DETERMINE WHAT NEEDS TO BE REPLACED AND IF THERE ARE PARTS AVAILABLE

- THE CUSTOMER INDICATED SHE HAD A SPECIFIC PROBLEM WITH THE SHOULDER BELT

- WILL CHECK RECALL AND PARTS INFORMATION AND CALL THE CUSTOMER BACK

- FORD WILL ONLY LET US TAKE THE CAR APART ONCE

- IF THEY TAKE THE VEHICLE APART TODAY THEN THEY WILL HAVE TO WORK ON IT TODAY

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS: - HOW LONG IS VEHICLE IS EXPECTED TO BE AT DEALERSHIP

- WANTS TO SPEAK TO SUPERVISOR

* PER CUSTOMER, DEALER SAYS: - WILL HAVE TAKE DOOR PANELS OFF, IF NO PARTS, HAVE TO LEAVE VEHICLE UNTIL PARTS ARE AVAILABLE NOT SURE HOW LONG THIS WILL TAKE

* CUSTOMER SEEKS: - SPEAK TO SUPERVISOR

* - RECALL WORK PERFORMED QUICKLY

* CAC ADVISED: - CONTACT CUSTOMER SERVICE MANAGER, JOHN MEIER AT DEALERSHIP

0619K1 GRP: AA04 CONCERN CONTACT VEH TYPE: CAR

WASHINGTON 27 ZN/TR: 01 CONTACT NBR: 107960294 DPNED: 01/10/1997

VIN: 12VP130C8L5 ENGINE: C CLSD: 01/22/1997

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: [REDACTED]

MODEL YEAR: 80 WSD: 108000

MILEAGE: 108000 DEALER NAME: SCHAEFER STROHMEIER SALES CODE: 127040 P & A: 00098

CAUSAL CODES: 1203 3001 SYMPTOMS: 104100 404000

ORIGIN: GD TRANS. DST/RGN: 27 TRANS. DATE: 01/13/1997

SERVICE/SALES: 1 ASSIST CODE: R AWARD AMT: 0 CONTACT DATE: 01/15/1997

ACK. CODE: 1 CALIBRATION: O SURVEY: Y (Y DR N)

BUILD DATE: ESP INFO: EXPIRES: OWNER NOTIFIED: MICRO:

OPEN RECALL: COMMENTS: 1997/01/10 *** VEHICLE INVOLVED IN RECALL 96548 & 96599 ***

*** NAVIS: ORIGINAL *** CUSTOMER SAYS:

- WANTS TO KNOW IF THERE ARE ANY RECALLS ON THE VEHICLE FOR SAFETY BELTS

- WANTS THE VEHICLE REPAIRED AS SOON AS POSSIBLE ONCE THE VEHICLE IS IN FOR SERVICE

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- WANTS TO KNOW IF THERE ARE ANY RECALLS ON THE VEHICLE FOR SAFETY BELTS

- WHY DOES THE FUEL TANK ONLY HOLD ABOUT 11 GALLONS OF FUEL

CAC ADVISED:

RE: FUEL TANK CONCERNS

- THE PRODUCT INFORMATION BOOK INDICATES THE ONLY FUEL TANK AS AN OPTION FOR THE VEHICLE WAS THE 15.1 GALLON TANK

- DEALERSHIP IS THE BEST TECHNICAL RESOURCE

- MR. KEVIN LEWIS (SVC MGR) IS IN THE BEST POSITION TO ASSIST YOU.

RE: RECALLS 96548 & 96599

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

- REQUEST MR. KEVIN LEWIS (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

D61BKL

GRP: A604

CONCERN CONTACT

VEH TYPE: CAR

WASHINGTON

27 ZN/TR: G4

CONTACT NBR: 107963204

OPENED: 01/10/1997

VIN: 1ZVPT20C8L

ENGINE: C

CLOSED: 01/22/1997

1997/01/13

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

CUSTOMER SAYS:

- STILL TRYING TO GET SAFETY SEAT BELT RECALLS PERFORMED ON THE VEHICLE
- WANT TO HAVE RECALLS PERFORMED AT A DIFFERENT DEALER

PER CUSTOMER, DEALER SAYS:

- PER KEVIN LEWIS (SERV MGR, ARCHWAY FORD), DID NOT KNOW WHAT RECALL THE VEHICLE IS INVOLVED IN
- PER (SOMEONE IN THE SERV DEPT), CUSTOMER MUST COME IN WITH THE VEHICLE TO HAVE IT INSPECTED TO SEE IF ANYTHING IS WRONG WITH THE VEHICLE BEFORE ORDERING ANY PARTS TO PERFORM ANY RECALLS
- CUSTOMER MUST COME IN WITH VIN#
- PARTS WILL HAVE TO BE ORDERED TO PERFORM RECALLS

CUSTOMER SEEKS:

- WANTS RECALLS PERFORMED AND AT A DIFFERENT DEALERSHIP

CAC ADVISED:

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

*** SALES CODE HAS BEEN CHANGED FROM 127024 TO 127040

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

1997/01/14

(SVC MGR & CUST REL MGR) ATTEMPTED TO CONTACT CUSTOMER ON JAN 14-97 BETWEEN 3:45 - 3:55PM NO RESPONSE - LEFT MESSAGE & WAITING ON CUSTOMER TO CALL BACK. 1997/01/15

CUSTOMER CALLED BACK WILL BE COMING IN FOR SERVICE AT HIS CONVENIENCE

THIS IS THE CLOSING COMMENT

MR. AIKEN CONTACTED MIKE IN THE AFTERNOON & IS SCHEDULED FOR AN APPOINTMENT AT CUSTOMER'S EARLIEST CONVENIENCE - HURMAZ

09/11/98

MASTER OWNER RELATIONS SYSTEM (1)

14.21.02

7252CT

GRP: XXQB

CONCERN CONTACT

VEH TYPE: CAR

DETROIT

48 ZN/TR: R1

CONTACT NBR: 107968817

OPENED: 01/10/1997

VIN:

1ZVPT20C8L5

ENGINE: C

CLOSED: 01/21/1997

1997/01/14

***** THIS IS THE CLOSING COMMENT
CUSTOMER CAME IN TODAY AND WE ORDERED THE PARTS

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

232278 GRP: XX09 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 16 ZN/TR: 01 CONTACT NBR: 107596970A OPENED: 01/13/1997
VIN: 12VPT21U1LS ENGINE: U CLOSED: 02/04/1997

LAST NAME: FIRST NAME: STATUS: CLOSED

TITLE: ADDRESS: CITY: STATE: BUS. PHONE: ZIP: 2724

HOME PHONE: MODEL YEAR: 90 MODEL: PROBE

MILEAGE: 101000 WSD: SALES CODE: 116505 P & A: 01298

DEALER NAME: WOLF MOTOR COMPANY SYMPTOMS: 104100 TRANS. DATE:

CAUSAL CODES: 1109 1203 1209 TRANS. DST/RGN: 16 CONTACT DATE: 01/14/1997

ORIGIN: GD SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: Q SURVEY: Y (Y DR N)

ACK. CODE: CALIBRATION: EXPIRES: OWNER NOTIFIED: MICRO:

BUILD DATE: ESP INFO: OPEN RECALL: COMMENTS:

1997/01/13 *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***

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

CUSTOMER SAYS: -THE DRIVER SIDE SEATBELT IS NOT WORKING.

-THE SEATBELT IS NOT MOVING AT ALL.

PER CUSTOMER, DEALER SAYS: PER MAT: THEY CANNOT REPLACE THE PASSENGER SIDE SEATBELT IN THE VEHICLE BECAUSE IT IS WORKING FINE.

CUSTOMER SEEKS: -WOULD LIKE TO HAVE THE SEATBELT ON THE PASSENGER SIDE REPLACED AS WELL.

CAC ADVISED: REGARDING RECALL/ONP - REQUEST CUST REL MGR/SVC MGR TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS DAYS REGARDING RECALL/ONP

1997/01/28 -THE PASSENGER SIDE IS ONLY REPLACED IF IT SHOWS UNUSUAL WEAR TO THE SYSTEM.

##THIS IS THE CLOSING COMMENT

CUSTOMER WAS TOLD THAT VEHICLE CONCERN TO BE ADDRESSED BY TERMS OF RECALL - WAS DEMANDING THAT RIGHT SIDE ALSO BE REPLACED - RIGHT SIDE IS OPERATING NORMALLY AND WAS NOT SUBJECT TO REPLACEMENT PER RECALL GUIDELINES - HAS NOT RETURNED AS OF 01/28 TO HAVE PARTS INSTALLED

OWNER RELATIONS VOP/BENCHMARKING 08/11/98 FAXCARTG

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

5617ML GRP: XX04 CONCERN CONTACT VEH TYPE: CAR

ATLANTA 21 2N/TR: 83 CONTACT NBR: 107979832 OPENED: 01/15/1997

VIN: 1ZVPT21U5L8 ENGINE: U CLOSED: 01/30/1997

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CANCELLED

TITLE: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]

CITY: [REDACTED] BUS. PHONE: [REDACTED]

HOME PHONE: [REDACTED] MODEL YEAR: 90 PROBE

MILEAGE: 100000 USD: 121747 P & A: 05625

DEALER NAME: JERRY DUNCAN FORD I SALES CODE: 104100

CAUSAL CODES: 1215 SYMPTOMS: 21 TRANS. DATE:

ORIGIN: QD TRANS. DST/RGN: 21 CONTACT DATE: 01/18/1997

SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

ACK. CODE: CALIBRATION: EXPIRES: OWNER NOTIFIED: MICRD:

BUILD DATE: ESP INFO: OPEN RECALL: COMMENTS:

1997/01/15 *** CUSTOMER REQUESTING SERVICE AT THIS DEALERSHIP ***

*** VEHICLE INVOLVED IN RECALL 96548 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS: - TRYING TO GET SEAT BELT RECALL DONE

PER CUSTOMER, DEALER SAYS: - NO CONTACT

CUSTOMER SEEKS: - RECALL REPAIR

CAC ADVISED: - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

- REQUEST MR. MARTY DUNCAN (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS 1997/01/29

*****THIS IS THE CLOSING COMMENT

CUSTOMER WAS CALLED AND ANOTHER DEALER HAD PARTS ORDERED PARTS ARE AVAILBLE

AND CUSTOMER WILL TAKE CAR TO DEAN STALLINGS FOR REPAIR

1997/01/30 CLOSE REJECTED SO THAT CONTACT CAN BE CANCELLED.

THIS CONTACT HAS BEEN CANCELLED

DUPLICATE OF CONTACT 108031441.

09/11/98

MASTER OWNER RELATIONS SYSTEM JT

14.21.02

4717JUL

GRP: XA03

CONCERN CONTACT

VEH TYPE: CAR

SEATTLE

74 ZN/TR: A2

CONTACT NBR: 10798480

OPENED: 01/21/1997

VIN: 1ZVP121U0L5

ENGINE: U

CLOSED: 01/30/1997

LAST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

ZIP:

CITY:

STATE:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

MODEL:

MILEAGE:

MSD:

DEALER NAME:

SALES CODE: 174020

CAUSAL CODES:

SYMPTOMS: 104100

ORIGIN:

TRANS. DST/RCN: 74

SERVICE/SALES:

TRANS. DATE: 01/22/1997

ACK. CODE:

ASSIST CODE: R

AWARD AMT:

CONTACT DATE: 01/22/1997

ESP INFO:

D SURVEY: Y (Y OR N)

OPEN RECALL:

CALIBRATION:

EXPIRES:

OWNER NOTIFIED:

MICRO:

COMMENTS:

1997/01/21

*** NAVIS: ORIGINAL ***

*** VEHICLE INVOLVED IN RECALL 98548 ***

CUSTOMER SAYS:

-PARTS FOR RECALL ARE NOT AVAILABLE AT DEALERSHIP

* PER CUSTOMER, DEALER SAYS:

-COULD NOT FIX DUE TO NO PARTS AVAILABLE FOR VEHICLE

-PUT IN AN EMERGENCY ORDER

* CUSTOMER SEEKS:

-TO HAVE PARTS IN FOR VEHICLE TO HAVE RECALL PERFORMED

* CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MR. BOBBY CURTIS(SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/01/23

CSM COMMENTS:

BOBBY - HOW WERE THE PARTS ORDERED? WHAT IS THERE ARRIVAL DATE AT THE DEALERSHIP?

IP? IS AN APPOINTMENT SET UP FOR THE CUST - IF SO WHAT IS IT? UPDATE CONTACT WITH REQUESTED INFORMATION. I WILL CHECK ON 1/24 (AFTERNOON) ON MORSSII TO SEE YOUR UPDATE. CSM MCCLANE

##THIS IS THE CLOSING COMMENT

REPLACED BOTH SEATBELT RETRACTOR REPAIR COMPLETED CUST SATISFIED AT THIS TIME

B9651N GRP: A/17 INFORMATION CONTACT VEH TYPE: CAR
UNKNOWN 99 ZN/TR: CONTACT NBR: 108001456 OPENED: 01/21/1997
VIN: 1ZVPT20C8L5 ENGINE: C CLOSED: 01/21/1997

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] EXT: 299
MODEL YEAR: 90 MODEL: PROBE

DEALER NAME: 76000 WSD: P & A:
CAUSAL CODES: 1205 SYMPTOMS: 104100 TRANS. DATE:
ORIGIN: 60 TRANS. OST/RGN: CONTACT DATE:
SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)
ACK. CODE:

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

COMMENTS:
1997/01/21
*** VEHICLE INVOLVED IN RECALL 96599 ***

*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- THE LEFT SIDE OF THE VEHICLES SEATBELT DOES NOT WORK
- THERE IS CURRENTLY A RECALL FOR THE RIGHT SIDE

*
PER CUSTOMER, DEALER SAYS:
- CUSTOMER WOULD HAVE TO PAY FOR THE REPAIR
- THEY WOULD KNOCK SOME MONEY OFF OF THE REPAIR

*
CUSTOMER SEEKS:
- TO RECEIVE SOME TYPE OF ASSISTANCE TOWARDS THE COST OF THE REPAIR OF THE
LEFT SIDE SEATBELT

*
CAC ADVISED:
- NO FURTHER FINANCIAL ASSISTANCE WILL BE OFFERED
- CAC SUPPORTS THE DECISION
- THIS REPRESENTS FORD MOTOR COMPANY'S FINAL DECISION IN THIS MATTER

09/11/98

MASTER OWNER RELATIONS SYNTFM 11

14.21.02

8155KC GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
HOUSTON 57 ZN/TR: R1 CONTACT NBR: 10806077 OPENED: 01/22/1997
VIN: 1ZVPT20CXL5 ENGINE: C CLOSED: 01/31/1997

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

TITLE: [REDACTED] STATE: [REDACTED] IP: [REDACTED]

ADDRESS: [REDACTED] BUS. PHONE: [REDACTED]

CITY: [REDACTED] MODEL: [REDACTED] PROBE

HOME PHONE: [REDACTED] MILEAGE: 84000 WSD: 152055 P & A: 08042

DEALER NAME: TOMBALL FORD INC SALES CODE: 104100
CAUSAL CODES: 1203 3001 SYMPTOMS: 52 TRANS. DATE:

ORIGIN: GD TRANS. DST/RGN: 52 CONTACT DATE: 01/24/1997
SERVICE/SALES: 1 AWARD AMT: 170 SURVEY: Y (Y DR N)

ACK. CODE: W
BUILD DATE: CALIBRATION:
ESP IMPD: EXPIRES:
OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:
1997/01/22
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 AND 96599 ***

*** NAVIR: SUBSEQUENT ***
CUSTOMER SAYS:

- CALLING ABOUT THE SEAT BELT RECALL
- CALLED 3 DEALERSHIP - COULD NOT DO THE REPAIRS UNTIL THE MIDDLE OF JANUARY
- HAS GOTTEN 2 TICKET BECAUSE SHE CANNOT GET THE VEHICLE INSPECTED DUE TO THE SEAT BELTS
- THE CUSTOMER IS LEAVING THE COUNTRY ON MONDAY AND NEEDS TO GET THE VEHICLE IN

PER CUSTOMER, DEALER SAYS:

- DEC. - DID NOT HAVE THE PARTS AVAILABLE - SERVICE NO NAME
- JAN. WOULD NEED TO LOOK AT THE VEHICLE TO SEE WHAT PARTS ARE NEEDED AND THE PARTS TAKE 3 TO 5 DAYS TO GET IN - SERVICE NO NAME

CUSTOMER SEEKS:
- REIMBURSEMENT FOR TICKET TO BE PAID

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. RICK BOEN (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- REIMBURSEMENT FOR TICKETS ARE NOT COVERED UNDER THE RECALL PROVISIONS

1997/01/24
THIS IS THE CLOSING COMMENT
CUSTOMER BROUGHT VEHICLE IN 1/24 FOR RECALL REPAIRS-REPAIRS DONE AND VEHICLE RETURNED TO CUSTOMER-RICK BOEN

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

6782JL GRP: XX06 CONCERN CONTACT VEH TYPE: CAR

DEWENR 56 ZN/TR: A2 CONTACT NBR: 108014336 OPENED: 01/23/1997

VIN: 1ZVPT2D081E ENGINE: C CLOSED: 01/31/1997

LAST NAME: FIRST NAME: STATUS: CANCELLED

TITLE: MI: E

ADDRESS: STATE: ZIP: 5764

CITY: BUS. PHONE: PROBE

HOME PHONE: MODEL: MSD: P & A: 20358

MODEL YEAR: 90 MILEAGE: 117000

DEALER NAME: CASEY LUNA FORD-MER SALES CODE: 158497 TRANS. DATE:

CAUSAL CODES: 1203 3105 SYMPTOMS: 104100 CONTACT DATE: 01/29/1997

ORIGIN: ED TRANS. DST/RGN: 56 O SURVEY: Y (Y OR N)

SERVICE/SALES: 1 ASSIST CODE: AWARD AMT: MICRO:

ACK. CODE: CALIBRATION: EXPIRES: OWNER NOTIFIED:

BUILD DATE: ESP INFO: OPEN RECALL: MICRO:

COMMENTS: 1997/01/29 *** VEHICLE INVOLVED IN RECALL 86599***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- 10/98 REPLACED RESTRAINT SYSTEM UNDER RECALL (DRIVERS SIDE)

- DEALER SAID THEY CHECKED PASSENGER SIDE, AND IT PASSED THE TEST

- 11/98 PASSENGER SIDE RESTRAINT SYSTEM HAS JAMMED, AND IS IMPERABLE

PER CUSTOMER, DEALER SAYS:

- RECALL WAS ONLY FOR RESTRAINT SYSTEM TRACK, NOT MOTOR

- REPAIR WILL COST \$150.00

CUSTOMER SEEKS:

- REPAIRS UNDER RECALL

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

- REQUEST MR. DAVE CORTESE SVC MGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

- CONTACTED DAVE CORTESE (SVC MGR) FOR CLARIFICATION, WHO CONFIRMED PASSENGER SIDE RESTRAINT SYSTEM WAS ONLY INSPECTED

- PASSENGER SIDE RESTRAINT SYSTEM RECEIVED NO REPAIRS UNDER RECALL

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

6782UL

GRU: XN06

CONCERN CONTACT

VEH TYPE: CAR

DENVER

SS ZN/TR: A2

CONTACT NBR: 108014316

OPENED: 01/23/1997

VIN: 1ZVPT20C6L5

ENGINE: C

CLOSED: 01/31/1997

1997/01/27

VEHICLE INVOLVED IN RECALL 96599****

CUSTOMER SAYS:

- 10/96 REPLACED RESTRAINT SYSTEM UNDER RECALL (DRIVERS SIDE)
- DEALER SAID THEY CHECKED PASSENGER SIDE, AND IT PASSED THE TEST
- 11/96 PASSENGER SIDE RESTRAINT SYSTEM WAS JAWMED, AND IS IMPERABLE
- CALL BECAUSE SHE HASN'T HEARD FROM THE DEALERSHIP

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- A RESOLUTION

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. DAVE CORTESE SVC MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS-
- CONTACTED DAVE CORTESE (SVC MNGR) FOR CLARIFICATION, WHO CONFIRMED PASSENGER SIDE RESTRAINT SYSTEM WAS ONLY INSPECTED
- PASSENGER SIDE RESTRAINT SYSTEM RECEIVED NO REPAIRS UNDER RECALL 1997/01/28

##THIS IS THE CLOSING COMMENT

DEALER HAS PERFORMED RECALL AS PER INSTRUCTIONS - THIS IS ALL WE CAN DO AS THE VEHICLE HAS 117,000 MILES ON IT.

1997/01/31

DUPLICATE CONTACT WILL BE CANCELLED
THIS CONTACT HAS BEEN CANCELLED
DUPLICATE CONTACT OPENED IN ERROR.

5617ML GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: A1 CONTACT NBR: 108035071 OPENED: 01/27/1997
VIN: 1ZVPT20C9L8 ENGINE: C CLOSED: 02/25/1997

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

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

HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 WSD: PROBE

DEALER NAME: HAYWARD FORD SALES CODE: 172013 P & A: 07729
CAUSAL CDDES: 1203 SYMPTOMS: 104100

DRIGIN: GO TRANS. DST/RGN: 72 TRANS. DATE:
SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: CONTACT DATE: 02/06/1997
ACK. CODE: Q SURVEY: Y (Y OR N)

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

COMMENTS:
1997/01/27 *** VEHICLE INVOLVED IN RECALL 96598 ***
*** VEHICLE INVOLVED IN RECALL 96548 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:
- BOTH SIDE OF THE FRONT BELTS HAVE LOCKED UP
PER CUSTOMER, DEALER SAYS:
- NO CONTACT

CUSTOMER SEEKS:
- REPAIR OF THE VEHICLE

CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MS DORA LEPE (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS

1997/02/07 *** VEHICLE INVOLVED IN RECALL 96548 ***
*** VEHICLE INVOLVED IN RECALL 96598 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:
- DOES THE RECALL REGARDING THE SEAT BELT INCLUDE BOTH THE PASSENGER
AND THE DRIVER SIDES
- THE PASSENGER SIDE IS NOT WORKING PROPERLY

PER CUSTOMER, DEALER SAYS: NAME NOT GIVEN
- THE SEAT BELT RECALL IS ONLY GOOD FOR THE DRIVER SIDE