

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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5617ML	GRP: XX04	CONCERN CONTACT	VEH TYPE: CAR
SAN FRAN	72	ZN/TR: A1	CONTACT NBR: 108025071
VIN: 1ZVPT20C9L5		ENGINE: C	OPENED: 01/27/1997
			CLOSED: 02/25/1997

=====

1997/02/07

CUSTOMER SEEKS:

- CLARIFICATION OF RECALL
- REPAIR OF PASSENGER SIDE SEAT BELT UNDER THE RECALL

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MS. DDRA LEPE, CUST REL MNGR., TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/02/18

###THIS IS THE CLDSING COMMENT

WE COMPLETED THE RECALLS ON 2-6-97.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 5040GM GRP: XX01 CONCERN CONTACT VEH TYPE: CAR
 HOUSTON 57 ZN/TR: B1 CONTACT NBR: 108035869 OPENED: 01/29/1997
 VIN: 1ZVPT20CXL [REDACTED] ENGINE: C CLOSED: 02/11/1997

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI:
 ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 67987 WSD:
 DEALER NAME: PLANET FORD SALES CODE: 152032 P & A: 02091
 CAUSAL CODES: 1204 SYMPTOMS: 104100
 ORIGIN: 80 TRANS. DST/RGN: 52 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 02/04/1997
 ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/01/29

*** VEHICLE INVOLVED IN RECALL 86548 AND 96599 ***
 *** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-THE DRIVER SIDE SEAT BELT HAS BEEN JAMMED FOR ABOUT SIX MONTHS
 -BECAUSE THE MOTOR CONTINUED TO RUN, CUSTOMER HAD TO DISCONNECT THE FUSE
 -DEALERSHIP SAYS THEY WILL HAVE TO WAIT FOR THE PARTS TO COME IN, BUT WHEN
 CUSTOMER GOT HOME, HE CALLED PARTS DEPARTMENT AND THEY SAID THEY HAD THE PARTS
 IN STOCK

PER CUSTOMER, DEALER SAYS:

-WHILE AT THE DEALERSHIP, DEALERSHIP SAID THAT THEY DID NOT HAVE THE PARTS
 AVAILABLE, BUT CUSTOMER LEFT DEALERSHIP AND CALLED THE PART MANAGER AND WAS
 TOLD THAT THEY DO HAVE THE PARTS IN STOCK IF THE CUSTOMER WOULD LIKE TO
 PURCHASE THEM
 -WE DON'T WANT TO USE THE PARTS THAT WE HAVE IN STOCK TO MAKE THESE REPAIRS

CUSTOMER SEEKS:

-REPAIR FOR THE SEAT BELTS UNDER RECALL

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 -REQUEST CUST REL MGR MS. MIKELYN MARTIN TO CONTACT THE CUSTOMER WITHIN 2
 BUSINESS DAYS

1997/02/04

###THIS IS THE CLOSING COMMENT

THE SAME DAY MR ORLANDO CALLED THE CAC I HAD HIS CAR BACK IN THE SHOP . I PULL
 ED SOMEONE ELSE'S SPECIAL ORDER PARTS AND PUT ON HIS CAR . IN THE MEAN TIME I PU
 T HIM INTO A RENTAL VEHICLE AT OUR EXPENSE . IF THAT DOESN'T MAKE HIM HAPPY
 NOTHING WILL !!

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

13.21.02

 3934JM GRP: X*03 CONCERN CONTACT VEH TYPE: CAR
 KANSAS CITY 53 ZN/TR: C2 CONTACT NBR: 1080691004 OPENED: 02/06/1997
 VIN: 1ZVPT22L7L5 ENGINE: L CLOSED: 02/16/1997

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 1 WSD:
 DEALER NAME: RUSTY ECKFORD INC SALES CODE: 153201 P & A: 05319
 CAUSAL CODES: 1203 SYMPTOMS: 104100
 ORIGIN: 00 TRANS. DST/RGN: 53 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 02/11/1997
 ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/02/06
 *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 ***
 *** NAVIS: SUBSEQUENT ***
 CUSTOMER SAYS:
 - THE PASSENGER AND DRIVER SIDE RESTRAINT SYSTEMS ARE NOT WORKING
 - PASSENGER SIDE IS LOCKED IN MIDDLE OF THE TRACK
 *
 PER CUSTOMER, DEALER SAYS:
 - NOT CONTACTED
 *
 CUSTOMER SEEKS:
 - TO HAVE RECALL WORK PERFORMED
 - LOANER VEHICLE WHILE BEING REPAIRED
 *
 CAC ADVISED:
 - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 - REQUEST MR. PETE NULIK SVC MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
 1997/02/11
 ##THIS IS THE CLOSING COMMENT
 TALKED WITH CUSTOMER AND ADVISED THAT HE WILL NEED TO COME IN TO ORDER PARTS TO
 COMPLETE RECALL

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

BBB050 GRP: 17 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: F1 CONTACT NBR: 108077916 OPENED: 02/10/1997
VIN: 1ZVPT21U9L5 ENGINE: U CLOSED: 02/27/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
CITY: [REDACTED] BUS. PHONE: [REDACTED]
HOME PHONE: [REDACTED] MODEL: PROBE
MODEL YEAR: 90 WSD:
MILEAGE: 100000 SALES CODE: 345175 P & A: 10823
DEALER NAME: PARK MOTOR SALES CO SYMPTOMS: 104100
CAUSAL CODES: 1215 TRANS. DST/RGN: 45 TRANS. DATE:
ORIGIN: GO CONTACT DATE: 02/27/1997
SERVICE/SALES: 1 O SURVEY: Y (Y OR N)
ACK. CODE: ASSIST CODE: F AWARD AMT:

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

COMMENTS:
1997/02/10
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- LOST RECALL LETTER
*
PER CUSTOMER, DEALER SAYS:
- NO CONTACT
*
CUSTOMER SEEKS:
- WHAT TO DO
*
CAC ADVISED:
REGARDING RECALL 96548
- REQUEST MR HAROLD KUHN (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN
TWO BUSINESS DAYS REGARDING RECALL/ONP
- ADVISED CUSTOMER OF POSSIBLE BACKORDER DELAYS

1997/02/27
*** CSM COMMENTS ***
PER SVC MGR, CUSTOMER HAS BEEN CONTACTED AND A MSG WAS LEFT FOR CUSTOMER TO
CONTACT SVC DEPT IF FURTHER ASSISTANCE IS REQUIRED. SVC MGR WILL ADDRESS
CUSTOMER'S CONCERNS IF/WHEN THEY RECONTACT DEALERSHIP OR MAKE VEHICLE
AVAILABLE TO DEALERSHIP FOR REVIEW.
Y. DENNIS, CSM

###THIS IS THE CLOSING COMMENT
CLOSE PER PREVIOUS COMMENTS.
Y. DENNIS, CSM

###THIS IS THE CLOSING COMMENT
CLOSE.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

38448M GRP: XK04 CONCERN CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: B1 CONTACT NBR: 108080049 DPENED: 02/10/1997
VIN: 1ZVPT20C5LE ENGINE: C CLOSED: 02/28/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED]
ADDRESS: [REDACTED] IP: [REDACTED]-1920
CITY: [REDACTED] STATE: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 120000 WSD:
DEALER NAME: DOBBS FORD INC SALES CODE: 123003 P & A: 05948
CAUSAL CODES: 2013 1220 SYMPTOMS: 104100
ORIGIN: 90 TRANS. DST/RGN: 23 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/10/1997
ACK. CODE: ASSIST CODE: 0 AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/02/10

*** POSSIBLE 12/12 SERVICE PART COVERAGE ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-TOOK VEHICLE IN FOR THE SEATBELT REPAIR
-AFTER I PICKED UP THE CAR I FOUND IT THE CAR WAS NOT READY AND THEY DID NOT HAVE THE PART
-I TOOK THE CAR BACK ON 2/1/97 AFTER I RECEIVED A LETTER FROM THEM INDICATING THAT THE PARTS WERE IN
-THEY DID NOT CALL ME AND INFORM AT THE END OF THAT DAY THE VEHICLE WAS NOT READY
-I WENT TO THE DEALERSHIP TO PICK-UP THE VEHICLE ON THE FOLLOWING MONDAY MORNING AND THEY TOLD ME THE SEATBELT DIDN'T WORK
-I DIDN'T SEE ANY EVIDENCE OF THEM WORKING ON THE SEATBELT
-THEY SHOULD HAVE BEEN ABLE TO TELL ME WHAT WAS WRONG WITH THE SEATBELT WHEN I PICKED UP THE VEHICLE
*
PER CUSTOMER, DEALER SAYS:
-THE SEATBELT DOES NOT WORK
-THE PERSON WHO WORKED ON THE SEATBELT IS NOT HERE
-WE DON'T KNOW WHAT'S WRONG WITH THE SEATBELT
*
CUSTOMER SEEKS:
-SEATBELT REPAIRED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MS. HELEN ANDERSON (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02
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3B448M GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: B1 CONTACT MBR: 108080049 DPENED: 02/10/1997
VIN: 1ZVPT20C5L ENGINE: C CLOSED: 02/28/1997
=====

1997/02/21

###THIS IS THE CLOSING COMMENT
CUSTOMER BROUGHT UNIT IN SAT 2-8 AND STATED THE SEATBELTS DID NOT WORK AND
THAT SOMEONE ELSE HAD ATTEMPTED REPAIRS. PARTS WERE MISSING. CUSTOMER WAS ALSO
TOLD THAT WE CLOSE AT 1:00 PM ON SAT AND THAT HER CAR WOULD BE READY BY 12:00
SHE DID NOT RETURN BEFORE CLOSING. THE RECALL PARTS WERE REPLACED BUT NOT
THE CAUSE OF FAILURE. CLDSING BY ED STOCK, SERV MNGR

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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0244GJ   GRP: 14   INFORMATION CONTACT   VEH TYPE: CAR
CINCINNATI 47  ZN/TR: 01   CONTACT NBR: 108089118   OPENED: 02/12/1997
VIN:      1ZVPT22L8L   ENGINE: L   CLOSED: 02/12/1997
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LAST NAME: [REDACTED]   STATUS: CLOSED
TITLE: [REDACTED]
ADDRESS: [REDACTED]   FIRST NAME: [REDACTED]
CITY: [REDACTED]   STATE: [REDACTED]   MI: [REDACTED]
HOME PHONE: [REDACTED]   BUS. PHONE: [REDACTED]   ZIP: [REDACTED]
MODEL YEAR: 90   MODEL: PROBE
MILEAGE: 85000   MSD:
DEALER NAME: DENPEWOLFFORD LINCO   SALES CODE: 147081   P & A: 05668
CAUSAL CODES: 1220   SYMPTOMS: 104100
ORIGIN: 60   TRANS. DST/RCN:   TRANS. DATE:
SERVICE/SALES: 1   CONTACT DATE:
ACK. CODE:   ASSIST CODE:   AWARD AMT:   O SURVEY: (Y OR N)

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

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COMMENTS:

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1997/02/12
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- THE PASSENGER SIDE SEAT BELT IS NOT WORKING
- THE RECALL HAS ALREADY BEEN COMPLETED
*
PER CUSTOMER, DEALER SAYS:
- AT THE TIME IT WAS INSPECTED FOR RECALL, IT WAS WORKING
- JAY BLANFORD, I CANT SUBMIT ANOTHER CLAIM
*
CUSTOMER SEEKS:
- FINANCIAL ASSISTANCE
*
CAC ADVISED:
- NO FURTHER FINANCIAL ASSISTANCE WILL BE OFFERED
- CAC SUPPORTS THE DECISION
- THIS REPRESENTS FORD MOTOR COMPANY'S FINAL DECISION IN THIS MATTER

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09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

2565CG GRP: XA09 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: B2 CONTACT NBR: 108111771 OPENED: 02/18/1997
VIN: 1ZVPT20C1L5 ENGINE: C CLOSED: 02/26/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 92000 WSD:
DEALER NAME: FAIRWAY FORD SALES CODE: 171009 P & A: 05478
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/18/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/02/18
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48/96S98 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- READ ABOUT RECALL ON SHOULDER BELTS, GOOD HOUSEKEEPING
- DRIVERS SIDE POWER SHOULDER BELT HAS JAMMED
*
PER CUSTOMER, DEALER SAYS:
- NO COMMENT
*
CUSTOMER SEEKS:
- REPAIR
*
CAC ADVISED:
96S48/96S98 RECALLS:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. CARLOS BECERRA, SVC MNGR TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
1997/02/19
###THIS IS THE CLOSING COMMENT
YESTERDAY I SPOKE TO MISS JENMINGS ABOUT THE SEAT BELT RECALL.
SHE IS BRINGING HER PROBE IN SO WE CAN ORDER THE PARTS WE NEED TO COMPLETE
THE RECALL. MFA CARLOS BECERRA

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7998RM GRP: XX08 CONCERN CONTACT VEN TYPE: CAR
PHILADELPHIA 16 ZN/TR: D1 CONTACT NBR: 108113209 OPENED: 02/18/1997
VIN: 1ZVPT21U8L5 ENGINE: U CLOSED: 03/04/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED]
ADDRESS: [REDACTED] IP: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 80000 WSD:
DEALER NAME: BETHLEHEM-SUB MTR S SALES CODE: 118204 P & A: 01423
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 16 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/26/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/02/18

*** NAVIS: SUBSEQUENT ***

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

CUSTOMER SAYS:

-SEATBELT ON DRIVER'S SIDE IS NOT RETRACTING PROPERLY
-SHE IS VERY SCARED TO BE DRIVING THE VEHICLE AT THIS TIME

PER CUSTOMER, DEALER SAYS: NAME NOT KNOWN, PARTS DEPARTMENT
-PARTS ARE ON BACKORDER

CUSTOMER SEEKS:

-VEHICLE REPAIRED BECAUSE IT IS A SAFETY ISSUE

CAC ADVISED:

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

1997/02/20

LEFT WORD ON TIGON FOR OUR REP TO SEE IF HE CAN ASSIST WITH THE PARTS OR SINCE THE CUSTOMER DOES NOT FEEL SAFE DRIVING THE VEHICLE IS FORD OFFERING RENTALS FOR THE CUSTOMERS? WILL WAIT TO HEAR FROM REP.

CALLED CUSTOMER SPOKE WITH WOMEN EXPLAINED TO HER THAT WE DO HAVE THE PART ORDERED AND ARE WAITING WE ARE BEING TOLD APPROX 8 WEEKS OR LONGER NOT REAL ETA FOR PARTS I EXPLAINED I CALLED OUR REP TO SEE WHAT ABOUT OTHER TRANSPORTATION BUT OTHER THEN THAT THERE IS REALLY NOTHING I CAN DO AT THIS TIME TO ASSIST I HATE TO SAY THAT BUT I DO NOT KNOW WHAT ELSE TO DO.

THE FEMALE TOOK MY NAME A NUMBER STATED SHE WOULD PASS ON THE INFORMATION AND IF MRS HIRSH HAS ANY QUESTIONS WILL HAVE HER CALL ME [OR] FREDERICKS CSM

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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7998RM	GRP: XXOB	CONCERN CONTACT	VEN TYPE: CAR
PHILADELPHIA	16	ZN/TR: D1	CONTACT NBR: 108113269
VIN: 1ZVPT21U8L5		ENGINE: U	OPENED: 02/18/1997
			CLOSED: 03/04/1997

=====

1997/02/20

SPDKE TO OUR REP. HE STATED WE SHOULD HAVE THE CUSTOMER COME IN AND MANUALLY PULL THE SEATBELT BACK IN THE TRACK TO LOCK POSITION IF POSSIBLE THE CUSTOMER THEN WOULD HAVE TO LIFT THE SEATBELT UP WHEN GETTING IN AND OUT. IF WE ARE UNABLE TO DO THIS WITH THIS VEHICLE THEN RECONTACT HIM AND HE WILL ASSIST WITH A RENTAL HE ALSO INFORMED ME THAT PARTS WERE TO BE SENT OUT STARTING THIS WEEK TO CHECK WITH PARTS IF THERE WERE ORDERED AS A E STATUS
E MAILED OUR PARTS DEPT TO MAKE SURE THEY WERE LORI FREDERICKS CSM
LEFT WORD TO HAVE CUSTOMER CONTACT US SO I CAN TRY AND SET UP APPT TO MANUALLY MOVE BACK SEAT TRACK LORI FREDERICKS CSM

1997/02/24

CHECKED WITH PARTS THIS MORNING PART CAME IN CALLED AND INFORMED HER MOTHER SHE WAS AT WORK TO CALL US TO SET UP APPT. TO HAVE RECALL COMPLETED LORI FREDERICKS CSM

1997/02/25

CUSTOMER MADE APPT FOR PARTS TO BE INSTALLED FOR 2/26/98 LORI FREDERICKS CSM

1997/02/26

###THIS IS THE CLOSING COMMENT
CUSTOMER CAME IN FOR RECALL TODAY. RECALL DONE LORI FREDERICKS CSM

1997/03/04

###THIS IS THE CLOSING COMMENT
OK

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

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0814CV	GRP: XX17	CONCERN CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: S1	CONTACT NBR: 108118707
VIN:	12VPT20C7L5	ENGINE: C	OPENED: 02/19/1997
			CLOSED: 02/28/1997

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:		MI:		E
ADDRESS:	[REDACTED]	STATE:	[REDACTED]	ZIP: [REDACTED] 5314
CITY:	[REDACTED]	BUS. PHONE:	[REDACTED]	
HOME PHONE:	[REDACTED]	MODEL:	PROBE	
MODEL YEAR:	90	WSD:		
MILEAGE:	100000	SALES CODE:	17142B	P & A: 00785
DEALER NAME:	COLORADO RIVER FORD	SYMPTOMS:	104100	
CAUSAL CODES:	1203	TRANS. DST/RGN:	71	TRANS. DATE:
ORIGIN:	GD	CONTACT DATE:	02/21/1997	
SERVICE/SALES:	1	O SURVEY:	Y (Y OR N)	
ACK. CODE:		ASSIST CODE: C	AWARD AMT:	

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

COMMENTS:

1997/02/19

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

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

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- RECEIVED A RECALL NOTICE FOR RESTRAINT SYSTEM
- DRIVER'S SIDE SEATBELT IS NOT WORKING
- NO ONE EVEN LOOKED AT VEHICLE
- HAS APPOINTMENT FOR NEXT WEEK TO GET 1 SIDE REPAIRED

PER CUSTOMER, DEALER SAYS:

- SERVICE GIRL SAID 1 SIDE ONLY WILL BE REPLACED-OTHER SIDE IS FINE

CUSTOMER SEEKS:

- SEATBELT REPAIRED
- WHEN OTHER SIDE GOES BAD, WILL THAT BE REPLACED?
- WANTS OTHER SIDE TO BE CHECKED AS WELL

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR.TIM NICHOLS (CUST REL MNR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/02/21

##THIS IS THE CLOSING COMMENT

INFORMED CUST MOTORS FOR SEAT BELT ASSEMB.ARE OUT OF WARR DN HER VEH.NO ASST.
FROM FORD DUE TO MILAGE. TN

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3791GM GRP: XX12 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: C1 CONTACT NBR: 108151723 OPENED: 02/27/1997
VIN: 1ZVPT22L3L5 ENGINE: L CLOSED: 03/07/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 42000 WSD:
DEALER NAME: BENNETT LEIGHTON F SALES CODE: 116476 P & A: 20614
CAUSAL CODES: 1209 1012 SYMPTOMS: 104100
ORIGIN: 6D TRANS. DST/RGN: 16 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/28/1997
ACK. CODE: ASSIST CODE: M AWARD AMT: O SURVEY: Y (Y DR N)

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

COMMENTS:

1997/02/27

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

CUSTOMER SAYS:

- WANTS TO GET THE SEAT BELT RECALL PREFORMED

*

PER CUSTOMER, DEALER SAYS: NO NAME (SERVICE)

- THE PARTS ARE NOT IN AS DF YET

*

CUSTOMER SEEKS:

- WOULD LIKE TO GET THE SEAT BELT RECALL PREFORMED

*

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

- REQUEST MR. JOHN KREBS (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS

1997/02/28

###THIS IS THE CLOSING COMMENT

CONTACTED CUSTOMER VIA TELEPHONE ON FRIDAY 02/28/1997 SET APPDINT
MENT WITH CUSTOMER VIA THEIR ANSWERING MACHINE FOR TUESDAY MARCH 4TH AT 8AM
TO PERFORM RECALLS 96S99 96S48 AND ORDER PARTS AS NECESSARY

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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08448M	GRP: XX04	CONCERN CONTACT	VEH TYPE: CAR
ORLANDO	24	ZN/TR: E1	CONTACT NBR: 108166768
VIN: 1ZVPT20C9L5		ENGINE: C	OPENED: 03/04/1997
			CLOSED: 03/18/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:		STATE:		ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	105000	WSD:			
DEALER NAME:	BILL CURRIE FORD IN	SALES CODE:	124203	P & A:	04945
CAUSAL CODES:	1203	SYMPTOMS:	104100		
ORIGIN:	GD	TRANS. DST/RGN:	24	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	03/11/1997
ACK. CODE:		ASSIST CODE: D	AWARD AMT:		0 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/03/04

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

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

- I RECEIVED A SAFETY RECALL NOTICE ON THE SEATBELT
- THE PART WAS ORDERED YESTERDAY

PER CUSTOMER, DEALER SAYS:

- THERE'S A 8 WEEK DELAY ON THE PART

CUSTOMER SEEKS:

- PARTS ORDERING INFORMATION
- RECALL PERFORMED

CAC ADVISED:

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

***THE FOLLOWING SYMPTOM CODE(S) WERE REMOVED: 801000

UPDATING WITH ADDITIONAL INFORMATION

- SEATBELT ON DRIVER'S SIDE IS INOPERABLE

1997/03/11

***THIS IS THE CLOSING COMMENT

WE WERE ABLE GET THE PART FROM FORD AND GET THE CUSTOMERS VEHICLE REPAIRED WITHIN A WEEK.....JOHN BENSON

09/11/98

MASTER OWNER RELATIONS S/STEM II

14.21.02

=====

8771EA GRP: XX02 INFORMATION CONTACT VEH TYPE: CAR
 KANSAS CITY 59 ZN/TR: C1 CONTACT NBR: 108209351 OPENED: 03/13/1997
 VIN: 1ZVPT20CXL [REDACTED] ENGINE: C CLOSED: 03/13/1997

=====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 55000 WSD:
 DEALER NAME: REPUBLIC FORD INC SALES CODE: 153493 P & A: 05218
 CAUSAL CODES: 1104 2B02 SYMPTOMS: 104100
 ORIGIN: 60 TRANS. DST/RGN: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

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

COMMENTS:

1997/03/13

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- I HAVE HAD 3 APPOINTMENTS TO GET THE SEATBELT REPAIRED UNDER THE RECALL
- MY DRIVERS SIDE SEATBELT IS MALFUNCTIONING
- A NEW SEATBELT MOTOR WAS ORDERED FOR THE VEHICLE
- THE SEATBELT SYSTEM WAS NOT WORKING AGAIN

PER CUSTOMER, DEALER SAYS:

- PER REPUBLIC FORD PROVIDED THE PHONE NUMBER UPON REQUEST
- THE MODULE (THE BRAIN OF THE SEATBELT) DOES NOT KNOW WHEN TO KICK IN

CUSTOMER SEEKS:

- FINANCIAL ASSISTANCE ON THE COST OF THE REPAIR FOR THE MODULE

CAC ADVISED:

- WARRANTY HAS EXPIRED
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR
- THE RECALL WILL COVER THE SPECIFIED PARTS IN THE VEHICLE AND NOT ANYTHING FURTHER OR EXTRA

38448M GRP: XA04 CONCERN CONTACT VFH TYPE: CAR
DETROIT 48 ZN/TR: C2 CONTACT NBR: 108218716 OPENED: 03/17/1997
VIN: 1ZVPT22L1L5 ENGINE: L CLOSED: 03/25/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] A1:
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 103044 WSD:
DEALER NAME: FRANKLIN PARK LINCO SALES CODE: 345319 P & A: 13903
CAUSAL CODES: 1203 2801 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 45 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/18/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/03/17
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98548 AND 98599 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-I JUST FOUND THAT THERE WAS A SAFETY RECALL ON THE SEATBELTS
-MY POWER SEATBELT ON THE DRIVER'S SIDE IS NOT WORKING
*
PER CUSTOMER, DEALER SAYS:
-CALL FORD
*
CUSTOMER SEEKS:
-RECALL INFORMATION
-VEHICLE REPAIRED
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. JAY BALOG (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
1997/03/18
###THIS IS THE CLOSING COMMENT
PHONED CUSTOMER, ORDERED PARTS WILL COMPLETE WHEN PARTS ARRIVE

09/11/98

MASTER OWNER RELATIONS SYSTEM I1

11.21.02

7893JW GRP: X702 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: 01 CONTACT NBR: 1092231B7 OPENED: 03/18/1997
VIN: 1ZVPT20C3L52 ENGINE: C CLOSED: 03/25/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]-3457
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 30000 WSD:
DEALER NAME: SYOSSET FORD SALES CODE: 113081 P & A: 03840
CAUSAL CODES: 1212 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/18/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y DR N)

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

COMMENTS:

1997/03/18

*** VEHICLE INVOLVED IN RECALL 96548/96599 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-READ ABOUT A SHOULDER BELT RECALL IN GOOD HOUSEKEEPING. IS HER VEHICLE INVOLVED?

*

PER CUSTOMER, DEALER SAYS:

-NO CONTACT

*

CUSTOMER SEEKS:

-RECALL INFORMATION

*

CAC ADVISED:

-RECALL 96548/96599 OPEN ON VEHICLE

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MR. ERIC PAPE/SVC MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

-(OBC/2810)

###THIS IS THE CLOSING COMMENT

WILL HANDLE MRS BROCKS RECALL ON 03/25/1997 / CUST HAPPY - WILL TRY NOT TO HOLD

0 VEHICLE MORE THAN 1 DAY FOR CUST / ERIC PAPE / SER MANAGER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

1593CT	GRP: XX13	CONCERN CONTACT	VFH TYPE: CAR
CINCINNATI	47	ZN/TR: C1	CONTACT NBR: 108244810
VIN: 1ZVPT20C7L5		ENGINE: C	OPENED: 03/24/1997
			CLOSED: 04/02/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				
ADDRESS:				
CITY:		STATE:		ZIP: [REDACTED]
HOME PHONE:		BUS. PHONE:		
MODEL YEAR: 90		MODEL: PROBE		
MILEAGE: 150000		WSD:		
DEALER NAME: SHARP FORD		SALES CODE: 147025	P & A: 04674	
CAUSAL CODES: 1215		SYMPTOMS: 104100		
ORIGIN: GD		TRANS. DST/RGN: 47	TRANS. DATE:	
SERVICE/SALES: 1			CONTACT DATE: 03/26/1997	
ACK. CODE:	ASSIST CODE: W	AWARD AMT:	150 SURVEY: Y (Y OR N)	

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

COMMENTS:
1987/03/24

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 & 96599***
*** NAVIS: PROGRAM ***
CUSTOMER SAYS: (KEITH GUILMET, FIANCEE, CALLING)
-HIS DRIVER'S SIDE MOTORIZED RESTRAINT SYSTEM LOCKED UP AND WAS CUTTING HIS HEAD WHEN HE GOT INTO THE VEHICLE.
-HE REMOVED THE SYSTEM HIMSELF.
-NO LONGER HAS PART THAT HE REMOVED
*
PER CUSTOMER, DEALER SAYS:
-WILL HAVE TO CHARGE YOU FOR THE DRIVER'S SIDE RESTRAINT SYSTEM BECAUSE YOU DO NOT HAVE THE OLD PART
*
CUSTOMER SEEKS:
-FINANCIAL ASSISTANCE UNDER THE RECALL
*
CAC ADVISED:
RE: RECALL ON PASSENGER SIDE MOTORIZED BELT
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. RICK GRUBBS (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
RE: RECALL ON DRIVER'S SIDE MOTORIZED BELT
- RECALL REQUIRES DEALERSHIP TO RETURN DISCARDED PARTS IN ORDER TO BE REIMBURSED
PER OBC TO RICK GRUBBS (SERVICE MANAGER)
-SPOKE WITH KIP (SERVICE ADVISOR) BECAUSE RICK WAS NOT IN.
-KIP INDICATED THEY WILL CONTACT REGIONAL REPRESENTATIVE TO SEE IF THEY CAN GET AUTHORIZATION TO HAVE DRIVER'S SIDE COVERED BASED ON THE UNIQUE SITUATION.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

1593CT	GRP: XX13	CONCERN CONTACT	VEH TYPE: CAR
CINCINNATI	47	ZN/TR: C1	CONTACT NBR: 108244810
VIN:	1ZVPT20C7L5	ENGINE: C	OPENED: 03/24/1997
			CLOSED: 04/02/1997

=====

1997/03/25

DLR SERV MANAGER HAS LEFT MSG FOR DOM FOR INSTRUCTIONS ON THIS MATTER, AS MANDATORY PARTS RETURN REQUIRED HOWEVER CUSTOMER HAS REMOVED PARTS AND DISCARDED. THANK YDU RICK GRUBBS 3/25/97

1997/03/26

###THIS IS THE CLOSING COMMENT

DEALER SERVICE MANAGER CONTACTED DOM, EXPLAINED ABOUT CUSTOMER DICARDING CAR THAT DRIVER OF CAR WOULD BUMP HIS HEAD ENTERING OR EXITING THE VEHICLE. OUR DOM AUTHORIZED TO REPAIR AS NEC. SUBMITTING AS NORMAL RECALL OR C99, OR HE WILL EVEN SIGN PARTS RECALL CARD IF NEC. IT WILL BE NEC TO SPECIAL ORDER THE PARTS TO CDPLT THE REPAIR AND MAKE SEAT BELTS OPERATABLE

THANK YOU
RICK GRUBBS SERVICE MANAGER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

1317RD GRP: 09 CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: 02 CONTACT NBR: 108249486 OPENED: 03/25/1997
VIN: 12VPT21U8L [REDACTED] ENGINE: U CLOSED: 04/02/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: R
ADDRESS: [REDACTED] ST NAME: [REDACTED]
CITY: [REDACTED] TE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 104000 WSD:
DEALER NAME: BOB ZIMMERMAN FORD SALES CODE: 141777 P & A: 20285
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 41 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/26/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/03/25

*** VEHICLE INVOLVED IN RECALL 98599 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-MADE AN APPOINTMENT TO HAVE THE RECALL PERFORMED
-THE DEALERSHIP SAID THEY HAD THE PART
-WHEN HE ARRIVED THE DEALERSHIP SAID THAT THEY DID NOT HAVE THE PARTS AND IT
WOULD HAVE TO BE ORDERED FROM CHICAGO
*

PER CUSTOMER, DEALER SAYS:

-THE DEALERSHIP SAID THEY HAD THE PART
-WHEN HE ARRIVED THE DEALERSHIP SAID THAT THEY DID NOT HAVE THE PARTS AND IT
WOULD HAVE TO BE ORDERED FROM CHICAGO
*

CUSTOMER SEEKS:

-RECALL PERFORMED AS SOON AS POSSIBLE
-HOW LONG WILL THE PARTS TAKE
*

CAC ADVISED:

RE: CONCERN

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

RE: PARTS

- CONTACT PARTS MANAGER BUTCH WEBER FOR INFORMATION ON THE PARTS FOR THE
REPAIR

1997/03/28

CUSTOMER IS SCHEDULED FOR SERVICE PARTS REPLACEMENT ON 3/27/97 AT 8:00 A.M.
BY PATRICK MARSH SERVICE CONSULTANT PLEASE CLOSE CONTACT G.M.C.

###THIS IS THE CLOSING COMMENT

CUSTOMER SCHEDULED FOR 3/27/97 FOR REPAIRS TO BE COMPLETED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

1474TS GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: F1 CONTACT NBR: 108252446 OPENED: 03/25/1997
VIN: 12VPT20C7L5 ENGINE: C CLOSED: 04/07/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 79000 WSD:
DEALER NAME: WORLD OF FORD SALES SALES CODE: 127009 P & A: 00141
CAUSAL CODES: 3001 1203 SYMPTOMS: 104100
ORIGIN: G0 TRANS. DST/RGN: 27 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/28/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/03/25

*** THIS CONTACT IS OPENED DUE TO OPEN RECALLS 96548 & 96599 (MOTORIZED SEATBELTS) ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-THE DRIVER SIDE PASSIVE / MOTORIZED SEATBELT IS INOPERABLE AND GETS STUCK IN THE SEATBELT TRACK.

PER CUSTOMER, DEALER SAYS:
-NO CONTACT.

CUSTOMER SEEKS:
-TO ORDER A NEW OWNERS MANUAL.
-IS MY VEHICLE INVOLVED IN A SEATBELT RECALL?

CAC ADVISED:
**REGARDING ORDERING AN OWNERS MANUAL :
-HELM, IN REDIRECT.
**REGARDING SEATBELT RECALL :
-CUSTOMER'S VEHICLE IS INVOLVED IN RECALLS 96548 & 96599 (MOTORIZED SEATBELTS)
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. CHUCK JACKOWSKI (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/03/31

###THIS IS THE CLOSING COMMENT
CUSTOMER RETURNED TO DEALER FOR INSPECTION OF SEAT BELTS. PARTS WERE SPECIAL ORDERED ON 3-28-1997.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6038AW GRP: XA08 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 53 2N/TR: B1 CONTACT NBR: 108255150 OPENED: 03/26/1997
VIN: 1ZYP21U2L ENGINE: U CLOSED: 04/22/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] M:
ADDRESS: [REDACTED] IP: [REDACTED] 3234
CITY: [REDACTED] STATE: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 59000 WSD:
DEALER NAME: MEGINNIS FORD COMPA SALES CODE: 153028 P & A: 07195
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 04/15/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1997/03/28
*** VEHICLE INVOLVED IN RECALL 96S99 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-BROTHER [REDACTED] CALLING
-THE DRIVER'S SIDE MOTORIZED SHOULDER HARNESS HAS FROZEN IN PLACE
*
PER CUSTOMER, DEALER SAYS:
-THE PARTS ARE ON BACKORDER. THEY ARE TRYING TO FIND THE PARTS AT ANOTHER DEALERSHIP.
*
CUSTOMER SEEKS:
-PART DELAY
*
CAC ADVISED:
RE: PART DELAY ON RECALL 96S99
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. CHRIS BRISTOL (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
-WILL REQUEST THE DEALERSHIP PLACE THE PART ON EMERGENCY BACKORDER IF THEY HAVE NOT ALREADY
1997/04/15
CUSTOMER HAD RECALLS PERFORMED 4-1-97
###THIS IS THE CLOSING COMMENT
CUSTOMER HAD RECALL PERFORMED 4-1-97

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
4448DM GRP: XX13 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: D3 CONTACT NBR: 108267174 OPENED: 04/01/1997
VIN: 1ZVPT20C7L5 ENGINE: C CLOSED: 04/10/1997
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 73000 WSD:
DEALER NAME: PAUL GERAME LINC-ME SALES CODE: 363604 P & A: 12825
CAUSAL CODES: 1203 1109 SYMPTOMS: 10410D
ORIGIN: GD TRANS. DST/RGN: 63 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 04/03/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/04/01

*** VEHICLE INVOLVED IN RECALL 98S48 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- CALLING REGARDING RECALL LETTER
- HAD RECALL DONE AT PAUL GERAME LINC-MERC INC PRIOR TO THE RECALL NOTICE
- TRIED TO GET REFUND FROM DEALER BUT DID NOT HAVE RECEIPTS
- HAD RECALL DONE AND EVERYTHING WAS FINE
- VEHICLE RESTRAINTS ARE NOT WORKING AGAIN AND ARE LOCKED IN THE TRACK

PER CUSTOMER, DEALER SAYS:

- REFUSED REFUND BECAUSE CUSTOMER DOES NOT HAVE RECEIPTS
- RE: SEAT BELTS LOCKED AGAIN
- NO CONTACT

CUSTOMER SEEKS:

- WANTS VEHICLE REPAIRED ONCE AND FOR ALL REGARDING THE SEAT BELTS
- REIMBURSEMENT FOR THE REPAIR THAT WAS DONE PRIOR TO THE RECALL LETTER

CAC ADVISED:

- SUPPRT DEALER DECISION REGARDING NO REFUND WITHOUT RECEIPT
- CSUTOMER NEEDS TO PROVIDE ORIGINAL RECEIPTS TO MR./MS. (CUST. REL MGR/ SVC MGR)
- (CUST REL MGR/SVC MGR) WILL EVALUATE SITUATION TO DETERMINE IF REPAIR IS REIMBURSABLE.

RE: RECALL

- CUSTOMER'S VEHICLE IS INVOLVED IN RECALL 98S48
- CUSTOMER TO CONTACT THE DEALERSHIP'S SERVICE DEPARTMENT FOR ASSISTANCE IN HAVING RECALL PERFORMED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
4448DM GRP: XX13 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 83 ZN/TR: D3 CONTACT NBR: 108267174 OPENED: 04/01/1997
VIN: 1ZVPT2DC7L5 ENGINE: C CLOSED: 04/10/1997
=====

1997/04/03

###THIS IS THE CLOSING COMMENT
CALLED CUSTOMER AND HAVE CHECKED OUT CAR FOR RECALLS 96548 AND 96599 AND HAVE
ORD PARTS CUSTOMER SEEMS HAPPY

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

11.21.02

6343MJ GRP: X204 CONCERN CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TP B2 CONTACT NBR: 108284218 OPENED: 04/04/1997
VIN: 1ZVPT21U9 ENGINE: U CLOSED: 04/25/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: [REDACTED]
MILEAGE: 110000 WSD: [REDACTED]
DEALER NAME: ASHLEY FORD SALES I SALES CODE: 111503 P & A: 08999
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 11 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 04/17/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y DR N)

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

COMMENTS:
1997/04/04

- *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 ***
- *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
- *** NAVIS: ORIGINAL ***
- CUSTOMER SAYS:
 - IN NOVEMBER RECEIVED A LETTER FOR THE RECALLS, BUT NEVER HAD THE RECALL PERFORMED
 - CURRENTLY THE SEATBELTS BOTH DRIVER AND PASSENGER HAVE FAILED
- PER CUSTOMER, DEALER SAYS:
 - NO CONTACT
- CUSTOMER SEEKS:
 - TO HAVE THE VEHICLE REPAIRED
- CAC ADVISED:
 - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 - REQUEST MR.ROY TAVARES(SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/04/18

###THIS IS THE CLOSING COMMENT
MR. CHRISTIAN CAME IN AND HAD HIS CAR INSPECTED FOR OPEN RECALLS. NECESSARY PARTS WERE ORDERED AND WE WILL COMPLETE REPAIRS WHEN PARTS COME IN. PLEASE CLOSE CONTACT. PCN

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 Q604MR GRP: AX16 INFORMATION CONTACT VEH TYPE: CAR
 SDR 10 ZN/TR: 11 CONTACT NBR: 108307607 OPENED: 04/10/1997
 VIN: 1ZVPT21U5L5 ENGINE: U CLOSED: 04/10/1997

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 99000 WSD:
 DEALER NAME: MATEER FORD INC SALES CODE: 144E11 P & A: 02330
 CAUSAL CODES: 0208 SYMPTOMS: 104100
 ORIGIN: 60 TRANS. DST/RGN: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/04/10

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- HAS TO TAKE VEHICLE IN FOR RECALL BUT THE PARTS ARE NOT IN
- THE DEALER WILL ONLY PROVIDE A ESCORT FOR TRANSPORTATION

PER CUSTOMER, DEALER SAYS:

- THE VEHICLE IS NOT SAFE TO DRIVE
- THEY WILL GIVE THEM A LOANER UNTIL THE PART IS IN

CUSTOMER SEEKS:

- TO GET A VEHICLE LOANER THAT IS COMPRABLE TO HERS

CAC ADVISED:

- LOANER VEHICLES ARE NOT A PROVISION OF THE RECALL PROGRAM

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
7495DP GRP: XX07 INFORMATION CONTACT VEH TYPE: CAR
ORLANDO 24 ZN/TR: A2 CDNTACT NBR: 108311006 OPENED: 04/11/1997
VIN: 1ZVPT20CXL ENGINE: C CLOSED: 04/11/1997
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] NAME: [REDACTED] MI: R
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]-4878
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 77000 WSD:
DEALER NAME: WORLD FORD/KENDALL SALES CODE: 124005 P & A: 04920
CAUSAL CODES: 1012 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/04/11

CUSTOMER SAYS:

-LOOKING FOR STATUS OF PART ORDER.

*

PER CUSTOMER, DEALER SAYS:

-NO CONTACT.

*

CUSTOMER SEEKS:

-PARTS.

*

CAC ADVISED:

-SUGGESTED SHE CALL DEALER PART MGR.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 0604MR GRP: XX18 CONCERN CONTACT VEH TYPE: CAR
 DALLAS 52 ZN/TR: B1 CONTACT NBR: 107612872 OPENED: 10/08/1998
 VIN: 1ZVPT21U7LS ENGINE: U CLOSED: 10/23/1998

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI: J
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 76000 WSO:
 DEALER NAME: LEADERSHIP FORD INC SALES CODE: 152006 P & A: 02490
 CAUSAL CODES: 1213 SYMPTOMS: 104100
 ORIGIN: GD TRANS. DST/RGN: 52 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 10/14/1998
 ACK. CODE: ASSIST CODE: R AWARD AMT: D SURVEY: Y (Y OR N)

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

COMMENTS:
 1998/10/08

*** VEHICLE INVOLVED IN RECALL 98S99 ***
 *** VEHICLE INVOLVED IN RECALL 98S48 ***
 *** NAVIS: ORIGINAL ***

CUSTOMER SAYS:
 - HAS CONCERN WITH THE SEAT BELT MECHANISM
 - THE RUBBER PART OF THE SEAT BELT IS HANGING DOWN
 - REPAIR IS ABOUT \$500

PER CUSTOMER, DEALER SAYS:
 - GAVE QUOTE
 - OVER 50,000 - NO ASSISTANCE

CUSTOMER SEEKS:
 - FINANCIAL ASSISTANCE

CAC ADVISED:
 - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 - REQUEST MR. CHARLIE TOWE (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER
 WITHIN 2 BUSINESS DAYS

1998/10/18

##THIS IS THE CLDSING COMMENT
 PARTS WERE ORDERED ON 10-10-98 TO PERFORM RECALLS FOR PASSIVE RESTRAINT. NO
 ASSISTANCE WILL BE PROVIDED FOR ADDITIONAL REPAIRS NEEDED TO PASSIVE RESTRAINT
 SYSTEM, PLEASE CLOSE CONTACT, SRV MGR - DEWAYNE MORRIS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

6345BW GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
WASHINGTON 27 ZN/TR: A1 CONTACT NBR: 107620890 OPENED: 10/10/1998
VIN: 1ZVPT20C9L ENGINE: C CLOSED: 10/25/1998

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: A
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 73000 WSD:
DEALER NAME: HALL FORD SALES CODE: 127060 P & A: 06642
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 27 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/17/1998
ACK. CODE: ASSIST CODE: W AWARD AMT: D SURVEY: N (Y OR N)

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

COMMENTS:

1996/10/10

*** VEHICLE INVOLVED IN RECALL 96599 ***

*** VEHICLE INVOLVED IN RECALL 96548 ***

CUSTOMER SAYS:

- IS HAVING CONCERNS WITH HER SEATBELT

- HEARD THAT THERE WAS A RECALL

*

PER CUSTOMER, DEALER SAYS:

- COULD NOT VERIFY INVOLVEMENT WITH VIN

*

CUSTOMER SEEKS:

- TO KNOW IF VEHICLE IS INVOLVED

*

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

- REQUEST MR. CM HOUSTON. (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER

WITHIN 2 BUSINESS DAYS

1998/10/18

***THIS IS THE CLOSING COMMENT

APPOINTMENT IS SET FOR 10/29/1998 TO HAVE BELT ASSY. CHECKED. REPAIRS WILL BE D

ONE WHEN PARTS BECOME AVAILABLE PER LARRY H.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7101AM GRP: 10 CONCERN CONTACT VLC VEH TYPE: CAR
DETROIT 48 ZN/TR: D1 CONTACT NBR: 107663376 OPENED: 10/21/1996
VIN: 1ZVPT21U5L ENGINE: U CLOSED: 12/27/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: FORD
MILEAGE: 102000 WSD:
DEALER NAME: CAMPUS FORD INC SALES CODE: 14B101 P & A: 09692
CAUSAL CODES: 1208 2902 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 48 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/24/1996
ACK. CODE: ASSIST CODE: M AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1996/10/21

- *** POSSIBLE RECALL 96S90 INVOLVEMENT ***
- *** POSSIBLE RECALL 96S48 INVOLVEMENT ***

CUSTOMER SAYS:

- REPLACED THE BINDING TRACK UNIT ON APRIL 3, 1996
- REPAIR COST \$670.10

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- RECALL INFORMATION
- REIMBURSEMENT FOR REPAIRS DONE UNDER RECALL

CAC ADVISED:

OUTBOUND CALL TO MR. DON SCOTT CUST REL./SVC MGR:

- ADVISED CUSTOMER IS A VERY LOYAL CUSTOMER
- REQUEST MR. DON SCOTT CUST REL MGR/SVC MGR TO CONTACT CUSTOMER SAME DAY
- LEFT MESSAGE ON VOICEMAIL

1996/12/20

##THIS IS THE CLOSING COMMENT

VEHICLE IS UNDER RECALLS FOR SEAT BELT REPAIRS PARTS ARE NOT AVAILBLE FROM FORD TO REPAIR SEAT BELT IS WORKING AT THIS TIME REPAIRS AND REFUND WILL BE DONE WHEN PARTS BECOME AVAILBLE POSSIBLY AFTER FIRST ON THE YEAR

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
1613KM GRP: XXOC CONCERN CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: D1 CONTACT NBR: 107672158 OPENED: 10/23/1996
VIN: 1ZVPT21U2L5 ENGINE: U CLOSED: 11/01/1996
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
CITY: [REDACTED] BUS. PHONE: [REDACTED]
HOME PHONE: [REDACTED] MODEL: PROBE
MODEL YEAR: 90 WSD:
MILEAGE: 77000 DEALER NAME: RUXER FORD-LINCOLN- SALES CODE: 147067 P & A: 05705
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 47 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/25/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1996/10/23

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

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS: **PATRICK MASTERSON**

- HEARD THERE IS A RECALL FOR

- GOT #00# FROM FRIEND

*

PER CUSTOMER, DEALER SAYS: **RUXER FORD**

- NO CONTACT

*

CUSTOMER SEEKS:

- RECALL INFORMATION

*

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

- REQUEST MR. DOUG ABBOTT (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS REGARDING THE RECALLS

- RECALLS 96S48 AND 96S99 ARE FOR THE SEATBELT TRACKS

1998/10/25

###THIS IS THE CLOSING COMMENT

ADVISED CUSTOMER WOULD HAVE TO ORDER PARTS AND WIL CALL TO SET UP APPOINTMENT
WHEN PARTS ARRIVE

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

9495KA GRP: KXOP CONCERN CONTACT VEH TYPE: CAR
 LOS ANGELES 71 ZN/TR: A2 CONTACT NBR: 107715941 OPENED: 11/04/1996
 VIN: 1ZVPT21U5L5 ENGINE: U CLOSED: 11/15/1996

=====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FI:
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] EXT: PAGER
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 104000 WSD:
 DEALER NAME: VISTA FORD SALES CODE: 171043 P & A: 07923
 CAUSAL CODES: 1203 SYMPTOMS: 104100
 ORIGIN: 00 TRANS. DST/RGN: 71 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 11/04/1996
 ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: N (Y OR N)

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

COMMENTS:

1996/11/04
 *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 AND 96S99 ***
 *** NAVIS: SUBSEQUENT ***
 CUSTOMER SAYS:
 -DRIVER SIDE SHOULDER BELT IS STUCK HALF WAY IN THE TRACK
 -CUSTOMER IS AFRAID TO DRIVE VEHICLE
 *
 PER CUSTOMER, DEALER SAYS:
 -NO CONTACT
 *
 CUSTOMER SEEKS:
 -VEHICLE REPAIRED
 *
 CAC ADVISED:
 -INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 -REQUEST MR. SHELDON EISENBERG (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
 BUSINESS DAYS
 1998/11/08
 ***THIS IS THE CLOSING COMMENT
 CUSTOMER WAS IN VISTA FORD ON 11/01/1998--VISTA COMPLETED RECALL 96S99 AND
 SPECIAL ORDERED PARTS TO COMPLETE RECALL-96S48. PLEASE CLOSE.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7998RM GRP: A408 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: H3 CONTACT NBR: 107717022 OPENED: 11/04/1996
VIN: 1ZVPT20C4L ENGINE: C CLOSED: 11/20/1996

LAST NAME: STATUS: CLOSED
TITLE: NAME: MI: J
ADDRESS: STATE: ZIP:
CITY: STATE: ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 90 MODEL:
MILEAGE: 107000 MSD:
DEALER NAME: VIRTUE'S AUTO TECH SALES CODE: 141357 P & A: 06129
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 41 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/05/1996
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1996/11/04

*** VEHICLE INVOLVED IN RECALL 98S48 AND 98S99***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-DRIVER'S SIDE SEAT BELT CABLE CAME OUT OF THE TRACK AND WITH IT THE MOTOR
STOPPING FUNCTIONING ALL TOGETHER AS WELL

*

PER CUSTOMER, DEALER SAYS:

-APPOINTMENT SET UP

*

CUSTOMER SEEKS:

-WANTS TO KNOW IF MOTOR IS COVERED AS WELL

*

CAC ADVISED:

RE: RECALLS 98S48 AND 98S99

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

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

-DEALER WILL BE IN BEST POSITION TO ADVISE YOU

1996/11/13

***THIS IS THE CLOSING COMMENT

PARTS HAVE BEEN ORDERED FROM FORD AND WILL BE INSTALLED AS SOON AS THEY ARE
RECEIVED FROM FORD

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

6345BW GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
 LOS ANGELES 71 ZN/TR: 43 CONTACT NBR: 107027886 OPENED: 10/11/1996
 VIN: 1ZVPT20C2L ENGINE: C CLOSED: 11/08/1996

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI: S
 ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: [REDACTED]
 MILEAGE: 100000 WSD:
 DEALER NAME: SANTA MARIA FORD SALES CODE: 171452 P & A: 05431
 CAUSAL CODES: 1208 1203 SYMPTOMS: 104100
 ORIGIN: GD TRANS. DST/RGN: 71 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 10/14/1996
 ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1996/10/11
 *** NAVIS: ORIGINAL ***
 *** VEHICLE INVOLVED IN RECALL 96S99 ***
 *** VEHICLE INVOLVED IN RECALL 96S48 ***
 CUSTOMER SAYS:
 - THE MOTORIZED BELTS ARE NOT WORKING
 - CUSTOMER PAID TO HAVE THE REPAIR A YEAR AGO
 *
 PER CUSTOMER, DEALER SAYS:
 - NO CONTACT
 *
 CUSTOMER SEEKS:
 - RECALL INFORMATION AND A REFUND
 *
 CAC ADVISED:
 - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 - REQUEST MR. JERRY JEFFERS. (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2
 BUSINESS DAYS-
 1996/11/01
 ##THIS IS THE CLOSING COMMENT
 CUST SEEKING REFUND ON PREVIOUS RPRS TO SEAT BELTS. WILL REFUND PREVIOUS RPR A
 MOUNT TO CUST. WE ARE MAKING NECESSARY RPR TO SEAYY BELT. WILL GET CUST BACK F
 DR PERMANENT RPRS WHEN PART AVAILABLE IN DEC. RECALL 96S48/96S99

09/11/98

MASTER OWNER RELATIONS SYSTEM I (

14.21.02

4525JC GRP: CI CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: C4 CONTACT NBR: 107622445 OPENED: 10/10/1996
VIN: 1ZVPT22L2L ENGINE: L CLOSED: 10/18/1996

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: ZIP: [REDACTED]
CITY: STATE: BUS. PHONE: [REDACTED]
HOME PHONE: [REDACTED] MODEL: PROBE
MODEL YEAR: 90 WSD:
MILEAGE: 90000 DEALER NAME: CROWN FORD INC SALES CODE: 144219 P & A: 02299
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: 90 TRANS. DST/RGN: 44 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/11/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1996/10/10

*** VEHICLE INVOLVED IN RECALL 98599 ***

*** VEHICLE INVOLVED IN RECALL 98548 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- HEARD THERE WAS A RECALL ON THE SEATBELTS FOR THESE VEHICLES
- THE SEATBELT DONT WDRK ON EITHER SIDE AT ALL

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- TO HAVE RECALL INFORMATION CONCERNING SEATBELT

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST CUSTOMER RELATIONS MANAGER BOB URBAN TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS-

1996/10/11

##THIS IS THE CLOSING COMMENT

CALLED CUSTOMER AND NOTIFIED HER THAT PARTS ARE NOT AVAILABLE FOR RECALL TILL DEC. 15. CUSTOMER TO CALL BACK AFTER THE 15TH.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

B966SG	GRP: XX17	CONCERN CONTACT	VEH TYPE: CAR
SAN FRAN	72	2N/TR: D1	CONTACT NBR: 107G50791
VIN: 12VPT22L3		ENGINE: L	OPENED: 10/17/1996
			CLOSED: 10/26/1996

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:		STATE:		ZIP:	
CITY:		BUS. PHONE:			
HOME PHONE:		MODEL:	PROBE		
MODEL YEAR:	90	WSD:			
MILEAGE:	80000	SALES CODE:	172422	P & A:	07774
DEALER NAME:	MOCK FORDSALES	SYMPTOMS:	104100		
CAUSAL CODES:	1203 2801 12RA	TRANS. DST/RGN:	72	TRANS. DATE:	
ORIGIN:	GO	CONTACT DATE:	10/18/1996	O SURVEY:	Y (Y DR N)
SERVICE/SALES:	1	AWARD AMT:			
ACK. CODE:		ASSIST CODE:	R		

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

COMMENTS:

1998/10/17

*** DEALER REFUSING WARRANTY SERVICE ***
*** VEHICLE INVOLVED IN RECALL 98548 & 96599 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-THE SEAT BELTS (AUTOMATIC) ON BOTH SIDES WILL NOT WORK PROPERLY
-CUSTOMER FEELS THAT THE VEHICLE SHOULD NOT HAVE THIS CONCERN AT THIS AGE

PER CUSTOMER, DEALER SAYS:

-NOT COVERED
-CALL FORD "NO NAME"
-NO RECALLS EITHER

CUSTOMER SEEKS:

-FINANCIAL ASSISTANCE

CAC ADVISED:

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

1998/10/18

###THIS IS THE CLDSING COMMENT

CSM COMMENTS:

PER RECALL, CUSTOMER IS ELIGIBLE FOR THE REPAIR BUT DUE TO PARTS SHORTAGE, CUSTOMERS ARE ASKED TO WAIT TO HAVE BOTH REPAIRS COMPLETED UNTIL DEC. 15 AS PARTS WILL BE MORE AVAILABE. CUSTOMER CAN HAVE THIS REPAIR COMPLETED AT ANY FORD AUTHORIZED REPAIR FACILITY. THANK YOU.

GLS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

B14BAC	GRP: XX17	CONCERN CONTACT	VEH TYPE: CAR
CHICAGO	41	ZN/TR: C1	CONTACT NBR: 107655828
VIN: 1ZVPT20C2L5		ENGINE: C	OPENED: 10/18/1998
			CLOSED: 11/08/1998

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:		STATE:		ZIP: [REDACTED]
HOME PHONE:		BUS. PHONE:		
MODEL YEAR: 90		MODEL: PROBE		
MILEAGE: 1		WSD:		
DEALER NAME: LANDMARK FORD OF NI		SALES CODE: 141067	P & A: 01553	
CAUSAL CODES: 3001 1104		SYMPTOMS: 104100		
ORIGIN: 00		TRANS. DST/RGN: 41	TRANS. DATE:	
SERVICE/SALES: 1			CONTACT DATE: 10/22/1998	
ACK. CODE:	ASSIST CODE: W	AWARD AMT:	0	SURVEY: Y (Y OR N)

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

COMMENTS:

1998/10/18

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

CUSTOMER SAYS:

- HAS A RECALL ON THE SEAT BELT

PER CUSTOMER, DEALER SAYS:

- HAS AN APPOINTMENT WITH DEALER THIS WEEK

CUSTOMER SEEKS:

- CABLE SNAPPED. WILL IT ALSO BE COVERED

CAC ADVISED:

- DEALERSHIP IS THE BEST TECHNICAL RESOURCE
- MR. JOE KOVAKS (CUST. REL MGR) IS IN THE BEST POSITION TO ASSIST YOU.
- IF RECALLED ITEM CAUSED CABLE TO SNAP, WILL BE COVERED
- NOTE: CUSTOMER CALLED WHEN MAX DOWN. CONTACT ENTERED 2 DAYS LATER

1996/10/21

AT THIS TIME THE DEALER HAS NO INFORMATION ON THESE TWO RECALLS 96548 AND 99
AND PER THE CUSTOMER LETTER IT SAID PARTS WON'T BE IN UNTILL AFTER DEC. 15, 98
R.V.

1996/11/01

##THIS IS THE CLOSING COMMENT

CUSTOMER HAD VEH. IN SHOP AND WE TOLD THEM THEY WOULD HAVE TO COME BACK IN DEC
. WE HAVE NO INFO ON THIS RECALL AT THIS TIME AND FORD EVEN SAID THAT PARTS WO
ULD BE IN AFTER DEC. 15 1998. CUSTOMER TO COME BACK. R.V.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

4525AU GRP: XX13 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: A2 CONTACT NBR: 107662642 OPENED: 10/21/1996
VIN: 1ZVPT20C2L [REDACTED] ENGINE: C CLOSED: 11/02/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 125000 WSD:
DEALER NAME: JEROME-DUNCAN INC SALES CODE: 148048 P B A: 03025
CAUSAL CODES: 1209 3001 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 48 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/23/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1996/10/21

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

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- THE DRIVER SIDE SEATBELT IS STICKING
- SEATBELT PIECE ON THE TRACK IS COMING OFF

PER CUSTOMER, DEALER SAYS:

- HAS NOT BEEN CONTACTED

CUSTOMER SEEKS:

- PERFORM THE RECALL

CAC ADVISED:

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

1996/10/28

APPOINTMENT OFFICE CONTACTED TO SET UP APPOINTMENT. WE WILL REPAIR UNTIL PARTS ARE AVAILABLE, APPROXIMATELY DECEMBER 15TH./

##THIS IS THE CLOSING COMMENT

APPOINTMENT BEING SET UP. SEE EARLIER COMMENTS.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
B956JG GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: 82 CONTACT NBR: 107677389 OPENED: 10/24/1996
VIN: 1ZVPT2OC2L ENGINE: C CLDSED: 11/12/1996
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: M
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 82000 WSD:
DEALER NAME: COLISEUM FORD, INC. SALES CODE: 174015 P & A: 08770
CAUSAL CODES: 1209 3104 1012 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 74 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/29/1998
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1998/10/24

*** VEHICLE INVOLVED IN RECALL 96548 & 96599 ***
*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

- BROUGHT VEHICLE INTO THE DEALERSHIP FOR THE MOTORIZED SEAT BELT RECALL
- DRIVER SIDE SEAT BELT IS NOT WORKING
- ONLY HAS ONE VEHICLE TO DRIVE

PER CUSTOMER, DEALER SAYS:

- SCOTT SAID THE DEALER WILL NOT HAVE THE PART AVAILABLE UNTIL DECEMBER 15

CUSTOMER SEEKS:

- VEHICLE REPAIRED

CAC ADVISED:

OUTBOUND CALL TO MR. JIM PANKRATZ PARTS MGR:

- ADVISED CUSTOMER IS A VERY LOYAL CUSTOMER
- REQUEST MR. JIM PANKRATZ PARTS MGR TO CONTACT CUSTOMER SAME DAY

1998/11/05

###THIS IS THE CLOSING COMMENT

COLISEUM FORD COMPLETED RECALLS 96548 AND 96599
CUSTOMER HAPPY

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

2508JA GRP: 06 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: (U) CONTACT NBR: 107682811 OPENED: 10/25/1996
VIN: 1ZVPT21U8L5 ENGINE: U CLOSED: 11/07/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: C
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 77278 WSD:
DEALER NAME: KOHMANN FORD MERCUR SALES CODE: 144066 P & A: 02193
CAUSAL CODES: 1203 1208 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 44 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/29/1998
ACK. CODE: ASSIST CODE: W AWARD AMT: D SURVEY: Y (Y OR N)

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

COMMENTS:
1996/10/25
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96599 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
*** NAVIS: PROGRAM ***
CUSTOMER SAYS:
- WHEN IT RAINS THE SEATBELT LIGHT COMES ON
- THE MOTOR IN THE SEATBELT TRACKING IS FAILING, STUCK
*
PER CUSTOMER, DEALER SAYS:
- THE COST OF THE REPAIR \$480, NO ASSISTANCE
*
CUSTOMER SEEKS:
- RECALL INFORMATION
- FINANCIAL ASSISTANCE
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. JOHN KOHMANN CUST REL MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1998/10/29
MR. KOHMANN ATTEMPTED TO CONTACT MR. HUDSON OCT. 25. HE LEFT A MESSAGE ON THE ANSWERING MACHINE. ON MONDAY, OCT. 28, TALKED TO MR. HUDSON AND MADE AN APPOINTMENT TO INSPECT CAR ON TUES., OCT 29.
TUES., OCT. 29--INSPECTED CAR AND FOUND LEFT SHOULDER BELT TO BE INOPERATIVE. CALLED THE BODY PER TSB AND ORDERED LEFT SEAT TRACK AND TOOL TO CHECK RIGHT SIDE. AT THIS TIME WE ARE UNSURE OF WHAT IS CAUSING LIGHT TO COME ON, AS PER CUSTOMER'S CONCERN. WE ARE WAITING FOR PART AND TOOL TO COMPLETE TSB.
NOTE: MR HUDSON IS 2ND OWNER, PURCHASED VEHICLE WITH 74,084 MILES ON THE VEHICLE. HE HAS NOT BEEN HAVING THE VEHICLE SERVICED BY A FORD DEALER.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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2506JA   GRP: 06   CONCERN CONTACT   VEH TYPE: CAR
SDR      10   ZN/TR: J1   CONTACT NBR: 107682811   OPENED: 10/25/1996
VIN:     12VPT21U8L5   ENGINE: U   CLOSED: 11/07/1996
=====

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1996/10/31

ON OCT. 29, 1998 WE COMPLETED RECALL #96S48, REPLACEMENT OF LEFT SEAT BELT RAIL AND MOTOR. WE ALSO DID THE INSPECTION ON RECALL #96S99, TEST FAILED. WE WILL ORDER PARTS WHEN THEY BECOME AVAILABLE SOMETIME IN DECEMBER, AT WHICH TIME WE WILL GET THE VEHICLE BACK IN AND COMPLETE THE RECALL SERVICE ON THIS VEHICLE FOR THIS "VERY LOCAL CUSTOMER."

AT THIS TIME WE ARE CLOSING THIS CUSTOMER CONCERN.

###THIS IS THE CLOSING COMMENT

ON OCT. 29, 1998 WE COMPLETED RECALL #96S48, REPLACEMENT OF LEFT SEAT BELT RAIL AND MOTOR. WE ALSO DID THE INSPECTION ON RECALL #96S99, TEST FAILED. WE WILL ORDER PARTS WHEN THEY BECOME AVAILABLE SOMETIME IN DECEMBER, AT WHICH TIME WE WILL GET THE VEHICLE BACK IN AND COMPLETE THE RECALL SERVICE ON THIS VEHICLE FOR THIS "VERY LOCAL CUSTOMER."

AT THIS TIME WE ARE CLOSING THIS CUSTOMER CONCERN

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7017MA GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: F1 CONTACT NBR: 107724171 OPENED: 11/05/1996
VIN: 1ZVPT20C5L5 ENGINE: C CLOSED: 11/19/1996

LAST NAME: [REDACTED] STATUS: CLDSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] O. [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: NA -NA-A NA
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 87000 WSD:
DEALER NAME: KAYSER FORD INC SALES CODE: 141100 P & A: 06395
CAUSAL CODES: 1213 2801 3001 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RBN: 41 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/07/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: 200 SURVEY: Y (Y OR N)

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

COMMENTS:

1996/11/05

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

CUSTOMER SAYS:

-RECEIVED HIS RECALL LETTER
-SEAT BELTS DUE NOT WORK

PER CUSTOMER, DEALER SAYS:

-DOES NOT KNOW ANYTHING ABOUT THIS RECALL
-CALL THE CAC AND THEY CAN TELL YOU WHEN WE WILL GET THIS RECALL
INFORMATION,CAROL

CUSTOMER SEEKS:

-WANTS TO GET RECALLS PERFORMED

CAC ADVISED:

- CUSTOMER'S VEHICLE IS INVOLVED IN RECALL 96528 & 96599
- CUSTOMER TO CONTACT THE DEALERSHIP'S SERVICE DEPARTMENT FOR ASSISTANCE IN
HAVING RECALL PERFORMED
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.TIM DOUGLAS (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS
DAYS

1996/11/12

###THIS IS THE CLOSING COMMENT

MR RICH PEASLEE THE KAYSER SERVICE PERSON, HAS TALKED TO THE OWNER ABOUT THIS
REPAIR THE CUSTOMER IS AWARE THAT THE SEAT BELT PARTS WILL NOT BE AVAILABLE UN
TILL 12.15.96. AND IS OK WITH THAT. TIM DOUGLAS KAYSER SER MGR.11.12.96.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

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7888RM	GRP: XXQB	CONCERN CONTACT	VEH TYPE: CAR
SDR	10 2N/TR: H1	CONTACT NBR: 107731058	OPENED: 11/06/1996
VIN:	1ZVPT21U7L5	ENGINE: U	CLOSED: 11/19/1996

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:		STATE:	[REDACTED]	ZIP:	[REDACTED]
CITY:		BUS. PHONE:	[REDACTED]		
HOME PHONE:	[REDACTED]	MODEL:	PROBE		
MODEL YEAR:	90	WSD:			
MILEAGE:	75000	SALES CODE:	141629	P B A:	20007
DEALER NAME:	ANDERSON FORD-MERCU	SYMPTOMS:	104100		
CAUSAL CODES:	1203	TRANS. DST/RGN:	41	TRANS. DATE:	
ORIGIN:	GO	CONTACT DATE:	11/12/1996	O SURVEY:	Y (Y DR N)
SERVICE/SALES:	1				
ACK. CODE:		ASSIST CODE:	F	AWARD AMT:	

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

COMMENTS:
1996/11/08

*** THIS CONTACT OPENED DUE TO OMP 95B70 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48, 96S99, AND 94E54 ***

CUSTOMER SAYS:
-BOTH SEATBELT HAVE NOT BEEN WORKING FOR LAST TWO YEARS
-THE SEATBELTS GET STUCK IN THE MIDDLE OF THE TRACK
-HAVE RECEIVED 2 RECALLS LETTERS REGARDING THIS
-BECAUSE THEY BROUGHT VEHICLE TO THE DEALER ATTENTION IN THE PAST WITH THESE PROBLEMS AND NOTHING WAS DONE THEREFORE, THE CUSTOMER CUT OFF THE SEAT BELT ATTACHMENT THAT MOVES ALONG THE TRACK

*
PER CUSTOMER, DEALER SAYS:
-THE TRACK WILL ONLY BE REPLACED, BUT NOT THE ATTACHMENT PART

*
CUSTOMER SEEKS:
-THE WHOLE ASSEMBLY TO BE REPLACED

*
CAC ADVISED:
RE: 3 RECALLS AND 1 DNP
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. DANNY BIGGS (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
RE: REPAIR PROCEDURE FOR RECALLS
-THE DEALERS HAVE THE NECESSARY REPAIR PROCEDURES AND COMPONENT INFORMATION REGARDING WHAT NEEDS TO BE REPAIRED FOR THE RECALL REPAIR

1996/11/12
###THIS IS THE CLOSING COMMENT
CSM CONTACTED SVM ON THE CUSTOMER CONTACT AND THEY UNDERSTAND THAT THE PART WILL NOT BE AVAILABLE UNTIL DECEMBER AND THE CONCERN WILL BE RESOLVED AS SOON AS THE PART COMES IN.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 2SB3CT GRP: XX10 CONCERN CONTACT VEH TYPE: CAR
 CHICAGO 41 ZN/TR: F2 CONTACT NBR: 107736751 OPENED: 11/07/1998
 VIN: 1ZVPT20C8LE ENGINE: C CLOSED: 12/19/1998

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 167000 WSD:
 DEALER NAME: RAPIDS FORD-LINC-ME SALES CODE: 141169 P & A: 01429
 CAUSAL CODES: 1012 1204 SYMPTOMS: 104100
 ORIGIN: G0 TRANS. DST/RGN: 41 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 12/12/1998
 ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
 1998/11/07
 *** VEHICLE INVOLVED IN RECALL 98S98 ***
 *** VEHICLE INVOLVED IN RECALL 96S48 ***
 CUSTOMER SAYS:
 - DRIVER SIDE DOES NOT FUCTION AT ALL.
 - PASSANGER SIDE IS OK CURRENTLY.
 *
 PER CUSTOMER, DEALER SAYS:
 - WOULD FIX BUT PARTS NOT CURRENTLY AVAILABLE.
 *
 CUSTOMER SEEKS:
 - WHERE SHE CAN GET RECALL FIXED.
 *
 CAC ADVISED:
 - ANY FORD DEALER CAN PERFORM RECALLS ON VEHICLE.
 - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 - REQUEST MR. JIM PFIFFER(CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
 BUSINESS DAYS
 1998/12/12
 ##THIS IS THE CLOSING COMMENT
 PER SW...THIS IS INVOLVED IN RECALL..SM IS RECONTACTING CUST TO SEE IF SHE HAS
 ALREADY HAD DONE, IF NOT HE IS GOING TO ORDER PARTS AND HANDLE ASAP..

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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B95BJG GRP: XX17 INFORMATION CONTACT VEH TYPE: CAR
 PHILADELPHIA 18 ZN/TR: G1 CONTACT NBR: 107750439 OPENED: 11/11/1996
 VIN: L ENGINE: CLOSED: 11/11/1996

=====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 120000 WSD:
 DEALER NAME: CHAMPION FORDLAND, SALES CODE: 116101 P & A: 01251
 CAUSAL CODES: 1204 SYMPTOMS: 104100
 ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1998/11/11
 NO VIN AVAILABLE
 *** NAVIS: SUBSEQUENT ***
 CUSTOMER SAYS:
 - CALLING ABOUT THE SEAT RESTRAINT RECALL FOR THE PROBE
 *
 PER CUSTOMER, DEALER SAYS:
 - NEEDED TO ORDER PARTS TO FIX THE SEAT BELT
 *
 CUSTOMER SEEKS:
 - VEHICLE REPAIRED
 *
 CAC ADVISED:
 - THE LETTER SAID THAT THE PARTS MAY NEED TO BE ORDER FOR DECEMBER 15

1998/11/13
 NO VIN AVAILABLE
 CUSTOMER SAYS:- [REDACTED]
 - THE SEATBELT SYSTEM DOES NOT WORK
 - HIS DAUGHTER GOT A RECALL LETTER
 - THEY CALLED THE DEALERSHIP BUT THEY DID NOT RESTORE THE OPERATION OF THE RESTRAINT SYSTEM LIKE THE LETTER SAYS
 *
 PER CUSTOMER, DEALER SAYS:
 - THEY WON'T GET PARTS ANY EARLIER THAN 12/12/98
 *
 CUSTOMER SEEKS:
 - TO GET HIS SEATBELTS FIXED
 *
 CAC ADVISED:
 - ADDED COMMENTS TO FILE
 - CALL BACK WITH VIN

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

8956JG GRP: XX17 INFORMATION CONTACT VEH TYPE: CAR
PHILADELPHIA 18 ZN/TR: G1 CONTACT NBR: 107750439 OPENED: 11/11/1996
VIN: L ENGINE: CLOSED: 11/11/1996

1996/11/13
THIS CONTACT HAS BEEN UPGRADED. THE NEW CONTACT IS 107760178

0223SM GRP: XA08 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: A2 CONTACT NBR: 107750558 OPENED: 11/19/1996
VIN: 1ZVPT20C11 ENGINE: C CLDSED: 11/21/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED]
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 46000 WSD:
DEALER NAME: SEEKINS FORD-LINCOL SALES CODE: 174542 P & A: 08821
CAUSAL CODES: 1203 1206 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 74 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/14/1998
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1998/11/11
*** NAVIS: SUBSEQUENT ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 & 96599 ***
CUSTOMER SAYS:
-10/1/96: CUSTOMER NOTED THAT THE AUTOMATIC SEAT BELT WAS STUCK AND WOULD NOT
MOVE; CUSTOMER HAD REPAIRS PERFORMED ON THIS DAY.
-CALLER IS THE CUSTOMER'S HUSBAND.
*
PER CUSTOMER, DEALER SAYS:
-HAS NOT BEEN CONTACTED.
*
CUSTOMER SEEKS:
-REIMBURSEMENT UNDER THE RECALL.
*
CAC ADVISED:
RE POSSIBLE REIMBURSEMENT:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. ERIC STONER, CUSTOMER RELATIONS MANAGER, TO CONTACT THE CUSTOMER
WITHIN 2 BUSINESS DAYS
1998/11/14
##THIS IS THE CLOSING COMMENT
TALKED WITH MS BUNCH 11-14-1998, INFORMED HER THAT REFUND FOR SEATBELT REPLACE-
MENT IS BEING SENT TODAY BY MAIL. PER ZAHID HANIF RUN REFUND CLAIM AS C99 RELA-
TED DAMAGE CLAIM & HOLD TILL RECALL IS PERFORMED. RECALL PARTS NOT AVAILABLE -
BEFORE 12-15-1998. INFORMED MS BUNCH THAT RECALL STILL NEEDS TO BE PERFORMED.
SHE WILL MAKE APPT AFTER 12-15-1998.

THANKS
ERIC.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

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5707LB	GRP: AX17	CONCERN CONTACT	VEH TYPE: CAR
SDR	10 ZN/TR: E2	CONTACT NBR: 107780733	OPENED: 11/18/1996
VIN:	1ZVPT20C4L5	ENGINE: C	CLOSED: 01/16/1997

=====

LAST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]
ADDRESS:	[REDACTED]	STATE:	[REDACTED]
CITY:	[REDACTED]	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]	BUS. PHONE:	[REDACTED]
MODEL YEAR:	90	MODEL:	PROBE
MILEAGE:	134000	WSD:	
DEALER NAME:	MELTON MOTOR CO	SALES CODE:	123549 P & A: 05927
CAUSAL CODES:	1215	SYMPTOMS:	104100
ORIGIN:	GO	TRANS. DST/RGN:	23 TRANS. DATE:
SERVICE/SALES:	1	CONTACT DATE:	01/09/1997
ACK. CODE:	ASSIST CODE: R	AWARD AMT:	0 SURVEY: Y (Y OR N)

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

COMMENTS:

1996/11/18

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- REPLACED THE SEAT BELT ON JANUARY 29, 1996 AND THE CUSTOMER WAS REIMBURSED BY THE DEALER
- THE DRIVER'S SIDE SEAT BELT HAS GONE OUT AGAIN
- THE PASSENGER SIDE SEAT BELT IS MESSED UP

PER CUSTOMER, DEALER SAYS:

- HAS NOT CONTACTED

CUSTOMER SEEKS:

- THE VEHICLE REPAIRED

CAC ADVISED:

**REGARDING BROKEN SHOULDER HARNESS:

- FORD WOULD NOT REPAIR THE SHOULDER HARNESS SINCE THE CUSTOMER HAS ALREADY BEEN REIMBURSED FOR THE REPAIR BY THE COMPANY
- SUGGESTED CUSTOMER CONTACT

**REGARDING RECALL 96599:

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

1997/01/09

##THIS IS THE CLOSING COMMENT

CUSTOMER VEHICLE HAS BEEN INSPECTED. PARTS ARE ON ORDER TO COMPLETE REPAIRS.

SATISFIED, PLEASE CLOSE

SEAN HOPKINS - CSM

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

Q244GJ GRP: 14 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: I1 CONTACT NBR: 107817746 OPENED: 11/27/1996
VIN: 1ZVPT20C7L5 ENGINE: C CLOSED: 12/20/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: A
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 174000 WSD:
DEALER NAME: RIVERHEADMOTORS INC SALES CODE: 113488 P & A: 03676
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/29/1996
ACK. CODE: ASSIST CODE: R AWARD AMT: 0 SURVEY: N (Y OR N)

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

COMMENTS:

1996/11/27

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

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- DRIVERS SIDE SAFETY BELT IS LOCKED UP
- CANNOT USE THE BELT AT THIS TIME
- WIRE HARNESS DNP WAS COMPLETED ON 11/27/96

PER CUSTOMER, DEALER SAYS:

- HAS ORDERED PARTS

CUSTOMER SEEKS:

- RECALL COMPELTION

CAC ADVISED:

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

1998/12/13

##THIS IS THE CLOSING COMMENT

CUST HAD APPOINTMENT 11-27-98, ORDERED PARTS FOR RECALL 96548 AND 96599, LS PA RT IS IN, RS PART IS NOT. WILL CALL CUSTOMER WHEN BOTH PARTS ARE IN TO SCHEDULE APPOINTMENT, NO FURTHER ACTION AT THIS TIME, TT MD 12-13-98

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 2565CG GRP: X109 CONCERN CONTACT VEH TYPE: CAR
 CHICAGO 41 2N/TR: C2 CONTACT NBR: 107821574 OPENED: 11/27/1998
 VIN: 1ZVPT20C1L ENGINE: C CLOSED: 12/10/1998

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED]
 ADDRESS: [REDACTED] IP: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: [REDACTED]
 MILEAGE: 70000 WSD: [REDACTED]
 DEALER NAME: JOE COTTON FORD INC SALES CODE: 141095 P & A: 01548
 CAUSAL CODES: 1203 SYMPTOMS: 104100
 ORIGIN: 00 TRANS. DST/RGN: 41 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 12/02/1998
 ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1998/11/27

*** NAVIS: ORIGINAL ***

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

CUSTOMER SAYS:

- MAIDEN NAME IS [REDACTED]
- WIFE [REDACTED] CALLING
- POWER FRONT DRIVERS SIDE BELT DOESN'T RETRACT WHEN DOOR CLOSED

PER CUSTOMER, DEALER SAYS:

- NO COMMENT

CUSTOMER SEEKS:

- REPAIR

CAC ADVISED:

REPAIR:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. TONY REMELLO, SVC MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1998/12/03

##THIS IS THE CLOSING COMMENT

CUSTOMER BROUGHT CAR IN FOR INSPECTION, PARTS ARE NOW ON ORDER TO COMPLETE BOTH RECALLS. TR

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

46488C GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
ORLANDO 24 ZN/TR: B1 CONTACT NBR: 107820693 OPENED: 11/29/1996
VIN: 12VPT20COL ENGINE: C CLOSED: 12/16/1996

LAST NAME: STATUS: CLOSED
TITLE: MI: A
ADDRESS: ME: ZIP: -2653
CITY: STATE: BUS. PHONE: HOME PHONE: MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 75000 WSD: DEALER NAME: BEV SMITHFORD INC SALES CODE: 124220 P & A: 04909
CAUSAL CODES: 1203 1206 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 24 TRANS. DATE: CONTACT DATE: 12/02/1996
SERVICE/SALES: 1 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:

1996/11/29

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- SHE IS CALLING BACK ABOUT THE RECALL REPAIRS
- SHE HAD THE REPAIRS DONE 8/96

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- REIMBURSEMENT FOR REPAIRS

CAC ADVISED:

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

- CUSTOMER SHOULD TAKE HER ORIGINAL REPAIR RECEIPT TO THE DEALERSHIP FOR POSSIBLE REIMBURSEMENT AND TO HAVE THE DEALERSHIP LOOK AT SEAT BELTS

1996/12/02

##THIS IS THE CLOSING COMMENT

CUSTOMER CALLED ON 11/29/96, AND WILL COME IN FRIST TWO WEEKS OF DEC.
GLENDA EDWARDS SVM

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
4G4B8C GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
ORLANDO 24 ZN/TR: B1 CONTACT NBR: 107823693 OPENED: 11/29/1996
VIN: 12VPT20C0L6 [REDACTED] ENGINE: C CLOSED: 12/16/1996
=====

1996/12/09

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- CUSTOMER WANTS TO KNOW HAS HER DEALERSHIP SUBMITTED A CLAIM TO
FORD MOTOR COMPANY FOR HER SAFETY BELT REPAIR

PER CUSTOMER, DEALER SAYS:

- NO RECENT CONTACT

CUSTOMER SEEKS:

- REIMBURSEMENT OF SEAT BELT REPAIR

CAC ADVISED:

- PROVIDE ORIGINAL RECEIPTS TO MS. GLENDA EDWARDS, SVC MGR
- MS. GLENDA EDWARDS, SVC MGR WILL EVALUATE SITUATION TO DETERMINE IF REPAIR
IS REIMBURSABLE.
- INFORMED CUSTOMER THAT THE CLAIM HAS NOT BEEN SUBMITTED TO REQUEST
REIMBURSEMENT FROM THE DEALERSHIP

1996/12/30

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-CALLING BACK ABOUT THE RECALL REIMBURSEMENT

PER CUSTOMER, DEALER SAYS:

-NO RECENT CONTACT

CUSTOMER SEEKS:

-STATUS OF REFUND.

CAC ADVISED:

-CONTINUE TO WORK WITH YOUR DEALERSHIP
-PROVIDED NUMBER TO BEV SMITH FORD

1997/02/19

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- ORIGINALLY SUBMITTED A RECALL REIMBURSEMENT CLAIM IN 12/96 FOR RECALL
96S48
- HASN'T HEARD ANYTHING ON THE REIMBURSEMENT

PER CUSTOMER, DEALER SAYS:

- NO FURTHER CONTACT

CUSTOMER SEEKS:

- RECALL REIMBURSEMENT

CAC ADVISED:

-CONTINUE TO WORK WITH YOUR DEALERSHIP
-PROVIDED NUMBER TO BEV SMITH FORD

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
48488C GRP: X104 CONCERN CONTACT VEH TYPE: CAR
ORLANDD 24 ZN/TR: B1 CONTACT NBR: 107823693 OPENED: 11/29/1996
VIN: 12VPT20COLS [REDACTED] ENGINE: C CLOSED: 12/16/1996
=====

1997/08/14

CUSTOMER SAYS:

- SHE HAD A RECALL ON HER VEHICLE
- SHE IS CHECKING THE STATUS ON THE RECALL REIMBURSEMENT CLAIM
- THEY HAVE INVESTIGATED HER VEHICLE AND THEY ARE WAITING FOR PARTS TO COME IN BEFORE THE REIMBURSE HER

*

PER CUSTOMER, DEALER SAYS:

- DEALERSHIP SAYS THAT SHE HAS TO WAIT UNTIL THE PART COMES IN UNTILL THEY REIMBURSE HER

*

CUSTOMER SEEKS:

- HER REINBURSEMENT

*

CAC ADVISED:

- CONTINUE WORKING WITH BEV SMITH FORD

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

82307H GRP: XX06 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR CONTACT NBR: 107832944 OPENED: 12/02/1996
VIN: 1ZVPT21U0L ENGINE: D CLOSED: 12/19/1996

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI: L
ADDRESS: STATE: ZIP: -6284
CITY: BUS. PHONE: 2
HOME PHONE: MODEL: PROBE
MODEL YEAR: 90 MSD:
MILEAGE: 76000 SALES CODE: 174024 P & A: 08736
DEALER NAME: HARRIS FORD INC SYMPTOMS: 104100
CAUSAL CODES: 1203 TRANS. DST/RGN: 74 TRANS. DATE:
ORIGIN: GO CONTACT DATE: 12/05/1996
SERVICE/SALES: 1 O SURVEY: Y (Y OR N)
ACK. CODE: ASSIST CODE: W AWARD AMT:

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

COMMENTS:

1996/12/02

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

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-#800 OBTAINED FROM THE WARRANTY CARD

-WOULD LIKE TO KNOW IF THERE ARE ANY OTHER RECALLS ON THIS VEHICLE, BESIDES THE SEATBELT RECALL

PER CUSTOMER, DEALER SAYS:

-NO CONTACT

CUSTOMER SEEKS:

-RECALL INFORMATION

CAC ADVISED:

REGARDING RECALL 96548 & 96599

- REQUEST BOB KLAWITTER (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS DAYS REGARDING RECALL 96548 & 96599

1996/12/12

##THIS IS THE CLOSING COMMENT

WE CONTACT CUSTOMER TO ADVISE OF PARTS AVAILABILITY SCHEDULE. CUSTOMER WILL CALL BACK AFTER JAN 1 97 TO SET APPOINTMENT FOR RECALL COMPLETION.

BOB KLAWITTER, SVC.MGR.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 0829KB GRP: XX02 CONCERN CONTACT VEH TYPE: CAR
 DALLAS 52 ZN/TR: A2 CONTACT NBR: 107844351 OPENED: 12/05/1998
 VIN: 12VPT22LBL5 ENGINE: L CLDSED: 12/24/1998

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 80000 WSD:
 DEALER NAME: VILLAGE FORD SALES CODE: 152007 P & A: 02519
 CAUSAL CODES: 1215 SYMPTONS: 104100
 ORIGIN: 80 TRANS. DST/RGN: 52 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 12/08/1998
 ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1998/12/05

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548, 96599 ***
 *** VEHICLE INVOLVED IN RECALL 96548, 96599 ***

CUSTOMER SAYS:

-ARE THERE ANY OPEN RECALLS ON MY VEHICLE?

PER CUSTOMER, DEALER SAYS:

-NO CONTACT

CUSTOMER SEEKS:

-RECALL WORK PERFORMED

CAC ADVISED:

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

1996/12/17

##THIS IS THE CLOSING COMMENT

CONTACTED CUST AND INFORMED HIM THAT SOME OF THE PARTS ARE NOT GOING TO BE
 AVAILABLE UNTIL DEC.20TH,CUST WANTS TO BRING IN TO DO ALL RECALLS AT THE SAME
 TIME.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 7379AR GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
 NEW YORK 13 ZN/TR: M1 CONTACT NBR: 107852108 OPENED: 12/06/1998
 VIN: 12VPT21UXL5 ENGINE: U CLOSED: 12/25/1998

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FI: A
 ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 87000 WSD:
 DEALER NAME: COURTESY FORD INC SALES CODE: 113209 P & A: 00789
 CAUSAL CODES: 1215 1208 SYMPTOMS: 104100
 ORIGIN: 60 TRANS. DST/RGN: 13 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 12/18/1998
 ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1996/12/06

*** VEHICLE INVOLVED IN RECALL 96S48, 96S99 AND 94E54 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- CUSTOMER HAD PROBLEMS WITH SEATBELTS
- DEALER CHARGED FOR LOOKING AT THE VEHICLE (DIAGNOSTIC FEE) BUT DID NOT FIX VEHICLE
- CUSTOMER HAS SINCE RECEIVED RECALL LETTER

PER CUSTOMER, DEALER SAYS:

- WILL NOT BE ABLE TO REIMBURSE FOR DIAGNOSTIC FEE

CUSTOMER SEEKS:

- CAN HE BE REIMBURSED FOR THE DIAGNOSTIC FEE

CAC ADVISED:

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

- VEHICLE IS ELIGIBLE FOR RECALL 96S48 AND 96S99
- CUSTOMER TO CONTACT THE DEALERSHIPS SERVICE DEPARTMENT, TO ASSIST CUSTOMER IN REIMBURSEMENT ASSISTANCE

1998/12/09

IN REGARDS TO THE SITUATION INFORMED CUST THAT I WILL TURN THE RIEMBURSMET DECISION OVER TO THE FACTORY REP SINCE WE DID NOT MAKE ANY REPAIR TO THE VEH. AND IT WAS ONLY A DIAGNOSTIC CHARGE

1998/12/18

##THIS IS THE CLOSING COMMENT

CONTACTED CUST AND TOLD CUST WE WOULD CALL AS SOON AS RECALL PARTS ARRIVE

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

1844KZ GRP: XKD4 CONCERN CONTACT VEH TYPE: CAR
SEATTLE 74 ZN/TR: A1 CONTACT NBR: 107895164 OPENED: 12/18/1996
VIN: 1ZVPT20C9L52 ENGINE: C CLDSED: 01/15/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 80000 WSD:
DEALER NAME: BOZEMAN FORD SALES CODE: 174822 P & A: 08316
CAUSAL CODES: 1209 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 74 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/22/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: D SURVEY: Y (Y OR N)

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

COMMENTS:

1996/12/18

*** NAVIS: PROGRAM ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 95599 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 ***
CUSTOMER SAYS [REDACTED]
-TOOK VEHICLE TO THE DEALERSHIP AND THEY WOULD ONLY DO THE DRIVER'S SIDE SEATBELT
-CUSTOMER'S RECALL LETTER STATES BOTH THE PASSENGER AND DRIVER SEATBELT SHOULD BE REPLACED
-CUSTOMER HAD THE DRIVERS SIDE SEATBELT REPLACED ABOUT 2 WEEKS AGO
-BOTH THE DRIVERS SIDE AND PASSENGER SIDE SEATBELTS WERE LOCKING UP AND NOT FUNCTIONING CORRECTLY
-THE PASSENGER SIDE SEATBELT STILL NEEDS REPLACED
*
PER CUSTOMER, DEALER SAYS:
-PER SERVICE(ND NAME): WE CAN'T DO THE PASSENGER SIDE SEATBELT RECALL UNTIL WE RECEIVE NOTICE FROM FORD
*
CUSTOMER SEEKS:
-TO HAVE BOTH SEATBELT RECALLS PERFORMED
*
CAC ADVISED:
REGARDING RECALL 96548 AND 95599
- REQUEST DAVID WALLIN, CUST REL MGR, TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS DAYS REGARDING RECALL 96548 AND 95599
-PER RECALL LETTER: IF THE SEATBELTS ARE MALFUNCTIONING THE DEALERSHIP WILL REPLACE THEM, BUT THE PARTS MAY NOT BE AVAILABLE UNTIL AFTER 12/15/98 AND CUSTOMER MAY HAVE TO BRING THE VEHICLE BACK TO THE DEALERSHIP
1997/01/08
##THIS IS THE CLOSING COMMENT
WE CANNOT REPAIR THIS VEHICLE UNTIL YOU RELEASE PARTS TO DO SO....AS STATED IN

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

1158EK	GRP: XX09	CONCERN CONTACT	VEH TYPE: CAR
PHILADELPHIA	16	ZN/TR: B1	CONTACT NBR: 107896769
VIN: 1ZVPT20C3L		ENGINE: C	OPENED: 12/18/1996
			CLOSED: 12/30/1996

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:		STATE:		ZIP: -1313
CITY:		BUS. PHONE:		
HOME PHONE:		MODEL:	PROBE	
MODEL YEAR: 90		WSD:		
MILEAGE: 50000		SALES CODE: 116017	P & A: 01306	
DEALER NAME: HOPKINS FORD INC		SYMPTOMS: 104100 110100		
CAUSAL CODES: 0403 1203		TRANS. DST/RGN: 16	TRANS. DATE:	
ORIGIN: 60			CONTACT DATE: 12/18/1996	
SERVICE/SALES: 1			O SURVEY: Y (Y OR N)	
ACK. CODE:	ASSIST CODE: W	AWARD AMT:		

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

COMMENTS:

1996/12/18

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 9654B, 96599 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- THERE IS TREMENDOUS CONDENSATION IN THE CAR
- 800 # FROM THE MANUAL
- THE CONDENSATION SEEMS TO GO AWAY IF IT WARM OUT
- HAS HAD A LOT OF RAIN LATELY
- THE WINDOWS GET REALLY FOGGED UP

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- IS THERE ANYTHING SHE CAN DO ABOUT THE CONDENSATION

CAC ADVISED:

REGARDING THE QUESTION

- DEALERSHIP IS THE BEST TECHNICAL RESOURCE
- MR. BILL LAUER (SVC MGR) IS IN THE BEST POSITION TO ASSIST YOU.

REGARDING THE SAFETY RECALLS

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

BUSINESS DAYS

1996/12/23

##THIS IS THE CLOSING COMMENT

SERVICE DIRECTOR SPOKE WITH CUSTOMER IN REFERENCE TO CONCERNS WITH WINDOWS FOGGING AND EXPLAINED TO CUSTOMER HOW TO USE HIS DEFOGGER AND ALSO REQUESTED CUSTOMER TO SET UP APPOINTMENT FOR RECALLS CUSTOMER DIDNT HAVE TIME, AT THIS TIME FOR APPOINTMENT. WILL CALL DEALER IN FUTURE FOR APPOINTMENT.
WILLIAM LAUER SERVICE DIRECTOR

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
1158EK GRP: XX09 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 16 ZN/TR: B1 CONTACT NBR: 107896769 OPENED: 12/18/1996
VIN: 1ZVPT20C3L [REDACTED] ENGINE: C CLOSED: 12/30/1996
=====

1998/01/29

INVOLVED IN OPEN RECALL 96S48 *

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- CUSTOMER IS CALLING BACK REGARDING SAME CONDENSATION ISSUE
- IT IS ALWAYS DAMP IN THE VEHICLE
- THERE IS MOLD GROWING IN THE VEHICLE
- THE WINDOWS ARE ALWAYS FOGGY
- CUSTOMER IS AWARE OF THE SEATBELT RECALL AND HAS ALREADY ORDERED PARTS AND MADE ARRANGEMENT FOR REPAIR

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- TECHNICAL INFORMATION
- RECALL INFORMATION

CAC ADVISED:

RE: RECALL REPAIR

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

RE: TECHNICAL INFORMATION

- DEALERSHIP IS THE BEST TECHNICAL RESOURCE
- MR. BILL LAUER (SVC MGR) IS IN THE BEST POSITION TO ASSIST YOU.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3034LM GRP: AX15 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: B1 CONTACT NBR: 107907018 OPENED: 12/20/1998
VIN: 12VPT22L6L5 ENGINE: L CLOSED: 01/07/1999

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 128000 MSD:
DEALER NAME: DITSCHMAN/FLEMINGTD SALES CODE: 113460 P & A: 20840
CAUSAL CODES: 1215 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/30/1998
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:

1998/12/20

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98S48 & 96598 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- SEAT BELTS ARE STICKING
- SEAT BELT MOTOR IS STILL RUNNING
- FEELS THAT MOTOR SHOULD BE REPLACED
- UPSET THAT HE WAS BRUSHED OFF REGARDING CERTAIN CONCERNS WITH VEHICLE

PER CUSTOMER, KEN AND PETE, IN SERVICE DEPT SAYS:

- WOULD HAVE TO INSPECT VEHICLE

CUSTOMER SEEKS:

- REPAIR AND ORDER PARTS
- REPLACE MOTOR

CAC ADVISED:

- DEALERSHIP IS THE BEST TECHNICAL RESOURCE
- MR. DARIN WATTERS, (SVC MGR) IS IN THE BEST POSITION TO ASSIST YOU.
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. DARIN WATTERS, (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN

2 BUSINESS DAYS

1998/12/31

***THIS IS THE CLOSING COMMENT

CUST RETURNED CAR TO DEALER ON DEC 30 AND RECALL HAS BEEN COMPLETED.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

23505K GRP: KX01 CONCERN CONTACT VEH TYPE: CAR
ORLANDO 24 ZN/TR: C1 CONTACT NBR: 107909209 OPENED: 12/29/1996
VIN: 1ZVPT20C5L ENGINE: C CLOSED: 01/14/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 77000 WSD:
DEALER NAME: SARASOTA FORD SALES CODE: 124402 P & A: 01167
CAUSAL CODES: 1203 1001 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 24 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/24/1996
ACK. CODE: ASSIST CODE: F AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1996/12/23

*** NAVIS: ORIGINAL ***
*** VEHICLE INVOLVED IN RECALL 96599 ***

CUSTOMER SAYS:
- RECEIVED RECALL FOR SEATBELTS
- CALLED DEALER TODAY

PER CUSTOMER, DEALER SAYS:
- GDT TRANSFERRED WHEN I CALLED
- WE DO NOT HAVE PART

CUSTOMER SEEKS:
- TO HAVE RECALL DONE

CAC ADVISED:
- CONTACT DEALER CUSTOMER RELATIONS MANAGER PAUL LAVIGNE FOR FURTHER
EXPLANATION

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7379AR GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
DETROIT 48 ZN/TR: A2 CONTACT NBR: 107915307 OPENED: 12/26/1996
VIN: 1ZVPT21U9L5 ENGINE: U CLOSED: 01/03/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] US. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 95000 WSD:
DEALER NAME: RUSS MILNE FORD INC SALES CODE: 148040 P & A: 02890
CAUSAL CODES: 1215 2801 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 4B TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/26/1996
ACK. CODE: ASSIST CODE: D AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1996/12/26

*** VEHICLE INVOLVED IN OMP 95B70 ***
*** POSSIBLE RECALL 96S48 AND 96S98 INVOLVEMENT ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:
-VEHICLE WON'T START

PER CUSTOMER, DEALER SAYS:
-MIGHT BE SHUTOFF VALVE
-CALL FMC TO LOCATE VALVE

CUSTOMER SEEKS:
-WHERE IS SHUTOFF VALVE

CAC ADVISED:
REGARDING RECALL/ONP
- REQUEST CUST REL MGR/SVC MGR TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS
DAYS REGARDING RECALL/ONP
-VALVE IS LOCATED ON THE LEFT SIDE OF THE LUGGAGE

1996/12/27

##THIS IS THE CLOSING COMMENT
WE HAVE EVALUATED CUSTOMERS VEHICLE AND ORDERED PARTS TO COMPLETE RECALLS.
CUSTOMER HAS PICKED UP VEHICLE UNTIL PARTS ARRIVE. NO FURTHER ACTION NEEDED.
PLEASE CLOSE.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

4699BK GRP: 05 CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: F2 CONTACT NBR: 107970910 OPENED: 01/14/1997
VIN: 1ZVPT20C9L5 ENGINE: C CLOSED: 01/30/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 132000 WSD:
DEALER NAME: KARCZ MOTOR CO SALES CODE: 141602 P & A: 06308
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 41 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/30/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/01/14

*** POSSIBLE RECALL 96S48 INVOLVEMENT ***

*** LETTER DATED NOVEMBER 12, 1996 ***

CUSTOMER WRITES:

- RECEIVED LETTER THAT VEHICLE IS COVERED UNDER RECALL 96S48
- SEATBELT STOPS IN MIDDLE OF RETRACTING

PER CUSTOMER, DEALER SAYS:

- CANNOT REPLACE SEATBELT UNTIL IT IS MALFUNCTIONING

CUSTOMER SEEKS:

- TO HAVE SEATBELT REPAIRED UNDER RECALL 96S48

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. LEROY GEIL, CUST REL MNGR, TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS- *** NOTE: IMAGING DOCUMENT IDENTIFICATION NUMBER (DDCID): 20894845

1997/01/23

##THIS IS THE CLOSING COMMENT

PARTS ARE ORDERED FOR CUSTOMER PER RECALL

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 BBBOSD GRP: 17 CONCERN CONTACT VEH TYPE: CAR
 SDR IO 2N/TR: G2 CONTACT NBR: 108106977 OPENED: 02/17/1997
 VIN: 1ZVPT20C5L5 ENGINE: C CLOSED: 02/27/1997

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED]
 ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] P: [REDACTED]-3322
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 90000 WSD:
 DEALER NAME: SHULTS FORD LINCOLN SALES CODE: 144517 P & A: 00517
 CAUSAL CODES: 1203 SYMPTOMS: 104100
 ORIGIN: 60 TRANS. DST/RGN: 44 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 02/20/1997
 ACK. CODE: ASSIST CODE: F AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/02/17

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

CUSTOMER SAYS:

- NEEDS AN OWNERS MANUAL
- DRIVERS SEAT BELT DOES NOT FUNCTION

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- ANY RECALLS

CAC ADVISED:

REGARDING RECALLS (96599/96548)

- REQUEST MR JIM CORBIN (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS DAYS REGARDING RECALLS (PER OWNERS MANUAL)
- REFERRED CUSTOMER TO HELM

1997/02/20

CSM, STEPHANIE REEL, SPOKE WITH JIM CORBIN, SVC. MGR.

DEALERSHIP TRIED TO CONTACT CUSTOMER FOR THREE DAYS. DEALERSHIP HAD TO ORDER PARTS FOR THE RECALLS 96548 AND 96599. THE SEAT BELTS WERE MALFUNCTIONING, AND THE CUSTOMER CUT THE CABLE THAT WAS PROTRUDING. CUSTOMER HAS BEEN INFORMED OF THE SITUATION, AND THE CUSTOMER WILL BRING THE CAR IN TO LAKE SHORE WHEN THE PARTS ARRIVE.

###THIS IS THE CLOSING COMMENT

09/11/98

MASTER OWNER RELATIONS SYSTEM I1

14.21.02

=====
3383HM GRP: XX02 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: A2 CONTACT NBR: 107959827 OPENED: 01/09/1997
VIN: 1ZVPT22LXL [REDACTED] ENGINE: L CLOSED: 01/29/1997
=====

LAST NAME: [REDACTED] STATUS: CLDSED
TITLE: [REDACTED] NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 45000 WSD:
DEALER NAME: GRAND FORD LINC-MER SALES CODE: 144401 P & A: 07417
CAUSAL CODES: 1203 3001 SYMPTOMS: 104100 698200
ORIGIN: 00 TRANS. DST/RGN: 44 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/09/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: N (Y OR N)

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

COMMENTS:

1997/01/09

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 9854B, 98549 ***

CUSTOMER SAYS:

- ENGINE LIGHT IS ON
- WOULD LIKE TO KNOW IF ANY RECALLS ON VEHICLE

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- TO HAVE ENGINE LIGHT FIXED..DID +NOT+ ASK FOR FIN. ASST.
- TO KNOW IF ANY RECALLS ON VEHICLE

CAC ADVISED:

RE ENGINE LIGHT

- DEALERSHIP IS THE BEST TECHNICAL RESOURCE
- MR.HAROLD WILLIAMS(SVC MGR) IS IN THE BEST POSITION TO ASSIST YOU.

RE RECALL

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

-CUSTOMER HUNG UP PHONE..NEXT CSR PLEASE ADVISE ACCORDINGLY..UPGRADE TO A CONCERN DUE TO RECALLS

THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 107959885

CUSTOMER SAYS:

- CUSTOMER IS CALLING BACK, HE GOT DISCONNECTED

CAC ADVISED:

- CSR EXPLAINED TO CUSTOMER THE NEXT STEPS, WILL UPGRADE TO A CONCERN

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3383HM GRP: XX02 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/T CONTACT NBR: 107959827 OPENED: 01/09/1997
VIN: 1ZVPT22L ENGINE: L CLOSED: 01/29/1997

1997/01/13

###THIS IS THE CLOSING COMMENT

CUSTOMER TOOK HIS VEHICLE TO AN OUTSIDE SHOP. TECHNICIAN AT OUTSIDE SHOP TOLD THE CUSTOMER THAT THE VEHICLE NEEDED THE EGR VALVE REPLACED. HE WENT ON TO TELL THE CUSTOMER THAT FORD HAD A RECALL BACK IN 1992 ON PROBES AND THAT FORD SHOULD TAKE CARE OF HIS PROBLEM. TECH WAS REFERING TO RECALL 92E34. WE RAN CUSTOMERS VEHICLE THROUGH THE RECALL HOTLINE TO VERIFY RECALL. CUSTOMERS VEHICLE DOES NOT COME UNDER THIS RECALL. CUSTOMER IS UPSET AND WANTS THE EGR VALVE REPLACE AT NO COST. WE INFORMED THE CUSTOMER THAT WE COULD NOT DO THIS.

1997/01/14

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-HEARD THAT THERE WAS A RECALL ON THE EGR VALVE
-CALLING BACK ABOUT PRIOR CONCERNS

*

PER CUSTOMER, DEALER SAYS:

-THERE IS NO SUCH RECALL ON THE EGR VALVE

*

CUSTOMER SEEKS:

-RECALL INFORMATION

*

CAC ADVISED:

***REGARDS TO RECALL 96548 AND 96599:

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

-THERE IS NO RECALL ON THE EGR VALVE

1997/01/15

TEAM LEADER CAC

---CUSTOMER RECONTACTED CAC AND INDICATES THERE IS NO RESOLUTION.

---PLEASE DO NOT CLOSE CONCERN CONTACTS UNTIL THE SITUATION HAS BEEN RESOLVED.

---PLEASE PROVIDE THE FOLLOWING CLOSING COMMENTS:

-----TYPE OF REPAIR

-----WHAT WAS THE FINAL RESOLUTION OF CONCERN?

THANK YOU

###THE FOLLOWING SYMPTOM CODE(S) WERE REMOVED: 898200

*

CAC ADVISED:

-UPDATING CAUSAL AND SYMPTOM CODES

1997/01/22

###THIS IS THE CLOSING COMMENT

CUSTOMER WAS SET UP WITH AN APPOINTMENT ON 1/21/97. VEHICLE'S SERIAL NUMBER WAS ENTERED INTO OASIS AND RECALLS 96548 AND 96599 WERE SHOWN TO BE OPEN. CUSTOMER WAS INFORMED THAT THE PARTS NEEDED FOR THESE RECALLS WERE ORDERED AND HE WOULD BE CALLED TO SET UP AN APPOINTMENT AND SOON AS THE PARTS WERE IN. THERE WERE NO OTHER OPEN RECALLS FOR THIS VEHICLE.

09/11/98

MASTER OWNER RELATIONS SYSTEM !!

14.21.02

=====

3649KH	GRP: XX11	INFORMATION CONTACT	VLC	VEH TYPE: CAR
UNKNOWN	99	ZN/TR:	CONTACT NBR: 107720405	OPENED: 11/04/1996
VIN:	1ZVPT21UXL5		ENGINE: U	CLOSED: 11/04/1996

=====

LAST NAME:		STATUS:	CLOSED
TITLE:		FIRST NAME:	
ADDRESS:		MI:	
CITY:		STATE:	
HOME PHONE:		BUS. PHONE:	
MODEL YEAR:	90	MODEL:	PROBE
MILEAGE:	80000	WSD:	
DEALER NAME:		SALES CODE:	P & A:
CAUSAL CODES:	1107 1104 1203	SYMPTOMS:	102252 104100
ORIGIN:	GD	TRANS. DST/RGN:	TRANS. DATE:
SERVICE/SALES:	1	CONTACT DATE:	
ACK. CODE:	ASSIST CODE:	AWARD AMT:	O SURVEY: (Y OR N)

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

COMMENTS:

1996/11/04

*** VEHICLE INVOLVED IN RECALL 96599 & 96548 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- 8/26/95 DRIVING IN THE RAIN, DRIVER'S WINDOW DOWN WOULD NOT GO BACK UP
- COST OVER \$379.20 TO REPAIR
- 11/1/96 THE WINDOW WAS DOWN WHEN THEY WENT OUTSIDE (30 DEGREES)
- REFUSES TO PAY FOR A NEW ONE
- REQUESTED THEY FIX IT SO THAT THE WINDOW WILL NOT ROLL DOWN
- SEAT BELTS WERE BROKEN AND NEED TO BE FIXED, GOT THE RECALL NOTICE
- WERE WORKING WHEN SHE TOOK IT IN TO THE DEALERSHIP THOUGH

PER CUSTOMER, DEALER SAYS:

(VALLEY FORD)

- MADE THE REPAIR 9/96
- NEEDS A WHOLE NEW WINDOW THING? AGAIN
- WOULD LOOK INTO IT, THEN OUT OF WARRANTY
- CANNOT EVEN FIX IT SO THAT IT STAYS UP
- FORD WOULD NOT LET THEM FIX SEATBELTS ON RECALL UNLESS IT IS BROKEN (HARRY BOHN)

CUSTOMER SEEKS:

- FINANCIAL ASSISTANCE

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

3649KH	GRP: XX11	INFORMATION CONTACT	VLC	VEH TYPE: CAR
UNKNOWN	99 ZN/TR	CONTACT NBR: 107720405		OPENED: 11/04/1996
VIN: 12VPT21UXL		ENGINE: U		CLOSED: 11/04/1996

=====

1996/11/04

- LOANER VEHICLE
- WINDOW FIXED
- RECALLS PERFORMED

*

CAC ADVISED:

*** PER WINDOW CONCERN ***

- NO RECALL OR OTHER PROGRAMS ON THE VEHICLE.
- WARRANTY HAS EXPIRED
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TOWARD THE COST OF THE REPAIR

*** PER SEAT BELT RECALLS:***

PARTS LIMITATIONS

BECAUSE PARTS TO PERFORM THIS PROGRAM ARE IN SHORT SUPPLY UNTIL DECEMBER 15, 1998, OWNERS OF VEHICLES THAT HAVE OPERATING PASSIVE RESTRAINT SYSTEMS (THE MOVEABLE SHOULDER BELT ANCHORAGE TRAVELS FULLY FORWARD WHEN AN ADJACENT DOOR IS OPENED AND FULLY REARWARD WHEN AN ADJACENT DOOR IS CLOSED AND THE IGNITION IS IN THE ON POSITION), ARE BEING ASKED TO WAIT TO HAVE THE SERVICE PERFORMED UNTIL PARTS ARE AVAILABLE.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7495DP GRP: XX07 CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: F1 CONTACT NBR: 107627500 OPENED: 10/11/1996
VIN: 1ZVPT20C5L5 ENGINE: C CLDSED: 10/21/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 80000 WSD:
DEALER NAME: ROCK RIVER FORD INC SALES CODE: 141495 P & A: 20159
CAUSAL CODES: 1206 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 41 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/14/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1996/10/11

*** VEHICLE INVOLVED IN RECALL 96599 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-CUSTOMER LOOKING FOR RECALL REIMBURSEMENT.96599

*

PER CUSTOMER, DEALER SAYS:

-NO CONTACT.

*

CUSTOMER SEEKS:

-REIMBURSEMENT INFORMATION.

*

CAC ADVISED:

- VEHICLE IS ELIGIBLE FOR RECALL 96599

- CUSTOMER TO CONTACT THE DEALERSHIPS SERVICE DEPARTMENT, TO ASSIST CUSTOMER

IN REIMBURSEMENT ASSISTANCE

1996/10/14

###THIS IS THE CLOSING COMMENT

THE CUSTOMER IS CONCERNED ABOUT THE NEW RECALL ON CERTAIN 90 PROBES. THE CUSTOMER HAD THE DRIVERS SEAT BELT ASSEMBLY REPLACED PRIOR TO THE RECALL AND IS REQUESTING A FULL REFUND. THE SERVICE MANAGER DONALD MURRAY HAS SUBMITTED THE REFUND ON 10/14/96. THE CUSTOMER SHOULD RECEIVE THE REFUND IN APPROX. TWO WEEKS. THE CUSTOMER IS HAPPY AT THIS TIME. THE CUSTOMER WILL ALSO WAIT UNTIL PARTS FOR THE RECALL ARE AVAILABLE IN DEC. 1996.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
6710BY GRP: XX14 CONCERN CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: B1 CONTACT NBR: 107626545 OPENED: 10/11/1996
VIN: 1ZVPT21U3 ENGINE: U CLOSED: 10/30/1996
=====

1996/10/23

CUSTOMER SAYS:

- I DON'T WANT TO GO TO FRAMINGHAM THE OTHER CSR SENT IT TO THE WRONG
DEALERSHIP

*

CUSTOMER SEEKS:

- TO GO TO PATALANO FORD

*

CAC ADVISED:

- CHANGED DEALERSHIP'S FORWARDED TO TEAM LEADER

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

6710BV GRP: XX14 CONCERN CONTACT VEH TYPE: CAR
BOSTON 11 ZN/TR: B1 CONTACT NBR: 107826545 OPENED: 10/11/1996
VIN: 1ZVPT21U3L5 ENGINE: U CLDSED: 10/30/1998

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 72000 WSD:
DEALER NAME: FRAMINGHAM FORD SALES CODE: 111085 P & A: 08926
CAUSAL CODES: 1209 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 11 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/22/1996
ACK. CODE: ASSIST CODE: P AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1998/10/11

*** VEHICLE INVOLVED IN RECALL 98548 ***
*** VEHICLE INVOLVED IN RECALL 98599 ***

CUSTOMER SAYS:

- CALLING ABOUT THE RECALL ON THE SEATBELTS THAT SHE HAS HEARD ABOUT
- WHAT IS THE RECALL AND HOW CAN SHE HAVE THIS TAKEN CARE OF
- WAS WATCHING THE NEWS LAST NIGHT AND SAW THAT THESE VEHICLES HAVE RECALLS ON THEM
- WOULD LIKE TO GET THIS REPAIRED AT FRAMINGTON

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- RECALL INFORMATION ON THIS VEHICLE

CAC ADVISED:

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

BUSINESS DAYS

###CONTACT CHANGED FROM SALES TO SERVICE

CONTACT CHANGED FROM SALES TO SERVICE

1998/10/22

###THIS IS THE CLOSING COMMENT

I CALLED CUSTOMER TODAY AND TOLD HER THAT HER 1990 PROBE WAS INVOLVED
IN 2 RECALLS. 98548 AND 98599 I ALSO TOLD HER THAT PARTS WOULD NOT BE AVAILABLE
UNTIL AFTER DECEMBER 15TH. I ASKED TO CALL ME AFTER THAT DATE AND WE WOULD
PERFORM THE RECALLS AT NO CHARGE TO HER. MRS GEORGE WAS SATISFIED.
PLEASE CLOSE THIS CONTACT.RS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

6606ML GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
 SEATTLE 74 ZN/TR: B1 CONTACT NBR: 107636551 OPENED: 10/14/1996
 VIN: 1ZVPT20C0L ENGINE: C CLOSED: 10/23/1996
 =====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] : M
 ADDRESS: [REDACTED] STATE: [REDACTED] P: [REDACTED]
 CITY: [REDACTED] BUS. PHONE: [REDACTED]
 HOME PHONE: [REDACTED] MODEL: PROBE
 MODEL YEAR: 90 MILEAGE: 80000
 DEALER NAME: TOWER MOTOR CO SALES CODE: 174427 P & A: 07740
 CAUSAL CODES: 1206 SYMPTOMS: 104100
 ORIGIN: 00 TRANS. DST/RGN: 74 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 10/15/1998
 ACK. CODE: ASSIST CODE: D AWARD AMT: D SURVEY: Y (Y OR N)

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

COMMENTS:
1996/10/14

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 96599 ***
 *** NAVIS: SUBSEQUENT ***
 CUSTOMER SAYS:
 -SEAT BELT WAS FIXED IN JANUARY
 *
 PER CUSTOMER, DEALER SAYS:
 -NOT CONTACTED
 *
 CUSTOMER SEEKS:
 -WANTS TO KNOW IF DEALER WAS REIMBURSED FOR A SEAT BELT UNDER PROGRAM CODE 3
 *
 CAC ADVISED:
 -INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 -REQUEST MR. CHARLES DAY (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
 BUSINESS DAYS
 -DO NOT HAVE ANY INFORMATION REGARDING A PROGRAM 3 - IT MAY BE AN INTERNAL
 METHOD OF BILLING AT THE DEALER
 -VEHICLE IS INVOLVED IN RECALLS 96548 AND 96599
 -CUSTOMER CAN TAKE RECEIPTS INTO THE DEALER FOR REIMBURSEMENT CONSIDERATION

1996/10/16

###THIS IS THE CLOSING COMMENT
 CUSTOMER HAS BEEN INFORMED THAT THE REPAIR SHE PAYED FOR WAS NOT RELATED TO
 THE RECALL THAT IS ON HER PROBE
 ALSO CUSTOMER HAS BEEN INFORMED THAT THE PARTS FOR SEATBELT RECALL WILL NOT
 BE AVAILABLE UNTIL DECEMBER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

4213LT GRP: XX03 CONCERN CONTACT VEH TYPE: CAR
 TWIN CITIES 58 ZN/TR: B1 CONTACT NBR: 107669685 OPENED: 10/22/1996
 VIN: 1ZVPT2DC7L5 ENGINE: C CLOSED: 11/05/1996

=====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 105000 WSD:
 DEALER NAME: RDN SAXONFORD INC SALES CODE: 158008 P & A: 09569
 CAUSAL CODES: 1209 SYMPTOMS: 104100
 ORIGIN: 80 TRANS. DST/RGN: 58 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 10/28/1996
 ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1998/10/22
 *** VEHICLE INVOLVED IN RECALL 96599 ***
 *** VEHICLE INVOLVED IN RECALL 96548 ***
 *** NAVIS: PROGRAM ***
 CUSTOMER SAYS:
 - SEAT BELT DOES NOT ALWAYS RETRACT
 *
 PER CUSTOMER, DEALER SAYS:
 - NO CONTACT
 *
 CUSTOMER SEEKS:
 - ARE THERE ANY RECALLS ON SEAT BELTS
 *
 CAC ADVISED:
 - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 - REQUEST MR. LARRY LADWIG (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
 BUSINESS DAYS
 1996/10/29
 ###THIS IS THE CLOSING COMMENT
 CUSTOMER WAS IN ON 10/28/96 TO HAVE RECALL 96548 RECALL PERFORMED. PER FORD
 MOTOR COMPANY WE ARE NOT ALLOWED TO DO RECALL 96599 UNTIL PARTS BECOME
 AVAILABLE IF THE SEAT BELT IS NOT IMPERATIVE.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

1241MS	GRP: KX17	CONCERN CONTACT	VEH TYPE: CAR
NEW YORK	13	ZN/TR: 01	CONTACT NBR: 1076B31RG
VIN: 12VPT20C7L5		ENGINE: C	OPENED: 10/25/1996
			CLOSED: 11/06/1996

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				I:
ADDRESS:				
CITY:		STATE:		IP: [REDACTED]
HOME PHONE:		BUS. PHONE:		
MODEL YEAR: 90		MODEL: PROBE		
MILEAGE: 49000		WSD:		
DEALER NAME: ABLE FORDSALES INC		SALES CODE: 113090	P & A: 03657	
CAUSAL CODES: 1215		SYMPTOMS: 104100		
ORIGIN: GD		TRANS. DST/RGN: 13	TRANS. DATE:	
SERVICE/SALES: 1			CONTACT DATE: 10/30/1996	
ACK. CODE:	ASSIST CODE: 0	AWARD AMT:	0	SURVEY: Y (Y OR N)

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

COMMENTS:

1996/10/25

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

CUSTOMER SAYS:

-I NEED RECALLS CHECKED SINCE A LETTER WAS SENT TO MY OLD ADDRESS IN FLORIDA AND I THOUGHT I WOULD CALL ABOUT IT NOW

PER CUSTOMER, DEALER SAYS:

-NO COMMENTS

CUSTOMER SEEKS:

-RECALL INFORMATION

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MR. JOHN BURNS (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

-RECALL ON SAFETY BELTS IS OPEN 96548 & 96599

-THE INDICATION IN THE LETTERS IS TO CALL THE DEALERS AFTER DECEMBER 15, 96 IF THE BELTS ARE STILL WORKING

-AFTER THAT TIME THE DEALER WILL HAVE THE PARTS TO PUT IN IT

-BUT IT DOES NOT SAY WHAT TO DO IF IT GETS STUCK SOMETIMES--SO, FILE WILL BE SENT FOR DEALER ADVICE AS TO CONCERN

1996/10/30

I CALLED THE CUSTOMER AND LEFT A MESSAGE ON 10/30/96 FOR MR. SLODP TO CALL ME FOR FURTHER INFO REGARDING TO HIS INQUIRY

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

1241MS	GRP: KX17	CONCERN CONTACT	VEH TYPE: CAR
NEW YORK	13	ZN/TR: D1	CONTACT NBR: 107683186
VIN:	1ZVPT20C7L5	ENGINE: C	OPENED: 10/25/1996
			CLOSED: 11/08/1996

=====

1996/10/30

##THIS IS THE CLOSING COMMENT

MR. [REDACTED] SEATBELTS, CURRENTLY, ARE STILL WORKING ALTHOUGH ARE NOISEY AND HE UNDERSTANDS THAT PARTS WILL BE AVAILABLE TO PERFORM THIS RECALL ON OR AROUND DEC 15 1996

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

9681LS GRP: XX06 CONCERN CONTACT
LOS ANGELES 71 ZN/TR: [REDACTED] VEH TYPE: CAR
VIN: 1ZVPT20C5L8 [REDACTED] CONTACT NBR: 107692435 OPENED: 10/28/1996
ENGINE: C CLOSED: 11/21/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 100000 WSD:
DEALER NAME: ATASCADERO FORD SALES CODE: 171472 P & A: 07B48
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/14/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1996/11/14

##THIS IS THE CLOSING COMMENT
MR. BAKER IS WAITING FOR PARTS TO BECOME AVAILABLE TO PERFORM THE SHOULDER
HARNES TRACK RECALL (DUE IN DECEMBER). HE CONTACTED FORD TO REPORT THAT HE
FOUND A BAD INERTIA SWITCH THAT HE FELT IS THE UNDERLYING CAUSE FO THE PROBLEM
AND WANTED TO MAKE SURE FORD GOT THAT INFORMATION.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

9495KA GRP: XXOP CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: A1 CONTACT NBR: 107698084 OPENED: 10/29/1996
VIN: 12VPT20COL: [REDACTED] ENGINE: C CLOSED: 11/05/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 80000 WSD:
DEALER NAME: MALDUF FORD, INC. SALES CODE: 113055 P & A: 20527
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/29/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: N (Y OR N)

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

COMMENTS:

1996/10/29

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 AND 98599 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-SHE HEARD THERE WAS A RECALL ON THE SEATBELTS

PER CUSTOMER, DEALER SAYS:

-NO CONTACT

CUSTOMER SEEKS:

-RECALL INFORMATION

CAC ADVISED:

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

##THIS IS THE CLOSING COMMENT

SINCE NO PARTS ARE AVAILABLE UNTIL 12/15/98 FOR GENERAL INSTALLATION. CUSTOMER
S BELTS WORK BUT ARE STIFF SHE WILL RESCHEDULE AFTER 12/15/96

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

8860SC GRP: XX10 INFORMATION CONTACT VEH TYPE: CAR
 CINCINNATI 47 ZN/TR: E1 CONTACT NBR: 107728347 OPENED: 11/05/1996
 VIN: 1ZVPT22L2L5 ENGINE: L CLOSED: 11/05/1996

=====

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 1 WSD:
 DEALER NAME: STUART POWELL FORD SALES CODE: 147047 P & A: 03228
 CAUSAL CODES: 1204 SYMPTOMS: 104100
 DRIGIN: 80 TRANS. DST/RGN: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD ANT: O SURVEY: (Y OR N)

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

COMMENTS:

1998/11/05

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- DEALER WILL NOT PERFORM RECALLS ON SEATBELTS

PER CUSTOMER, DEALER SAYS:

- NO COMMENT

CUSTOMER SEEKS:

- RECALLS TO BE PERFORMED

CAC ADVISED:

- PER RECALL LETTER, PARTS WILL NOT BE AVAILABLE TO DEALER UNTIL DECEMBER, -
 PLEASE CONTACT DEALERSHIP FOR AN APPOINTMENT AT A LATER DATE

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

6710BV GRP: KX14 CONCERN CONTACT VEH TYPE: CAR
ATLANTA 21 ZN/TR: A2 CONTACT NBR: 107774337 OPENED: 11/15/1996
VIN: 12VPT20C1L ENGINE: C CLOSED: 11/25/1996

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: STATE: ZIP:
CITY: BUS. PHONE:
HOME PHONE: MODEL: PROBE
MODEL YEAR: 90 WSD:
MILEAGE: 1 SALES CODE: 121717 P & A: 05892
DEALER NAME: WOODY ANDERSON FORD SYMPTOMS: 104100
CAUSAL CODES: 1203 TRANS. DST/RGN: 21 TRANS. DATE:
ORIGIN: GO CONTACT DATE: 11/18/1996
SERVICE/SALES: 1 O SURVEY: Y (Y OR N)
ACK. CODE: ASSIST CODE: R AWARD AMT:

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

COMMENTS:

1998/11/15

*** VEHICLE INVOLVED IN RECALL 98S48 AND 96S99 ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- RECEIVED A RECALL LETTER ON THE AUTOMATIC SEATBELTS
- DOES NOT KNOW WHAT TO DO

PER CUSTOMER, DEALER SAYS:

- WAS TOLD THAT SHE NEEDED TO WAIT UNTIL AFTER DECEMBER 15 TO GET IT
REPAIRED

CUSTOMER SEEKS:

- WHAT SHOULD SHE DO TO GET THE VEHICLE REPAIRED

CAC ADVISED:

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

BUSINESS DAYS

1998/11/18

###THIS IS THE CLDSING COMMENT
PLEASE CLOSE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3780TC GRP: XX02 INFORMATION CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: A2 CONTACT NBR: 107822861 OPENED: 11/29/1996
VIN: 1ZVPT20C3L5 ENGINE: C CLOSED: 11/29/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: W
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 157000 MSD:
DEALER NAME: FREEWAY FORD, LINCO SALES CODE: 123541 P & A: 05897
CAUSAL CODES: 1204 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1996/11/29

*** VEHICLE INVOLVED IN RECALL 96589 ***

*** VEHICLE INVOLVED IN RECALL 96548 ***

CUSTOMER SAYS:

-SEAT BELT RECALL

-WHY ARE THE WORKING BELTS NOT REPLACED UNTIL AFTER 2/15/96

*

PER CUSTOMER, DEALER SAYS:

-PARTS AVAILABILITY

*

CUSTOMER SEEKS:

WHY THE WORKING BELTS DID NOT GET REPLACED.

*

CAC ADVISED:

-PARTS AVAILABILITY IS TIGHT RIGHT NOW THEREFORE ONLY THE NO-WORKING BELTS ARE TO BE REPLACED AT THIS TIME.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

5364CD GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: A3 CONTACT NBR: 107622072 OPENED: 10/10/1996
VIN: 1ZVPT22L1L5 ENGINE: L CLOSED: 11/13/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] ME: Y
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] IP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 26000 WSD:
DEALER NAME: HONOLULU FORD INC SALES CODE: 172200 P & A: 07705
CAUSAL CODES: 1203 1206 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 72 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/11/1996
ACK. CODE: ASSIST CODE: R AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:
1996/10/10

*** NAVIS: ORIGINAL ***
*** CONTACT OPENED DUE TO VEHICLE INVOLVEMENT IN RECALLS 96548 AND 96599 ***
CUSTOMER SAYS:
- HEARD ABOUT SEAT BELT RECALL ON VEHICLE
FOR REPAIR
- CUSTOMER HAS NOT RECEIVED LETTER FOR RECALL

*
PER CUSTOMER, DEALER SAYS:
- NO CONTACT

*
CUSTOMER SEEKS:
- IS VEHICLE INVOLVED IN RECALL
- REIMBURSEMENT FOR REPAIR FROM 10/09/96

*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST JIM WOOD (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS
DAYS

1996/11/08

###THIS IS THE CLOSING COMMENT
CUSTOMER'S REQUEST FOR REIMBURSEMENT FOR SEAT BELT REPAIRS HAVE BEEN SUBMITTED
VIA DWE UNDER RECALL 96548.

09/11/98

MASTER OWNER RELATIONS SYSTEM I1

14.21.02

=====

5364CD	GRP: XX17	CONCERN CONTACT	VEH TYPE: CAR
SAN FRAN	72	ZN/TR: A3	CONTACT NBR: 107622072
VIN: 12VPT22L1L5		ENGINE: L	OPENED: 10/10/1996
			CLOSED: 11/13/1996

=====

1996/12/11

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- PAID FOR RECALL REPAIR WANTS TO BE REIMBURSED

*

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

*

CUSTOMER SEEKS:

- REIMBURSEMENT FOR REPAIRS

*

CAC ADVISED:

- CALL FRED VALMOJA, CUSTOMER RELATIONS MANAGER AT DEALERSHIP

1997/07/15

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- THE PASSENGER SIDE SEAT BELT IS LOCKING UP ON THE RAILING

- THE CUSTOMER RECEIVED A RECALL LETTER IN THE MAIL CONCERNING THE SEAT BELT ON 10/10/96

- THE WEEK BEFORE THE CUSTOMER HAD THE DRIVER SIDE SEAT BELT RETRACTOR REPLACED ON THE VEHICLE

- THE CUSTOMER TOOK THE VEHICLE TO THE DEALERSHIP TO HAVE THE PASSENGER SIDE SEAT BELT RECALL PERFORMED ON THE VEHICLE

- THE CUSTOMER WAS INFORMED THAT THE SEAT BELT DOES NOT NEED THE RECALL PERFORMED ON THE VEHICLE

- THE CUSTOMER ASKED IF THE PASSENGER SIDE SEAT BELT SHOULD EXHIBIT THE SAME CONCERN AS THE DRIVERS SIDE WOULD THE RECALL COVER THE REPAIR

- THE CUSTOMER WAS INFORMED THAT THE RECALL WOULD NOT COVER THE REPAIR

- THE CUSTOMER STATES THAT SHE WILL NEVER BUY ANOTHER VEHICLE

*

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

*

CUSTOMER SEEKS:

- FINANCIAL ASSISTANCE

*

CAC ADVISED:

- WARRANTY HAS EXPIRED

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

- THE CUSTOMER HAS AN ANSWERING MACHINE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7791TR GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: D1 CONTACT NBR: 107709144 OPENED: 10/31/1996
VIN: 1ZVPT21U8L ENGINE: U CLOSED: 11/07/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 88800 WSO:
DEALER NAME: TOWN & COUNTRY FORD SALES CODE: 147024 P & A: 05755
CAUSAL CODES: 1203 1206 SYMPTOMS: 104100
ORIGIN: G0 TRANS. DST/RGN: 47 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/31/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1998/10/31

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

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-1800 FROM AUTO SAFETY HOTLINE

-HER DRIVERS SIDE SEAT BELT WAS REPAIRED IN 1/96

-HER PASSENGER SIDE SEAT BELT NEEDED TO BE REPLACED UNDER THE RECALL

-WHEN THE PASSENGER SIDE SEAT BELT RETRACTS THE CABLE COMES OUT OF THE TRACK

-HER CONCERN WITH THE PASSENGER SIDE SEAT BELT HAS NOT BEEN RESOLVED, IT'S

STILL BROKE

*

PER CUSTOMER, DEALER SAYS:

-CHARLIE/SERVICE MGR. REPLACED THE DRIVERS SIDE SEAT BELT AND INSPECTED THE
RIGHT SEAT BELT

*

CUSTOMER SEEKS:

-REPAIR OF PASSENGER SIDE SEAT BELT

-REIMBURSEMENT

*

CAC ADVISED:

RE: REIMBURSEMENT

- VEHICLE IS ELIGIBLE FOR RECALLS 96548 AND 96599

- CUSTOMER TO CONTACT THE DEALERSHIPS SERVICE DEPARTMENT, TO ASSIST CUSTOMER
IN REIMBURSEMENT ASSISTANCE

RE: RECALL PERFORMED

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
7791TR GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: 01 CONTACT NBR: 107709144 OPENED: 10/31/1996
VIN: 1ZVPT21U8L5 [REDACTED] ENGINE: U CLOSED: 11/07/1996
=====

1998/10/31

###THIS IS THE CLOSING COMMENT

CUSTOMER CAME TO DEALER WITH RECALLS. DRIVER'S SIDE SEAT BELT WAS REPAIRED AS
PER RECALL. PASSENGER SIDE WAS INSPECTED AND SEAT BELT PARTS ORDERED TO REPAIR
AS PER RECALL. REIMBURSEMENT FOR PREVIOUS REPAIR APPLIED THROUGH RECALL INFO.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
7379AR GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: A4 CONTACT NBR: 107832350 OPENED: 12/02/1996
VIN: 1ZVPT21U4L5 ENGINE: U CLOSED: 12/10/1996
=====

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 92000 WSD:
DEALER NAME: ANTELOPE VALLEY FDR SALES CODE: 171459 P & A: 05426
CAUSAL CODES: 1215 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 71 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/03/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: Q SURVEY: Y (Y OR N)

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

COMMENTS:

1998/12/02

*** VEHICLE INVOLVED IN RECALL 9654B AND 98599 ***

CUSTOMER SAYS:

- SEATBELT HAS GONE OUT ON VEHICLE
- SEAT BELT SHOULD BE COVERED FOR THE LIFE OF THE VEHICLE
- STUCK IN THE MIDDLE ON THE DRIVERS SIDE

PER CUSTOMER, DEALER SAYS:

- COST OF SEATBELT REPAIR \$800

CUSTOMER SEEKS:

- WARRANTY INFORMATION

CAC ADVISED:

REGARDING RECALL/ONP

- REQUEST STACEY SHELLHAMMER TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS DAYS REGARDING RECALL/ONP
- WARRANTY HAS EXPIRED
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TOWARD THE COST OF THE REPAIR

1998/12/03

##THIS IS THE CLOSING COMMENT

CUSTOMER WAS NOTIFIED OF RECALLS TO SET AN APPT. CUSTOMER WAS NOTIFIED THAT THE SAFETY RESTRAINT ON A 90 VEHICLE WAS S/50 AND IS OUT OF GUIDELINES FOR ANY ASSISTANCE.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

1B05CR GRP: 08 INFORMATION CONTACT VEH TYPE: CAR
SDR IO ZN/TR: S1 CONTACT NBR: 108025101 OPENED: 01/27/1997
VIN: 1ZVPT20C6L1 [REDACTED] ENGINE: C CLOSED: 01/27/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MT: M
ADDRESS: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED] 8434
CITY: [REDACTED] BUS. PHONE: [REDACTED]
HOME PHONE: [REDACTED] MODEL: PROBE
MODEL YEAR: 90 WSD:
MILEAGE: 92000
DEALER NAME: COLORADO RIVER FORD SALES CODE: 171428 P & A: 00785
CAUSAL CODES: 1104 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/ROM: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
1997/01/27
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-VEHICLE HAS BEEN IN 3 PREVIOUS TIMES FOR MY SAFETY BELTS
-I'VE HAD THE MOTOR REPLACED WHILE UNDER WARRANTY
-JUST HAD THE RECALL WORK DONE AND THE SEAT BELTS STILL AREN'T WORKING
*
PER CUSTOMER, DEALER SAYS:
- SVC MGR, WILL NEED MOTORS FOR BOTH SIDE
*
CUSTOMER SEEKS:
-SEAT BELTS REPAIRED CORRECTLY
*
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

=====

8008AC	GRP: XX01	INFORMATION CONTACT	VEH TYPE: CAR
ORLANDO	24 ZN/TR	CONTACT NBR: 107560588	OPENED: 09/26/1998
VIN: 12VPT21U8L		ENGINE: U	CLOSED: 09/26/1998

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:		ACC)		
CITY:		STATE:		ZIP: [REDACTED]
HOME PHONE:		BUS. PHONE:		
MODEL YEAR: 90		MODEL: PROBE		
MILEAGE: 140000		WSD:		
DEALER NAME: LANGDALE FORD CO		SALES CODE: 124442	P & A: 04988	
CAUSAL CODES: 1104		SYMPTOMS: 104100		
ORIGIN: 60		TRANS. DST/RGN:	TRANS. DATE:	
SERVICE/SALES: 1			CONTACT DATE:	
ACK. CODE:	ASSIST CODE:	AWARD AMT:	D SURVEY:	(Y OR N)

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

COMMENTS:

1998/09/28

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

- AUTOMATIC SEAT BELTS ON PASSENGER AND DRIVER SIDE DO NOT OPERATE
- TO REPAIR THE SEAT BELTS WILL COST \$500 PER SIDE

PER CUSTOMER, DEALER SAYS:

- DEALERSHIP ESTIMATED THE COST OF THE SEATBELT REPAIR AT \$500 PER SIDE

CUSTOMER SEEKS:

- FINANCIAL ASSISTANCE

CAC ADVISED:

- SAFETY RESTRAINT WARRANTY HAS EXPIRED AT 5/50
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TOWARD THE COST OF THE REPAIR

3844BM GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: A2 CONTACT NBR: 107654303 OPENED: 10/18/1996
VIN: 12VPT20C1L5 ENGINE: C CLOSED: 10/28/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] I:
ADDRESS: [REDACTED] IP: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 110000 WSD:
DEALER NAME: PHIL FITTS FORD LIN SALES CODE: 144482 P & A: 07409
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 44 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/21/1998
ACK. CODE: ASSIST CODE: D AWARD ANT: D SURVEY: Y (Y OR N)

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

COMMENTS:
1996/10/18
*** VEHICLE INVOLVED IN RECALL 98S99 ***
*** VEHICLE INVOLVED IN RECALL 98S48 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-WANTS TO KNOW IF VEHICLE IS INVOLVED IN THE SEATBELT RECALL
-THE SEATBELTS INTERMITTELNTY STOP WORKING AND HAVE THE POTENTIAL OF CHOKING PEOPLE
*
PER CUSTOMER, DEALER SAYS:
-ONLY ONE SIDE IS MALFUNCTIONING SO THAT'S THE ONLY SIDE THAT WILL BE REPLACED(KENNY-PARTS/SERVICE)
*
CUSTOMER SEEKS:
-RECALL INFORMATION
-VEHICLE REPAIRED
*
CAC ADVISED:
-BOTH SIDES ARE INVOLVED IN THE RECALL
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.KEVIN WHITTY (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1998/10/21
###THIS IS THE CLDSING COMMENT
CUSTOMER QUESTIONED WEATHER THE RIGHT SEAT BELT IS COVERED IF IT GOES BAD.
THE CONTACT PERSON AT C.A.C. INFORMED THE CUSTOMER THAT THE RIGHT BELT WOULD BE COVERED AT LEAST UNTIL DEC 15TH WHEN BELTS WILL BE AVAILBLE.
THE COVERAGE MENTIONED IS QUESTIONABLE SINCE THE MAILED INFORMATION ON THE

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

B771CA GRP: XAO1 CONCERN CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: C2 CONTACT NBR: 107956419 OPENED: 01/08/1997
VIN: 1ZVPT21U4 [REDACTED] ENGINE: U CLOSED: 01/23/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 130000 WSD:
DEALER NAME: LITHIA FORD OF FRES SALES CODE: 172220 P & A: 02811
CAUSAL CODES: 1209 SYMPTOMS: 104100
ORIGIN: 80 TRANS. DST/RGN: 72 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 01/16/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/01/08

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

CUSTOMER SAYS:

- THE DRIVERS SIDE SEAT BELT IS LOCKED UP
- CUSTOMER DID RECEIVE THE RECALL LETTERS
*

PER CUSTOMER, DEALER SAYS:

- NO CONTACT
*

CUSTOMER SEEKS:

- WOULD LIKE THE SEATBELTS REPAIRED UNDER THE RECALL
*

CAC ADVISED:

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

1997/01/16

###THIS IS THE CLOSING COMMENT

CONTACTED STACEY FILATOFF. SET UP APPOINTMENT FOR MONDAY, 1-20-97 IN A.M. TO
RESOLVE RECALLS.

COMMENTS BY LOUIE SOLIZ, ENTERED BY SCOTT JACKSON

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

3444RM GRP, XX15 INFORMATION CONTACT VEH TYPE: CAR
LOS ANGELES 71 2N/TR: CI CONTACT NBR: 107744425 OPENED: 11/08/1996
VIN: 1ZVPT20C9 [REDACTED] ENGINE: C CLOSED: 11/08/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 98128 WSD:
DEALER NAME: FORD WEST SALES CODE: 171047 P & A: 05440
CAUSAL CODES: 0405 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y DR N)

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

COMMENTS:

1996/11/08

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- CUSTOMER CALLING TO REITERATE SEAT BELT CONCERNS
- BOB KAY WAS VERY RUDE AND UNPROFESSIONAL

PER CUSTOMER, DEALER SAYS:

*** THESE COMMENTS FROM CONTACT 107741488 ***

CUSTOMER CONCERN: CUSTOMER BROUGHT VEHICLE TO SHOP FOR 98548 AND 98599 RECALLS

-- RECALLS PERFORMED BUT NO ELECTRICAL POWER TO RESTRAINT SYSTEM

ACTION TAKEN TO RESOLVE: CUSTOMER WOULD NOT AUTHORIZE REPAIRS TO WIRING, POSSI
BLE CAUSE FROM STEREO INSTALLATION --

CUSTOMER WAS INFORMED: CUST WAS INFORMED THIS WOULD BE CUSTOMER PAY, NOT PART

OF RECALL, CUST STATED RESTRAINT SYSTEM WAS NOT WORKING FOR A LONG TIME, CUST

STATED SYSTEM WAS INOPERABLE WHEN BROUGHT TO DEALERSHIP

DEALERSHIP CONTACT: ROBERT KAY, SERVICE MANAGER

CUSTOMER SEEKS:

- TO ADVISE

CAC ADVISED:

- ** MADE DBC TO DEALER FOR CLARIFICATION - RECALL NOT SHOWING AS COMPLETED
- PER JOHN HENRY THE RECALLS WERE COMPLETED - HAVEN'T UPDATED SYSTEM YET
- PER MIKO NO ELECTRICAL POWER TO THE TRAVERSING MOTORS (NOT COVERED UNDER
- DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE.
- FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

8087LB GRP: 05 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: M7 CONTACT NBR: 108138449 OPENED: 02/25/1997
VIN: 1ZVPT21U5L5 ENGINE: U CLOSED: 03/05/1997

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: K
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: 999-999-9999 BUS. PHONE: 999-999-9999
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 100000 WSD:
DEALER NAME: TOM PECK FORD OF HA SALES CODE: 141416 P & A: 00818
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 41 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 02/26/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/02/25

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

CUSTOMER SAYS:

- SEAT BELT WENT OUT ON THE DRIVER SIDE
- WOULD LIKE TO KNOW IF ANY SEAT BELT RECALL ON THE VEHICLE

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- WOULD LIKE TO KNOW IF ANY SEAT BELT RECALL ON THE VEHICLE
- VEHICLE REPAIRED PROPERLY WITH RECALL WORK

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. RON BORG (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- CUSTOMER WILL CALL THE SERVICE MANAGER TO SET UP A TIME TO COME IN FOR THE RECALL WORK TO BE PERFORMED
- INFORMED CUSTOMER THAT 2 RECALL FOR THE SEAT BELT 96S48 AND 96S99
- ** CUSTOMER DOES NOT GIVE OUT PHONE NUMBER

1997/02/28

##THIS IS THE CLOSING COMMENT

CONTACT WITH CUSTOMER ON 02/28/1997 - ORDERED PARTS FOR RECALL AND SET APPOINTMENT DATE FOR 02/05/1997 FOR DRIVER SIDE SEAT BELT RECALL 96S48 AND TO CHECK FOR RECALL 96S99

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

1838PC GRP: XX14 CONCERN CONTACT VEH TYPE: CAR
ORLANDO 24 ZN/TR: D1 CONTACT NBR: 108147736 OPENED: 02/27/1997
VIN: 1ZVPT20C4L5 ENGINE: C CLOSED: 03/13/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: D
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 101000 W50:
DEALER NAME: KINGS COLONIAL FORD SALES CODE: 124452 P & A: 04847
CAUSAL CODES: 1208 0424 9002 SYMPTOMS: 104100
ORIGIN: GO TRANS. OST/RGN: 24 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/03/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/02/27

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

CUSTOMER SAYS:

-CUSTOMER RECEIVED RECALL NOTICE ON SEAT BELTS
-SEAT BELT IS LOCKING UP ON CUSTOMER
-TOOK VEHICLE TO DEALERSHIP, UNABLE TO DUPLICATE CUSTOMER'S CONCERN REGARDING
LOCKUP

PER CUSTOMER, DEALER SAYS:

-UNABLE TO DUPLICATE CONCERNS REGARDING THE LOCKING UP
-WILL REPLACE THE TRACKING

CUSTOMER SEEKS:

-RECALL PERFORMED

CAC ADVISED:

IN REGARD TO RECALL PERFORMED:

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

1997/03/01

CUSTOMER MISUNDERSTOOD RECALL AND WHAT WOULD BE REPAIRED UNDER PROVISIONS OF R
ECALL. PARTS WERE ORDERED THE DAY HE OPENED CONTACT. OWNER HAS AN APPOINTMENT FO
R INSTALLATION OF RECALL PARTS WHICH SHOULD RESOLVE OWNERS CONCERNS.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

1B3BPC	GRP: XX14	CONCERN CONTACT	VEH TYPE: CAR
ORLANDO	24	ZN/TR: 01	CONTACT NBR: 108147736
VIN: 12VPT20C4L5		ENGINE: C	OPENED: 02/27/1997
			CLOSED: 03/13/1997

=====

1997/03/06

###THIS IS THE CLOSING COMMENT

ELTS SEEM TO LOCK UP AND YOU CAN'T MOVE AROUND IN VEHICLE. ADVISED DEALER WOULD CHECK RELEASE MECHANISM IF AND WHEN HE FINDS TIME TO BRING VEHICLE IN

NCE HE HAD RECEIVED A LETTER, HE COULD HAVE ANY RESTRAINT REPAIRS DONE THAT HE DEEMED NECESSARY. RECALL STATES THAT IF DRIVER

IF P
ASS SYSTEM IS WORKING, AND MEASUREMENT OF TRACK WEAR IS WITHIN GUIDELINES, NO ACTION IS NECESSARY. DRIVERS TRACKS ARE REPLACED IN ALL CASES. OWNER SAID SOME TIM

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

=====

68138F	GRP: XX15	CONCERN CONTACT	VEH TYPE: CAR
KANSAS CITY	53	ZN/TR: B1	CONTACT NBR: 108103670
VIN: 1ZVPT21UGL		ENGINE: U	OPENED: 03/03/1997
			CLSDSD: 03/12/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				M1:
ADDRESS:				
CITY:		STATE:		ZIP: [REDACTED]
HOME PHONE:		BUS. PHONE:		
MODEL YEAR: 90		MODEL: PROBE		
MILEAGE: 56700		WSD:		
DEALER NAME: ANDERSON FORD INC		SALES CODE: 153025	P & A: 07192	
CAUSAL CODES: 1203		SYMPTOMS: 104100 823000		
ORIGIN: 00		TRANS. DST/RGN: 53	TRANS. DATE:	
SERVICE/SALES: 1			CONTACT DATE: 03/04/1997	
ACK. CODE:	ASSIST CODE: D	AWARD AMT:	O SURVEY: Y (Y OR N)	

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

COMMENTS:
1997/03/03

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 94E54 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 92E21 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 91E08 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S98 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48 ***
*** NAVIS; SUBSEQUENT ***

CUSTOMER SAYS:

- WANTS RECALL INFORMATION

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- WANTS RECALL INFORMATION

CAC ADVISED:

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

1997/03/06

THIS IS THE CLOSING COMMENT

CUSTOMER WANTED TO MAKE SURE THAT ALL THE RECALLS DID APPLY TO HER CAR CUSTOMER HAS BEEN CONTACTED AND WE ARE STILL WAITING ON THE SEAT BELT RECALL PARTS AND CAT CONVERTER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
2683JC GRP: OP CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 18 ZN/TR: F1 CONTACT NBR: 106164013 OPENED: 03/03/1997
VIN: 1ZVPT21U4L5 ENGINE: U CLOSED: 03/19/1997
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 100000 WSD:
DEALER NAME: CARL BEASLEY FORD 1 SALES CODE: 116513 P & A: 001B1
CAUSAL CODES: 30MR SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 16 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/11/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/03/03

*** VEHICLE INVOLVED IN RECALL 98548 AND 96599 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- SISTER IS CALLING ON BEHALF OF CUSTOMER
- DRIVERS SIDE SEAT BELT HAS BEEN REPLACED THREE TIMES
- LAST SEAT BELT WAS INSTALLED ONE YEAR AGO
- THE SEAT BELT WILL COMPLETELY BECOME INOPERABLE
- WORKING WITH INDEPENDENT MECHANIC

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- VEHICLE REPAIRED

CAC ADVISED:

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

1997/03/12

##THIS IS THE CLDSING COMMENT

CUSTOMER BROUGHT VEHICLE INTO DEALERSHIP AND THE SEAT BELTS WERE ORDERED TO DO THE CUSTOMERS RECALLS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

2599CC GRP: XX03 CONCERN CONTACT VEH TYPE: CAR
ATLANTA 21 2N/TR: B3 CONTACT NBR: 108177885 OPENED: 03/06/1997
VIN: 1ZVPT21U1L5 ENGINE: U CLOSED: 03/17/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 131000 WSD:
DEALER NAME: MOUNTAIN VALLEY FOR SALES CODE: 121440 P & A: 01709
CAUSAL CODES: 2013 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 21 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/06/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: 0 SURVEY: N (Y OR N)

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

COMMENTS:

1997/03/06

*** POSSIBLE 12/12 SERVICE PART COVERAGE *** REPAIR DATE: 11/27/96 MILEAGE: 130000

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- HAD RECALL COMPLETED FOR THE SEAT BELT SYSTEM
- 11/27/96: SEAT BELT TRACK AND MOTOR WERE REPLACED
- BOTH PASSENGER AND DRIVER SIDE MOTORIZED BELTS HAVE FAILED

PER CUSTOMER, DEALER SAYS:

- THERE IS A WARRANTY ON THE WORK

CUSTOMER SEEKS:

- TO GET SEAT BELTS REPAIRED UNDER PARTS WARRANTY

CAC ADVISED:

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

1997/03/07

THIS CUSTOMER HAD AN APPT. MADE FOR 3/21/97. THE APPT. WAS MADE ON 3/08/97 BEFORE THIS MORS CONTACT WAS GENERATED. THE CUSTOMER WAS "NOT" TOLD THAT ANYTHING WAS UNDER WARRANTY. HE WAS ADVISED THAT THE VEHICLE HAD TO BE CHECKED BY A TECHNICIAN AND THEN A DECISION WOULD BE MADE AS TO THE DISPOSITION OF ANY REPAIRS. DAVID KEATING

1997/03/10

###THIS IS THE CLOSING COMMENT
APPT FOR INSPECTION 03/21/1997

09/11/98

MASTER OWNER RELATIONS SYSTEM !!

14.21.02

 9266PH GRP: 10 CONCERN CONTACT VEH TYPE: CAR
 SDR 10 ZN/TR: [REDACTED] CONTACT NBR: 108178519 OPENED: 03/06/1997
 VIN: 1ZVPT20C4L [REDACTED] ENGINE: C CLOSED: 03/17/1997

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] I: L
 ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] IP: [REDACTED] 1319
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 44000 WSD:
 DEALER NAME: SHULTS FORD LINCOLN SALES CDDE: 144517 P & A: 00817
 CAUSAL CODES: 1215 1108 SYMPTOMS: 104100 304700
 ORIGIN: GO TRANS. DST/RGN: 44 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 03/10/1997
 ACK. CODE: ASSIST CODE: F AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/03/08
 *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 AND 96599 ***
 *** NAVIS: ORIGINAL ***

CUSTOMER SAYS:
 - HUSBAND CALLING:
 - HAVE REPLACED FRONT STRUT BUSHINGS 5 TIMES:
 LEFT 3X RIGHT 2X
 - THESE REPAIRS HAVE BEEN CONDUCTED AT AN INDEPENDENT SHOP

PER CUSTOMER, DEALER SAYS:
 - NO CONTACT

CUSTOMER SEEKS:
 - FINANCIAL ASSISTANCE
 - RECALL INFO

CAC ADVISED:
 RE RECALL:
 - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 - REQUEST MR. JIM CORBIN (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS
 RE BUSHINGS:
 - WARRANTY HAS EXPIRED
 - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR

1997/03/10
 CSM, STEPHANIE REEL, SPOKE WITH JIM CORBIN, SVC. MGR.
 CUSTOMER HAS A SCHEDULED APPOINTMENT FOR THURSDAY, MARCH 13, 1997, TO COMPLETE
 OPEN RECALLS. NO FINANCIAL ASSISTANCE WILL BE OFFERED BY FMC FOR PREVIOUS
 UNSUCCESSFUL REPAIRS DONE AT AN INDEPENDENT SHOP.
 ##THIS IS THE CLOSING COMMENT
 SEE PREVIOUS COMMENTS.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

3B44BM GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
PITTSBURGH 44 ZN/TR: B2 CONTACT NBR: 108181746 OPENED: 03/07/1997
VIN: 12VPT20C9LE ENGINE: C CLOSED: 03/19/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: H
ADDRESS: [REDACTED] CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 88000 WSD:
DEALER NAME: KOERNER FORD OF RDC SALES CODE: 144023 P & A: 00726
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 44 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/10/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/03/07

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

CUSTOMER SAYS:
-POWER SEATBELTS ON BOTH SIDES ARE BROKEN
-I NEVER RECEIVED A RECALL LETTER

PER CUSTOMER, DEALER SAYS:
-NO CONTACT

CUSTOMER SEEKS:
-RECALL LETTER

CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.DAVE ROBINSON (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
-ONLY 1 LETTER IS GENERATED PLEASE REFER TO THE CAMPAIGN NUMBER
-PROVIDED RECALL CAMPAIGN NUMBERS

1997/03/12

###THIS IS THE CLOSING COMMENT
CUSTOMER HAS TWO OPEN RECALLS ON VEHICLE 98S48 AND 98S99, CUSTOMER HAS MADE APPD
INTMENT TO HAVE RECALLS COMPLETED ON 3/18/1997. DAVE ROBINSON, SERVICE MANAGER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3858LT GRP: XX16 INFORMATION CONTACT VEH TYPE: CAR
UNKNOWN 99 ZN/TR: CONTACT NBR: 108490382 OPENED: 05/30/1997
VIN: 1ZVPT22L4L5 ENGINE: L CLOSED: 05/30/1997

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: STATE: ZIP: 3001
HOME PHONE: BUS. PHONE: MODEL: PROBE
MODEL YEAR: 90 WSD:
MILEAGE: 75000 SALES CODE: P & A:
DEALER NAME: SYMPTOMS: 104100
CAUSAL CODES: 1216 TRANS. DST/RGN: TRANS. DATE:
ORIGIN: 00 SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: Q SURVEY: (Y OR N)

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

COMMENTS:

1997/05/30

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- THE CUSTOMER RECEIVED A RECALL LETTER ON THE SEAT BELTS
- THE CUSTOMER TOOK THE VEHICLE IN TO HAVE THE RECALL DONE ON THE VEHICLE
- THE DEALER REPLACED THE DRIVER SIDE SEAT BELT
- THE CUSTOMER CLAIMS THAT THE DEALER ONLY DID ONE SIDE OF THE VEHICLE

PER CUSTOMER, DEALER SAYS:

- 11/98, REPLACED DRIVER SIDE SEAT BELT
- BUT DID NOT REPLACE THE PASSENGER SIDE SEAT BELT

CUSTOMER SEEKS:

- WHEN THE VEHICLE CAN THE SEAT BELT BE FIXED UNDER THE RECALL

CAC ADVISED:

- INFORMED THE CUSTOMER THAT THE RECALL HAS BEEN PERFORMED ON THE VEHICLE HAS BEEN PERFORMED ON THE VEHICLE

CUSTOMER SAYS:

- WHEN THE SERVICE MANAGER CHECKED THE RECALL
- I WANT A LETTER STATING THAT PASSENGER'S SIDE SEATBELT WAS O.K.
- AND THAT FORD GIVES THE SERVICE MANAGER'S THE AUTHORITY TO MAKE THIS DECISION

CAC ADVISED:

- THE POSITION OF FORD MOTOR COMPANY IS STATED IN THE ACTUAL RECALL LETTER

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

8856LT	GRP: XX16	INFORMATION CONTACT	VEH TYPE: CAR
UNKNOWN	99 2N/TR	CONTACT NBR: 108490382	OPENED: 05/30/1997
VIN: 1ZVP722L4L		ENGINE: L	CLOSED: 05/30/1997

=====

1997/06/03

*** VEHICLE INVOLVED IN RECALL 98S48 ***

CUSTOMER SAYS:

- THE CUSTOMER RECEIVED A RECALL LETTER ON THE SEAT BELTS
- THE CUSTOMER TOOK THE VEHICLE IN TO HAVE THE RECALL DONE ON THE VEHICLE
- SHE WILL TAKE THIS TO COURT
- THE DEALER REPLACED THE DRIVER SIDE SEAT BELT
- THE CUSTOMER CLAIMS THAT THE DEALER ONLY DID ONE SIDE OF THE VEHICLE
- IF FORD IS LOOKING FOR A RECALL ITEM, THEY SHOULD PERFORM THE DUTIES OUTLINED IN THE RECALL LETTER

*
PER CUSTOMER, DEALER SAYS:

PER DONALD DECLEMENTE,

- WE WILL REPLACE THE PASSENGER SIDE BECAUSE IT WAS THE SAME CONCERN FROM THE RECALL
- 11/96, REPLACED DRIVER SIDE SEAT BELT
- WHEN THE CUSTOMER ARRIVED, THEY DID NOT REPLACE THE PASSENGER SIDE SEAT BELT

*
CUSTOMER SEEKS:

- THE VEHICLE CAN THE SEAT BELT BE FIXED UNDER THE RECALL

*
CAC ADVISED:

- DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE.
 - FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP
 - INFORMED THE CUSTOMER THAT THE RECALL HAS BEEN PERFORMED ON THE VEHICLE
- HAS BEEN PERFORMED ON THE VEHICLE

-PER IRDB ON RECALL 96S48,

AT THAT TIME YOUR DEALER WILL REPLACE THE DRIVER SIDE RESTRAINT RAIL AND INSPECT THE PASSENGER SIDE RESTRAINT RAIL. IF THE PASSENGER SIDE RAIL SHOWS A GIVEN AMOUNT OF WEAR, IT WILL BE REPLACED ALSO.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

1904DC GRP: XX11 INFORMATION CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: J1 CONTACT NBR: 108487818 OPENED: 05/30/1997
VIN: L ENGINE: CLOSED: 05/30/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FI: [REDACTED]
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED] 3001
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 80 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: PISTILLI FORD SALES CODE: 113143 P & A: 03922
CAUSAL CODES: 1218 SYMPTONS: 104100
ORIGIN: 8D TRANS. DATE: TRANS. DST/RGN:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

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

COMMENTS:

1997/05/30

NO VIN AVAILABLE

CUSTOMER SAYS:

- CUSTOMER'S VEHICLE WAS INVOLVED IN SAFETY BELT RECALL
- PASSENGER SIDE SAFETY BELT DOES NOT FUNCTION
- WENT TO DEALERSHIP FOR REPAIRS

*

PER CUSTOMER, DEALER SAYS:

- REPAIR OF PASSENGER'S SIDE SAFETY BELT IS NOT COVERED
- RECALL ONLY INVOLVES DRIVER'S SEAT

*

CUSTOMER SEEKS:

- REPAIR OF SAFETY BELT UNDER SAFETY BELT RECALL

*

CAC ADVISED:

- DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE.
- FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP
- CSR NEEDS VIN FOR CLARIFICATION ON RECALL
- NEXT CSR PLEASE HANDLE CONTACT ACCORDINGLY

CUSTOMER SAYS:

- PASSENGER SIDE SAFETY BELT DOES NOT FUNCTION
- CUSTOMER CALLING BACK WITH VIN (2VPT22L4LB124091)

*

PER CUSTOMER, DEALER SAYS:

PER DONALD DECLAMENTE, IN SERVICE:

- (RECALL REPAIR) BRING THE VEHICLE BACK IN ONE MONTH FOR PASSENGER REPAIR
- CURRENTLY THE REPAIR WILL NOT BE COVERED BY THE RECALL

*

CUSTOMER SEEKS:

09/11/98 MASTER OWNER RELATIONS SYSTEM 01 14.21.02

=====

1904DC	GRP: XX11	INFORMATION CONTACT	VEH TYPE: CAR
NEW YORK	13	ZN/TR: J1	CONTACT NBR: 108-187818
OPENED: 05/30/1997			
VIN: L		ENGINE:	CLOSED: 05/30/1997

=====

1997/05/30

- REPAIR OF SAFETY BELT UNDER SAFETY BELT RECALL

*

CAC ADVISED:

RE REPAIR OF SAFETY BELT UNDER SAFETY BELT RECALL:

- NO FURTHER FINANCIAL ASSISTANCE WILL BE OFFERED

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

OBC MADE TO JOHN BURGHARDT, SERVICE MANAGER:

-10/98 INSPECTED THE PASSENGER SIDE RAIL AND NO PROBLEMS FOUND

PER RECALL LETTER:

AT THAT TIME YOUR DEALER WILL REPLACE THE DRIVER SIDE

RESTRAINT RAIL AND INSPECT THE PASSENGER SIDE RESTRAINT RAIL.

IF THE PASSENGER SIDE RAIL SHOWS A GIVEN AMOUNT OF WEAR, IT

WILL BE REPLACED ALSO.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

1281LB	GRP: XX16	INFORMATION CONTACT	VEH TYPE: CAR
CINCINNATI	47	ZN/TR: D1	CONTACT NBR: 108475216
VIN: 12VPT21UXL		ENGINE: U	OPENED: 05/27/1997
			CLOSED: 05/27/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:		STATE:		ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	80	MODEL:	PROBE		
MILEAGE:	80000	WSD:			
DEALER NAME:	STAR FORDAT OXMOOR	SALES CODE:	147020	P & A:	05859
CAUSAL CODES:	1203	SYMPTOMS:	104100		
ORIGIN:	GD	TRANS. DST/RGN:		TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	
ACK. CODE:		ASSIST CODE: W	AWARD AMT:	0 SURVEY:	(Y OR N)

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

COMMENTS:

1997/06/27

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- PASSENGER SEAT BELT NEEDS TO BE REPLACED PER RECALL 98S48
- HAS ALREADY REPAIRED DRIVER SEATBELT RECALL 98S99
- PASSENGER SEATBELT IS WORKING PROPERLY

*

PER CUSTOMER, DEALER SAYS:

- PASSENGER SEATBELT RECALL HAS BEEN REPAIRED

*

CUSTOMER SEEKS:

- CLARIFICATION OF RECALL REPAIR

*

CAC ADVISED:

- VEHICLE IS INVOLVED IN THIS RECALL 96S48
- CONTACT DEALER FOR REPAIR INFORMATION
- SUPPORT RECALL LETTER

1997/07/02

THIS CONTACT HAS BEEN UPGRADED. THE NEW CONTACT IS 108813488

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

4207CD GRP: 17 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: H1 CONTACT NBR: 108481068 OPENED: 05/28/1997
VIN: 1ZVPT20CXLS [REDACTED] ENGINE: C CLOSED: 06/09/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FI:
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 70000 WSO:
DEALER NAME: RIDINGS-XAMIS OF SH SALES CODE: 141472 P & A: 08132
CAUSAL CODES: 1209 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 41 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 06/02/1997
ACK. CODE: ASSIST CODE: P AWARD AMT: Q SURVEY: Y (Y OR N)

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

COMMENTS:

1997/05/28

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- PASSENGER SIDE SEATBELT IS STICKING
- ARE THERE ANY OPEN RECALLS FOR THE PASSENGER SIDE SEATBELT?

PER CUSTOMER, DEALER SAYS:

- APPOINTMENT MADE FOR 06-02-97

CUSTOMER SEEKS:

- VEHICLE TO BE REPAIRED

CAC ADVISED:

- VEHICLE IS INVOLVED IN RECALL 96S99 FOR THE PASSENGER SIDE SEATBELT
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. MR EARL WALTERS (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/06/02

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- PASSENGER SIDE SEAT BELT HAS BEEN STICKING INTERMITTENTLY

PER CUSTOMER, DEALER SAYS:

AS OF 06-02-97

- THERE WERE NO CONCERNS DETECTED WITH THE SEAT BELT WHILE IN FOR SERVICE

CUSTOMER SEEKS:

- WANTS TO KNOW WHAT TO DO ABOUT THE RECALL SHOULD THE CONCERN HAPPEN AGAIN

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
4207CD GRP: 17 CONCERN CONTACT VEH TYPE: CAR
SDR 10 2N/TR: HI CONTACT NBR: 108481268 OPENED: 05/28/1997
VIN: 1ZVPT20CXL [REDACTED] ENGINE: C CLOSED: 06/09/1997
=====

1997/06/02

*
CAC ADVISED:

RE: DEALER DECISION AND DIAGNOSIS

- DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE.
 - FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP
 - ADVISED CUSTOMER THAT SHOULD THE PASSENGER SIDE SEAT BELT STICK AGAIN, TO TAKE THE VEHICLE TO THE DEALERSHIP TO INSPECT AND FOR COVERAGE UNDER THE
- ##THIS IS THE CLOSING COMMENT
CUSTOMER CAME IN TODAY AND WE PERFORMED RECALL 98599A, CAR PASSED INSPECTION FOR RECALL, THERE WAS NO PROBLEM AT THIS TIME WITH THE RIGHT SIDE SEAT BELT.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

BB49AH GRP: XX02 CONCERN CONTACT VEH TYPE: CAR
SAN FRAN 72 ZN/TR: B1 CONTACT NBR: 108512517 OPENED: 06/05/1997
VIN: 1ZVPT20C2L5 ENGINE: C CLOSED: 06/18/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] NI: K
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]-5320
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 127000 WSO:
DEALER NAME: VARSITY FORD, INC SALES CODE: 172012 P & A: 02651
CAUSAL CODES: 2013 3002 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 72 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 06/10/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/06/05

*** POSSIBLE 12/12 SERVICE PART COVERAGE *** REPAIR DATE: 12-20-96 MILEAGE:
122,000

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- I HAD THE RECALL WORK DONE ON THE SEAT BELTS
- THEY ARE STILL LOCKING UP AND CHOKING US ON BOTH SIDES
- IT DOES NOT HAPPEN ALL THE TIME BUT ENOUGH TIMES TO MAKE A DIFFERENCE
- WOULD LIKE TO KNOW IF THE DEALERSHIP WILL FIX THEM AGAIN SINCE WE ARE HAVING THE SAME PROBLEM

PER CUSTOMER, DEALER SAYS:

- NO DEALER CONTACT

CUSTOMER SEEKS:

- SEAT BELTS REPAIRED

CAC ADVISED:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

8B45AH	GRP: XX02	CONCERN CONTACT	VEH TYPE: CAR
SAN FRAN	72	ZN/TR: B1	CONTACT NBR: 108512527
VIN:	1ZVPT20C2L5	ENGINE: C	OPENED: 08/05/1997
			CLOSED: 08/18/1997

=====

1997/08/06

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- REITERATED SAME CONCERNS FROM PREVIOUS CONTACTS
- SPOKE TO MR. DAVE SCHMITZ (SVC MNGR) TODAY AND HE SAID THE REPAIR IS NOT COVERED UNDER WARRANTY
- DOES NOT THINK FORD MOTOR COMPANY HAS SOLVED THE PROBLEM WITH THE RECALLS

*
PER CUSTOMER, DEALER SAYS:

- MAY NOT BE COVERED UNDER WARRANTY IF HE CAN'T FIND THE PROBLEM
- WILL CHARGE A DIAGNOSTIC FEE IF THEY CAN'T FIND THE PROBLEM

*
CUSTOMER SEEKS:

- CAN THEY CHARGE A DIAGNOSTIC FEE?

*
CAC ADVISED:

- DEALERSHIP MAY CHARGE FOR DIAGNOSTIC TIME
- IF DETERMINED TO BE WARRANTY/ESP REPAIR, DIAGNOSTIC FEE IS COVERED

1997/08/11

###THIS IS THE CLOSING COMMENT

CLIENT HAS BEEN INSTRUCTED TO MAKE RESERVATION TO INSPECT VEH AGAIN.CUST WAS TOLD AT LAST VISIT THAT LAP BELT RETRACTOR CONCERNS WERE NOT COVERED UNDER

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

0814CV GRP: XA17 CONCERN CONTACT VEH TYPE: CAR
HOUSTON 57 ZN/TR: A1 CONTACT NBR: 108528852 OPENED: 06/10/1997
VIN: 1ZVPT20C5L5 ENGINE: C CLOSED: 06/23/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]-5028
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 98000 WSD:
DEALER NAME: RUSSELL & SMITH FORD SALES CODE: 152026 P & A: 04572
CAUSAL CODES: 1206 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 06/16/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/06/10
THIS CONTACT OPENED DUE TO ONP 95870
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 AND 96599***
*** NAVIS: PROGRAM ***
CUSTOMER SAYS:
-SEATBELT ON LEFT SIDE WAS NOT WORKING
-WAS ALREADY FIXED (NON FORD PLACE)
-AFTER THE REPAIR, RECEIVED RECALL LETTER ON THIS
-GAVE EVERYTHING TO DEALERSHIP AND WAS TO WAIT FOR REIMBURSEMENT--12-31-96
-HAS NOT HEARD ANYTHING FOR OVER 8 MONTHS
*
PER CUSTOMER, DEALER SAYS:
-SOMEONE IN SERVICE SAID WANTS TO LOOK AT VEHICLE AGAIN
*
CUSTOMER SEEKS:
-WANTS TO GET A REFUND FOR REPAIR ON RECALL ITEM
*
CAC ADVISED:
-REGARDING RECALL 96599 AND ONP 95870 AND REIMBURSEMENT FOR RECALL 96548:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. SCOTT MARLER(SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS
DAYS
1997/06/16
###THIS IS THE CLOSING COMMENT
I HAVE TRIED TO CONTACT MR OR MS SAKA TO LET THEM KNOW THAT THEY NEED TO
BRING THE VEHICLE INTO THE SERVICE DEPARTMENT TO HAVE THE RECALL PERFORMED
BEFORE THEY CAN BE REIMBURSED FOR THEIR REPAIR BY AN OUTSIDE SHOP. THEIR
ANSWERING MACHINE AT THE 713 271-8733 NUMBER DOES NOT APPEAR TO BE WORKING.
DAVID FITZHIGH,CRM

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

5518DA GRP: AX01 CONCERN CONTACT VEH TYPE: CAR
SDR 1Q ZN/TR: M3 CONTACT NBR: 108529199 OPENED: 06/10/1997
VIN: 1ZVPT20C7L5 ENGINE: C CLOSED: 06/23/1997

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: STATE: ZIP: 2504
CITY: BUS. PHONE: MODEL: PROBE
HOME PHONE: WSD:
MODEL YEAR: 90 SALES CODE: 152686 P & A: 07015
MILEAGE: 100000 SYMPTOMS: 104100
DEALER NAME: OWEN R THOMAS INC TRANS. DST/RGN: 52 TRANS. DATE:
CAUSAL CODES: 1208 CONTACT DATE: 06/13/1997
ORIGIN: GD D SURVEY: Y (Y OR N)
SERVICE/SALES: 1
ACK. CODE: ASSIST CODE: R AWARD AMT:

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

COMMENTS:

1997/08/10

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-HAD SEAT BELT REPAIRED ON 12/28/93, BEFORE RECEIVING THE RECALL LETTER
-TRYING TO GET REIMBURSED FOR THE REPAIRS
-TURNED IN HIS RECEIPTS TO LOCAL DEALERSHIP FOR REIMBURSEMENT ABOUT 7-8 MONTHS
AGO, HAS NOT HEARD ANY RESPONSE

*
PER CUSTOMER, DEALER SAYS:

-GO TO WHERE YOU PURCHASED THE VEHICLE

*
CUSTOMER SEEKS:

-REIMBURSEMENT FOR THE RECALL REPAIRS

*
CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MS. JUDY TOLLETTE (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
-RECORDS INDICATE THAT RECALL REIMBURSEMENT WAS COMPLETED ON 10/30/97

1997/08/16

###THIS IS THE CLOSING COMMENT

CUSTOMER WAS ISSUED A CHECK FOR REIMBURSEMENT FOR SEAT BELT REPAIR AFFECTED
PRIOR TO RECALL. CUSTOMER SATISFIED.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

9474JH GRP: XX06 INFORMATION CONTACT VEH TYPE: CAR
LDS ANGELES 71 ZN/TR: [REDACTED] CONTACT NBR: 108545244 OPENED: 06/13/1997
VIN: 1ZVPT20CXL [REDACTED] ENGINE: C CLOSED: 06/13/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: M
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]-2017
HOME PHONE: 111-111-1111 BUS. PHONE: 111-111-1111
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 102000 WSD:
DEALER NAME: AIRPORT MARINA FORD SALES CODE: 171015 P & A: 05563
CAUSAL CODES: 1206 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DSY/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/06/13

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

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- KNOW ABOUT RECALL 96S99 HE HAD RIGHT SEAT BELT REPLACED 1993 AND NOW HE RECEIVED RECALL LETTER AND FORD SAID HE CAN BE REIMBURSED FOR THE REPAIR
- THE ONLY RECEIPT HE HAS IS THE PART RECEIPT
- DEALERSHIP SUBMITTED THE RECEIPT AND HE WAS DENIED REIMBURSEMENT

PER CUSTOMER, DEALER SAYS:

- FORD REJECTED THE PART RECEIPT
- HE NEED THE REPAIR RECEIPT

CUSTOMER SEEKS:

- REIMBURSEMENT FOR RECALL REPAIR

CAC ADVISED:

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

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

892BYC GRP: 14 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: 01 CONTACT NBR: 108551010 DPENED: 06/16/1997
VIN: 12VPT20C4L5 ENGINE: C CLDSED: 06/30/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED] 4539
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 110000 WSD:
DEALER NAME: PUNDMANN MOTOR CO SALES CODE: 153038 P & A: 08178
CAUSAL CODES: 1217 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RBN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 06/17/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/08/16

*** NAVIS: ORIGINAL ***

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

CUSTOMER SAYS:

-1800 FROM OWNERS GUIDE

*

PER CUSTOMER, DEALER SAYS:

- NEEDS THE RECALL NUMBER TO PERFORM THE SERVICE

*

CUSTOMER SEEKS:

-NEEDS RECALL NUMBER

*

CAC ADVISED:

REGARDING RECALL

- REQUEST RICK PUNDMANN SVC MGR TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS DAYS REGARDING RECALL

-

1997/08/23

###THIS IS THE CLOSING COMMENT

JMAB CRM CALLED THE OWNER MR STIEBER REGARDING HIS VEHICLE WHICH WAS ALREADY I
N OUR SHOP TO HAVE THE RECALLS PERFORMED. FOR RECALL 96548 THE SEAT BELT TRACK
AND MOTOR WAS REPLACED. FOR RECALL 96599 THE BELT WAS INSPECTED AND FOUND TO
BE OK. FRO PROG 95B7D THE JUMPER WIRE WAS INSTALLED PER THE PROGRAM INSTRUCTIO
NS. THE OWNER PICKED UP HIS VEHICLE ON 8/18/97. RP SM.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 9876VR GRP: XAD7 CONCERN CONTACT VEH TYPE: CAR
 BOSTON 11 ZN/TR: 01 CONTACT NBR: 108557148 OPENED: 06/17/1997
 VIN: 12VPT22L7L5 [REDACTED] ENGINE: L CLOSED: 08/13/1997

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED] 3737
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 97300 WSD:
 DEALER NAME: MILFORD FORD SALES CODE: 111472 P & A: 01742
 CAUSAL CODES: 3002 1220 SYMPTOMS: 104100
 ORIGIN: 00 TRANS. DST/RGN: 11 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 06/27/1997
 ACK. CODE: ASSIST CODE: R AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1997/06/17
 *** POSSIBLE 12/12 SERVICE PART COVERAGE *** REPAIR DATE: 6-13-97 MILEAGE:
 97117
 *** NAVIS: SUBSEQUENT ***
 CUSTOMER SAYS:
 - I HAD THE PASSENGER SIDE SEAT BELT RECALL PERFORMED
 - ON 6-13-97 I TOOK THE VEHICLE IN TO THE DEALERSHIP AT APPROXIMATELY 97117
 MILES
 - CURRENTLY THE SEAT BELT GETS STUCK HALF WAY AND STOPS UNTIL YOU GO OVER
 A BUMP AND THE SEAT BELT WILL CONTINUE TO GO
 *
 PER CUSTOMER, DEALER SAYS:
 - NO RECENT CONTACT
 *
 CUSTOMER SEEKS:
 - REPAIR OF THE PASSENGER SIDE SEAT BELT
 *
 CAC ADVISED:
 - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 - REQUEST MR. JERRY MAYO, CUST REL MNGR., TO CONTACT THE CUSTOMER WITHIN 2
 BUSINESS DAYS

1997/06/18
 ARRIVAL, CUSTOMER HAS BEEN EINFORMED OF THE REORDER ON JUNE 19, 1997

1997/08/08
 CONTACTED CUSTOMER AND ORDERED PARTS FOR REPAIR, CUSTOMER CAME IN AND WE INSTA
 LLED, RIGHT SIDE SEAT BELT TRACK RO 5424
 ###THIS IS THE CLOSING COMMENT
 CUSTOMERS VEHICLE WAS REPAIRED ON 08/27/1997 RO 5434 BY INSTALLING A RIGHT SEA
 T BELT TRACK AND MOTOR. THE SEAT BELT WORKS AND THE CUSTOMER WAS SATISFIED.
 ###THIS IS THE CLOSING COMMENT
 SEAT BELT TRACK AND MOTOR REPLACED 09/27/1997 RO 5434 CUSTOMER SATISFIED

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 8717DD GRP: 10 CONCERN CONTACT VEH TYPE: CAR
 SAN FRAN 72 ZN/TR: D2 CONTACT NBR: 108570989 OPENED: 06/23/1997
 VIN: 12VPT20C4L5 ENGINE: C CLOSED: 07/07/1997

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FI: D
 ADDRESS: [REDACTED] IP: [REDACTED]-7803
 CITY: [REDACTED] STATE: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 118000 WSD:
 DEALER NAME: GREEN VALLEY FORD SALES CODE: 172461 P & A: 07757
 CAUSAL CODES: 1208 1203 SYMPTOMS: 104100
 ORIGIN: GD TRANS. DST/RGN: 72 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 06/30/1997
 ACK. CODE: ASSIST CODE: D AWARD AMT: D SURVEY: Y (Y OR N)

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

COMMENTS:

1997/06/23

*** VEHICLE INVOLVED IN RECALL 96599 ***
 *** VEHICLE INVOLVED IN RECALL 96548 ***
 *** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-REPAIR WAS DONE BY CUSTOMER IN
 -6/17/97 PERFORMED OWN RECALL
 -HAS RECEIPTS FOR PARTS FROM A FORD DEALERSHIP

*
 PER CUSTOMER, DEALER SAYS:
 -CALL FORD

CUSTOMER SEEKS:

-REFUND FOR RECALL 96548

CAC ADVISED:

-ALERTED OF OUTSTANDING RECALL

1997/06/25

DEALERSHIP SHOULD INSPECT VEHICLE TO DETERMINE IF RECALL HAS BEEN PERFORMED
 AND PROCEED APPROPRIATELY.

1997/06/30

###THIS IS THE CLOSING COMMENT
 HAVE MADE SEVERAL ATTEMPTS TO CONTACT THIS CUSTOMER BY PHONE, THIS NUMBER
 APPEARS TO BE INVALID. RECOMMEND PERHAPS TO REFER THIS CONTACT TO VACAVILLE
 FORD DUE TO THIS CUSTOMER HAVING VACAVILLE ADDRESS AND THEIR IS NO SERVICE
 HISTORY AT THIS DEALER.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

B003CW GRP: 04 CONCERN CONTACT VEH TYPE: CAR
TWIN CITIES 58 ZN/TR: 81 CONTACT NBR: 108577587 OPENED: 06/23/1997
VIN: 1ZVPT21U2L5 ENGINE: J CLSD: 07/02/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: J
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED] 5145
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 92000 WSD:
DEALER NAME: MINAR FORD INC SALES CODE: 158004 P & A: 09363
CAUSAL CODES: 1218 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 58 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 06/25/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: Q SURVEY: Y (Y OR N)

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

COMMENTS:

1997/06/23

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- THE PASSENGER SEAT BELT DOESN'T WORK SOMETIMES.
- THIS STARTED ABOUT 8 MONTHS AGO AND HAS GOTTEN WORSE.
- RECEIVED A RECALL REMINDER ABOUT THE SEAT BELT.
- 800# FROM DEALERSHIP.

PER CUSTOMER, DEALER SAYS:

- PER JOHN AT MINAR FORD SAYS BRING THE VEHICLE IN FOR REPAIR WHEN THE SEATBELT DOES NOT WORK.

CUSTOMER SEEKS:

- REPAIR TO HIS PASSENGER SEAT BELT.

CAC ADVISED:

REGARDING REQUEST FOR FINANCIAL ASSISTANCE

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

REGARDING RECALL/ONP

- REQUEST ROBERT COZATT/SVC MGR TO CONTACT THE CUSTOMER WITHIN TWO

BUSINESS DAYS REGARDING RECALL/ONP.

- MADE AN OUTBOUND CALL TO MINAR FORD CONCERNING CUSTOMER'S OPEN RECALL.

1997/06/26

###THIS IS THE CLOSING COMMENT

CALLED CUSTOMER TO SET APPOINTMENT FOR REPAIR

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

11.21.02

7494JR GRP: 17 INFORMATION CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: G1 CONTACT NBR: 108583387 OPENED: 06/24/1997
VIN: 1ZVPT21U5L ENGINE: U CLOSED: 06/24/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FI: M
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]-3304
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 80 MODEL: PROBE
MILEAGE: 80000 WSD:
DEALER NAME: CLIFT MOTOR COMPANY SALES CODE: 127431 P & A: 00058
CAUSAL CODES: 1203 1208 1109 SYMPTOMS: 104100
ORIGIN: G0 TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

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

COMMENTS:

1997/08/24

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- RECEIVED THE LETTER FOR RECALL 96S48 FROM FORD
- ON OCTOBER 16, 1997 SHE HAD THE SEAT BELT REPAIRED AT AN INDEPENDANT
- THE DRIVER'S SIDE WINDDW HARNESS AND THE SEAT BELT HARNESS WAS REPLACED
- ON MAY 5, 1997 DROPPED THIS OFF AT CLIFT MOTOR COMPANY

PER CUSTOMER, DEALER SAYS:

BETTY LOU AT DEALER:

- GOTTEN A REPLY LAST WEEK
- THIS NOTED THAT PARTS ARE NOT VALID FOR PROGRAM CODE

CUSTOMER SEEKS:

- REIMBURSEMENT UNDER THE RECALL

CAC ADVISED:

RE: REIMBURSEMENT

- PER THE RECALL THE PARTS REPLACED ARE THE RAIL AND THE MOTOR, NOT THE HARNESS
- NO FURTHER FINANCIAL ASSISTANCE WILL BE OFFERED
- THIS REPRESENTS FORD MOTOR COMPANY'S FINAL DECISION IN THIS MATTER

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

7494JR GRP: 17 INFORMATION CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: G1 CONTACT NBR: 108583387 OPENED: 06/24/1997
VIN: 12VPT21U5L5 ENGINE: U CLOSED: 08/24/1997

1997/06/26
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-THE INDEPENDENT SHOP HAS GIVEN THEM ANOTHER WORK ORDER THAT STATES THAT IT WAS THE RAIL AND MOTOR THAT WAS REPLACED
-THEY USED THE HARNESS WORDING BECAUSE THEY DIDN'T KNOW THE OFFICIAL FORD WORDING FOR THE PART
-WANTS THE REIMBURSEMENT FOR THE RECALL 96S99
*
CUSTOMER SEEKS:
-WANTS THE REIMBURSEMENT FOR THE RECALL 96S99
*
CAC ADVISED:
-THE RECIEPTS MUST BE TAKEN TO FORD DEALERSHIP SERVICE MANAGER FOR APPROVAL AND REFUND

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

9995RS GRP: XXXX CONCERN CONTACT
SDR 10 ZH/TR: K2 CONTACT NBR: 108591837 VEH TYPE: CAR
VIN: 1ZVPT22L5L5 ENGINE: L OPENED: 06/26/1997
CLOSED: 07/07/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED] 9446
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 80000 WSD:
DEALER NAME: STRUCKMANFORD INC SALES CODE: 147528 P & A: 02118
CAUSAL CODES: 1108 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 47 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 06/30/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/06/28

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

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

CUSTOMER SAYS:

- THE SEATBELT RECALL DID NOT COME OUT UNTIL 1996, BUT THE SEATBELT BROKE BEFORE THEN IN 1995, AND THE PART I ORDERED WAS INVOLVED IN THE RECALL.
- SHOULD I BE REIMBURSED FOR THE SEATBELT I PURCHASED IN 10/6/95.

PER CUSTOMER, DEALER SAYS:

- DID NOT MENTION REIMBURSEMENT TO PAUL STRUCKMAN WHEN IN FOR RECALL.

CUSTOMER SEEKS:

- FINANCIAL ASSISTANCE

CAC ADVISED:

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

1997/08/30

***THIS IS THE CLOSING COMMENT

CSM CALLED DP. DP ALREADY CONTACTED CUSTOMER AND ADVISED THEY WOULD ISSUE HIM A REFUND.

*** CSM JUDY STORRS ***

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

115BEK	GRP: XX09	CONCERN CONTACT	VFM TYPE: CAR
ATLANTA	21	ZN/TR: 02	CONTACT NBR: 108592209
VIN: 12VPT20C3L5		ENGINE: C	OPENED: 06/26/1997
			CLOSED: 07/05/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:		STATE:		ZIP:	2736
HOME PHONE:	572 474 8805	BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	98000	WSD:			
DEALER NAME:	EDDIE WIGGINS FORD	SALES CODE:	121500	P & A:	00336
CAUSAL CODES:	1203	SYMPTOMS:	104100		
ORIGIN:	GO	TRANS. DST/RGN:	21	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	06/27/1997
ACK. CODE:		ASSIST CODE: W	AWARD AMT:	O SURVEY:	Y (Y OR N)

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

COMMENTS:

1997/06/26

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

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- THE SEAT BELTS ARE NOT WORKING NOW
- HAS A RECALL ON THE SEAT BELTS
- THE CAR IS AT THE DEALERSHIP NOW

PER CUSTOMER, DEALER SAYS:

- NO NEW CONTACT
- THE MOTOR IS BURNT OUT

CUSTOMER SEEKS:

- WANTS THESE FIXED UNDER THE RECALL

CAC ADVISED:

REGARDING THE RECALLS

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

1997/06/28

###THIS IS THE CLOSING COMMENT

PARTS ARE ON ORDER FOR RECALLS. REPAIRS SHOULD BE COMPLETED IN THE NEXT 2 DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

9510KC GRP: XX13 CONCERN CONTACT VEH TYPE: CAR
 DETROIT 48 ZN/TR: B2 CONTACT NBR: 10800720 OPENED: 06/30/1997
 VIN: 1ZVPT20C4L5 ENGINE: C CLOSED: 07/10/1997

=====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] I: H
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 120000 WSD:
 DEALER NAME: SUMMIT CITY FORD IN SALES CODE: 148021 P & A: 04684
 CAUSAL CODES: 1203 SYMPTOMS: 104100
 ORIGIN: GD TRANS. DST/RGN: 48 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 07/03/1997
 ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/08/30

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- MY VEHICLE IS INVOLVED IN A RECALL
- I WOULD LIKE TO KNOW IF THE RECALL HAS ANYTHING TO DO WITH THE PROBLEMS I AM HAVING WITH THE MOTORIZED HARNESS
- THE AUTOMATIC SHOULDER HARNESS IS NOT MOVING BACK AND FORTH
- IT DOES NOT RESTRAIN ME AT ALL IN THE VEHICLE
- I'M CONCERNED THAT I WILL GET A TICKET

PER CUSTOMER, DEALER SAYS:

- THEY DO NOT KNOW, WE WILL HAVE TO LOOK AT THE VEHICLE

CUSTOMER SEEKS:

- RECALL INFORMATION

CAC ADVISED:

- REGARDING REQUEST FOR FINANCIAL ASSISTANCE
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TOWARD THE COST OF THE REPAIR
- REGARDING RECALL/DNP
- REQUEST CUST REL MGR/SVC MGR TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS DAYS REGARDING RECALL/DNP

SAFETY DEFECT

THE MOTORIZED SAFETY BELTS OF YOUR CAR MAY MALFUNCTION DUE TO WEAR OF THE TRACK ASSEMBLIES THAT GUIDE THE MOVEABLE SHOULDER BELT ANCHORAGES MOUNTED ABOVE THE DOORS. EVENTUALLY, THE MOVEABLE ANCHORAGES COULD STICK ALONG THE SIDES OF THE ROLLER AND LOCK IN AN IMPROPER POSITION IN THE RAILS. IN SUCH A CASE THE RESTRAINT SYSTEM MAY NOT PROVIDE THE PROPER PROTECTION TO THE FRONT OCCUPANTS IN THE EVENT OF A COLLISION.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

9510KC	GRP: XX13	CONCERN CONTACT	VEH TYPE: CAR
DETROIT	48	ZN/TR: 82	CONTACT NBR: 108000720
VIN:	12VPT20C4L	ENGINE: C	OPENED: 06/30/1997
			CLOSED: 07/10/1997

=====

1997/07/03

##THIS IS THE CLOSING COMMENT

LEFT MESSAGE ON 07/03/97 LETTING CUSTOMER KNOW THE RECALL(S) 96S48 AND 96S99
PASSIVE RESTRAINT TRACK/ASSEMBLIES ARE OPEN FOR HER VEHICLE. I ASKED SHE CALL
TO SCHEDULE AN APPOINTMENT TO HAVE THEM ADDRESSD. ALSO NOTED THIS VEHICLE'S T
ITLE IS BRANDED T1

RICK COOPER
SERVICE MANAGER

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

 9510KC GRP: XX13 INFORMATION CONTACT VEH TYPE: CAR
 UNKNOWN 99 ZN/TR: CONTACT NBR: 108603097 OPENED: 06/30/1997
 VIN: 1ZVPT21U1L5 ENGINE: U CLOSED: 06/30/1997

 LAST NAME: STATUS: CLOSED
 TITLE: FIRST NAME: MI: W
 ADDRESS: CITY: STATE: ZIP: 2220
 HOME PHONE: BUS. PHONE:
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 180000 WSD:
 DEALER NAME: SALES CODE: P & A:
 CAUSAL CODES: 1215 1203 SYMPTOMS: 104100
 ORIGIN: 00 TRANS. DST/RGN: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)
 BUILD DATE: CALIBRATION:
 ESP INFO: EXPIRES:
 OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/06/30

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- I HAVE A RECALL ON THE VEHICLE BUT I'M TAKING THE VEHICLE TO ARIZONA TO MY DAUGHTER
- I DON'T HAVE THE TIME TO HAVE THE VEHICLE INSPECTED AND THE PARTS ORDERED HERE IN CONNETICUT
- I WANT TO KNOW WILL THERE BE A PROBLEM WITH HAVING THE RECALL PERFORMED IN ARIZONA WHEN MY DAUGHTER TAKES POSSESSION OF THE VEHICLE

PER CUSTOMER, DEALER SAYS:

- THEY WILL HAVE TO INSPECT THE VEHICLE
- IF THE BELT SYSTEM WILL NEED A PART THEN IT WILL TAKE A COUPLE OF WEEKS FOR THE PARTS TO COME IN

CUSTOMER SEEKS:

- RECALL INFORMATION
- ELECTRONIC SOUND SYSTEM INFORMATION

CAC ADVISED:

REGARDING RECALL/ONP

- REQUEST CUST REL MGR/SVC MGR TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS DAYS REGARDING RECALL/ONP
- TO HAVE DAUGHTER TAKE THE VEHICLE TO LOCAL FORD DEALERSHIP AND HAVE RECALL PERFORMED
- THIS IS A SAFETY RECALL AND IT MUST BE PERFORMED

RE: SOUND SYSTEM OPERATING GUIDE

- PROVIDED NUMBER TO HELM, INC.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

3083PO GRP: 14 INQUIRY CONTACT VEH TYPE: CAR
UNKNOWN ZN/TR: CONTACT NBR: 109604484 OPENED: 06/30/1997
VIN: 1ZVPT21U0LS ENGINE: U CLOSED: 06/30/1997

LAST NAME: STATUS: CLOSED
TITLE: MI:
ADDRESS: FIRST NAME:
CITY: STATE: ZIP:
HOME PHONE: BUS. PHONE:
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: SALES CODE: P & A:
CAUSAL CODES: 1208 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y DR N)

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

COMMENTS:

1997/06/30

NO VIN AVAILABLE

*** MILEAGE UNAVAILABLE ***

CUSTOMER SAYS:

- I HAVE A RECALL ON MY SAFETY BELT
- I HAVE ALREADY PAID FOR REPAIRS
- THE SHOP IS OUT OF BUSINESS
- HOW DO I GET REIMBURSEMENT FOR REPAIRS?
- I DO NOT HAVE THE RECEIPT
- THEIR IS NO WAY OF GETTING A RECEIPT
- I CAN HAVE THE MECHANIC DO A WRITE-UP STATING THE WORK WAS DONE

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- REFUND FOR REPAIRS ON A RECALL

CAC ADVISED:

- CONTACT A FORD DEALERSHIP
- YOU MUST HAVE ORIGINAL RECEIPT FOR REFUND

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

7893JW GRP: XX02 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 16 ZN/TR: A1 CONTACT NBR: 108630595 OPENED: 07/08/1997
VIN: 1ZVPT20C7[REDACTED] ENGINE: C CLOSED: 07/16/1997

LAST NAME: [REDACTED] STATUS: CLDSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]-8163
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 90000 WSD:
DEALER NAME: SPENCE FORD, INC. SALES CODE: 116474 P & A: 01273
CAUSAL CODES: 1206 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 16 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 07/09/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: 450 SURVEY: N (Y OR N)

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

COMMENTS:

1997/07/08

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- HAD THE PASSIVE RESTRAINT ON THE DRIVER'S SIDE REPAIRED BEFORE RECEIVING THE CARD FOR THE RECALL
- SUBMITTED PAPERWORK AND RECEIPTS TO DEALERSHIP FOR REFUND BACK IN 11/96.
- HAVE NOT HEARD ANYTHING FROM DEALERSHIP AND HAVE NOT RECEIVED REFUND.
- MOVED FROM PA TO FL.

+

PER CUSTOMER, DEALER SAYS:

- WE WILL SUBMIT THE PAPERWORK FOR YOUR REFUND.
- (OBC/WARREN) WILL HAVE TO DO SOME RESEARCH ON THIS AND TALK TO SVC MGR. WILL CONTACT THE CUSTOMER.

+

CUSTOMER SEEKS:

- REIMBURSEMENT FOR RECALL WORK \$487.95

+

CAC ADVISED:

- DEALERSHIP WILL RESEARCH THIS AND CONTACT CUSTOMER.

1997/07/08

***THIS IS THE CLOSING COMMENT

CUSTOMER SUBMITTED ORIGINAL SERVICE COPIES TO SPENCE FORD FOR A REFUND FOR SEAT BELT INSTALLED AND PAID FOR BY CUSTOMER. ROGER BAUMAN EXPLAINED THAT BEFORE REFUND COULD BE REQUESTED THE RECALL WOULD HAVE TO BE PERFORMED. CUSTOMER HAS SINCE MOVED TO FLORIDA, ROGER BAUMAN HAS SENT MR & MRS PETERSON ALL NECESSARY DOCUMENTS TO ACQUIRE A REFUND FROM THE CLOSEST DEALER IN THERE AREA. ROGER TOLD MRS PETERSON THAT IF THEY HAVE ANY PROBLEMS GETTING THE REFUND TO NOTIFY US AND WE WILL HELP IN ANY WAY POSSIBLE. ORIGINAL ACCOUNTING COPIES ARE AT SPENCE FORD. SERVICE COPIES HAVE BEEN SENT TO THE PETERSONS ROGER BAUMAN

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

2789JM GRP: XX10 CONCERN CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: C2 CONTACT NBR: 108632330 OPENED: 07/08/1997
VIN: 1ZVPT20C5L [REDACTED] ENGINE: C CLOSED: 07/16/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED]
ADDRESS: [REDACTED] CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED] 0504
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 105000 MSD:
DEALER NAME: EVERETT HOOKS FORD SALES CODE: 152412 P & A: 06974
CAUSAL CODES: 1208 1214 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RON: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 07/09/1997
ACK. CODE: ASSIST CODE: M AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/07/08

*** THIS CONTACT OPENED DUE TO VEHICLE INVOLVEMENT IN RECALL 96599 ***

*** THIS CONTACT OPENED DUE TO VEHICLE INVOLVEMENT IN RECALL 96548 ***

CUSTOMER SAYS:

- 800 NUMBER FROM OWNERS INFORMATION CARD
- BEFORE I RECEIVED THE RECALL NOTIFICATION THE DRIVERS SIDE SEATBELT LOCKED UP IN THE MIDDLE
- I HAD THE SEATBELT REPLACED WITH A USED PART
- WOULD FORD REIMBURSE ME FOR THE REPAIRS
- THE PARTS CAME OFF OF A 1990 FORD PROBE

PER CUSTOMER, DEALER SAYS:

- CALL FORD AT THEIR 800 NUMBER

CUSTOMER SEEKS:

- REIMBURSEMENT FOR HAVING RECALL WORK PERFORMED
- OTHER RECALL WORK PERFORMED

CAC ADVISED:

- RE: REIMBURSEMENT AND OTHER RECALL INFORMATION
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. ED GERN (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- ED PLEASE DETERMINE EXACTLY WHO IN THE DEALERSHIP TOLD THE CUSTOMER TO CALL THE CAC. I NEED TO COACH SOMEONE ON THE PROPER WAY TO HANDLE A CUSTOMER CONCERN.

YOU MAY NEED TO CONTACT THE RECALL HOTLINE SINCE THE PARTS YOU WILL BE RETURNING ON THE SEATBELT WILL NOT MATCH THE VEHICLE. IT IS UP TO THEM IF THEY WANT TO REIMBURSE THE CUSTOMER, SINCE THEY WERE USED PARTS

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
2789JM GRP: XX10 CONCERN CONTACT VEH TYPE: CAR
DALLAS 52 ZN/TR: C2 CONTACT NBR: 108632930 OPENED: 07/08/1997
VIN: 12VPT20C5L ENGINE: C CLOSED: 07/16/1997
=====

1997/07/08

ED GERN OF HOOKS FORD LEFT MESSAGE WITH CLAUDIA KAY TO HELP IN ANSWERING
REINBURSMANT OF SALVAGE YARD PARTS REPLACEMENT OF SAFETY EQUIPMENT ESPECIALLY
WHEN THE PART HAS BEEN RECALLED DUE TO A WORKMANSHIP ISSUE. WE HOPE TO RESOLVE
THIS ON 7-9-97 EARLY.

ED GERN
PTS/SVC DIRECTOR

1997/07/08

###THIS IS THE CLOSING COMMENT
CONTACTED RECALL CENTER AND WARR.HOTLINE.THEY AGREED TO COVER RECALL FOR CUST.
CALLED CUST TO NOTIFY AND SHE WAS HAPPY WITH THIS DEC.HAS APPOINT.TO BRING IN.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

47485G GRP: XX01 INFORMATION CONTACT VEH TYPE: CAR
 NEW YORK 13 ZN/TR: N1 CONTACT NBR: 108664090 OPENED: 07/15/1997
 VIN: 1ZVPT20C2L ENGINE: C CLDSED: 07/15/1997

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI: A
 ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]-3248
 HOME PHONE: [REDACTED] BUS. PHONE: NA -NA-A NA
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 82000 WSD:
 DEALER NAME: FEDUKE FORD, INC. SALES CODE: 113208 P & A: 00535
 CAUSAL CODES: 1104 SYMPTOMS: 104100
 ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y DR N)

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

COMMENTS:

1997/07/15

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- PROBLEM WITH AUTOMATIC SEAT BELT
- PROBLEM CAUSED BY THE WAY VEHICLE SERVICED
- VEHICLE RECALLS ON BOTH SEAT BELTS COMPLETED
- SEAT BELT IS BROKEN, MAKING IT DIFFICULT TO GET OUT

PER CUSTOMER, DEALER SAYS:
 -NO CONTACT SINCE LAST YEAR

CUSTOMER SEEKS:

- FINANCIAL ASSISTANCE

CAC ADVISED:

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- THE VEHICLE HAD A SEAT BELT RECALL
- WHAT IS THE WARRANTY ON AN ITEM THAT WAS REPAIRED UNDER RECALL AND IT BREAKS AGAIN, IS THERE A WARRANTY
- THE RESTRAINING SYSTEM IS DEFECTIVE CAUSING THE SEAT BELT TO BREAK
- THE SEAT BELT HAS BEEN FIXED TWO TIMES PRIOR TO THIS NEEDED REPAIR
- THE RETRACTABLE PORTION OF THE SEAT BELT IS THE DEFECTIVE PART, STRAPPING YOU INTO THE SEAT VERY TIGHTLY
- THE TRACK AND MOTOR WERE REPLACED IN THE RECALL

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

47485G	GRP: X>01	INFORMATION CONTACT	VEH TYPE: CAR
NEW YORK	13	ZN/TR: [REDACTED]	CONTACT NBR: 108664090
VIN:	1ZVPT20C2L5	ENGINE: C	OPENED: 07/15/1997
			CLOSED: 07/15/1997

=====

1997/07/15

*
PER CUSTOMER, DEALER SAYS:

-DEALER WILL FIX THE PART THAT BROKE

*
CUSTOMER SEEKS:

-REPAIR OF THE ENTIRE SEAT BELT

*
CAC ADVISED:

-NO FINANCIAL ASSISTANCE AVAILABLE; CONSULT DEALER REGARDING REPAIR

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 3893DA GRP: XX15 CONCERN CONTACT VEH TYPE: CAR
 BOSTON 11 ZM/TR: B1 CONTACT NBR: 108671983 OPENED: 07/17/1997
 VIN: 1ZVPT21U8L5 ENGINE: U CLOSED: 07/30/1997

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: A
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 1 WSD:
 DEALER NAME: WAYSIDE FORD, INC. SALES CODE: 111463 P & A: 08878
 CAUSAL CODES: 1203 1206 SYMPTOMS: 104100
 ORIGIN: 60 TRANS. DST/RGN: 11 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 07/17/1997
 ACK. CODE: ASSIST CODE: W AWARD AMT: 125 SURVEY: Y (Y OR N)

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

COMMENTS:
 1997/07/17

*** VEHICLE INVOLVED IN RECALL 96S4B, 96S99 ***
 *** MILEAGE UNAVAILABLE ***
 *** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- PREVIOUS CSR CUSTOMER SPOKE WITH WAS INFORMED OF A SEAT BELT RECALL
- WENT TO JUNKYARD TO PURCHASE PARTS FOR SEAT BELT

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- SERVICE UNDER RECALL
- REIMBURSEMENT FOR PARTS PURCHASED AT JUNKYARD

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. TONY CENTANDRE SVC MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- PROVIDE RECEIPTS TO DEALER FOR REIMBURSEMENT CONSIDERATION FOR PARTS PURCHASED

1997/07/23

##THIS IS THE CLOSING COMMENT
 WAS ASKED TO BRING IN RECEIPT FOR REIMBURSEMENT HAS NOT SHOWN YET

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

8118TM GRP: 14 CONCERN CONTACT VEH TYPE: CAR
ORLANDO 24 ZN/TR: C1 CONTACT NBR: 108672481 OPENED: 07/17/1997
VIN: 1ZVPT20COL[REDACTED] ENGINE: C CLOSED: 07/31/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 31000 WSD:
DEALER NAME: SAM GALLOWAY FORD I SALES CODE: 124480 P & A: 04845
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 24 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 07/24/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/07/17
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S4B & 96S99 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-CALLING FOR INFORMATION ON SAFETY RECALL
-CUSTOMER IS SO DISSATISFIED WITH THE SERVICE THAT HE HAS RECEIVED AT HIS
DEALERSHIP THAT HE REFUSES TO HAVE THE RECALL REPAIR CONDUCTED.
*
PER CUSTOMER, DEALER SAYS:
-NO CONTACT
*
CUSTOMER SEEKS:
-RECALL INFORMATION
*
CAC ADVISED:
-READ CUSTOMER RECALL LETTER
-ADVISED CUSTOMER THAT RECALL REPAIR SHOULD BE CONDUCTED.
1997/07/24
###THIS IS THE CLOSING COMMENT
CUST HAS NEVER BEEN TO THIS DEALERSHIP-TRIED CALLING CUST-GOT ANSWERING
MACHINE-LEFT MESSAGE TO CONTACT US AND WE WILL SET AN APPOINTMENT TO
PERFORM RECALLS 96S4B AND 96S99 IF PARTS HAVE TO BE INSTALLED.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

G989WJ GRP: 05 CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: B2 CONTACT NBR: 108707325 DPENED: 07/25/1997
VIN: 1ZVPT21U7L ENGINE: U CLOSED: 08/11/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 30000 WSD:
DEALER NAME: LARRY RDESCH FORD SALES CODE: 141057 P & A: 01694
CAUSAL CODES: 0409 1209 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 41 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 07/25/1997
ACK. CODE: ASSIST CODE: D AWARD AMT: O SURVEY: N (Y OR N)

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

COMMENTS:

1997/07/25

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- APPOINTMENT NOT HONORED AND DEALERSHIP WAS DISHONEST AS TO WHY!!!
- MADE APPOINTMENT FOR 11:00 BUT TOOK THE CAR IN AT 9:00
- CALLED BACK AT 4:30 CAR WAS STILL NOT DONE
- NEVER TOUCHED BY DEALERSHIP
- THEY DID NOT SERVICE MY VEHICLE ON RECALL

PER CUSTOMER, DEALER SAYS:

- THE RECALL WORK WILL BE DONE BY 4:00
- RICK ELLIS: SERVICE ADVISOR
- THE PARTS ARE DEFECTIVE AND THEY CAN NOT PUT ON
- CAN WORK ON IT LATER

CUSTOMER SEEKS:

- WANTED FORD TO KNOW ABOUT THE DEALERSHIP

CAC ADVISED:

- REFERRED TO OTHER DEALERSHIP FOR RECALL WORK

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

6989WJ GRP: 05 CONCERN CONTACT VEH TYPE: CAR
CHICAGO 4) ZN/TR: B2 CONTACT NBR: 108707329 OPENED: 07/25/1997
VIN: 1ZVPT21U7L5 ENGINE: U CLOSED: 08/11/1997

1997/08/04

##THIS IS THE CLOSING COMMENT

LARRY RDESCH FORD ORDERED THE SEAT BELT TRACK ASSEMBLY FOR THIS CUSTOMER AND WE SCHEDULED AN APPOINTMENT FOR HER TO HAVE THE RECALL REPAIRED. CUSTOMER DID BRING VEHICLE IN FOR THE REPAIRS AND LATER IN THE DAY WE ATTEMPTED TO INSTALL THE SEAT BELT TRACK AND FOUND THE PART WAS DEFECTIVE AND COULDNT INSTALL ON THE VEHICLE. CUSTOMER WAS TOLD ABOUT THE PARTS AND WE STATED IF SHE COULD LEAVE THE VEHICLE OVERNIGHT WE COULD GET ANOTHER PART THE NEXT DAY. TO SET THE RECORDS STRAIGHT WE DIDNT REFUST TO DO THE RECALL, AND THE DEALERSHIP WANT DISHONEST ABOUT THE APPOINTMENT, I HAVE LEFT SEVERAL MESSAGES FOR THIS CUSTOMER TO CONTACT ME AND SHE HASNT RETURNED THE CALL SO I AM CLOSING THE CASE.
BOB WILLINGHAM PARTS AND SERVICE DIRECTOR.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

1844K2 GRP: XA04 INFORMATION CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: D2 CONTACT NBR: 108707603 OPENED: 07/25/1997
VIN: 1ZVPT21U7L ENGINE: U CLOSED: 07/25/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED]
ADDRESS: [REDACTED] CITY: [REDACTED] ZIP: [REDACTED]-6006
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 75000 WSD:
DEALER NAME: DAVE SINCLAIR LINCO SALES CODE: 363675 P & A: 10301
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/07/28

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 94E54, 95B70, 96S48 AND 96S99

CUSTOMER SAYS:

-CUSTOMER HAD RECEIVED A RECALL LETTER AND HAS LOST THE LETTER AND IS NOT SURE
WHAT RECALL NEEDS PERFORMED
-BOTH OF THE SEATBELTS WILL STICK AT TIMES
-CUSTOMER DOES NOT KNOW WHICH DEALERSHIP HE WANTS TO TAKE THE VEHICLE TO FOR
THE RECALLS AND WILL CALL BACK WHEN HE DECIDES
-CUSTOMER REALLY ENJOYS HIS VEHICLE

PER CUSTOMER, DEALER SAYS:

-NOT CONTACTED

*

CUSTOMER SEEKS:

-RECALL INVOLVEMENT

*

CAC ADVISED:

-VEHICLE IS INVOLVED IN RECALLS 94E54, 95B70, 96S48, AND 96S99
***TO NEXT CSR: OPEN THE CONTACT AS AN OPEN CONTACT TO THE APPROPRIATE
DEALERSHIP WHEN CUSTOMER CALLS BACK WITH SPECIFIC DEALERSHIP***

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
1281LB GRP: XX16 INFORMATION CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: B2 CONTACT NBR: 108738774 OPENED: 08/01/1997
VIN: 1ZVPT21U7L5 ENGINE: U CLOSED: 08/01/1997
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: M
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 148000 WSD:
DEALER NAME: HARPETH FORD INC SALES CODE: 123098 P & A: 05634
CAUSAL CODES: 0426 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/08/01

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- BOON# FROM SAFETY HOTLINE
- HAS RECALL 96548/96599
- HAVING DIFFICULTY WITH DEALER PERFORMING THE RECALL REPAIR

PER CUSTOMER, DEALER SAYS:

- WE MUST BE ABLE TO SEE THE SEAT BELT NOT WORKING IN ORDER TO PERFORM THE RECALL REPAIR
- DOES NOT NEED TO PERFORM THE REPAIR

CUSTOMER SEEKS:

- RECALL REPAIR

CAC ADVISED:

- SUPPORT DEALER DIAGNOSIS
- CONTACT THE SERVICE MANAGER FOR FURTHER CLARIFICATION

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

958655 GRP: 13 CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: A3 CONTACT NBR: 108838148 OPENED: 08/26/1997
VIN: 1ZVPT20C1L5 ENGINE: C CLOSED: 09/10/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 108718 WSD:
DEALER NAME: DENNISON FORD INC SALES CODE: 141248 P & A: 20146
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 41 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 08/27/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: Q SURVEY: N (Y OR N)

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

COMMENTS:
1997/08/26

*** VEHICLE INVOLVED IN RECALL 96599 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
-800# FROM THE FMCC TRANSFER
-DON, THE HUSBAND IS CALLING
-THE DRIVER SIDE SEAT BELT WAS REPLACED UNDER THE RECALL
-THE PASSENGER SIDE SEAT BELT NEEDS TO BE REPAIRED IN THE SAME MANNER THAT THE
DRIVER SIDE SEAT BELT WAS REPAIRED

*
PER CUSTOMER, DEALER SAYS:
-SINCE THE PASSENGER SIDE WAS WORKING IT DOES NOT NEED TO BE REPAIRED
-THE PASSENGER SIDE IS NOT COVERED BY THE RECALL

*
CUSTOMER SEEKS:
-RECALL FOR THE PASSENGER SIDE SEAT BELT COMPLETED

*
CAC ADVISED:
RE: RECALL 96599
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR STEVE BOWNS (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS
DAYS

1997/09/03

###THIS IS THE CLOSING COMMENT
DEALER WORKED OUT A FIX FOR CUST. CONCERN WHEREAS FORD AND DEALER WOULD
PARTICIPATE IN SEAT BELT REPAIR AND COVER ITEM FOR THE CUST., THIS HAS BEEN
COMPLETED.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

8116TM GRP: 14 REGION INVOLVEMENT CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR 88 CONTACT NBR: 108880745 OPENED: 09/05/1997
VIN: 1ZVPT22L5L ENGINE: L CLOSED: 09/11/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED]
ADDRESS: [REDACTED] P: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: [REDACTED] MODEL: PROBE
MILEAGE: 140000 WSD:
DEALER NAME: VICTOR FORD INC SALES CODE: 141423 P & A: 01851
CAUSAL CODES: 3105 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 41 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 09/11/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/09/05

*** UNIQUE CIRCUMSTANCES PER EKOEHLER ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-IN MARCH OF 1997 CUSTOMER HAD THE DRIVER'S SIDE SEATBELT REPLACED UNDER
-AT THE TIME PASSENGER SIDE SEATBELT WAS NOT REPLACED, IT WAS JUST INSPECTED.
-NOW, THE PASSENGER SIDE SEATBELT IS INOPERATIONAL.
-CUSTOMER PROVIDED VEHICLE IDENTIFICATION NUMBER TO HAVE THE RECALL
CHECKED.
-CUSTOMER WILL BE LITIGATING AGAINST FORD MOTOR COMPANY IF THIS SEAT BELT IS
NOT REPAIRED BY FORD MOTOR COMPANY.

PER CUSTOMER, DEALER SAYS:

-UNABLE TO COVER THIS UNDER THE RECALL NUMBER

CUSTOMER SEEKS:

-TO HAVE THE RECALL WORK COMPLETED ON THE PASSENGER SIDE SEATBELT.

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A COPY
TO THE REGIONAL OFFICE.
-REQUEST MR. MATT WANDALL (CUST. REL MNGR) CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
-MADE OUTBOUND CALL TO DEALERSHIP
-PER MR. MATT WANDALL
-BECAUSE THE STATUS SHOWS AS COMPLETE THE RECALL WORK CAN NOT BE COMPLETED.

1997/09/08

I WILL REVIEW INFORMATION AT NEXT DEALER VISIT. MARK TYL CSM-C2.

1997/09/11

##THIS IS THE CLOSING COMMENT
DEALER WILL PERFORM RECALL AT NO COST TO CUSTOMER. MARK TYL CSM-C2.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

4761BF GRP: 02 CONCERN CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: 07 CONTACT NBR: 108908412 OPENED: 09/12/1997
VIN: 1ZVPT20CKL ENGINE: C CLOSED: 11/03/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 130000 WSD:
DEALER NAME: GREENVILLE FORD-MER SALES CODE: 153256 P & A: 08002
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/27/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/09/12

*** VEHICLE INVOLVED IN RECALL 96599 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-PASSENGER SIDE SEAT BELT IS NOT OPERATING PROPERLY

-VEHICLE INVOLVED IN SEAT BELT RECALL

*

PER CUSTOMER, DEALER SAYS:

-NO CONTACT

*

CUSTOMER SEEKS:

-TO HAVE RECALL PERFORMED

*

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MR. JERRY KUES (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/10/27

###THIS IS THE CLOSING COMMENT

PARTS RECEIVED AND DEALER INSTALLED.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

8525JD GRP: XX08 INFORMATION CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR: [REDACTED] CONTACT NBR: 108913492 OPENED: 09/15/1997
VIN: 1ZVPT20C0L [REDACTED] ENGINE: C CLOSED: 09/15/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED]
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] P: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PRD8E
MILEAGE: 71000 WSD:
DEALER NAME: ALEXANDERFORD, LINC SALES CODE: 123198 P & A: 05885
CAUSAL CODES: 0404 0406 30MR SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/09/15

CUSTOMER SAYS:

SEE MORSII [REDACTED]

- THE CUSTOMERS CONCERNS ARE STILL A CONCERN
- THE SEATBELT IS NOT WORKING RIGHT,
- SHE DOES NOT HAVE THE TIME TO GO TO THE DEALERSHIP SO MANY TIMES
- ALWAYS TELL HER THAT THEY WILL HAVE A LOANER VEHICLE THEN ITS A HASSLE TO GET THE VEHICLE THAT THEY PROMISED HER
- SHE CALLED THE OWNER [REDACTED] WHO WOULD NEVER CALL HER BACK, THEN ONE OF THE TECHNICIANS CALLED HER BACK AND SAID TO BRING IT BACK IN
- JEFF FORD IS HER SERVICE ADVISOR-SAYS HE'S SORRY BUT HE DOESNT GET THE CAR FIXED
- LAST TIME THEY FIXED IT IT WORKED FOR A COUPLE OF DAYS(PASSENGER)
- THEY DRIVERS SIDE WORKED FOR A COUPLE OF DAYS TOO, BUT NOW ONLY MOVES TO HALF WAY BACK

PER CUSTOMER, DEALER SAYS:

- ITS FIXED
- NOW ITS BROKE AGAIN

CUSTOMER SEEKS:

- TO COMPLAIN ABOUT WORKMANSHIP, THEY HAVE NOT BEEN ABLE TO FIX THE CAR

CAC ADVISED:

- DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE.
- FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP
- REQUEST MR. BOB MEND CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

B525J0	GRP: X*09	INFORMATION CONTACT	VEH TYPE: CAR
MEMPHIS	23	ZN/TR: B2	CONTACT NBR: 108913492
VIN:	1ZVPT20C0	ENGINE: C	OPENED: 09/15/1997
			CLOSED: 09/15/1997

=====

1997/09/19

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- THE DEALER HASN'T CONTACTED HER
- THE DEALER DIDN'T DO THE RECALL PROPERLY AND IT DOESN'T WORK

*

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

*

CUSTOMER SEEKS:

- REPAIR OF THE VEHICLE PROPERLY

*

CAC ADVISED:

- WORKMANSHIP ISSUES MUST BE ADDRESSED AT DEALER
- CONTACT MR. WAYNE RICKETTS FOR ASSISTANCE.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

1342DH GRP: 17 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: MJ CONTACT NBR: 108989507 OPENED: 10/02/1997
VIN: 1ZVPT20C2L ENGINE: C CLOSED: 10/21/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: A
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 118000 WSD:
DEALER NAME: KOERNER FORD OF SYR SALES CODE: 113210 P & A: 00719
CAUSAL CODES: 1208 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/14/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: Q SURVEY: Y (Y OR N)

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

COMMENTS:
1997/10/02

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

CUSTOMER SAYS:

- CUSTOMER CALLING BACK WITH THE SAME CONCERNS
- SUBMITTED RECEIPTS TO DEALER IN MARCH OF 1997
- HAS NOT RECEIVED REFUND YET
- CUSTOMER HAS BEEN WAITING 7 MONTHS FOR RECALL REFUND

PER CUSTOMER, DEALER SAYS:

- PER SERVICE- WERE WAITING FOR A DISRICT REPRESENTATIVE TO SIGN THE PAPERS ON THE VEHICLE

CUSTOMER SEEKS:

- TO BE RECOMPENSATED FOR REPAIRS DONE ON THE VEHICLE UNDER 96599 AND 96548

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR.DAVID BORTHWICK TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1997/10/14

###THIS IS THE CLDSING COMMENT

TALKED TO CUST SENDING OUT REFUND CHECK 10/14/97

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

6081DR GRP: 15 CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: F1 CONTACT NBR: 102985681 OPENED: 10/02/1997
VIN: 1ZVPT21U1L ENGINE: U CLOSED: 10/09/1997

LAST 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: 74603 WSD:
DEALER NAME: ROCK RIVER FORD INC SALES CODE: 141495 P & A: 20152
CAUSAL CODES: 1220 12RA SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 41 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/02/1997
ACK. CODE: ASSIST CODE: W AWARD ANT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/10/02

*** VEHICLE INVOLVED IN RECALL 96598 ***

*** VEHICLE INVOLVED IN RECALL 96548 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-BOON FROM THE DEALERSHIP

-WE HAD A RECALL FOR THE DRIVER'S SIDE SEAT BELT AND WE HAD THIS REPAIRED AT THE DEALERSHIP ON 11-96 AT 65,769 MILES

-NOW THE PASSENGER SIDE SEATBELT IS ALSO DOING THE SAME THING

-I DON'T REMEMBER WHO I SPOKE WITH AT THE DEALERSHIP

PER CUSTOMER, DEALER SAYS:

-THIS IS NOT COVERED UNDER ANY RECALLS

-IT WILL COST \$250 TO REPAIR THIS

CUSTOMER SEEKS:

-VEHICLE REPAIRED

CAC ADVISED:

-MADE OUTBOUND CALL AND SPOKE WITH MR. BRICK VOLK(CUST. REL. MNGR) TO OBTAIN ADDITIONAL INFORMATION

-I WAS TOLD BY MR. VOLK THAT THE CUSTOMER'S PASSENGER SIDE SEAT BELT WAS

INSPECTED IN 11-96 BUT DIDN'T EXHIBIT ANY CONCERNS SO IT WASN'T REPAIRED. THE

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

-REQUEST MR.DDN MURRAY(SVC MNGR) CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

6081DR GRP: 15 CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: E1 CONTACT NBR: 108989881 OPENED: 10/02/1997
VIN: 1ZVPT21U1 [REDACTED] ENGINE: U CLOSED: 10/09/1997

1997/10/02

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

*

CUSTOMER SEEKS:

- REPAIR OF THE SEAT BELT

*

CAC ADVISED:

OBC TO ROCK RIVER FORD AND SPOCK WITH BRICK VOLT, SERVICE

- BECAUSE THE RECALL CAUSED FOR INSPECTION, AND REPAIR ONLY IS EXHIBITS A CONCERN THE RECALL IS COMPLETED

###THIS IS THE CLOSING COMMENT

THE DEALERSHIP SERVICE MANAGER SPOKE WITH THE CUSTOMER ON 10/02/97. THE CUSTOMER VEHICLE WAS INSPECTED IN 1996 FOR A SEATBELT RECALL CONCERN. THE RECALL STATES THAT THE SEAT BELTS ARE TO BE INSPECTED FOR PROPER OPERATION AND A REPAIR OR REPLACEMENT OF THE SEAT BELT ONLY IF NOT OPERATIONAL. ONE SEAT BELT WAS FOUND TO BE DEFECTIVE AND WAS REPLACED AT THAT TIME. THE OTHER SEAT BELT WAS FOUND TO BE OPERATIONAL AT THAT TIME AND THIS INSPECTION FULLFILLED THE RECALL REQUIREMENTS. THE INSPECTION OR REPLACEMENT OF THE SEAT BELT DOES NOT COME WITH A LIFETIME WARRANTY. THE RECALL WAS PERFORMED AND IS CONSIDERED COMPLETED AT THIS TIME. NO OPEN RECALL EXIST FOR THIS VEHICLE AT THIS TIME THUS NO WARRANTY REPAIRS WILL BE PERFORMED. PLEASE CLOSE THIS CASE.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

762GPG GRP: 14 INFORMATION CONTACT VEH TYPE: CAR
SUR 10 ZN/TR: 07 CONTACT NBR: 109015490 OPENED: 10/09/1997
VIN: 1ZVPT20C9L ENGINE: C CLOSED: 10/09/1997

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: J
ADDRESS: CITY: ZIP: 2826
HOME PHONE: BUS. PHONE:
MODEL YEAR: 90 MODEL:
MILEAGE: 126000 WSD:
DEALER NAME: COURTESY FORD OF ZE SALES CODE: 121853 P & A: 01173
CAUSAL CODES: 1218 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/10/09

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- MOTORIZED SEAT BELT WAS INVOLVED IN A SAFETY RECALL
- TOOK TO DEALERSHIP TO HAVE REPAIRS DONE, REMOVED IT PRIOR TO RECEIVING LETTER

*

PER CUSTOMER, DEALER SAYS:

- PER PHIL, CANNOT DO WORK UNDER RECALL BECAUSE THEY DO NOT HAVE PART TO RETURN TO FORD
- IF FORD OK'S IT, THEN THEY WILL GO AHEAD AND DO IT

*

CUSTOMER SEEKS:

- RECALL PERFORMED

*

CAC ADVISED:

- CONTACT PHILIP FINLEY (SERV. MGR) FOR FURTHER EXPLANATION.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 B94705 GRP: AX06 INFORMATION CONTACT VEH TYPE: CAR
 UNKNOWN 99 ZN/TR: CONTACT NBR: 109033548 OPENED: 10/14/1997
 VIN: L ENGINE: CLOSED: 10/14/1997

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI:
 ADDRESS: [REDACTED] FIRST NAME:
 CITY: STATE: [REDACTED] IP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE:
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 83000 WSD:
 DEALER NAME: SALES CODE: P & A:
 CAUSAL CODES: 1205 SYMPTOMS: 104100
 DRIGIN: G0 TRANS. DST/RGN: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD ANT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/10/14
 NO VIN AVAILABLE
 CUSTOMER SAYS:
 - SEAT BELT HANGS UP
 - WAS SUPPOSED TO BE A RECALL
 *
 PER CUSTOMER, DEALER SAYS:
 - RECALL HAS EXPIRED
 *
 CUSTOMER SEEKS:
 - WANTS THE RECALL DONE
 *
 CAC ADVISED:
 - DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE.
 - FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP
 *** CALL BACK WITH VIN AND WE CAN SEE IF IT IS A RECALL---NEXT CSR IT SOUNDS
 LIKE A OMP NOT A RECALL

08/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

8993TT GRP: 14 INFORMATION CONTACT VEH TYPE: CAR
KANSAS CITY 53 ZN/TR: CONTACT NBR: 109033983 OPENED: 10/14/1997
VIN: 1ZVPT20C5L ENGINE: C CLOSED: 10/14/1997

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: STATE: ZIP:
CITY: BUS. PHONE:
HOME PHONE: MODEL: PROBE
MODEL YEAR: 90
MILEAGE: 83000 MSD:
DEALER NAME: KRIBS FORD INC SALES CODE: 153052 P & A: 08188
CAUSAL CODES: 1104 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/10/14

CUSTOMER SAYS:

- THE DEALERSHIP DID A SEATBELT RECALL AND NOW THE BELTS ARE MALFUNCTIONING
- THIS PROBLEM HAPPEN ABOUT 2 WEEKS AFTER THE RECALL WAS DONE
- THE SERVICE MANAGER LEFT SHORTLY AFTER THIS PROBLEM OCCURED
- NOW THE DEALER WANTS ME TO PAY FOR THE WORK
- THIS IS NOT RIGHT BECAUSE THE RECALL WAS NOT DONE RIGHT IN THE FIRST PLACE
- THE DEALERSHIP SAID THAT THEY WERE GOING TO RECONTACT ME WHEN THEY GOT THE AUTHORIZATION TO REPAIR THE CAR
- WE CAN'T EVEN DRIVE WITHOUT A SEATBELT

PER CUSTOMER, DEALER SAYS:

- THIS RECALL HAS BEEN CLOSED AND YOU WILL HAVE TO PAY FOR THE REPAIRS
- WE DONT KNOW IF ITS A SENSOR OR THE MOTOR IN THE SEATBELT

CUSTOMER SEEKS:

- SPECIFICS ON THE LAST RECALL ON THEIR CAR
- FINANCIAL ASSISTANCE

CAC ADVISED:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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=====
8928YC   GRP: 14   INFORMATION CONTACT   VEH TYPE: CAR
SDR      10   ZN/TR: N3   CONTACT NBR: 109043196   OPENED: 10/18/1997
VIN:     1ZVPT20C5L   ENGINE: C   CLOSED: 10/18/1997
=====

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=====
LAST NAME: [REDACTED]   STATUS: CLOSED
TITLE: [REDACTED]
ADDRESS: [REDACTED]   FIRST NAME: [REDACTED]
CITY: [REDACTED]   STATE: [REDACTED]   P: [REDACTED]
HOME PHONE: [REDACTED]   BUS. PHONE: [REDACTED]
MODEL YEAR: 90   MODEL: PROBE
MILEAGE: 115000   WSD:
DEALER NAME: JENSEN INC   SALES CODE: 153535   P & A: 03373
CAUSAL CODES: 3104 0406   SYMPTOMS: 104100
ORIGIN: GO   TRANS. DST/RGN:   TRANS. DATE:
SERVICE/SALES: 1   CONTACT DATE:
ACK. CODE:   ASSIST CODE:   AWARD AMT:   O SURVEY: (Y OR N)

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

```

COMMENTS:

1997/10/16

*** NAVIS: ORIGINAL ***
 *** LETTER DATED 10/2/87 ***

CUSTOMER SAYS:

-THE VEHICLE WAS LEFT AT THE DEALERSHIP FOR 8 HOURS AND I WANT TO KNOW WHAT THE DEALERSHIP DID DURING THOSE 8 HOURS AND THE SERVICE MANAGER TELLS ME THAT HE CAN NOT GIVE ME THE REPAIR RECEIPT.
 -THE SERVICE MANAGER LEROY WAS NOT RESPONSIVE AT ALL.

PER CUSTOMER, DEALER SAYS:

- UNABLE TO PROVIDE REPAIR RECEIPTS FOR THE RECALL THAT WAS PERFORMED

CUSTOMER SEEKS:

- TO GET COPIES OF REPAIR RECEIPTS TO SEE EXACTLY WHAT WAS DONE TO REPAIR THE VEHICLE

CAC ADVISED:

- PER OBC TO CUSTOMER LEFT MESSAGE
 - CONTACT MR. KENDELL JENSEN (SERV. MGR) FOR ASSISTANCE.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

9474JH GRP: XX06 CONCERN CONTACT VEH TYPE: CAR
NEW YORK 13 ZN/TR: 11 CONTACT NBR: 109066242 OPENED: 10/22/1997
VIN: 1ZVPT21U9L ENGINE: U CLOSED: 11/11/1997

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED]
ADDRESS: [REDACTED] CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 65000 MSD:
DEALER NAME: PATRIOT FORD, LTD. SALES CODE: 113095 P & A: 00103
CAUSAL CODES: 1220 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/23/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/10/22
*** VEHICLE INVOLVED IN RECALL 96599 ***
*** VEHICLE INVOLVED IN RECALL 96548 ***
*** POSSIBLE 12/12 SERVICE PART COVERAGE *** REPAIR DATE: 7/28/97 MILEAGE:
NO MILEAGE
*** NAVIS: PROGRAM ***
CUSTOMER SAYS:
- GOT RECALL ON SEAT BELT FOR DRIVER'S SIDE
- NOW THE PASSENGER SIDE SEAT BELT IS BROKEN
- THE SHOULDER STRAP WILL NOT MOVE AT ALL
*
PER CUSTOMER, DEALER SAYS:
- ONLY THE DRIVER'S SIDE IS COVERED
*
CUSTOMER SEEKS:
- WANT TO KNOW IF THE PASSENGER SIDE IS COVERED
*
CAC ADVISED:
- BOTH SIDES OF THE SEAT BELTS ARE COVERED
- CUSTOMER SAYS ONLY THE DRIVERS SIDE WAS FIXED BUT NOW THE PASSENGER SIDE IS
BROKEN
- THE COMPUTER STATES WORK WAS DONE TO BOTH SIDES AND OF COURSE THERE IS A
PARTS WARRANTY OF 12/12 ON ALL PARTS REPLACED BY FORD
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MS. ROSEMARIE MARASCIULLO (CUST REL MNGR/ SVC MNGR) TO CONTACT THE
CUSTOMER WITHIN 2 BUSINESS DAYS
1997/11/04
##THIS IS THE CLOSING COMMENT
CALLED AND SPOKE TO CUST EXPLAINED THAT RECALL WAS DONE ON BOTH SIDES ONE WAS
REPLACED AND THE OTHER WAS JUST AN INSP OFFERED CUST TO BRING IN CAR AND WE WD
ULD TAKE A LDDK AT THE SEAT BELT FOR HER

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

BO14MH	GRP: 05	CONCERN CONTACT	VEH TYPE: CAR
TWIN CITIES	58	ZN/TR: 01	CONTACT NBR: 109113839
VIN: 1ZVPT22L8L		ENGINE: L	OPENED: 11/03/1997
			CLOSED: 11/13/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:				ZIP:	
CITY:		STATE:			
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	90	MODEL:	PROBE		
MILEAGE:	37000	WSD:			
DEALER NAME:	AUSTIN FORD-LINC-ME	SALES CODE:	158548	P & A:	09300
CAUSAL CODES:	1205	SYMPTOMS:	104100		
ORIGIN:	00	TRANS. DST/RGN:	58	TRANS. DATE:	
SERVICE/SALES:	1			CONTACT DATE:	11/06/1997
ACK. CODE:		ASSIST CODE: R	AWARD AMT:	Q SURVEY:	Y (Y OR N)

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

COMMENTS:

1997/11/03

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

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

CUSTOMER SAYS:

- THAT THERE WAS A RECALL ON THE SEAT BELT
- TOOK THE VEHICLE IN
- THEY DID NOT REPAIR
- FOUR DAYS LATER THE SEAT BELT GOT STUCK
- THAT THE PERSON THAT SHE HAS SPOKEN TO WAS MIKE IN THE SERVICING AREA
- CALLED THEM AND LET THEM KNOW THAT IT HAD GOTTEN STUCK
- THAT UPON OPENING THE DOOR IT MANAGE TO FREE ITSELF
- THAT SHE CALLED THEM BACK TO LET THEM KNOW THAT IT WAS NO LONGER STUCK
- THEN LESS THAN A WEEK LATER THE SEAT BELT WAS STUCK PERMANENTLY
- THAT SHE THINKS THAT THIS SHOULD BE REPAIRED UNDER THE RECALL

PER CUSTOMER, DEALER SAYS:

- THAT THERE WAS NOTHING WRONG WITH THE TRACK
- TO BRING THE VEHICLE IN
- THAT THEY COULD NOT REPAIR THE SEAT BELT UNLESS IT WAS STILL STUCK
- THAT THE REP AGREED TO 80/20

CUSTOMER SEEKS:

- FINANCIAL ASSISTANCE

CAC ADVISED:

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

MADE DBC:

- GARY LUNT SAYS THAT HE WILL CHECK THE INFORMATION CALL THE CUSTOMER TOMORROW

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 11.21.02

=====

8014MH	GRP: 05	CONCERN CONTACT	VEH TYPE: CAR
TWIN CITIES	SB	ZN/TR: 01	CONTACT NBR: 109113839
VIN: 12VPT22L8L		ENGINE: L	OPENED: 11/03/1997
			CLOSED: 11/13/1997

=====

1997/11/05

**DEALER PERFORMED RECALL 98S99 ON 10/2/97 - WILL CONTACT CUSTOMER TO SET UP APPOINTMENT TO HAVE RECALL 98S48 PERFORMED

1997/11/06

***THIS IS THE CLOSING COMMENT

CLARK CIPRA OUR SERVICE MANAGER CONTACTED THE CUSTOMER AND SET UP AN APPOINTMENT TO REPAIR SEAT BELT

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

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=====
4899BK  GRP: 05  INFORMATION CONTACT  VEH TYPE: CAR
CHICAGO 41  ZN/TR: E2  CONTACT NBR: 109125224  OPENED: 11/05/1997
VIN: 1ZVPT22L7L5  ENGINE: L  CLOSED: 11/05/1997
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=====
LAST NAME: [REDACTED]  FIRST NAME: [REDACTED]  STATUS: CLOSED
TITLE: [REDACTED]  MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED]  STATE: [REDACTED]  ZIP: [REDACTED]
HOME PHONE: [REDACTED]  BUS. PHONE: [REDACTED]
MODEL YEAR: 90  MODEL: PROBE
MILEAGE: 100730  WSD:
DEALER NAME: HEISER FORD INC  SALES CODE: 141037  P & A: 06254
CAUSAL CODES: 1208  SYMPTOMS: 104100
DRIGIN: GD  TRANS. DST/RGN:  TRANS. DATE:
SERVICE/SALES: 1  CONTACT DATE:
ACK. CODE:  ASSIST CODE:  AWARD AMT:  O SURVEY: (Y OR N)
=====

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

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COMMENTS:

```

1897/11/05
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS
- HAD PASSENGER RESTRAINT SEATBELT REPAIRED-9/3/1995 PRIOR TO RECEIVING A
- TOOK RECEIPTS SHOWING REPAIRS OF SEATBELT AT THAT TIME WAS REPAIRED, TO THE
DEALERSHIP FOR REIMBURSEMENT
- DEALERSHIP SUBMITTED A CLAIM
- FORD DENIED REIMBURSEMENT BECAUSE THE NEW OWNER HAD REPAIRS DONE ON THE
SEATBELTS UNDER THE RECALL
- HAVE SINCE SOLD THE VEHICLE
*
PER CUSTOMER, DEALER SAYS:
- FORD DENIED REIMBURSEMENT BECAUSE THE NEW OWNER OF VEHICLE HAD THE SEATBELTS
REPAIRED UNDER THE RECALL
*
CUSTOMER SEEKS:
- REIMBURSEMENT
*
CAC ADVISED:
- NO FURTHER FINANCIAL ASSISTANCE WILL BE OFFERED
- CAC SUPPORTS THE DECISION
- THIS REPRESENTS FORD MOTOR COMPANY'S FINAL DECISION IN THIS MATTER

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09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
8087LB GRP: 05 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: 12 CONTACT NBR: 108191873 OPENED: 03/10/1997
VIN: 1ZVPT20C0L5 ENGINE: C CLOSED: 04/03/1997
=====

LAST NAME: [REDACTED] STATUS: CLDSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED] 19
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 70000 MSD:
DEALER NAME: JIM NAVARRE FORD L- SALES CODE: 148593 P & A: 02729
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 48 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 03/24/1997
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1997/03/10

*** VEHICLE INVOLVED IN RECALL 98548 AND 96599 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- WOULD LIKE TO KNOW IF ANY SEAT BELT RECALLS ARE ON VEHICLE

*

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

*

CUSTOMER SEEKS:

- WOULD LIKE TO KNOW IF ANY SEAT BELT RECALLS ARE ON VEHICLE

*

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

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

- INFORMED CUSTOMER THAT RECALLS 98548 AND 96599 ARE ON VEHICLE

1997/03/27

###THIS IS THE CLOSING COMMENT

PARTS WERE RECEIVED FROM FORD AND CUSTOMER WAS CONTACTED FOR AN APPOINTMENT

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

5617ML GRP: XX04 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: D1 CONTACT NBR: 108275629 OPENED: 04/02/1997
VIN: 1ZVPT21U11 ENGINE: U CLOSED: 04/10/1997

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: NI: R
ADDRESS: STATE: ZIP: -5810
CITY: BUS. PHONE:
HOME PHONE: MODEL YEAR: 90 MODEL: PROBE
MILEAGE: 100000 WSD:
DEALER NAME: SANDERSONLINCOLN-ME SALES CODE: 354559 P & A: 10083
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: G0 TRANS. DST/RGN: 54 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 04/03/1997
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/04/02

*** VEHICLE INVOLVED IN RECALL 96599 ***

*** VEHICLE INVOLVED IN RECALL 96548 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- RECEIVED THE RECALL LETTERS
- THE PASSENGER BELT IS NOT FUNCTIONING
- THE DRIVER'S BELT IS WORKING REPAIR WAS DONE 8/31/94
- SERVICE DEPARTMENT SUBMITTED A CLAIM FOR THE DRIVER BELT REPAIR

PER CUSTOMER, DEALER SAYS: PER BILL ROBERTS IN SERVICE

- PARTS NOT IN YET

CUSTOMER SEEKS:

- REPAIR OF THE VEHICLE

CAC ADVISED:

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

BUSINESS DAYS

1997/04/03

###THIS IS THE CLOSING COMMENT

WE CALL CUSTOMER AND TOLD HIM THAT THE PART IS NOT IN AND WE WILL CALL HIM WHEN THE PARTS COME IN.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

7996RM GRP: XKOB INFORMATION CONTACT VEH TYPE: CAR
 ORLANDO 24 ZN/TR: A1 CONTACT NBR: 107651777 OPENED: 10/17/1996
 VIN: M ENGINE: CLOSED: 10/17/1996

=====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: STATE: ZIP: [REDACTED]
 CITY: BUS. PHONE: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 91 MODEL: PROBE
 MILEAGE: 60000 WSD:
 DEALER NAME: WORLD FORD/HOLLYWOOD SALES CODE: 124014 P & A: 04977
 CAUSAL CODES: 1215 SYMPTOMS: 104100
 ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD AMT: Q SURVEY: (Y OR N)

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

COMMENTS:

1996/10/17

*** VIN NOT AVAILABLE***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-VEHICLE IS INVOLVED IN A SEATBELT RECALL

*

PER CUSTOMER, DEALER SAYS:

-THEY DO NOT HAVE THE PARTS OR TOOLS TO DO THE RECALL

*

CUSTOMER SEEKS:

-WANTS TO KNOW WHAT THE NECESSARY PARTS AND TOOLS ARE NEEDED FOR THE REPAIR

-WANTS TO KNOW WHEN RECALL LETTER WAS ACTUALLY RELEASED

*

CAC ADVISED:

***TOLD CUSTOMER TO CONTACT US BACK WITH VIN SO WE COULD LOOK INTO THE RECALL

INFORMATION***

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

2207KB GRP: XA13 CONCERN CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR: A1 CONTACT NBR: 107652177 OPENED: 10/17/1996
VIN: 1ZVPT20C4MS [REDACTED] ENGINE: C CLOSED: 10/28/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] M1:
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 97 MODEL: PROBE
MILEAGE: 50000 WSO:
DEALER NAME: HOLLYWOODFORD SALES CODE: 171001 P & A: 05421
CAUSAL CODES: 1203 2801 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RBN: 24 TRANS. DATE: 10/18/1996
SERVICE/SALES: 1 CONTACT DATE: 10/18/1996
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1996/10/17

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

CUSTOMER SAYS:

- AM INVOLVED IN A RECALL AND TRYING TO GET THE VEHICLE REPAIRED
- AM CONCERNED ABOUT THE BELT BEING BROKEN

PER CUSTOMER, DEALER SAYS:

- 800 # FROM THE SERVICE DEPARTMENT
- WE DO NOT HAVE THE PARTS OR THE TOOL TO PERFORM THE RECALL
- WILL BE A COUPLE OF WEEKS

CUSTOMER SEEKS:

- TO HAVE THE RECALL PERFORMED

CAC ADVISED:

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

1996/10/18

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

CUSTOMER SAYS:

- I CALLED TO HAVE MY RECALL REPAIRS DONE
- THE CAR IS LEAKING IN BETWEEN THE SEALING OF THE HATCHBACK
- BLINKER BLINKS REAL FAST, AND IT STAYS ON

PER CUSTOMER, DEALER SAYS:

- WE CANNOT SERVICE IT UNTIL DECEMBER

CUSTOMER SEEKS:

- TO HAVE MY RECALL REPAIRS DONE

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

2207KB	GRP: XX13	CONCERN CONTACT	VEH TYPE: CAR
LOS ANGELES	71	ZN/TR: A1	CONTACT NBR: 107852177
VIN: 1ZVPT20C4MS		ENGINE: C	OPENED: 10/17/1996
			CLOSED: 10/28/1996

=====

1998/10/18

*

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. DWIGHT STEVENSON FROM HOLLYWOOD FORD (SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS-

##THIS IS THE CLOSING COMMENT

THE SITUATION HAS BEEN ADDRESSED AS FOLLOWS, PARTS FOR THE RECALLS WILL NOT BE AVAILABLE UNTIL THE 15TH OF DECEMBER 1998, PER FORD. CUSTOMER IS AWARE OF THIS AND IS WAITING TO HEAR FROM FORD.

HEIDI SCOTT

1998/10/21

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- REITERATES CONCERN WITH THE SEAT BELT RECALL
- DEALER SAYS THAT THE PARTS WILL NOT BE AVAILABLE UNTIL DECEMBER

*

PER CUSTOMER, DEALER SAYS:

- NOT AVAILABLE

*

CUSTOMER SEEKS:

- WISHES TO SPEAK WITH THE PRESIDENT

*

CAC ADVISED:

- PROVIDED THE NATIONAL TRANSPORTATION HIGHWAY SAFETY ADMINISTRATION
- SUPPORT THE INFORMATION THAT THE DEALER PROVIDED

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- CALLING TO REITERATE THE SAME CONCERNS ABOUT THE SEAT BELT
- THERE IS A PARTS DELAY

*

PER CUSTOMER, DEALER SAYS:

- NO DEALER CONTACT

*

CUSTOMER SEEKS:

- WANTS THE SEAT BELT FIXED
- IT IS A SAFETY HAZZARD
- WILL SUE IF IN AN ACCIDENT AND INJURED DUE TO LACK OF SEAT BELT
- REQUEST LOANER UNTIL THE PART COMES IN AND

*

CAC ADVISED:

- MADE AN OUTBOUND CALL TO KOONS FORD AND TALKED TO PHIL HAYWARD
- HE SAID THAT HE WOULD CALL THE PARTS REQUEST LINE LISTED IN THE PARTS RECALL LETTER AND CALL THE CUSTOMER AN UPDATE THEM
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR./MS. PHIL HAYWARD (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 6274JB GRP: XX05 CONCERN CONTACT VEH TYPE: CAR
 SAN FRAN 72 ZN/TR: 01 CONTACT NBR: 107655830 OPENED: 10/18/1996
 VIN: 1ZVPT20C8M ENGINE: C CLOSED: 10/25/1996

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FI: [REDACTED]
 ADDRESS: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
 CITY: [REDACTED] BUS. PHONE: [REDACTED]
 HOME PHONE: [REDACTED] MODEL: PROBE
 MODEL YEAR: 91 MSD:
 MILEAGE: 63000
 DEALER NAME: HARVEST FORD LINCOL SALES CODE: 172406 P & A: 07945
 CAUSAL CODES: 3001 1203 SYMPTOMS: 104100
 ORIGIN: 00 TRANS. DST/RGN: 72 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 10/18/1996
 ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1996/10/18
 *** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98S48 AND 96599 ***
 *** NAVIS: SUBSEQUENT ***
 CUSTOMER SAYS:
 - THE DRIVER SIDE SEAT BELT DOES NOT WORK, THE MOTOR SEEMS TO BE BURNED OUT
 *
 PER CUSTOMER, DEALER SAYS:
 - NO CONTACT
 *
 CUSTOMER SEEKS:
 - WANTS THE SEAT BELT REPAIRED
 - RECALL INFORMATION
 *
 CAC ADVISED:
 - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 - REQUEST MR. SCOTT UNDERWOOD CUST REL MNGR TO CONTACT THE CUSTOMER WITHIN 2
 BUSINESS DAYS FOR THE RECALLS
 ##THIS IS THE CLDSING COMMENT
 CSM COMMENTS:
 CUSTOMER IS ELIGIBLE FOR THE RECALLS AND HAVE BEEN MAILED TO THE CUSTOMER.
 DUE TO A PARTS SHORTAGE, REPAIRS HAVE BEEN DETAINED UNTIL 12/5. PLEASE
 REFER TO THE DEALER LETTER FOR MORE INFO. CONTACT CLOSED ACCORDINGLY.
 THANK YOU.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

SOOBAC	GRP: XAO1	CONCERN CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: 01	CONTACT NBR: 107668513
VIN:	12VPT20C2M5	ENGINE: C	OPENED: 10/22/1996
			CLOSED: 12/02/1996

=====

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:	91	WSD:		
MILEAGE:	68000	SALES CODE:	328646	P & A: 10061
DEALER NAME:	JOHN KODLLINCOLN-ME	SYMPTOMS:	104100	
CAUSAL CODES:	3001 1203	TRANS. DST/RGN:	28	TRANS. DATE:
ORIGIN:	GO	CONTACT DATE:	12/02/1996	
SERVICE/SALES:	1	D SURVEY:	Y (Y OR N)	
ACK. CODE:		ASSIST CODE: R	AWARD AMT:	

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

COMMENTS:

1996/10/22

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

CUSTOMER SAYS:

- CUSTOMER HAD HEARD THAT PRESENT RECALL WITH SEAT BELTS
- DRIVER'S SIDE SEAT BELT IS STUCK HALF WAY UP THE TRACK AND DOES NOT MOVE AT ALL

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- RECALL INFORMATION
- REPAIR OF SEAT BELT MECHANISM

CAC ADVISED:

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

1996/11/06

CSM VERONICA ISSA

- PER BILL HATCHER, SERV MGR, DLR WILL CONTACT CUSTOMER FOR RECALL INSPECTIONS
- ..PER RECALL NOTICE LIMITED PARTS AVAILABILITY PRESENTLY..PER RECALL DLR MUST INSPECT VEH TO VERIFY NEED PRIOR TO ORDERING PARTS..ALL PARTS NEEDED SHOULD BE AVAILABLE BY 12/15/96

1996/11/11

CSM VERONICA ISSA

- PER BILL HATCHER, SERV MGR, DLR INSPECTED VEH & ORDERED PARTS FOR BOTH

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

=====

BOOBAC	GRP: XX01	CONCERN CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: G1	CONTACT NBR: 107668513
VIN:	1ZVPT20C2	ENGINE: C	DPENED: 10/22/1996
			CLOSED: 12/02/1996

=====

1996/11/19

*

CSM VERONICA ISSA

-PER BILL HATCHER, SERV MGR, SOME PARTS RECIEVED BUT STILL WAITING FOR OTHERS
..DLR ANTICIPATES RECIEVING REMAINDER OF PARTS BY 11/22/96..DLR WILL CONTACT
CSM WITH UPDATES

1996/12/02

##THIS IS THE CLOSING COMMENT

*

CSM VERONICA ISSA

-PER BILL HATCHER, SERV MGR, ALL PARTS RECIEVED..DLR PERFORMING BOTH RECALLS

##THIS IS THE CLOSING COMMENT

*

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

02235M GRP: XA08 CONCERN CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: C1 CONTACT NBR: 107673463 OPENED: 10/23/1996
VIN: 12VPT22L2M [REDACTED] ENGINE: L CLOSED: 11/05/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE:
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 100000 WSD:
DEALER NAME: TERRE HAUTE FORD IN SALES CODE: 147490 P & A: 02B17
CAUSAL CODES: 1203 1207 2B01 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 47 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/23/1996
ACK. CODE: ASSIST CODE: M AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1996/10/23

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-CUSTOMER RECEIVED A NOTICE FOR A RECALL ON THE VEHICLE
-INQUIRING ABOUT A LOANER VEHICLE.

PER CUSTOMER, DEALER SAYS:

-MARK, SERVICE ADVISOR, SAID HE WILL SERVICE THE VEHICLE; HOWEVER, CUSTOMER
MUST WAIT TILL DECEMBER.
-LOANER VEHICLE WILL NOT BE PROVIDED.
-MARK PROVIDED CAC NUMBER AND RECOMMENDED THE CUSTOMER CONTACT THE CAC.

CUSTOMER SEEKS:

-RESOLUTION TO THE CONCERN,
-LOANER VEHICLE.

CAC ADVISED:

RE RECALLS:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. THERESA M MAESCH, CUSTOMER RELATIONS MANAGER, TO CONTACT THE
CUSTOMER WITHIN 2 BUSINESS DAYS

RE LOANER VEHICLE:

- NO ESP
- NO TRANSPORTATION ASSISTANCE PROVIDED

1996/10/29

###THIS IS THE CLOSING COMMENT

JOHN WHIPPO, SERVICE MANAGER, SPOKE TO CUSTOMER.
DEALER WAS INFORMED THAT UPDATED PARTS WERE TO BE AVAILABLE IN DECEMBER.
CUSTOMER STATED THEY DID NOT WANT TO BRING VEHICLE IN NOW AND THEN BRING BACK
IN DECEMBER. CUSTOMER WAS TO RECONTACT IN DECEMBER FOR APPOINTMENT.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
1474TS GRP: AX17 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: H3 CONTACT NBR: 1076751B1 OPENED: 10/23/1996
VIN: 1ZVPT21U6ME ENGINE: U CLOSED: 10/25/1998
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: FORD
MILEAGE: 65000 WSD:
DEALER NAME: TOM PECK FORD INC SALES CODE: 14142B P & A: 06160
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 41 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/25/1996
ACK. CODE: ASSIST CODE: 0 AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1996/10/23

THIS CONTACT OPENED DUE TO DNP 95B70 (WIRE HARNESS)
*** THIS CONTACT IS OPENED DUE TO OPEN RECALLS 96S48 AND 96S99 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

CUSTOMER'S FATHER CALLING
-PASSIVE / MOTORIZED SEATBELT ON THE DRIVERSIDE IS INOPERABLE.

PER CUSTOMER, DEALER SAYS:

-NO CONTACT.

CUSTOMER SEEKS:

-IS MY VEHICLE INVOLVED IN ANY SEATBELT RECALLS?

CAC ADVISED:

CUSTOMER'S VEHICLE IS INVOLVED IN RECALLS 96S48 AND 96S99 (MOTORIZED SEATBELTS) AND DNP 95B70
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. TOM PECK (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS.

1996/10/28

***THIS IS THE CLOSING COMMENT

CUSTOMER HAD NOT CONTACTED THIS DEALERSHIP.
PARTS WILL NOT BE AVAILABLE UNTIL DECEMBER.
BILL WILL WORK WITH CUSTOMER AND PERFORM THE WORK WHEN THE PARTS ARE AVAILABLE.

***THIS IS THE CLOSING COMMENT

SEE PREVIOUS COMMENT

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

464BBC GRP: X104 CONCERN CONTACT VEH TYPE: CAR
SDR 10 2N/TR: A1 CONTACT NBR: 107676172 OPENED: 10/24/1996
VIN: 1ZVPT20C3M5 ENGINE: C CLOSED: 11/06/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] I: F
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] IP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 83000 MSD:
DEALER NAME: BARTON MOTOR CO INC SALES CODE: 111510 P & A: 08816
CAUSAL CODES: 1203 1206 SYMPTOMS: 104100 304700
ORIGIN: GO TRANS. DST/RGN: 11 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/29/1998
ACK. CODE: ASSIST CODE: R AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1998/10/24

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

CUSTOMER SAYS:

- THE HAD THE MOTORIZED PART OF HER SEAT BELT REPLACED 2 YEARS AGO, IT WAS ACTUALLY THE TRACK
- IT WAS REPLACED BY A NON FORD SHOP
- CUSTOMER HAS THE RECEIPT
- THE PART HAS BROKE AGAIN
- SHE JUST RECEIVED A RECALL NOTICE IN REGARDS TO THIS
- SHE IS HAVING CONCERNS WITH THE STRUTS

PER CUSTOMER, DEALER SAYS:

- SPOKE TO MAN IN SERVICE, NAME UNKNOWN, MOST LIKELY THIS WOULD NOT BE REIMBURSEABLE SINCE IT WAS NOT DONE AT A FORD SHOP

CUSTOMER SEEKS:

- REFUND ON THE PREVIOUS REPAIR
- REPAIR OF VEHICLE

CAC ADVISED:

- CUSTOMER SHOULD TAKE HER RECEIPTS FOR THE PREVIOUS REPAIR TO THE DEALERSHIP TO PROCESS A REFUND
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. PETER LANQUE CUST REL MGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- CUSTOMER IS INVOLVED IN RECALL 96548 AND 96599 FOR SEAT BELT

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

=====

4648BC	GRP: XX04	CONCERN CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: A1	CONTACT NBR: 107676172
VIN: 1ZVPT20C3		ENGINE: C	OPENED: 10/24/1996
			CLOSED: 11/08/1996

=====

1996/10/30

##THIS IS THE CLOSING COMMENT

THE CUSTOMER BROUGHT RECEIPT FOR REPAIRS TO SEAT BELT TRACK ON HER PROBE - ALSO
0 RECALL LETTER FORM FORD - I RESEARCHED THIS PROBLEM AND RESOLVED IT BY TELLING
CUSTOMER THAT SHE IS DUE REFUND AND ALSO WILL BE ABLE TO HAVE RECALL - 96S4
8 AND 96S99 DONE AFTER DEC 15, 1996 AS PER RECALL BULLETIN WHEN PARTS BECOME
AVAILABLE - SHE WAS HAPPY WITH THIS AND I WILL CALL HER AS SOON AS WE CAN DO THE
RECALL

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
0065HN GRP: XX05 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: K2 CONTACT NBR: 107676451 OPENED: 10/24/1996
VIN: 1ZVPT20C9M5 ENGINE: C CLOSED: 11/01/1996
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FI: J
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: CONNER MDTORS INC SALES CODE: 147852 P & A: 05831
CAUSAL CODES: 3001 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 47 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/25/1996
ACK. CODE: ASSIST CODE: F AWARD AMT: O SURVEY: N (Y OR N)
=====

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

COMMENTS:

1996/10/24

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 & 96599 ***
*** MILEAGE UNAVAILABLE ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- NAME AND ADDRESS FOR THE CED OF FORD MOTOR COMPANY
- SEATBELTS ARE JAMMING ABOUT HALF WAY

PER CUSTOMER, DEALER SAYS:

- NO CONTACT YET

CUSTOMER SEEKS:

- TO HAVE THE SEATBELTS REPAIRED AND TO INFORM FORD OF THIS (ALEX TROTMAN)

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. ROB COLLINS (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS, OR IF CUSTOMER WILL CONTACT BEFORE THIS
- PROVIDED NAME AND ADDRESS FOR THE CED

1996/10/25

CSM CALLED SM. SM SAID HE SPOKE WITH CUSTOMER ORIGINALLY ON SEAT BELT CONCERN
OVER A YEAR AGO. AT THAT TIME, THERE WAS NO RECALL ON THIS VEHICLE FOR THE
SEAT BELT CONCERN AND SM ADVISED CUSTOMER THAT REPAIR WOULD BE CUSTOMER-PAY.
SM SAYS HE CALLED CUSTOMER ON 10/25/98 AT 5 PM TO BE PROACTIVE ON THE OWNER
RELATIONS CONCERN CONTACT TO FIND OUT WHAT CUSTOMER'S CONCERN WAS. CUSTOMER
SAID HE JUST WANTED SOMEONE TO KNOW THAT HE HAD COMPLAINED ABOUT THE SEAT
BELTS BEFORE AND "IT WAS ABOUT TIME" FORD RECALLED HIS VEHICLE. SM EXPLAINED
HOW RECALL WORKED (PARTS FOR DRIVER'S SIDE NOT AVAILABLE UNTIL 12/15,
PASSENGER SIDE TO BE INSPECTED; IF BOTH SIDES ARE INOPERATIVE REPLACE BOTH
ASSEMBLIES). CUSTOMER STATED HIS SEAT BELTS WERE INOPERATIVE BUT COULD NOT
BRING HIS VEHICLE IN FOR 2 WEEKS TO HAVE RECALL PERFORMED.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

0085HM	GRP: XX05	CONCERN CONTACT	VEH TYPE: CAR
SDR	10	ZN/TR: K2	CONTACT NBR: 107676451
VIN:	1ZVPT20C9M	ENGINE: C	OPENED: 10/24/1996
			CLOSED: 11/01/1996

=====

1998/10/25

SM WILL SPECIAL ORDER PARTS WHEN CUSTOMER SCHEDULES APPOINTMENT AND BRINGS IN VEHICLE FOR THE RECALL.

###THIS IS THE CLOSING COMMENT

CLOSING CONTACT DUE TO THE FACT THAT CUSTOMER WILL NOT COMMIT TO SCHEDULING AN APPOINTMENT TO HAVE RECALL PERFORMED AT THIS TIME.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

270GCC GRP: KXOC CONCERN CONTACT VEH TYPE: CAR
SDR ID ZN/TR: N2 CONTACT NBR: 107682780 OPENED: 10/25/1996
VIN: 1ZVPT21U0M5 ENGINE: U CLOSED: 11/14/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 80000 WSD:
DEALER NAME: SWAFFORD'S FORD SAL SALES CODE: 153454 P & A: 05244
CAUSAL CODES: 1215 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 53 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/07/1998
ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1996/10/25

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

CUSTOMER SAYS:

- CUSTOMERS HEAD LIGHT HAS FLOWN OFF
- CUSTOMER SAID THE SEAT BELT WILL NOT RETRACT

*

PER CUSTOMER, DEALER SAYS:

- NOT CONTACTED

*

CUSTOMER SEEKS:

- WANTS TO GET THE LAMP AND THE SEAT BELT FIXED

*

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. J.R. "ROB" SWAFFORD TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- OPENING CONTACT FOR THE SEAT BELT RECALL--
- THE CUSTOMER WILL BE RESPONSIBLE FOR THE COST OF REPAIR ON THE HEAD LIGHT

1996/11/07

###THIS IS THE CLOSING COMMENT

JR SWAFFORD TALKED TO CUSTOMER ON PHONE ON 11/07/1998. CUSTOMER STATED THAT THE FORD HOTLINE TOLD HER TO WAIT UNTIL AFTER DEC 15, 1998 TO HAVE RECALL PERFORMED. DEALER ASKED CUSTOMER TO CALL HIS SERVICE DEPARTMENT AT HER CONVENIENCE TO SCHEDULE THE RECALL PROCEDURES. CUSTOMER THANKED DEALER FOR CALLING AND FOLLOWING UP ON HER CALL TO THE FORD HOTLINE.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

98B7D0 GRP: KA17 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 16 ZN/TR: F1 CONTACT NBR: 1076B3407 OPENED: 10/25/1998
VIN: 1ZVPT20C2N ENGINE: C CLOSED: 11/15/1998

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 1 MSD:
DEALER NAME: WINNER FORD OF NEWA SALES CODE: 116218 P & A: 01392
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 18 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/01/1998
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1998/10/25

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

*** MILEAGE UNAVAILABLE ***

CUSTOMER SAYS:

- THE MOTORIZED SEAT BELTS ARE LOCKED ON THE DRIVER SIDE

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- DEALER LOCATOR

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

- REQUEST MR. JOHN HENRY (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1998/11/08

THIS IS THE CLOSING COMMENT

PARTS FOR HER RECALL ARE CURRENTLY UNAVAILABLE FOR HER CAR. FORD WILL RELEASE IN THE NEAR FUTURE, AND HAVE BEEN ORDERED FOR HER. SHE WILL BE CONTACTED WHEN THE ARRIVE.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

2506JA GRP: 06 CONCERN CONTACT VEH TYPE: CAR
DENVER 58 ZN/TR: 11 CONTACT NBR: 107686208 OPENED: 10/25/1996
VIN: 1ZVPT20C4M5 ENGINE: C CLOSED: 11/11/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 62000 WSD:
DEALER NAME: PHIL LONGFORD OF DE SALES CODE: 156002 P & A: 03130
CAUSAL CODES: 1208 1209 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 56 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/04/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1996/10/25
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 86599 ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 98548 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- RECEIVE A RECALL LETTER FOR THE SEATBELT
- HAD THIS REPLACED BY A FORD DEALER IN MARCH 1996 ON THE DRIVERS SIDE
*
PER CUSTOMER, DEALER SAYS:
- HAS NOT CONTACTED
*
CUSTOMER SEEKS:
- REIMBURSEMENT INFORMATION
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR MIKE FICCA CUST REL MNGR TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
***SUBMIT ORIGINAL RECEIPT TO THE CUST REL MGR
1996/11/04
##THIS IS THE CLOSING COMMENT
PARTS ARE DUE IN ON OR ABOUT DECEMBER 15TH 1996 PER FOMOCO. WILL BE ABLE TO
PERFORM RECALL AS SOON AS PARTS ARRIVE.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

4154CT GRP: XX14 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: S1 CONTACT NBR: 107689738 OPENED: 10/28/1998
VIN: 1ZVPT21U3M ENGINE: U CLOSED: 11/29/1998

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] NI: A
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 52000 WSD:
DEALER NAME: SIEGRIST FORD-MERCU SALES CODE: 172498 P & A: 07604
CAUSAL CODES: 1209 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 72 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/22/1998
ACK. CODE: ASSIST CODE: F AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1998/10/28
*** NAVIS: ORIGINAL ***
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548,96599 ***
CUSTOMER SAYS:
-RECALL INFORMATION
-CUSTOMER SAYS THAT HE HAD HIS SEAT BELT REPAIRED A NUMBER OF TIMES WITHIN THE WARRANTY PERIOD
*
PER CUSTOMER, DEALER SAYS:
-NO CONTACT
*
CUSTOMER SEEKS:
-RECALL INFORMATION
*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR.FRED SIEGRIST CUST REL MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
1998/11/13
*** VEHICLE INVOLVED IN RECALL 95528 ***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
CURRENTLY:
- NOW F-260 HAS IGNITION SWITCH RECALL WORK TO BE DONE
- CUSTOMER NOW HAS TWO VEHICLES THAT HAVE RECALL WORK TO BE ON
- HEADLIGHTS ARE ALSO NOT WORKING PROPERLY
PER SEAT BELT CONCERN ON PROBE:
- CUSTOMER SAYS THAT HE HAD HIS SEAT BELT REPAIRED A NUMBER OF TIMES WITHIN THE WARRANTY PERIOD
*

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

4154CT GRP: KA14 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: 51 CONTACT NBR: 107689738 OPENED: 10/28/1996
VIN: 1ZVPT21U3M ENGINE: U CLOSED: 11/29/1996

1996/11/13

PER CUSTOMER, DEALER SAYS:

- TOLD CUSTOMER NOTHING WAS OWED HOWEVER NOT TO COME BACK
- MOST CURRENT REPAIR ON SEAT BELT WAS NOT RELATED TO RECALL

*

CUSTOMER SEEKS:

- RECALL WORK DONE ON VEHICLES
- TO HEAR FROM DEALERSHIP

*

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. FRED SIEGRIST CUST REL MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

1996/11/22

###THIS IS THE CLOSING COMMENT

CUSTOMER IS VERBALLY ABUSIVE WHEN IN THE DEALERSHIP. SEAT BELTS ARE IN OPERATION. PARTS ARE NOT CURRENTLY AVAILABLE AT THIS POINT. AS THE CUSTOMER'S

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

 6274JB GRP: AX08 CONCERN CONTACT VEH TYPE: CAR
 KANSAS CITY 53 ZN/TR: C1 CONTACT NBR: 107693787 OPENED: 10/29/1996
 VIN: 1ZVPT20C4M5 ENGINE: C CLOSED: 11/11/1996

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 91 MODEL: PROBE
 MILEAGE: 80000 WSD:
 DEALER NAME: FRIENDLY FORD INC SALES CODE: 153480 P & A: 05017
 CAUSAL CODES: 1203 3001 SYMPTOMS: 104100
 ORIGIN: GD TRANS. DST/RGN: 53 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 11/04/1998
 ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1998/10/29
 *** THIS CONTACT IS OPENED DUE TO OPEN RECALL NBS48/86599 ***
 *** NAVIS: SUBSEQUENT ***
 CUSTOMER SAYS:
 - MR. SIMPSON CALLING FOR HIS FRIEND
 - BOTH SEAT BELTS DO NOT RETRACT
 *
 PER CUSTOMER, DEALER SAYS:
 - WE CAN NOT INSTALL THE RETRAINTS UNTILL DECEMBER 15
 *
 CUSTOMER SEEKS:
 - WANTS THIS REPAIRED AS SOON AS POSSIBLE
 - CONCERNED ABOUT HIS SAFTY
 *
 CAC ADVISED:
 - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 - REQUEST MR. JOE MAHARG CUST REL MNGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
 1998/11/04
 ##THIS IS THE CLOSING COMMENT
 I AM CLOSING THIS CONTACT DUE TO THE FACT I HAVE TRIED NUMEROUS TIMES TO CONTA
 CT CUSTOMER AT HOME PHONE NUMBER. I HAVE YET TO CATCH ANYONE AT HOME. I ALSO C
 ALLED THE WORK NUMBER GIVEN ME BY C.A.C. AND WAS TOLD THAT NOBODY BY THAT NAME
 WORKS THERE. - JOE MAHARG

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 9887DD GRP: XX17 CONCERN CONTACT VLC VEH TYPE: CAR
 TWIN CITIES 58 ZN/TR: A1 CONTACT NBR: 107724948 OPENED: 11/05/1996
 VIN: 12VPT21U6H ENGINE: U CLOSED: 11/28/1996

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] I: R
 ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] IP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 91 MODEL: PROBE
 MILEAGE: 50000 WSD:
 DEALER NAME: TOUSLEY FORD INC SALES CODE: 158015 P & A: 09372
 CAUSAL CODES: 1203 2910 SYMPTOMS: 104100
 DRIBIN: GO TRANS. DST/RGN: 58 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 11/21/1998
 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:

1996/11/05
 *** VEHICLE INVOLVED IN RECALL 98548 AND 96599 ***
 *** NAVIS: SUBSEQUENT ***
 CUSTOMER SAYS:
 - THE DRIVERS' SIDE SEAT BELT IS LOCKED PER THE RECALL
 - WANTS THIS FIXED PER THE RECALL
 - RECALL LETTER STATES WILL FIX CURRENT CONCERNS NOW AND OTHERS IN THE FUTURE AS PARTS COME IN
 *
 PER CUSTOMER, DEALER SAYS:
 - SAYS IT WILL TAKE AT LEAST A WEEK FOR PARTS TO COME IN
 *
 CUSTOMER SEEKS:
 - TO HAVE THIS FIXED AS SOON AS POSSIBLE
 *
 CAC ADVISED:
 OUTBOUND CALL TO MR. BILL WRICH CUST REL.:
 - ADVISED CUSTOMER IS A VERY LOYAL CUSTOMER
 - REQUEST MR. BILL WRICH CUST REL MGR TO CONTACT CUSTOMER SAME DAY
 - SPOKE TO KIM IN MR. WRICH'S OFFICE
 - SHE WILL FORWARD INFORMATION TO MR. WRICH WHO WILL BE CONTACTING CUSTOMER
 1998/11/21
 ###THIS IS THE CLOSING COMMENT
 VEHICLE WAS INSPECTED AND PARTS WERE ORDERED AS DESCRIBED IN THE RECALL. B.W.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

888700	GRP: XX17	CONCERN CONTACT	VEH TYPE: CAR
KANSAS CITY	53 ZN/TR: 02	CONTACT NBR: 107732223	OPENED: 11/06/1998
VIN: 1ZVPT21U2M		ENGINE: U	CLOSED: 11/21/1998

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				
ADDRESS:				
CITY:		STATE:		P: [REDACTED]
HOME PHONE:		BUS. PHONE:		
MODEL YEAR: 91		MODEL: PROBE		
MILEAGE: 111000		WSD:		
DEALER NAME: DAVE SINCLAIR FORD		SALES CODE: 153080	P & A: 08199	
CAUSAL CODES: 1203		SYMPTOMS: 104100 404000		
ORIGIN: GO		TRANS. DST/RGN: 53	TRANS. DATE:	
SERVICE/SALES: 1			CONTACT DATE: 11/14/1998	
ACK. CODE:	ASSIST CODE: W	AWARD AMT:	O SURVEY: Y (Y OR N)	

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

COMMENTS:
1996/11/08

THIS CONTACT OPENED DUE TO ONP 95B70
*** VEHICLE INVOLVED IN RECALL 88548 AND 88599 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- IS INVOLVED IN THE SEAT BELT RECALL
- DRIVERS' SIDE BELT LOCKS UP
- ANY OTHER RECALLS

PER CUSTOMER, DEALER SAYS:

- SAYS ONLY OPEN MONDAY THRU FRIDAY
- WOULD NEED VEHICLE FOR A FULL DAY
- NO LOANERS/RENTALS

CUSTOMER SEEKS:

- RENTAL FOR THIS REPAIR

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. KURT KOBUSCH (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- NO ESP
- NO TRANSPORTATION ASSISTANCE PROVIDED

1998/11/14

##THIS IS THE CLOSING COMMENT

TALKED TO CUST ABOUT RECALLS- TOLD BE BELT IS BROKEN IN REAR POSITION- ADVISED PARTS NOT AVAIL TILL 12/15 PER FORD- AFTER THAT TIME SHE CAN CALL ME FOR AN APPOINTMENT.- CUST OK CLOSE KRK

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====
Q604MR GRP: AA16 CONCERN CONTACT VEH TYPE: CAR
CINCINNATI 47 ZN/TR: A2 CONTACT NBR: 107749593 OPENED: 11/11/1998
VIN: 1ZVPT20C1K ENGINE: C CLOSED: 11/20/1998
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: A
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 120000 WSD:
DEALER NAME: MEL FARR FORD SALES CODE: 147015 P & A: Q2020
CAUSAL CODES: 1218 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 47 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/11/1998
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)
=====

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

COMMENTS:

1998/11/11

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S99, 86S48 ***

*** NAVIS: PROGRAM ***

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

*** VEHICLE INVOLVED IN RECALL 86S48 ***

CUSTOMER SAYS:

- TOOK VEHICLE IN TO THE DEALERSHIP
- THEY DO NOT EVEN HAVE A TEMPORARY FIX

PER CUSTOMER, DEALER SAYS:

- FORD HAS NOT RELEASED ANY PARTS TO REPAIR THIS YET

CUSTOMER SEEKS:

- TO HAVE RECALL PERFORMED

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. BILL CRAIG (CUST REL MNGR/ SVC MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
- INFORMATION REGARDING TEMPORARY FIX CAN BE FOUND AT 1 800 325 3621

CUSTOMER SAYS:

- CUSTOMER CALLING BACK
- UPSET THAT PARTS ARE NOT IN YET FOR HIS SAFETY BELT RECALL

PER CUSTOMER, DEALER SAYS:

- GOING TO ORDER PARTS, NOT AVAILABLE YET

CUSTOMER SEEKS:

- TO KNOW IF THIS IS TRUE

09/11/98

MASTER OWNER RELATIONS SYSTEM IJ

14.21.02

=====

0604MR	GRP: XX18	CONCERN CONTACT	VEH TYPE: CAR
CINCINNATI	47	ZN/TR: 12	CONTACT NBR: 107749553
VIN:	12VPT20C1M	ENGINE: C	OPENED: 11/11/1996
			CLOSED: 11/20/1996

=====

1996/11/11

CAC ADVISED:

- THIS IS TRUE, PARTS ARE NOT IN YET

1996/11/13

***THIS IS THE CLOSING COMMENT

THE CAR WAS CHECKED OUT AND PARTS WERE ORDERED AS PER FORD. THE PARTS WERE ORDERED ON A CAR BY CAR BASIS BY VIN #. THERE IS NO TEMP. FIX ON THIS. THIS IS FORDS POLICY.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 2605SM GRP: XX17 INFORMATION CONTACT VEH TYPE: CAR
 UNKNOWN 99 ZN/TR: [REDACTED] CONTACT NBR: 107751092 OPENED: 11/11/1996
 VIN: 1ZVPT21U0M [REDACTED] ENGINE: U CLOSED: 11/11/1998

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 91 MODEL: PROBE
 MILEAGE: 58000 WSD:
 DEALER NAME: SALES CODE: P & A:
 CAUSAL CODES: 1209 SYMPTOMS: 104100
 ORIGIN: G0 TRANS. DST/RGN: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD AMT: D SURVEY: (Y OR N)

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

COMMENTS:

1996/11/11
 *** NAVIS: SUBSEQUENT ***
 CUSTOMER SAYS:
 -RECEIVED THE RECALL FOR THE SEAT BELT.
 -TOOK THE VEHICLE IN FOR SERVICE AT A NON FORD SHOP.
 *
 PER CUSTOMER, DEALER SAYS:
 -WE DO NOT HAVE THE PARTS AVAILIABLE.
 *
 CUSTOMER SEEKS:
 -TO HAVE THE PARTS EARLY.
 *
 CAC ADVISED:
 -THE PROGRAM STATED THE PARTS WILL NOT BE AVAILIABLE TILL DEC 15, 1996.
 -CUSTOMER WILL NEED TO CONTINUE WORKING WITH THE DEALERSHIP FOR FURTHER ASSISTANCE.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 9602MG GRP: XX07 INFORMATION CONTACT VEH TYPE: CAR
 SAN FRAN 72 2N/TR: B2 CONTACT NBR: 107754470 OPENED: 11/12/1996
 VIN: 1ZVPT21U9M ENGINE: U CLOSED: 11/12/1996

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] ZIP: 94903
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 91 MODEL: PROBE
 MILEAGE: 90000 WSD:
 DEALER NAME: SAN RAFAEL FORD SALES CODE: 172017 P & A: 02510
 CAUSAL CODES: 0404 1207 SYMPTOMS: 104100
 ORIGIN: G0 TRANS. DST/RGN: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD AMT: D SURVEY: (Y OR N)

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

COMMENTS:
 1996/11/12

*** NAVIS: ORIGINAL ***
 CUSTOMER SAYS:
 -CUSTOMER HAD CAR IN FOR REPAIRS AND DEALERSHIP NOTICED A CONCERN WITH THE SEATBELT AND THE DEALERSHIP BROKE THE SEATBELT (DRIVER)
 -THE SEATBELT WAS WORKING BEFORE THE DEALERSHIP WORKED ON IT
 -THE DEALERSHIP GAVE THE CUSTOMER A LOANER CAR TO DRIVE UNTILL THE NEEDED PARTS CAME IN
 -CUSTOMER JUST RECEIVED A CALL INFORMING HIM TO RETURN THE LOANER CAR AND HIS PARTS ARE NOT YET IN
 *
 PER CUSTOMER, DEALER SAYS:
 -RETURN THE LOANER CAR
 -HAVE PARTS ON ORDER
 *
 CUSTOMER SEEKS:
 -TO HAVE LOANER CONTINUED
 -TO LODGE A COMPLAINT
 *
 CAC ADVISED:
 - LOANERS ARE NOT A PROVISION OF THE WARRANTY.
 - CONTACT MR. CHARLES MACDONALD,CUST REL MGR. FOR CLARIFICATION OF THE DEALERSHIP'S POLICY ON ALTERNATIVE TRANSPORTATION.
 - MAY REQUIRE AN APPOINTMENT

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

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=====
B587M1 GRP: A408 CONCERN CONTACT VEH TYPE: CAR
SDR 10 ZN/TR: P2 CONTACT NBR: 107758599 OPENED: 11/12/1996
VIN: 1ZVPT20COM51 ENGINE: C CLOSED: 12/13/1996
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=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] 1: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] IP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PRDSE
MILEAGE: 77000 WSD:
DEALER NAME: BEAR LAKEMOTOR COMP SALES CODE: 156645 P & A: 08490
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: 60 TRANS. DST/RGN: 56 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 12/06/1996
ACK. CODE: ASSIST CODE: N AWARD AMT: O SURVEY: Y (Y DR N)

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

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COMMENTS:
1996/11/12

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*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S09 & 96S48 ***
*** NAVIS: SUBSEQUENT ***
CUSTOMER SAYS:
- CUSTOMER HAD THE DRIVERS SIDE SEAT BELT REPAIRED BEFORE THIS RECALL LETTER
CAME
- CAN THE CUSTOMER GET REIMBURSED FOR THE SEAT BELT THAT WAS PUT IN THE
VEHICLE AND RECEIVE A NEW ONE ALSO
- CUSTOMER FEELS FORD SHOULD HAVE THE RECALL PARTS AVAILABLE WHEN THEY SEND
OUT THE LETTERS . CUSTOMER IS UPSET WITH FORDS SERVICE
*
PER CUSTOMER, DEALER SAYS:
- NO COMMENTS FROM THE DEALERSHIP
*
CUSTOMER SEEKS:
- CAN THE CUSTOMER GET REIMBURSED FOR THE SEAT BELT THAT WAS PUT IN THE
VEHICLE AND RECEIVE A NEW ONE ALSO
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. PAUL HESS (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
- THE DEALERSHIP MIGHT NOT BE ABLE TO PERFORM THE WHOLE RECALL UNTIL AFTER
12/15/96 OR 1/16/1997
- CUSTOMER CAN EITHER GET THE RECALL PERFORMED OR REIMBURSED NOT BOTH
1996/12/06
###THIS IS THE CLOSING COMMENT
PER PAUL HESS SVC MGR
-HAS ORDERED PARTS FOR RECALL AND EXPECTS THEM AFTER 12/15/1996 PER NOTICE
-CUSTOMER IS AWARE OF THIS AND WILL BRING VEHICLE IN WHEN PARTS ARE IN
-DEALERSHIP WILL CALL CUSTOMER ASAP WHEN PARTS ARE IN

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09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

=====

5707LB	GRP: XX17	CONCERN CONTACT	VEH TYPE: CAR
NEW YORK	13	ZN/TR: 11	CONTACT NBR: 107762310
VIN: 1ZVPT21UBM		ENGINE: U	OPENED: 11/13/1998
			CLOSED: 11/21/1998

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:		STATE:		ZIP:
HOME PHONE:		BUS. PHONE:		
MODEL YEAR: 91		MODEL: PROBE		
MILEAGE: 104000		WSD:		
DEALER NAME: WANTAGH AUTO SALES		SALES CODE: 113091	P & A: 03869	
CAUSAL CODES: 1203		SYMPTOMS: 104100		
ORIGIN: GD		TRANS. DST/RGN: 13	TRANS. DATE:	
SERVICE/SALES: 1			CONTACT DATE: 11/14/1998	
ACK. CODE:	ASSIST CODE: D	AWARD AMT:	O SURVEY: Y (Y OR N)	

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

COMMENTS:

1998/11/13

THIS CONTACT OPENED DUE TO ONP 95870

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548/96598 ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- RECEIVED LETTER FOR RECALL 96548

- CUSTOMER WOULD NOT PROVIDE HOME NUMBER AND STATED DEALER KNEW HOW TO GET IN TOUCH WITH HIM

PER CUSTOMER, DEALER SAYS:

- THEY HAVE COMPLETED THEIR INSPECTION WHICH IS THE FIRST PART OF THE RECALL

- THEY ARE ORDERING THE PARTS FOR THE VEHICLE

CUSTOMER SEEKS:

- THE VEHICLE REPAIRED

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

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

1998/11/14

WILL SET APPT. WHEN PARTS ARRIVE

##THIS IS THE CLOSING COMMENT

WILL SET APPT. WHEN PARTS ARRIVE ORDERED PARTS FOR CUSTOMERS CAR

09/11/98

MASTER OWNER RELATIONS SYSTEM II

11.21.02

=====

115BEK GRP: XX09 CONCERN CONTACT VEH TYPE: CAR
 BOSTON 11 ZN/TR: D2 CONTACT NBR: 107804101 OPENED: 11/22/1996
 VIN: 1ZVPT22L5M ENGINE: L CLOSED: 12/05/1996

=====

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: 91 MODEL: PROBE
 MILEAGE: 95000 WSD:
 DEALER NAME: MARCOTTE FORD SALES SALES CODE: 111062 P & A: 08898
 CAUSAL CODES: 1203 2802 1215 SYMPTOMS: 104100
 ORIGIN: G0 TRANS. DST/RGN: 11 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 12/05/1998
 ACK. CODE: ASSIST CODE: R AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1996/11/22

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

CUSTOMER SAYS:

- HAS A RECALL FOR THE SAFETY BELT
- HAS A RECALL QUESTION
- 800 # FROM THE DEALER (MARCOTT FORD)
- RIGHT NOW THE DRIVER SIDE RESTRAINT IS NOT WORKING PROPERLY

PER CUSTOMER, DEALER SAYS:

- THE PARTS ARE ORDERED AN THEY WILL FIX THIS ONCE

CUSTOMER SEEKS:

- WHAT DO THE LETTERS STATE
- NEEDS THIS DONE

CAC ADVISED:

REGARDING THE CONCERN AND FOR A FURTHER EXPLANATION OF WHAT CAN BE DO
 REGARDING THE CONCERN
 - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 - REQUEST MR. LOU BERAUREGARD (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2
 BUSINESS DAYS

REGARDING WHAT THE LETTER STATES

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

- READ THE RECALL LETTERS

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

31085A GRP: XX09 INFORMATION CONTACT VEH TYPE: CAR
TWIN CITIES 58 ZN/TR: C1 CONTACT NBR: 107810775 OPENED: 11/25/1998
VIN: 1ZVPT21U2M ENGINE: U CLOSED: 11/25/1998

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 86000 WSD:
DEALER NAME: BOB RYAN MOTORS INC SALES CODE: 158018 P & A: 09624
CAUSAL CODES: 1203 1204 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE:
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1998/11/25

*** VEHICLE INVOLVED IN RECALL 98S48/98S00 ***

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- 800# FROM NATIONAL HIGHWAY AND SAFETY.
- CORD IS COMING OUT OF THE RETRACTOR.
- DOES NOT RETRACT.
- JAMMING IN THE RETRACTOR.
- HAVE TO UNBUCKLE ENTIRE BELT.
- CAN'T WEAR SEATBELT.
- COOKS CUSTOMER.
- DEALER HAS NOT LOOKED AT VEHICLE.

PER CUSTOMER, DEALER SAYS:

- CAN'T ORDER PART UNTIL DECEMBER 15, 1998.

CUSTOMER SEEKS:

- WANTS HAVE SEATBELT REPAIRED.
- WANTS CORD REPAIRED.

CAC ADVISED:

PER CUSTOMER RECALL LETTER:

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

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

5325KC GRP: LP CONCERN CONTACT VEH TYPE: CAR
 DENVER 56 ZN/TR: A3 CONTACT NBR: 108950149 OPENED: 04/22/1997
 VIN: 1ZVPT20C2LS ENGINE: C CLOSED: 05/06/1997

=====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 91000 MSD:
 DEALER NAME: CHESROWN'S FRIENDLY SALES CODE: 156007 P & A: 01108
 CAUSAL CODES: 1203 SYMPTOMS: 104100
 DRIGIN: GO TRANS. DST/RGN: 56 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 04/25/1997
 ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1997/04/22

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

CUSTOMER SAYS:

- THE SEAT BELT TRACK IS NOT FUNCTIONING

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- A RESOLUTION
 - RECALL INFORMATION

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
 - REQUEST MR. MICHAEL GREEN SVC MGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
 - OPENED CONCERN CONTACT DUE TO OPEN RECALLS 96548 AND 98599

1997/04/29

###THIS IS THE CLOSING COMMENT

CUSTOMER WAS IN ON 4/25/97 PARTS WERE ORDER (SEAT BELTS) PER RECALL CUSTOMER
 WILL BE NOTIFIED WHEN PARTS ARRIVE.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

5127CN GRP: KK10 CONCERN CONTACT VEH TYPE: CAR
HOUSTON 57 IN/TR: C1 CONTACT NBR: 107654257 OPENED: 10/18/1998
VIN: 1ZVPT20COM ENGINE: C CLOSED: 11/05/1998

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]-2514
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 1 WSD:
DEALER NAME: JORDAN FORD INC SALES CODE: 152058 P & A: 04546
CAUSAL CODES: 1215 SYMPTOMS: 104100
ORIGIN: GO TRANS. DST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/21/1998
ACK. CODE: ASSIST CODE: 0 AWARD AMT: 0 SURVEY: Y (Y OR N)

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

COMMENTS:

1896/10/18

*** MILEAGE UNAVAILABLE ***
*** VEHICLE INVOLVED IN RECALL 98S98 ***
*** VEHICLE INVOLVED IN RECALL 98S48 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- TOOK VEHICLE TO DEALER AND THE DEALERSHIP WAS NOT AWARE OF THE RECALL
- ASKED WHY A LOANER VEHICLE IS NOT INCLUDED

PER CUSTOMER, DEALER SAYS:

- NOT AWARE OF RECALL

CUSTOMER SEEKS:

- VEHICLE TO BE FIXED

CAC ADVISED:

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

1896/10/28

##THIS IS THE CLOSING COMMENT

CUSTOMER WAS MAILED A COPY OF THE RECALL EXPLAINING THE TERMS AND CONDITIONS OF
THE RECALL. NO FURTHER ACTION REQUIRED AT THIS TIME.

09/11/98 MASTER OWNER RELATIONS SYSTEM II 14.21.02

5703AH GRP: AX04 CONCERN CONTACT VEH TYPE: CAR
PHILADELPHIA 16 2N/TR: G1 CONTACT NBR: 107656555 OPENED: 10/18/1996
VIN: 1ZVPT21U2M ENGINE: U CLOSED: 10/31/1996

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: STATE: ZIP:
CITY: BUS. PHONE: MODEL YEAR: 91 MODEL: PROBE
HOME PHONE: MILEAGE: 30000 WSD:
DEALER NAME: MANDERBACH FORD SALES CODE: 116221 P & A: 01353
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: G0 TRANS. DST/RGN: 16 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/22/1998
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1996/10/18
*** POSSIBLE RECALL 96S99 INVOLVEMENT(SEAT BELTS) ***
*** POSSIBLE RECALL 96S48 INVOLVEMENT (SEAT BELTS)***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:
-HER DAUGHTER'S CAR IS DUE FOR INSPECTION
-SHE WANTS THE DEALERSHIP TO PERFORM THE RECALL AT THE SAME TIME IT IS IN FOR INSPECTION

*
PER CUSTOMER, DEALER SAYS:
-THEY DON'T HAVE REPAIR INFORMATION
-THERE ARE RECALLS ON IT FOR THE LEFT AND RIGHT SEAT BELTS

*
CUSTOMER SEEKS:
-HOW CAN THE DEALERSHIP FIND OUT HOW TO FIX THE RECALLS

*
CAC ADVISED:
-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
-REQUEST MR. JOHN R STONE (CUST REL MNGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
((-IN THE LABDR/PARTS RECALL LETTER IT GIVES THE NUMBER (800)325-5621 FOR THE DEALERSHIP FOR FURTHER INFORMATION))

1998/10/24
###THIS IS THE CLOSING COMMENT
PARTS ARE ORDERED FOR SEAT BELT RECALL--APPOINTMENT MADE FOR REPAIR

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
8928YC GRP: 14 CONCERN CONTACT VEH TYPE: CAR
MEMPHIS 23 ZN/TR 00 CONTACT NBR: 107658687 OPENED: 10/21/1996
VIN: 1ZVPT20C8M [REDACTED] ENGINE: C CLOSED: 10/31/1996
=====

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: S
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 148000 WSD:
DEALER NAME: ARCENEAUXFORD INC SALES CODE: 123274 P & A: 06396
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 23 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/24/1996
ACK. CODE: ASSIST CODE: D AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1996/10/21

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

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-1800 FROM FMCC

-CHECK RECALLS ON RESTRAINT SYSTEM

CAC ADVISED:

REGARDING REQUEST FOR FINANCIAL ASSISTANCE

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

REGARDING RECALL/ONP

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

DAYS REGARDING RECALL/ONP

1996/10/24

##THIS IS THE CLOSING COMMENT

NO ASSISTANCE DUE TO TIME AND MILEAGE, CUSTOMER WILL BRING UNIT IN FOR RECALLS

10/31/1996

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 3649KH GRP: XX11 CONCERN CONTACT VEH TYPE: CAR
 DALLAS 52 ZN/TR: 01 CONTACT NBR: 107GB5006 OPENED: 10/25/1996
 VIN: 1ZVPT21UXNS ENGINE: U CLOSED: 11/04/1996

 LAST NAME: [REDACTED] STATUS: CLDSED
 TITLE: [REDACTED] MI: A
 ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 91 MODEL: PROBE
 MILEAGE: 1 WSD:
 DEALER NAME: POLLARD FRIENDLY FD SALES CODE: 152100 P & A: 07003
 CAUSAL CODES: 1203 1001 SYMPTOMS: 104100
 ORIGIN: 00 TRANS. DST/RGN: 52 TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE: 10/28/1996
 ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1998/10/25

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

*** MILEAGE UNAVAILABLE ***

CUSTOMER SAYS:

- PASSIVE SEAT BELT IS NOT WORKING
- PASSENGER SIDE IS STUCK IN THE MIDDLE

PER CUSTOMER, DEALER SAYS:

- NOT CONTACTED

CUSTOMER SEEKS:

- TO REGISTER & COMPLIANT
- TO HAVE RECALL PERFORMED

CAC ADVISED:

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

*** PER IRDB RECALL 96S48 & 96S99:

WHEN YOU BRING YOUR VEHICLE IN FOR YOUR SERVICE DATE, YOUR DEALER WILL RESTORE OPERATION OF YOUR RESTRAINT SYSTEM. HOWEVER, YOU MAY BE ASKED TO RETURN YOUR VEHICLE AFTER DECEMBER 15, 1996 TO HAVE A NEW RESTRAINT RAIL INSTALLED ON THE DRIVER'S SIDE AND, IF NECESSARY, THE PASSENGER SIDE. THE NEW RESTRAINT RAILS WILL NOT BE AVAILABLE UNTIL DECEMBER 15, 1996.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

3649KH	GRP: XX11	CONCERN CONTACT	VEH TYPE: CAR
DALLAS	52	ZN/TR: D1	CONTACT NBR: 107685006
VIN:	1ZVPT21UXM	ENGINE: U	OPENED: 10/25/1996
			CLOSED: 11/04/1996

=====

1996/10/28

###THIS IS THE CLOSING COMMENT

CUSTOMER HAS CONCERNS WITH PASSIVE RESTRAINT SEAT BELTS NOT WORKING. SCHEDULED
APPOINTMENT FOR FRIDAY 11/01/1996 BY SERVICE ADVISOR AMAODR ANDRADE, TO PERFO
RM RECALLS 98S48 AND 98S99.
BOBBY ZETZSCHE SERVICE MANAGER.

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

8710BV GRP: XX14 CONCERN CONTACT VEH TYPE: CAR
CHICAGO 41 ZN/TR: 51 CONTACT NBR: 107693135 OPENED: 10/29/1996
VIN: 1ZVPT21U5M ENGINE: U CLOSED: 11/08/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 88000 WSD:
DEALER NAME: BRAEGER FORD, INC. SALES CODE: 141033 P & A: 01763
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: 00 TRANS. DST/RGN: 41 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/30/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:
1998/10/29

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

CUSTOMER SAYS:

- THE CUSTOMER HAS CALLED THE NUMBER AND WAS TOLD THAT SHE NEEDED TO CALL BACK
TO TELL US WHERE SHE WAS TAKING THE VEHICLE
- TAKING IT TO SOUTHGATE FORD IN MILWAUKEE

*
PER CUSTOMER, DEALER SAYS:
- NO CONTACT

*
CUSTOMER SEEKS:

- TO TELL US WHERE SHE IS TAKING HER VEHICLE TO SO THAT THEY CAN BE NOTIFIED

*
CAC ADVISED:

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

1998/11/01

#N/THIS IS THE CLOSING COMMENT

CALLED CUSTOMER AND SET UP AN APPOINTMENT FOR AN INSPECTION PER INSTRUCTION
IN RECALL. INSPECTED CAR ON 10/31/96 AND ORDERED PARTS. ALSO COMPLETED
DNP 95870 (FUEL JUMPER HARNESS). J.L. SVC. MGR.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

8771EA GRP: XK02 CONCERN CONTACT VEH TYPE: CAR
HOUSTON 57 ZN/TR: D2 CONTACT NBR: 107699832 OPENED: 10/30/1996
VIN: 1ZVPT20COM5 ENGINE: C CLOSED: 11/07/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] NI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: FORD
MILEAGE: 64000 MSD:
DEALER NAME: SAMES MTRCO INC SALES CODE: 152772 P & A: 04498
CAUSAL CODES: 1204 SYMPTOMS: 104100
ORIGIN: GO TRANS. OST/RGN: 52 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/31/1998
ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y (Y OR N)

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

COMMENTS:

1996/10/30

*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96S48, AND 88598 ***
*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- THE VEHICLE HAS BEEN AT THE DEALERSHIP FOR 3 DAYS
- THE CAR HAS BEEN SITTING THERE AND THEY HAVE NOT ORDERED THE PART
- WOULD LIKE TO HAVE PART ORDERED AND THEN BRING THE VEHICLE BACK

PER CUSTOMER, DEALER SAYS:

- THEY MISPLACED THE PAPERWORK

CUSTOMER SEEKS:

- TO HAVE THE RECALL PERFORMED
- TO INFORM THE FORD OF THE DISATISFACTION OF THE DEALERSHIP

CAC ADVISED:

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

1998/10/31

##THIS IS THE CLOSING COMMENT

- CUST BROUGHT IN VEH MONDAY 10/28/98.
- PARTS HAD TO BE ORDERED BY TELEPHONE AS PER RECALL SOP.
- AVERAGE PARTS ARRIVAL THREE DAYS.
- CUSTOMER BECAME IRATE THAT THE PARTS DID NOT ARRIVE ON WEDNESDAY. PARTS ACTUALLY ARRIVED THURSDAY 10/30/98.
- CUST HAS NOT RESPONDED TO PHONE CALLS. PLEASE REFER TO ANOTHER DEALER. JLS.

09/11/98

MASTER OWNER RELATIONS SYSTEM 11

14.21.02

3791GM GRP: XX12 CONCERN CONTACT VEH TYPE: CAR
TWIN CITIES 58 ZN/TR: 01 CONTACT NBR: 107706162 OPENED: 10/31/1996
VIN: 1ZVPT21U7M5 ENGINE: U CLOSED: 11/07/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] : A
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] IP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 91 MODEL: [REDACTED]
MILEAGE: 21000 WSD:
DEALER NAME: BOB RYAN MOTORS INC SALES CODE: 158018 P & A: 08524
CAUSAL CODES: 1203 SYMPTOMS: 104100
ORIGIN: GD TRANS. DST/RGN: 58 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 10/31/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: D SURVEY: Y (Y OR N)

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

COMMENTS:

1998/10/31

*** VEHICLE INVOLVED IN RECALL 98599 ***
*** VEHICLE INVOLVED IN RECALL 98548 ***
*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- WANTS RECALL INFORMATION AND A DEALERSHIP LOCATOR

*
PER CUSTOMER, DEALER SAYS:

- NO CONTACT

*
CUSTOMER SEEKS:

- WANTS RECALL INFORMATION

*
CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. SCOTT EDERLE (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2

BUSINESS DAYS

##THIS IS THE CLOSING COMMENT

CUSTOMER WAS CONTACTED AND RECALL WAS EXPLAINED, ALSO EXPLAINED THAT PARTS ARE
NOT AVAILABLE NOW AND CUSTOMER SHOULD RECONTACT DEALERSHIP NEXT MONTH TO SE
E IF PARTS ARE AVAILABLE THEN.

B100MG GRP: XX17 CONCERN CONTACT VEH TYPE: CAR
NEW YDRK 13 ZN/TR: 11 CONTACT NBR: 107704559 OPENED: 11/06/1996
VIN: 1ZVPT20C9M ENGINE: C CLOSED: 11/22/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: C
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] EXT: [REDACTED]
MODEL YEAR: 91 MODEL: PROBE
MILEAGE: 53000 WSD:
DEALER NAME: MCCARVILLE FORD INC SALES CODE: 113099 P & A: 03999
CAUSAL CODES: 1203 0409 SYMPTOMS: 104100
ORIGIN: G0 TRANS. DST/RGN: 13 TRANS. DATE:
SERVICE/SALES: 1 CONTACT DATE: 11/15/1996
ACK. CODE: ASSIST CODE: W AWARD AMT: 0 SURVEY: N (Y DR N)

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

COMMENTS:
1996/11/06
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 96548 AND 96598***
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
- THE CUSTOMER RECEIVED THE RECALL LETTER FOR THE SEAT BELTS
- HE MADE AN APPOINTMENT AT THE DEALERSHIP FOR TUESDAY MORNING
- THE DEALERSHIP HAS HAD THE CAR NOW FOR TWO DAYS TO GET THIS FIXED
*
PER CUSTOMER, DEALER SAYS:
- PER A MAN IN SERVICE, THE PARTS HAVE NOT COME IN YET
*
CUSTOMER SEEKS:
- TO GET THE VEHICLE REPAIRED
*
CAC ADVISED:
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MS. MAUREEN ARTALE (CUST REL MNGR AND SVC MNGR) TO CONTACT THE
CUSTOMER WITHIN 2 BUSINESS DAYS
- THE DEALERSHIPS ARE ABLE TO SET THEIR OWN BUSINESS HOURS AND APPOINTMENTS

1996/11/15
###THIS IS THE CLOSING COMMENT
DRIVERS SIDE SEAT BELT HAS BEEN REPAIRED AND PARTS ARE ON ORDER TO REPAIR PASS
ENGRS SIDE CUSTOMER HAS VEHICLE PLEASE CLOSE MAUREEN ARTALE

09/11/98 MASTER OWNER RELATIONS SYSTEM 11 14.21.02

=====

9602MG	GRP: KX07	CONCERN CONTACT	VEH TYPE: CAR
WASHINGTON	27	ZN/TR: A1	CONTACT NBR: 107735186
VIN: 12VPT21UBM		ENGINE: U	OPENED: 11/06/1998
			CLOSED: 11/15/1998

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:		STATE:		ZIP:
CITY:		BUS. PHONE:		
HOME PHONE:		MODEL:	PROBE	
MODEL YEAR: 91		WSD:		
MILEAGE: 120000		SALES CODE: 127060	P & A: 06842	
DEALER NAME: HALL FORD		SYMPTOMS: 104100		
CAUSAL CODES: 1204 0208 1203		TRANS. DST/RGN: 27	TRANS. DATE:	
ORIGIN: 00			CONTACT DATE: 11/07/1998	
SERVICE/SALES: 1			Q SURVEY: N (Y OR N)	
ACK. CODE:	ASSIST CODE: W	AWARD AMT:		

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

COMMENTS:

1998/11/08

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

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- DRIVERS SIDE SEATBELT IS LOCKED
- RECEIVED THE SEATBELT RECALL

PER CUSTOMER, DEALER SAYS: CONTACTED 3-4 DEALERSHIPS

- PER HALL FORD
- WILL TRY TO GET A RENTAL CAR
- CALL US AFTER LUNCH
- ONE DEALERSHIP SAID IT WAS SAFE ANOTHER SAID IT WAS NOT, AND THAT THERE WERE NO LOANERS INVOLVED

CUSTOMER SEEKS:

- SEATBELT RECALL PREFORMED
- IF RECALL OFFERS LOANER CAR
- IF CAR IS SAFE TO DRIVE

CAC ADVISED:

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

1998/11/08

###THIS IS THE CLOSING COMMENT

CUSTOMER WAS IN DEALERSHIP ON 11/07/1998. SHOULDER BELT IS INOPERATIVE. EMERGE
NCY ORDER PARTS FOR RECALL 96S48 AND 96S99 PER LARRY H.

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 2565CG GRP: XK09 INFORMATION CONTACT VEH TYPE: CAR
 UNKNOWN 99 ZN/TR: CONTACT NBR: 107575113 OPENED: 09/30/1996
 VIN: L ENGINE: CLOSED: 09/30/1996

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] NI:
 ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: FORD
 MILEAGE: 120000 WSD:
 DEALER NAME: SALES CODE: P & A:
 CAUSAL CODES: 1104 1215 SYMPTOMS: 104100
 ORIGIN: GD TRANS. DST/RGN: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD AMT: D SURVEY: (Y OR N)

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

COMMENTS:

1998/09/30

CUSTOMER SAYS:

- GOT BOOP FROM CO-WORKER
- WIFE OWNS/DRIVES VEHICLE
- UPPER PORTION OF SEAT BELT WON'T MOVE INTO TRACK
- VEHICLE AT LOCAL MECHANIC

PER CUSTOMER, DEALER SAYS:

- NO COMMENT

CUSTOMER SEEKS:

- ANY RECALLS ON VEHICLE

CAC ADVISED:

IF NO RECALL:

- WARRANTY HAS EXPIRED
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TOWARD THE COST OF THE REPAIR
- REQUEST CUSTOMER TO RECONTACT CAC WITH VIN
- NEXT CSR TO OBTAIN VIN AND CHECK FOR RECALL INFO

*** NAVIS: PROGRAM ***

CUSTOMER SAYS:

- WANTS TO KNOW IF ANY RECALL IS ON THE SAFETY BELTS
- CALLING BACK WITH VIN

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- SEAT BELT RECALL INFORMATION

09/11/88

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====

2565CG	GRP: KA09	INFORMATION CONTACT	VEH TYPE: CAR
UNKNOWN	99 ZN/TR:	CONTACT NBR: 107675113	OPENED: 09/30/1998
VIN:	L	ENGINE:	CLOSED: 09/30/1998

=====

1998/09/30

+

CAC ADVISED:

- VEHICLE IS INVOLVED IN 95B70 AND 94E54
(CUSTOMER DECLINED ANY DEALERSHIP INVOLVEMENT AT THIS TIME FOR RECALL
COMPLETION)
- NO RECALL ON SEAT BELT

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

 4953DM GRP: XX17 INFORMATION CONTACT VEH TYPE: CAR
 ATLANTA 21 ZN/TR: A4 CONTACT NBR: 107586133 OPENED: 10/02/1998
 VIN: 1ZVPT21U3L ENGINE: U CLOSED: 10/02/1998

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: A
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 130000 WSD:
 DEALER NAME: SPARTAN LINCOLN-MER SALES CODE: 326137 P & A: 10175
 CAUSAL CODES: 1215 1104 SYMPTOMS: 104100
 DRIGIN: GO TRANS. DST/RGN: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:
 1998/10/02

- *** NAVIS: ORIGINAL ***
- CUSTOMER SAYS:
 - SHOULDER BELT MOTOR ON THE DRIVESIDE IS NOT MOVING
 - WANTS TO KNOW IF THE VEHICLE IS INVOLVED IN ANY RECALLS
- *
- PER CUSTOMER, DEALER SAYS:
 - HAS NOT CONTACTED DEALER
- *
- CUSTOMER SEEKS:
 - WANTS TO KNOW IF THE VEHICLE IS INVOLVED IN ANY RECALLS
- *
- CAD ADVISED:
 - THERE ARE CURRENTLY NOT RECALLS OR PROGRAMS ON THIS VEHICLE
 - WARRANTY HAS EXPIRED
 - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TOWARD THE COST OF THE REPAIR

09/11/98

MASTER OWNER RELATIONS SYSTEM II

14.21.02

=====
 101BAH GRP: XX13 INFORMATION CONTACT VEH TYPE: CAR
 DENVER 56 ZN/TR: A1 CONTACT NBR: 107591680 OPENED: 10/03/1996
 VIN: L ENGINE: CLOSED: 10/03/1996
 =====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FI:
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 90 MODEL: PROBE
 MILEAGE: 100000 WSD:
 DEALER NAME: EMICH LINCOLN-MERCU SALES CODE: 355120 P & A: 11020
 CAUSAL CODES: 1104 SYMPTOMS: 104100 106121
 ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:
 SERVICE/SALES: 1 CONTACT DATE:
 ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1998/10/03

*** NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- FRONT HODD PAINT IS CRACKING
- BDTH AUTOMATIC SEATBELTS ARE STICKING

PER CUSTOMER, DEALER SAYS:

- WILL COST \$1200 TO REPAIR SEATBELTS

CUSTOMER SEEKS:

- FINANCIAL ASSISTANCE

CAC ADVISED:

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