

**EA02-025**

**FORD**

**10/27/03**

**BOOK 29 OF 61**

**PART 2 OF 5**

**BOX 23 OF 28**

PSERIES :

02/21/99 MASTER OWNER RELATIONS SYSTEM II 18.01.58

7700TF GRP: XX06 INFORMATION CONTACT VEH TYPE: TRUCK  
 LOS ANGELES 71 ZN/TR: D1 CONTACT NBR: 101918673 OPENED: 03/31/1993  
 VIN: 1PTX14NPK ENGINE: N CLOSED: 03/31/1993

LAST NAME: STATUS: CLOSED  
 TITLE: FIRST NAME: MI:  
 ADDRESS:  
 CITY: PRESCOTT STATE: AZ ZIP:  
 HOME PHONE: BUY. PHONE:  
 MODEL YEAR: 93 MODEL: F-SERIES  
 MILEAGE: 6800 WSD: 03/01/1993  
 DEALER NAME: BELL FORD SALES CODE: 171177 P & A: 20360  
 CAUSAL CODES: 02 SYMPTOMS: 203200  
 ORIGIN: CO TRANS. DSTRON: TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE:  
 ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

BUILD DATE: 01/22/1993 CALIBRATION:  
 OPEN RBCALL: OWNER NOTIFIED: MICRO:

## COMMENTS:

1993/03/31

CUSTOMER SAYS THAT VEHICLE HAD AN ELECTRICAL FIRE UNDER HOOD 3/7/93.  
 CUSTOMER SAYS THAT HE CONTACTED PREFERRED CARE AND VEHICLE WAS TOWED TO  
 DEALERSHIP AND REPAIRED. CUSTOMER SAYS THAT PREFERRED CARE GAVE HIM THEIR  
 ADDRESS TO SEND CLAIM FOR REIMBURSEMENT FOR RENTAL, ETC. CUSTOMER SAYS THAT  
 HE SENT CLAIM TO PREFERRED CARE AND HE RECEIVED A LETTER BACK WHICH STATES  
 THAT THEY NEED ADDITIONAL INFORMATION. CAC ADVISED CUSTOMER TO RECONTACT  
 PREFERRED CARE FOR ASSISTANCE WITH CLAIM.

OWNER RELATIONS VOP/BENCHMARKING 02/21/99 FAXCARTG

*Engine  
 unknown*

*Electrical*

3713 8707

PSERIES :

02/10/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

4620LC LEGAL CONTACT VEH TYPE: TRUCK  
 PHILADELPHIA 16 ZN/TR: B1 CONTACT NBR: 107642043 OPENED: 10/16/1996  
 VIN: 1FTEP15Y8P1 ENGINE: Y CLOSED: 10/23/1996

LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
 ADDRESS: [REDACTED]  
 CITY: PHILADELPHIA STATE: PA ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 93 MODEL: F-SERIES  
 MILEAGE: 35000 WSD:  
 DEALER NAME: CHAPMAN FORD SALES, SALES CODE: 116019 P & A: 01431  
 CAUSAL CODE: 0709 0721 SYMPTOMS: 704000  
 ORIGIN: GO TRANS REGION: 16 TRANS DATE:  
 VEH REPL:  
 CASE TYPE: 8-OTHER MEANS CODE: H-OTHER  
 ATTY NAME: ATTY MEMO:  
 CLAIM AMT: 0 AWARD AMT: 0  
 MICRO: 4800116

## COMMENTS:

1996/10/16

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

## CUSTOMER SAYS:

- VEHICLE CAUGHT ON FIRE AROUND STARTER/ENGINE AREA OF VEHICLE
- SAW SMOKE COMING FROM HOOD; FLAMES IN THE ENGINE
- FIRE EXTINGUISHER PUT OUT THE FIRE
- NO INJURIES
- HAVE ALREADY CONTACTED THE INSURANCE COMPANY
- HAS LOST CONFIDENCE IN VEHICLE

## PER CUSTOMER, DEALER SAYS:

- NEED STARTER, CYLINDR AND BATTERY
- NO DETERMINATIONS AS TO CAUSE OF FIRE

## CUSTOMER SEEKS:

- WANTS AN INVESTIGATION
- WOULD LIKE IGNITION SWITCH REPLACED AND ALARM SYSTEM LOOKED AT BY DEALER

## CAC ADVISED:

- A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL CONTACT CUSTOMER TO REVIEW CONCERN

## UPDATED CODES

WORK NUMBER NO ANSWER- HOME NUMBER- LEFT MESSAGE ON MACHINE

1996/10/23

#THIS IS THE CLOSING COMMENT

CONTACT STATES INSURANCE CO HAS BEEN CONTACTED- SENT INSURANCE LETTER  
NO FURTHER ACTION

1996/10/31

ADDED MICRO

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAX/LGLTG

**ENGINE UNKNOWN****STARTER**

3713 8708

PSERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

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8390JB LEGAL CONTACT VEH TYPE: TRUCK  
 PHILADELPHIA 16 ZNTR: B1 CONTACT NBR: 106251825 OPENED: 11/15/1995  
 VIN: 1PTDF15R8PLA ENGINE: R CLOSED: 12/22/1995

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LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
 ADDRESS: [REDACTED]  
 CITY: DREXEL HILL STATE: PA ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: XXX-XXXXXXX  
 MODEL YEAR: 93 MODEL: F.SERIES  
 MILEAGE: 31076 WSD:  
 DEALER NAME: MARPLE FORD INC SALES CODE: 116029 P & A: 01234  
 CAUSAL CODE: 02 GO SYMPTOMS: 704145  
 ORIGIN: GO TRANS REGION: TRANS DATE:  
 VEH REPL:  
 CASE TYPE: 4-HRES - FUEL/FED MEANS CODE: A-LGL INVEST-PROD LIABILITY  
 ATTY NAME: [REDACTED] ATTY MEMO:  
 CLAIM AMT: 0 AWARD AMT: 0  
 MICRO: 4391063

## COMMENTS:

1995/11/15  
 LEGAL CONTACTED SVC. MGR. WHO INDICATED VEHICLE IS NOW AT DEALERSHIP.  
 - VEHICLE WAS AT BODY SHOP FOR APPROX. 2 WEEKS.  
 - VEHICLE WAS TOWED TO DEALERSHIP - INS. CO. INDICATED IT WAS FMC FAULT.  
 - BAA INSPECTOR CONTACTED TO SET UP DATE W/DEALERSHIP FOR INSPECTION.  
 - CUSTOMER WANTS TO KNOW WHAT FORD WILL PAY TOWARDS HIS LOANER VEHICLE.  
 - ADVISED SVC. MGR. WE WILL PAY NOTHING.  
 UPDATED PHONE #.

1995/12/04  
 \*\*ADDCO\*\*  
 CUSTOMER SAYS:  
 -AN INVESTIGATOR CONTACTED THE CUSTOMER ABOUT 2 WEEKS AGO AND ASKED CUSTOMER  
 QUESTIONS ABOUT THE FIRE  
 -WANTS TO KNOW ABOUT A LOANER VEHICLE  
 -IS CURRENTLY RENTING A VEHICLE FROM THE DEALERSHIP

PER CUSTOMER, DEALERSHIP SAYS:  
 -WILL NOT PROVIDE LOANERS

CUSTOMER SEEKS:  
 -REIMBURSED FOR RENTAL CHARGES  
 -HAS BEEN RENTING A CAR SINCE 10/21/95

CUSTOMER ADDS:  
 -FORD JUST DECIDED THEY WERE GOING TO REPAIR THE VEHICLE  
 -INSURANCE CO ONLY PAYS 20 DAYS

CSR ADVISED:  
 -WILL DOCUMENT AND FORWARD THE INFO TO THE DEALERSHIP  
 -LOANERS ARE PROVIDED AT THE DISCRETION OF THE DEALERSHIP

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAX/LGLTG

**ENGINE UNKNOWN****CAUSE UNKNOWN**

3713 8709

PSERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

1390JB LEGAL CONTACT VEH TYPE: TRUCK  
 PHILADELPHIA 16 ZN/TR: B1 CONTACT NBR: 106251805 OPENED: 11/15/1995  
 VIN: 1FTDF1SR8FLA ENGINE: R CLOSED: 12/22/1995

1995/12/04

-FMC DOES NOT PROVIDE LOANERS UNDER THE MAN. WARRANTY  
 -UNDER ESP CUSTOMER HAS 5 DAYS UP TO 25 DOLLARS A DAY IF VEHICLE IS COVERED

\*\* SUPE HOUERRO, GROUP #13, DDOYLEBI \*\*

CUSTOMER STATES:

-HE HAS BEEN RENTING A VEHICLE SINCE 10/21/95 FROM THE DEALERSHIP  
 -FMC WILL TAKE RESPONSIBILITY OF REPAIRING THE VEHICLE  
 -HIS INSURANCE COMPANY WILL ONLY PAY FOR 30 DAYS

PER CUSTOMER DEALER SAID:

-WILL NOT PROVIDE LOANERS

CUSTOMER SEEKS:

-TO BE REIMBURSED FOR RENTAL CHARGES

CAC ADVISED:

-LOANERS ARE PROVIDED AT THE DISCRETION OF THE DEALERSHIP  
 -ESP PROVIDES A LOANER FOR UP TO 5 DAYS FOR \$25/DAY

1995/12/22

THIS IS THE CLOSING COMMENT

MICRO NUMBER ADDED.

CUSTOMER SIGNED RELEASE RECEIVED BY LEGAL.

REPAIR WORK BEING COMPLETED BY DEALERSHIP (GOODWILL).

NO FURTHER ACTION REQUIRED.

ADDITIONAL MICRO NUMBER ADDED FOR EAA REPORT.

1996/01/02

DEALER COMMITMENT CODE M49ZT.

1996/05/09

CUSTOMER LETTER DATED APRIL 2, 1996

CUSTOMER WRITES:

- ABOUT PREVIOUSLY STATED CONCERNS WITH VEHICLE AND RENTAL CHARGES.  
 - PER FRIEND WHO WORKS FOR FORD THAT COIS REPORTS INDICATE SIMILAR CONCERNS  
 WITH BULKHEAD HARNESS FIRES ON OTHER F-150 VEHICLES.

CUSTOMER SEEKS:

- REIMBURSEMENT FOR \$1334 RENTAL CHARGES AND COST TO FIX WINDOW THAT HE  
 BELIEVES WERE CAUSED BY THE DEALER'S REPAIR EFFORTS.

CAC WILL FORWARD FOR WRITTEN RESPONSE SINCE NO FORM LETTER EXISTS FOR CONCERN.

1996/05/21

SENT CUSTOMER MODIFIED LETTER - FORD MOTOR COMPANY'S WARRANTY COVERING  
 YOUR VEHICLE STATES THAT WE WILL PAY FOR THE REPAIR OF ANY DEFECTS IN MATERIAL  
 AND WORKMANSHIP WITHIN SPECIFIED TIME AND MILEAGE PERIODS. HOWEVER, IT DOES  
 NOT PROVIDE FOR REIMBURSEMENT OF RENTAL EXPENSES OR INCONVENIENCE INCIDENTAL  
 TO THE REPAIR OF THE VEHICLE. IN VIEW OF THIS, WE ARE UNABLE TO PARTICIPATE  
 IN AN ADJUSTMENT OF THIS NATURE.

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAXLGLTG

3713 8710

FSERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

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8390JB LEGAL CONTACT VEH TYPE: TRUCK  
PHILADELPHIA 16 ZN/TR: B1 CONTACT NBR: 106251805 OPENED: 11/15/1995  
VIN: 1PTDF15R8F1 ENGINE: R CLOSED: 12/22/1995

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199605/28

CUSTOMER SAYS:

-REITERATING PREVIOUS CONCERNS ABOUT THE FIRE- ABOUT THE RENTAL VEHICLE

\*

PER CUSTOMER, DEALER SAYS:

-NA

\*

CUSTOMER SEEKS:

-REIMBURSEMENT FOR RENTAL VEHICLE COST PAID FOR FOR THIS INCIDENT

\*

CAC ADVISED:

-PER PREVIOUS COMMENTS IN THIS CONTACT- SUPPORT FORDS DECISION WILL NOT  
REIMBURSE THE CUSTOMER FOR RENTAL ASSISTANCE IN THIS MATTER

199606/13

LETTER MICROFILMED 05-22-1996

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAX/LGLTG

3713 8711

PSERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

395ERR LEGAL CONTACT VEH TYPE: TRUCK  
 ATLANTA 21 ZN/IR: C3 CONTACT NBR: 104086303 OPENED: 05/06/1994  
 VIN: 1FTHX25G0PK ENGINE: C CLOSED: 05/16/1994

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: LONG BEACH STATE: NC ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 8000 WSD:

DEALER NAME: CAPE FARM MOTOR SALE SALES CODE: 121354 P &amp; A: 06738

CAUSAL CODE: 02 SYMPTOMS: 704147

ORIGIN: 00 TRANS REGION: TRANS DATE:

VEH REPL:

CASE TYPE: 4C-FIRES EXHAUST - CATALYTIC CONVERTER - OTHER MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY NAME: ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MICRO:

## COMMENTS:

1994/05/06

\*\*\* VEHICLE FIRE/ ALLEGED PRODUCT DEFECT \*\*\*

TYPE OF FIRE EXHAUST, SAYS SOME FLUID LEAKED FROM THE ENGINE ONTO  
 THE EXHAUST AND CAUGHT FIRE.

DATE OF FIRE 5-6-1994

LOCATION OF VEHICLE THE CUSTOMER'S RESIDENCE

INSURANCE COMPANY STATE FARM

POLICY NUMBER 206446081231W

\*\*\*

PER LEGAL GUIDELINES, CAC REFERRED CUSTOMER TO CONTACT HIS INSURANCE  
 COMPANY.

\*\*\* CUSTOMER SEEKS TO A SUPERVISOR. CAC ADVISED THIS WILL BE FORWARDED.

1994/05/10

\*\* ADDCO #1 \*\* SUPE CALL. DCASH. X2643

CAC ATTEMPTED TO PHONE CUSTOMER-UNAVAILABLE.

1994/05/16

THIS IS THE CLOSING COMMENT

CONTACTED CUST. VEH REPAIRED AND INS CO HAS HANDLED.

CONTACT CLOSING APPROVED

OK TO CLOSE.

*BUILD*  
*4/29/93*

*Defect*

OWNER RELATIONS VOY/BENCHMARKING 02/20/99 FAXLCLTG

**ENGINE UNKNOWN****FLUID LEAK ONTO EXHAUST**

3713 8712

## SERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM D 19.51.41

9565J1 LEGAL CONTACT VEH TYPE: TRUCK  
 DETROIT 48 ZNTR: B1 CONTACT NBR: 102309893 OPENED: 06/21/1993  
 VIN: 1PTEP15N8PL ENGINE: N CLOSED: 07/09/1993

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: ALLENTON STATE: MI ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: P-SERIES

MILEAGE: 6033 WSD: 04/14/1993

DEALER NAME: ROMBO FORD INC SALES CODE: 148418 P &amp; A: 02746

CAUSAL CODE: 02 SYMPTOMS: 704000

ORIGIN: DO TRANS REGION: TRANS DATE:

VEH REPL:

CASE TYPE: 4-FIRE - FUEL FED MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY NAME: ATTY MEMO:

CLAM AMT: 0 AWARD AMT: 0

MICRO:

## COMMENTS:

1993/06/21

DEALER CONTACTED DISTRICT OFFICE. VEHICLE RECENTLY CAUGHT ON FIRE. NO  
 PERSONAL INJURIES. SEEKS INVESTIGATION BY FORD.

1993/07/09

THIS IS THE CLOSING COMMENT

VEHICLE INSPECTED BY G.R.I. ON 6-28-93. CAUSE OF THE FIRE REMAINS UNDETERMINED  
 REPAIR OF THE VEHICLE HAS BEEN AUTHORIZED IN ACCORDANCE WITH ENE 677B.

*BUILD*  
*2/18/93*

*Engine*

*Unknown*

*Unknown*

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAXLG1TG



3713 8713



PSEKRS :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 195141

3999WC LEGAL CONTACT VEH TYPE: TRUCK  
 DALLAS 52 ZN/TR: 00 CONTACT NBR: 105703306 OPENED: 07/05/1995  
 VIN: 1FTEX15Y0PK ENGINE: Y CLOSED: 07/07/1995

LAST NAME: STATUS: CLOSED  
 TITLE: FIRST NAME: MI:  
 ADDRESS:  
 CITY: ARDMORE STATE: OK ZIP:  
 HOME PHONE: BUS. PHONE:  
 MODEL YEAR: 93 MODEL: F-SERIES  
 MILEAGE: 33000 WSD:  
 DEALER NAME: FORD MOTOR COMPANY- SALES CODE: 153000 P & A: 68061  
 CAUSAL CODE: 02 SYMPTOMS: 704000  
 ORIGIN: GO TRANS REGION: TRANS DATE:  
 VEH REPL:  
 CASE TYPE: 4A-FIRES - ELECTRICAL MEANS CODE: A-LCL INVEST-PROD LIABILITY  
 ATTY NAME: NONE ATTY MEMO:  
 CLAIM AMT: 0 AWARD AMT: 0  
 MICRO:

## COMMENTS:

19950705

\*CONCERNED FORWARDED TO CONSUMER AFFAIRS FROM MR. JOHN ZAREK-BAC CLAIM CENTER\*

SAYS:

-VEHICLE CAUGHT FIRE

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SEEKS:

-CUSTOMER TO BE CONTACTED AND CONCERN TO BE HANDLED AS APPROPRIATE

19950707

THIS IS THE CLOSING COMMENT

CUSTOMER FORWARDED LETTER THIS DATE ADVISING TO CONTACT INSURANCE CARRIER.  
 IF INSURANCE CARRIER FEELS A DEFECT CAUSED FIRE DAMAGE, THEY MAY SUBROGATE  
 FORD MOTOR CO TO RECOVER CLAIM PAYOUT.

BUILD  
 2/1/93

Engine  
 Unknown

Unknown

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAXLGLTG



3713 8714

FERRIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

3669SM LEGAL CONTACT VEH TYPE: TRUCK  
 CHICAGO 41 ZNTR: 77 CONTACT NBR: 104185377 OPENED: 05/26/1994  
 VIN: ZFDLP47M7PC ENGINE: M CLOSED: 06/02/1994

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: WHEATON STATE: IL ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 10000 WED: 12/26/1992

DEALER NAME: BADGER TRUCK CENTER SALES CODE: 141902 P &amp; A: 06212

CAUSAL CODE: AG O A SYMPTOMS: 499000

ORIGIN: DO TRANS REGION: TRANS DATE:

VEH REPL: BB

CASE TYPE: 10-VEHICLE REPLACEMENT MEANS CODE: K-VEHICLE REPLACEMENT

ATTY NAME: REQ 03/26 SENT 03/31 ATTY MEMO: 289B054 DEV 2100

CLAIM AMT: 11,500 AWARD AMT: 7,685

MICRO: 4062320

## COMMENTS:

1994/05/26

GOODWILL VEHICLE REPLACEMENT DUE TO A FIRE OF UNDETERMINABLE CAUSES.

1994/05/27

FM

FM

1994/06/02

FM

THIS IS THE CLOSING COMMENT

CHECK 774525 FOR 521185.03 ISSUED TO BADGER TRUCK CENTER

PLS SEND FILE TO PHOENIX

*BUILD*  
*10/22/92*

*Unknown*

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAXLGLTG

*Engine Unknown*

*unknown*

8713 8716

PSERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

8392SL LEGAL CONTACT VEH TYPE: TRUCK  
 SDR 10 ZN/TR: P2 CONTACT NBR: 107495607 OPENED: 09/11/1996  
 VIN: 1FTHX26M9PK ENGINE: M CLOSED: 10/01/1996

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: NO:

ADDRESS:

CITY: BURLEY STATE: ID ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 10000 WED:

DEALER NAME: GOODR MOTOR INC SALES CODE: 156581 P &amp; A: 08406

CAUSAL CODE: 1206 1219 SYMPTOMS: 499000 704000

ORIGIN: GO TRANS REGION: 56 TRANS DATE:

VEH REPL:

CASE TYPE: 4B-FIRES - EXHAUST-CAT CONVERTOR-OTHER MEANS CODE: F-PROD LIABILITY LITIGATION

ATTY NAME: ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MCRO: 4841341

## COMMENTS:

1996/09/11

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

\*\*\* VEHICLE INVOLVED IN ONP 96882 \*\*\*

CUSTOMER SAYS:

- 9/6/96 FIRE IN THE VEHICLE
- INSURANCE COMPANY NOTIFIED
- FIRE AND SMOKE UNDER HOOD OF VEHICLE
- STATE POLICE EXTINGUISHED THE FIRE
- NO INJURIES

PER CUSTOMER, DEALER SAYS:

- TEEG HARPER GAVE THE 800 NUMBER

CUSTOMER SEEKS:

- FINANCIAL ASSISTANCE

CAC ADVISED:

- A FORD REPRESENTATIVE WILL CONTACT THE CUSTOMER

1996/09/18

- LPA ASSISTANT ATTEMPTED TO CONTACT CUSTOMER

-MR CARPENTER WAS NOT AVAILABLE

-LEFT MSG WITH RECEPTIONIST FOR KYLE TO RECONTACT CONSUMER AFFAIRS

-LPA ASSISTANT TRIED TO VERIFY IF INSURANCE CO WAS HANDLING CLAIM

-RECEPTIONIST DID NOT KNOW AND INSURANCE CO NUMBER WAS NOT AVAILABLE

1996/09/26

- LPA ASSISTANT RECONTACTED CUSTOMER

CUSTOMER NOT AVAILABLE-THEREFORE MESSAGE LEFT ADVISING CUSTOMER TO RECONTACT CONSUMER AFFAIRS

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAXLGLTG

Engine Unknown

unknown

PERIODS :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.31.41

9835MH LEGAL CONTACT VEH TYPE: TRUCK  
 NEW YORK 13 ZN/TR: K1 CONTACT NBR: 103663868 OPENED: 02/13/1994  
 VIN: 1FDPK38M6PN ENGINE: M CLOSED: 03/29/1994

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: STATE: ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 6000 WED: 12/14/1992

DEALER NAME: STEVENS FORD INC SALES CODE: 113212 P &amp; A: 03874

CAUSAL CODE: 04 SYMPTOMS: 704000

ORIGIN: DO TRANS REGION: TRANS DATE:

VEH REPL:

CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY NAME: ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MICRO: 4021265

## COMMENTS:

199402/15

FIRE IN FLEET VEHICLE. VEHICLE CURRENTLY AT FLEET DEPARTMENT OF CITY OF NEW HAVEN. FIRE HAPPENS 2/14 IN ENGINE COMPARTMENT. CITY ONLY HAS LIABILITY INSURANCE. CONTACT SERVICE MANAGER, ED SULLIVAN ST 203-876-6465 AT STEVENS FORD.

199403/29

THIS IS THE CLOSING COMMENT

NO FORD OBLIGATION. CUSTOMER HAS BEEN ADVISED THIS MATTER WAS REVIEWED BY THE DISTRICT MANAGEMENT. NO ASSISTANCE WILL BE OFFERED SINCE GRI WAS UNABLE TO DETERMINE THE CAUSE OF THE FIRE. THE OWNER HAS BEEN ADVISED OF FORD'S POSITION ON 3/23/94.

199404/15

MICRO ADDED.

BUILD  
 11/12/92

unk now

Engine

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAX/LGLTG

unk now

3713 8717

PSEERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

1635XP LEGAL CONTACT VEH TYPE: TRUCK  
 LOS ANGELES 71 ZN/TR: A3 CONTACT NBR: 104627760 OPENED: 09/07/1994  
 VIN: 1FTEX15Y4PK ENGINE: Y CLOSED: 09/13/1994

LAST NAME: STATUS: CANCELLED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: STATE: ZIP: 00000

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 0 WSD: 08/25/1993

DEALER NAME: SANTA MARIA FORD SALES CODE: 171452 P &amp; A: 05431

CAUSAL CODE: 02 SYMPTOMS: 704100

ORIGIN: GO TRANS REGION: TRANS DATE:

VEH REPL:

CASE TYPE: 2A-OUTSIDE VEHICLE WARRANTY MEANS CODE: B-LGH, NVEST-WTY-ATTY LETTRN

ATTY NAME: JOHN HINDEN ATTY MEMO: 803-923-5793

CLAIM AMT: 0 AWARD AMT: 0

MICRO: 4160786

## COMMENTS:

1994/09/07

ATTORNEY LETTER DATED AUG 15 AND RECEIVED AUG 31. LETTER  
 INDICATES THAT HIS CLIENTS VEHICLE HAD SMOKE RISING FROM THE CRACKS  
 AROUND THE VEHICLE'S HOOD. THE FIRE DEPARTMENT WAS UNABLE TO  
 DETERMINE THE CAUSE OF THE FIRE. HIS CLIENT WAS INFORMED THAT  
 WARRANTY WOULD NOT COVER THE REPAIRS AND WAS GIVEN AN ESTIMATE OF  
 \$6000.00. HE WAS REFERRED TO HIS INSURANCE CO. THE ATTORNEY IS REQUESTING  
 INFORMATION AS TO WHY ITS NOT COVERED UNDER WARRANTY.  
 PLEASE CONTACT ATTORNEY AND REVIEW.

1994/09/13

THIS CONTACT HAS BEEN CANCELLED  
 THIS REQUEST WAS SENT TO OGC FOR REVIEW.

*Engine*  
*Unknown*

*Unknown*

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAX/LGLTG

3713 8718

P SERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

4204ST LEGAL CONTACT VEH TYPE: TRUCK  
 NEW YORK 13 ZN/TR: FI CONTACT NBR: 107222429 OPENED: 07/16/1996  
 VIN: 1FTEP15Y6PNB30431 ENGINE: Y CLOSED: 08/12/1996

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: N

ADDRESS: [REDACTED]

CITY: STAMFORD STATE: CT ZIP: [REDACTED]

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

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 53000 WSD:

DEALER NAME: STAMFORD MOTORS INC SALES CODE: 113443 P &amp; A: 03807

CAUSAL CODE: 0709 0721 SYMPTOMS: 704145

ORIGIN: GO TRANS REGION: 13 TRANS DATE:

VEH REPL:

CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY NAME: ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MICRO:

## COMMENTS:

1996/07/16

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

CUSTOMER SAYS:

-VEHICLE CAUGHT ON FIRE UNDER HOOD, NO INJURIES

PER CUSTOMER, DEALER SAYS:

-THEY WILL REPAIR VEHICLE

CUSTOMER SEEKS:

-A NEW VEHICLE

CAC ADVISED:

-FORWARDED INFORMATION TO LEGAL DEPARTMENT. REQUESTED TO CONTACT CUSTOMER

-CSR USED "FUEL-FED" CASE TYPE - UNABLE TO VERIFY IF FUEL-FED OR ELECTRICAL

CUSTOMER SAYS:

-STILL HAS NOT HEARD FROM FORD

CAC ADVISED:

-SOMEONE FROM THE FORD LEGAL DEPARTMENT WILL CONTACT YOU

1996/07/18

UPDATED CODES

1996/07/25

CALLED - NO ANSWER LEFT MESSAGE ON MACHINE

1996/07/31

CONTACTED CUSTOMER- VEHICLE WAS BOUGHT USED- DLR HAS REPLACED IT

NO FURTHER ACTION

1996/08/02

#\*THIS IS THE CLOSING COMMENT

SEE PREVIOUS COMMENTS

*BUILD*  
*6/29/93*

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAXLGLTG

*Engine unk*

*Unknown*

3713 8719

PRIORITIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

2581SW LEGAL CONTACT VEH TYPE: TRUCK  
 BOSTON 11 ZNTR: D2 CONTACT NBR: 103652566 OPENED: 02/14/1994  
 VIN: 1FTEP14H1PLA40090 ENGINE: H CLOSED: 03/04/1994

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: ACIAWOM STATE: MA ZIP: 01001

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 2500 WSD: 10/27/1993

DEALER NAME: TOPOR FORD, INC. SALES CODE: 111061 P &amp; A: 06833

CAUSAL CODE: 02 SYMPTOMS: 704145

ORIGIN: GO TRANS REGION: TRANS DATE:

VEH REPL:

CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LOL INVEST-PROD LIABILITY

ATTY NAME: ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MICRO: 4001458

## COMMENTS:

1994/02/14

\*\*\* VEHICLE FIRE/ALLEGED PRODUCT DEFECT \*\*\*

CUSTOMER SAYS EXPLOSION UNDER HOOD TOOK PLACE 2/9/94 AND ENTIRE TRUCK CAUGHT  
 FIRE AND IS TOTALLED. NO INJURIES. INSURANCE COMPANY HAS BEEN CONTACTED (JACK  
 KEOUGH IN SPRINGFIELD, MA).

TRUCK IS CURRENTLY AT ROY'S TOWING IN SPRINGFIELD, MA.

\*

CUSTOMER SEEKS INVESTIGATION AND TOTAL ASSISTANCE.

\*

CAC ADVISED HE WOULD BE CONTACTED BY REPRESENTATIVE OF FORD.

1994/03/04

THIS IS THE CLOSING COMMENT

FORD HAS OFFERED TO REPLACE THE VEHICLE BECAUSE THE VEHICLE AS A 93 WITH 2500  
 MILES AT THE TIME OF FIRE. THE OWNER HAS BEEN ADVISED OF FORD'S POSITION  
 ON 2/23/94.

1994/03/14

MICRO ADDED

*BUILD*  
*12/14/92*

*Engine*  
*Unknown*

*Unknown*

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAXLGLTG

3713 8720

PSERIES :

02/21/99 MASTER OWNER RELATIONS SYSTEM II 18.01.58

2940LP GRP: KXOP INFORMATION CONTACT VEH TYPE: TRUCK  
 CINCINNATI 47 ZN/TR: A2 CONTACT NBR: 106729951 OPENED: 03/28/1996  
 VIN: 1PTEF15Y5PNA90185 ENGINE: Y CLOSED: 03/28/1996

LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
 ADDRESS: [REDACTED]  
 CITY: HEMLOCK STATE: OH ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 93 MODEL: F-SERIES  
 MILEAGE: 33294 WSD:  
 DEALER NAME: DON WOOD FORD, LINC SALES CODE: 147406 P & A: 01920  
 CAUSAL CODES: 02 SYMPTOMS: 203200  
 ORIGIN: GO TRANS. DST/RCN: 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:

1996/03/28

## CUSTOMER SAYS:

- BUILD DATE ON VEHICLE AND WSD FOR INS PURPOSES
- TRUCK CAUGHT ON FIRE
- ELECTRICAL FIRE UNDER HOOD
- NO INJURIES
- FIRE DEPT REPORT (SHAWNEE FIRE DEPT & PERRY COUNTY SHERIFFS DEPT WROTE REPORT) LISTED CAUSE OF FIRE AS ELECTRICAL SHORT.
- CAR IS CURRENTLY AT WRECKING SERVICE IN NEW LEXINGTON, OHIO

## PER CUSTOMER, DEALER SAYS:

- THIS TRUCK IS CURRENTLY UNDER B - B WARRANTY

## CUSTOMER SEEKS:

- INFO ON WARRANTY

## CAC ADVISED:

- DOCUMENTED AND FORWARDED CONCERNS TO THE DEALERSHIP
- REQUESTED SERVICE MANAGER, STEVE PEOPLES TO CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS-

BUILD

4/16/93

Engine

Electrical  
Short

OWNER RELATIONS VOP/BENCHMARKING 02/21/99 FAXCARTG

unknown

3713 8721



FSERIES :

02/21/99 MASTER OWNER RELATIONS SYSTEM II 18.01.58

3780TC GRP:XX02 INFORMATION CONTACT VEH TYPE: TRUCK  
 ATLANTA 21 ZN/TR: DI CONTACT NBR: 108317661 OPENED: 04/14/1997  
 VIN: 1PTEF15Y6PN ENGINE: Y CLOSED: 04/14/1997

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: SWANNANOA STATE: NC ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 96000 WSD:

DEALER NAME: YOUNG FORD INC SALES CODE: 121208 P &amp; A: 00932

CAUSAL CODES: 1104 0709 SYMPTOMS: 203000

ORIGIN: GO TRANS. DISTRON: TRANS. DATE:

SERVICES/SALES: 1 CONTACT DATE:

ACK CODE: ASSET CODE: AWARD AMT: \$ SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:

ESP INFO: EXPIRES:

OPEN RECALL: OWNER NOTIFIED: MICRO:

## COMMENTS:

1997/04/14

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

## CUSTOMER SAYS:

-ROGER OSBOURN CALLING FOR COMPANY  
 -THE VEHICLE CAUGHT ON ON FIRE AND BURNED UP  
 -MIDDLE OF MARCH IT BURNED UP  
 -THE DASH BOARD AND ENGINE ELECTRICAL WIRING  
 -IT WAS TOTALLED BY THE INSURANCE COMPANY

## PER CUSTOMER, DEALER SAYS:

-NO CONTACT

## CUSTOMER SEEKS:

-IF IT IS COVERED UNDER INSURANCE

## CAC ADVISED:

-REFERRED CUSTOMER TO THEIR INSURANCE COMPANY FOR ASSISTANCE

BUILD

5/13/93

OWNER RELATIONS VOP/BENCHMARKING 02/21/99 FAXCARTG

Engine  
 Unknown

unknown

3713 8722

PAGES :

02/21/99 MASTER OWNER RELATIONS SYSTEM II 18.01.58

8346MV GRP: QD02 INFORMATION CONTACT VEH TYPE: TRUCK  
 CINCINNATI 47 ZN/TR: A1 CONTACT NBR: 105304598 OPENED: 03/15/1995  
 VIN: 2FTJW35M8PC ENGINE: M CLOSED: 03/15/1995

LAST NAME: STATUS: CLOSED  
 TITLE: FIRST NAME: MI: C  
 ADDRESS:  
 CITY: HAMERSVILLE STATE: OH ZIP:  
 HOME PHONE: BUS. PHONE:  
 MODEL YEAR: 93 MODEL: F-SERIES  
 MILEAGE: 49000 WSD:  
 DEALER NAME: 32 FORD-MERCURY, IN SALES CODE: 147409 P & A: 01922  
 CAUSAL CODES: 02 SYMPTOMS: 201100 201200 203200  
 ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE:  
 ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

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

## COMMENTS:

199503/15

## CUSTOMER SAYS:

- WIRING HARNESS BURNED UP, TAILLIGHTS, MARKER LIGHTS, AND PANEL LIGHTS BURNED OUT.
- SAFETY CONCERN BECAUSE BREAKERS DID NOT WORK TO STOP ELECTRICAL FLOW.

## PER CUSTOMER, DEALERSHIP SAYS:

- SPOKE WITH EMPLOYEE IN SERVICE DEPARTMENT WHO TOLD CUSTOMER COST WOULD BE \$1100 TO REPLACE WIRING HARNESS.
- CAN NOT GUARANTEE THAT CONCERN WILL NOT REOCCUR.
- CAN NOT EXPLAIN WHY BREAKER DID NOT BLOW.

## CUSTOMER SEEKS:

- EXPLANATION WHY BREAKER DID NOT OPERATE CORRECTLY.
- FINANCIAL ASSISTANCE WITH REPAIR DUE TO BEING A SAFETY HAZARD.

## CAC ADVISED:

- VEHICLE IS OUTSIDE 3YEAR/36,000MILE BUMPER-TO-BUMPER WARRANTY.
- NO FINANCIAL ASSISTANCE WILL BE PROVIDED BY FORD.
- CONTACT SERVICE MANAGER AT DEALERSHIP. SERVICE MANAGER AT DEALERSHIP IS IN BEST POSITION TO ADDRESS FURTHER CONCERN WITH TECHNICAL DIFFICULTY WITH VEHICLE.

BUILD

11/20/92

OWNER RELATIONS VOP/BENCHMARKING 02/21/99 FAXCARTG

Engine  
unknown

electrical



3713 8723

SERIES :

02/10/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

0103NP LEGAL CONTACT VEH TYPE: TRUCK  
 SDR 10 ZN/TK: 11 CONTACT NBR: 103126542 OPENED: 11/11/1993  
 VIN: 2PTEF14N9PC ENGINE: N CLOSED: 12/01/1993

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: VAN BUREN STATE: ME ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 2019 WSD:

DEALER NAME: CARIBOU FORD-MERCUR SALES CODE: 111615 P &amp; A: 01685

CAUSAL CODE: LECL SYMPTOMS: 704000

ORIGIN: DO TRANS REGION: TRANS DATE:

VEH REPL:

CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY NAME: ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MICRO: 3940693

## COMMENTS:

1993/11/11

ESTIMATE DAMAGE \$1,300. FIRE IN ENGINE COMPARTMENT. NO INJURY, CUST CONTACTED  
 THEIR INSURANCE CO, THE VEHICLE IS AT THE DEALERSHIP. NO TSB'S APPLY

1993/12/01

THIS IS THE CLOSING COMMENT

CUSTOMER'S INSURANCE COMPANY HAS ALREADY AGREED TO PAY FOR REPAIRS. NO  
 FURTHER ACTION WILL BE TAKEN AT THIS TIME; AWAIT SUBROGATION FROM INSURANCE  
 CARRIER. THE OWNER HAS BEEN ADVISED OF FORD'S POSITION ON 11/18/93.

1993/12/06

MICRO ADDED

BUILD

6/10/93

Engine  
 Unknown

Unknown  
 Unknown

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAX/LGLTG

3713 8724

PSERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

0316JZ LEGAL CONTACT VEH TYPE: TRUCK  
 CINCINNATI 47 ZNTR: B1 CONTACT NBR: 102486805 OPENED: 07/28/1993  
 VIN: 1FTEX14NUP[REDACTED] ENGINE: N CLOSED: 08/12/1993

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:

ADDRESS: [REDACTED]

CITY: NASHPORT STATE: OH ZIP: [REDACTED]

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

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 3300 WED: 11/28/1992

DEALER NAME: RICART FORD INC SALES CODE: 147035 P &amp; A: 02165

CAUSAL CODE: SYMPTOMS: 704142

ORIGIN: DO TRANS REGION: TRANS DATE:

VEH REPL:

CASE TYPE: 13-VEHICLE REPLACEMENT - PRODUCT LIABILITY MEANS CODE: K-VEHICLE REPLACEMENT

ATTY NAME: ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MICRO: 3840290

## COMMENTS:

1993/07/28

GOODWILL VEHICLE REPLACEMENT (FIRE DAMAGED)

1993/08/02

CK REQUEST FAXED TO HELMSMAN

1993/08/12

THIS IS THE CLOSING COMMENT

HELMSMAN CK 50027375 FOR \$13,410.90 WAS ISSUED TO RICART FORD INC ON 8/5/93  
 IN SETTLEMENT OF VEHICLE EXPERIENCING FIRE DAMAGE. (CK SENT TO D.O 8/9)

*BUILD*  
*10/23/92*

*Engine*  
*Unknown*

*Unknown*

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAXLGLTG

3713 8725

PSEERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

0316/Z LEGAL CONTACT VEH TYPE: TRUCK  
 CINCINNATI 47 ZN/TR: B1 CONTACT NBR: 104284603 OPENED: 06/17/1994  
 VIN: 2FTDF15Y0PC ENGINE: Y CLOSED: 07/14/1994

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: DELAWARE STATE: OH ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 21000 WSD: 01/01/1993

DEALER NAME: RICART FORD INC SALES CODE: 147033 P &amp; A: 02185

CAUSAL CODE: SYMPTOMS: 704100

ORIGIN: DO TRANS REGION: TRANS DATE:

VEH REPL:

CASE TYPE: 13-VEHICLE REPLACEMENT - PRODUCT LIABILITY MEANS CODE: E-VEHICLE REPLACEMENT

ATTY NAME: ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MICRO: 4082289

## COMMENTS:

1994/06/17

GOODWILL VEHICLE REPLACEMENT (TOTALLED BY FIRE)

1994/06/21

CK REQUEST FAXED TO OGC

1994/07/14

THIS IS THE CLOSING COMMENT

CHECK 000101973 OF \$4484.30 PAYABLE TO RICART FORD

FIRE DAMAGED VEHICLE

BULD

1/28/93

Zentner

Engel  
 Unknown

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAXLQLTG

3713 8726

## PSERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

5878BP LEGAL CONTACT VEH TYPE: TRUCK  
 BOSTON 11 ZNTR: D2 CONTACT NBR: 104475688 OPENED: 08/01/1994  
 VIN: 2FDKF37H5PC ENGINE: H CLOSED: 08/12/1994

LAST NAME: TOWN OF LONGMEADOW STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: LONGMEADOW STATE: MA ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 6200 WSD: 12/10/1992

DEALER NAME: MARCOTTE FORD SALES SALES CODE: 111062 P &amp; A: 08894

CAUSAL CODE: AG O S SYMPTOMS: 704000

ORIGIN: GO TRANS REGION: TRANS DATE:

VEH REPL: BB

CASE TYPE: 13-VEHICLE REPLACEMENT - PRODUCT LIABILITY MEANS CODE: K-VEHICLE REPLACEMENT

ATTY NAME: ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 16.660

MICRO: 4102250

## COMMENTS:

1994/08/01

VEHICLE REPLACEMENT DUE TO FIRE DAMAGE.

1994/08/02

FM: CK REQUEST FAXED TO OGC.

1994/08/12

THIS IS THE CLOSING COMMENT

OGC CHECK 000162275 OF \$16660.16 PAYABLE TO MARCOTTE FORD SLS FIRE DAMAGE SETL

BUILD

9/15/92

Unknown

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAX/LGLTG

Engine

Unknown

unknown

3713 8727

F3SERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

639306 LEGAL CONTACT VEH TYPE: TRUCK  
 DALLAS 32 ZN/TR: D3 CONTACT NBR: 102076634 OPENED: 05/05/1993  
 VIN: 1FTEX15N6P ENGINE: N CLOSED: 06/15/1993

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: HOMINY STATE: OK ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 0 WSD: 10/17/1992

DEALER NAME: LAKESHOREFORD MERCU SALES CODE: 152672 P &amp; A: 00814

CAUSAL CODE: SYMPTOMS: 704145

ORIGIN: DO TRANS REGION: TRANS DATE:

VEH REPL:

CASE TYPE: 4-FIRE - FUEL FED MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY NAME: ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MICRO: 3760025

## COMMENTS:

1993/05/05

ZONE MANAGER CALLED TO REPORT FIRE IN VEHICLE - VEHICLE LOCATED AT JIM  
 WARNER FORD IN CLEVELAND, OK. CONTACT PERSON IS BILLY, SERVICE MGR.  
 HE INSPECTED UNIT AND DETERMINED FIRE STARTED NEAR THROTTLE BODY.  
 VEHICLE IS A 1993 F150-CUSTOMER REQUESTS INSPECTION OF UNIT

1993/05/14

\*\*\*ADOCO I \*\*\*

CUSTOMER IS SEEKING A PROPER RESPONSE FROM FORD MOTOR COMPANY. CUSTOMER TOLD  
 CAC THAT HE DOES NOT TRUST HIS VEHICLE AND WOULD LIKE A NEW VEHICLE IN RETURN.

CUSTOMERS PHONE NUMBER IS (918)885-4434.

1993/06/15

THIS IS THE CLOSING COMMENT

VEHICLE TO BE REPAIRED UNDER TERMS OF WARRANTY.

BUILD

8/31/92

Engine

Unknown

THROTTLE  
BODY

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAXLGLTG

3713 8728

SERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

9817DO LEGAL CONTACT VEH TYPE: TRUCK  
 MEMPHIS 23 ZN/TR: A3 CONTACT NBR: 107393295 OPENED: 04/20/1996  
 VIN: 1FTEF25Y4PN ENGINE: Y CLOSED: 08/22/1996

LAST NAME: STATUS: CLOSED  
 TITLE: FIRST NAME: MI:  
 ADDRESS:  
 CITY: FORREST STATE: LA ZIP:  
 HOME PHONE: BUS. PHONE:  
 MODEL YEAR: 93 MODEL: F-SERIES  
 MILEAGE: 85000 WED:  
 DEALER NAME: BASTROP FORD L-M IN SALES CODE: 123171 P & A: 00598  
 CAUSAL CODE: 3001 SYMPTOMS: 704245 203400 203100  
 ORIGIN: GO TRANS REGION: 23 TRANS DATE:  
 VEH REPL:  
 CASE TYPE: 4A-FIRES - ELECTRICAL MEANS CODE: H-OTHER  
 ATTY NAME: ATTY MEMO:  
 CLAIM AMT: 0 AWARD AMT: 0  
 MICRO: 4730620

## COMMENTS:

1996/08/20

\*\*\* POSSIBLE ESP COVERAGE \*\*\*

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

## CUSTOMER SAYS:

- INTERIOR RATTLES ON BUMPS
- VEHICLE STOPPED, WIRING HARNESS CAUGHT FIRE AND SMOKE, WENT OUT ON ITS OWN, FIRE DEPARTMENT NOT CONTACTED
- THE WIRING HARNESS POSSIBLY HAS CAUSED THE FOLLOWING PROBLEMS
- NEW BATTERY PUT IN, NOW IS DEAD, NEW ALTERNATOR AND VEHICLE STILL WILL NOT START
- VEHICLE CURRENTLY IN DRIVEWAY AND WILL NOT START
- ALTERNATOR WAS DONE BY A FORD SERVICE SHOP (IN MCCOEE, ARKANSAS) IS ONE HOUR AND TWENTY MINUTES AWAY (8/12/96)
- AN ALTERNATOR SPECIALTY SHOP LOOKED AT ALTERNATOR (8/19/96) SAID ALTERNATOR WAS ALLRIGHT, THE NEW BATTERY WILL NOT CHARGE
- FEELS THAT MORE MAY BE WRONG FROM THE FIRE SHORT-OUT THAN JUST THE IGNITION SWITCH THAT WAS REPLACED, THINKS THAT THE NEW CONCERNS ARE RELATED TO THE ORIGINAL WIRING FIRE PROBLEM

## PER CUSTOMER, DEALER SAYS:

- BASTROP FORD LOOKED AT VEHICLE AFTER THE FIRE
- BASTROP FORD PUT NEW IGNITION SWITCH IN VEHICLE
- HAS NOT BEEN CONTACTED SINCE THE SECONDARY PROBLEMS HAVE OCCURRED

## CUSTOMER SEEKS:

- WHAT SHOULD WE DO WITH THE VEHICLE
- WANTS IT FIXED

## CAC ADVISED:

- INFORMATION FORWARDED TO PROPER DEPARTMENT, A FORD REPRESENTATIVE FROM THE LEGAL DEPARTMENT WILL BE CONTACTING IN 5 BUSINESS DAYS

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAXLGLTG

*Engine Unknown*

*Electrical*

3713 8729



F5ERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

5811LM LEGAL CONTACT VEH TYPE: TRUCK  
 SAN FRAN 72 ZN/TR: C2 CONTACT NBR: 106911317 OPENED: 05/08/1996  
 VIN: 1FTEX15Y9P1 ENGINE: Y CLOSED: 06/03/1996

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MO:

ADDRESS:

CITY: MADERA STATE: CA ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 3000 WSD:

DEALER NAME: MADERA FORD-MERCURY SALES CODE: 172432 P &amp; A: 07901

CAUSAL CODE: 02 GO SYMPTOMS: 704100 704345

ORIGIN: GO TRANS REGION: 72 TRANS DATE:

VEH REPL:

CASE TYPE: 4A-FIRES - ELECTRICAL MEANS CODE: A-LOL INVEST-PROD LIABILITY

ATTY NAME: ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MICRO:

## COMMENTS:

1996/05/08

## CUSTOMER SAYS:

CALLING TO FIND OUT IF INVOLVED IN ANY RECALLS

THE VEH BLEW UP IN FLAMES LAST SAT. ON APRIL 27, 1996

FIRE WAS UNDERNEATH THE HOOD AND SHOT FLAMES INTO THE FUEL PUMP

AND THE 2ND REAR TANK BLEW UP AND LOST EVERYTHING

\*\*NO INJURY

## PER CUSTOMER, DEALER SAYS:

SERVICE DEPT SAID THE VEH WAS NOT INVOLVED IN THE IGNITION SWITCH RECALL AND DID NOT PROVIDE ANY OTHER ASSISTANCE

## CUSTOMER SEEKS:

CALLED INSURANCE COMPANY WHO PAID THE PAY OFF (\$13887) SEEKING COMPENSATION FOR THE CONCERN \*\*WOULD LIKE A NEW VEH OR REPLACEMENT

## CAC ADVISED:

THE INFO HAS BEEN DOCUMENTED AND FORWARDED TO THE APPROPRIATE DEPT FOR REVIEW AND A FORD REP WILL CONTACT THE CUSTOMER AFTER REVIEW (NO TIME FRAME PROVIDED)

1996/05/14

CAUSAL CODE UPDATED

*BUILD*  
*8/19/93*

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAX/LGLTG

*Engine*  
*Unknown*

*Unknown*

3713 8730

PSERIES :

02/21/99 MASTER OWNER RELATIONS SYSTEM II 18.01.58

6918WJ GRP: 05 INFORMATION CONTACT VEH TYPE: TRUCK  
 SEATTLE 74 ZN/TR: A1 CONTACT NBR: 109321810 OPENED: 01/07/1998  
 VIN: 1PTEK15Y8PCF ENGINE: Y CLOSED: 01/07/1998

LAST NAME: STATUS: CLOSED  
 TITLE: FIRST NAME: MI:  
 ADDRESS:  
 CITY: LYNNWOOD STATE: WA ZIP:  
 HOME PHONE: BUS. PHONE:  
 MODEL YEAR: 93 MODEL: F-SERIES  
 MILEAGE: 80000 WSD:  
 DEALER NAME: HARRIS FORD INC SALES CODE: 174024 P & A: 08736  
 CAUSAL CODES: 0709 SYMPTOMS: 203000  
 ORIGIN: GO TRANS. DSTYCN: 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:

1998/01/07

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

## CUSTOMER SAYS:

-THE ENGINE COMPARTMENT WAS ON FIRE  
 -THE BACK OF THE ALTERNATOR ACTUALLY MELTED OFF  
 -ALL THE WIRING IN THE ALTERNATOR MELTED  
 -INDEPENDENT GARAGE SAID THAT FORD HAS HAD A PROBLEM WITH THEIR ALTERNATORS  
 -DEALERSHIP STATED TO BRING THE VEHICLE INTO THE DEALERSHIP

## PER CUSTOMER, DEALER SAYS:

-BRING THE VEHICLE IN

## CUSTOMER SEEKS:

-FINANCIAL ASSISTANCE FROM FORD

## CAC ADVISED:

-ADVISED CUSTOMER TO CONTACT INSURANCE COMPANY  
 -WARRANTY HAS EXPIRED  
 -FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR

BUILD

2/9/93

alter  
nator

OWNER RELATIONS VOP/BENCHMARKING 02/21/99 FAXCARTG

Engine Unknown

3713 8731

## SERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

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1901HQ LEGAL CONTACT VEH TYPE: TRUCK  
 CONCINNATI 47 ZNTR: E1 CONTACT NBR: 106476743 OPENED: 01/22/1996  
 VIN: 2FDLF47M2PC ENGINE: M CLOSED: 02/07/1996

---

LAST NAME: STATUS: CLOSED  
 TITLE: FIRST NAME: MI:  
 ADDRESS:  
 CITY: CAMPTON STATE: KY ZIP:  
 HOME PHONE: BUS. PHONE:  
 MODEL YEAR: 93 MODEL: F-SERIES  
 MILEAGE: 41000 WSD:  
 DEALER NAME: COLE FORD-MERCURY I SALES CODE: 147098 P & A: 01986  
 CAUSAL CODE: 02 SYMPTOMS: 704145 203200  
 ORIGIN: GO TRANS REGION: TRANS DATE:  
 VEH REPL:  
 CASE TYPE: 4B-FIRES - EXHAUST-CAT CONVERTOR-OTHER MEANS CODE: A-LCL INVEST-PROD LIABILITY  
 ATTY NAME: ATTY MEMO:  
 CLAIM AMT: 0 AWARD AMT: 0  
 MICRO: 4471124

## COMMENTS:

1996/01/22

\*\*FIRE ON VEHICLE 12/30/95\*\*

\*\*1 800 FROM FORD OPERATOR\*\*

CUSTOMER SAYS

-1:30 AM FIRE STARTED UNDER HOOD

-PREV HAD CONCERNS WITH W WIPERS STAYING ON AFTER SHUT OFF

-CONCERN WITH HEADLIGHTS AND INTERIOR LTS, WOULD GO OUT AND COME ON

PER CUSTOMER, DEALER SAYS (JOHN-ELECTRICIAN)

-REPLACED WIRING HARNESS

-REPLACED FUSES (STARTER)

-TURNED IN HARNESS TO FMC

-SOMETHING WAS WRONG SOMEWHERE

-FMC TOLD HIM TO PUT HIGHER AMP FUSES. WAS 20 ADDED 25 AMP

CUSTOMER SEEKS

-FORD TO ASSIST W/ PAYOFF AMT, THINKING ABOUT BUYING NEW FORD

-34600

CAC ADVISED

-WILL FORWARD INFO TO LEGAL DEPT FOR A REP TO REVIEW

-CANNOT PROVIDE TIME FRAME FOR REP TO CONTACT

-IF NOT BY 3 WEEKS, CUSTOMER RE-DIRECTED TO CAC

CUST ADDS

-POLICE REPORT MIGHT READ 12/31/95

-THAT NIGHT CUST SMELLED SOMETHING FROM THE VEHICLE

-LIGHTS WOULD DIM, BUT DIDN'T GO OUT LIKE THEY USUALLY DID

-HAS CONTACTED INS CO: KENTUCKY AUTO INS

-POLICE OFCR: TROOPER GIBBS, MOREHEAD KENTUCKY STATE POLICE

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAXLGLTG

Engine  
Unknown

Unknown

3713 8732

PSERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

7020RH LEGAL CONTACT VEH TYPE: TRUCK  
 BOSTON 11 ZNTR: C1 CONTACT NBR: 107105719 OPENED: 06/21/1996  
 VIN: 1PTHF26H1PLA ENGINE: H CLOSED: 06/21/1996

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: NOBLEBORO STATE: ME ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 32241 WSD:

DEALER NAME: WISCASSETT FORD INC SALES CODE: 111547 P &amp; A: 08803

CAUSAL CODE: 0709 0721 SYMPTOMS: 704145

ORIGIN: GO TRANS REGION: 11 TRANS DATE:

VEH REPL:

CASE TYPE: 4B-FIRES - EXHAUST-CAT.CONVERTOR-OTHER MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY NAME: ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MICRO: 4632360

## COMMENTS:

1996/06/21

DLR FAX - VEHICLE CAUGHT FIRE UNDER HOOD- HAS BEEN SETTLED BY INSURANCE  
 CUSTOMER IS SEEKING SPECIAL PRICE ON NEW TRUCK

##THIS IS THE CLOSING COMMENT

CUSTOMER HAS BEEN PAID BY INSURANCE- REFERRED HIM TO THEM  
 NO FURTHER ACTION

1996/06/25

ADDED MICRO

Engine  
 Unknown

Unknown

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAXLGLTG

3713 8733

FSEHARS :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

0103NP LEGAL CONTACT VEH TYPE: TRUCK  
 BOSTON 11 ZN/TR: C1 CONTACT NBR: 102049048 OPENED: 04/28/1993  
 VIN: 2FTHF26H3PC ENGINE: H CLOSED: 06/10/1993

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: GARDNER STATE: ME ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 7217 WSD: 10/15/1992

DEALER NAME: AUGUSTA FORD SALES CODE: 111594 P &amp; A: 00940

CAUSAL CODE: AG O A SYMPTOMS: 704000

ORIGIN: DO TRANS REGION: TRANS DATE:

VEH REPL: CB

CASE TYPE: 11-VEHICLE REPLACEMENT - REFUND MEANS CODE: K-VEHICLE REPLACEMENT

ATTY NAME: REQ 06/03 SENT 06/09 ATTY MEMO: 215B474 DEV

CLAIM AMT: 18,378 AWARD AMT: 3,882

MICRO: 3750640

## COMMENTS:

1993/04/28

VEHICLE CAUGHT ON FIRE. DLR AND CUSTOMER SEEK REVIEW OF THE CAUSE OF THE FIRE.

1993/05/11

REPLACEMENT OFFERED TO CUST DUE TO FIRE. VEHICLE TO BE REPAIRED AND SOLD AT AUCTION.

1993/05/19

\*\*3RD ADDCO\*\*

CUSTOMER REQUEST CONTACT TO DISCUSS SETTLEMENT.

CSR EXPLAINED REQUEST WOULD BE DOCUMENTED AND REFERR TO HIM TO THE SERVICE MANAGER.

1993/06/08

THE FOLLOWING CAUSAL CODE(S) REMOVED FROM CONTACT - LEGL

FM

1993/06/10

FM

THIS IS THE CLOSING COMMENT

CHECK 754638 FOR \$19921.34 WAS ISSUED TO FORD MOTOR CREDIT CO.

CHECK 754639 FOR \$2338.45 WAS ISSUED TO GEORGE LAVOIE

SEND FILE TO PHOENIX

BUILD.

10/2/92

Engine

Unknown

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAXLGLTG

Unknown

3713 8734

FSERIES :

02/28/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

7223GV LEGAL CONTACT VEH TYPE: TRUCK  
 DETROIT 48 ZN/TR: A1 CONTACT NBR: 103002652 OPENED: 10/25/1993  
 VIN: 1FTEX15N0PK ENGINE: N CLOSED: 11/11/1993

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: WYANDOTTE STATE: MI ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 5000 WSD:

DEALER NAME: SOUTHGATEFORD SALES CODE: 148026 F &amp; A: 02761

CAUSAL CODE: 02 SYMPTOMS: 704000

ORIGIN: DO TRANS REGION: TRANS DATE:

VEH REPL:

CASE TYPE: 13-VEHICLE REPLACEMENT - PRODUCT LIABILITY MEANS CODE: K-VEHICLE REPLACEMENT

ATTY NAME: REQ 11/03 SENT 11/09 ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MICRO: 3922141

## COMMENTS:

1993/10/23

VEHICLE REPLACED BY DISTRICT DUE TO EXTENSIVE FIRE DAMAGE

1993/11/04

FM: CK REQUEST FAXED TO HELMSMAN.

1993/11/11

FM

THIS IS THE CLOSING COMMENT

HELMSMAN CHECK 30027687 OF \$13433.02 PAYABLE TO SOUTHGATE FORD, IN SETTLEMENT P  
OF FIRE DAMAGED 1993 F150.

BUILD

9/14/92

Engine Unknown

OWNER RELATIONS VOP/BENCHMARKING 02/28/99 FAXLGTLTG

Unknown



3713 8735

SERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

9697MH LEGAL CONTACT VEH TYPE: TRUCK  
 ORLANDO 24 ZNTR: D1 CONTACT NBR: 104776489 OPENED: 10/13/1994  
 VIN: 2FTFW35M9PC ENGINE: M CLOSED: 10/27/1994

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: MIAMI STATE: FL ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 8500 WSD:

DEALER NAME: DUVAL MOTOR CO SALES CODE: 124200 P &amp; A: 04863

CAUSAL CODE: AB SYMPTOMS: 704000

ORIGIN: GO TRANS REGION: TRANS DATE:

VEH REPL: BB

CASE TYPE: 13-VEHICLE REPLACEMENT - PRODUCT LIABILITY MEANS CODE: K-VEHICLE REPLACEMENT

ATTY NAME: ATTY MEMO: XXXXXX

CLAIM AMT: 0 AWARD AMT: 13,996

MICRO: 4141394

## COMMENTS:

1994/10/13

GOODWILL VEHICLE REPLACEMENT DUE TO ELECTRICAL FIRE

1994/10/14

THE FOLLOWING CAUSAL CODE(S) REMOVED FROM CONTACT - A  
 VEHICLE NEEDS TO BE SALVAGED DUE TO FIRE (NOT AUCTION).

1994/10/18

THE FOLLOWING CAUSAL CODE(S) REMOVED FROM CONTACT - S O  
 FM; CHECK REQUEST FAXED TO OGC

1994/10/27

THIS IS THE CLOSING COMMENT

OGC CHECK 000292716 OF \$15996.40 PAYABLE TO DUVAL MOTOR CO

BUILD

10/19/92

Engine  
 Unknown

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAXLGLTG

unknown

3713 8736

P SERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.01.07

9266PH GRP: 10 INFORMATION CONTACT VEH TYPE: TRUCK  
 UNKNOWN 99 ZN/TR: CONTACT NBR: 109200570 OPENED: 11/25/1997  
 VIN: IFDKF57M9PM ENGINE: M CLOSED: 11/25/1997

LAST NAME: STATUS: CLOSED  
 TITLE: FIRST NAME: MI:  
 ADDRESS:  
 CITY: VIRGINIA BEACH STATE: VA ZIP:  
 HOME PHONE: BUS. PHONE:  
 MODEL YEAR: 93 MODEL: F-SERIES  
 MILEAGE: 43000 WSD:  
 DEALER NAME: SALES CODE: P & A:  
 CAUSAL CODES: 1104 1203 SYMPTOMS: 704245  
 ORIGIN: GO TRANS. DST/RCN: TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE:  
 ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

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

## COMMENTS:

1997/11/25

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

## CUSTOMER SAYS:

- 11/21/97 VEHICLE HAD AN ELECTRICAL FIRE
- THERE WAS A BURNING SMELL AND SMOKE COMING FROM UNDER THE HOOD
- THE ELECTRICAL SYSTEM WAS BURNED
- NOBODY WAS HURT

## PER CUSTOMER, DEALER SAYS:

- VEHICLE IS OUT OF WARRANTY - NO NAME AVAILABLE

## CUSTOMER SEEKS:

- ANY RECALL INFORMATION

## CAC ADVISED:

- WARRANTY HAS EXPIRED
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR
- NO RECALLS ON THIS VEHICLE

*BUILD*  
*5/22/93*

*[Handwritten signature]*

OWNER RELATIONS VOP/BENCHMARKING 03/20/99 FAXCARTG

*Engine*  
*Unknown*

*Electrical*

3713 8737



P SERIES :

02/21/99 MASTER OWNER RELATIONS SYSTEM II 18.01.58

184215 GRP: XX17 CONCERN CONTACT VEH TYPE: TRUCK  
 SDR 10 ZN/TR: 44 CONTACT NBR: 103900260 OPENED: 03/28/1994  
 VIN: 1FTEX14Y3P ENGINE: Y CLOSED: 04/19/1994

LAST NAME: STATUS: CLOSED  
 TITLE: FIRST NAME: MI:  
 ADDRESS:  
 CITY: PENDLETON STATE: OR ZIP:  
 HOME PHONE: BUS. PHONE:  
 MODEL YEAR: 93 MODEL: F-SERIES  
 MILEAGE: 8900 WSD: 09/27/1993  
 DEALER NAME: PENDLETON FORD LINC- SALES CODE: 174469 P & A: 01570  
 CAUSAL CODES: 02 SYMPTOMS: 203200  
 ORIGIN: 00 TRANS. DST/RCN: TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE: 04/01/1994  
 ACK CODE: ASSIST CODE: D AWARD AMT: 0 SURVEY: Y (Y OR N)

BUILD DATE: 07/01/1993 CALIBRATION:  
 ESP INFO: ENGINES:  
 OPEN RECALL: OWNER NOTIFIED: MICRO: 2821617

## COMMENTS:

1994/03/28

CUSTOMER SAYS THE VEHICLE IS BEING SERVICED FOR AN ELECTRICAL FIRE.  
 CUSTOMER SAYS THE VEHICLE WAS TOWED TO THE DEALER. CUSTOMER SAYS HE  
 REQUESTED A LOANER VEHICLE.

PER CUSTOMER, THE DEALER ADVISED CUSTOMER THAT THEY HAVE NO OBLIGATION TO  
 PROVIDE HIM WITH A LOANER VEHICLE SINCE THE VEHICLE WAS NOT PURCHASED FROM  
 THE DEALER.

CUSTOMER SEEKS RENTAL ASSISTANCE.

CAC ADVISED CUSTOMER TO CONTINUE WORKING THE DEALER. CAC ADVISED CUSTOMER  
 PAGE 2

THAT HIS REQUEST FOR RENTAL ASSISTANCE WILL BE FORWARDED TO THE SERVICE  
 MANAGER FOR FURTHER REVIEW.

1994/04/15

\*\*\*CONTINUED\*\*\*

CUSTOMER CALLED SEEKING THE ADDRESS FOR THE HEAD OF THE CAC.

CAC PROVIDED THE ADDRESS FOR THE CAC.

1994/04/19

THIS IS THE CLOSING COMMENT

COMMENTS PER SERVICE MANAGER: THIS DEALER WILL PROVIDE LOANER VEHICLES TO CUST  
 OMERS WHO PURCHASE THEIR VEHICLES AT PENDLETON FORD. THIS WAS A VISITING OWNER  
 AND THE DEALER OPTED AGAINST PROVIDING A LOANER VEHICLE. THIS WAS EXPLAINED  
 TO THE CUSTOMER. JEFF CHARTER, WESTERN DAC

OWNER RELATIONS VOP/BENCHMARKING 02/21/99 FAXCARTG

*Engine*  
*Unknown*

*Electrical*

3713 8738

PSERIES :

02/21/99 MASTER OWNER RELATIONS SYSTEM II 18.01.99

3842IS GRP: XX17 CONCERN CONTACT VEH TYPE: TRUCK  
 SDR 10 ZNTR: 44 CONTACT NBR: 103900260 OPENED: 03/28/1994  
 VIN: 1FTEX14Y3P [REDACTED] ENGINE: Y CLOSED: 04/19/1994

1994/04/27

\*\*\* CUSTOMER LETTER, POSTMARKED 4/15/94 \*\*\*

CUSTOMER WRITES REGARDING PREVIOUSLY DOCUMENTED CONCERN.

\*\*\*

CUSTOMER WRITES THAT THEY RECEIVED POOR SERVICE FROM THIS DEALERSHIP. CUSTOMER WRITES THAT THE VEHICLE WAS IN FOR WARRANTY SERVICE TO REPAIR DAMAGE FROM AN ELECTRICAL FIRE. CUSTOMER WRITES THAT THE DEALERSHIP WAS RELUCTANT TO SERVICE THE VEHICLE BECAUSE IT WAS NOT PURCHASED FROM THEM. CUSTOMER WRITES THAT THE DEALER ADVISED THEM THAT THEY WOULD NOT PROVIDE A LOANER VEHICLE BECAUSE THEY DID NOT PURCHASE THE VEHICLE FROM PENDLETON. CUSTOMER WRITES THAT THEY WERE TREATED POORLY BY DEALERSHIP PERSONNEL. CUSTOMER WRITES THAT UPON INSPECTION, HE DETERMINE THAT THE DEALERSHIP HAD LEFT SOME OF THE BURNT WIRES. CUSTOMER ...CONTINUED

THAT THE DEALER ADVISED HIM TO TAPE THE WIRES. CUSTOMER WRITES THAT HE DROVE 500 MILES TO DAMEROW FORD, THE SELLING DEALER, TO HAVE THE REPAIRS COMPLETED SATISFACTORILY. CUSTOMER WRITES THAT HE IS AWARE OF OTHER PEOPLE WHO HAVE HAD SIMILAR EXPERIENCES WITH THE DEALERSHIP. CUSTOMER WRITES THAT HE IS ANGRY ABOUT THIS EXPERIENCE.

\*\*\*

CAC CONTACTED MRS SHEILA BAUCK AND APOLOGIZED FOR THE SITUATION. CAC ADVISED CUSTOMER THAT THE CONCERNS HAVE BEEN DOCUMENTED AND FORWARDED TO THE DEALER.

\*\*DUPLICATE LETTER RECEIVED POSTMARKED 4/15/94\*\*

NO ACTION TAKE.

1994/05/09

DUPLICATE LETTER POSTMARKED 4-15-94\*\* MICRO ONLY.

OWNER RELATIONS VOP/BENCHMARKING 02/21/99 FAXCARTO

3713 8739

Page: 01

# CQIS DETAIL REPORT

03/05/99 13:05:35

CQIS Report Number: RIZEK005 Program Type: BE  
Report Source: MSS - PCSD - RSTPUNCH

Orig Rpt #:   
Report Date: 09/26/1994

## REPORT SUMMARY

VEHICLE: 1993 F150 4X4 SUP CAB, PICKUP  
Engine: 5.0L EFI  
Operating Environ:  
Vehicle Use:

VIN : 1FTEK14N4PKD91225  
Odometer: 10,636 MILES  
WCC : 7V01  
Rep. Act:

SYMPTOM: 7 04 1 45 UNKNOWN SOURCE CONCERNS  
VISIBLE FLAME

FIRE/SMOKE  
UNDERHOOD

Additional Symptom:  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: 12A581 WIRING ASSY REC SENS  
Causal Factor: Feature: Loc:  
Causal Condition: MELTED WIRE HARNESS Photo: Images: 0  
Component Test Status: Return Loc:  
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

## COMMENTS

--TYPE-- COMMENT TEXT  
OWNER AFTER VEHICLE WAS PARKED FOR 10 MINUTES, IT CAUGHT ON FIRE IN FRONT OF  
ENGINE.  
HOWDIA MAP SENSOR HARNESS WAS BURNED DUE TO FIRE IN ENGINE. REPLACED C 1011.

## CONCERN

## DETAILS

Intermittent?: NO Come Back?: Air Temp.: Grid Location:  
Towed In?: Quits On Road?: Restarts?: Verification:

## DIAGNOSTIC INFORMATION

Symp. Verif?: Base of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing: MIL light on? : NO  
Test Stand : Road Test : SD Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
DTCs KOBS: KOBC:  
KOBR: CB:  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

## SERVICE ACTIONS

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	12A581	SERVICE	WIRING ASSY REC SENS	YES

## VEHICLE DETAILS

Vehicle Build Date: 07/22/1993  
Date of Sale: 10/07/1993  
Dealer Special Order:  
LN/RH Drive: Warranty Start Date: 10/07/1993  
Selling Dlr (Mkt, Dlr, Sub): 08590  
Gross Vehicle Weight: 625 LBS

## ENGINE

Engine: 5.0L EFI Tag: DK 361 AA  
Bld Dt: Calb: 353ER10 A Serial #: N

## TRANSMISSION

Trans: SSP MAZDA R2 Part #: Serial #:  
Bld Dt: Shift:  
Model: Plt: AXL E

Axle: 3800# FORD 3.55 LOCKE Id Tag Code: Bld Dt: Plt:  
Serial #:

*Front of Veh*

*engine off*

37138740

Page: 02

CQIS DETAIL REPORT

03/06/99 13:05:35

CQIS Report Number: RIZEK005 Program Type: BE  
Report Source: MSS - PCSD - KEYPUNCH

Orig Rpt #:  
Report Date: 09/26/1994

----- ADDITIONAL -----  
Tire : P265/75R15XL S/BLT OWL A-T Brand :  
Radio : ELETR AM/FM/STRO/CSTR/CLOCK A/C : MANUAL AIR CONDITIONER  
Paint : NEUTRAL EXT PAINT FAMILY B ----- SILVER MET C/C

----- AFTER MARKET MODIFICATIONS -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----  
Orig/Caller : VIKTOR VLASENKO Title: TECHNICIAN

Repair Dlr: 08575 - DEE THOMASON FORD Ph#: (503) 655-3355  
City: Gladstone State : Oregon  
Country: UNITED STATES Region : Seattle - 74

Claim #/Date : 101051 08/29/1994

Customer name : [REDACTED] City :  
Specialist's  
Name : 1MWHITE -????????????????????

----- CQIS VIN HISTORY -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: WIRING CONCERNS REPORT ---

Question: FOR REPAIR #1 WHAT IS THE TYPE OF WIRING CONCERN?  
Answer: CONNECTOR  
Question: WHAT IS THE REPAIR ORDER DATE?  
Answer: 08-29-94  
Question: WAS THE SYMPTOM INTERMITTENT?  
Answer: NO  
Question: WAS THE 'CHECK ENGINE' LIGHT ON?  
Answer: NO  
Question: WHAT IS THE CONDITION CODE?  
Answer: E3  
Question: FOR REPAIR #1 WHAT IS THE CONNECTOR/GROUND/SPLICE NUMBER?  
Answer: 1011  
Question: WHICH TERMINAL WAS INVOLVED?  
Answer: FEMALE  
Question: IF THE REPAIR WAS A SINGLE WIRE WHAT IS THE CIRCUIT NUMBER?  
Answer:

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

37138741

F5SERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

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3880IM LEGAL CONTACT VEH TYPE: TRUCK  
 ATLANTA 21 ZNTR: E2 CONTACT NBR: 104321477 OPENED: 06/27/1994  
 VIN: 1FTEK15N7PK ENGINE: N CLOSED: 08/29/1994

---

LAST NAME: STATUS: CLOSED  
 TITLE: FIRST NAME: MI: D  
 ADDRESS:  
 CITY: WALKER TOWN STATE: NC ZIP:  
 HOME PHONE: BUS. PHONE:  
 MODEL YEAR: 93 MODEL: F-SERIES  
 MILEAGE: 13000 WSD: 03/11/1993  
 DEALER NAME: CIENER-WOODS FORD SALES CODE: 121719 P & A: 00967  
 CAUSAL CODE: 02 SYMPTOMS: 704000  
 ORIGIN: 00 TRANS REGION: TRANS DATE:  
 VEH REFL:  
 CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LGL INVEST-PROD LIABILITY  
 ATTY NAME: ATTY MEMO:  
 CLAIM AMT: 0 AWARD AMT: 0  
 MICRO:

## COMMENTS:

1994/06/27

CUSTOMER SAYS THE ENTIRE CAB AND ENGINE AREA BURNED SAT 6/25. CUSTOMER SAYS THERE WERE VISIBLE FLAMES UNDER THE HOOD AND INSIDE THE CAB. CUSTOMER SAYS THE VEHICLE HAD BEEN SITTING ON THEIR DRIVEWAY FOR ABOUT TWENTY MINUTES AFTER DRIVING IT BEFORE THEY RECOGNIZED FLAMES. FIRE DEPARTMENT WAS CALLED. INSURANCE COMPANY IS ALL STATE. POLICY NUMBER 035499199 - HAS BEEN CONTACTED. VEHICLE IS AT OWNER'S HOME. NO INJURIES. CUSTOMER ADDED THAT HE LOST TOOLS AND INSURANCE COMPANY HAS ADVISED THEY WILL NOT COVER THE TOOLS. CUSTOMER SEEKS TO KNOW THE PREVIOUS OWNER.

CAC ADVISED CUSTOMER THE INFORMATION WILL BE FORWARDED TO THE APPROPRIATE DEPARTMENT FOR FURTHER HANDLING AND HE WILL BE CONTACTED.

CUSTOMER BECAME VERY RUDE STATING HE WOULD REPORT CSR WOULD NOT PROVIDE HIM WITH THE PREVIOUS OWNER'S NAME. WHEN HE WOULD BE RECONTACTED NOR TRANSFER HIM TO UPPER MANAGEMENT.

1994/07/05

\*\*\*ADDCO\*\*\*CUSTOMER SAYS THAT HE HAS NOT BEEN CONTACTED REGARDING FILE AND WILL CONTACT AN ATTORNEY TO TAKE FURTHER ACTION.

CAC ADVISED CUSTOMER THAT HE WILL BE CONTACTED AND APOLOGIZED THAT IT DOES TAKE SOME TIME FOR REVIEW.

1994/08/29

THIS IS THE CLOSING COMMENT

GRI INSPECTED. CAUSE UNKNOWN. TRIED TO CONTACT CUST NUMEROUS TIMES TO REFER TO INS. CO. CUST. WILL NOT RETURN PHONE CALLS. PLS. CLSOE.  
 CONTACT CLOSING APPROVED  
 OK TO CLOSE.

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAXLGLTG

*Engine off*

*Unknown*  
*unknown*

3713 8742

PSERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

6737CS LEGAL CONTACT VEH TYPE: TRUCK  
 DENVER 56 ZN/TR: B2 CONTACT NBR: 107H26572 OPENED: 06/03/1996  
 VIN: 1FTEX14N7PK ENGINE: N CLOSED: 06/10/1996

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: BUHL STATE: ID ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 16009 WED:

DEALER NAME: DENNIS DILLON FORD SALES CODE: 156600 P &amp; A: 08301

CAUSAL CODE: 0709 SYMPTOMS: 704142

ORIGIN: GO TRANS REGION: 56 TRANS DATE:

VEH REPL:

CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LCL INVEST-PROD LIABILITY

ATTY NAME: ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MICRO: 4680420

## COMMENTS:

1996/06/03

\*\*\* NAVES: ORIGINAL \*\*\*

## CUSTOMER SAYS:

- VEHICLE BURNT TO THE GROUND, INS CO SAID FIRE STARTED AT IGNITION SWITCH AREA

- FIRE DEPARTMENT, BUHL RURAL FIRE DEPT. NO CAUSE NOTED.

- VEHICLE IN DRIVEWAY AT HOME

- VEHICLE HAD NOT BEEN DRIVEN IN A WEEK

- FIRE STARTED LAST SUN JUNE 2, 1996

- PRUDENTIAL IS INSURANCE CO #800-437-3535 CLAIM NUMBER 12008253-04126

- HEARD HORN HONKING THAT ALERTED HIM TO FIRE AND HE CALLED FIRE DEPT.

## PER CUSTOMER, DEALER SAYS:

- NO CONTACT

## CUSTOMER SEEKS:

- ANY HELP TOTAL LOSS OF TRUCK

## CAC ADVISED:

- WILL SET UP FILE AND A REPRESENTATIVE WILL CONTACT HIM

1996/06/10

\*\*\*THIS IS THE CLOSING COMMENT

CONSUMER AFFAIRS SENT LETTER TO CUSTOMER REFERRING HIM TO HIS INSURANCE COMPANY. LETTER SENT 6-10-96.

1996/07/19

MICRO ADDED

BUILD  
 10/23/92

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAXLGLTG

ENGINE OFF

IGNITION SWITCH

*Handwritten signature*

3713 8743

PSERIES :

02/20/99

MASTER OWNER RELATIONS SYSTEM II

19.01.07

0244GJ GRP: 14 INFORMATION CONTACT VEH TYPE: TRUCK  
 WASHINGTON 27 ZN/TR: AJ CONTACT NBR: 107699123 OPENED: 10/30/1996  
 VIN: 1FTDF15Y1PN ENGINE: Y CLOSED: 10/30/1996

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: VIRGINIA BEAC STATE: VA ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 1 WSD:

DEALER NAME: FREEDOM FORD, INC. SALES CODE: 127050 P &amp; A: 00139

CAUSAL CODES: 1216 SYMPTOMS: 704000

ORIGIN: GO TRANS. DST/IGN: TRANS. DATE:

SERVICE/SALES: 1 CONTACT DATE:

ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVBY: (Y OR N)

BUILD DATE:

CALIBRATION:

ESP INFO:

EXPIRES:

OPEN RECALL:

OWNER NOTIFIED:

MICRO:

COMMENTS:

1996/10/30

\*\*\* NAVIS. SUBSEQUENT \*\*\*

CUSTOMER SAYS:

- VEHICLE CAUGHT FIRE ON 10/24/96 WHILE AT WORK
- ALREADY CONTACTED THE INSURANCE COMPANY
- FIRE REPORT SAYS WAS AN ELECTRICAL SHORT

PER CUSTOMER, DEALER SAYS:

- PATRICK BARRY, SALESMAN, PROVIDED 800 NUMBER AT CUSTOMER'S REQUEST

CUSTOMER SEEKS:

- ARE THERE ANY RECALLS ON THE VEHICLE

CAC ADVISED:

- 1) SOME VEHICLES WERE BUILT PRIOR TO A SUPPLIER MANUFACTURING PROCESS CHANGE
- 2) SOME VEHICLES HAVE LOW ELECTRICAL LOADS THROUGH THE IGNITION SWITCH
- 3) OTHER VEHICLES ARE EQUIPPED WITH IGNITION SWITCHES THAT ARE OF A COMPLETELY DIFFERENT DESIGN

- NO RECALLS AT THIS TIME ON THIS VEHICLE

*Electrical**Short*

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAXCARTG

*engine off*

3713 8744

FSEIRIS :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41  
 6810BG LEGAL CONTACT VEH TYPE: TRUCK  
 MEMPHIS 23 ZN/IR: B2 CONTACT NBR: 103785538 OPENED: 03/04/1994  
 VIN: 1FTCP15H4P1 ENGINE: H CLOSED: 04/26/1994

LAST NAME: STATUS: CLOSED  
 TITLE: FIRST NAME: MI:  
 ADDRESS:  
 CITY: COLUMBIA STATE: TN ZIP:  
 HOME PHONE: BUS. PHONE:  
 MODEL YEAR: 93 MODEL: F-SERIES  
 MILEAGE: 0 WSD: 10/12/1993  
 DEALER NAME: SLOAN FORD LINCOLN SALES CODE: 123079 P & A: 05736  
 CAUSAL CODE: 02 LEGL SYMPTOMS: 704000  
 ORIGIN: DO TRANS REGION: TRANS DATE:  
 VEH REPL:  
 CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LGL INVEST-PROD LIABILITY  
 ATTY NAME: ATTY MEMO:  
 CLAIM AMT: 0 AWARD AMT: 0  
 MICRO: 4042604

## COMMENTS:

1994/03/08

CUSTOMER ALLEGES THAT ON 3/7/94 AFTER VEHICLE HAD BEEN SITTING FOR ONE HOUR IT BLEW UP. INSURANCE AGENT SEEKS INVESTIGATION OF FIRE. INSURANCE AGENT IS JOHN N BROOKS AT 615 388-2070. DISTRICT WILL ARRANGE FOR INVESTIGATION BY GRI ASAP.

1994/04/26

SYMPTOM CODE ADDED.

THIS IS THE CLOSING COMMENT

NO FORD OBLIGATION. PER GRI INSPECTION, WE CANNOT DETERMINE THE CAUSE OF THE FIRE DUE TO EXCESSIVE SMOKE & DAMAGE. FORD CANNOT ASSUME RESPONSIBILITY. THE OWNER HAS BEEN ADVISED OF FORD'S POSITION ON 4/12/94.

1994/05/04

MICRO ADDED.

BUILD

2/12/93

unknown

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAXLGLTG

engine off

3713 8745



FSERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

9927PW LEGAL CONTACT VEH TYPE: TRUCK  
 ATLANTA 21 ZN/TR: A1 CONTACT NBR: 102085593 OPENED: 05/06/1993  
 VIN: 2FDLF47M4PC ENGINE: M CLOSED: 07/29/1993

LAST NAME: STATUS: CLOSED  
 TITLE: FIRST NAME: MI: M  
 ADDRESS:  
 CITY: JACKSON STATE: GA ZIP:  
 HOME PHONE: BUS. PHONE:  
 MODEL YEAR: 93 MODEL: F-SERIES  
 MILEAGE: 1500 WSD: 03/10/1993  
 DEALER NAME: LEGACY FORD MERCURY SALES CODE: 121491 P & A: 00264  
 CAUSAL CODE: 02 SYMPTOMS: 704145  
 ORIGIN: 00 TRANS REGION: TRANS DATE:  
 VEH REPL:  
 CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LGL INVEST-PROD LIABILITY  
 ATTY NAME: ATTY MEMO:  
 CLAIM AMT: 0 AWARD AMT: 0  
 MICRO: 3901042

## COMMENTS:

1993/05/06

CUSTOMER SAYS THAT HIS VEHICLE STARTED ON FIRE. CUSTOMER SAYS THAT ON 4/30/93 HE PARKED HIS VEHICLE IN HIS YARD AT 5:30 PM. CUSTOMER SAYS THAT AT 10:30 PM HE LOOKED OUTSIDE BECAUSE HIS DOG WAS BARKING AND FLAMES WERE EMERGING FROM UNDER THE HOOD AND THE TIRES. CUSTOMER SAYS HE PUT THE FIRE OUT WITH A GARDEN HOSE. CUSTOMER SAYS THAT THE FIRE DEPARTMENT WAS CALLED OUT TO ENSURE THAT THE FIRE WAS COMPLETELY PUT OUT. CUSTOMER SAYS THAT THE FIRE DEPT WAS UNABLE TO DETERMINE CAUSE OF FIRE. ON 5/2/93 THE VEHICLE WAS TOWED TO LEGACY FORD WHO ALSO WAS UNABLE TO DETERMINE CAUSE OF FIRE. CUSTOMER SAYS THAT HE CONTACTED INSURANCE AGENCY WHO IN TURN TOLD HIM THAT THE FIRE WOULD HAVE TO BE DEALT WITH AT FORD.

PER CUSTOMER DEALER IS UNABLE TO DETERMINE CAUSE OF FIRE AND SAYS TO CONTACT THE INSURANCE COMPANY. VEHICLE IS AT LEGACY FORD.

CUSTOMER IS FRUSTRATED BECAUSE NOBODY WILL MAKE A DETERMINATION ON WHOSE RESPONSIBILITY THE FIRE IS AND WHAT CAUSED IT. CUSTOMER SEEKS CONTACT FROM FORD REP AND FOR THE VEHICLE TO BE REPAIRED. HOWEVER, CUSTOMER SAYS THAT HE IS GETTING VERY FRUSTRATED AND MAY WANT A NEW VEHICLE FROM FORD.

CAC INFORMED CUSTOMER THAT INFORMATION WOULD BE FORWARDED TO PROPER DEPARTMENT IN FORD FOR HANDLING. CAC INFORMED CUSTOMER THAT HE WILL BE CONTACTED WITH INFORMATION ON HIS SITUATION.

CUSTOMER SAYS THAT THERE WERE NO INJURIES AND NO PERSONAL PROPERTY DAMAGE OTHER THAN THAT TO VEHICLE.

CUSTOMER DID NOT HAVE VIN BECAUSE VEHICLE IS AT THE DEALER.

1993/05/07

VIN ADDED

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAX1GLTG

3713 8746

FOURIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

9927PW LEGAL CONTACT VEH TYPE: TRUCK  
 ATLANTA 21 ZNTR: A1 CONTACT NBR: 102085693 OPENED: 05/06/1993  
 VIN: 2FDLF47M4PC ENGINE: M CLOSED: 07/29/1993

19930603

\*\*\*\*\* ADDCO : \*\*\*\*\*

MR WEAVER THE CUSTOMER'S INSURANCE AGENT CALLED ABOUT THE VEHICLE. MR WEAVER SAYS THAT THE VEHICLE HAS BEEN DOWN FOR A MONTH AND THERE HAS NOT BEEN A DECISION FROM FORD TO EITHER REPLACE OR REPAIR THE VEHICLE. MR WEAVER SAYS THE INSURANCE COMPANY IS WAITING FOR A DECISION SO THEY CAN DETERMINE WHETHER TO PAY THE CLAIM OR LET FORD TAKE CARE OF IT.

CUSTOMER IS SEEKING TO HAVE A DECISION WITH THIS CONCERN AND IS SEEKING TO GET A RENTAL VEHICLE WHILE FORD IS REVIEWING THE CONCERN. CUSTOMER USES THE VEHICLE FOR HIS BUSINESS AND IS VERY FRUSTRATED WITH THE TIME DELAY.

CAC ADVISED MR WEAVER THAT THE NORMAL PROCESS IS TO HAVE THE INSURANCE COMPANY PAY FOR THE CLAIM AND THEN THE INSURANCE COMPANY SUBROGATES THE PORTION THAT IS FORD'S RESPONSIBILITY.

MR WEAVER SAYS THAT THE FORD REPRESENTATIVE SAYS THAT FORD MAY REPAIR OR REPLACE THE VEHICLE AT FORD'S COST AND THAT IS WHY THERE IS A DELAY.

CAC ADVISED MR WEAVER THAT THERE WILL BE A MESSAGE SENT TO THE DISTRICT OFFICE ABOUT THIS CONCERN TO HELP ASSIST IN GETTING A DECISION FROM FORD.

199307/29

THIS IS THE CLOSING COMMENT

ZONE MANAGER INDICATED THAT THE CAUSE OF THE FIRE COULD NOT BE DETERMINED. DUE TO LOW MILEAGE A TRADE ASSIST WAS AUTHORIZED.

1993/12/01

MICRO ADDED

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAX/LGLTG

3713 8747

P SERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41  
 B343LF LEGAL CONTACT VEH TYPE: TRUCK  
 LOS ANGELES 71 ZN/TR: D2 CONTACT NBR: 104077402 OPENED: 05/05/1994  
 VIN: 1FTBX14N9P ENGINE: N CLOSED: 05/09/1994

LAST NAME: STATUS: CLOSED  
 TITLE: FIRST NAME: MI:  
 ADDRESS:  
 CITY: PHOENIX STATE: AZ ZIP:  
 HOME PHONE: BUS. PHONE:  
 MODEL YEAR: 93 MODEL: F-SERIES  
 MILEAGE: 10000 WSD: 08/03/1993  
 DEALER NAME: EARNHARDT FORD SALES SALES CODE: 171176 P & A: 20313  
 CAUSAL CODE: 06 SYMPTOMS: 704147  
 ORIGIN: GO TRANS REGION: TRANS DATE:  
 VEH REPL:  
 CASE TYPE: 4A-FIRES - ELECTRICAL MEANS CODE: A-LGL INVEST-PROD LIABILITY  
 ATTY NAME: ATTY MEMO:  
 CLAIM AMT: 0 AWARD AMT: 0  
 MICRO: 2820768

## COMMENTS:

1994/03/05

\*\*\* CUSTOMER LETTER DATED 4/25/94 \*\*\*

\*\*\* VEHICLE FIRE /ALLEGED PRODUCT DEFECT \*\*\*

CUSTOMER SAYS THE UNIT CAUGHT FIRE ON 12/31/93 IN THE CUSTOMER'S DRIVEWAY AT 4AM. NO ONE WAS IN THE UNIT AT THE TIME AND THERE WAS NO INJURY INVOLVED. CUSTOMER SAYS THE UNIT IS CURRENTLY LOCATED AT M&M SALVAGE POOL OFF 22ND AVE AND BROADWAY PHOENIX AZ. STOCK #106151 SLOT #4644. PHONE # (602) 243-2731. CUSTOMER SAYS THE INSURANCE COMPANY IS USSA AUTO INSURANCE AND FARMER'S HOMEOWNERS INSURANCE FOR PROPERTY DAMAGE. CUSTOMER HAS CONTACTED BOTH INSURANCE COMPANIES AND IS SEEKING \$11034.70 IN TOTAL FOR LOSSES NOT COVERED BY THOSE INSURANCE COMPANIES. CUSTOMER HAS ATTACHED DETAILED LIST OF NON-COVERED LOSSES INCLUDING BOTH PROPERTY AND INCIDENTAL EXPENSES. CUSTOMER PAGE 2

STATES HE IS WORKING WITH A LAWYER BUT DOES NOT PROVIDE CONTACT DETAILS. PER WRITTEN INSTRUCTIONS ON THE LETTER CSR DOCUMENTED AND FORWARDED TO CONSUMER AFFAIRS.

1994/05/06

ASSIGNED TO SERVICING DEALERSHIP.

1994/05/09

THIS IS THE CLOSING COMMENT

DISTRICT SENT THE CUSTOMER A LETTER ON 5/9/94 WHICH DENIED ASSISTANCE AS THIS IS AN INSURANCE MATTER. CUSTOMER WAS REFERRED TO HIS INSURANCE CARRIER.

*BUILT*  
*10/21/92*

*unknown*

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAX1GLTG

*engine off*

3713 8748

P SERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

90945A LEGAL CONTACT VEH TYPE: TRUCK  
 DETROIT 48 ZNTR: A1 CONTACT NBR: 102439859 OPENED: 07/19/1993  
 VIN: 1FTEX15NPK ENGINE: N CLOSED: 08/05/1993

LAST NAME: STATUS: CLOSED  
 TITLE: FIRST NAME: MI:  
 ADDRESS:  
 CITY: WYANDOTTE STATE: MI ZIP:  
 HOME PHONE: BUS. PHONE:  
 MODEL YEAR: 93 MODEL: F-SERIES  
 MILEAGE: 5000 WSD: 04/30/1993  
 DEALER NAME: SOUTHGATEFORD SALES CODE: 149026 P & A: 02761  
 CAUSEAL CODE: SYMPTOMS: 704000  
 ORIGIN: GO TRANS REGION: TRANS DATE:  
 VEH REPL:  
 CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LGL INVEST-PROD LIABILITY  
 ATTY NAME: ATTY MEMO:  
 CLAIM AMT: 0 AWARD AMT: 0  
 MICRO: 3830114

## COMMENTS:

1993/07/19

\*\*\*FIRE\*\*WITHIN 5 YEARS/50000 MILES\*\*CUSTOMER ALLEGES PRODUCT DEFECT\*\*  
 CUSTOMER SAYS THAT COMPANY WORK VEHICLE CAUGHT ON FIRE BY ITSELF IN A STORE  
 PARKING LOT. CUSTOMER SAYS THAT INSURANCE COMPANY HAS REVIEWED AND DETERMINED  
 IT IS PRODUCT DEFECT AS KEYS WERE NOT IN VEHICLE. AND ENGINE WAS NOT RUNNING.  
 CUSTOMER SAYS INSURANCE COMPANY WILL BE CALLING FORD TODAY TO PURSUE MATTER  
 FURTHER.

CAC ADVISED THAT INFORMATION WOULD BE SUBMITTED TO OUR LEGAL DEPARTMENT AND  
 SOMEONE MAY BE CALLING TO FOLLOW UP.

## CONTINUED\*\*

CUSTOMER SAYS FIRE OCCURRED ON 7-17-93 IN BIG BOY PARKING LOT IN FLAT ROCK,  
 MI. CUSTOMER SAYS INSURANCE COMPANY'S NAME IS INSURANCE EXCHANGE.

1993/08/05

## THIS IS THE CLOSING COMMENT

VEHICLE WAS INSPECTED BY G.R.I. ON 7-20-93. HOWEVER, THE CAUSE OF THE FIRE  
 REMAINS UNDETERMINED. CUSTOMER HAS BEEN OFFERED GOODWILL TRADE ASSIST.

ENGINE  
OFF

Engine off  
Lindson

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAXLGLTG

UNKNOWN

3713 8749

P SERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

3453BB LEGAL CONTACT VEH TYPE: TRUCK  
 LOS ANGELES 71 ZN/TR: A2 CONTACT NBR: 102119953 OPENED: 05/12/1993  
 VIN: 1FTEX15Y8P0000000 ENGINE: Y CLOSED: 08/19/1993

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: VALENCIA STATE: CA ZIP: [REDACTED]

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

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 3791 WSD: 12/31/1992

DEALER NAME: MAGIC FORD SALES CODE: 171491 P &amp; A: 01864

CAUSAL CODE: 02 SYMPTOMS: 704345

ORIGIN: DO TRANS REGION: TRANS DATE:

VEH REFL:

CASE TYPE: 4B-FIRES - EXHAUST-CAT CONVERTOR-OTHER MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY NAME: [REDACTED] ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MICRO:

## COMMENTS:

1993/05/12

VEHICLE IS AT MAGIC FORD. FIRE OCCURRED ABOUT 3 WEEKS AGO. CUSTOMER HAD  
 DRIVEN TO SHOPPING CENTER. VEHICLE WAS PARKED FOR ABOUT 10-15 MINUTES WHEN  
 IT CAUGHT FIRE. STATION 111 FIRE DEPARTMENT EXTINGUISHED THE BLAZE. CUSTOMER  
 IS IN A RENTAL UNIT NOW. WHEN CUSTOMER CONTACTED HIS INSURANCE COMPANY,  
 NATIONWIDE INSURANCE IN OREGON, THEY TOLD HIM THAT THIS WAS A FORD MOTOR  
 COMPANY PROBLEM. THERE WAS A CB RADIO IN THE TRUCK; NO PHONE.

1993/08/19

THIS IS THE CLOSING COMMENT

VEHICLE REPAIRED BY FORD MOTOR CO.

1993/08/25

MICRO ADDED

BUILD  
 9/4/92

*engine off*

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAX/LGLTG

*unknown*

3713 8750

PSERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.01.07

0173DD GRP: XX13 INFORMATION CONTACT VEH TYPE: TRUCK  
ATLANTA 21 ZN/TR: B3 CONTACT NBR: 107453428 OPENED: 09/03/1996  
VIN: 1PTDF15Y7PN ENGINE: Y CLOSED: 09/03/1996

LAST NAME: STATUS: CLOSED  
TITLE: FIRST NAME: MI:  
ADDRESS:  
CITY: SMYRNA STATE: TN ZIP:  
HOME PHONE: BUS. PHONE:  
MODEL YEAR: 93 MODEL: F-SERIES  
MILEAGE: 78000 WSD:  
DEALER NAME: NEILL-SANDLER FLM, SALES CODE: 121774 P & A: 05714  
CAUSAL CODES: 0709 1104 SYMPTOMS: 704145  
ORIGIN: GO TRANS. DSTRGN: TRANS. DATE:  
SERVICES/SALES: I 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:

1996/09/03

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

## CUSTOMER SAYS:

-VEHICLE STARTED ON FIRE IN THE DRIVEWAY ON 8-30-96 WHILE NOT IN USE  
-FIRE WAS UNDER THE HOOD OF THE VEHICLE AND EVERYTHING UNDER THE HOOD BURNED  
-THE LAVERNE TN FIRE DEPT PUT THE FIRE OUT AND CUSTOMER DOESNT HAVE FIRE  
REPORT NUMBER  
-THE TRUCK IS STILL AT THE CUSTOMERS HOUSE WAITING FOR THE INSURANCE COMPANY

## PER CUSTOMER, DEALER SAYS:

-NO CONTACT

## CUSTOMER SEEKS:

-TO KNOW WHAT FORD WILL DO ABOUT THIS  
-DOESNT FEEL THAT THE INSURANCE COMPANY SHOULD HAVE TO PAY FOR THIS

## CAC ADVISED:

-NO ASSISTANCE OFFERED  
-REFERRED CUSTOMER TO INSURANCE COMPANY

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAXCARTO

*BUILD*  
*3/9/93*

*Eng OFF*  
*UNKNOWN*

3713 8751

PSERIES :

02/21/99 MASTER OWNER RELATIONS SYSTEM II 18.28.29

1599JB LEGAL CONTACT VEH TYPE: TRUCK  
 CINCINNATI 47 ZN/TR: B1 CONTACT NBR: 101969897 OPENED: 04/13/1993  
 VIN: 1FTEX14N0PK ENGINE: N CLOSED: 05/12/1993

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

ADDRESS:  
 CITY: NASHPORT STATE: OH ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 3300 WSD: 11/28/1992

DEALER NAME: RICART FORD INC SALES CODE: 147035 P & A: 02185

CAUSAL CODE: 02 SYMPTOMS: 203200

ORIGIN: GO TRANS REGION: TRANS DATE:

VEH REPL:

CASE TYPE: 4B-FIRBS - EXHAUST-CAT.CONVERTOR-OTHER MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY NAME: ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MICRO: 3701578

# COMMENTS:

1993/04/13

CUSTOMER SAYS THAT VEHICLE WAS PARKED OUTSIDE A HALF HOUR AFTER DRIVING.  
 CUSTOMER SAYS THAT THE VEHICLE STARTED ON FIRE WITHOUT THE VEHICLE RUNNING OR  
 HAVING THE KEYS IN THE IGNITION. CUSTOMER SAYS THAT NO ONE WAS HURT.  
 CUSTOMER SAYS THAT HER INSURANCE IS LOOKING AT VEHICLE IN A FEW DAYS.

CAC HAS ADVISED CUSTOMER THAT WE ARE FORWARDING THIS INFORMATION TO THE  
 PROPER DEPARTMENT.

1993/5/12

THIS IS THE CLOSING COMMENT

VEH. TRADE ASSISTANCE OFFERED CURRENTLY IN PROCESS.

*BUILT  
10/23/92*

*Eng OFF*

OWNER RELATIONS VOP/BENCHMARKING 02/21/99 FAX/LGLTG

*UNKNOWN*

3713 8752

PSERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19/01/97

6381KK GRP: XX02 CONCERN CONTACT VEH TYPE: TRUCK  
 MEMPHIS 13 ZNTR: C3 CONTACT NBR: 102663229 OPENED: 08/30/1993  
 VIN: 1FTDF15Y1PN ENGINE: Y CLOSED: 08/30/1993

LAST NAME: STATUS: CANCELLED  
 TITLE: FIRST NAME: MI:  
 ADDRESS:  
 CITY: CAMDEN STATE: AK ZIP:  
 HOME PHONE: BUS. PHONE:  
 MODEL YEAR: 93 MODEL: F-SERIES  
 MILEAGE: 2583 WSD: 06/22/1993  
 DEALER NAME: GOLDEN-HART FORD LI SALES CODE: 123523 P & A: 01734  
 CAUSAL CODES: 02 SYMPTOMS: 704245  
 ORIGIN: GO TRANS. DST/RCN: TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE:  
 ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: Y (Y OR N)

BUILD DATE: 05/13/1993 CALIBRATION:  
 OPEN RECALL: OWNER NOTIFIED: MICRO:

## COMMENTS:

1993/08/12

CUSTOMER SAYS THE VEHICLE HAD SMOKE COMING FROM UNDER THE HOOD OF THE VEHICLE  
 WHEN THE VEHICLE WAS PLACED IN PARK.

\*\*\*

PER CUSTOMER, DEALER HS NOT BEEN NOTIFIED OF HER CONCERN.

\*\*\*

CUSTOMER SEEKS REPAIR OF THE CONCERN.

\*\*\*

CAC ADVISED CUSTOMER TO CONTACT THE SERVICE MANAGER AT THE DEALER FOR  
 ASSISTANCE.

1993/08/30

THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 10257170W

CUSTOMER SAYS HE WAS ADVISED BY DEALER THAT CONCERN WAS CONSIDERED NORMAL.  
 CUSTOMER LATER ADVISED THAT THE VEHICLE WAS NEVER TAKEN TO DEALER. CUSTOMER  
 SAYS DIAGNOSIS WAS DONE OVER PHONE AND DEALER ADVISED CUSTOMER TO BRING  
 VEHICLE TO DEALERSHIP FOR INSPECTION

NOTE: INFORMATION WAS NOT CORRECTLY OBTAINED. THIS CONTACT WAS MISTAKENLY  
 OPENED AS A DEALER CONTACT. PER CONVERSATION WITH GROUP LEADER, NATE STEELE,  
 CONTACT WILL BE CANCELLED

THIS CONTACT HAS BEEN CANCELLED

INFORMATION HAS BEEN DOCUMENTED IN INFORMATION CONTACT 102663393

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAXCARTG

*Engine on*

*Unknown*

*(R)*

3718 8753



PHILIPS :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

8099DH LEGAL CONTACT VEH TYPE: TRUCK  
 MEMPHIS 23 ZNTR: A1 CONTACT NBR: 102813818 OPENED: 09/23/1993  
 VIN: 1FTJX33M0PKA80220 ENGINE: M CLOSED: 10/27/1993

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI: 0

ADDRESS:

CITY: SCOT STATE: AR ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 25000 WED: 02/10/1993

DEALER NAME: NORTH POINT FORD, I SALES CODE: 123205 P &amp; A: 06033

CAUSAL CODE: 02 SYMPTOMS: 704145

ORIGIN: GO TRANS REGION: TRANS DATE:

VEH REPL:

CASE TYPE: 4B-FIRES - EXHAUST-CAT-CONVERTOR-OTHER MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY NAME: ATTY MEMO:

CLAM AMT: 0 AWARD AMT: 0

MICRO: 1841174

## COMMENTS:

1993/09/23

\*\*\*LEGAL FIRE NO INJURIES OR PROPERTY DAMAGE\*\*\*\*

CUSTOMER SAYS THAT THE UNIT DIED. CUSTOMER SAYS THAT HE OPENED HOOD TO  
 SEE WHAT HAD HAPPENED AND THERE WERE VISIBLE FLAMES BY SOLINOID. CUSTOMER  
 SAYS HE BEAT IT OUT WITH SHIRT BUT WAS REIGNITED AFTER HE WALKED AWAY.  
 CUSTOMER SAYS IT 9/22/93 AT BETWEEN 6 AND 7 P.M..  
 CUSTOMER SAYS THAT IT BURNT ON HIGHWAY 41 NORTH BUT THE UNIT IS AT HIS HOUSE  
 CURRENTLY.

\*\*\*CUSTOMER REFERRED TO INSURANCE COMPANY BY CAC.

1993/10/11

\*\*\*ADDCO\*\*\*

CUSTOMERS INSURANCE CARRIER CALLED REQUESTING TO HAVE CONCERN INVESTIGATED  
 BY FORD.

\*\*\*

CAC ADVISED INSURANCE CARRIER OF SUBROGATION ADDRESS OF THE OFFICE OF  
 GENERAL COUNCIL. CAC ADVISED CUSTOMER THAT REQUEST MUST BE MADE IN WRITING.

1993/10/27.

THIS IS THE CLOSING COMMENT

NO FORD OBLIGATION; CUSTOMER WAS REFERRED TO HIS INSURANCE CARRIER IN A  
 LETTER DATED 10/22/93.

1993/11/23

MICRO ADDED

1993/12/14

\*\*\* CUSTOMER LETTER DATED 12-01-93 \*\*\*

CUSTOMER SAYS HE IS NOT SATISFIED WITH THE RESPONSE FROM FORD AND IS SEEKING  
 A REPLY.

FORWARDED TO WRITTEN RESPONSE FOR A LETTER AFFIRMING FORDS POSITION.

1993/12/16

CUSTOMER LETTER DATED 12-1-93. CAC RESPONSE - LETTER 53 SENT.

ALTHOUGH WE REGRET NOT BEING ABLE TO MEET YOUR EXPECTATIONS, OUR REVIEW  
 INDICATES THAT THE DECISION MADE BY OUR DISTRICT OFFICE IS APPROPRIATE.

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAX/LGLTG

*Engine*  
*on*

*Solinoid*

3713 8754

PERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

2482RU LEGAL CONTACT VEH TYPE: TRUCK  
 ATLANTA 21 ZN/TR: A1 CONTACT NBR: 103958752 OPENED: 04/11/1994  
 VIN: 1FTDP15Y7P ENGINE: Y CLOSED: 06/14/1994

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: MCDONOUGH STATE: GA ZIP:

HOME PHONE: BUS. PHONE: 404-914-1565

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 10000 WSD: 05/19/1993

DEALER NAME: SOUTHLAKEFORD SALES CODE: 121022 P &amp; A: 00509

CAUSAL CODE: LEGL SYMPTOMS: 704000

ORIGIN: DO TRANS REGION: TRANS DATE:

VEH REPL:

CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-L&amp;L INVEST-PROD LIABILITY

ATTY NAME: ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MICRO: 4081168

## COMMENTS:

1994/04/11

TOM ROGERS FROM TRAVELERS INSURANCE CONTACTED THE DISTRICT OFFICE REQUESTING THAT THE VEHICLE BE REPAIRED UNDER WARRANTY. DAMAGE IS THE RESULT OF A FIRE THAT TOOK PLACE 10/23/93. MR ROGERS INDICATED THAT [REDACTED] WAS DRIVING THE VEHICLE WHEN IT BURST INTO FLAMES WHILE HE WAS DRIVING IT. CUSTOMERS VEHICLE IS CURRENTLY AT HUGHES AUTO DISPOSAL IN AUSTELL GA. THE PHONE # IS 941-9775.

PLEASE SEND LETTER TO TOM ROGERS

TRAVELERS INSURANCE COMPANY

ATLANTA, GA 30348-5763

199 JG306

INFORMATION FAXED TO NIGEL AT GRI FOR INVESTIGATION 4/12/94.

1994/05/23

DISTRICT CONTACTED NIGEL, WHO WILL REVIEW CASE STATUS WITH GRI.

1994/06/14

SYMPTOM CODE ADDED.

THIS IS THE CLOSING COMMENT

NO FORD OBLIGATION: INSURANCE COMPANY HAS SETTLED WITH CUSTOMER & HAS A NEW VEHICLE FROM INSURANCE SETTLEMENT. THE OWNER HAS BEEN ADVISED OF FORD'S POSITION ON 6-13-94.

1994/07/19

MICRO ADDED.

*BUILD*  
*3/1/93*

*Unknown*

OWNER RELATIONS VOP/BENCHMARKING 03/20/99 FAXLGLTG

*Engine On*

3713 8755

SERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

4158CW LEGAL CONTACT VEH TYPE: TRUCK  
 SDR 10 ZN/TR: 28 CONTACT NBR: 103830897 OPENED: 03/16/1994  
 VDN: 1FTEP2JH9P ENGINE: H CLOSED: 03/25/1994

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: COLUMBIA STATE: MO ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 6600 WSD: 11/03/1992

DEALER NAME: BILL HAYES FORD SAL SALES CODE: 123245 F &amp; A: 08167

CAUSAL CODE: 02 SYMPTOMS: 704143

ORIGIN: DO TRANS REGION: TRANS DATE:

VEH REPL:

CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY NAME: ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MICRO: 4030548

## COMMENTS:

1994/03/16

FIRE - NO INJURY. WAS  
 DRIVING UNIT ON 2/4/94 WHEN HE NOTICED SMOKE COMING FROM UNDER HOOD. HE SHUT  
 OFF ENGINE AND LOOKED UNDER HOOD, NOTICED FLUID RUNNING FROM UNDER ENGINE IN F  
 LAMES. SOMEONE STOPPED WITH SMALL FIRE EXTINGUISHER BUT WAS UNABLE TO EXTINGUI  
 SH. VEHICLE TOTALED. VEHICLE LOCATED AT ROGER'S TOWING 5751 OLD US 40 EAST,  
 KINGDOM CITY, MO 65262.

1994/03/23

THE DISTRICT OFFICE HAS HAD AN INSPECTION OF THE VEHICLE COMPLETED.

NO ACTION REQUIRED BY THE ASZM.

1994/03/25

THIS IS THE CLOSING COMMENT

THE DISTRICT SENT THE CUSTOMER A LETTER ON 3/21/94 WHICH DENIED ASSISTANCE AS  
 THIS CONCERN IS CONSIDERED AN INSURANCE MATTER. CUSTOMER WAS REFERRED TO HIS I  
 NSURANCE CARRIER.

1994/04/11

MICRO ADDED

BUILD

10/20/92

*Frank Brown*

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAXLGLTG

*Engine*  
*on*

3713 8756

FSERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

2457DW LEGAL CONTACT VEH TYPE: TRUCK  
 MEMPHIS 23 ZN/TE: A3 CONTACT NBR: 103446802 OPENED: 01/10/1994  
 VIN: 1FTDF15Y3PL ENGINE: Y CLOSED: 02/22/1994

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI: W

ADDRESS:

CITY: SHUQUAK STATE: MS ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 7000 WSD: 09/30/1993

DEALER NAME: NEW SOUTH FORD SALES CODE: 123440 F &amp; A: 06494

CAUSAL CODE: 02 SYMPTOMS: 704145

ORIGIN: GO TRANS REGION: TRANS DATE:

VEH KEPL:

CASE TYPE: 4-FIRS - FUEL FED MEANS CODE: A-LGL INVEST-FROD LIABILITY

ATTY NAME: ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MICRO: 4001687

## COMMENTS:

1994/01/10

OWNER CONTACT. CUSTOMER SAYS THAT ON 1-8-94 AT 2:00 PM WHILE DRIVING ON A COUNTY ROAD HE NOTICED WHAT HE THOUGHT WAS STEAM. CUSTOMER SAYS THAT THE VEHICLE BEGAN TO STALL AND THEN NOTICED FLAMES FROM UNDER THE HOOD. CUSTOMER SAYS THAT HE RAN TO THE NEAREST FARMHOUSE TO SUMMONS EMERGENCY VEHICLES. CUSTOMER SAYS THAT THE VEHICLE WAS CONSUMED BY THE FIRE. CUSTOMER SAYS THAT HIS INSURANCE COMPANY, FARM BUREAU INSURANCE (601) 726-8817, HAS BEEN CONTACTED. CUSTOMER SAYS THAT THERE WERE NO INJURIES. CUSTOMER SAYS THAT A REPORT WAS FILED WITH THE SHUQUAK FIRE DEPARTMENT. CUSTOMER SEEKS FORD TO PAY FOR THE EXPENSE OF VEHICLE REPLACEMENT.

1994/01/11

CONTACT ASSIGNED TO NEW SOUTH FORD

1994/02/22

THIS IS THE CLOSING COMMENT

NO FORD OBLIGATION; CUSTOMER WAS REFERRED TO HIS INSURANCE CARRIER AND WAS ADVISED OF FORD'S POSITION IN A LETTER DATED 2/17/94.

1994/03/14

MICRO ADDED

BUILD

4/2/93

Unknown

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAXLCLTG

Engine ON

3713 8767

PSEERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

1071EM LEGAL CONTACT VEH TYPE: TRUCK  
 DALLAS 52 ZN/TR: D2 CONTACT NBR: 106643848 OPENED: 03/05/1996  
 VIN: 2PTDF13Y7PC ENGINE: Y CLOSED: 03/06/1996

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: LUTHER STATE: OK ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 17000 WED:

DEALER NAME: FRED JONES FORD OF SALES CODE: 151207 P &amp; A: 02637

CAUSAL CODE: 02 SYMPTOMS: 704145 704142

ORIGIN: GO TRANS REGION: TRANS DATE:

VEH REPL:

CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LCL INVEST-PROD LIABILITY

ATTY NAME: ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MICRO:

## COMMENTS:

199603/05

\*\* NAVIS/SUBSEQUENT \*\* CUSTOMER UNSURE OF MILEAGE WHEN INCIDENT HAPPENED \*\*

## CUSTOMER SAYS:

- DECEMBER 1993 VEHICLE CAUGHT ON FIRE
- CUSTOMER'S SON WAS DRIVING VEHICLE - THERE WAS AN EXPLOSION UNDER HOOD AND VEH WAS ENVELOPED IN FLAMES
- FIRE DEPT CAME, INS COMPANY NOTIFIED AND PAID FOR CONCERNS

## PER CUSTOMER DEALER SAYS:

- NO DEALER INVOLVEMENT
- WANTED TO CANCEL THE EXTENDED WARRANTY
- DLR NEVER CONTACTED CUSTOMER BACK AND SHE IS UNSURE IF ESP WAS CANCELLED

## CUSTOMER SEEKS:

- SHE IS BEING TOLD THAT THAT TRUCK WAS REPOSSESSED
- NOW SHE IS HAVING CONCERNS WITH ANOTHER VEHICLE (CONTACT 106643801) AND WANTS TO GET INTO ANOTHER ONE. BUT PER DEALER FMCC WILL NOT FINANCE BECAUSE PREVIOUS TRUCK WAS REPOSSESSED
- VEHICLE THAT CAUGHT ON FIRE SHOULD HAVE BEEN INSPECTED BY FORD
- SHE NEVER RECEIVED ANY NEWS OR NOTIFICATION FROM FORD OR FMCC

## CAC ADVISED:

- INFO DOCUMENTED AND FORWARDED TO APPROPRIATE DEPT
- A REPRESENTATIVE FROM FORD WILL BE CONTACTING CUST W/IN 3 BUS DAYS

199603/06

THIS IS THE CLOSING COMMENT

INCIDENT OCCURED 12/93. CUSTOMER'S INSURANCE COMPANY HAS PAID CLAIM AND THE VEHICLE HAS SINCE BEEN REPOSSED. NO ACTION NECESSARY.

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAX/LGLTG

Engine On

Unknown

3713 8758

FSEKIES :

02/21/99 MASTER OWNER RELATIONS SYSTEM II 18.01.58

1616BH GRP:XX12 INFORMATION CONTACT VEH TYPE:TRUCK  
 BOSTON 11 ZN/TR: B1 CONTACT NBR: 107712949 OPENED: 11/01/1996  
 VIN: 1FTDF15Y3P ENGINE: Y CLOSED: 11/01/1996

LAST NAME: STATUS: CLOSED  
 TITLE: FIRST NAME: MI:  
 ADDRESS:  
 CITY: WRENTHAM STATE: MA ZIP:  
 HOME PHONE: BUS. PHONE:  
 MODEL YEAR: 93 MODEL: F-SERIES  
 MILEAGE: 100000 WSD:  
 DEALER NAME: RODMAN FORD SALES 1 SALES CODE: 111075 P & A: 08890  
 CAUSAL CODES: 3001 SYMPTOMS: 20100 704000  
 ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:  
 SERVICES/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:

1996/11/01

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

## CUSTOMER SAYS:

- \* TRUCK BURST INTO FLAME LAST NIGHT AS HE WAS DRIVING
- \* IT CAUGHT FIRE FROM UNDER THE HOOD, FROM THE ALTERNATOR
- \* HE WAS JUST DRIVING AT NIGHT, HE HAD THE HEAD LIGHTS AND HEATER ON LOW
- \* HE SMELLED A RUBBER SMELL, THEN SAW SMOKE COMING FROM UNDER THE HOOD
- \* SAW THE AMP GAUGE GO DOWN TO LOW
- \* HE THOUGHT HE SNAPPED A BELT
- \* HE TURNED IT OFF AND OPENED THE HOOD. HE SAW THE FLAMES COMING OUT OF THE FRONT AND BOTTOM OF THE ALTERNATOR
- \* HE GOT A FIRE EXTINGUISHER OUT OF THE TRUCK AND PUT IT OUT
- \* HE LET IT COOL DOWN, HE DISCONNECTED THE ALTERNATOR
- \* HE HAD IT TOWED TO HIS HOUSE WHERE IT IS NOW
- \* CALLED THE DEALER TODAY FOR A PRICE ON THE ALTERNATOR
- \* HAS HAD LOTS OF ELECTRICAL PROBLEMS WITH THIS VEHICLE, HAS HAD 5 OR 6 HEAD LIGHTS INSTALLED, HAD 4 WIPER SWITCHES REPLACED

## PER CUSTOMER, DEALER SAYS:

- \* ALTERNATOR WOULD COST \$350 FOR THE PART ONLY
- \* THEY HAVE HEARD NOTHING ABOUT THE ALTERNATOR CATCHING ON FIRE
- \* THEY ONLY HAVE INFO ON THE IGNITION SWITCH

OWNER RELATIONS VOP/BENCHMARKING 02/21/99 FAXCARTO

*Engine on*

*Alternator*

3713 8769

## FSERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

2631DD LEGAL CONTACT VEH TYPE: TRUCK  
 ATLANTA 21 ZN/TR: E1 CONTACT NBR: 102715697 OPENED: 09/08/1993  
 VIN: 1FTHC25M3PKA41162 ENGINE: M CLOSED: 11/23/1993

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: ME

ADDRESS:

CITY: FT LAUDERDALE STATE: FL ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 11600 WSD: 01/31/1993

DEALER NAME: BRADSHAW'S FORD L-M SALES CODE: 121693 P &amp; A: 01122

CAUSAL CODE: 02 SYMPTOMS: 404000 504000

ORIGIN: 00 TRANS REGION: TRANS DATE:

VEH REPL:

CASE TYPE: 4A-FIRES - ELECTRICAL MEANS CODE: A-LOL INVEST-PROD LIABILITY

ATTY NAME: ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MICRO:

## COMMENTS:

1993/09/08

\*\*\* UNIT DOWN WHILE TRAVELING \*\*\* VEHICLE FIRE

THE CUSTOMER ALLEGES THAT WHILE TRAVELING DOWN A PRIVATE ROAD IN GREEN MOUNTAIN PARK RESORT ON 9/8/93. THE CUSTOMER ALLEGES THAT THE CALWELL COUNTY FIRE DEPARTMENT RESPONDED. THE CUSTOMER ALLEGES THAT THE FIRES WAS POSSIBLY FUEL RELATED. THE CUSTOMER ALLEGES THAT UNDER THE HOOD THE VEHICLE HAS EXTENSIVE DAMAGE TO THE WIRING AND THE PAINT.

THE CUSTOMER ALLEGES THAT HE CALLED TWO DEALERS IN HIS AREA INCLUDING BRADSHAW'S FORD FOR ASSISTANCE. THE CUSTOMER ALLEGES THAT NO DEALERS IN THE IMMEDIATE AREA CAN TAKE IN HIS VEHICLE IN FOR SERVICE FOR AT LEAST 7 DAYS.

THE CUSTOMER ALLEGES THAT THE FIRE DEPARTMENT ADVISED THAT HE NOT TRY TO START THE VEHICLE BECAUSE IT MAY RESTART THE FIRE.

THE CUSTOMER SEEKS ASSISTANCE IN LOCATING A DEALER THAT CAN SERVICE HIS VEHICLE. IN ADDITION THE CUSTOMER SEEKS REPAIR OF HIS VEHICLE AND LOANER ASSISTANCE WHILE HIS VEHICLE IS BEING REPAIRED.

THE CAC ADVISED THAT THE CUSTOMER CONCERN AND REQUEST FOR ASSISTANCE WOULD PROVIDED TO THE APPROPRIATE AREAS FOR REVIEW.

THE CUSTOMER STATES THAT CURRENT HE IS STAYING AT A CAMP GROUND

AND THE NUMBER THAT A MESSAGE CAN BE LEFT AT IS

NOTE: THE NUMBER IN THE BASIC INFORMATION SCREEN THAT IS SHOWN TO BE THE DAY TIME OR BUSINESS PHONE IS THE CUSTOMER'S CELLULAR MOBILE PHONE NUMBER WHICH HE CAN BE REACHED AT.

1993/11/23

THIS IS THE CLOSING COMMENT

FORD HAS AGREED TO PAY FOR REPAIRS. THE OWNER HAS BEEN ADVISED OF FORD'S POSITION ON 11/3/93.

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAX/LGLTG

ENGINE ON

FUEL RELATED

BUILD

10/21/92

3713 8760

F5ERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

1345SD LEGAL CONTACT VEH TYPE: TRUCK  
 PITTSBURGH 44 ZN/TR: A3 CONTACT NBR: 103871171 OPENED: 03/23/1994  
 VIN: 1FTDF15Y2P1 ENGINE: Y CLOSED: 04/25/1994

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI: W

ADDRESS:

CITY: McDONALD STATE: PA ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 15000 WSD: 05/19/1993

DEALER NAME: CHARAPP FORD SOUTH SALES CODE: 144024 P &amp; A: 07319

CAUSAL CODE: 02 SYMPTOMS: 704000

ORIGIN: DO TRANS REGION: TRANS DATE:

VEH REPL:

CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LQL INVEST-PROD LIABILITY

ATTY NAME: ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MICRO: 4042681

## COMMENTS:

1994/03/23

G. SANTORO OF CHARAPP SOUTH CALLED TO REPORT THAT THE CUSTOMER'S VEHICLE  
 CAUGHT FIRE ON SATURDAY, 3/19. HE HAD NO SPECIFICS. I SPOKE TO THE CUSTOMER  
 THIS MORNING. HE ADVISES THAT WHILE DRIVING THE VEHICLE, HE SMELLED SOMETHING  
 HOT, HE GOT OUT OF THE VEHICLE, OPENED THE FRONT HOOD AND THEN NOTICED THAT  
 THE CAR WAS ON FIRE.

HE HAS CONTACTED HIS INSURANCE COMPANY.

THE VEHICLE IS CURRENTLY AT HIS HOME. I WILL ASSIGN THE FILE TO GRI FOR  
 INVESTIGATION.

1994/04/06

PER JACK RIVARD, HIS INSPECTED THIS VEHICLE ON 4/1/94 AND WAS UNABLE TO  
 DETERMINE THE CAUSE OF THE FIRE. REPORT HAS BEEN MAILED

1994/04/23

THIS IS THE CLOSING COMMENT

NO FORD OBLIGATION: THE GRI FIRE INVESTIGATOR WAS UNABLE TO DETERMINE THE  
 SOURCE OF THE FIRE DUE TO THE EXTENSIVE DAMAGE. G. SANTORO FROM CHARAPP  
 FORD SOUTH SPOKE TO THE CUSTOMER IN AN EFFORT TO OBTAIN THE VEHICLE SO THAT HE  
 COULD PREPARE A REPAIR ESTIMATE. THE CUSTOMER ADVISED THAT HIS INSURANCE CO  
 HAD ALREADY PICKED UP THE VEHICLE & SENT IT TO AN AUCTION. THE OWNER HAS BEEN  
 ADVISED OF FORD'S POSITION ON 4/22/94.

1994/05/04

MICRO ADDED.

BUILD

3/1/93

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAXLGLTG

ENGINE ON  
 CAUSE UNKNOWN  
 UNDER HOOD

3713 8761



FSERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM D 19.01.07

8860SC GRP: X010 INFORMATION CONTACT VEH TYPE: TRUCK  
 KANSAS CITY 53 ZN/TR: A2 CONTACT NBR: 109067024 OPENED: 10/22/1997  
 VIN: 1FTDP1SHIP ENGINE: H CLOSED: 10/22/1997

LAST NAME: STATUS: CLOSED  
 TITLE: FIRST NAME: MI:  
 ADDRESS:  
 CITY: KANSAS CITY STATE: MO ZIP:  
 HOME PHONE: BUS. PHONE:  
 MODEL YEAR: 93 MODEL: F-SERIES  
 MILEAGE: 40000 WSD:  
 DEALER NAME: BILL WOODS FORD SALES CODE: 153007 P & A: 05079  
 CAUSAL CODES: 3001 SYMPTOMS: 704145  
 ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:  
 SERVICES/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:

1997/10/22

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

## CUSTOMER SAYS:

- WHILE DRIVING, THE VEHICLE CAUGHT FIRE UNDER THE HOOD
- VEHICLE WAS TOTALLED AND INSURANCE COMPANY WAS CONTACTED

## PER CUSTOMER, DEALER SAYS:

- NO CONTACT

## CUSTOMER SEEKS:

- HAVE THERE BEEN ANY RECALLS ON THIS VEHICLE?

## CAC ADVISED:

- VEHICLE IS OUT OF MANUFACTURER'S WARRANTY AND THERE ARE NO CURRENT
- CUSTOMER ADVISED TO CONTINUE WORKING WITH INSURANCE COMPANY

*BUILD*  
*5/10/93*

*Eng ON*

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAXCARTG

*unk now*

3713 8782

FSERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.01.07

726SLB GRP: XX15 INFORMATION CONTACT VEH TYPE: TRUCK  
 NEW YORK 13 ZNTR: G1 CONTACT NBR: 108423834 OPENED: 05/12/1997  
 VIN: 2FTFW36G3P ENGINE: G CLOSED: 05/12/1997

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: ACCORD STATE: NY ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 55809 W&amp;D:

DEALER NAME: JOHNSON FORD INC SALES CODE: 113524 P &amp; A: 20504

CAUSAL CODES: 1104 3001 SYMPTOMS: 704143

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

SERVICE/SALES: 1 CONTACT DATE:

ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

BUILD DATE:

CALIBRATION:

ESP INFO:

EXPIRES:

OPEN RECALL:

OWNER NOTIFIED:

MICRO:

COMMENTS:

1997/05/12

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

CUSTOMER SAYS:

ADMINISTRATIVE ASSISTANT CALLING...

- TRUCK CAUGHT FIRE 5/9/97 WHILE TOWING 3 HORSES, FLAMES WERE VISIBLE

- NO INJURIES

- TRUCK WAS DEMOLISHED

- IT TOOK 2 FIRE TRUCKS TO PUT OUT FIRE

- POLICE REPORT WAS FILED

- INSURANCE COMPANY CONTACTED

- PERSONAL ITEMS WERE DESTROYED ALSO. CELL PHONE &amp; PAGER

- IT WAS IN FOR MAINTENANCE IN APRIL AND MAY AND THE DEALER SHOULD NOT HAVE RELEASED THE TRUCK

PER CUSTOMER, DEALER SAYS:

- THE VEHICLE CANNOT BE REPAIRED

CUSTOMER SEEKS:

- COMPENSATION

CAC ADVISED:

- REFERRED TO INSURANCE COMPANY

- THE INFORMATION HAS BEEN

*Unknown  
Engine On*

OWNER RELATIONS VOP/BENCHMARKING 03/20/99 FAXCARTG

3713 8763

PSERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.01.07

1764LH GRP: XX05 INFORMATION CONTACT VEH TYPE: TRUCK  
 SAN FRAN 72 ZNTR: A1 CONTACT NBR: 108619856 OPENED: 07/03/1997  
 VIN: 2FTJW35G5PC ENGINE: G CLOSED: 07/03/1997

LAST NAME: STATUS: CLOSED  
 TITLE: FIRST NAME: MI:  
 ADDRESS:  
 CITY: RIO LINDA STATE: CA ZIP:  
 HOME PHONE: BUS. PHONE:  
 MODEL YEAR: 93 MODEL: F-SERIES  
 MILEAGE: 79436 WSD:  
 DEALER NAME: SUBURBAN FORD SALES CODE: 172205 P & A: 07884  
 CAUSAL CODES: 0709 SYMPTOMS: 704000  
 ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:  
 SERVICES/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:

1997/07/03

## CUSTOMER SAYS:

- FIRE OCCURED JULY 1ST APPROXIMATE 3:30
- SPEED ODOMETER INDICATED SPEED INCREASED FROM 55 TO 75
- VEHICLE STARTING MAKING PINKING NOISES
- PULLED OVER SIDE OF ROAD- FLAMES COMING OUT OF ENGINE-DRIPPING TO BOTTOM OF TRUCK
- TRUCKER WITNESSED SMOKE COMING FROM FRONT OF HOOD
- MAIN FIRE WAS UNDER HOOD WITH DRIPPING FLUID
- ENGINE SECTION WAS ENCOUPLED IN FLUIDS- POSSIBLY TRANSMISSION FLUID
- COULD NOT GET 5TH WHEEL OUT
- TRANSMISSION LOCKED UP

## PER CUSTOMER, DEALER SAYS:

- NO CONTACT

## CAC ADVISED:

- REFERRED CUSTOMER TO INSURANCE
- NO FINANCIAL ASSISTANCE WILL BE OFFERED

BUILD  
 12/1/92

*Unlabeled*

OWNER RELATIONS VOMBENCHMARKING 02/20/99 FAXCARTO

*Engine On*

3713 8764

PSERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

8011DC LEGAL CONTACT VEH TYPE: TRUCK  
 PITTSBURGH 44 2N/T: A3 CONTACT NBR: 102565147 OPENED: 08/11/1993  
 VIN: 1P1HF16G0PN ENGINE: G CLOSED: 09/20/1993

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: GASSAWAY STATE: WV ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 2486 WSD: 0405/1993

DEALER NAME: WILSON FORD INC SALES CODE: 144535 P &amp; A: 07482

CAUSAL CODE: LEGL SYMPTOMS: 704000

ORIGIN: DO TRANS REGION: 17 TRANS DATE:

VEH REPL:

CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LOL INVEST-PROD LIABILITY

ATTY NAME: ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MICRO: 3922647

## COMMENTS:

1993/08/11

CUSTOMER PULLED UP TO DRIVEWAY OF FATHER-IN-LAW AND SAW SMOKE AND FLAMES  
 COMING FROM UNDER HOOD- SOMEBONE WENT INTO THE GARAGE AND GOT A FIRE EXTINGUISHER  
 IMMEDIATELY AND PUTT'OUT. DEALER SAYS THERE IS MINIMAL DAMAGE (~\$400), BUT  
 IS CONFUSED AS TO HOW THE FIRE COULD HAVE STARTED BECAUSE THERE IS NOTHING  
 IN THE RIGHT FRONT OF VEHICLE WHERE FIRE STARTED. GRI ASSIGNED. I INSTRUCTED  
 DEALER THAT FORD MOTOR COMPANY WOULD ABSORB COST OF REPAIR, AND TO SEND IN THE  
 1863 TO D.O. FOR FORWARDING TO DETROIT FOR PAYMENT

1993/09/20

THIS IS THE CLOSING COMMENT

GRI COULD NOT DETERMINE THE CAUSE OF THE FIRE. D.O. HAS AUTHORIZED REPAIRS  
 TO THE VEHICLE.

1993/09/23

MICRO ADDED.

1993/10/29

CHECK REQUEST SENT FOR PROCESSING ON THIS DATE IN THE AMOUNT OF \$515.79

1993/11/12

MICRO ADDED

1994/05/23

1863 #005659 (5) SUBMITTED THIS DATE FOR A CHECK TO THE DEALER IN THE AMOUNT  
 OF \$515.79.

1994/05/25

CHECK SENT TO THE DEALERSHIP AND MICRO ADDED

OWNER RELATIONS VOP/BENCHMARKING 02/20/99 FAX/LGLTG

Engine On

Unknown

3713 8765

PERIES :

02/20/99 MASTER OWNER RELATIONS SYSTEM II 19.51.41

532170 LEGAL CONTACT VEH TYPE: TRUCK  
 SDR 10 ZNTR: B1 CONTACT NBR: 106389014 OPENED: 12/22/1995  
 VIN: 1FTHF36M77N ENGINE: M CLOSED: 12/28/1995

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: GANSEVOORT STATE: NY ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 30000 WSD:

DEALER NAME: WICKER FORD INC SALES CODE: 111667 P &amp; A: 00792

CAUSAL CODE: 02 SYMPTOMS: 704143

ORIGIN: GO TRANS REGION: TRANS DATE:

VEH REPL:

CASE TYPE: 4B-FIRES - EXHAUST-CAT CONVERTOR-OTHER MEANS CODE: A-LCL INVEST-PROD LIABILITY

ATTY NAME: ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MICRO:

## COMMENTS:

1995/12/22

\*\* MR KIRKLEN WOODCOCK CALLED IN \*\*

## CUSTOMER SAYS:

- ON 12/21/95 THE VEHICLE STOPPED WORKING AND THE FIRE STARTED FROM UNDER THE HOOD
- NO ONE WAS INJURED
- CUSTOMER DID NOT FILE A POLICE/FIRE REPORT
- VEHICLE IS CURRENTLY AT WILTON SERVICE CENTER AT EXIT 16, HIGHWAY I-87
- THE WIRING HARNESS AND BATTERY WERE BURNT AND THE VEHICLE LOST A LOT OF OIL

## PER CUSTOMER, DEALER SAYS

- DENNIS NATALE, DEALER PRINCIPAL, ADVISED CUSTOMER TO BRING VEHICLE IN
- HE WOULD CONTACT PMC FROM THERE

## CUSTOMER SEEKS:

- TO HAVE THE VEHICLE REPAIRED
- THERE IS ALSO A MICROLINE 2000 ROAD MILEAGE PROCESSOR ON THE VEHICLE, WHICH WAS DAMAGED (WORTH ABOUT \$3200)

## CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO DEALERSHIP
- A COMPANY REPRESENTATIVE WILL BE IN CONTACT WITH CUSTOMER, THOUGH NO TIME FRAME CAN BE GIVEN

1995/12/28

## THIS IS THE CLOSING COMMENT

LEGAL CONTACT DENNIS NATALE AT DEALERSHIP WHO INDICATED HE WAS DOING REPAIRS TO VEHICLE UNDER BASIC WARRANTY.

- LEGAL ADVISED DEALER TO HAVE CUSTOMER CONTACT HIS INSURANCE COMPANY FOR REIMBURSEMENT/REPAIR OF MICROLINE PROCESSOR UNIT
- NO FURTHER ACTION REQUIRED.

OWNER RELATIONS VOP/BENCHMARKING 03/20/99 FAX/LCLTG

Engine On

Unknown

3713 8766

ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.08.17

5914KB GRP XX17 INFORMATION CONTACT VEH TYPE: TRUCK  
 BOSTON 11 ZN/TR: B1 CONTACT NBR: 107805477 OPENED: 11/23/1996  
 VIN: 1FDDE14Y0PH ENGINE: Y CLOSED: 11/23/1996

LAST NAME: STATUS: CLOSED  
 TITLE: FIRST NAME: MI:  
 ADDRESS:  
 CITY: BELLINGHAM STATE: MA ZIP:  
 HOME PHONE: BUS. PHONE:  
 MODEL YEAR: 93 MODEL: E-SERIES  
 MILEAGE: 25000 WSD:  
 DEALER NAME: DUDDIE FORD INC SALES CODE: 111215 P & A: 09018  
 CAUSAL CODES: 0709 SYMPTOMS: 704000  
 ORIGIN: GO TRANS. DST/RCN: 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:

1996/11/25

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

## CUSTOMER SAYS:

- WHILE TOWING A TRAILER IT CAUGHT FIRE. CUSTOMER FEELS THAT THE TOW FUSE TO THE VAN SHOULD HAVE BLOWN BEFORE THIS FIRE OCCURED
- DEALER CANT SEE THE VEHICLE UNTIL MONDAY
- TRAILER WAS BURNED AN ESTIMATED AMOUNT OF \$600 AND CUSTOMER LOST ABOUT \$1000 WORTH OF CRAFTS

## PER CUSTOMER, DEALER SAYS:

- NO CONTACT

## CUSTOMER SEEKS:

- FINANCIAL ASSISTANCE

## CAC ADVISED:

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

10/3/92

engine on

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAXCARTO

BEGINNING OF CONTACT

06/06/99

MASTER OWNER RELATIONS SYSTEM II

10.59.21

=====

1981RQ	LEGAL CONTACT	VEH TYPE: TRUCK
SEATTLE	74 ZN/TR: C3 CONTACT NBR: 105652133	OPENED: 08/21/1995
VIN: 1FDKE30G4MH	ENGINE: G	CLOSED: 06/30/1995
=====		
LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	NI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: BEND	STATE: OR	ZIP: [REDACTED]
HOME PHONE: [REDACTED]	BUS. PHONE: [REDACTED]	
MODEL YEAR: 92	MODEL: E-SERIES	
MILEAGE: 28000	WSD: [REDACTED]	
DEALER NAME: ROBBERTSONFORD SALES	SALES CODE: 174459	P & A: 08518
CAUSAL CODE: 02	SYMPTOMS: 499000	
ORIGIN: G0	TRANS REGION:	TRANS DATE:
VEH REPL:		
CASE TYPE: 4-FIRES - FUEL FED	MEANS CODE: A-1GL INVEST-PROD LIABILITY	
ATTY NAME:	ATTY MEMO:	
CLAIM AMT: 0	AWARD AMT: 0	
	MICRO:	

=====

COMMENTS:

1995/06/21

\* FLEETWOOD MOTORPHONE \*

- CUSTOMER SAYS [REDACTED] CALLING ON BEHALF OF [REDACTED]
- VEHICLE WAS ON WAY TO PRINEVILLE, OR
  - ON HIGHWAY, FLAMES CAME OUT FROM UNDER COWL COVER IN ENGINE, AND SMOKE
  - PULLED TO SIDE OF ROAD
  - TRIED TO OPEN HOOD, NO FIRE IN ENGINE
  - OPENED COVER INSIDE THE VEHICLE IN DASH AREA, COWL COVER, AND FIRE
  - CAME OUT FROM THIS AREA
  - PUT FLAMES WITH FIRE EXTINGUISHER
  - THIS OCCURRED ON 6/17 AT BPM
  - VEHICLE IS CURRENTLY AT A STORAGE PLACE IN BEND

PER CUSTOMER, DEALERSHIP SAYS:

- NO ASSISTANCE BECAUSE VEHICLE IS OUTSIDE OF WARRANTY
- THERE HAD BEEN SEVERAL RECALLS ON VEHICLE

CUSTOMER SEEKS:

- FORD TO INVESTIGATE
- GET IN TRANSIT MILEAGE CHANGED TO DATE OF FINAL DELIVERY

CAC ADVISED:

- CONCERN HAS BEEN DOCUMENTED AND WILL BE FORWARDED TO DISTRICT OFFICE
- ADDRESS THE IN TRANSIT MILEAGE CONCERN WITH ROBBERTSON FORD, SINCE VEHICLE WAS PURCHASED AT A NON-FORD DEALER
- A FORD REPRESENTATIVE WILL CONTACT CUSTOMER, NO TIME FRAME
- NO RECALLS IN SYSTEM

1995/06/29

THIS IS THE CLOSING COMMENT

VEHICLE BEYOND WARRANTY GUIDELINES FOR ASSISTANCE. CUSTOMER REFERRED TO INSURANCE COMPANY. LETTER SENT FROM D. WALKER, D.R. MANAGER 6/29/95.

*BUILD*  
*11/12/91*

*fire*



*Engine on*

3713 8772

06/06/99 MASTER OWNER RELATIONS SYSTEM 11 10.58.21  
=====

1981RG	LEGAL CONTACT	VEH TYPE: TRUCK
SEATTLE	74 ZN/TR C3 CONTACT NBR: 105652133	OPENED: 06/21/1995
VIN: 1FDKE30G4NH433550	ENGINE: G	CLOSED: 06/30/1995

=====

1995/06/30

CONTACT CLOSING APPROVED

OK TO CLOSE

1995/07/13

\*ADDCD\*

CUSTOMER SAYS:

- LETTER CONTAINING FORD MOTOR COMPANY'S DECISION ON RY HAD SON'S NAME ON IT
- HE IS IN NO WAY CONNECTED TO THE VEHICLE
- VEHICLE IS LISTED UNDER [REDACTED]

\*CAC ADVISED:

- CONCERN HAS BEEN DOCUMENTED AND FORWARDED TO DEALERSHIP

3713 8773



ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.51.39

0584KW LEGAL CONTACT VEH TYPE: TRUCK  
 DALLAS 52 ZN/TR: D2 CONTACT NBR: 103501343 OPENED: 01/18/1994  
 VIN: 1PDK837H6PHA30867 ENGINE: H CLOSED: 02/09/1994

LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
 ADDRESS: [REDACTED]  
 CITY: NEW CASTLE STATE: OK ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 93 MODEL: B-SERIES  
 MILEAGE: 30000 WSD: 01/22/1993  
 DEALER NAME: REYNOLDS FORD INC SALES CODE: 152209 P & A: 06950  
 CAUSAL CODE: 02 SYMPTOMS: 704143  
 ORIGIN: 00 TRANS REGION: TRANS DATE:  
 VEH REPL:  
 CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LGL INVEST-PROD LIABILITY  
 ATTY NAME: ATTY MEMO:  
 CLAIM AMT: 0 AWARD AMT: 0  
 MICRO: 3990493

12/15/92

## COMMENTS:

1994/01/18

\*\*\*\*\* VEHICLE FIRE/ ALLEGED PRODUCT DEFECT \*\*\*\*\*

CUSTOMER SAYS THAT VEHICLE FIRE BEGAN WITH SMOKE UNDER THE HOOD. CUSTOMER SAYS THAT HE WAS DRIVING AT THE TIME. CUSTOMER SAYS THAT HE GOT OUT OF THE VEHICLE AND THE ENTIRE VEHICLE UP TO THE CAB BURNED. FIRE OCCURRED ON 1/3. CUSTOMER SAYS THAT THERE WERE NO INJURIES OR OTHER DAMAGE IN THE FIRE.

\*\*\*\*

PER CUSTOMER, DEALER HAS NOT LOOKED AT THE VEHICLE. CUSTOMER SAYS THAT HE HAS CONTACTED THE DEALERSHIP AND THEY ADVISED HIM TO CONTACT FORD.

\*\*\*\*\*

CONT'D....

CUSTOMER SAYS THAT HE HAS CONTACTED HIS INSURANCE COMPANY WHICH IS STATE FARM. CUSTOMER SAYS THAT THE INSURANCE COMPANY HAS THE VEHICLE IN THEIR IMPOUND YARD.

\*\*\*

CUSTOMER IS SEEKING TO HAVE FORD INVESTIGATE THE VEHICLE AND THE FIRE.

\*\*\*\*

CAC ADVISED CUSTOMER TO REMAIN IN CONTACT WITH THE INSURANCE COMPANY. CUSTOMER SAYS THAT HE DOES NOT HAVE A CLAIM NUMBER AT THIS TIME.

CONT'D..

CAC ADVISED CUSTOMER THAT THIS INFORMATION WOULD BE FORWARDED TO THE APPROPRIATE DEPARTMENT WITHIN FORD.

1994/02/09

THIS IS THE CLOSING COMMENT

NO FORD OBLIGATION; GRI REPORT INDICATED NO CONCLUSIVE EVIDENCE THAT THERE WAS A PRODUCT DEFECT WHICH CAUSED FIRE DAMAGE. STATE FARM AGENT WAS SUPPLIED THE ADDRESS OF PRODUCT LIABILITY IF THEY WANT TO SUBROGATE FORD. THE OWNER HAS BEEN ADVISED OF FORD'S POSITION ON 2/1/94

1994/03/11

MICRO ADDED

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAX/LGLTG

engine on

ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.08.17

9997AS GRP:XXXX INFORMATION CONTACT VEH TYPE:TRUCK  
 KANSAS CITY 53 ZN/TR: A2 CONTACT NBR: 1086E25E5 OPENED: 07/21/1997  
 VIN: 1FD8E14N9P ENGINE: N CLOSED: 07/21/1997

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: ME:

ADDRESS:

CITY: KIMBERLING CITY STATE: MO ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: E-SERIES

MILEAGE: 30000 WSD:

DEALER NAME: BILL WOODS FORD SALES CODE: 153007 P &amp; A: 05079

CAUSAL CODES: 1217 1203 SYMPTOMS: 203300

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

SERVICE/SALES: 1 CONTACT DATE:

ACK. CODE: ASSIST CODE: AWARD AMT: 0 SURVEY: (Y OR N)

BUILD DATE: CALIBRATION:

ESP INFO: EXPIRES:

OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1997/07/21

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

CUSTOMER SAYS:

- IGNITION SWITCH CAUGHT ON FIRE WHILE DRIVING
- NO ONE HURT
- LOCAL GARAGE INDICATED THERE MAY BE A RECALL

PER CUSTOMER, DEALER SAYS:

- NO CURRENT CONTACT

CUSTOMER SEEKS:

- RECALL/FINANCIAL ASSISTANCE

CAC ADVISED:

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

12/15/92

ENGINE ON!

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAXCARTG

3713 8776

ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.58.39  
 031612 LEGAL CONTACT VEH TYPE: TRUCK  
 PITTSBURGH 44 ZN/TR: C2 CONTACT NBR: 102613003 OPENED: 08/20/1993  
 VIN: 1PDEB14N0PH ENGINE: N CLOSED: 09/07/1993

LAST NAME: STATUS: CLOSED  
 TITLE: FIRST NAME: MI:  
 ADDRESS:  
 CITY: WOOSTER STATE: OH ZIP:  
 HOME PHONE: BUS. PHONE:  
 MODEL YEAR: 93 MODEL: E-SERIES  
 MILEAGE: 11000 WSD: 03/09/1993  
 DEALER NAME: MATHEWS FORD WOOSTE SALES CODE: 144067 P & A: 02175  
 CAUSAL CODE: 02 SYMPTOMS: 704100 704145  
 ORIGIN: DO TRANS REGION: TRANS DATE:  
 VEH REPL:  
 CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LQL INVEST-PROD LIABILITY  
 ATTY NAME: ATTY MEMO:  
 CLAIM AMT: 0 AWARD AMT: 0  
 MICRO: 3880114

## COMMENTS:

1993/08/20

CUSTOMER STATES THAT HE EXPERIENCED A LACK OF POWER CONDITION AND SAW FLAMES FOLLOWING THE VEHICLE. AFTER STOPPING VEHICLE THE FIRE CONTINUED UNDER THE HOOD. VEHICLE IS AT MATHEWS FORD OF WOOSTER. CONTACT PERSON IS FRED RAY

1993/09/07

THIS IS THE CLOSING COMMENT

CONCERNS HAVE BEEN RESOLVED AND UNIT MEETS FORD STANDARDS. AUTHORIZATION HAS BEEN GRANTED FOR VEHICLE REPLACEMENT WHICH IS CURRENTLY IN PROCESS.

1993/09/08

MICRO ADDFD.

1/28/93

engine on

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAXLGLTG

3713 8776

ECONOLINE

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.58.39

83471C LEGAL CONTACT VEH TYPE: TRUCK  
 CINCINNATI 47 ZN/TR: B1 CONTACT NBR: 104287502 OPENED: 06/20/1994  
 VIN: 1FDEB14N8PH ENGINE: N CLOSED: 07/07/1994

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: BEEFA STATE: KY ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: E-SERIES

MILEAGE: 15000 WSD: 10/19/1993

DEALER NAME: PAUL MILLER FORD IN SALES CODE: 147301 P &amp; A: 03688

CAUSAL CODE: 02 SYMPTOMS: 704342

ORIGIN: 00 TRANS REGION: TRANS DATE:

VEH REFL:

CASE TYPE: 4B-FIRES - EXHAUST-CAT CONVERTOR-OTHER MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY NAME: ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MICRO:

## COMMENTS:

19940620

CUSTOMER CALLED ABOUT AN ELECTRICAL FIRE IN THE PASSENGER COMPARTMENT OF HER VEHICLE. ON 5/18, WHILE DRIVING ON THE HIGHWAY THE CUSTOMER SMELLED SOMETHING BURNING. THE CUSTOMER PULLED OVER TO LOOK UNDER THE HOOD. WHILE SHE WAS OUT OF THE VEHICLE, FLAMES STARTED TO COME OUT FROM UNDER THE DASH. THE FIRE SOON ENGULFED THE VEHICLE. THE VEHICLE WAS TOTALLED. THE VEHICLE IS INSURED BY AMERICAN ECONOMY INSURANCE COMPANY. AGENT: ED HUMSTON. AGENT #: 606 873 1804. POLICY # 02-16-343451-9.

PER CUSTOMER, DEALER ADVISED THAT THEIR LOCAL REPRESENTATIVE IS OUT SICK.

CUSTOMER SEEKS COMPENSATION FOR PRODUCT LIABILITY.

\*\*\* CONTINUED \*\*\*

PER CUSTOMER, INSURANCE COMPANY'S OFFER FOR THE VEHICLE IS UNACCEPTABLE. THE VEHICLE IS A CONVERSION VAN.

CAC ADVISED THAT THE INFORMATION WOULD BE FORWARDED TO THE APPROPRIATE PARTIES WITHIN FORD. CAC ADVISED THAT EITHER SHE OR HER INSURANCE COMPANY WOULD BE CONTACTED BY FORD IN THE NEAR FUTURE. NO TIME FRAME PROVIDED.

19940622

\*\*\*\*\*PS2M SUGGESTED ACTIONS\*\*\*\*\*

1. PULL SERVICE HISTORY AND DETERMINE IF ANY RECENT "RELATED" REPAIRS WERE PERFORMED BY A FORD FACILITY
2. IF NOT, CONTACT CUSTOMER AND REFER THEM TO THEIR INSURANCE COMPANY AND NOTIFY THEM THAT FORD MOTOR COMPANY WILL NOT BE OFFERING ANY ASSISTANCE
3. IF A RELATED REPAIR WAS RECENTLY PERFORMED AT A FORD FACILITY, UPDATE MORSII WITH YOUR FINDINGS AND CONTACT THE D.O.
4. UPDATE MORSII WITH YOUR RECOMMENDED CLOSING COMMENTS.

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAXLGLTG

*engine on*

3718 8777

ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.58.39

7542SM LEGAL CONTACT VEH TYPE: TRUCK  
 SDR 10 ZN/TR: NJ CONTACT NBR: 107211035 OPENED: 07/15/1996  
 VIN: 1FDKE30M3PH ENGINE: M CLOSED: 08/14/1996

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: MARION STATE: KS ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: E-SERIES

MILEAGE: 26000 WSD:

DEALER NAME: HILLSBORO FORD-MERCU SALES CODE: 153524 P &amp; A: 05110

CAUSAL CODE: 0709 SYMPTOMS: 704147 499900

ORIGIN: CO TRANS REGION: 53 TRANS DATE: 07/16/1996

VEH REPL:

CASE TYPE: 4B-FIRES - EXHAUST-CAT CONVERTOR-OTHER MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY NAME: ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MICRO: 4721356

## COMMENTS:

1996/07/15

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

## CUSTOMER SAYS:

- JO ANN KNAK, DIRECTOR CALLED IN REGARDS TO VEHICLE CONCERN
- THE VEHICLE ALLEGEDLY CAUGHT FIRE JUNE 14, 1996
- WAS DRIVING THE VEHICLE DOWN THE HIGHWAY, AND A LOUD NOISE WAS HEARD AND SMOKE STARTED COMING FROM UNDERNEATH THE VEHICLE
- SHUT OFF THE IGNITION AND TURN-OFF SWITCH, SAID THE ENGINE RESTARTED AGAIN
- THE FIRE BURNED A HOLE IN THE ROADWAY (TURNPIKE)
- THE FIRE ALLEGEDLY STARTED IN THE ENGINE COMPARTMENT
- THE FIRE DEPARTMENT WAS CALLED (LOCATED IN RURAL TOPEKA)
- STILL HAVE POSSESSION OF THE VEHICLE
- THE INSURANCE CO WAS CONTACTED (EMPLOYEES MUTUAL INSURANCE, DEE INSURANCE CENTER, AGENT RICHARD NICKEL, UNDERWRITER)

## PER CUSTOMER, DEALER SAYS:

- NOT CONTACTED

## CUSTOMER SEEKS:

- WHAT TO DO IN THIS SITUATION

## CAC ADVISED:

- ADVISED THE CUSTOMER THAT A COMPANY REPRESENTATIVE WILL CONTACT HER TO REVIEW THEIR CONCERN, HOWEVER A TIME FRAME CANNOT BE PROVIDED

1996/07/16

\*\*\*SALES CODE HAS BEEN CHANGED FROM 153203 TO 153524

\*\*\*REGION CODE HAS BEEN CHANGED FROM 53 TO 10

CONTACT WAS GENERATED AT THE WRONG DEALER TRANSFER PER CSR REQUEST

3/18/93

*Engine*  
*5m*

OWNER RELATIONS VDP/BENCHMARKING 02/19/99 FAX/LGLTG

ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.58.39

7842SM LEGAL CONTACT VEH TYPE: TRUCK  
 SDR 10 ZNTR: N1 CONTACT NBR: 107211025 OPENED: 07/15/1996  
 VIN: 1FDKE30M3PH ENGINE: M CLOSED: 08/14/1996

1996/08/12

\*\*\* VEHICLE INVOLVED IN ONP 96883 \*\*\*

CUSTOMER SAYS:

- PER JO ANNSAYS RECALL CAUSED THE FIRE DAMAGE
- INSURANCE COMPANY ONLY GAVE BLUE BOOK VALUE
- NOT REAL IMPRESSED FORD
- TRUCK WAS TOTALED OUT

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- TO VENT REGARDING THE FIRE THAT WAS ALLEGEDLY
- WANTS TO KNOW WHY HER NOTICE WAS SENT LATE
- WANTS SOME TO PLEASE CALL REGARDING THIS LATE NOTICE

CAC ADVISED:

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

1996/08/14

###THIS IS THE CLOSING COMMENT.

SENT THE CUSTOMER A CERTIFIED LETTER STATING THAT THE INSURANCE COMPANY MAY  
 CHOOSE TO SUBROGATE IF THEY FEEL THAT THEY WOULD HAVE TO ON BEHAVE OF FORD.  
 NO FURTHER ACTION AT THIS TIME

1996/08/20

MIRCO ONLY

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAXLGLTG

ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.58.39

7020RH LEGAL CONTACT VEH TYPE: TRUCK  
 CINCINNATI 47 ZN/TR: E1 CONTACT NBR: 105226216 OPENED: 02/21/1995  
 VIN: 1FDKE30G4PH ENGINE: G CLOSED: 02/23/1995

LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
 ADDRESS: [REDACTED]  
 CITY: EDEN PRAIRIE STATE: MN ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 93 MODEL: E-SERIES  
 MILAGE: 13000 WSD:  
 DEALER NAME: KAIN FAMILY FORD LI SALES CODE: 147079 P & A: 05708  
 CAUSAL CODE: 02 SYMPTOMS: 704143 704147 704242  
 ORIGIN: GO TRANS REGION: 38 TRANS DATE: 02/21/1995  
 VEH REPL:  
 CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: H-OTHER  
 ATTY NAME: ATTY MEMO:  
 CLAIM AMT: 0 AWARD AMT: 0  
 MICRO:

7/26/93

## COMMENTS:

1995/02/21

## CUSTOMER SAYS:

- ON 1/19/1995 THEY WERE HEADED SOUTH TO FLORIDA. THEY GOT OFF THE FREEWAY TO GET GAS. THEY STOPPED AT A STOP SIGN, MADE A LEFT AND THEN A RIGHT INTO THE GAS STATION.
- AS SHE PULLED INTO THE STATION SHE SMELLED SMOKE- THEN SAW FLAMES COMING OUT OF THE AREA OF THE DRIVER FRONT WHEEL WELL. THEN SMOKE CAME IN THE VENTS
- EMPLOYEE AT STATION USED FIRE EXTINGUISHER, STATE POLICE USED EXTINGUISHER A AND A LOCAL POLICE CRUISER STOPPED AND TRIED TO HELP
- FINALLY THE FIRE DEPT. WAS ABLE TO EXTINGUISH IT USING WATER
- THE ENGINE AND CAB WERE THE AREAS WERE INVOLVED AND ARE BASICALLY GUTTED
- NO INJURY
- CUSTOMER HAS RENTAL CAR NOW AND ARE STILL ON WAY TO FLORIDA
- CUSTOMER HAD TO RENT A TRUCK BECAUSE THERE WAS NOWHERE TO RENT A CAR IN THAT TOWN.- LONDON, KENTUCKY IS WHERE FIRE OCCURRED
- CUSTOMER HAS CONTACTED THEIR INSURANCE
- NO POLICE REPORT
- FIRE DEPT IN LONDON MADE REPORT
- VEHICLE IS AT FLOYD'S ROAD SERVICE, I-75, EXIT 38, P.O. BOX 1151, LONDON KENTUCKY-40311. PHONE-606-878-7153
- CUSTOMER EXPECTS TO ARRIVE IN FLORIDA IN 2-3 DAYS
- CUSTOMER WILL BE HOME IN EDEN PRAIRIE- 3/6/95. THEY ARE NOT REACHABLE IN FLORIDA AS THEY WILL BE ON AN OUTER ISLAND WITH NO PHONE.

## CAC ADVISED CUSTOMER:

- INFORMATION IS DOCUMENTED AND WILL BE FORWARDED TO APPROPRIATE AREAS IN FORD
- HE WILL BE CONTACTED ALTHOUGH NO TIME FRAME IS AVAILABLE
- THIS CONTACT HAS BEEN TRANSFERRED FROM DISTRICT 38 TO DISTRICT 47
- \*\*\*\*\*KAIN FAMILY FORD WAS ASSIGNED AS DEALER AS THAT CUSTOMER DID NOT HAVE A NAME OF A DEALER IN THE AREA--DEALER IS THE ONLY ONE LISTED IN LONDON, KY\*\*\*
- CONTACT WAS TRANSFERRED AS THAT INFORMATION STATES THAT VEHICLE CAB AND ENGINE WERE GUTTED--VEHICLE CAN NOT BE INSPECTED THROUGH ORIGINAL REGIONAL OFFICE OF TWIN CITIES AS THAT VEHICLE IS IN KENTUCKY

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAX/LGLTG

engine  
5m

ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.38.39

7020RH LEGAL CONTACT VEH TYPE: TRUCK  
CINCINNATI 47 ZN/TR: E1 CONTACT NBR: 105226216 OPENED: 02/21/1995  
VIN: 1FDKE30G4PH ENGINE: G CLOSED: 02/23/1995

1995/02/22

GRI FIRE INVESTIGATION REQUESTED VIA FAX WITH ALL PERTINENT INFO.  
REGIONAL FIRE DENIAL LETTER TO BE SENT TO CUSTOMER HOME ADDRESS AS CUSTOMER IS  
NOT REACHABLE AT THIS TIME. NO FURTHER PS2M ACTION TO BE TAKEN AT THIS TIME.  
COPY OF FIRE INVESTIGATION REPORT TO BE SENT TO OGC ATTN: SKIP KEYES WHEN  
COMPLETED.

THIS IS THE CLOSING COMMENT

CUSTOMER NOTIFIED BY LETTER FROM OWNER RELATIONS MANAGER THAT THE VEHICLE  
WILL BE INSPECTED FOR OUR RECORDS; HOWEVER, FORD MOTOR CO WILL NOT PROVIDE  
ANY FINANCIAL ASSISTANCE TOWARDS THE REPAIR OF THE VEHICLE. THE CUSTOMER HAS  
BEEN DIRECTED TO HER INSURANCE COMPANY FOR ASSISTANCE.

1995/02/23

CONTACT CLOSING APPROVED  
OK TO CLOSE

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAXLGLTG



ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.08.17

9933CG GRP: XX04 INFORMATION CONTACT VEH TYPE: TRUCK  
 SDR 10 ZNTR: E2 CONTACT NBR: 108310579 OPENED: 04/11/1997  
 VIN: 1F0EE14Y5PH ENGINE: Y CLOSED: 04/11/1997

LAST NAME: STATUS: CLOSED  
 TITLE: FIRST NAME: MI:  
 ADDRESS:  
 CITY: CAVE CITY STATE: KY ZIP:  
 HOME PHONE: BUS. PHONE:  
 MODEL YEAR: 93 MODEL: E-SERIES  
 MILEAGE: 39000 WSD:  
 DEALER NAME: GILLIE HYDE FORD L SALES CODE: 322629 P & A: 05652  
 CAUSAL CODES: 1012 1109 SYMPTOMS: 704000  
 ORIGIN: CO TRANS. DST/RCN: 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:

1997/04/11

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

## CUSTOMER SAYS:

- 3-22-97 AFTER DRIVING FOR 10 MINUTES THE CHECK ENGINE LIGHT CAME ON
- GOT OUT AND OPENED THE HOOD THERE WERE FLAMES COMING FROM BEHIND THE MOTOR. DOWN LOW FROM BETWEEN THE MOTOR AND THE FIREWALL
- INSURANCE COMPANY IS COVERING THE COST OF THE REPAIR

## PER CUSTOMER, DEALER SAYS:

- 4-11-97 BYRON IN SERVICE- FORD IS TELLING US THAT THE WIRING HARNESS IS BACKORDERED NATIONWIDE. THIS REPAIR WILL BE COVERED UNDER YOUR COMPREHENSIVE INSURANCE, NOT ESP.

## CUSTOMER SEEKS:

- NEED TO SPEAK WITH A REGIONAL PERSON TO GET THIS PART TO US FASTER

## CAC ADVISED:

## RE: PARTS AVAILABILITY

- MR. MIKE HYDE (CUST. REL MGR) IS IN THE BEST POSITION TO ASSIST YOU.
- SVC MGR MAY CONSULT FORD CSM IF REQUIRED.

## RE: PARTS AVAILABILITY

- DEALERSHIP IS THE BEST TECHNICAL RESOURCE
- MR. MIKE HYDE (CUST. REL MGR) IS IN THE BEST POSITION TO ASSIST YOU.

8/11/93

engine on

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAXCARTG

BEGINNING OF CONTACT

06/06/99 MASTER OWNER RELATIONS SYSTEM II 10.31.49  
 =====  
 2664DL GRP: XK11 CONCERN CONTACT VEH TYPE: TRUCK  
 SDR 10 ZN/TR: 15 CONTACT NBR: 104409122 OPENED: 07/18/1994  
 VIN: 1FMEE11Y0NH [REDACTED] ENGINE: Y CLOSED: 07/27/1994  
 =====  
 LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
 ADDRESS: [REDACTED]  
 CITY: ROCHESTER STATE: MI ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 92 MODEL: E-SERIES  
 MILEAGE: 41000 MSD: 09/17/1992  
 DEALER NAME: RAY PRICE/PCOOND SALES CODE: 116478 P & A: 20619  
 CAUSAL CODES: 02 SYMPTOMS: 203200  
 ORIGIN: 00 TRANS. DST/RON: TRANS. DATE:  
 SERVICE/SALES: 1 CONTACT DATE: 07/18/1994  
 ACK. CODE: ASSIST CODE: W AWARD AMT: O SURVEY: Y 1Y DR N3

BUILD DATE: 11/12/1991 CALIBRATION:  
 EXP INFO: EXPIRES:  
 OPEN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:

1994/07/18  
 CUSTOMER SAYS THAT HE IS ON VACATION AND VEHICLE NEEDS TO BE SERVICED FOR ELECTRICAL SYSTEM CONCERN. CUSTOMER SAYS THAT ELECTRICAL SYSTEM CAUSED A FIRE IN THE VEHICLE. CUSTOMER SAYS THAT VEHICLE HAS BEEN AT DEALER FOR 6 DAYS AND STILL HAS NOT BEEN SERVICED. CUSTOMER NEEDS TO HAVE VEHICLE REPAIRED AS SOON AS POSSIBLE.

PER CUSTOMER, DEALER SAYS THAT THEY ARE WAITING FOR PARTS FOR REPAIRS. DEALER SAYS THEY ARE WAITING FOR HARNESS WIRE.

CUSTOMER SEEKS REPAIR TO BE COMPLETED AS SOON AS POSSIBLE. CUSTOMER SAYS THAT HE FEELS THERE IS A DESIGN FLAW WITH ELECTRICAL SYSTEM.

\*\*\*CONTINUATION\*\*\*

CAC ADVISED CUSTOMER THAT INFORMATION WILL BE SENT TO DEALER TO FURTHER REVIEW THIS SITUATION TO SEE IF ASSISTANCE COULD BE PROVIDED SOONER. CAC ADVISED CUSTOMER TO REMAIN IN CONTACT WITH DEALER SERVICE MANAGER.

CUSTOMER SAYS THAT HE WANTED IT DOCUMENTED THAT HE FEELS THERE MIGHT BE A DESIGN FLAW WITH ELECTRICAL SYSTEM DUE TO CUSTOMER SAYS THAT HE WOULD LIKE TO PURSUE THIS ISSUE AT A LATER DATE.

CAC ADVISED CUSTOMER THAT THIS INFORMATION WILL BE DOCUMENTED.

1994/07/27

THIS IS THE CLOSING COMMENT

THIS VEHICLE WAS REPAIRED THE SAME DAY THIS CASE WAS OPENED.

*BUILD*  
*11/12/91*

*engine unknown*

*Electrical*

3713 8783

BEGINNING OF CONTACT  
06/06/99 MASTER OWNER RELATIONS SYSTEM II 10.31.49

=====

8893PG GRP 4451 INFORMATION CONTACT VEH TYPE: TRUCK  
ATLANTA 21 2N/TR A1 CONTACT NBR: 106861601 OPENED: 04/29/1996  
VIN: 1FDEE1AN0N1AB6207 ENGINE: N CLOSED: 04/29/1996  
=====

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: COLLEGE PARK STATE: GA ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 92 MODEL: E-SERIES  
MILEAGE: 70000 MSD:  
DEALER NAME: SOUTHLAKEFORD SALES CODE: 121022 P & A: 00509  
CAUSAL CODES: 02 SYMPTOMS: 301A00  
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 INITIATED MICRO

COMMENTS

1996/04/29

\*\*\* PLEASE REFER TO CONTACT # 106861601 \*\*\*

CUSTOMER SAYS:

- VEHICLE STARTED ON FIRE LAST OCTOBER
- SHE CALLED THE CAC, GAVE HER THE RUN AROUND

PER CUSTOMER, DEALER SAYS

- NO COMMENTS MENTIONED

CUSTOMER SEEKS:

- FINANCIAL ASSISTANCE

CAC ADVISED:

- CUSTOMER'S VEHICLE IS NOT INVOLVED IN RECALL 95528

*BUILD*

*3/20/92*

*engine unknown*

*unknown*

3713 8784

BEGINNING OF CONTACT

06/06/1999

MASTER OWNER RELATIONS SYSTEM III

11.06.39

=====

SHARGORI	INFORMATION ISSUE	CASE NBR: 0507102308
REGION 24 ORLANDO	ZONE: B2	OPENED: 08/18/1998
VIN: 1FDEE14NONHA	ENGINE N	CLOSED: 08/18/1998

=====

LAST NAME	[REDACTED]	FIRST NAME	[REDACTED]	STATUS: CLOSED
TITLE	[REDACTED]	MI:		
ADDRESS	[REDACTED]			
CITY	JUPITER	STATE	FL	ZIP: [REDACTED]
HOME PHONE	[REDACTED]			
MODEL YEAR	1992	MODEL	E150 CARGO VAN	
MILEAGE	100000			
DEALER NAME	BEV SMITH FORD INC	SALES CODE	124220	P & A: 04909
REASON CODES	0778	SYMPTOMS	203200	
ORIGIN: CAC	- GENERAL CAC			
ACTION: DROOD1- NO ACTION REQUIRED; INFORMATION ONLY				

COMMENTS

1998 08/18  
14 00 18

*Build*

*3/21/92*

*3*

*Engine Unknown*

*Unknown*

9713 8785

OWNER RELATIONS

06/08/1999 GBFA7PRG

06/06/1999 MASTER OWNER RELATIONS SYSTEM III 11.06.39  
=====

5HARGOBI	INFORMATION ISSUE	CASE NBR: 0507102308
REGION: 24 ORLANDO	ZONE B2	OPENED: 08/15/1998
VIN: 1TDFE14N0NHA	ENGINE: N	CLOSED: 08/18/1998

=====

1998/08/18  
14.00.16

CUSTOMER SAYS: HAD TWO FIRES ON CAR AND WAS TOLD BY SHOP M  
ACHANIC THAT THEIR ARE RECALL OUT FOR THIS; THIS IS FORD'S  
PROBLEM HAVE NOT MADE A REPORT AND INSURANCE COMPANY HAVE N  
OT BEEN CONTACTED; PER CUSTOMER, DEALER SAYS: CAC ADVIS  
ED - THIS IS NOT A SITUATION THAT FMC IS ABLE TO ASSIST YO  
U WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTION  
S. INFERENCE CASE ID 79

3713 8786

BEGINNING OF CONTACT  
05/06/1999 MASTER OWNER RELATIONS SYSTEM III 11.05.39  
=====

CHARGED:	INFORMATION ISSUE	CASE NBR:	0507102308
REGION: 24 ORLANDO	ZONE: 82	OPENED:	08/18/1998
VIN: 1FDEE14N0NHA	ENGINE: N	CLOSED:	08/18/1998
=====			
LAST NAME:		FIRST NAME:	
TITLE:		MI:	
ADDRESS:			
CITY:	JUPITER	STATE:	FL
HOME PHONE:		ZIP:	
MODEL YEAR:	1992	MODEL:	E150 CARGO VAN
MILEAGE:	100000		
DEALER NAME:	BEV SMITH FORD INC	SALES CODE:	124220
REASON CODES:	0778	P & A:	04909
ORIGIN:	CAC - GENERAL CAC	SYMPTOMS:	203200
ACTION: DROOO1- NO ACTION REQUIRED; INFORMATION ONLY			

COMMENTS:

1998/08/18  
14.00 16

BUILD

3/21/92

Engine Unknown

Unknown

3713 B787

06/06/1999 MASTER OWNER RELATIONS SYSTEM 111 11.06.39  
=====

SHARGOB1	INFORMATION ISSUE	CASE NBR: 0507102308
REGION: 24 ORLANDO	ZONE: B2	OPENED: 08/18/1998
VIN: 1FDEE14NONNA	ENGINE: N	CLOSED: 08/18/1998

=====

1998/08/18  
14.00.16

CUSTOMER SAYS: HAD TWO FIRES ON CAR AND WAS TOLD BY SHOP M  
ACHANIC THAT THEIR ARE RECALL OUT FOR THIS: THIS IS FORD'S  
PROBLEM HAVE NOT MADE A REPORT AND INSURANCE COMPANY HAVE N  
OT BEEN CONTACTED; PER CUSTOMER, DEALER SAYS: CAC ADVIS  
ED: - THIS IS NOT A SITUATION THAT FMC IS ABLE TO ASSIST YO  
U WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTION  
S. INFERENCE CASE ID 79

3713 8788

OWNER RELATIONS

06/06/1999 GBFAXPG

BEGINNING OF CONTACT

06/06/1999

MASTER OWNER RELATIONS SYSTEM III

11.08.39

=====

AEFFSMOR	INFORMATION ISSUE	CASE NBR	1628753088
REGION	ZONE	OPENED	11/02/1998
VIN: 1FBJ53TGNHA	ENGINE: G	CLOSED	11/02/1998

=====

LAST NAME	[REDACTED]	FIRST NAME	[REDACTED]	STATUS	CLOSED
TITLE	[REDACTED]	MI	[REDACTED]		
ADDRESS	[REDACTED]				
CITY	TRACY	STATE	CA	ZIP	[REDACTED]
HOME PHONE	[REDACTED]				
MODEL YEAR	1992	MODEL	E350 SUPER WAGON		
MILEAGE	200000				
DEALER NAME		SALES CODE		P & A	
REASON CODES	077B	SYMPTOMS	499500		
ORIGIN	CAC - GENERAL CAC				
ACTION: DRO001 - NO ACTION REQUIRED; INFORMATION ONLY					

COMMENTS

1998/11/02  
16.20.40

(R)

*BUILD*  
*4/2/92*

*Engine Unknown*

*Unknown*

3713 8789

OWNER RELATIONS

06/06/1999 GBFAFPRG



06/06/1999 MASTER OWNER RELATIONS SYSTEM 111 11.06.39  
 =====  
 AEFFSMOP INFORMATION ISSUE CASE NBR: 1628753068  
 REGION ZONE OPENED: 11/02/1998  
 VIN: 1FBJJ31G9M4 ENGINE G CLOSED: 11/02/1998  
 =====  
 1998/11 02  
 16 20 40

CUSTOMER SAYS: CAR CAUGHT ON FIRE THIS MORNING. NO ONE WAS INJURED. FIRE DEPARTMENT WAS CALLED IN. HAS HAD 3 FORD VANS THAT HAVE CAUGHT ON FIRE IN THE PAST. NO INSURANCE COMP CONTACTED. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THIS IS NOT A SITUATION THAT FMC IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTIONS. INFO RENCE CASE ID: 79

1998 11 03  
 13 11 53 CUSTOMER SAYS: CUSTOMER VEHICLE CAUGHT ON FIRE AND HE WANTS FOR TO ASSIST IN REPLACING THE VEHICLE. NO INJURIES INVOLVED. PER CUSTOMER, DEALER SAYS: CAC ADVISED SUPERVISOR DBC TO THE CUSTOMER - SUPPORT PREVIOUS DECISION - ADVISED CUSTOMER THAT FMC IS UNABLE TO ASSIST CUSTOMER FINANCIALLY AND TO CONTACT HIS INSURANCE CARRIER FOR FURTHER ASSISTANCE. --CUSTOMER NOT HAPPY WITH THE DECISION ANNETTE 11/3/98  
 ---- ISSUE CLOSED

*engine unknown*

*unknown*

3713 6790

BEGINNING OF CONTACT  
06/06/99 MASTER OWNER RELATIONS SYSTEM 11 10.31.49

\*\*\*\*\*  
OOR7KG GRP: XY05 INFORMATION CONTACT VEH TYPE: TRUCK  
91 ZH/TR C1 CONTACT NBR: 108690735 OPENED: 07/22/1997  
VIN: 1FDEE14H6M ENGINE: H CLOSED: 07/22/1997  
\*\*\*\*\*  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: CUMBERLAND STATE: RI ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 92 MODEL: E-SERIES  
MILEAGE: 40000 WSD:  
DEALER NAME: COLONY FORD TRUCK C SALES CODE: 111902 P B A: 09014  
CAUSAL CODES: 0709 SYMPTOMS: 404000  
ORIGIN: GO TRANS. DST/RGN: TRANS. DATE:  
SERVICE/SALES: 1 CONTACT DATE:  
ACK. CODE: ASSIST CODE: AWARD AMT: O SURVEY: (Y OR N)

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

COMMENTS:

1997/07/22

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

CUSTOMER SAYS:

- MY VAN CAUGHT ON FIRE
- IT WAS THE WIRING HARNESS TO THE FUEL PUMP THAT CAUSED THE FIRE
- WE HAVE HAD A LOT OF PROBLEM WITH IT
- I THINK IT IS A LEMON
- IT IS AT A GAS STATION, AND IT CAUGHT ON FIRE THERE ALSO
- IT IS A HANDICAPPED VAN FOR MY SON
- WE HAVE HAD TWO TRANSMISSIONS. NEW SEAT BELTS
- NO CURRENT CONCERN

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- TO LET FORD KNOW ABOUT ALL THE PROBLEMS THEY HAVE HAD WITH THE VAN

CAC ADVISED:

RE FIRE:

- CONTACT INSURANCE AGENCY

RE REPAIRS:

- THANK YOU FOR LETTING FORD KNOW ABOUT ALL THE PROBLEMS. THEY WILL BE DOCUMENTED AND FORWARDED TO THE CORRECT DEPARTMENT

4/15/92

engine unknown

Electrical

3719 9791

BEGINNING OF CONTACT  
06/06/99

MASTER OWNER RELATIONS SYSTEM II

10.31.49

BO87LG GRP- 05 INFORMATION CONTACT VEH TYPE: TRUCK  
CHICAGO 41 ZN/TR: E1 CONTACT NBR: 108338637 OPENED: 04/18/99  
VIN: 1FDEE14H0NH ENGINE: H CLOSED: 04/18/1997

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: MILWAUKEE STATE: WI ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 92 MODEL: E-SERIES  
MILEAGE: 57000 WSD:  
DEALER NAME: JACK GRIFFIN FORD 1 SALES CODE: 141343 P & A: 06360  
CAUSAL CODES: 1109 SYMPTOMS: 203200  
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

1997/04/18

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

CUSTOMER SAYS:

- STARTED BLOWING FUSES IN VEHICLE
- THE WIRES HAD SHORTED OUT AND BURNED IN THE VEHICLE
- WIRING HARNESS SHORTED OUT ON VEHICLE
- THE WIRING HAS BEEN REPAIRED AT AN INDEPENDENT FACILITY - 4/17/97

PER CUSTOMER, DEALER SAYS:

- JERRY IS THE CONTACT PERSON
- OUTSIDE OF WARRANTY WITH NO FINANCIAL ASSISTANCE

CUSTOMER SEEKS:

- FINANCIAL ASSISTANCE FOR REPAIR

CAC ADVISED:

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

4/22/92

engine unknown

short  
wire

3713 8792

BEGINNING OF CONTACT

06/06/99

MASTER OWNER RELATIONS SYSTEM II

10.58.21

9464KN

LEGAL CONTACT

VEH TYPE: TRUCK

NEW YORK

13 ZN/TR: 11

CONTACT NBR: 105860056

OPENED: 08/09/1995

VIN:

1F1FE24H3MME

ENGINE: H

CLOSED: 09/15/1995

LAST NAME

STATUS: CLOSED

TITLE

NI:

ADDRESS

CITY:

FLUSHING

STATE:

NY

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

92

MODEL:

E-SERIES

MILEAGE:

35000

WSD:

DEALER NAME:

PATRIOT FORD, LTD.

SALES CODE:

113095

P & A: 00103

CAUSAL CODE:

02

SYMPTOMS:

203200

ORIGIN:

GO

TRANS REGION:

TRANS DATE:

VEH REPL:

CASE TYPE:

4B-FIRES - EXHAUST-CAT CONVERTOR-OTHER

MEANS CODE:

A-LGL INVEST-PROD LIABILITY

ATTY NAME:

ATTY NEMO:

CLAIM AMT:

0

AWARD AMT:

0

MICRO:

COMMENTS:

1995/08/09

CUSTOMER SAYS:

A FIRE OCCURED DO TO WIRING 5/8/95, NO INJURIES. INSURANCE CO. NOT PAYING FOR WIRING HARNESS.

PER CUSTOMER DEALER SAYS:

- THEY DO NOT KNOW IF IT IS COVERED.

CAC ADVISED:

- WILL FORWARD.

- SOMEONE WILL CONTACT CUSTOMER.

1995/09/15

THIS IS THE CLOSING COMMENT

CUSTOMER ADVISED IN WRITING TO CONTACT HIS INSURANCE COMPANY REGARDING THIS MATTER. IF THEY FORD IS LIABLE THEY WILL SUBROGATE ON HIS BEHALF.

CONTACT CLOSING APPROVED

OK TO CLOSE. WJC

5/4/92

engine unknown

Electrical

3713 B783

BEGINNING OF CONTACT  
06/06/99 MASTER OWNER RELATIONS SYSTEM II 10.31.49  
\*\*\*\*\*  
S4795G GRP 1114 REGION INVOLVEMENT CONTACT VEH TYPE: TRUCK  
SDR 10 2N/TR 46 CONTACT NBR: 106089870 OPENED: 09/28/1995  
VIN: 1FDDE14H3NH ENGINE: H CLOSED: 10/27/1995  
\*\*\*\*\*  
LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: MIDLOTHIAN STATE: IL ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 92 MODEL: E-SERIES  
MILEAGE: 41000 WSO:  
DEALER NAME: OLNEY FORD-LINCOLN SALES CODE: 147061 P & A: 08052  
CAUSAL CODES: 02 SYMPTOMS: 203200  
ORIGIN: 00 TRANS. DST/RGN: 41 TRANS. DATE: 10/09/1995  
SERVICE/SALES: 1 CONTACT DATE: 10/27/1995  
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

1995/09/28  
\*\*\*REFERENCE CONTACT NUMBERS 105026337 AND 10584083.  
CUSTOMER SAYS:  
-THERE WAS A FIRE IN HIS VEHICLE. HE ORIGINALLY CONTACTED FORD BECAUSE HE WANTED FORD TO INVESTIGATE TO DETERMINE IF THERE WAS SOME PRODUCT LIABILITY INVOLVED, AND TO INQUIRE ABOUT POSSIBLE FINANCIAL ASSISTANCE WITH THE REPAIRS.  
-HE RAN INTO A LONG DELAY ATTEMPTING TO GET HIS VEHICLE REPAIRED, DUE TO A PROBLEM WITH OLNEY FORD EITHER ORDERING OR BEING SENT THE WRONG PARTS. (SEE PREVIOUS CONTACTS).  
-VEHICLE IS NOW REPAIRED.  
-DUE TO DELAYS, THE REPAIRS ENDED UP COSTING OVER \$3,000.  
CUSTOMER INCURRED A \$600 TOWING BILL WHEN HE BECAME FRUSTRATED WITH OLNEY FORD AND HAD HIS VEHICLE TOWED BACK TO CHICAGO FOR REPAIRS.  
-HE WAS BILLED \$973 BY OLNEY FORD. THEY WILL NOT PROVIDE AN ITEMIZED RECEIPT, BUT CUSTOMER THINKS THAT AT LEAST HALF OF THAT AMOUNT IS AN OVERCHARGE FOR A WIRING HARNESS THAT WAS NEVER INSTALLED.  
-CHARGES FOR REPAIRS DONE AT LIBERTYVILLE LINCOLN WERE \$1,323.22.

PER CUSTOMER DEALER SAYS:  
-WIRING MAY HAVE FALLEN AGAINST MANIFOLD, OR INSULATION ON WIRES GOING TO FUEL INJECTOR SYSTEM MAY HAVE FAILED. DEALER WAS NOT SURE.

*Build  
5/16/92*

*Engine Unknown*

*unknown*

3713 6794

06/06/99 MASTER OWNER RELATIONS SYSTEM II 10.31.49

\*\*\*\*\*  
547950 GRP XX14 REGION INVOLVEMENT CONTACT VEH TYPE: TRUCK  
SDR 10 ZN/TR 46 CONTACT NBR: 106089870 OPENED: 09/28/1995  
VIN 1FDEE14H3M4 ENGINE: H CLOSED: 10/27/1995  
\*\*\*\*\*

1995/09/28

CUSTOMER SEEKS

-HE WOULD STILL LIKE FORD TO INVESTIGATE AND DETERMINE IF THEY CAN PROVIDE ANY FINANCIAL ASSISTANCE. PREVIOUS REGIONAL CONTACT WAS CLOSED OUT BEFORE A DETERMINATION WAS MADE BECAUSE CUSTOMER HAD VEHICLE TOWED BACK TO CHICAGO.

CAC ADVISED:

-CAC WILL RECONTACT THE FORD REGIONAL REP ON CUSTOMER'S BEHALF AND REOPEN CASE.

-CAC WILL FORWARD THIS INFORMATION TO THE FORD REGIONAL REP. AND TO THE SERVICE MANAGER AT LIBERTYVILLE LINCOLN, MARTY KLEIN.

-FOLLOW UP WITH MR. KLEIN WITHIN TWO BUSINESS DAYS.

-MR. KLEIN WILL BE WORKING WITH THE REGIONAL REP TO RESOLVE YOUR CONCERNS.

1995/10/09

THIS CONTACT HAS BEEN TRANSFERRED FROM REGION 41 TO REGION 10  
TRANSFERRING TO ORIGINAL REPAIRING DEALER

1995/10/27

THIS IS THE CLOSING COMMENT

THIS CONCERN NEEDS TO BE ADDRESSED WITH THE CUSTOMER'S INSURANCE COMPANY. IF THEY FEEL THAT FORD IS LIABLE, THEY WILL SUBROGATE ON THE CUSTOMER'S BEHALF.

NO FURTHER ACTION. VEHICLE WAS REPAIRED AT LIBERTYVILLE FORD AND NOT AT OLNEY FORD

3718 8795

ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.58.39

1772GC LEGAL CONTACT VEH TYPE: TRUCK  
 NEW YORK 13 ZNTR: 77 CONTACT NBR: 105073598 OPENED: 01/06/1995  
 VIN: 1FTJS34M4P1 ENGINE: M CLOSED: 01/20/1995

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: ALPINE STATE: NJ ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: E-SERIES

MILEAGE: 36000 WSD:

DEALER NAME: MEADOWLAND FORD TRK SALES CODE: 113955 P &amp; A: 03714

CAUSAL CODE: SYMPTOMS: 499000

ORIGIN: GO TRANS REGION: TRANS DATE:

VEH REPL:

CASE TYPE: 4B-FIRES - EXHAUST-CAT CONVERTOR-OTHER MEANS CODE: A-LOL INVEST-PROD LIABILITY

ATTY NAME: ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MICRO:

## COMMENTS:

1995/01/06

## CUSTOMER ALLEGES:

- VEHICLE WAS PARKED IN A PARKING GARAGE FOR 3 HOURS ON 1/6/95.
- AT 5:00 PM, THE VEHICLE CAUGHT ON FIRE.
- THE SOURCE OF THE FIRE IS THE BATTERY.
- PER CUSTOMER, NO INSURANCE INVOLVEMENT.
- PER CUSTOMER, NO DEALER INVOLVEMENT.

## CUSTOMER SEEKS:

- LIABILITY INVESTIGATION FROM FORD AND COMPENSATION.

## CAC ADVISED:

- WILL DOCUMENT THE CONCERN AND WILL FORWARD TO THE LEGAL DEPARTMENT WITHIN FORD.

1995/01/20

THIS IS THE CLOSING COMMENT

DUE TO AGE AND MILEAGE OF VEHICLE CUSTOMER HAS BEEN ADVISED TO CONTACT HIS INSURANCE COMPANY. LETTER SENT 1/20/95.

CONTACT CLOSING APPROVED

OK TO CLOSE

1995/02/01

ADDCO

## CUSTOMER SEEKS:

- DOCUMENTATION OF SITUATION FOR INSURANCE COMPANY.

## CAC ADVISED:

- INSURANCE COMPANY CAN PROCEED IN WRITING
- PROVIDED APPROPRIATE ADDRESS.

1/29/93

engine off

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAXLGLTG

Battery

ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.58.39

17720C LEGAL CONTACT VEH TYPE: TRUCK  
NEW YORK 13 ZN/TR: 77 CONTACT NBR: 103073598 OPENED: 01/06/1995  
VIN: 1FTJ534M4P [REDACTED] ENGINE: M CLOSED: 01/20/1995

1995/02/02

CUSTOMER SEEKS:

-NAME OF INDIVIDUAL THAT SENT LETTER REGARDING FIRE

-STATUS OF CASE

CAC ADVISE:

-DUE TO AGE AND MILEAGE OF VEHICLE FORD WOULD NOT BE OFFERING ANY ASSISTANCE  
WITH THE CONCERN

-CONTACT INSURANCE COMPANY FOR FURTHER ASSISTANCE WITH THE CONCERN

-LETTER MAILED OUT TO CUSTOMER ON 1/20/95

-CAC DOES NOT HAVE NAME OF INDIVIDUAL THAT SENT THE LETTER

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAXLGLTG



ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.58.39

9565J1 LEGAL CONTACT VEH TYPE: TRUCK  
 SDR 10 ZN/TR: 45 CONTACT NBR: 101757135 OPENED: 02/23/1993  
 VIN: 1FDKE30087 ENGINE: G CLOSED: 03/11/1993

LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
 ADDRESS: [REDACTED]  
 CITY: GOSHEN STATE: IN ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 93 MODEL: E-SERIES  
 MILEAGE: 1 WSD: 02/18/1993  
 DEALER NAME: BREMEN FORD-MERCURY SALES CODE: 148422 P & A: 04745  
 CAUSAL CODE: 02 SYMPTOMS: 704000  
 ORIGIN: 00 TRANS REGION: TRANS DATE:  
 VEH REPL:  
 CASE TYPE: 4A-FIRES - ELECTRICAL MEANS CODE: A-LGL INVEST-PROD LIABILITY  
 ATTY NAME: ATTY MEMO:  
 CLAIM AMT: 0 AWARD AMT: 0  
 MICRO: 3622243

## COMMENTS:

1993/02/23

FIRE.

CUSTOMER SAYS VEHICLE RECENTLY CAUGHT ON FIRE DURING PREDELIVERY (ON OR ABOUT 2-19-93). TECHNICIAN REPORTED VEHICLE CRANKED, BUT WOULD NOT START. FIRE BEGAN DURING CRANK CYCLE. VEHICLE IS CURRENTLY ON CUSTOMER'S PROPERTY, AND APPEARS TO HAVE BEEN DESTROYED. NEITHER THE INSURANCE COMPANY, NOR THE POLICE OR FIRE DEPARTMENTS WERE NOTIFIED. FAXED INFORMATION TO GRI CONSULTING. UPDATED BASIC INFORMATION SCREEN.

19 3/03/11

THIS IS THE CLOSING COMMENT

CONCERNS RESOLVED. REPLACEMENT VEH OFFERED.

*engine off*

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAXLGLTG

*unknown*

ECQNOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.06.17

7873CJ GRP: 10 INFORMATION CONTACT VEH TYPE: TRUCK  
 91 2N/TR: D1 CONTACT NBR: 108237154 OPENED: 03/21/1997  
 VIN: 1FDKE37H4M ENGINE: H CLOSED: 03/21/1997

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: CHURCHVILLE STATE: NY ZIP:

HOME PHONE: BUS. PHONE:

MODEL YEAR: 93 MODEL: E-SERIES

MILEAGE: 79000

WED:

DEALER NAME: GENESEE FORD TRUCK SALES CODE: 144909 P &amp; A: 00851

CAUSAL CODES: 3001 SYMPTOMS: 404000

ORIGIN: GO TRANS. DST/RCN: 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:

199703/21

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

CUSTOMER SAYS:

\*\*\* PATTERSON \*\*\*

- A 30AMP FUSE BLEW IN THE CIRCUIT BOX FOR THE FUEL PUMP
- IT DIDN'T JUST BLOW IT BURNED UP BADLY
- THE WIRING THAT LEADS DOWN INTO THE UNIT WAS BURNED UP

PER CUSTOMER, DEALER SAYS:

- NO DEALER CONTACT

CUSTOMER SEEKS:

- FELT SOMEONE MAY WANT TO TAKE A LOOK AT THE CONCERN

CAC ADVISED:

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

2/22/93

unknown

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAXCARTG

Electrical

3713 8799

ECONOLINE :

02/19/99 MASTER OWNER RELATIONS SYSTEM II 19.58.39

2

5280JT LEGAL CONTACT VEH TYPE: TRUCK  
 PITTSBURGH 44 ZN/TR: B1 CONTACT NBR: 107003138 OPENED: 05/31/1996  
 VIN: 1FDEE14H9PH ENGINE: H CLOSED: 06/05/1996

LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
 ADDRESS: [REDACTED]  
 CITY: TONAWANDA STATE: NY ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 93 MODEL: E-SERIES  
 MILEAGE: 32000 WSD:  
 DEALER NAME: AL MAROONE FORD INC SALES CODE: 144012 P & A: 00744  
 CAUSAL CODE: 0709 SYMPTOMS: 704242 704142  
 ORIGIN: GO TRANS REGION: 44 TRANS DATE:  
 VEH REPT:  
 CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LGL INVEST-PROD LIABILITY  
 ATTY NAME: ATTY MEMO:  
 CLAIM AMT: 0 AWARD AMT: 0  
 MICRO: 6071628

4/8/93

## COMMENTS:

1996/05/31

## CUSTOMER SAYS:

- FIRE IN VAN ON APRIL 10,96
- HAPPENED IN DRIVEWAY
- FLAMES IN THE PASSANGER AREA
- FIRE DEPT AND POLICE FROM TONAWANDA CITY
- FIRE PUT ITSELF OUT FROM BEING CLOSED
- CUSTOMER WAS ON VACATION AND FATHER CAME TO TAKE CARE OF THE VAN
- INSURANCE COMPANY IS GREAT AMERICAN AND CLAIM NUMBER IS NOT AVAILABLE, AGENT IS PAUL RIFFEL
- DOLLAR AMOUNT IS NOT ACCEPTABLE FOR THE REPLACEMENT THAT IS BEING OFFERED BY THE INSURANCE COMPANY
- NO INJURIES
- CUSTOMER IS IN NEED OF A VEHICLE
- HAS SPOKE TO AN ATTORNEY ABOUT A CLASS ACTION SUIT

## CUSTOMER SEEKS:

- NEEDS TO HAVE THE SITUATION SOLVED QUICKLY

## CAC ADVISED:

- CUSTOMER'S VEHICLE IS NOT INVOLVED IN RECALL 95528
- WILL FORWARD AND A REPRESENTATIVE FROM FORD WILL BE IN CONTACT
- NO TIME FRAME CAN BE PROVIDED

1996/06/05

###THIS IS THE CLOSING COMMENT

SENT CUSTOMER INSURANCE COMPANY LETTER

1996/06/13

\*\*\*CC:MICRO ONLY\*\*\*

engine off

OWNER RELATIONS VOP/BENCHMARKING 02/19/99 FAX/LGLTG