

EA02-025

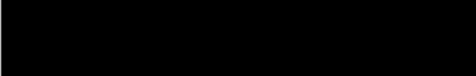
FORD 10/27/03

APPENDIX N

BOOK 42

PART 2 OF 6

NO. C-4178-98-F

) IN THE DISTRICT COURT
)
)
VS.) HIDALGO COUNTY, TEXAS
)
)
VAN BURKLEO MOTORS,)
INC., FORD MOTOR)
COMPANY AND UNITED)
TECHNOLOGIES)
AUTOMOTIVE, INC.) 332ND JUDICIAL DISTRICT

ORAL DEPOSITION OF
RANDALL WARREN MCCLURE

OCTOBER 8, 1999

Volume 1

THE ORIGINAL OF THIS TRANSCRIPT
WILL BE IN THE CUSTODY OF:

MR. NORMAN JOLLY
1018 PRESTON, SUITE 450
HOUSTON, TEXAS 77002
BAR NO. 10856920

EXHIBIT NOS. 1 & 2

AAA COURT REPORTERS 713 466-9325
9597 Jones Road, No. 363, Houston, Texas 77065

ERG2-825 1848

ATTN: OWNER RELATIONS MANAGER

SALES AND SERVICE CONTACTS COUNTRY: USA
OPENED BETWEEN 09/02/1997 AND 09/19/1999
MODEL YEARS : 1992 1993 1994 1995 1996
1997
MODEL : ALL
REASON CODES: ALL
SYMPTOMS : 704145 704245 704345
WHERE A29VENLINE EQ 'CVB' OR 'CFB' OR 'CFP'

OWNER RELATIONS

CONTACT COUNTS BY TYPE

LEGAL	TOTAL
67	67



ENR3-025 1042

SORT SEQUENCE: (DEFAULT AND FINAL IS CASE NUMBER)

- | | |
|----|----|
| 1. | 2. |
| 3. | 4. |
| 5. | 6. |
| 7. | 8. |
| 9. | |

OWNER RELATIONS 09/20/1999 MMFAXPRB

EMR2-028 1843

BEGINNING OF CONTACT

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

=====

4398AT	LEGAL ISSUE	CASE NBR: 0299281599
REGION: 24 ORLANDO	ZONE: B1	OPENED: 05/19/1999
VIN: 11KLM81MSNY	ENGINE: M	CLOSED: 08/19/1999

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]		MI: [REDACTED]
ADDRESS: [REDACTED]		
CITY: [REDACTED]	STATE: FL	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 1992	MODEL: TOWN CAR EXECUTIVE 4DR	
MILEAGE: 8600		
DEALER NAME: FORT MYERS LINCOLN	SALES CODE: L25037	P & A: 11619
REASON CODES: 0771	SYMPTOMS: 704145	
ORIGIN: CAC - GENERAL CAC		
ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY		

COMMENTS:

1999/05/19
08.16.00

EMR2-025 1049

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

=====

4398AT	LEGAL ISSUE	CASE NBR: 0299281399
REGION: 24 ORLANDO	ZONE: B1	OPENED: 05/19/1999
VIN: 1LNLR81M0T	ENGINE: H	CLOSED: 05/19/1999

=====

1999/05/19
08.16.00

CUSTOMER SAYS: - VEHICLE CAUGHT FIRE ON 04/23/99 AND ALSO CAUSED DAMAGE TO PERSONAL POSSESSIONS - HEARD ABOUT THE REC ALL FORD ISSUED LAST NIGHT THROUGH THE MEDIA IN REGARDS TO UNDER THE HOOD FIRES - FEELS THAT THIS VEHICLE APPLIES PER CUSTOMER, DEALER SAYS: CAC ADVISED: THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENCE CASE ID: 78

1999/05/20

14.38.34 NMLPA MADE OBC TO MR. YATES. HE INDICATED HIS VEHICLE IS AT A SALVAGE YARD. AN EAA INSPECTOR HAS EXAMINED THE VEHICLE. THERE WAS AT LEAST \$10,000 IN BUILDING DAMAGES AS A RESULT OF THE FIRE. DAMAGES OCCURED TO THE BUILDING THE VEHICLE WAS PARKED IN FRONT OF.

14.39.29 NMLPA ADVISED DUE TO THE PROPERTY DAMAGE THIS ISSUE IS BEING FORWARDED TO OBC.

ENR02-025 1648

OWNER RELATIONS

09/20/1999 NMFAXPRO

BEGINNING OF CONTACT
 09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
 =====
 0279LB LEGAL ISSUE CASE NBR: 0392441549
 REGION: 13 NEW YORK ZONE: B1 OPENED: 06/03/1999
 VIN: 1LNLM8ZMSKY ENGINE: H CLOSED: 06/03/1999
 =====
 LAST NAME: FIRST NAME: STATUS: CLOSED
 TITLE: MI:
 ADDRESS: STATE: NY ZIP:
 CITY: BRONX
 HOME PHONE:
 MODEL YEAR: 1992 MODEL: TOWN CAR SIGNATURE 4DR
 MILEAGE: 62000
 DEALER NAME: COURTESY LINCOLN-ME SALES CODE: L14032 P & A: 11211
 REASON CODES: 0771 SYMPTOMS: 704145
 ORIGIN: CAC - GENERAL CAC
 ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:
 1999/06/03
 10.40.42

EM02-025 1047

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.18.15
 =====
 027913 LEGAL ISSUE CASE NBR: 0392441549
 REGION: 15 NEW YORK ZONE: 81 OPENED: 06/03/1999
 VIN: 1LNLM82M6N ENGINE: X CLOSED: 06/03/1999
 =====
 1999/06/03
 10.40.42

CUSTOMER SAYS: -RECEIVED LETTER FOR RECALL 99S15 -CONTACTED COURTESY LINC MERC WAS LEFT ON THE LINE AND TOLD TO CALL BACK SHE COULD NOT BRING THE VEH IN TODAY -WENT TO PUT MONEY IN THE METER -FIRE DEPT WAS THERE AND HAD PUT OUT THE FIRE -DOES NOT HAVE A FIRE REPORT NUMBER AS YET -NO BODY WAS HURT IN THE FIRE -TWO SUITS AND GRANDDAUGHTER GRADUATED W/ DRESS WAS BURNED -TAPE DECK AND C/DS AND RUGS -INSURANCE COMPANY HAS BEEN CONTACTED AND CLAIM HAS NOT BEEN FILED - PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENCE CASE ID: 78

1999/06/08
 18.47.57 LPA OBC DEALER - B. PIRZINGER/SVC MGR HAS NOT AVAILABLE. LPA WILL ATTEMPT TO CONTACT SVC MGR AGAIN AT A LATER TIME.

1999/06/18
 15.00.22 LPA OBC DEALER - B. PIRZINGER/SVC MGR ADVISED CUSTOMER HAS NOT BROUGHT VEHICLE IN FOR INSPECTION OR CONTACTED DEALER AT THIS TIME. LPA UNABLE TO CONTACT CUSTOMER BY PHONE DUE TO PHONE NUMBER WAS NOT PROVIDED AND NUMBER WAS NOT LISTED WITH DIRECTORY ASSISTANCE. LPA MAILED LETTER TO CUSTOMER TO CONTACT CA WITHIN TEN BUSINESS DAYS OF THE RECEIPT OF THE LETTER OR OUR FILE WILL BE CLOSED.

1999/06/25
 12.05.25 CUSTOMER HAS NOT CONTACTED CA AT THIS TIME. LPA CLOSED FILE. NO FURTHER ACTION REQUIRED BY CA.

1999/07/19
 15.16.29 LIT PREV ADDING MICRO # 0592 1510

EM82-025 1045

BEGINNING OF CONTACT

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

6682JB LEGAL ISSUE CASE NBR: 0395301589
REGION: 21 ATLANTA ZONE: B2 OPENED: 06/07/1999
VIN: 1LMLN82H8HT ENGINE: N CLOSED:

LAST NAME: [REDACTED] STATUS: REVISION
TITLE: [REDACTED] FIRST NAME: [REDACTED] NI: [REDACTED]
ADDRESS: [REDACTED]
CITY: GREENVILLE STATE: SC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 1992 MODEL: TOWN CAR SIGNATURE 4DR
MILEAGE: 60000
DEALER NAME: HERITAGE LINCOLN-ME SALES CODE: L26192 P & A: 10313
REASON CODES: 0771 SYMPTOMS: 704145
ORIGIN: CAC - GENERAL CAC
ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/06/07
10.46.01

EMR2-025 1040

09/28/1999

MASTER OWNER RELATIONS SYSTEM III

14.10.13

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668ZJB	LEGAL ISSUE	CASE NBR: 0395301589
REGION: 21 ATLANTA	ZONE: 52	OPENED: 06/07/1999
VIN: 1LWLN82N8M	ENGINE: N	CLOSED:

=====

1999/06/07
10.46.01

CUSTOMER SAYS: =CUST IS CALLING IN WITH REGARD TO RECALL-9
9515- =VEHICLE CAUGHT ON FIRE @ DLRSH. =DATE: 032299 =
UNDERHOOD =AT DLRSH - HERITAGE L/M, GREENVILLE, SC =FIRE
NOT REPORTED =CLAIM HAS BEEN FILED BY INS CO - STATUS OF
CLAIM DENIED PER CUSTOMER, DEALER SAYS: =HAVE TO REPLACE
TWO HIRING HARNESSES PRIOR TO DETERMINING THE EXTENT OF DAN
AGE CAC ADVISED, - THIS INFORMATION HAS BEEN FORWARDED TO
THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATI
VE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO
TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YO
UR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INF
ERENCE CASE ID: 78

1999/06/09
15.55.47

LPA COMMENTS
SVC. MGR./AUBREY KAY ADVISED THAT THE VEHICLE IS STILL AT
THE DLRSH., HOWEVER, THERE HAVE BEEN NO REPAIRS PERFORMED
ON THE VEHICLE.
*
AUBREY WILL REVIEW THIS MATTER AND RECONTACT LPA TOMORROW.

1999/08/03
17.53.45

LPA COMMENTS
PICTURES OF BURNED VEHICLE AND A ESTIMATE OF REPAIR COST
HAVE BEEN RECEIVED. FIRE APPEARS TO BE RELATED TO RECALL
99515.

17.57.28 AUTHORIZATION NOTED FOR CUSTOMER REFUND IN THE AMOUNT OF
\$6400

17.59.37 ***LPA COMMENTS***
VOICEMAIL MESSAGE LEFT REQUESTING BERNARD ZAIMAN TO RECON-
TACT FMC REGARDING THIS MATTER. NAME & PHONE NO. PROVIDED
FOR RECONTACT.

1999/08/05
16.07.27

LPA COMMENTS
LPA VERBALLY EXTENDED TO MR. ZAIMAN A REFUND OFFER OF \$6400
WHICH HE FOUND TO BE UNACCEPTABLE. THEREFORE, NO FURTHER
ACTION WILL BE TAKEN BY FMC.
*

EP02-026 1000

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
=====

6682JB	LEGAL ISSUE	CASE NBR: 0595301589
REGION: 21 ATLANTA	ZONE: 82	OPENED: 06/07/1999
VIN: 1LNLMB2W0N	ENGINE: H	CLOSED:

=====

1999/09/16

11.57.56 MXX9/2/99: LPA RECEIVED INBOUND CALL FROM THE CUSTOMER ADVISING THAT HE WOULD LIKE TO ACCEPT THE OFFER HOWEVER HE WANTS TO BE REIMBURSED FOR HIS CDS AND HIS CD PLAYER AS WELL. LPA MADE AN OBC TO HIM AND ADVISED HIM THAT IF HE WANTS TO BE REIMBURSED FOR THESE ITEMS HE WILL NEED RECEIPTS. CUSTOMER CALLED BACK AND INFORMED LPA THAT HE CANNOT FIND THE RECEIPTS AND HE WILL ACCEPT THE OFFER ANYWAY. 9/18/99: LPA ADVISED THE DEALER SERVICE MANAGER, AUDREY, THAT THE OFFER HAS NEVER PUT IN WRITING AND IT WILL NEED TO BE PUT IN WRITING PRIOR TO NOTING THE CUSTOMER'S ACCEPTANCE OF IT.

12.00.18 MXXLPA PUT PREVIOUS VERBAL OFFER IN WRITING AND FAXED IT TO THE CUSTOMER AND CC'ED THE DEALER VIA FAX WITH BOTH CONFIRMATIONS RECEIVED; GAVE THE CUSTOMER A 5 BUSINESS DAY TIME LIMIT ON THE OFFER. LPA AWAITS THE CUSTOMER'S RESPONSE.

ERR2-025 1001

BEGINNING OF CONTACT

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

0279L3

LEGAL ISSUE

CASE NR: 0415081489

REGION: 13 NEW YORK

ZONE: J1

OPENED: 06/01/1999

VIN: 1LNLM82W0T

ENGINE: W

CLOSED: 06/01/1999

LAST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

FIRST NAME:

CITY:

BRENTWOOD

STATE:

NY

ZIP:

HOME PHONE:

MODEL YEAR:

1992

MODEL:

TOWN CAR SIGNATURE 4DR

MILEAGE:

116000

DEALER NAME:

BRIGHT BAY LINCOLN-

SALES CODE:

114017

P & A: 13425

REASON CODES:

0709

SYMPTOMS:

704145

ORIGIN: CAC

- GENERAL CAC

ACTION: DR001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/06/01

09.50.14

EM02-020 1002

OWNER RELATIONS

09/20/1999 MMFAXPRG

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

027913

LEGAL ISSUE

CASE NO: 0415081459

REGION: 13 NEW YORK

ZONE: J1

OPENED: 06/01/1999

VIN: 1LWLN02N8M

ENGINE: N

CLOSED: 06/01/1999

1999/06/01

09.30.14

CUSTOMER SAYS: - VEHICLE CAUGHT FIRE ON 09/24/98 - FIRE ORIGINATED FROM UNDER THE HOOD AND BLEW THE HOOD FROM ON TOP OF THE VEHICLE - VEHICLE WAS TOTALLED (HAD TO BE REPLACED) - FIRE DEPARTMENT WAS CONTACTED (REPORT 990-314852 AND FILE D IN SUFFOLK, NEW YORK) - FINDINGS: VEHICLE PARKED ON DRIVEWAY AND MALFUNCTION CAUSED FIRE - INSURANCE COMPANY WAS CONTACTED BUT THEY DID NOT PAY FOR THE CLAIM - RECEIVED A RECALL LETTER #99315 IN REGARDS TO AN UNDERHOOD FIRE PER CUSTOMER, DEALER SAYS: CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENCE CASE ID: 77

1999/06/04

15.17.58

LPA SPOKE WITH ASSISTANT ON 6/4/99. SHE WILL HAVE THE OWNER CONTACT ALICIA ON 6/7/99 AS HE IS NOT CURRENTLY AVAILABLE.

1999/06/08

14.38.37

LPA OBC CUSTOMER - LPA SPOKE WITH MR. CHERY, THE OWNER OF THE VEHICLE. CUSTOMER INDICATED THE FIRE OCCURRED IN 9/98. BELIEVES FIRE ORIGINATED UNDER THE HOOD. THE INSURANCE COMPANY WAS CONTACTED, BUT HE DID NOT HAVE COVERAGE ON THE VEHICLE. THE CUSTOMER STATED HE NO LONGER HAS THE VEHICLE IN HIS POSSESSION AND THE VEHICLE HAS BEEN SALVAGED AT THIS TIME. BASED ON THE INFORMATION PROVIDED BY THE CUSTOMER, LPA ADVISED CUSTOMER THAT NO FURTHER ACTION WILL BE TAKEN BY FMC DUE TO CUSTOMER NO LONGER OWNS THE VEHICLE. NO FURTHER ACTION REQUIRED BY CA.

1999/06/28

15.20.35 LIT PREV ADDING MICRO @ 0548 2910

EP02-025 1083

OWNER RELATIONS

09/20/1999 HMFAXPRO

BEGINNING OF CONTACT
 09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
 =====
 3312AH LEGAL ISSUE CASE NBR: 0637961459
 REGION: 16 PHILADELPHIA ZONE: D1 OPENED: 06/02/1999
 VIN: 1LNLM82N7NY ENGINE: M CLOSED: 06/02/1999
 =====
 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] NI:
 ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
 CITY: SPARTA STATE: NJ ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 1992 MODEL: TOMM CAR SIGNATURE 4DR
 MILEAGE: 12000
 DEALER NAME: HARDOR LINCOLN-MERC SALES CODE: L15018 P & A: 10490
 REASON CODES: 0709 SYMPTOMS: 704148
 ORIGIN: CAC - GENERAL CAC
 ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:
 1999/06/02
 15.10.36

EM83-025 1004

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
=====

SS12AH	LEGAL ISSUE	CASE NBR: 0437961459
REGION: 16 PHILADELPHIA	ZONE: D1	OPENED: 06/02/1999
VIN: 1LNLM82N7R	ENGINE: W	CLOSED: 07/21/1999

=====

- 1999/07/21
14.05.14 LPA ATTEMPTED TO CONTACT THE CUSTOMER TO INQUIRE ABOUT NEAREST DEALER. MESSAGE LEFT REQUESTING RECONTACT.
- 1999/07/23
12.16.33 LPA ATTEMPTED TO CONTACT THE CUSTOMER TO ARRANGE FOR THE VEHICLE TO BE TOWED TO THE NEAREST DEALER. NO ANSWER AND NO MEANS OF LEAVING A MESSAGE.
- 1999/08/04
08.58.59 TO DATE, CUSTOMER HAS NOT RECONTACTED LPA REGARDING THIS MATTER.
*
LPA MAILED THE CUSTOMER A LETTER ADVISING THE CUSTOMER THAT HE HAVE BEEN UNSUCCESSFUL IN OUR ATTEMPTS TO CONTACT HIM. LPA ADVISED THAT IF THE CUSTOMER WISHES TO PURSUE THIS MATTER, HE WOULD CONTACT LPA.
*
NO FURTHER ACTION IS PROPOSED AT THIS TIME.
- 1999/08/23
11.55.03 CUSTOMER RECONTACTED LPA AND ADVISED THAT THE VEHICLE IS LOCATED AT THE CUSTOMER'S HOME. PER CUSTOMER, REPAIR TO THE VEHICLE HAS ALREADY BEEN STARTED.
*
LPA ATTEMPTED TO CONTACT DAVID TAYLOR, EAA INSPECTOR, TO ARRANGE A VEHICLE INSPECTION. MESSAGE LEFT REQUESTING RECONTACT.
- 13.51.03 DAVID TAYLOR, EAA INSPECTOR, RECONTACTED LPA AND ADVISED THAT HE WILL ARRANGE FOR THE VEHICLE INSPECTION.
*
CUSTOMER INFORMATION FAXED TO EAA INSPECTOR.
- 1999/08/26
09.41.04 LPA REVIEWED CASE WITH DIONNE GARRISON/LEGAL ANALYST. FIRE DESCRIPTION WAS FAXED TO DAVID TAYLOR/EAA ON 8/23/99. INSPECTION WAS PERFORMED AT THE CUSTOMER'S HOME. LPA OBC DAVID TAYLOR/EAA - EAA ADVISED THAT THE VEHICLE INSPECTION DID NOT VERIFY THAT THE FIRE WAS RELATED TO RECALL 99S15. BASED ON THE INFORMATION PROVIDED BY EAA, LPA MAILED LETTER TO CUSTOMER TO ADVISE THAT WE HAVE BEEN INFORMED THAT THE INSPECTION CONDUCTED BY AN INDEPENDENT INSPECTOR DID NOT VERIFY THAT THE FIRE WAS RELATED TO RECALL 99S15. BASED ON THIS FINDING, FMC PROPOSES NO FURTHER ACTION CUSTOMER HAS REFERRED TO CONTACT HIS INSURANCE COMPANY FOR POSSIBLE ASSISTANCE. INSURANCE COMPANY HAS THE RIGHT TO FILE

EMR2-029 1028

1

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
 =====
 3312AH LEGAL ISSUE CASE NBR: 0437961459
 REGION: 16 PHILADELPHIA ZONE: D1 OPENED: 06/02/1999
 VIN: 1LNLM82M7NY ENGINE: W CLOSED: 08/26/1999
 =====

1999/08/26
 09.41.04 A SUBROGATION CLAIM AGAINST PNC IF THEY CHOOSE TO PURSUE THE
 MATTER. NO FURTHER ACTION REQUIRED BY CA.

ENR2-025 1007

BEGINNING OF CONTACT
09/28/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

7873CJ
REGION: 52 SOUTHWEST LEGAL ISSUE CASE NBR: 8439581539
VIN: 1LWLM82M4NY ZONE: F2 OPENED: 06/02/1999
ENGINE: N CLOSED: 06/02/1999

LAST NAME: FIRST NAME: STATUS: CLOSED
TITLE: MI:
ADDRESS:
CITY: STATE: OK ZIP:
HOME PHONE:
MODEL YEAR: 1992 MODEL: TOWN CAR SIGNATURE 4DR
MILEAGE: 1
DEALER NAME: TULSA AUTO COLLECTI SALES CODE: F52306 P & A: 02895
REASON CODES: 0771 SYMPTOMS: 784245
ORIGIN: CAC - GENERAL CAC
ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/06/02
12.05.57

EP02-021 1858

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

7873CJ LEGAL ISSUE CASE NBR: 8439301539
REGION: 52 SOUTHWEST ZONE: F2 OPENED: 06/02/1999
VIN: 1LNLM82H4M ENGINE: M CLOSED: 06/02/1999

1999/06/02
12.05.57

CUSTOMER SAYS: - VEHICLE CAUGHT FIRE 04/10/99 - FIRE WAS
ORIGINATED FROM UNDER THE HOOD AND ALSO CAUSED DAMAGE TO TH
EIR HOME - INSURANCE COMPANY TOOK THE VEHICLE - FIRE DEPA
RTMENT CAME TO PUT OUT THE FIRE AND THEY DID MAKE A FIRE REP
ORT - FIRE DEPARTMENT FINDINGS: THERE WAS A SHORT IN THE W
IRE - REPORT FILED IN TULSA, OKLAHOMA - INSURANCE COMPANY
WAS CONTACTED AND PAID THE CLAIM ON 04/30/99 - RECEIVED A R
ECALL LETTER 099515 IN REGARDS TO THIS PROBLEM - VEHICLE WA
S PAID FOR, BUT COST SEEKING FINANCIAL ASSISTANCE FOR DAMAGE
S TO HER HOME AND 0500 DEDUCTIBLE IN WHICH SHE PAID THE INSU
RANCE COMPANY PER CUSTOMER, DEALER SAYS: CAC ADVISED:
- THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIR
S DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AF
FAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABL
E - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIE
R TO REPORT THE CONCERN, PLEASE DO SO INFERENCE CASE ID: 78

1999/06/08
07.31.02 WRLPA SENT CUSTOMER DENIAL LETTER SINCE INSURANCE COMPANY
HAS BEEN INVOLVED**
X
SENT CUSTOMER LETTER REGARDING DENIAL DUE TO INSURANCE
COMPANY INVOLVEMENT

07.47.09 WRLPA FORWARDED FILE TO ODC**

1999/06/26
11.27.57 WRADED MICRO NUMBER 0590 1489**
11.29.47 WRADED MICRO NUMBER 0590 1494**

0902-025 1099

BEGINNING OF CONTACT
 09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
 =====
 2224VK LEGAL ISSUE CASE NR: 0446961459
 REGION: 10 SDR ZONE: D3 OPENED: 05/25/1999
 VIN: 2FACP74H0NDX ENGINE: H CLOSED: 05/25/1999
 =====
 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: ND ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 1992 MODEL: LTD CROWN VIC LX 4DR
 MILEAGE: 198000
 DEALER NAME: MCWILLIAMS FORD LTD SALES CODE: F27404 P & A: 80056
 REASON CODES: 0709 SYMPTOMS: 704145
 ORIGIN: CAC - GENERAL CAC
 ACTION: DR0001- NO ACTION REQUIRED, INFORMATION ONLY

COMMENTS:

1999/05/25
 12.18.55

EMR2-025 1000

09/28/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

 2224VK LEGAL ISSUE CASE NBR: 0446961459
 REGION: 10 SDR ZONE: DS OPENED: 05/25/1999
 VIN: 2FACP74H0M0C ENGINE: M CLOSED: 05/25/1999

 1999/05/25
 12.18.95

CUSTOMER SAYS: THAT HE RECIEVED A RECALL LETTER. CUSTOMER
 HAD A FIRE AND HE BELIEVES THAT IT COULD BE DUE TO A RECALL
 . THE VEHICLE CAUGHT ON FIRE 05/14/99. THE FIRE OCCURED FROM
 UNDER THE HOOD. THE VEHICLE WAS AT 1832 NETZEROTT RD.HYATT
 SVILLE MO. THE FIRE REPORT HAS FILE AND THE REPORT NUMBER
 UNAVAILABLE. THE FIRE DEPARTMENT COULDN'T DETERMINED WHAT C
 AUSED THE FIRE. THE CUSTOMER HAS UNABLE TO FILE A CLAIM MIT
 H HIS INSURANCE. THE VEHICLE IS NOT REPAIRABLE. PER CUSTOM
 ER, DEALER SAYS: N/A CAC ADVISED. - THIS INFORMATION HAS
 BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIE
 W - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP O
 N YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT A
 LREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCER
 N, PLEASE DO SO INFERENCE CASE ID: 77

1999/05/28
 11.17.25 LITIGATION PREVENTION ANALYST (LPA) ATTEMPTED TO CONTACT
 CUSTOMER. MESSAGE LEFT WITH DAUGHTER REQUESTING A RETURN
 CALL.

1999/06/02
 10.25.05 LPA MADE OUTBOUND CALL TO CUSTOMER IN RESPONSE TO MESSAGE
 LEFT. NO ANSWER.

15.08.33 LPA ATTEMPTED TO CONTACT TOM SAMUELS, EAA, MESSAGE LEFT.

1999/06/03
 16.04.41 INFORMATION FAXED TO TOM SAMUELS, EAA, REQUESTING INSPECT.

1999/06/26
 13.21.32 *****LPA COMMENTS*****
 LPA RECEIVED EAA REPORTS FROM THE INSPECTION WHICH CONCLUDES
 THAT THE FIRE THAT OCCURRED IN THE CUSTOMER VEHICLE WAS
 POSSIBLY CAUSED BY RECALL-99S15 SPEED CONTROL DEACTIVATION
 SWITCH. LPA IS SENDING THE CUSTOMER A LETTER OFFERING THE
 CUSTOMER A GOODWILL CASH SETTLEMENT OF \$2,000. THE CUSTOMER
 WOULD HAVE TO SIGN THE LETTER IN ORDER TO ACCEPT THE AMOUNT.
 LPA WILL SEEK APPROVAL BY TEAM LEADER ON 06/28/99.

1999/06/28
 08.19.18 *****LPA COMMENTS*****
 LPA SENT OUT OFFER LETTER TO CUSTOMER FOR THEM TO SIGN. ONCE
 LETTER IS RECEIVED BACK BY FORD LPA WILL UPLOAD IT IN THE

EMR2-028 1001

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

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2224VK	LEGAL ISSUE	CASE NBR: 0446961459
REGION: 10 SDR	ZONE: D3	OPENED: 05/25/1999
VIN: 2FACP74NDH	ENGINE: N	CLOSED: 06/28/1999

=====

1999/06/28
06.19.18 SYSTEM TO RAV TO ISSUE CHECK TO THE NEAREST DEALERSHIP.

1999/07/08
07.51.49 KKKLPA COMMENTS:***
THE CUSTOMER ACCEPTS THE OFFER AND WILL BE FAXING THE OFFER LETTER BACK TO FORD WITH SIGNATURE. THE CUSTOMER WOULD LIKE THE CHECK TO BE ISSUED TO KOONS FORD WHICH IS DEALERSHIP IN HIS AREA. LPA WILL UPLOAD INFORMATION IN RAV TO ISSUE CHECK FOR FIRE RELATED CLAIM.

1999/07/12
14.25.29 KKKLPA COMMENTS:***
LPA HAS UPLOADED THE SYSTEM RAV CHECK REQUEST.

14.29.54 KKKLPA COMMENTS:***
LPA SPOKE WITH THE PROCESSING DEALERSHIP TO CONFIRM THAT THE PAPERWORK WILL BE SENT TO THE DEALER. CONTACT PERSON AT THE DEALERSHIP WILL BE RYCK-SALES MANAGER. LPA SPOKE WITH TOM COMPANY WHO WORKS WITH THE DEALERSHIP ON TONING VEHICLES. THE TOM COMPANY WILL MOVE THE VEHICLE FROM THE CUSTOMER BUSINESS TO THE DEALERSHIP. THE TOTAL CASH SETTLEMENT AMOUNT WAS BASED ON THE BLUE-BOOK VALUE OF \$2,688. NO FURTHER ACTION IS NEEDED TO RESOLVE CONCERN.

1999/07/26
15.29.56 KKKLPA COMMENTS:***
LPA ADDING MICRO#-0593 1095

EP02-028 1002

OWNER RELATIONS

09/28/1999 HNFAXPRO

BEGINNING OF CONTACT
09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

3421SN LEGAL ISSUE CASE NBR: 0447202408
REGION: 23 MEMPHIS ZONE: D1 OPENED: 08/28/1998
VIN: 2FALP73M3V2 ENGINE: M CLOSED: 08/28/1998

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MOUNT JULIE STATE: TN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 1997 MODEL: CROWN VIC S 4DR SEDAN
MILEAGE: 15000
DEALER NAME: BURCHETT FORD INC SALES CODE: FZ3147 P & A: 05765
REASON CODES: 0709 SYMPTOMS: 704145
ORIGIN: CAC - GENERAL CAC
ACTION: DR0001 - NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1998/08/28
12.23.48

8902-825 1883

CUSTOMER SAYS. 8/28/98 THE VEH CAUGHT ON FIRE. CUST ONLY P
ASSENGER IN THE VEH. NOT INJURY, DID NOT SEEK ANY MEDICAL AT
TENTION. CUST VEH CAUGHT ON FIRE WHILE THE VEH WAS IN MOTION.
THE FIRE WAS COMING FROM UNDER THE HOOD. THE VEH FILLED UP
WITH SMOKE. CUST WAS ABLE TO STIR THE VEH OFF THE ROAD. HEAR

OWNER RELATIONS

09/20/1999 MMFAXPR8

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

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3421SM	LEGAL ISSUE	CASE NBR: 0447202408
REGION: 23 MEMPHIS	ZONE: B1	OPENED: 08/28/1998
VIN: 2FALP73M3V7	ENGINE: M	CLOSED: 08/28/1998

=====

1998/08/28
12.23.48

BY PEOPLE HELPED PUT OUT THE FIRE. THE FIRE DEPT WAS NOT CALLED. THE POLICE DEPARTMENT WAS NOT CALLED. CUST HAS NOT CONTACT THE INSURANCE COMPANY AS YET. THIS IS THE CUST ONLY VEH AND THEY HAVE NOTHING ELSE TO DRIVE. CUST IS HAVING VEH TO WED TO THE DLR BURCHETT FORD, LEBANON TEN TO HAVE VEH LOOKED AT. CUST WOULD LIKE FORD TO PROVIDE THEM WITH A NEW VEH. CUST ALLEGES THAT THE VEH IS DEFECTIVE AND DOES NOT WANT THE VEH BACK EVEN IF IT IS REPAIRABLE. PER CUSTOMER, DEALER SAYS: CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - PLEASE MAKE SURE YOU NOTIFY YOUR INSURANCE CARRIER AND REPORT THE INCIDENT -CAC ADVISE CUST TO CONTACT INSURANCE CO TO SEE IF THEY ABLE TO PROVIDE CUST WITH A RENTAL VEH. -CUST IS UPSET WITH THAT DECISION. CUST BELIEVES THAT IT IS FORD'S RESPONSIBILITY TO GET THEM A VEH. CUST HAS HEALTH PROBLEMS AND NEEDS A VEH TO GET AROUND. INFERENCE CASE ID: 73

1998/08/31
12.10.14

LPA CALLED CUSTOMER, SPOKE WITH MRS. SULLINS- VEHICLE IS AT THE DEALERSHIP, THEY HAVE NOT REPORTED THE FIRE TO THEIR INSURANCE COMPANY.

1998/10/06
16.26.35

TENA GAGNON, CSM CALLED STATING CUSTOMER TRADED OUT OF THE VEHICLE ON 9-22-98. CSM OFFERED AN OAC FOR \$1000.

1998/11/12
14.19.14

MICRO NUMBER ADDED: 55511427

EM02-825 1004

BEGINNING OF CONTACT
09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

=====

4825KK	LEGAL ISSUE	CASE NBR:	0450522189
REGION: 13 NEW YORK	ZONE: C1	OPENED:	07/29/1999
VIN: 2N1ELK75N23D	ENGINE: H	CLOSED:	07/29/1999

=====

LAST NAME:	[REDACTED]	FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:	[REDACTED]				
CITY:	HIGHTSTOWN	STATE:	NJ	ZIP:	[REDACTED]
HOME PHONE:					
MODEL YEAR:	1992	MODEL:	GRAND MARQUIS LS 4DR SDN		
MILEAGE:	73800				
DEALER NAME:	DAYTON FORD INC	SALES CODE:	F13467	P & A:	20559
REASON CODES:	0709	SYMPTONS:	704145		
ORIGIN:	CAC - GENERAL CAC				
ACTION:	DR0001 - NO ACTION REQUIRED; INFORMATION ONLY				

COMMENTS:

1999/07/29
12.14.56

EP02-025 1009

09/28/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

4825KK LEGAL ISSUE CASE NBR: 0450522189
REGION: 13 NEW YORK ZONE: C1 OPENED: 07/29/1999
VIN: 2N1ELM75M2R2 ENGINE: M CLOSED: 07/29/1999

1999/07/29
12.14.96

CUSTOMER SAYS: THE DATE VEH CAUGHT ON FIRE WAS APRIL 1999;
3195 CYPRESS CRT MAMAS JUNCTION NEW JERSEY; FIRE STARTED UNDE
R DASH BOARD OR UNDER HOOD BUT IS SURE IT WAS ELECTRICAL; FIR
E REPORT WAS FILED; FIRE DEPT. STATED THAT IT WAS ELECTRICAL
AND PUT IT OUT; DID NOT FILE CLAIM WITH INS. CO.; VEH. WAS TOT
ALLED PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - TH
IS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DE
PARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIR
S WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE -
IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO
REPORT THE CONCERN, PLEASE DO SO INFERENCE CASE ID: 77

1999/08/02
16.11.23

LPA OBC CUSTOMER - LPA SPOKE WITH TOM LEONARDI. CUSTOMER
INDICATED THE VEHICLE WAS PARKED WHEN THE FIRE OCCURRED IN
4/99. HE DID NOT OBSERVE THE FIRE. THE FIRE DEPT. WAS
CONTACTED. THERE WERE NO PERSONAL INJURIES. A CLAIM HAS NOT
BEEN FILED WITH THE INSURANCE COMPANY. VEHICLE IS CURRENTLY
IN THE CUSTOMER'S POSSESSION.
LPA ADVISED CUSTOMER THAT ARRANGEMENTS MUST BE MADE TO HAVE
THE VEHICLE TONED TO A DEALER FOR INSPECTION.
LPA OBC DEALER - LEFT VM MESSAGE FOR R. YOUNG/SVC NBR TO
CONTACT CA TO DETERMINE IF CUSTOMER CAN MAKE ARRANGEMENT TO
HAVE THE VEHICLE TONED TO THE DEALER FOR INSPECTION.

1999/08/05
11.57.20

LPA OBC DEALER - R. YOUNG/SVC NBR ADVISED CUSTOMER CAN MAKE
ARRANGEMENTS TO HAVE THE VEHICLE TONED TO THE DEALER FOR
INSPECTION.

LPA OBC CUSTOMER - LPA ADVISED CUSTOMER THAT R. YOUNG/SVC NBR
CAN BE CONTACTED TO MAKE ARRANGEMENTS TO HAVE THE VEHICLE
TONED TO THE DEALER FOR INSPECTION. LPA ADVISED CUSTOMER THAT
HE WOULD BE RESPONSIBLE FOR PAYING FOR THE TONING EXPENSES.
ONCE INVESTIGATION IS COMPLETE AND IF IT IS DETERMINED THAT
THE FIRE MIGHT HAVE BEEN RELATED TO RECALL 99S15, FMC WILL
REVIEW TOM RECEIPT FOR REIMBURSEMENT.

15.38.52 LPA OBC DEALER - R. YOUNG/SVC NBR REQUESTED THAT EAA PERFORM
THE VEHICLE INSPECTION.
LPA ADVISED DEALER THAT ARRANGEMENTS WILL BE MADE FOR EAA

ENR2-025 1598

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

4825KK LEGAL ISSUE CASE NBR: 0450522109
REGION: 13 NEW YORK ZONE: C1 OPENED: 07/29/1999
VIN: 2MELM75N2ND ENGINE: W CLOSED: 08/05/1999

1999/08/03
15.38.52 INSPECTION.
LPA OBC EAA - LEFT MESSAGE TO DETERMINE AVAILABILITY.

1999/08/04
09.32.50 EAA CONTACTED LPA AND ADVISED VEHICLE INSPECTION WILL
TENTATIVELY BE SCHEDULED FOR 8/9 OR 8/10/99 @ DAYTON FORD.
LPA FAXED FIRE DESCRIPTION TO EAA.
LPA OBC CUSTOMER - LPA ADVISED CUSTOMER REGARDING DATE OF
EAA INSPECTION AND ARRANGEMENTS NEED TO BE MADE TO HAVE THE
VEHICLE TOWED TO THE DEALER BY 8/9/99.

1999/08/23
16.58.48 LPA FAXED INFORMATION TO EAA TO ADVISE THAT CASE IS BEING
TURNED OVER TO K. KECSKES/LEGAL ANALYST AND INVESTIGATION
REPORT/PHOTOS SHOULD BE SENT TO HER ATTENTION.

1999/08/31
16.41.47 LPA RECEIVED INSPECTION REPORT BACK FROM EAA INSPECTOR.
REPORT/FINDINGS SHOW THAT TELEPHONE AND SHORT WAVE RADIO
WERE CONNECTED TO THE FUSE BLOCK AND TO THE BATTERY WHICH
HAD A NON-FACTORY INSTALLED BATTERY CONNECTOR. THE LEFT
FRONT LOWER SECTION OF THE FENDER INDICATES DAMAGE PRIOR TO
THE INCIDENT. NO MALFUNCTION IN SPEED CONTROL DEACTIVATION
SWITCH. INSPECTION REVEALED THAT SAFETY RECALL 99S15 WAS NOT
THE CAUSE OF THE FIRE/INCIDENT. ADVISED CUSTOMER VIA PHONE
AND MAIL THAT FORD WILL NOT PROVIDE ASSISTANCE IN THIS
MATTER. REFER CUSTOMER TO INSURANCE COMPANY, CLOSE FILE

ENG2-025 1087

BEGINNING OF CONTACT

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

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0279LB LEGAL ISSUE CASE NBR: 0475761539

REGION: 13 NEW YORK ZONE: B1 OPENED: 06/02/1999

VIN: 1LNLM81W2N ENGINE: M CLOSED: 06/02/1999

=====

LAST NAME: FIRST NAME: STATUS: CLOSED

TITLE: MI:

ADDRESS: CITY: DEER PARK STATE: NY ZIP: [REDACTED]

HOME PHONE: MODEL: TOWN CAR EXECUTIVE 4DR

MODEL YEAR: 1992

MILEAGE: 98000

DEALER NAME: POPULAR FORD SALES SALES CODE: F13021 P & A: 03629

REASON CODES: 0709 SYMPTOMS: 704145

ORIGIN: CAC - GENERAL CAC

ACTION: DR0801- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/06/02
13.06.55

09/20/1999 09:20:15

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

0279LB LEGAL ISSUE CASE NBR: 0475761539
REGION: 15 NEW YORK ZONE: B1 OPENED: 06/02/1999
VIN: 1LNLN81M2MY ENGINE: M CLOSED: 06/02/1999

1999/06/02
13.06.55

CUSTOMER SAYS: - ON SUNDAY MY VEHICLE WENT UP IN FLAMES I
N MY DRIVE WAY - IT BURNT TO THE GROUND - NO INJURY - INS
URANCE COMPANY WAS CONTACTED NO CLAIMS# - THEY'RE NOT IN TH
E PROCESS OF INSPECTING THE CLAIM - POLICE WAS CONTACTED, N
O FILE# , NO FINDINGS - FIRE DEPT WAS CONTACTED, NO FILE#
- THE VEHICLE IS CURRENTLY IN MY DRIVEWAY UNTOUCHED - HE'S
ALLEGEDING FORD IS RESPONSIBLE FOR THE FIRE. - I WOULD LIKE
SOMEONE TO LOOK AT MY VEHICLE ASAP. - I'VE GOT A BUSINESS
TO RUN - CUST IS VERY,VERY IRATE ABOUT ALL THIS. - HE WOU
LD LIKE A RESPOND ASAP. PER CUSTOMER, DEALER SAYS: CAC
ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSU
MER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM C
ONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAM
E AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURA
NCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENCA
SE ID: 77

1999/06/08
13.06.17

LPA OBC CUSTOMER - LPA SPOKE WITH SAL VOTTA, CUSTOMER'S
BROTHER-IN-LAW. [REDACTED] INDICATED THE VEHICLE IS USED FOR
THEIR BUSINESS. THE FIRE OCCURRED ON 5/30/99, THE VEHICLE
WAS PARKED IN FRONT OF THE CUSTOMER'S HOME. THEY OBSERVED
FLAMES COMING FROM UNDER THE HOOD. THE FIRE DEPT. AND POLICE
DEPT. WERE CONTACTED. THERE WERE NO PERSONAL INJURIES. THEY
CONTACTED THE INSURANCE COMPANY, BUT DID NOT HAVE COVERAGE
ON THE VEHICLE. THE VEHICLE IS CURRENTLY AT THE HOME OF THE
CUSTOMER'S SISTER
LPA ADVISED [REDACTED] THAT ARRANGEMENTS MUST BE MADE TO HAVE
THE VEHICLE TOWED TO THE DEALER FOR EAA INSPECTION.
LPA OBC EAA - EAA ADVISED INSPECTION WILL TENTATIVELY BE
SCHEDULED FOR 6/10 OR 6/11/99.
LPA FAXED FIRE DESCRIPTION TO EAA.

1999/06/15
11.29.20

LPA OBC CUSTOMER - LPA SPOKE WITH SAL VOTTA, CUSTOMER'S
BROTHER-IN-LAW. LPA REQUESTED A COPY OF THE TITLE FAXED TO
CA FOR REVIEW.

1999/06/21
15.37.34

LPA OBC CUSTOMER - LPA LEFT VM MESSAGE FOR CUSTOMER TO
CONTACT CA.

1999/06/23
10.15.43

EAA MAILED INVESTIGATION REPORT/PHOTOS TO LPA. INVESTIGATION
REPORT INDICATED THAT EAA DETERMINED THE FIRE MIGHT HAVE

OWNER RELATIONS

09/20/1999 HNFAXPRG

EMR2-025 1000

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.19

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D279LB	LEGAL ISSUE	CASE NBR: 0675761539
REGION: 13 NEW YORK	ZONE: BI	OPENED: 06/02/1999
VIN: 1LNLM6LN2HY	ENGINE: M	CLOSED: 06/23/1999

=====

1999/06/23

19.13.43 BEEN RELATED TO RECALL 99S15.
CUSTOMER FAXED COPY OF TITLE, TOWING RECEIPT AND BILL OF
SALE TO LPA FOR REVIEW.
LPA OGC CUSTOMER - LPA ADVISED CUSTOMER THAT EAA INSPECTION
DETERMINED THE FIRE MIGHT HAVE BEEN RELATED TO RECALL 99S15.
BASED ON THIS INFORMATION, FMC WILL OFFER GOODWILL CASH
SETTLEMENT AND REIMBURSEMENT FOR TOWING EXPENSES.
LPA AWAITING CUSTOMER TO RECONTACT CA TO PROVIDE FAX NUMBER
TO FAX OFFER LETTER TO CUSTOMER.

10.56.39 CUSTOMER LEFT VM MESSAGE FOR LPA TO PROVIDE FAX NUMBER.
LPA FAXED OFFER LETTER TO CUSTOMER.

1999/06/30

12.23.10 ATTORNEY MAILED LETTER DATED 6/24/99 TO LPA. ATTORNEY WRITES
THAT HE HAS BEEN RETAINED BY CUSTOMER. ATTORNEY STATES THAT
HE AND HIS CLIENT DO NOT FEEL FMC'S SETTLEMENT OFFER IS
ACCEPTABLE. ATTORNEY WRITES THAT THE OFFER DOES NOT TAKE
INTO ACCOUNT THE VALUE OF THE RECENT REPAIRS MADE TO THE
VEHICLE, THE LOSS OF BUSINESS INCURRED AS A RESULT OF THE
LOSS AND TIME IT WILL TAKE TO REPLACE THE VEHICLE AND THE
PROPERTY DAMAGE THAT OCCURRED TO THE EXTENSION OF THE HOME
WHERE THE FIRE TOOK PLACE.
LPA OGC ATTORNEY - LPA LEFT MESSAGE THAT FILE HAS BEEN
FORWARDED TO OGC FOR HANDLING.

1999/07/19

15.52.04 LIT PREV ADDING MICRO @ 0592 1114

EMR2-025 1070

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

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3312AH	LEGAL ISSUE	CASE NBR: 0476642089
REGION: 16 PHILADELPHIA	ZONE: BI	OPENED: 07/27/1999
VIN: 1LNLM81M2M	ENGINE: N	CLOSED: 07/27/1999

=====

1999/07/27
12.37.48

CUSTOMER SAYS: - HAD A FIRE IN THE LINCOLN TOWN CAR - NA
HT TO KNOW IF THERE IS ANY CONNECTION WITH THE FIRE I HAD
UNDER THE HOOD AND THE RECALL 99S15 - DATE OF FIRE, JULY
15, 1999 - VEH WAS RUNNING - THE VEH CAUGHT ON FIRE UNDER
THE HOOD, THOUGHT IT WAS STEAM, BUT IT WAS SMOKE AND IT
WAS BURNING- CUST PUT IT OUT WITH A FIRE EXTINGUISHER
R - FIRE DEPT NOT CONTACTED - VEH CAUGHT IN FIRE IN PHILA
DELPHIA, N 9TH ST - INSURANCE CO NOT COVERED AS VEH DOES N
OT HAVE FULL COVERAGE - VEH AT THE DLRSHP AND THEY SAY I
T IS REPAIRABLE, NEED AN ELECTRICAL HARNESS PER CUST
OWNER, DEALER SAYS: CAC ADVISED: - THIS INFORMATION HAS
BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR RE
VIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW
UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE
NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE
CONCERN, PLEASE DO SO INFERENCE CASE ID: 77

1999/07/29
12.21.56

LPA HAS CONFIRMED THAT THIS VEHICLE IS INVOLVED IN RECALL
99S15.

*
ACCORDING TO OUR RECORDS, RECALL NOTIFICATIONS WERE MAILED
TO CUSTOMER'S ADDRESS ON 3/21/99 AND 7/22/99.

*
LPA CONTACTED RAY KING, SRV MGR. PER RAY, THE VEHICLE IS
CURRENTLY AT THEIR DEALERSHIP. PER RAY, HE WILL RECONTACT
LPA AND ADVISED AS TO WHETHER OR NOT THE TECH HAS DETERMINED
THE CAUSE AND/OR ORIGIN OF THE VEHICLE FIRE.

16.08.32 RAY KING, SRV MGR, RECONTACTED LPA AND ADVISED THAT A DEALER
TECH HAS LOOKED AT THE VEHICLE. IT IS THE TECH'S OPINION
THAT RECALL 99S15 WAS NOT THE CAUSE OF THIS VEHICLE FIRE.

*
LPA ADVISED THAT EAA INSPECTOR WILL BE ARRANGED.

*
LPA ATTEMPTED TO CONTACT THE EAA INSPECTION, MESSAGE LEFT
REQUESTING RECONTACT.

*
LPA ATTEMPTED TO CONTACT THE CUSTOMER. MESSAGE LEFT
REQUESTING RECONTACT.

16.24.36 CUSTOMER RECONTACTED LPA. LPA ADVISED CUSTOMER THAT A THIRD
PARTY INSPECTOR WILL BE ARRANGED TO EVALUATE THE VEHICLE
FIRE. LPA ADVISED THAT CUSTOMER WILL BE CONTACT ACCORDINGLY.

OWNER RELATIONS

09/20/1999 MMFAXPRO

EMR2-025 1672

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
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3312AM	LEGAL ISSUE	CASE NBR: 0476642089
REGION: 16 PHILADELPHIA	ZONE: B1	OPENED: 07/27/1999
VIN: 1LMLNB2M2M	ENGINE: M	CLOSED: 07/30/1999

=====

1999/07/30
00.44.55 EAA INSPECTOR RECONTACTED LPA AND ADVISED THAT HE WILL DO THE INSPECTION THE MIDDLE OF NEXT WEEK.
*
CUSTOMER INFORMATION FAXED TO VERNON SMITH, EAA.

1999/08/10
15.19.09 LPA RECEIVED EAA REPORT AND PHOTOS. BASED ON THIS INFORMATION, LPA CONTACTED RAY KING, SRV MGR, AND REQUESTED THAT AN ESTIMATE FOR REPAIR BE PROVIDED.
*
PER RAY, HE WILL GET AN ESTIMATE TOGETHER AND RECONTACT LPA ON WEDNESDAY, 8/18/99.

1999/08/11
12.19.34 RAY KING, SRV MGR, RECONTACTED LPA AND ADVISED OF ESTIMATE FOR REPAIR.
*
LPA CONTACTED THE CUSTOMER AND EXTENDED AN OFFER TO REPAIR THE DAMAGE RELATED TO THE VEHICLE FIRE.

12.20.01 RAY KING, SRV MGR, RECONTACTED LPA AND ADVISED OF ESTIMATE FOR REPAIR.
*
LPA CONTACTED THE CUSTOMER AND EXTENDED AN OFFER TO REPAIR THE DAMAGE RELATED TO THE VEHICLE FIRE.

12.21.36 CUSTOMER VERBAL AUTHORIZATION TO PERFORM REPAIR TO HIS VEHICLE.
*
LPA CONTACTED RAY KING, SRV MGR, AND ADVISED OF CUSTOMER'S AUTHORIZATION.

12.23.17 LPA FAXED RELEASE FORM TO THE DEALER FOR CUSTOMER'S SIGNATURE.

1999/08/26
08.36.48 LPA OBC RAY KING/SVC MGR - RAY KING ADVISED THE VEHICLE REPAIRS WERE COMPLETED ON 8/25/99. DEALER WILL COMPLETE PAPERWORK AND RECONTACT LPA TO OBTAIN P96 CODE FOR REPAIRS.

1999/08/30
15.20.27 RAY KING/SVC MGR CONTACTED LPA TO OBTAIN P96 CODE FOR REPAIRS.
P&A: 10487
E.O.: 2278
LINE#:01

EMR-025 1073

09/28/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
=====

3312AM	LEGAL ISSUE	CASE NBR: 0476642089
REGION: 16 PHILADELPHIA	ZONE: D1	OPENED: 07/27/1999
VIN: 1LNLM81M2M	ENGINE: N	CLOSED: 08/30/1999

=====

1999/08/30
15.20.27 AMT.: 42,855.28
COMMITMENT CODE: M49CS
DEALER WILL MAIL SIGNED/NOTARIZED RELEASE TO LPA. NO FURTHER
ACTION REQUIRED BY CA.

EMC-025 1874

BEGINNING OF CONTACT
 09/28/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
 =====
 9867MP LEGAL ISSUE CASE NO: 8482721479
 REGION: 52 SOUTHWEST ZONE: E2 OPENED: 05/27/1999
 VIN: 1LNLM8166N ENGINE: M CLOSED: 05/27/1999
 =====
 LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: SEGUIN STATE: TX ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 1992 MODEL: TOMM CAR EXECUTIVE 4DR
 MILEAGE: 78000
 DEALER NAME: BLUEBONNET MOTORS I SALES CODE: L67048 P & A: 04570
 REASON CODES: 0709 SYMPTOMS: 704145
 ORIGIN: CAC - GENERAL CAC
 ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/05/27
 15.14.14

EMR-825 1879

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
 =====
 9867MP LEGAL ISSUE CASE NBR: 0482721479
 REGION: 52 SOUTHWEST ZONE: E2 OPENED: 05/27/1999
 VIN: 1LNLM31M6NT ENGINE: M CLOSED: 05/27/1999
 =====
 1999/05/27
 13.14.14

CUSTOMER SAYS: ----THE VEH CAUGHT ON FIRE IN APR /99 ---T
 HE FIRE ORIGINATED FROM THE SAFETY SWICH ON THE SPEED CONTROL
 L --- THE VEH HAS BEEN REPAIRED ---THERE WAS NO REPORT FI
 LED ---THERE WAS NO CLAIM MADE THROUGH THE INS ---THE REP
 AIRS WERE COVERED BY THE ESP ---YOU REQUESTING REIMBURSEMEN
 T FOR THE \$100.00 DEDUCTABLE ---AND ALSO AN EXTENSION FOR
 THE RENTAL FOR \$120.00--- HE RECEIVED A RECALL NOTICE FOR
 THE SPEED CONTROL 99S15. PER CUSTOMER; DEALER SAYS: ---
 -NONE CAC ADVISED. - THIS INFORMATION HAS BEEN FORWARDED T
 O THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW. - A REPRESENTA
 TIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - W
 O TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED
 YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO I
 N REFERENCE CASE ID: 77

1999/06/07
 09.97.47 LEFT MESSAGE FOR CUSTOMER.

11.09.44 SPOKE WITH CUSTOMER, WHO IS FAXING REPAIR ORDER FOR REPAIRS
 MADE. CUSTOMER WILL ALSO FAX RENTAL BILL; ADVISED HIM THAT
 WHEN I HAVE RECEIVED BOTH AND VERIFIED RECALLED PART WAS THE
 CAUSE OF THE FIRE, I WILL SUBMIT CHECK REQUEST FOR REIM-
 BURSEMENT.

1999/06/18
 13.54.52 MAILED CHECK FOR \$689.46 IN REIMBURSEMENT FOR REPAIR AND
 LOANER VEHICLE.

1999/07/30
 16.47.58 MICRO NUMBER 5950769

EMR2-025 1078

BEGINNING OF CONTACT
09/20/1999

MASTER OWNER RELATIONS SYSTEM IIX

16.10.15

=====

ZZZ4VK	LEGAL ISSUE	CASE NR:	0685502039
REGION: 10 SDR	ZONE: E1	OPENED:	07/22/1999
VIN: 1LNLMB1H7WY	ENGINE: N	CLOSED:	07/22/1999

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]			MI:	
ADDRESS:	[REDACTED]				
CITY:	HAMPTON	STATE:	VA	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	1992	MODEL:	TOWN CAR EXECUTIVE 4DR		
MILEAGE:	95000				
DEALER NAME:	POWOOD FORD, INC.	SALES CODE:	F27563	P & A:	00016
REASON CODES:	0709	SYMPTOMS:	704145		
ORIGIN: CAC	- GENERAL CAC				
ACTION: DR0001	- NO ACTION REQUIRED; INFORMATION ONLY				

COMMENTS:
1999/07/22
13.17.03

EP02-825 1877

CUSTOMER SAYS: *THE CUST HAS WRITTEN A LETTER DATED JULY

OWNER RELATIONS

09/20/1999 NMFAXPR0

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

2224VK LEGAL ISSUE CASE NBR: 0485502039
REGION: 10 SDR ZONE: E1 OPENED: 07/22/1999
VIN: 1LNLM81N7M ENGINE: M CLOSED: 07/22/1999

1999/07/22

13.17.03 9 *THE CUST STATES THAT SHE JUST RECEIVED THE RECALL LETTER FOR THE RECALL 99315 *THE CUST STATES THAT THE VEH CAUGHT FIRE LAST YEAR AND SHE WAS UNABLE TO GET ANY ASSISTANCE FROM FORD *THE CUST STATES THAT SHE HAD TO REPLACE THE VEH WIT H A PERSONAL LOAN AND A SMALL BENEFIT FROM THE INSURANCE COM PANY *THE CUST STATES THAT SHE HAS BEEN ADVISED TO SEEK LE GAL ACTION BUT SHE IS GIVING FORD A CHANCE TO MAKE THIS RIGH T FIRST ***FIRE INCIDENT REPORT NUMBER = 09009839 ***DA TE OF FIRE = APRIL 24 1998 ***CUST HAS BEEN PAID BY THE IN SURANCE COMPANY *THE CUST STATES THAT SHE WILL NEVER BE ABL E TO PUT CHILDREN IN ANOTHER VEH AGAIN *THE CUST STATES TH AT SHE IS UPSET THAT THIS INFORMATION WAS NOT SENT TO HER IN WRITING PER CUSTOMER, DEALER SAYS: CAC ADVISED: - TH IS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DE PARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIR S WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO IMPERANCE CASE ID: 77

1999/07/23

09.15.46 3081LPA COMMENTS: LPA HAS REVIEWED THE CUSTOMER CLAIM AND FOUND THAT THE VEHICLE IS NO LONGER IN THE CUSTOMER POSSESSION. BASED ON THIS INFORMATION FORD MOTOR COMPANY IS DENYING ASSISTANCE, BECAUSE THERE IS NO VEHICLE TO DETERMINE THAT RECALL-99315 DEACTIVATION SWITCH/SPEED CONTROL CAUSE THE VEHICLE FIRE. LPA SENT A LETTER TO THE CUSTOMER STATING FORD POSITION.

EMK3-028 1879

OWNER RELATIONS

09/20/1999 MMFAXP00

BEGINNING OF CONTACT

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

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2224VK          LEGAL ISSUE          CASE NR: 0488162509
REGION: 53 KANSAS CITY          ZONE: D1          OPENED: 08/18/1999
VIN: 1LNLM81M4NY          ENGINE: W          CLOSED: 08/18/1999
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LAST NAME:          TITLE:          FIRST NAME:          STATUS: CLOSED
ADDRESS:          MI:
CITY: SAINT CHARLES          STATE: MO          ZIP:
HOME PHONE:
MODEL YEAR: 1992          MODEL: TOWN CAR EXECUTIVE 4DR
MILEAGE: 111000
DEALER NAME: ALLYN MOORE LINCOLN SALES CODE: L63197          P & A: 10470
REASON CODES: 0709          SYMPTOMS: 704145
ORIGIN: CAC - GENERAL CAC
ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

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COMMENTS:

1999/08/18
13.06.44

ERR2-025 1079

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

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2224VK	LEGAL ISSUE	CASE NBR: 0488162309
REGION: 53 KANSAS CITY	ZONE: D1	OPENED: 08/18/1999
VIN: 1LWLN81H4KY	ENGINE: H	CLOSED: 08/18/1999

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1999/08/18
13.06.44

CUSTOMER SAYS. --- THE VEH CAUGHT ON FIRE 8/17/99 --- T
HE VEH WAS PARKED WHEN IN THE DRIVE WAY --- IT IS STILL IN TH
E DRIVE WAY --- NOT SURE WHERE THE FIRE ORIGINATED---
A REPORT WAS FILED NO # -- THEY COULDN'T DETERMINE THE CAUS
E -- THE DEPARTMENT IS IN CAROLIA --- THERE IS NO INS ON T
HE VEH --- THE VEH IS TOTALLED-- --- THERE IS A RECALL
ON THE VEH # 99S15 --- WANT FORD TO PAY FOR THE VEH-- P
ER CUSTOMER, DEALER SAYS: CAC ADVISED: THIS INFORMATI
ON HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR
REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLO
W UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE
NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE
CONCERN, PLEASE DO SO INFERENCE CASE ID: 77

1999/08/19
09.23.46 ***LPA COMMENTS***
LPA MADE AN OUTBOURD CALL TO THE CUSTOMER TO GATHER MORE
INFORMATION REGARDING THEIR ALLEGED VEHICLE FIRE. THE
CUSTOMER WAS NOT PRESENT. LPA WILL RE-CONTACT CUSTOMER AT A
LATER TIME.

1999/08/24
10.32.49 ***LPA COMMENTS***
LPA HAS CONTACTED A INSPECTOR TO INVESTIGATE THE CUSTOMER
ALLEGATIONS. THE VEHICLE IS INVOLVED IN RECALL-99S15
DEACTIVATION SWITCH RECALL. THE DEALERSHIP TOWED THE VEHICLE
TO THERE ESTABLISHMENT AND CANNOT DETERMINE WHETHER OR NOT
THE VEHICLE FIRE WAS CAUSED BY THE RECALL. HOPEFULLY THE
INSPECTOR WILL SHED SOME LIGHT ON THIS SITUATION.

1999/08/26
13.49.14 ***LPA COMMENTS***
LPA FINALLY TOUCH BASE WITH THE EAA INSPECTOR. THE INSPECTOR
AGREED TO INSPECT THE VEHICLE ON 08/31/99. LPA HAS FAXED
OVER A COPY OF THE RECALL INFORMATION AND DEALER INFORMATION
LPA SHOULD HAVE RESULTS TO PRESENT TO THE CUSTOMER NEXT
WEEK.

1999/09/01
08.23.49 ***LPA COMMENTS***
LPA RECEIVED DOCUMENTATION FROM THE EAA INSPECTOR REGARDING
HIS FINDINGS TO THE VEHICLE FIRE THAT OCCURRED ON THE

OWNER RELATIONS

09/20/1999 JNFAXPRB

EM02-025 1000

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.13

 Z224VK LEGAL ISSUE CASE NBR: 0488262509
 REGION: 53 KANSAS CITY ZONE: D1 OPENED: 08/18/1999
 VIN: 1LMLBSIMMY ENGINE: M CLOSED: 09/01/1999

1999/09/01

08.25.49 VEHICLE. THE INSPECTOR INDICATED THAT THE FIRE ORIGINATED FROM THE HOOD AREA BUT COULD NOT DETERMINE IF THE RECALL-99S15 CAUSE THE FIRE. THE EAA INSPECTOR DID SAY THAT THE VEHICLE WAS BURNED FROM THE FRONT-END TO THE MIDDLE OF THE CAR. THE DASHBOARD ON THE INSIDE WAS NOT BURNED. THE INSPECTOR SENT PICTURES WHICH SHOULD ARRIVE BY 09/03/99.

08.30.05

*****LPA COMMENTS*****
 LPA WILL OFFER THE CUSTOMER THE KELLY BLUE BOOK PRICE BASED ON THE INSPECTION REPORT PRESENTED BY A EAA INSPECTOR. ALTHOUGH THE FINDINGS WERE INCONCLUSIVE LPA FEELS THAT THE FIRE MAY HAVE ORIGINATED FROM THE SPEED CONTROL/DEACTIVATION SWITCH. THE DEALERSHIP ALSO FEELS THE FIRE ORIGINATED FROM UNDER-THE-HOOD NEAR THE SWITCH. THE AMOUNT THAT ESTIMATED FROM THE BLUE BOOK IS \$3,805.

1999/09/07

10.14.23

*****LPA COMMENTS*****
 LPA SPOKE WITH THE CUSTOMER WHO HAS ACCEPTED THE OFFER FOR A CASH SETTLEMENT DUE TO A RECALL-99S15 DEACTIVATION SWITCH FIRE. THE AMOUNT THAT FORD MOTOR COMPANY HAS AGREED TO WAS GENERATED FROM THE KELLY BLUE BOOK IN THE AMOUNT OF \$3,805. LPA HAS MAIL OUT THE OFFER LETTER FOR THE CUSTOMER TO OFFICIALLY ACCEPT THE OFFER.

1999/09/10

08.14.31

*****LPA COMMENTS*****
 LPA IS STILL WAITING FOR THE CUSTOMER TO SEND BACK THE PICTURES REGARDING HER DAMAGED MERCHANDISE THAT BURNED UP IN A VEHICLE FIRE. LPA IS ALSO WAITING FOR THE SIGNED ACCEPTANCE LETTER.

08.18.23

*****LPA COMMENTS*****
 LPA MADE A MISTAKE REGARDING THE ACTION OF THIS CASE. THE CUSTOMER ONLY HAS TO SIGN THE SIGNED ACCEPTANCE LETTER TO FORD ACCEPTING THE KELLY BLUE BOOK THAT WAS PRESENTED. THE CUSTOMER IS NOT CLAIMING ANY LOST DAMAGES.

1999/09/13

07.46.35

*****LPA COMMENTS*****
 LPA UNLOADED THE SYSTEM. THE CUSTOMER VEHICLE CAUGHT ON FIRE DUE TO A RECALL. THE VEHICLE IS CURRENTLY AT THE DEALERSHIP-DAYE SINCALIR FORD.

07.52.34

*****LPA COMMENTS*****
 LPA RECEIVED CASH SETTLEMENT OFFER LETTER FROM THE ABOVE CUSTOMER. THE CUSTOMER HAS ACCEPTED THE GOODWILL SETTLEMENT

0902-025 1081

09/28/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

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2224VE	LEGAL ISSUE	CASE NBR: 0488162309
REGION: 53 KANSAS CITY	ZONE: D1	OPENED: 08/18/1999
VIN: 1LMLN41N4NY2	ENGINE: M	CLOSED: 09/13/1999

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1999/09/13

07.52.54

OFFER IN THE AMOUNT OF \$5,805. LPA HAS ALSO UPLOADED THE SYSTEM THROUGH RAV-FAST TO HAVE THE VEHICLE SALVAGED. NO FURTHER ACTION IS NEEDED TO RESOLVE.

ERR2-028 1882

OWNER RELATIONS

09/28/1999 NWFXPR8

BEGINNING OF CONTACT
09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
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3312AR	LEGAL ISSUE	CASE NBR: 0492861749
REGION: 41 CHICAGO	ZONE: A2	OPENED: 06/23/1999
VIN: 11MLMB12MY	ENGINE: M	CLOSED: 06/23/1999

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LAST NAME:	██████████	FIRST NAME:	██████████	STATUS:	CLOSED
TITLE:	██████████	MI:	██████████		
ADDRESS:	██████████				
CITY:	CHICAGO	STATE:	IL	ZIP:	██████████
HOME PHONE:	██████████				
MODEL YEAR:	1992	MODEL:	TOWN CAR EXECUTIVE 4DR		
MILEAGE:	100000				
DEALER NAME:	NAPLETON LINCOLN-ME	SALES CODE:	L42051	P & A:	13641
REASON CODES:	0709	SYMPTOMS:	704149		
ORIGIN: CAC	- GENERAL CAC				

ACTION: DRDD01 - NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/06/23
12.44.55

0902-020 1003

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

3312AH LEGAL ISSUE CASE NBR: 0492861749
REGION: 41 CHICAGO ZONE: A2 OPENED: 06/23/1999
VIN: 1LNLM1L2M ENGINE: W CLOSED: 06/23/1999

1999/06/23
12.44.53

CUSTOMER SAYS: 92 LINCOLN TOWN CAR THE VEHICLE CAUGHT ON FIRE -JUNE 22 99 -BACK OF THE MOTOR WHICH THE FIRE ORIGINATED -THE FIRE STARTED ON THE HIGHWAY WHILE DRIVING -THERE WAS NO FIRE REPORT THE CITY IS CHICAGO -HE HAS NOT FILED WITH THE INSURANCE COMPANY -THE VEHICLE IS REPAIRABLE -CUSTOMER WOULD LIKE SOMETHING DONE WITH THIS DEFECT 99S15 HE JUST RECEIVED IN THE MAIL. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED. - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM. - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENCE CASE ID: 77

1999/06/24
14.17.36

LPA OBC DEALER - J. HOLUBIAK/SVC MGR ADVISED THE VEHICLE WAS BROUGHT IN ON 6/23/99. DEALER INSPECTION DID NOT VERIFY THAT THE INCIDENT WAS RELATED TO RECALL 99S15. RECALL 99S15 WAS COMPLETED. DEALER WILL FAX COPY OF RESULTS OF INSPECTION TO LPA.
LPA OBC CUSTOMER - CUSTOMER INDICATED THE INCIDENT OCCURRED ON 6/22/99. OBSERVED SMOKE COMING FROM THE REAR AREA OF THE ENGINE. THERE WERE NO PERSONAL INJURIES. THE FIRE DEPT. WAS CONTACTED, BUT THEIR ASSISTANCE WAS NOT NEEDED. THE VEHICLE IS CURRENTLY AT THE DEALER FOR INSPECTION. THE INSURANCE COMPANY HAS NOT BEEN CONTACTED.
LPA ADVISED CUSTOMER THAT THE DEALER HAS INSPECTED THE VEHICLE AND THEY DID NOT VERIFY THAT THE INCIDENT WAS RELATED TO RECALL 99S15. BASED ON THIS INFORMATION, FMC PROPOSES NO FURTHER ACTION. NO FURTHER ACTION REQUIRED BY CA

EMR2-825 1004

OWNER RELATIONS

09/20/1999 MRFAXPR0

BEGINNING CONTACT 09/28/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

42R5LF LEGAL ISSUE CASE NBR: 0498661949
REGION: S2 SOUTHWEST ZONE: G1 OPENED: 07/13/1999
VIN: 1LNEM83N4NY ENGINE: H CLOSED: 07/13/1999

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: HOUSTON STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 1992 MODEL: TOWN CAR CARTIER 4DR
MILEAGE: 68000
DEALER NAME: SUPERIOR FORD LINC- SALES CODE: 167567 P & A: 00427
REASON CODES: 0771 SYMPTOMS: 704145
ORIGIN: CAC - GENERAL CAC
ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/07/13
12.57.35

EM02-029 1000

OWNER RELATIONS

09/28/1999 MMFAXPRQ

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

4285LF LEGAL ISSUE CASE NBR: 0498661949
REGION: 52 SOUTHWEST ZONE: 01 OPENED: 07/13/1999
VIN: 1LNLM3JHMY ENGINE: H CLOSED: 07/13/1999

1999/07/13
12.57.55

CUSTOMER SAYS: -THIS MORNING MY VEH BURNED DOWN TO THE GROUND WHILE IT WAS PARKED OUT SIDE IN OUR DRIVENWAY. THE VEH WAS NOT DRIVED ALL DAY TODAY. -FIRE DEPARTMENT DETECTED THAT THE FIRE CAUSED BY DEFECTIVE ELECTRICAL PART AND THE FIRE DEPARTMENTS CLAIM NUMBER IS 9900428 -HAVE NOT CONTACTED THE INSURANCE CO AS OF YET. -NO PERSONAL INJURIES OR PROPERTY DAMAGES BESIDE THE VEHICLE AND VINYL SIDING ON THE HOUSE GOT MELTED DUE TO HEAT. -ALLEGING FORD'S RESPONSIBILITY FOR THE INCIDENT AND REQUESTING FORD TO INSPECT THE VEH FOR EVALUATION. PER CUSTOMER, DEALER SAYS: CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENCE CASE ID: 78

1999/07/14
11.01.10

LPA CONTACTED CUSTOMER. SHE AGREED TO HAVE HER VEHICLE TOWED TO THE DEALERSHIP. SUPERIOR L/H 261 839 9988 LEFT MESSAGE FOR TOM ROBERTS THE SERVICE MANAGER. CUSTOMER DID ADMIT THAT SHE RECEIVED THE RECALL NOTICE AND WAS GOING TO WAIT UNTIL SHE CAME BACK FROM VACATION. CUSTOMER NOTED THAT LETTER INDICATED PARTS WILL NOT BE AVAILABLE UNTIL MIDDLE OF JULY

12.27.24

LPA SPOKE WITH SM TOM AND HE AGREED TO TOW THE VEHICLE IN AND INSPECT IT TO VERIFY THAT THE RECALL CAUSED THE FIRE. LPA WILL ISSUE A P94 CODE TO PAY DEALER FOR INSPECTION, TOWING AND RENTAL CAR DURING INSPECTION TIME.

1999/07/15
10.53.15

LPA RECEIVED REPORT FROM DEALERSHIP. SM INSPECTED THE VEHICLE AND DETERMINED A MAJOR DEFECT. CALLED CUSTOMER MADE AN OFFER OF \$8400 PER MADA BOOK.

1999/07/19
10.39.23

LPA RECEIVED COUNTEROFFER FROM THE CUSTOMER FOR 12,200. LPA CONSULTED WITH LPA TEAM LEADER. CALLED CUSTOMER AND SPOKE WITH MRS. CURTIS SHE ADVISE THAT SHE WOULD CONTACT THEIR ATTORNEY. INFORMED CUSTOMER TO CONTACT INSURANCE COMPANY OR ATTORNEY. NO FURTHER OFFER WILL BE EXTENDED. CUSTOMER HUSBAND WILL CALL BACK

1999/07/20

08.13.30 LPA SPOKE WITH CUSTOMER. WE AGREED ON \$8700.00 FOR A FINAL

OWNER RELATIONS

09/20/1999 MMFAXPRO

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

4285LF LEGAL ISSUE CASE NR: 0498461949
REGION: 52 SOUTHWEST ZONE: 01 OPERED: 07/15/1999
VIN: 1LNLM83N4NY7 ENGINE: H CLOSED: 07/20/1999

1999/07/20
08.15.30 SETTLEMENT. CUSTOMER WILL FAX RECEIPTS FOR PROP. DAMAGE AND
LPA WILL FAX RELEASE TO CUSTOMER

09.32.23 FAXED CUSTOMER RELEASE FOR VEHICLE AND PROP. DAMAGE2

1999/07/21
14.41.57 LPA UPLOADED INFORMATION INTO RAV/ LPA SUBMITTED THE PROPERT
Y CLAIM CHECK IN THE AMOUNT OF 300.00

14.42.22 LPA UPLOADED INFORMATION INTO RAV/ LPA SUBMITTED THE PROPERT
Y CLAIM CHECK IN THE AMOUNT OF 300.00

15.28.22 AUTHORIZATION OF SETTLEMENT OFFER IN THE AMOUNT OF 05400

1999/07/23
10.32.11 LPA GAVE DEALER P96 CODE
FOR TOWING/ RENTAL CAR/ INSPECTION

10.52.41

1999/07/26
10.29.14 APPROVAL TO OFFER CASH SETTLEMENT TO CUSTOMER.

1999/07/27
14.07.22 LPA SENT CHECK FOR 300 TO CUSTOMER.

1999/07/28
15.00.56 MICRO NUMBER 0728 0594 1348

OWNER RELATIONS

09/20/1999 NWIFAXPRO

1997-02-02 1887

BEGINNING 0 INTACT
09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

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#279LB	LEGAL ISSUE	CASE NBR:	0498921549
REGION: 21 ATLANTA	ZONE: A5	OPENED:	06/04/1999
VIN: 1LNLM82M6P	ENGINE: W	CLOSED:	06/04/1999

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CANCEL
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	MONTGOMERY	STATE:	AL	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	1995	MODEL:	TOMN CAR SIGNATURE 4DR		
MILEAGE:	80000				
DEALER NAME:	BLOUNT/STRANGE FORD	SALES CODE:	F21401	P & A:	00364
REASON CODES:	0709	SYMPTOMS:	704143		
ORIGIN:	CAC - GENERAL CAC				
ACTION:	DR0001- NO ACTION REQUIRED; INFORMATION ONLY				

COMMENTS:

1999/06/04
08.18.13

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.13

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0279LB	LEGAL ISSUE	CASE NBR: 0498921549
REGION: 21 ATLANTA	ZONE: A3	OPENED: 06/04/1999
VIN: 1LNLM02N6PY	ENGINE: M	CLOSED: 06/04/1999

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1999/06/04
06.16.13

CUSTOMER SAYS: -ON 05/12/99 THE VEH WAS PARKED OUT SIDE ON THE DRIVE WAY IGNITION TURNED OFF. THE VEHICLE GOT ON FIRE. THE FIRE DEPARTMENT PUT OFF THE FIRE. BUT NO REPORT WAS GIV EN. NO POLICE WAS ATTENDED ON THE INCIDENT. NO DAMAGE TO OUR PROPERTY. -NO MEDICAL ATTENTION SEEKED. -I CONTACTED BART SHAFER AT BLOUNT STRANGE LN AND HE FILL OUT A FORM TO INF ORM. -NO INSURANCE CO. INVOLVED SINCE I ONLY HAVE LIABILITY INSURANCE. -I BEEN INFORMED THAT THIS VEH HAS BEEN RECALLED FOR PRODUCT DEFECT AND ALEDGING FORD RESPONSIBILITY. -I AM ON RENTAL VEH RIGHT NOW AND THE BILL IS GOING UP EVERYDAY. I WANT FORD TO GIVE ME ANOTHER VEH AS SOON AS POSSIBLE. PER CUSTOMER, DEALER SAYS: CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENCE CASE ID: 77

16.08.53 DUPLICATE OPENING.....

EM02-029 1008

OWNER RELATIONS

09/20/1999 MMFAXPR8

BEGINNING CONTACT 09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

02791B LEGAL ISSUE CASE NBR: 0526961339
REGION: 41 CHICAGO ZONE: C1 OPENED: 05/25/1999
VIN: 1LNLM82M1K ENGINE: M CLOSED: 05/25/1999

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] NI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SKOKIE STATE: IL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 1992 MODEL: TOMM CAR SIGNATURE 4DR
MILEAGE: 100000
DEALER NAME: MIGRI-MCCUE LN OF S SALES CODE: L42254 P & A: 10545
REASON CODES: 0771 SYMPTOMS: 704145
ORIGIN: CAC - GENERAL CAC
ACTION: DR0801- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:
1999/05/25
11.14.51

EMR2-828 1000

09/28/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

0279L3 LEGAL ISSUE CASE NBR: 0526961539
REGION: 41 CHICAGO ZONE: CI OPENED: 05/25/1999
VIN: 1LNLM82W1N ENGINE: W CLOSED: 05/25/1999

1999/05/25
11.14.31

CUSTOMER SAYS: * THE ELECTRICAL SYSTEM CAUGHT FIRE. VEHICLE WAS PARKED IN FRONT OF THE HOUSE. VEHICLE WAS NOT RUNNING
* DATE OF FIRE: 04/27/99 * FIRE CAME FROM STEERING COLUMN
* VEHICLE LOCATION: CITY OF CHICAGO IMPOUND * FIRE REPORT: CHICAGO FIRE DEPARTMENT SS - 021301 * INSURANCE CLAIM: STATE FARM, "CONTACT FORM" * VEHICLE IS NOT REPAIRABLE
- NEED TO HAVE THIS RESOLVED BY MAY 30, 1999 - CUST ALSO HAD CAMERA IN THE VEH WHICH IS NOW DAMAGED, THEY ALSO HAD JUST REPLACED THE TRANS PER CUSTOMER, DEALER SAYS:
CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW & A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO IMMEDIATELY
REFERENCE CASE ID: 78

1999/05/26
16.04.33 LPA OBC CUSTOMER - CUSTOMER HAS NOT AVAILABLE; LEFT MESSAGE TO ADVISE THAT ATTEMPT WILL BE MADE TO CONTACT CUSTOMER AGAIN AT A LATER TIME.

1999/05/27
10.29.44 LPA OBC CUSTOMER - CUSTOMER INDICATED THE FIRE OCCURRED ON OR ABOUT 4/27/99. THE VEHICLE WAS PARKED WHEN THE FIRE OCCURRED. FIRE APPEARS TO HAVE ORIGINATED UNDER THE HOOD ON THE LEFT SIDE GOING TOWARDS THE STEERING COLUMN. THERE WERE NO PERSONAL INJURIES. THE FIRE DEPT. WAS CONTACTED. THE INSURANCE COMPANY WAS CONTACTED, BUT HE DID NOT HAVE COVERAGE ON THE VEHICLE. PERSONAL ITEMS INSIDE THE VEHICLE THAT WERE DAMAGED WAS A CAMERA AND LEATHER JACKET. VEHICLE IS CURRENTLY AT THE CHICAGO IMPOUND.
LPA ADVISED CUSTOMER THAT ARRANGEMENTS MUST BE MADE TO HAVE THE VEHICLE TOWED TO A DEALER FOR INSPECTION, ONCE VEHICLE HAS BEEN TOWED TO THE DEALER, ARRANGEMENTS WILL BE MADE FOR EAA INSPECTION.
LPA OBC EAA - LEFT MESSAGE TO DETERMINE AVAILABILITY

1999/05/28
09.00.00 EAA CONTACTED LPA AND ADVISED HE WILL CONTACT THE CUSTOMER AND DEALER TO SCHEDULE A DATE TO PERFORM THE INSPECTION @ KRONON FORD.
LPA FAXED FIRE DESCRIPTION TO EAA.

OWNER RELATIONS

09/20/1999 MAFAPRG

0902-025 1891

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

0279LB LEGAL ISSUE CASE NBR: 0526961339
REGION: 41 CHICAGO ZONE: C1 OPENED: 05/25/1999
VIN: 1LMLM82WLN ENGINE: N CLOSED: 06/15/1999

1999/06/15
11.28.04 LPA OBC CUSTOMER - LEFT VM MESSAGE TO REQUEST CUSTOMER TO
FAX A COPY OF THE TITLE TO LPA FOR REVIEW.

1999/06/17
11.06.06 CUSTOMER FAXED TITLE, TOWING/STORAGE RECEIPTS TO LPA FOR
REVIEW.
EAA MAILED INVESTIGATION REPORT/PHOTOS TO LPA. INVESTIGATION
REPORT INDICATED THAT EAA DETERMINED THAT THE FIRE MIGHT BE
RELATED TO RECALL 99S15.
LPA OBC CUSTOMER - LPA ADVISED CUSTOMER THAT THE EAA
INSPECTION DETERMINED THE FIRE MIGHT BE RELATED TO RECALL
99S15. IN THE INTEREST OF CUSTOMER SATISFACTION, LPA
ADVISED CUSTOMER THAT FMC WILL OFFER A CASH SETTLEMENT AND
PROVIDE REIMBURSEMENT TOWARDS TOWING/STORAGE CHARGES.
LPA MAILED SETTLEMENT OFFER LETTER TO CUSTOMER PER THE
CUSTOMER'S REQUEST. LPA ADVISED CUSTOMER THAT THE SIGNED
OFFER LETTER MUST BE RETURNED BY WAY OF FAX WITHIN TEN
BUSINESS DAYS OR OUR FILE WILL BE CLOSED.

1999/06/29
13.25.36 CUSTOMER FAXED SIGNED OFFER LETTER TO LPA,
LPA UPLOADED RAVFAST ON 6/29/99.

13.28.27 LPA FORWARDED PAPERWORK TO RAVFAST HEADQUARTERS. NO FURTHER
ACTION REQUIRED BY CA.

1999/07/19
15.42.41 LIT PREV ADDING MICRO # 0592 1035

BEGINNING OF CONTACT
09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

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0279LB	LEGAL ISSUE	CASE NBR:	0528761689
REGION: 52 SOUTH	ZONE: J1	OPENED:	06/17/1999
VIN: 1LM1NS1W1NY	ENGINE: M	CLOSED:	06/17/1999
=====			
LAST NAME:		STATUS:	CANCEL
TITLE:	FIRST NAME:	MI:	
ADDRESS:			
CITY:	MCALLEN	STATE:	TX
HOME PHONE:		ZIP:	
MODEL YEAR:	1992	MODEL:	TOWN CAR EXECUTIVE 4DR
MILEAGE:	88000		
DEALER NAME:	VAN BURKLEO MOTORS	SALES CODE:	L67147
REASON CODES:	0709	SYMPTOMS:	704145
ORIGIN:	CAC - GENERAL CAC	P & A:	10810
ACTION: DR0001 - NO ACTION REQUIRED; INFORMATION ONLY			

COMMENTS:

1999/06/17
14.36.34

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

0279LB

LEGAL ISSUE

CASE NBR: 0528761609

REGION: 52 SOUTHWEST

ZONE: J1

OPENED: 06/17/1999

VIN: 1LHLMB1H1M1

ENGINE: M

CLOSED: 06/17/1999

1999/06/17

14.34.34

CUSTOMER SAYS. - I HAD A FIRE ON JUNE 5, 1999 - FIRE STARTED UNDER THE HOOD - FIRE DEPARTMENT WAS CALLED - FIRE REPORT NOT AVAILABLE AT THIS TIME - FIRE DEPARTMENT HAS SAID FIRE COULD HAVE STARTED UNDER THE HOOD - THE VEH IS STILL LOCATED AT THE RESIDENCE - I AM NOT SURE IF THE VEH CAN BE REPAIRED - I HAVE ONLY LIABILITY INSURANCE NOT FULL COVER AGE - INSURANCE COMPANY HAS NOT BEEN CONTACTED PER CUSTOMER, DEALER SAYS. - NONE CAC ADVISED. - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO >>LCAC CSR LARRY X2140<< INPRENCE CASE ID: 77

1999/06/21

09.48.52 CANCEL....ALREADY OPENED. REFER TO CASE 01468071609.

OWNER RELATIONS

09/28/1999 MMFAXPRO

2902-025 1004

BEGINNING CONTACT MASTER OWNER RELATIONS SYSTEM III 16.10.15
 09/20/1999
 =====
 4398AT LEGAL ISSUE CASE #OR: 0536641549
 REGION: 24 ORLANDO ZONE: A2 OPENED: 06/03/1999
 VIN: 1LHLN82M9N ENGINE: M CLOSED: 06/03/1999
 =====
 LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: NORTH MIAMI BEACH STATE: FL ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 1992 MODEL: TOWN CAR SIGNATURE 4DR
 MILEAGE: 100280
 DEALER NAME: FRIENDLY FORD SALES CODE: F24001 P & A: 04900
 REASON CODES: 0709 SYMPTOMS: 704145
 ORIGIN: CAC - GENERAL CAC
 ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:
 1999/06/03
 14.48.19

09/20/99 10:05

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

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4398AT	LEGAL ISSUE	CASE NBR: 0536641549
REGION: 24 ORLANDO	ZONE: AZ	OPENED: 06/03/1999
VIN: 1LHLM82M9NY	ENGINE: M	CLOSED: 06/03/1999

=====

1999/06/03
14.48.19

CUSTOMER SAYS: ---THE VEH WAS PARKED IN FRONT OF THE HOUSE AND IT CAUGHT ON FIRE 6/2/99 --- ALSO BURNT TWO VEH THAT W AS NEXT TO THE VEH --- THE FIRE ORIGINATED UNDER THE HOOD IN THE ENGINE --- 133RD ST IN NORTH MIAMI BEACH --- THE VEH WAS REMOVED TO SEAY TOWING IN NORTH MIAMI BEACH --- THE RE WAS FIRE REPORT FILED ---THERE IS NO REPORT INFORMATION YE T --- IT TAKES A PERIOD OF THREE DAYS --- THE FIRE DEPT IS L OCATED IN AVETURA --- NO CLAIM WAS FILED --- THE VEH WA S COMPLETELY BURNT. --- RECEIVED A RECALL LETTER --- THIN KS IT IS A DEFECT IN THE VEH --- WANTS FORD TO PAY FOR THE VEH. PER CUSTOMER, DEALER SAYS: ---NONE CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFA IRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENCE CASE ID: 77

1999/06/04
09.53.41 KXLPA MADE OBC TO MR. SHPILMAN, LEFT MSG.

1999/06/07
11.31.21 KXLPA MADE SEVERAL UNSUCCESSFUL ATTEMPTS TO CONTACT MR. SHPILMAN VIA PHONE. LPA SENT A LETTER REQUESTING MR. SHPILMAN TO CONTACT LPA WITHIN 10 BUSINESS DAYS.

1999/06/15
09.59.47 KXLPA RECEIVED A PHONE CALL FROM MR. SHPILMAN. HE INDICATED THERE WERE NO INJURIES AS A RESULT OF THE VEHICLE FIRE. THERE WAS SLIGHT FIRE DAMAGE TO THE OTHER VEHICLES. A POLICE AND FIRE REPORT WAS FILED. SHPILMAN'S VEHICLE WAS TOWED TO A STORAGE FACILITY. SHPILMAN WAS UNABLE TO PROVIDE INFORMATION REGARDING HIS INSURANCE CO.'S INVOLVEMENT. HE PROVIDED LPA THE INSURANCE CLAIM # AND THE CO. PHONE NUMBER.

1999/06/16
11.12.53 KXLPA MADE OBC TO SHPILMAN'S INSURANCE CO. THE AGENT INDICATED SHPILMAN'S INSURANCE WILL PAY FOR THE DAMAGES TO THE OTHER 2 VEHICLE INVOLVED IN THE FIRE. HOWEVER, THEY WILL NOT PAY FOR DAMAGES TO SHPILMAN'S VEHICLE. NO LIABILITY INSURANCE.
KXLPA ADVISED SHPILMAN THAT HE COULD HAVE HIS VEHICLE TOWED TO THE DEALER FOR AN INSPECTION. IF THE INSPECTION DETERMINES THE FIRE WAS THE RESULT OF RECALL 99515, FORD WOULD REIMBURSE HIM THE TOWING EXPENSE. HOWEVER, IF IT IS DETERMINED THE FIRE WAS NOT THE RESULT OF A RECALL, HE WOULD BE RESPONSIBLE FOR THE TOWING EXPENSE.

OWNER RELATIONS

09/20/1999 NMFAXPRG

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

4398AT LEGAL ISSUE CASE NBR: 8536641549
REGION: 24 ORLANDO ZONE: A2 OPENED: 06/03/1999
VIN: 1LNLM82H9MY ENGINE: M CLOSED: 06/16/1999

1999/06/16

11.12.53 POSSIBLE FOR THE INITIAL TOWING EXPENSE AND HE MUST HAVE THE VEHICLE REMOVED FROM THE DEALER.

11.14.44 *KBOC TO FRIENDLY FORD, LEFT MESSAGE REQUESTING ASSISTANCE WITH VEHICLE INSPECTION.

15.15.27 *KINBOUND FROM [REDACTED] HE ASKED LPA TO PHONE HIS ATTORNEY IVAN BYER. ---MR. BYER INDICATED THAT HIS CLIENT DID NOT WANT TO PAY TO HAVE THE VEHICLE TOWED TO A DEALER FOR AN INSPECTION.
*KBL BLACK SPOKE TO ATTY. BYER. MR. BYER DID NOT AGREE WITH THE DECISION TO HAVE THE VEHICLE TOWED AT [REDACTED]'S EXPENSE. NO ASSISTANCE OFFERED.

1999/06/21

12.03.14

1999/06/25

11.08.00 *KINBOUND CALL FROM ATTY. EVAN BYER. HE INDICATED THAT [REDACTED] WANTS TO HAVE THE VEHICLE INSPECTED. [REDACTED] WILL HAVE HIS VEHICLE TOWED TO FRIENDLY FORD, AT HIS EXPENSE, TO HAVE THE VEHICLE INSPECTED. THE EAA INSPECTION WILL DETERMINE IF THE FIRE WAS RELATED TO RECALL 99S15.

11.51.56 *KPLA REQUESTED AN INSPECTION BY EAA.

1999/06/28

15.37.51 *KPLA RECEIVED PERMISSION FROM ATTY. BYER TO HAVE [REDACTED] VEHICLE INSPECTED.

1999/06/29

14.54.44 *KMPER [REDACTED] THE VEHICLE WILL BE TOWED TO FRIENDLY FORD ON 6-29-99.

1999/06/30

12.26.09 *KMPER MARK NAVARO @ FRIENDLY FORD, [REDACTED] VEHICLE WAS REFUSED DUE TO AN OUTSTANDING BILL OF \$600 DUE BY [REDACTED] TO THE TOWING CO.
*KPLA NOTIFIED EAA INSPECTOR.

14.40.34 *KMPER MARK @ FRIENDLY FORD AND MR. [REDACTED] THE VEHICLE IS CURRENTLY AT FRIENDLY FORD.
*KEAA INSPECTOR NOTIFIED.

1999/07/13

14.53.38 *KPLA RECEIVED THE VEHICLE INSPECTION RESULTS. THE INSPECTOR WAS UNABLE TO DETERMINE THAT THE FIRE WAS THE RESULT OF RE

OWNER RELATIONS

09/20/1999 MMFAXPRO

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

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4398AT	LEGAL ISSUE	CASE NBR: 0536641569
REGION: 24 ORLANDO	ZONE: A2	OPENED: 06/03/1999
VIN: 1LHMB2H9H	ENGINE: M	CLOSED: 07/13/1999

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1999/07/13

14.53.58 CALL 99515.

15.13.15 MFLPA MADE [REDACTED] A GOODWILL OFFER OF \$6,775 FOR HIS VEHICLE AND REIMBURSEMENT FOR THE TOWING EXPENSE. MFLPA ALSO SENT A LETTER TO CONFIRM THE OFFER.

1999/07/27

09.45.24 MFLPA SENT A COPY OF THE SETTLEMENT OFFER TO ATTY. BYER.

1999/07/29

10.38.08 MFLPA HAS NOT RECEIVED A RESPONSE TO THE GOODWILL OFFER. AN OBC WAS MADE TO ATTY. BYER TO INFORM HIM OF THE STORAGE FEES THAT WILL BE INCURRED IF THE VEHICLE IS NOT REMOVED FROM THE DEALER. (LPA LEFT THE INFORMATION VIA VOICE MAIL)

1999/07/30

15.34.38 MFLPA CASE CLOSED DUE TO A LACK OF RESPONSE.

1999/08/19

11.39.06 MFLPA RECEIVED INFORMATION FROM ATTY. BYER. THAT INFORMATION INCLUDED THE TOWING RECEIPT AND ADDITIONAL KELLEY BLUE BOOK REPORTS. MFLPA MADE OBC TO ATTY. BYER AND INDICATED THAT LPA WOULD BE RESPONSIBLE FOR THE TOWING FEE OF \$155 AND THE KELLEY BLUE BOOK VALUE, "GOOD CONDITION", OF \$5170.---LPA FAX THE REVISED OFFER TO ATTY., BYER.

1999/08/27

11.31.13 MFLPA RECEIVED THE VEHICLE'S TITLE, VIA FAX, FROM [REDACTED]
MFLPA UPLOADED TO RAY

ERR02-028 1008

BEGINNING OF CONTACT
09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

4285LF LEGAL ISSUE CASE NBR: 0537760139
REGION: 52 SOUTHWEST ZONE: A1 OPENED: 08/12/1999
VIN: 11HLN81K3NY ENGINE: M CLOSED: 08/12/1999

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: DALLAS STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 1992 MODEL: TOWN CAR EXECUTIVE 4DR
MILEAGE: 100000
DEALER NAME: REGENCY LINCOLN-MER SALES CODE: L67077 P & A: 11441
REASON CODES: 0771 SYMPTOMS: 704145
ORIGIN: CAC - GENERAL CAC
ACTION: DR0001- NO ACTION REQUIRED, INFORMATION ONLY

COMMENTS:

1999/08/12
13.29.58

EP02-029 1000

CUSTOMER SAYS: ANGELA B EXT 282
- VEHICLE CAUGHT ON FIRE AUGUST 10TH,

OWNER RELATIONS

09/20/1999 MIFAXPR0

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

4285LF

LEGAL ISSUE

CASE NBR: 8557760139

REGION: 52 SOUTHWEST

ZONE: A1

OPENED: 08/12/1999

VIN: 1LNLN61N3M7

ENGINE: W

CLOSED: 08/12/1999

1999/08/12

15.29.58

1998 AND THERE WAS DAMAGE TO HER PROPERTY - FIRE ORIGINATED FROM UNDERNEATH THE HOOD ON THE DRIVERS SIDE (HOOD MELTED) - VEHICLE WAS TOWED TO A JUNK YARD - FIRE DEPARTMENT WAS CONTACTED AND REPORT WAS FILED - FIRE REPORT STATED THAT FIRE ORIGINATED FROM UNDERNEATH THE HOOD - INSURANCE COMPANY WAS CONTACTED BUT CLAIM WAS NOT COVERED BECAUSE CUST DID NOT HAVE FULL COVERAGE - VEHICLE NOT REPAIRABLE - ATTORNEY WAS CONTACTED AND CUST WAS DIRECTED TO CONTACT LCAC - CLAIMS FORD RESPONSIBLE AND NOW TO PROVE THIS SHE HAS RECEIVED A REC ALL LETTER #99315 IN REGARDS TO UNDERHOOD FIRES - SEEKING FINANCIAL ASSISTANCE FOR THE AMOUNT IN WHICH SHE ORIGINALLY PURCHASED THIS VEHICLE PER CUSTOMER, DEALER SAYS: - NONE LCAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO IMMEDIATELY
E CASE ID: 78

1999/08/13

15.27.57

LPA REVIEWED FILE AND CONTACTED CSM TRACY SMITH. THE CSM HAD PRIOR INVOLVEMENT IN THIS CASE WITH THE BBB. CUSTOMER FIRE HAPPEN OVER ONE YEAR AGO. LPA SENT CLOSING LETTER TO CUSTOMER AND COPY OF LETTER SENT TO CUSTOMER BACK IN JAN.

1999/08/16

09.01.25

LPA SENT OUT CLOSING LETTER

0902-025 1700

OWNER RELATIONS

09/20/1999 MMFAXPRO

BEGINNING OF CONTACT
09/28/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

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9245LQ	LEGAL ISSUE	CASE NR:	0548801489
REGION: 71 CALIFORNIA	ZONE: CI	OPENED:	05/28/1999
VIN: 1LNLM82W8NY	ENGINE: H	CLOSED:	05/28/1999

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	SANTA ANA	STATE:	CA	ZIP:	
HOME PHONE:					
MODEL YEAR:	1992	MODEL:	TOMM CAR SIGNATURE 4DR		
MILEAGE:	30000				
DEALER NAME:	THEODORE ROBINS INC	SALES CODE:	F71095	P & A:	05508
REASON CODES:	0771	SYMPTOMS:	784145		
ORIGIN:	CAC - GENERAL CAC				
ACTION:	DR0001- NO ACTION REQUIRED; INFORMATION ONLY				

COMMENTS:

1999/05/28
15.11.04

EMR2-028 1701

OWNER RELATIONS

09/28/1999 MMFAXPBB

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

924510

LEGAL ISSUE

CASE NR: 8548801489

REGION: 71 CALIFORNIA

ZONE: CI

OPENED: 05/28/1999

VIN: 1LNLMB2HDK

ENGINE: M

CLOSED: 05/28/1999

1999/05/28

19.11.04

CUSTOMER SAYS: - THE VEH CAUGHT ON FIRE 1 MTH AGO - FIRE ON THE LEFT SIDE, UNDER THE HOOD, THE VEH WAS NOT RUNNING- FIRE FOR 20 MINS - THE VEH IS IN THE COMPANY'S YARD - FIRE DEPT FILED, IN SANTA ANA- UNSURE OF FIRE REPORT NUMBER, FIRE COULD NOT FIGURE OUT WHERE IT ORIGINATED - INSURANCE NOT YET CONTACTED - DO NOT BELIEVE THE VEH CAN BE REPAIRED - THERE WAS SOME DAMAGE DONE TO THE FENCE OF WHERE THE VEH WAS PARKED, ALSO THE VEH PARKED NEXT TO THE LINCOLN HAS SOME PAINT DAMAGE ON IT AS IT WAS SCORCHED BY THE FIRE PER CUSTOMER, DEALER SAYS: CAC ADVISED: THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INTERFERENCE CASE ID: 78

1999/06/04

16.03.48 MESSAGE LEFT

1999/07/27

12.30.00

LPA SPOKE WITH HUSSEIN WHO VERIFIED NO INJURIES IN FIRE. PER CUSTOMER, THEY HAVE CONTACTED THE INSURANCE COMPANY WITH REGARD TO FIRE. LPA ADVISED CUSTOMER TO CONTINUE WORKING THROUGH THE INSURANCE COMPANY--LPA EXPLAINED SUBROGATION PROCESS.

12.30.07

LPA SPOKE WITH HUSSEIN WHO VERIFIED NO INJURIES IN FIRE. PER CUSTOMER, THEY HAVE CONTACTED THE INSURANCE COMPANY WITH REGARD TO FIRE. LPA ADVISED CUSTOMER TO CONTINUE WORKING THROUGH THE INSURANCE COMPANY--LPA EXPLAINED SUBROGATION PROCESS.

ENR2-025 1702

OWNER RELATIONS

09/20/1999 MMFAXPR8

BEGINNING OF CONTACT
 09/28/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
 =====
 6682JB LEGAL ISSUE CASE NBR: 8599782029
 REGION: 47 CINCINNATI ZONE: D1 OPENED: 07/21/1999
 VIN: 1LMLN8244H ENGINE: M CLOSED: 07/21/1999
 =====
 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] NI:
 ADDRESS: [REDACTED]
 CITY: LOUISVILLE STATE: KY ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 1992 MODEL: TOMM CAR SIGNATURE 4DR
 MILEAGE: 83800
 DEALER NAME: BLUE GRASS LINCOLN SALES CODE: 146322 P & A: 10603
 REASON CODES: 0771 SYMPTOMS: 704145
 ORIGIN: CAC - GENERAL CAC
 ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/07/21
 16.15.33

EM02-028 1703

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
 =====
 6682JB LEGAL ISSUE CASE NBR: 0594782929
 REGION: 47 CINCINNATI ZONE: D1 OPENED: 07/21/1999
 VIN: 1LMLNS2W4K ENGINE: K CLOSED: 07/21/1999
 =====

1999/07/21
 16.15.33

CUSTOMER SAYS: 92 TOWN CAR - APPROX. 3 WEEKS AGO - 07/07/99 - THE FIRE ORIGINATED FROM UNDER THE HOOD - STILL AT THE HOUSE IS WHERE THE VEH IS - THERE WAS A FIRE REPORTED WITH THE FIRE DEPART. - THE FINDINGS OF THE FIRE REPORT STATE THAT IT WAS FAULTY WIRING - CAN'T RECALL THE FIRE REPORT NUMBER, JEFFERSON COUNTY IS WHERE THE REPORT WAS FILED - FILED CLAIM WITH THE INSURANCE CO - THEY DIDN'T START TO INVESTIGATE - THE VEH IS REPAIRABLE PER CUSTOMER, DEALER SAYS
 CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO IN REFERENCE CASE ID: 78

1999/07/26
 17.56.58

LPA MADE OBC TO THE CUSTOMER. MRS. CLAYTON STATED THAT SHE WAS WASHING THE VEHICLE AND THEN WHILE SHE WAS DRYING IT OFF, THE VEHICLE STARTED SMOKING. SHE WENT INSIDE THE VEHICLE TO POP THE HOOD AND THE INTERIOR GOT TOO HOT, SHE WENT INTO THE HOUSE TO CALL HER FATHER AND THE WHOLE THING BURST INTO FLAMES. THERE IS PROPERTY DAMAGE TO THE DRIVEWAY AND THE GUTTERS ON THE HOUSE. THE INSURANCE COMPANY HAS SENT AN INSPECTOR TO LOOK AT THE VEHICLE AND THEY SAID THERE IS A RECALL ON THE VEHICLE; HUSBAND WANTS TO GO THROUGH FORD BECAUSE THE INSURANCE COMPANY WANTS TO SETTLE FOR A VERY LOW AMOUNT. LPA WILL CALL CUSTOMER BACK AFTER RESEARCHING THE RECALL INFORMATION AS WELL AS THE INSURANCE COMPANY CLAIMS.

1999/07/30
 18.46.02

LPA MADE OBC TO THE NICB (INSURANCE CLAIMS HOTLINE) AND HAVE BEEN ADVISED THAT THERE IS A CLAIM WITH STATE FARM BUT THERE IS NOTHING PAID; LPA REQUESTED THE NUMBER TO STATE FARM TO VERIFY---5024732400. LPA MADE OBC TO STATE FARM AND GAVE CLAIMS ANALYST THE CLM #: NOTHING HAS BEEN PAID; NO ISSUE OF ANY PAYMENTS OR OFFERS TO THE CUSTOMER.

10.49.18

LPA MADE OBC TO THE EAA INSPECTOR, BILL BEAN. CONFIRMED THAT HE CAN DO THE INSPECTION; FOUND A CLOSER DEALER FOR THE CUSTOMER TO HAVE THE VEHICLE TOWED TO HOMARCH L/M AND THE TOW BILL WILL BE LOWER AS AN ADVANTAGE TO THE CUSTOMER. LPA WILL FAX ALL RECALL AND CUSTOMER/VEHICLE INFORMATION TO THE EAA INSPECTOR.

EM02-028 1704

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

6682JB LEGAL ISSUE CASE NBR: 8594782029
REGION: 47 CINCINNATI ZONE: D1 OPENED: 07/21/1999
VIN: 1LHLMB244W ENGINE: H CLOSED: 07/30/1999

1999/07/30
18.53.53

LPA MADE OBC TO MONARCH L/M TO CONFIRM THAT THE VEHICLE CAN BE TOWED TO THE DEALER FOR THE INSPECTION. SPOKE WITH THE SERVICE ADVISOR, DONNIE, AS THE SERVICE MANAGER AND THE ASST SERVICE MANAGER WERE UNAVAILABLE UNTIL MONDAY. LPA ADVISED DONNIE THAT THE EAA INSPECTOR WILL DO THE INSPECTION ON MONDAY. MADE CONFERENCE CALL TO THE CUSTOMER TO SEE WHEN THE VEHICLE CAN BE TOWED TO THE DEALER AND MRS. CLAYTON (DAD REA) STATED THAT THIS WOULD HAVE TO BE TOMORROW. LPA CONFIRMED WITH DONNIE THAT THIS IS OKAY ALTHOUGH THE SERVICE DEPT WILL BE CLOSED. DONNIE ADVISED THE CUSTOMER TO PUT THE KEYS IN THE DROP BOX AND LEAVE THE CAR IN THE BACK LOT. LPA THEN ADVISED THE CUSTOMER TO HOLD ON TO HER RECEIPT FOR THE TOW BILL AS SHE MAY BE ELIGIBLE FOR REIMBURSEMENT IF THE RESULTS OF THE INSPECTION CONCLUDE THE FIRE WAS RELATED TO THE OPEN RECALL.

10.54.40 LPA SENT THE CUSTOMER/VEHICLE/RECALL INFORMATION TO BILL BEAN THE INSPECTOR VIA FACSIMILE.

1999/08/09
12.41.18

LPA RECEIVED AN INBOUND CALL FROM THE CUSTOMER ON VOICE MAIL STATING TO CALL HER BACK. LPA RECEIVED A PREVIOUS MESSAGE FROM THE CUSTOMER ON FRIDAY, 8/6/99, LPA CALLED BACK AND LEFT A MESSAGE WITH THE CUSTOMER'S SON, BISHAM. LPA MADE 2 OBC'S TO THE CUSTOMER IN AN EFFORT TO RETURN HER CALL TODAY AND NEITHER TIME WAS SHE HOME AND LPA LEFT 2 MESSAGES FOR CUSTOMER WITH SON, BISHAM.

12.48.26 LPA RECEIVED THE INSPECTION REPORT AND PHOTOS FROM BILL BEAN, EAA. THE INSPECTION REPORT CONCLUDED THAT THE FIRE WAS RELATED TO THE OPEN RECALL, HOWEVER, THE FIRE REPORT INDICATED THAT THERE IS APP. \$15,000 IN PROPERTY DAMAGE. LPA WILL HAVE TO TALK TO THE CUSTOMER IN ORDER TO MAKE A DETERMINATION OF WHETHER OR NOT HE CAN HANDLE THIS CASE. PHOTOS OF PROPERTY DAMAGE SHOW THAT THE DRIVEWAY IS SCORCHED AND THERE APPEARS TO BE MINOR DAMAGE TO THE SIDE OF THE HOUSE.

1999/08/18
10.34.57

8/9/99. LPA MADE OBC TO THE CUSTOMER AND SPOKE WITH TONY CLAYTON. ADVISED HIM THAT DUE TO THE INSPECTION REPORT INCLUDING THE FIRE REPORT'S ESTIMATE OF PROPERTY DAMAGE TO BE APP \$15,000.00, HE WILL FORWARD THE CASE TO OGC. CUSTOMER STATED THIS AMOUNT WAS NOT ACCURATE; LPA ADVISED THE CUSTOMER TO GET AN ESTIMATE AND FAX LPA THE ESTIMATE IN WRITING OF HOW MUCH PROPERTY DAMAGE WAS DONE. LPA ADVISED THE CUSTOMER TO SEND THIS INFORMATION BY FRIDAY. LPA DID NOT RECEIVE THE RE-

EM02-025 1705

OWNER RELATIONS

09/20/1999 MMFAXPBB

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
 6682JB LEGAL ISSUE CASE NBR: 0596782829
 REGION: 47 CINCINNATI ZONE: D1 OPENED: 07/21/1999
 VIN: 1LNLM8244W ENGINE: N CLOSED: 08/18/1999

1999/08/18
 10.34.57 QUESTIONS/18/99: LPA MADE OBC TO THE CUSTOMER TO CHECK TO SEE WHAT IS GOING ON WITH THE ESTIMATE; MRS. CLAYTON SAID THEY PLANNED TO SEND THE INFORMATION TO LPA TODAY AS THE SOONEST THEY WERE ABLE TO GET THE ESTIMATE WAS YESTERDAY. LPA ADVISED CUSTOMERS TO SEND THE INFORMATION AS SOON AS POSSIBLE. LPA ALSO REQUESTED A COPY OF THE TITLE, THE SALES INFORMATION AND THE FINANCING INFORMATION IF ANY. REQUESTED THE INFORMATION TO BE FAXED AND GAVE ADDRESS IN CASE THE CUSTOMERS DO NOT HAVE ACCESS TO A FAX MACHINE; THE COMPANY WHO PERFORMED THE ESTIMATE FOR THE PROPERTY DAMAGE IS SUPPOSED TO SEND THE ESTIMATE TO LPA VIA FACSIMILE.

1999/08/27
 11.16.08 LPA SENT REFUND OFFER LETTER INCLUDING OFFER OF PAYMENT TO SHELTON'S CLEANING SERVICE (PROVIDED A RELEASE IS SIGNED AND NOTARIZED), THE KELLEY BLUEBOOK TRADE-IN VALUE IS \$3529 AND THE REPAIRS FOR THE PROPERTY DAMAGE IS \$745. LPA FAXED THE LETTER TO THE DEALER AND SENT THE ORIGINAL VIA CERTIFIED MAIL; CALLED THE DEALER AND SPOKE WITH WILLIAM HILLS AND ADVISED THAT THE LETTER WAS BEING SENT AND ADVISED THE CUSTOMER, MRS. CLAYTON, AS WELL. GAVE A 5 BUSINESS DAY TIME LIMIT.

1999/09/07
 16.43.45 LPA CLOSING CASE AS THE 5 BUSINESS DAY TIME LIMIT IS UP. NO FURTHER ACTION IS REQUIRED. FINAL CASE DISPOSITION MAY REVIEW FOR POSSIBLE REOPEN IF THE OFFER IS ACCEPTED.

1999/09/08
 18.00.40 LPA UPDATING THE CASE AS THE CUSTOMER, TONY CLAYTON, CALLED LPA AND LEFT A MESSAGE ON VOICE MAIL. LPA CALLED CUSTOMER BACK AND HE INQUIRED ABOUT THE AMOUNT OF THE OFFER AND WHY HE ARE OFFERING SUCH A LOW AMOUNT WHEN HE PAID \$11,800.00 FOR THE VEHICLE; LPA EXPLAINED THAT WE ARE USING THE TRADE-IN VALUE OF THE VEHICLE AND THE CUSTOMER ADVISED THAT HIS INSURANCE COMPANY OFFERED A LOT HIGHER AND LPA ADVISED THAT THEY MAY HAVE USED THE RETAIL VALUE AND THAT HE DO NOT OFFER RETAIL. CUSTOMER SEEMED TO BE UPSET WITH THE OFFER AND TOLD LPA THANK YOU AND GOODBYE. DO NOT REOPEN THE CASE UNLESS THE OFFER IS ACCEPTED.

ENR2-825 1708

BEGINNING OF CONTACT

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

9626LF

LEGAL ISSUE

CASE NBR: 0613421489

REGION: 23 MEMPHIS

ZONE: A2

OPENED: 05/20/1999

VIN: 1JMLN81N9M

ENGINE: H

CLOSED: 05/20/1999

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

NI:

ADDRESS:

CITY:

CAMDEN

STATE:

AR

ZIP:

HOME PHONE:

MODEL YEAR: 1992

MODEL:

TOWN CAR EXECUTIVE 4DR

MILEAGE: 134000

DEALER NAME: GOLDEN-HART FORD LI

SALES CODE: L22547

P & A: 01734

REASON CODES: 0709

SYMPTOMS: 704145

ORIGIN: CAC - GENERAL CAC

ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/05/20

15.22.36

EM02-020 1707

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

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0626LF	LEGAL ISSUE	CASE NBR: 0613421409
REGION: 23 MEMPHIS	ZONE: A2	OPENED: 05/20/1999
VIN: 1LNLM81M5N	ENGINE: M	CLOSED: 05/20/1999

=====

1999/05/20
15.22.36

CUSTOMER SAYS: - HEARD ABOUT A RECALL ON THE TOWN CAR - ON NOVEMBER 11, 1998 VEH WENT UP IN FLAMES -- VEH NOT RUNNING FOR 3 WEEKS WHEN IT CAUGHT FIRE - FIRE FROM UNDER HOOD - CONCENTRATED ON THE LEFT SIDE- NEAR THE FIRE WALL AND THE MASTER CYLINDER AREA - FIRE DEPT- REPORT MADE (DOESN'T HAVE THE NUMBER) IN LANESBERG FIRE DEPT - BILL ALMOND- CHIEF IN PRESCOTT 870-887-3854 - VEH PRESENTLY IN A YARD - CUST DID NOT HAVE VEH REGISTERED YET SO NO INSURANCE PER CUSTOMER, DEALER SAYS: CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENCE CASE ID: 77

1999/05/24
14.36.23 LEFT MSG FOR CUSTOMER AT WORK.

1999/05/25
10.15.58 FAXED INFO TO CALVIN COPPE, EAA.

1999/06/15
15.30.18 LPA MAILED OFFER LETTER TO THE CUSTOMER, \$5795.00.

1999/07/01
08.52.47 CUSTOMER HAS ACCEPTED THE OFFER. VEHICLE IS AT ANOTHER LOCATION. WE WILL WAIT TO HEAR FROM THE SHOP THAT HAS THE VEHICLE BEFORE WE UPLOAD.

1999/08/04
10.16.13 LPA CONTACTED LPA. LAWSUIT AGAINST THE PERSON HOLDING THE VEHICLE IS BEING DISMISSED, THE DOCUMENTS NEED TO BE SIGNED BY THE JUDGE. ONCE THIS IS DONE MR. ALMOND WILL CALL LPA TO RELEASE THE VEHICLE.

1999/08/10
10.54.31 CUSTOMER WILL CONTACT JUDGE TO DISMISS THE LAWSUIT, HE WILL CONTACT US AND INFORM ONCE THE LAWSUIT HAS BEEN DISMISSED.

1999/08/17
16.44.12 RAV UPLOADED, PAPERWORK FORWARDED TO RAV.

16.47.14 CLOSE CASE.

OWNER RELATIONS

09/20/1999 MMFAXPBG

EM02-025 1708

BEGINNING OF CONTACT
 09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
 =====
 9867MP LEGAL ISSUE CASE NBR: 0635921559
 REGION: 52 SOUTHWEST ZONE: HI OPENED: 06/04/1999
 VIN: 2MECN74M7M ENGINE: M CLOSED: 06/04/1999
 =====
 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: HOUSTON STATE: TX ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 1992 MODEL: GRAND MARQUIS 05 4DR 5DN
 MILEAGE: 82000
 DEALER NAME: A C COLLINS FORD IN SALES CODE: F52039 P & A: 04496
 REASON CODES: 0709 SYMPTOMS: 704145
 ORIGIN: CAC - GENERAL CAC
 ACTION: DR8801- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/06/04
 17.32.55

FR02-025 1789

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

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9867MP	LEGAL ISSUE	CASE NBR: 8633921599
REGION: 52 SOUTHWEST	ZONE: H1	OPENED: 06/04/1999
VIN: ZMECN74M7KX	ENGINE: M	CLOSED: 06/04/1999

=====

1999/06/04
17.32.55

CUSTOMER SAYS: VEHICLE CAUGHT FIRE IN DRIVEWAY. - DATE OF FIRE 06/03/199 - FIRE ORIGINATED UNDER THE HOOD - IN THE CUST DRIVEWAY - FIRE REPORT WAS FILED - FIRE REPT SAID THAT FIRE WAS CAUSED DUE TO ELECTRICAL SHORT - FIRE REPORT NUMBER NOT AVAILABLE. REPORT FILED IN HARRIS COUNTY, HOUSTON, TEXAS - INSURANCE CLAIM NOT FILED AS THERE WAS ONLY LIABILITY COVERAGE. - CUST ALLEGES THAT VEHICLE CANNOT BE REPAIRED. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED. - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO - CUST AWARE OF RECALL # RECALL 99S15 SPD CNTRL DE INFERENCE CASE ID: 77

1999/06/10

11.55.21 LEFT MESSAGE FOR DAVE EVANS AT AC COLLINS, WILL HAVE VEHICLE TOWED TO DEALERSHIP FOR INSPECTION.

13.10.46 DAVE EVANS CALLED—WILL CONTACT CUSTOMER AND ARRANGE TOW TO DEALERSHIP, THEN CALL WHEN VEHICLE HAS ARRIVED.

1999/06/14

11.34.17 FAXED INSPECTION INFORMATION TO EAA INSPECTOR.

1999/06/16

14.04.54 LEFT MESSAGE FOR DAVE EVANS, REQUESTING ESTIMATE ON DAMAGE TO VEHICLE.

1999/06/22

10.05.51 RECEIVED PICTURES FROM INSPECTION AND ATTEMPTED TO CONTACT MR. GARCIA AT HOME. MR. GARCIA WAS AT WORK, AND MRS. GARCIA REQUESTED THAT I CALL HIM AT WORK TODAY AT ABOUT 4:00PM (5:00CST).

16.04.29 LEFT MESSAGE FOR CUSTOMER AT WORK NUMBER.

1999/06/25

12.16.47 CUSTOMER HAS NOT RETURNED CALL. SENDING LETTER MAKING BLUE BOOK SETTLEMENT OFFER.

1999/07/13

12.49.49 HOKLPA COMMENTS:RUB

OWNER RELATIONS

09/20/1999 MNFAXPRO

09/28/1999 MASTER OWNER RELATIONS SYSTEM III 16.18.15

9867MP LEGAL ISSUE CASE NBR: 0633921559
REGION: 52 SOUTHWEST ZONE: HI OPENED: 06/04/1999
VIN: 2MECM74W7NX ENGINE: W CLOSED: 07/13/1999

1999/07/13

12.49.49 LPA MAILED OUT AN OFFER LETTER TO THE CUSTOMER, BUT HAVEN'T
HEARD BACK FROM THEM YET. LETTER IS DATED JUNE 25, 1999 AND
LPA ASSUMES THAT CUSTOMER RECEIVED THE LETTER. LPA IS GIVING
THE CUSTOMER UNTIL JULY 23, 1999 TO RESPOND. IF NO RESPONSE
IS GIVEN LPA ASSUMES CUSTOMER IS PERSUING LEGAL MATTERS.

1999/07/14

11.31.51 ***LPA COMMENTS***
CUSTOMER FAXED INFORMATION TO LPA REJECTING THE OFFER THAT
WAS MADE TO HIM. LPA IS CLOSING THE CASE TO FURTHER ACTION
NEEDS TO BE TAKEN AT THIS TIME.

1999/07/19

19.48.22 SENT LETTER TO CUSTOMER ADVISING THAT WE HAVE RECEIVED HIS
REJECTION OF THE SETTLEMENT OFFER, AND AT THIS TIME THE FILE
WILL BE CLOSED AND NO FURTHER ACTION TAKEN.

EM2-026 1711

OWNER RELATIONS

09/28/1999 MMFAXPRO

BEGINNING OF CONTACT
09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

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3312AH	LEGAL ISSUE	CASE NBR: 0641821739
REGION:	ZONE:	OPENED: 06/22/1999
VIN: 1LNLM8ZMP	ENGINE: H	CLOSED: 06/22/1999
=====		
LAST NAME:	FIRST NAME:	STATUS: CLOSED
TITLE:	MI:	
ADDRESS:	STATE: NY	ZIP:
CITY: ARROY		
HOME PHONE:	MODEL: TOWN CAR SIGNATURE 4DR	
MODEL YEAR: 1993	SALES CODE:	P & A:
MILEAGE: 155765	SYMPTOMS: 704145	
DEALER NAME:		
REASON CODES: 0709		
ORIGIN: CAC - GENERAL CAC		
ACTION: DR#001- NO ACTION REQUIRED; INFORMATION ONLY		

COMMENTS:

1999/06/22
12.52.30

EN02-025 1712

OWNER RELATIONS

09/28/1999 MMFAXPRO

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

3312AH

LEGAL ISSUE

CASE NBR: 0641821759

REGION:

ZONE:

OPENED: 06/22/1999

VIN: 1LNLM82H8PY

ENGINE: H

CLOSED: 06/22/1999

1999/06/22

12.52.58 CUSTOMER SAYS: -WONCUST REQUIRES A SPANISH INTERPRETER
-RECEIVED A RECALL LETTER FOR 99S15 -VEH WAS CAUGHT ON FIRE ALREADY AS MENTIONED IN THE LETTER -DATE OF FIRE WAS JUN E 1ST 1997 AT 9:15PM -NORTH BERGEN N.J. FIRE DEPT WAS CONTACTED AS WELL AS THE POLICE -POLICE REPORT NUMBER 97-018693
-THE FIRE DEPT FOUND THAT IT WAS A MECHANICAL CONCERN THAT Y STARTED THE FIRE -NO PERSONAL BELONGS WERE DAMAGED -VEH WAS REPAIRED -INSURANCE COMPANY WAS CONTACTED THEY WOULD NOT COVER THE REPAIRS AS FOR THAT WAS NOT A PART OF HIS COVERAGE -TOTAL EXPENSE TO REPAIR VEH WAS \$4,000 BY INDEPENDENT SHOP -HAS RECEIPTS FOR REPAIRS -ASLO PERSONAL FRIEND/MECHANIC HAS DONE A LOT OF ADDITIONAL WORK TO GET VEH BACK TO SHAPE - PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENCE CASE ID: 77

1999/07/12

11.15.04 LPA OBC DEALER - H. CUEVA/SVC MGR ADVISED THAT RECALL 99S15 WAS COMPLETED ON 6/22/99. CUSTOMER DID NOT ADVISE DEALER THAT THE VEHICLE HAD PREVIOUSLY BEEN INVOLVED IN A FIRE. DEALER DID NOT OBSERVE ANY TIRES THAT HAD BEEN BURNED OR THAT IT APPEARED THE VEHICLE HAD PREVIOUSLY BEEN INVOLVED IN A FIRE DURING THE VEHICLE INSPECTION. LPA ADVISED DEALER THAT THE CUSTOMER WILL BE CONTACTED AND ADVISED TO SUBMIT PREVIOUS REPAIR RECEIPTS TO THE SVC MGR TO REVIEW FOR POSSIBLE REIMBURSEMENT.

11.43.15 L. FONCESCA-NEARON/LPA OBC CUSTOMER PER CUSTOMER'S REQUEST FOR SPANISH INTERPRETOR. LPA LEFT MESSAGE FOR MR. VARONA AT HIS WORK NUMBER. LPA OBC CUSTOMER'S HOME. LPA SPOKE WITH MRS. VARONA. LPA ADVISED CUSTOMER TO SUBMIT REPAIR RECEIPTS TO H. CUEVA/SVC MGR TO REVIEW FOR POSSIBLE REIMBURSEMENT.

1999/07/23

10.20.46 DEALER FAXED REPAIR RECEIPTS TO LPA FOR REVIEW. LPA REVIEWED CASE WITH L. BLACK. PER L. BLACK, LPA WILL ADVISE CUSTOMER THAT WE WERE UNABLE TO DETERMINE FROM REPAIR RECEIPTS THAT REPAIRS WERE RELATED TO RECALL 99S15. BASED ON THIS INFORMATION, FMC WILL NOT OFFER REIMBURSEMENT TOWARDS PREVIOUS REPAIRS. PER CUSTOMER'S REQUEST FOR SPANISH INTERPRETER, L. FONCESCA-NEARON/LPA OBC CUSTOMER - LPA SPOKE WITH MRS. BARAHONA. LPA ADVISED CUSTOMER REGARDING FMC'S DETERMINATION. LPA OBC DEALER TO ADVISE OF SAME. NO FURTHER ACTION REQUIRED BY CA.

OWNER RELATIONS

09/20/1999 NMFAXPRO

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

3512AM

LEGAL ISSUE

CASE NBR: 0641821739

REGION:

ZONE:

OPENED: 06/22/1999

VIN: 1LNLM8ZM8P

ENGINE: M

CLOSED: 08/02/1999

1999/08/02

18.56.02 ADDED MICRO NUMBER 0395 1396

EMR-825 1714

OWNER RELATIONS

09/20/1999 MMFAKPS

BEGINNING L CONTACT
 09/20/1999 MASTER OWNER RELATIONS SYSTEM III 14.10.15
 =====
 924510 LEGAL ISSUE CASE NBR: 0669661469
 REGION: 71 CALIFORNIA ZONE: 01 OPENED: 05/24/1999
 VIN: ZMELN75N3N ENGINE: M CLOSED: 05/24/1999
 =====
 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: PEORIA STATE: AZ ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 1992 MODEL: GRAND MARQUIS LS 4DR SDX
 MILEAGE: 80000
 DEALER NAME: COVEY LINCOLN-MERCU SALES CODE: L54565 P & A: 11855
 REASON CODES: 0771 SYMPTOMS: 784195
 ORIGIN: CACI38- US CONCERN CASE BASE
 ACTION: 664 - ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS DEPT

COMMENTS:

1999/05/24
 11.52.20 CUSTOMER SAYS: GOT A LETTER FROM A.R. O'NEILL 4 DAYS AGO
 THE VEH BURNED UP IN THE DRIVEWAY AND THE ENGINE MELTED DOWN
 AND THE CUST FEELS THAT THIS WAS THE REASON FOR THE FIRE IN
 THE VEH DATE ON WEDNESDAY, MAY19, 1999 CUST CAME HOME AND
 LOOKED OUTSIDE AFTER 1 HOUR OF BEING PARKED THE VEH WAS IN
 FLAMES THE FIRE WAS IN THE ENGINE IT LOOKED LIKE THE MAJORI
 TY OF THE FIRE WAS ON THE DRIVERS SIDE WHEEL WELL THE WHOLE
 RIGHT SIDE OF THE ENGINE THE VEH IS AT THE CUST RESIDENCE
 THE FIRE AND POLICE CAME AND THERE WAS SMOKE DAMAGE TO THE
 GARAGE PEORIA FIRE DEPT AND POLICE DEPT THE CUST DOES NOT
 KNOW THE FIRE REPORT NUMBER THE CUST HAS CALLED THE INSUR
 ANCE CO BUT HAS NOT CLAIMED ANYTHING NO ONE HAS HURT THER
 E WAS SMOKE DAMAGE TO THE PROPERTY AND CONTENTS IN THE VEH
 COLLECTIBLES AND ANTIQUES WERE DAMAGED THE VEH IS NOT REPAI
 RABLE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED
 : - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFF
 AIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER
 AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAIL
 ABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CAR
 RIER TO REPORT THE CONCERN, PLEASE DO SO INFERENCE CASE ID:
 78

0902-025 1715

09/28/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

924516 LEGAL ISSUE CASE NBR: 0665661469
REGION: 71 CALIFORNIA ZONE: 01
VIN: 2MELN75H3400 ENGINE: M OPENED: 05/24/1999
***** CLOSED: 05/24/1999
1999/05/24
11.52.20

1999/06/04
16.07.15 MESSAGE LEFT

1999/06/10
16.24.09 DUPLICATE LEGAL CONTACT HAS OPENED AND IS CURRENTLY BEING
WORKED

OWNER RELATIONS

09/28/1999 NNFAXPRG

0902-025 1718

BEGINNING G. CONTACT

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

9245LD

REGION: 71 CALIFORNIA

LEGAL ISSUE

CASE NO: 8665661469

ZONE: 01

OPENED: 05/26/1999

VIN: 2WELM7543N

ENGINE: H

CLOSED: 05/26/1999

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME: SUNLAND LINCOLN-MER

REASON CODES: 0709

ORIGIN: CAC - GENERAL CAC

ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

FIRST NAME:

STATE:

MODEL:

SALES CODE:

SYMPTOMS:

STATUS: CLOSED

HI:

ZIP:

GRAND MARQUIS LS 4DR SDN

L54587

704145

P & A: 11856

COMMENTS:

1999/05/26

19.02.34

ESR2-028 1717

OWNER RELATIONS

09/20/1999 NMFAXPRG

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

9245LG LEGAL ISSUE CASE NBR: 0665661469
REGION: 71 CALIFORNIA ZONE: 01 OPENED: 05/26/1999
VIN: 2HELM75H33D ENGINE: M CLOSED: 03/26/1999

1999/05/26
19.02.34

CUSTOMER SAYS: CUST VEHICLE BURNT DOWN ON 19TH MAY 99 - THE FIRE WAS UNDER THE HOOD - CUST ALLEGES THAT IT RELATES TO RECALL ON SPEED CONTROL SWITCH - NO 99S15 - VEHICLE IS IN CUS'S DRIVEWAY - THE REPORT WAS FILED WITH FIRE DEPT - IT ORIGINATED UNDER THE HOOD - NO NUMBER AVAILABLE - FILED IN PERRIA, ARIZONA - FILED CLAIM WITH INSURANCE CO - NO AGREEMENT ARRIVED AT YET BECAUSE CUST PREFERS TO PERSUE THE ISSUE WITH FORD AND ALLEGES THAT FORD IS RESPONSIBLE - STATES THAT THE ENGINE WAS MELTED DUE TO FIRE UNDER THE HOOD CUST FEARS THAT HE IS NOT THE ONLY IN DANGER AND SAYS IF HIS CONCERN IS NOT ADDRESS SOON HE HAVE TO GO THROUGH OTHER CHANNELS PER CUSTOMER, DEALER SAYS: CALL FORD CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENCE CASE ID: 77

1999/06/04
16.05.37 MESSAGE LEFT

1999/06/09
17.31.57 LPA LEFT A MESSAGE ON CUSTOMER'S VOICEMAIL ASKING THAT HE CONTACT ME BACK AT 313 845-5547

1999/06/18
12.51.01 LPA SPOKE WITH CUSTOMER--VERIFIED NO INJURIES. LPA ADVISED CUSTOMER THAT I WOULD BE ARRANGING TO HAVE THE VEHICLE INSPECTED. CUSTOMER SAYS HE WILL HAVE VEHICLE TONED TO DEALER ON TUESDAY 6/15/99. LPA HAS CONTACTED EAA INSPECTOR JIM ELGAN WHO WILL INSPECT VEHICLE ON 6/16/99. LPA HAS ADVISED CUSTOMER THAT HE WILL PAY FOR VEHICLE TO BE TONED TO THE DEALER, HOWEVER IF SWITCH IS DETERMINED NOT TO BE THE CAUSE OF THE FIRE, THEN HE WOULD BE RESPONSIBLE FOR HAVING THE VEHICLE REMOVED FROM THE DEALER. LPA HAS ALSO ADVISED CUSTOMER THAT IF WE DO END UP ASSISTING IN MATTER, WE WILL AUTHORIZE UP TO 10 DAYS OF RENTAL AT UP TO \$25/DAY--LPA ADVISED THAT IF HE RENTS VEHICLE PRIOR TO DECISION AND WE DO NOT END UP ASSISTING, COST OF RENTAL VEHICLE WOULD BE HIS RESPONSIBILITY.

12.51.53 LPA HAS REQUESTED INSPECTION BY EAA INSPECTOR JIM ELGAN WHO WILL LOOK AT VEHICLE ON 6/16/99.

OWNER RELATIONS

09/20/1999 MNFAXPR0

EMR-025 1718

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

9245LG LEGAL ISSUE CASE NBR: 0665661460
REGION: 71 CALIFORNIA ZONE: G1 OPENED: 05/26/1999
VIN: 2MELN75M3M ENGINE: W CLOSED: 06/10/1999

1999/06/10
12.51.53

VEHICLE REMOVED FROM THE DEALER. LPA HAS ALSO ADVISED CUSTOMER THAT IF HE DO END UP ASSISTING IN MATTER, WE WILL AUTHORIZE UP TO 10 DAYS OF RENTAL AT UP TO \$25/DAY--LPA ADVISED THAT IF HE RENTS VEHICLE PRIOR TO DECISION AND HE DO NOT END UP ASSISTING, COST OF RENTAL VEHICLE WOULD BE HIS RESPONSIBILITY.

1999/06/22
17.29.41

LPA HAS OFFERED GOODWILL REFUND BASED ON KELLEY BLUE BOOK OF 5,665. CUSTOMER SAYS THAT HE WAS OFFERED OVER \$9,000 BY HIS INSURANCE COMPANY. LPA EXPLAINED THAT INSURANCE COMPANY IS MOST LIKELY OFFERING RETAIL--OUR OFFER IS BASED ON THE WHOLESALE VALUE. CUSTOMER WANTED TO KNOW ABOUT WHETHER OR NOT FORD WOULD PAY FOR THE SMOKE DAMAGE TO HIS GARAGE(WHICH CUSTOMER SAYS HAS BEEN ESTIMATED AT \$7,300. LPA ADVISED THAT HE WOULD NEED TO GET 2 ESTIMATES FOR SMOKE DAMAGE AND WOULD NEED TO BE WILLING TO SIGN A RELEASE, POWER OF ATTORNEY, AND ODOMETER DISCLOSURE FOR THE REFUND ON THE VEHICLE AND A RELEASE FOR ANY AMOUNT THAT HE AGREE TO PAY FOR THE SMOKE DAMAGE TO THE GARAGE. CUSTOMER SAYS HE WILL THINK ABOUT OUR OFFER. LPA ADVISED CUSTOMER THAT HE HAS UNTIL 6/29/99 TO ACCEPT OUR OFFER. LPA REMINDED CUSTOMER THAT OFFER TO PAY FOR RENTAL WAS FOR \$25/DAY FOR 10 DAYS.

1999/06/29
17.32.05

CUSTOMER HAS REJECTED OFFER--WILL BE WORKING THROUGH HIS INSURANCE COMPANY BOTH WITH RESPECT TO THE VEHICLE AS WELL AS THE SMOKE DAMAGE TO HIS GARAGE.

17.38.42

CUSTOMER HAS REJECTED OFFER--WILL BE WORKING THROUGH HIS INSURANCE COMPANY. LPA STILL TO PAY FOR RENTAL VEHICLE WHICH WAS AUTHORIZED AT THE TIME CUSTOMER AGREED TO HAVE THE VEHICLE INSPECTED. CUSTOMER TO TAKE ORIGINAL RECEIPT FOR RENTAL ALONG WITH PROOF OF PAYMENT BY CUSTOMER AND SUBMIT IT TO SERVICE MANAGER CHUCK COLLINS. LPA HAS LEFT A MESSAGE FOR CHUCK ADVISING HIM OF THIS AND FOR HIM TO CONTACT ME ONCE THE CUSTOMER SUBMITS THE RECEIPT AT 313 845-5547

ENR02-025 1719

OWNER RELATIONS

09/20/1999 RNFAXPRG

BEGINNING OF CONTACT

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

4398AT LEGAL ISSUE CASE NBR: 8702921399
REGION: 24 ORLANDO ZONE: A1 OPENED: 05/19/1999
VIN: ZMELN7548HX ENGINE: H CLOSED: 05/19/1999

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED] A503
CITY: [REDACTED] STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 1992 MODEL: GRAND MARQUIS LS 4DR SDN
MILEAGE: 1
DEALER NAME: MARGATE LINCOLN-MER SALES CODE: L25256 P & A: 11638
REASON CODES: 8709 SYMPTONS: 704145
ORIGIN: CAC - GENERAL CAC
ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/05/19
15.24.18

EM02-025 1720

OWNER RELATIONS

09/20/1999 MSFAXPR6

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.19
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6398AT	LEGAL ISSUE	CASE NR: 8702921399
REGION: 24 ORLANDO	ZONE: AL	OPENED: 05/19/1999
VIN: 2MELM75N81C	ENGINE: M	CLOSED: 05/19/1999

=====

1999/05/19
15.24.18

CUSTOMER SAYS: VEH BURNED AND WRITTEN OFF IN 1997, CUST J
UST HEARD ABOUT RECALL NO. 99S15 AND WANTS COMPENSATION FO
R HER HAVING TO BUY A NEW VEH PER CUSTOMER, DEALER SAYS.
NONE CAC ADVISED. - THIS INFORMATION HAS BEEN FORWARDED T
O THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTA
TIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - N
O TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED
YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO I
N REFERENCE CASE ID: 77

1999/05/20
15.02.13 *LPA ATTEMPTED TO CONTACT MR. ALLEN. THE PHONE NUMBER IN TH
E CONTACT IS A PAGER.

1999/05/21
10.33.44 *LPA HAS BEEN UNABLE TO CONTACT MR. ALLEN BY PHONE. LPA SE
NT A LETTER REQUESTING MR. ALLEN CONTACT LPA.

1999/06/01
09.55.38 *LPA SPOKE TO MS. DOROTHY ALLEN. SHE INDICATED THERE WERE N
O INJURIES AS A RESULT OF THE FIRE. ALSO, HER INSURANCE CO.
HAS PAID HER CLAIM AND SHE NO LONGER OWNS THE VEHICLE.
*LPA ADVISED MS. ALLEN THAT SINCE SHE NO LONGER OWNS THE VE
HICLE WE ARE UNABLE TO INSPECT THE VEHICLE TO DETERMINE IF T
HE FIRE WAS THE RESULT OF RECALL 99S15. LPA ALSO ADVISED THA
T HER INSURANCE HAS ALREADY INVOLVED. NO FURTHER ASSISTANCE
OFFERED.

09.56.37 *CASE FILE FORWARDED TO OBC.

1999/06/18
15.25.58

OWNER RELATIONS

09/20/1999 MMFAXPRO

BEGINNING OF CONTACT
09/20/1999

MASTER OWNER RELATIONS SYSTEM III 16.10.15

9867MP LEGAL ISSUE CASE NR: 0784201929
REGION: 92 SOUTHWEST ZONE: C1 OPENED: 06/01/1999
VIN: 1LMLN82MSNY ENGINE: H CLOSED: 06/01/1999

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MONTGOMERY STATE: LA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 1992 MODEL: TOYOTA SIGNATURE 4DR
MILEAGE: 106000
DEALER NAME: NORTHWOOD LINCOLN-M SALES CODE: L67025 P & A: 10166
REASON CODES: 0709 SYMPTOMS: 784145
ORIGIN: CAC - GENERAL CAC
ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/06/01
12.03.19

CUSTOMER SAYS: -ON MAY 26 99 WHEN WE WERE DRIVING IN THE I

OWNER RELATIONS 09/20/1999 MFAXPRO

EN02-020 1722

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

9867MP

LEGAL ISSUE

CASE NBR: 0784201529

REGION: 52 SOUTHWEST

ZONE: C1

OPENED: 06/01/1999

VIN: 1LNLM82N5HY

ENGINE: W

CLOSED: 06/01/1999

1999/06/01

12.05.19

INTERSTATE OF HOUSTON TEXAS. THE VEHICLE STARTED TO SMOKE AND CAUGHT FIRE AND THEN THE VEH STALLED. ENTIRE COMPARTMENT UNDER THE HOOD BURNED OUT. WE GOT OUT OF THE VEH ON A HEAVY TRAFFIC AND NOTHING HAPPEND TO ME OR MY FAMILY. -THE VEH WAS TOWED TO NORTHWOOD LM. -POLICE MAN CAME UP AND ASKED US TO REMOVE THE VEH FROM THE INTERSTATE AND HE DID NOT GET ANY INFORMATION ABOUT THE POLICE OFFICER. -CONTACTED MY INSURANCE CO. AND THEY ARE IN THE PROCESS OF INSPECTING THE VEH. -RIGHT NOW THE VEH IS BEING REPAIRED BY NORTHWOOD LM IN HOUSTON TEXAS. -I FEEL THAT THE FIRE IS DUE TO PRODUCT DEFECT AND I WANT FORD TO PAY FOR THE REPAIRS AND EXPENSES. -THE ESTIMATED REPAIR COST IS \$1400 PLUS TOWING AND TRAVEL EXPENSES. PER CUSTOMER, DEALER SAYS: CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENCE CASE ID: 77

1999/06/07

10.36.38

SENT LETTER REFERRING CUSTOMER TO INSURANCE CARRIER.

ENR02-025 1723

OWNER RELATIONS

09/20/1999 NMFAXPRG

BEGINNING OF CONTACT
09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

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4398AT	LEGAL ISSUE	CASE NBR: 0846981529
REGION: 24 ORLANDO	ZONE: A1	OPENED: 06/03/1999
VIN: 1LNLM8ZM1NY	ENGINE: M	CLOSED: 06/03/1999

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LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	DEERFIELD BCH	STATE:	FL	ZIP:	
HOME PHONE:					
MODEL YEAR:	1992	MODEL:	TOWN CAR SIGNATURE 4DR		
MILEAGE:	1				
DEALER NAME:	POMPANO LINCOLN-MER	SALES CODE:	125118	P & A:	11646
REASON CODES:	0789	SYMPTOMS:	704145		
ORIGIN:	CAC - GENERAL CAC				
ACTION:	DR0001 - NO ACTION REQUIRED; INFORMATION ONLY				

COMMENTS:

1999/06/03
12.03.03

ENR2-025 1724

OWNER RELATIONS

09/20/1999 MMFAXPRO

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

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4398AT	LEGAL ISSUE	CASE NO:	0846921529
REGION: 24 ORLANDO	ZONE: AI	OPENED:	06/03/1999
VIN: 1L1MLBZNM1	ENGINE: N	CLOSED:	06/03/1999

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1999/06/03
12.03.03

CUSTOMER SAYS: =CUST CALLED BACK =CUST WOULD LIKE SOMEONE TO SAY FORD IS RESPONSIBLE FOR THIS FIRE =I WAS TOLD THIS WILL BE FORWARDED TO THE OFFICE OF THE GENERAL COUNSEL = TH IS WAS CAUSED BY THE RECALL FOR THE SPEED CONTROL *DATE: 022299 =FIRE UNDER HOOD =VEHICLE WAS AT DLRSHF -POMPANO L /M - ON THEIR PROPERTY IN THEIR SHOP =VEHICLE - NO IDEA WHERE VEHICLE IS =REPORT FILED - NO IDEA =CLAIM WAS FILED = VEHICLE NOT REPAIRABLE PER CUSTOMER, DEALER SAYS: *BEN MO R OF POMPANO L/M IS GOING TO MEET WITH FACTORY REP *CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM: - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENCE CASE ID: 77

1999/06/04
09.26.44

MFLPA MADE OOC TO WARREN STEWART @ POMPANO L-M AND SPOKE TO HIS ASST. JIM. JIM INDICATED THE CUSTOMER NO LONGER OWNS THE VEHICLE. HE WAS UNABLE TO PROVIDE ANY ADDITIONAL INFORMATION.

09.36.29

MKOC TO MR. BIENVENU. HE INDICATED THERE NO INJURIES AS A RESULT OF THE FIRE. THE FIRE OCCURRED AT POMPANO, WHILE THE VEHICLE WAS IN FOR SERVICE. MR. BIENVENU'S INSURANCE CO. HAS SETTLED HIS CLAIM. HE INFORMED LPA HE WAS DISSATISFIED WITH THE SALES AGREEMENT REACHED FOR HIS SUBSEQUENT VEHICLE PURCHASE OF A 1996 GRAND MARQUIS. MFLPA ADVISED MR. BIENVENU THAT SINCE HIS INSURANCE CO. HAS ALREADY SETTLED HIS CLAIM, PNC WOULD NOT BE ABLE TO OFFER ANY ASSISTANCE. LPA EXPLAINED THE INSURANCE/SUBROGATION PROCESS. REGARDING HIS DISSATISFACTION WITH HIS SUBSEQUENT PURCHASE, LPA ADVISED THAT IS AN ISSUE THAT WOULD NEED TO BE ADDRESSED AT THE DEALER. NO FURTHER ASSISTANCE OFFERED.

1999/06/08
08.11.47

MKCASE FILE FORWARDED TO OOC.

1999/07/20
08.02.38

CUSTOMER SAYS: ADDING IMAGE LETTER TO CONTACT LETTER DATED 6/14/99. PREVIOUSLY FORWARDED TO OOC PER CUSTOMER, DEALER SAYS: CAC ADVISED:

10.45.57

MFLPA FORWARDED THE IMAGED DOCUMENT TO OOC.

0902-025 1725

BEGINNING OF CONTACT
09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

6682JB LEGAL ISSUE CASE NBR: 1295652539
REGION: 10 SDR ZONE: HZ OPENED: 09/10/1999
VIN: 1LMLMBZMNY ENGINE: H CLOSED:

LAST NAME: [REDACTED] STATUS: INVESTIGATION
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: TRION STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 1992 MODEL: TOMN CAR SIGNATURE 4DR
MILEAGE: 110200
DEALER NAME: L. C. SMITH FORD SALES CODE: F21437 P & A: 00308
REASON CODES: 0709 SYMPTOMS: 704348
ORIGIN: CALO - CONSUMER AFFAIRS - LITIGATION PREVENTION
ACTION: LP202 - OPEN LEGAL CONTACT - PRODUCT LIABILITY RECALL RELATED

COMMENTS:

1999/09/10
08.12.43 ***** DEALER REQUEST LETTER *****
REC'D 09/09/99

DEALERSHIP CONTACT: RON ROMLAND 2 (706) 857-1128
ALLEGES DEFECTIVE VEHICLE. THE CUSTOMER DISCOVERED THE
VEHICLE BURNING UNDER THE HOOD IN HIS GARAGE.
*** CUSTOMER REQUESTS FORD COMPENSATE FOR THE REPLACEMENT
VALUE OF THE VEHICLE.***

19.28.29 ***** LPA, JBAHOL COMMENTS*****
-LPA MADE OBC TO THE CUSTOMER AND SPOKE WITH MR. WOODS WHO
ADVISED THAT THE RECALL 99S19 WAS PERFORMED LAST FRIDAY AND
THIS WEDNESDAY (SUBSEQUENTLY) IT CAUGHT FIRE UNDER THE HOOD
-LPA ADVISED THAT AN INSPECTION WILL NEED TO BE DONE AND THE
CUSTOMER ADVISED THAT THE SERVICE MANAGER, RON, HAS LOOKED AT
THE VEHICLE BUT HE DOESN'T KNOW IF IT'S BEEN INSPECTED
-LPA ADVISED HE WILL BE CONTACTED BACK ONCE THE DEALER IS
CONTACTED

1999/09/16
15.55.20 ***** LPA MADE OBC TO THE DEALER AND SPOKE WITH THE SERVICE MAN
AGER, RON ROMLAND*****INQUIRED ABOUT WHAT HAPPENED AND RON ADVI
SED THAT THE VEHICLE CAUGHT FIRE AFTER THE PART WAS REPLACED
AS REQUIRED BY THE RECALL, 99S19*****SHOULD SEND AN INDEPENDENT
INSPECTOR TO LOOK AT THE VEHICLE AS THERE IS NO SIGN THAT TH
E PART WAS INSTALLED INCORRECTLY**

15.59.43 ***** LPA MADE OBC TO THE EAA INSPECTOR, DONALD HUTELIN*****DONALD
ADVISED LPA THAT HE CAN DO THE INSPECTION FOR LPA AT THE DEA
LERSHIP*****LPA FAXED THE INFORMATION TO HIM WITH CONFIRMATION
RECEIVED**

OWNER RELATIONS

09/20/1999 MMFAXP88

09/28/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

6682JB LEGAL ISSUE CASE NBR: 1295652539
REGION: 10 SDR ZONE: N2 OPENED: 09/10/1999
VIN: 2LRM82M4K ENGINE: M CLOSED:

1999/09/16
16.08.39 ***LPA FAXED ALL CUSTOMER/VEHICLE INFORMATION TO THE EAA INS
PECTOR, DONALD HUTELI***CONFIRMATION HAS RECEIVED**

16.10.45 ***LPA MADE OBC TO THE CUSTOMER, SPOKE WITH JERRY AND EVON
HOODS***LPA ADVISED THAT THE VEHICLE SHOULD BE TOWED TO THE D
EALER AS SOON AS POSSIBLE AS AN EAA INSPECTOR HAS ALREADY BE
EN NOTIFIED***PER JERRY: THE DEALER HAS CALLED AND MADE ARR
NGEMENTS AND THE DEALER KNOWS WHERE HE LIVES SO THEY CAN PIC
K THE VEHICLE UP ANYTIME; LPA ADVISED THAT HE WILL BE RESPON
SIBLE FOR THE TOW BILL UNTIL THE INSPECTION REPORT IS COMPLE
TE AND IT IS DETERMINED THAT HE ARE AT FAULT**JERRY AGREED**

EM2-028 1727

OWNER RELATIONS

09/28/1999 NMFAXPRQ

BEGINNING OF CONTACT

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

DFLETCH7 LEGAL ISSUE CASE NBR: 1514211599
REGION: 47 CINCINNATI ZONE: D1 OPENED: 05/19/1999
VIN: 1LWLM82N3PY ENGINE: M CLOSED: 05/19/1999

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: LOUISVILLE STATE: KY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 1995 MODEL: TOWN CAR SIGNATURE 4DR
MILEAGE: 1
DEALER NAME: BLUE GRASS LINCOLN SALES CODE: L46222 P & A: 10603
REASON CODES: 8709 SYMPTOMS: 784145
ORIGIN: CAC - GENERAL CAC
ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/05/19
08.41.12

EM02-025 1728

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
 =====
 DFLETC7 LEGAL ISSUE CASE NBR: 1314211599
 REGION: 47 CINCINNATI ZONE: D1 OPENED: 05/19/1999
 VIN: 1LNLM82H3P ENGINE: M CLOSED: 05/19/1999
 =====
 1999/05/19
 08.41.12

CUSTOMER SAYS: - VEHICLE CAUGHT FIRE 05/18/99 @ 8:30AM WHEN
 SHE CAME FROM UNDER THE HOOD - VEHICLE IS STILL ON CUST'S DR
 IVEWAY - VEHICLE HAD NOT BEEN STARTED IN 30 HRS - LAST NIG
 HT, HEARD ABOUT THE RECALL INVOLVING UNDER THE HOOD FIRE -
 FIRE DEPARTMENT WAS CONTACTED AND THEY DID WRITE UP A REPORT
 (REPORT # NOT AVAILABLE) - FIREMAN'S NAME: SGT. KEVIN BAK
 ER @ LYNDON FIRE AND RESCUE (502-425-7474) - WOULD LIKE TO
 KNOW IF HER VEHICLE APPLIES PER CUSTOMER, DEALER SAYS:
 CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE C
 ONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FR
 OM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME
 FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR IN
 SURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENC
 E CASE ID: 77

1999/05/21
 16.42.53 MMLPA MADE OBC TO THE CUSTOMER AND INQUIRED ABOUT THE FIRE. THE
 CUSTOMER STATED THE VEHICLE HAD BEEN SITTING IN THE DRIVEWAY
 FOR APP. 34 HOURS AND IT CAUGHT FIRE WITHOUT BEING STARTED. THE
 THERE WERE NO INJURIES INVOLVED AND NO MEDICAL ATTENTION
 SOUGHT FOR ANY REASON; THE INSURANCE COMPANY HAS SENT AN IN
 SPECTOR TO LOOK AT THE VEHICLE, BUT THERE HAVE BEEN NO
 CLAIMS PAID AT THIS TIME. CUSTOMER REQUESTED TO KNOW IF FORD
 CAN SEND AN INSPECTOR TO HER HOME TO DO THE INSPECTION. MMLPA
 STATED THAT THAT WOULD BE A POSSIBILITY. MMLPA CONFIRMED THAT
 THE RECALL NOTICE WAS RELEASED FOR MAILING ON THE SAME DAY
 AS THE FIRE.

16.44.30 MMLPA MADE OBC TO THE EAA INSPECTOR, BILL BEAN AND INQUIRED
 ABOUT DOING THE INSPECTION. PER BILL: CAN DO THE INSPECT
 ION AND DOES NOT MIND TRAVELING TO THE CUSTOMER'S HOME. MMLPA
 WILL SEND THE INFORMATION TO BILL VIA FACSIMILE.

16.45.20 MMLPA SENT THE CUSTOMER'S INFORMATION TO BILL BEAN, EAA VIA
 FACSIMILE.

1999/06/01
 15.11.56 MMLPA RECEIVED THE INSPECTION REPORT AND PHOTOS FROM THE
 EAA INSPECTOR, BILL BEAN. WAS SENT VIA PRIORITY MAIL. THE
 REPORT CONCLUDED THAT THE FIRE WAS RELATED TO THE OPEN RE-
 CALL. THE FIRE OCCURRED PRIOR TO WHEN THE RECALL NOTICE WAS
 SENT TO THE CUSTOMER'S HOME.

OWNER RELATIONS 09/20/1999 MMFAXPGR

EM02-025 1728

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
 =====
 DFLEYCH7 LEGAL ISSUE CASE NR: 1514211399
 REGION: 47 CINCINNATI ZONE: D1 OPENED: 05/19/1999
 VIN: 1LNLA82M3PY ENGINE: N CLOSED: 06/04/1999
 =====

1999/06/04

17.34.43 06/3/99: LPA RECEIVED A COPY OF THE TITLE AND PROOF OF PURCHASE/SALE FOR THE VEHICLE AS REQUESTED FROM THE CUSTOMER. HAS SENT VIA FACSIMILE.

17.36.48 06/4/99: LPA SENT OFFER LETTER TO REFUND KELLEY BLUE BOOK VALUE OF THE VEHICLE LISTED AT \$6,175.00. SENT THE OFFER LETTER VIA US MAIL AND VIA FACSIMILE. LPA GAVE A 10 BUSINESS DAY TIME LIMIT ON THE OFFER; SENT THE FAX TO KIMKO'S.

1999/06/09

09.14.23 06/7/99: LPA RECEIVED AN INBOUND CALL FROM THE CUSTOMER WHO LEFT A MESSAGE ON VOICE MAIL STATING TO CALL HER BACK REGARDING THE OFFER EXTENDED.

09.19.51 06/8/99: LPA MADE ODC TO THE CUSTOMER IN RESPONSE TO HER SECOND MESSAGE LEFT TO CALL HER REGARDING THE OFFER. LPA MADE SEVERAL ATTEMPTS TO CALL PRIOR TO REACHING CUSTOMER—LINE WAS BUSY. LPA SPOKE WITH THE CUSTOMER AND INQUIRED ABOUT HER CONCERNS REGARDING THE OFFER; CUSTOMER STATED: I WANT TO APOLOGIZE, BUT MY INSURANCE COMPANY HAS ALREADY SETTLED THIS MATTER AS OF LAST WEEK. THEY WERE FAIR WITH ME AND NOW THEY WANT TO SUBROGATE FORD. THEY ALSO WANT TO TALK TO LPA. LPA STATED THE ONLY INFORMATION THEY WILL BE GIVEN IS THAT THEY NEED TO FILE A SUBROGATION CLAIM VIA THE OFFICE OF THE GENERAL COUNSEL. CUSTOMER STATED SHE WASN'T AWARE THAT THEY WERE GOING TO SETTLE SO QUICKLY ESPECIALLY SINCE THEY REFERRED HER TO FORD DUE TO THE RECALL.

09.50.85 06/8/99: CUSTOMER INFORMED LPA THAT THE INSURANCE COMPANY HAS ALREADY SETTLED THE MATTER AND THEY WERE FAIR WITH HER. CUSTOMER APOLOGIZED TO LPA BECAUSE SHE WAS NOT AWARE THE INSURANCE COMPANY WAS GOING TO SETTLE SO QUICKLY SINCE THEY REFERRED HER TO FORD DUE TO THE RECALL. LPA STATED THE OFFER IS OFFICIALLY REJECTED AND SHE NEEDS TO WORK WITH HER INSURANCE COMPANY TO SETTLE THE MATTER IF THEY CHOOSE TO SUBROGATE FORD. CUSTOMER HAS BEEN ADVISED; WILL SEND A CLOSURE LETTER.

1999/07/06

14.20.53 LPA RECEIVED INBOUND CALL FOR ODC. THEY REQUESTED THE FILE. SENT TO JENNIFER SAVAGE.

1999/07/12

14.58.59 CUSTOMER SAYS: ADDING IMAGE LETTER TO CONTACT LETTER DATED 6/11/99. CUSTOMER LETTER FORWARDED TO ODC; PER CUSTOMER, DEALER SAYS: CAC ADVISED.