

EA02-025

FORD 10/27/03

APPENDIX N

BOOK 42

PART 3 OF 6

BEGINNING OF CONTACT
 09/28/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
 =====
 9867WP LEGAL ISSUE CASE NBR: 1329498469
 REGION: 52 SOUTHWEST ZONE: J1 OPENED: 05/24/1999
 VIN: 2NECK75W7KX EMOINE: W CLOSED: 05/24/1999
 =====
 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: BROWNSVILLE STATE: TX ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 1992 MODEL: GRAND MARQUIS LS 4DR SDN
 MILEAGE: 30000
 DEALER NAME: PAYNE LINCOLN-MERCU SALES CODE: L67035 P & A: 11425
 REASON CODES: 0771 SYMPTOMS: 784145
 ORIGIN: CAC - GENERAL CAC
 ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/05/24
 16.34.27

CUSTOMER SAYS: THE VEHICLE CAUGHT ON FIRE ON 01/26/1999 AT

OWNER RELATIONS

09/28/1999 MMFAXPRQ

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

9867MF LEGAL ISSUE CASE NBR: 1329490469
REGION: 52 SOUTHWEST ZONE: J1 OPENED: 05/24/1999
VIN: 2HECM75M7N2 ENGINE: N CLOSED: 05/26/1999

1999/05/24

16.34.27 MY GARAGE AT 7.28 AM. ONE OF THE NEIGHBOURS WHO CALLED ME T
O SAY THAT THERE WAS SMOKE COMING FROM THE GARAGE. THE BRONX
VILLE FIRE DEPT FILED A REPORT (REPORT NO. 251) . THE CAR
IS AT A USED CAR DLRSHIP (BODY SHOP) NOW. THE FIRE STARTED
UNDER THE HOOD. THE FIRE DEPT SAYS THAT IT SEEMS THAT THE F
IRE STARTED ON THE DRIVER'S SIDE ENGINE AREA. I DO NOT HAVE
FIRE COVERAGE WITH MY INSURANCE CO. AS IT COVERS ONLY LIABIL
ITY. THE CAR IS REPAIRABLE BUT THE MECHANIC AT THE BODY SHOP
TELLS ME THAT THERE IS MAJOR WORK TO BE DONE ON HIS CAR. I
WANT FORD TO PUT ME INTO ANOTHER CAR . I HAVE RECEIVED A REC
ALL (99515) LETTER FROM FORD AND I FEEL THAT THIS FIRE WA
S A RESULT OF A DEFECT AS A RESULT OF WHICH THIS RECALL HAS
ISSUED. 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: 78

1999/05/26

10.23.42 SENT LETTER TO CUSTOMER REFERRING HIM TO INSURANCE CARRIER.

1999/05/27

12.05.08 REOPENED---CLOSED IN ERROR.

1999/06/01

11.25.03 SPOKE WITH CUSTOMER, WHO ASKED THAT I CALL HIS DAUGHTER AS
HIS ENGLISH ISN'T FLUENT. SPOKE WITH HIS DAUGHTER, AND RE-
QUESTED THAT SHE GET THE NAME AND NUMBER OF THE BODY SHOP SO
THAT I CAN TALK TO THEM AND DETERMINE THE STATUS OF THE VEH
ICLE (HOW MUCH DAMAGE, ESTIMATE FOR REPAIRS, WHETHER ANY
REPAIRS HAVE BEEN PERFORMED). SHE WILL CALL BACK WITH INFOR
MATION.

1999/06/23

16.58.18 L. FONSECA CONTACTED BODY SHOP AS MECHANIC SPEAKS SPANISH
ONLY. SOME REPAIRS HAVE BEEN COMPLETED BUT NOT ALL. CONTACT-
ED CUSTOMER AND ADVISED THAT THEY WILL HAVE TO SUBMIT
RECEIPTS TO FORD WHEN REPAIRS ARE COMPLETED FOR POSSIBLE
REIMBURSEMENT CONSIDERATION.

1999/07/30

16.48.37 MICRO NUMBER 5950781

16.50.42 MICRO NUMBER 5950846

OWNER RELATIONS

09/20/1999 MMFAXPR8

09/28/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

027913 LEGAL ISSUE CASE NR: 1329511889
REGION: 13 NEW YORK ZONE: D1 OPENED: 07/07/1999
VIN: 2FACP72H9PXXXXXXXXXXXXX ENGINE: N CLOSED: 07/07/1999

1999/07/07

89.06.14 WE CAR WERE TRAMATISED -THEY TALK ABOUT THE FIRE -RECEIVED
A RECALL LETTER -WANTS THE TAPE DECK AND OTHER ITEMS TO BE
FIXED AS A RESULT OF THE DAMAGES CAUSED BY THE FIRE -MOMSE
Y FIRE DEPT WAS ON SCENE -THE FIRE STOPPED WHEN THE ENGINE
HAS TURNED OFF -THE FIRE ORIGINATED FROM THE UNDERHOOD -S
UNDAY THE 13 ON THE 6TH OF JUNE 99 AM -WOULD HAVE TO HAVE D
OCUMENTS IN ORDER TO GET THE EXACT DATE OF THE ACCIDENT -IT
OCCURED ON ROUTE 306 IN MOMSEY -THERE WAS A FIRE REPORT FI
LED WITH MOMSEY FIRE DEPT -DID NOT INVESTIGATE HOWEVER THEY
DISABLED THE VEH -NO REPORT TO THE INSURANCE COMPANY -THE
VEH IS REPAIRABLE -FIRE ONLY AFFECTED TEN TAPE DECK AND TH
E CIGARETTE LIGHTER PER CUSTOMER, DEALER SAYS: NONE 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 INFERENCE CA
SE ID: 77

1999/07/89

11.05.31 LPA OBC DEALER - FRED/SVC DEPT 3 DAN BUCKEY FORD ADVISED THE
CUSTOMER BROUGHT THE VEHICLE IN ON 6/7/99. THE SPEED CONTROL
WAS DISABLED. DEALER DID NOT INSPECT THE VEHICLE FOR ANY
DAMAGES THAT THE CUSTOMER ALLEGES WERE RELATED TO RECALL
99515.
LPA OBC CUSTOMER - LPA SPOKE WITH MRS. GORIOFF. CUSTOMER
STATED THE FIRE OCCURRED ON 6/6/99. SHE OBSERVED SMOKE
COMING FROM THE DASH WHILE SHE AND HER CHILDREN WERE IN THE
VEHICLE. THERE WERE NO PERSONAL INJURIES. THE FIRE DEPT. WAS
CONTACTED. CUSTOMER INDICATED THE TAPE DECK IS NOT WORKING
AND SHE ALLEGES THIS IS RELATED TO RECALL 99515. A CLAIM
HAS NOT BEEN FILED WITH THE INSURANCE COMPANY. THE VEHICLE
IS CURRENTLY IN THE CUSTOMER'S POSSESSION. CUSTOMER SEEKS
FMC TO OFFER ASSISTANCE TOWARDS THE COST OF REPAIRS AND
PROVIDE ALTERNATE TRANSPORTATION WHILE REPAIRS ARE COMPLETED
LPA ADVISED CUSTOMER THAT ARRANGEMENTS MUST BE MADE TO HAVE
THE VEHICLE INSPECTED BY THE DEALER TO DETERMINE IF THE
ALLEGED DAMAGES ARE RELATED TO RECALL 99515. LPA ADVISED
CUSTOMER SHE HAS THE OPTION TO RENT A VEHICLE AND IF IT IS
DETERMINED THAT THE DAMAGES ARE RELATED TO RECALL 99515, FMC
WILL REVIEW THE SITUATION TO OFFER REIMBURSEMENT TOWARDS THE
RENTAL VEHICLE EXPENSES. CUSTOMER REQUESTED TO SPEAK WITH A
SUPERVISOR. L. EAGLETON/TEAM LEADER SUPPORTED PREVIOUS
DECISION MADE BY LPA. CUSTOMER STATED SHE PLANS TO PURSUE
FURTHER LEGAL ACTION. LPA CLOSED FILE. NO FURTHER ACTION
REQUIRED BY CA.

OWNER RELATIONS

09/28/1999 NMFAXPR8

EM2-023 1735

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

6279LB LEGAL ISSUE CASE NBR: 1329511889
REGION: 13 NEW YORK ZONE: D1 OPENED: 07/07/1999
VIN: 2FACP72H9P7 ENGINE: H CLOSED: 07/19/1999

1999/07/19
15.59.52 LIT PREV ADDING MICRO # 0592 1236

1999/07/20
10.28.48 TEAM LEADER TALKED WITH CUSTOMER AND EXPLAINED THE PROCEDURE
OF TAKING HER VEHICLE FOR DIAGNOSIS. CUSTOMER ALLEGES WIRES
WERE DISCONNECTED BY FIRE DEPARTMENT BUT NOT THE WIRES TO
CIGAR LIGHTER AND RADIO. I TOLD HER FORD WOULD PAY FOR ANY
REPAIRS ASSOCIATED WITH THE RECALL AND SHE REFUSES TO TAKE
THE VEHICLE IN SINCE SOME REPAIRS SHE WOULD PROBABLY HAVE TO
PAY FOR. CUSTOMER WAS UNWILLING TO COOPERATE IN ANY WAY.

ERR2-020 1738

OWNER RELATIONS

09/20/1999 MMFAJPRG

BEGINNING OF CONTACT

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

AMHITTAJ LEGAL ISSUE CASE NBR: 1331772158
 REGION: ZONE: OPENED: 09/29/1998
 VIN: 1LNLM81H5HY ENGINE: H CLOSED:

LAST NAME: FIRST NAME: STATUS: OPEN
 TITLE: MI:
 ADDRESS: CITY: SOMERSET STATE: KY ZIP:
 HOME PHONE: MODEL YEAR: 1992 MODEL: TOMN CAR EXECUTIVE 4DR
 MILEAGE: SALES CODE: P & A:
 DEALER NAME: SYMPTOMS: 704145
 REASON CODES: 0775
 ORIGIN: CAC - GENERAL CAC
 ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1998/09/29
 09.57.34

CUSTOMER SAYS: CALLER [REDACTED] CLAIMS IS AN ARSON INVESTIGATOR WITH [REDACTED] - SOMERSET FIRE DEPARTMENT - 1 21 SOUTH CENTRAL AVE - SOMERSET KENTUCKY - 42501 CALLER IS INVESTIGATING A FIRE WHICH ALLEGEDLY DESTROYED NOT ONLY A 92 LINCOLN TOWNCAR HE IDENTIFIED WITH VIN: 1LNLM81H5HY75214 0 AS BELONGING TO THE CUSTOMER ABOVE, BUT ALSO DAMAGED; A 95 HONDA ACCORD; A 97 GEO PRISM; AND A BUICK LESABRE. HE ALLEGES THAT THE OWNERS OF THE OTHER THREE CARS HAVE RETAINED LEGAL COUNSEL, AND ARE PLANNING TO SUE FORD FOR THE DAMAGE. - FIRE OCCURED ON 8/1/98 - FIRE ORIGINATED IN THE ENGINE COMPARTMENT - VEH WAS IN "GRAND CENTRAL" SHOPPING CENTRE PARKING LOT IN SOMERSET - [REDACTED] DOES NOT KNOW THE CURRENT LOCATION OF THE VEH - [REDACTED] CLAIMS IS THE INVESTIGATING

EM02-028 1797

OWNER RELATIONS

09/20/1999 MMFXPR0

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

AMBITTAI

LEGAL ISSUE

CASE NBR: 1331772158

REGION:

ZONE:

OPENED: 09/29/1998

VIN: 1LNHLS1K5M

ENGINE: N

CLOSED:

1998/09/29

09.57.34

OFFICER FOR THE SOMERSET FIRE DEPARTMENT, AND IS IN THE MID
ST OF INVESTIGATING THE FIRE- NO REPORT NUMBER YET. NO FINDI
NGS AS HE IS LACKING TECHNICAL INFORMATION ON THE LAYOUT OF
THE ENGINE COMPARTMENT OF THE VEH- HE HAS ASKED A DEALER FOR
THIS INFORMATION, AND WAS REFUSED. MR WESLEY CLAIMS THAT H
E IS READY TO GO TO THE GRAND JURY AND SUBPOENA THE INFORMAT
ION AS HE IS NOT GETTING COOPERATION ON THIS CASE. - THE CU
ST'S INSURANCE COMPANY HAS ALLEGEDLY PAID FOR THE LINCOLN T
ONNOCAR, BUT REFUSES TO PAY FOR THE DAMAGE TO THE OTHER VEHIC
LES- THIS IS WHY, MR WESLEY ALLEGES, THE OTHER OWNERS OF TH
E DAMAGED VEH'S ARE PLANNING A CIVIL SUIT AGAINST FORD. - T
HE LINCOLN TONNOCAR WAS DETERMINED TO BE IRREPAIRABLE. PER C
USTOMER, DEALER SAYS: NONE 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 - PLEASE MAKE
SURE YOU NOTIFY YOUR INSURANCE CARRIER AND REPORT THE INCID
ENT INFERENCE CASE ID: 72

1999/09/03

13.05.09

CUSTOMER SAYS: - WOULD LIKE A DIAGRAM OF THE ENGINE COMP
ARTMENT FOR A 1992 TONN CAR PER CUSTOMER, DEALER SAYS: -
NONE CAC ADVISED: - REFER TO RESEARCH AND SOMEONE WILL BE
IN CONTACT WITH HIM IN THE NEXT 3-5 BUS. DAYS

1999/09/07

12.53.51

CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D. RESEARCH ADSCO: RESEARCH DOES NOT PROVIDE DIAGRAMS TO C
USTOMERS

ENR02-02B 173B

BEGINNING OF CONTACT
 09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
 =====
 0279LB LEGAL ISSUE CASE NBR: 1345671609
 REGION: 23 MEMPHIS ZONE: C1 OPENED: 06/09/1999
 VIN: 1LNLRB246M7 ENGINE: H CLOSED: 04/09/1999
 =====
 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED] STATE: LA ZIP: [REDACTED]
 CITY: METAXIE
 HOME PHONE: [REDACTED] MODEL: TOWN CAR SIGNATURE 4DR
 MODEL YEAR: 1992 MILEAGE: 78800
 DEALER NAME: MARSHALL BROS LINC- SALES CODE: L22698 P & A: 12233
 REASON CODES: 0771 SYMPTOMS: 795145
 ORIGIN: CAC - GENERAL CAC
 ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:
 1999/06/09
 09.32.03

ESR02-025 1730

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

D27915

LEGAL ISSUE

CASE NBR: 1345671609

REGION: 23 MEMPHIS

ZONE: C1

OPENED: 06/09/1999

VIN: 1LHLNBZM6MY

ENGINE: H

CLOSED: 06/09/1999

1999/06/09

09.32.03

CUSTOMER SAYS: IN OCT 1997 MY 92 TOMM CAR BURNT UP. NOW I
HEAR THAT THERE IS A RECALL ON THIS VEHICLE. MY INSURANCE
AID FOR THE CAR BUT THEY DID NOT PAY ME FOR THE PERSONAL IT
MS THAT WERE DESTROYED IN THE CAR. DATE OF FIRE: 10/23/97
ORIGIN OF FIRE: UNDERNEATH HOOD, DRIVERS SIDE. CURRENT LOC
ATION OF VEHICLE: UNKNOWN. FIRE REPORT: JEFFERSON PARISH FIRE
DEPARTMENT, 833551 (ENGINE COMPANY 188). CLAIM: AARP INSUR
ANCE. VEHICLE NOT REPAIRABLE PER CUSTOMER. DEALER SAYS:
MARSHALL BROS L/M. CAC ADVISED. - THIS INFORMATION HAS BEE
N FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW -
A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YO
UR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREA
DY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, P
LEASE DO SO. INFERENCE CASE ID: 78

1999/06/14

16.14.53

CUSTOMER HAS SETTLED WITH THE INSURANCE COMPANY, LPA
FORWARDED A LETTER STATING WE WERE UNABLE TO REVIEW AS HE
NO LONGER OWNED THE VEHICLE.

1999/06/28

12.02.41

LIT PREV ADDING MICRO # 0589 2867

EM02-025 1748

BEGINNING OF CONTACT
09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16-10-15

5877MR LEGAL ISSUE CASE NBR: 1346111399
REGION: 27 WASHINGTON ZONE: F1 OPENED: 05/19/1999
VIN: 1LNLMH2HMV ENGINE: M CLOSED: 05/19/1999

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] NI: [REDACTED]
ADDRESS: [REDACTED]
CITY: RICHMOND STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 1992 MODEL: TOWN CAR SIGNATURE 4DR
MILEAGE: 90000
DEALER NAME: WHITTEN LINCOLN-MER SALES CODE: L28661 P & A: 12344
REASON CODES: 0771 SYMPTOMS: 784145
ORIGIN: CAC - GENERAL CAC
ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:
1999/05/19
09.55.52

EMR2-020 1741

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

5877ME LEGAL ISSUE CASE NO: 1346111399
REGION: 27 WASHINGTON ZONE: F1 OPENED: 05/19/1999
VIN: 1LNLM82M8NY ENGINE: H CLOSED: 05/19/1999

1999/05/19
09.33.52

CUSTOMER SAYS: -THE VEH CAUGHT FIRE, WHILE THE IGNITION WAS TURNED OFF -THIS HAPPENED IN CUST DRIVEWAY MAY 12/99 -FOUR WINDOWS IN HOUSE WERE CRACKED DUE TO HEAT -PERSONAL ITEMS WERE DAMAGED INSIDE VEH -CUST RECENTLY HEARD ABOUT CRUISE CONTROL RECALL -CUST NOTICED DIFFICULTY WITH CRUISE CONTROL PRIOR TO VEH FIRE -FIRE DEPT CONTACTED AND PUT OUT FIRE -VEH WAS TOWED TO SALVAGE YARD -INSURANCE COMPANY: USAA, CLAIM REP, MS. D BENNETT, 1-800-833-7361, EXT 35594; CURRENTLY INSPECTING SITUATION PER CUSTOMER, DEALER SAYS: NONE CAN BE 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
CASE ID: 78

1999/05/21
17.28.24 LITIGATION PREVENTION ANALYST (LPA) ATTEMPTED TO CONTACT CUSTOMER. BUSY SIGNAL.

1999/06/18
17.11.01 ACCORDING TO THE INFORMATION PROVIDED, CUSTOMER HAS HAD VEHICLE TOWED BY INSURANCE COMPANY. LETTER SENT THIS DAY ADVISING CUSTOMER TO CONTINUE TO WORK THROUGH INSURANCE. NO FURTHER ACTION REQUIRED.

1999/06/21
16.17.34

EMR2-028 1742

BEGINNING OF CONTACT
 09/20/1999 MASTER OWNER RELATIONS SYSTEM III 14.10.15
 =====
 34215M LEGAL ISSUE CASE NBR: 1348372578
 REGION: 41 CHICAGO ZONE: B1 OPENED: 09/14/1998
 VIN: 1LNLM82W6PY ENGINE: H CLOSED: 09/14/1998
 =====
 LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: HAPPHVILLE STATE: IL ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 1993 MODEL: TOWN CAR SIGNATURE 4DR
 MILEAGE: 85508
 DEALER NAME: FAIR OAKS LINCOLN-H SALES CODE: 142415 P & A: 10533
 REASON CODES: 0709 SYMPTOMS: 704245
 ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION
 ACTION: LP200 - OPEN LEGAL CONTACT - PRODUCT LIABILITY

COMMENTS:

- 1998/09/14
 09.40.37 NNNLPA OPENING LEGAL DUE TO DEALER REQUEST FOR CONSUMER AFFA
 IRS REVIEW RECEIVED VIA FACSIMILE. REPORT INDICATES, THE
 VEHICLE CAUGHT FIRE ON 7-23-98. INSURANCE CO IS CURRENTLY
 INVESTIGATING. THERE WAS NO PERSONAL INJURY, NO MEDICAL ATT-
 ENTION SOUGHT. A POLICE REPORT WAS FILED IN AURORA, IL.
 STATE FARM IS THE INSURANCE CO AND HAS BEEN CONTACTED. THE
 CONTACT PERSON AT STATE FARM IS: RANDY EPS 3 (630) 820-5600
 ACCIDENT DETAILS: ENGINE CAUGHT FIRE WHILE THE ENGINE WAS
 TURNED OFF. WRPER ATTACHMENT, CUSTOMER IS SEEKING: A TRADE-
 ASSISTANCE FOR A 1998 LINCOLN TOWN CAR AND REIMBURSEMENT FOR
 RENTAL VEHICLE FEES. NNN
- 09.43.55 NNNLPA MADE OBC TO DEALER AND APOLOGIZED FOR THE DELAY OF
 ACKNOWLEDGING THE INFORMATION RECEIVED. WRPER SERVICE NBR,
 CUSTOMER WANTS A TRADE-ASSISTANCE FOR A 1998 LINCOLN AND HAS
 CHOSEN THE NEW VEHICLE AS OF LAST WEEK. NNN THE VEHICLE IS TOT
 ALED AND DEALER DOES NOT KNOW WHERE THE VEHICLE IS CURRENTLY
 LPA WILL CALL CUSTOMER. NNN
- 09.45.24 NNNLPA MADE OBC TO CUSTOMER AT OFFICE AND AT HOME. NNN CUSTOMER
 WAS NOT AVAILABLE. LPA LEFT MESSAGES ON BOTH HOME AND OFFICE
 VOICE MAILS WITH A RETURN CALL NUMBER. NNN
- 1998/09/15
 12.26.11 NNNLPA UPDATING NNN NET WITH SENIOR ANALYST (ACHABOT) AND HAVE
 DETERMINED THAT CUSTOMER SHOULD REFER TO HER INSURANCE CO.
 DUE TO THE AGE AND MILEAGE OF THE VEHICLE. NNN THERE ARE NO
 OPEN RECALLS/CMPS ON THE VEHICLE. CUSTOMER IS BEYOND ANY CRI
 TERIA FOR ASSISTANCE. NNN
- 12.29.36 NNNLPA MADE OBC TO CUSTOMER AND LEFT A VOICE MESSAGE AT WORK
 STATING THERE ARE NO OPEN RECALLS, GAVE THE RECALL HISTORY,

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

3421SH LEGAL ISSUE CASE NBR: 1348372578
REGION: 41 CHICAGO ZONE: 31 OPENED: 09/14/1998
VIN: 1LMLN82M6PY ENGINE: H CLOSED: 09/15/1998

1998/09/15

12.29.36 FORD IS NOT LIABLE, REFER TO INSURANCE CO., AS CUSTOMER STAT
ED, INSURANCE CO IS ALREADY INVOLVED, PLEASE CONTINUE TO
WORK WITH THEM REGARDING THIS MATTER. XXX

12.31.34 H80LPA PUT FORD'S POSITION IN WRITING AND MAILED THE LETTER
VIA US MAIL TO THE CUSTOMER***DENY ASSISTANCE, BEYOND ANY
CRITERIA (NO OPEN RECALLS/OWPS), REFER TO INSURANCE CO.XXX

12.32.16 H80LPA CLOSING CASE DUE TO DENIAL AND REFERENCE TO INSURANCE
CO.XXX

1998/10/01

09.52.44 MICRO NUMBER ADDED: 5462578

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BEGINNING OF CONTACT
09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
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SSIZAK LEGAL ISSUE CASE NBR: 1380951559
REGION: 10 SDR ZONE: A2 OPENED: 07/08/1999
VIN: 2N1ELW75H6HX ENGINE: H CLOSED: 07/08/1999
=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 1992 MODEL: GRAND MARQUIS LS 4DR SDN
MILEAGE: 1
DEALER NAME: STEVEN LINCOLN MERC SALES CODE: L14566 P & A: 11242
REASON CODES: 0709 SYMPTOMS: 704145
ORIGIN: CAC - GENERAL CAC
ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

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COMMENTS:
1999/07/08
09.46.53

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EM2-025 1745

09/28/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

3312AH

LEGAL ISSUE

CASE NBR: 1380931559

REGION: 10 SDR

ZONE: A2

OPENED: 07/08/1999

VIN: 2WELM75N6WX

ENGINE: H

CLOSED: 07/08/1999

1999/07/08

09.46.53

CUSTOMER SAYS: THE VEH CAUGHT FIRE. = JULY 8/99 AT 2AM TH
E VEH CAUGHT FIRE. = THE VEH WAS PARKED WHEN THE FIRE START
ED UNDER THE HOOD OF THE VEH. THE FIRE ALSO CAUSED DAMAGED T
O AREAS IN THE DRIVEWAY OF THE CUST HOME. = THE VEH IS IN T
HE SAME POSITION AS LAST NIGHT = THE FIRE DEP WAS CALLED, T
HEY STATED TO THE CUST THE IT SEEMS THAT THE FIRE ORIGINATED
UNDER THE HOOD OF THE VEH. = NO REPORT NUMBER AVAIL AS Y
ET. = THE REPORT WAS FILED IN NEW YORK =CUST HAS MINSURAN
CE DUE TO THE VEH WAS STOLEN. THERE ARE NO PLATES EITHER ON
THE VEH. THE VEH IS NOT REPAIRABLE. PER CUSTOMER, DEALE
R SAYS: NONE CAC ADVISED. - THIS INFORMATION HAS BEEN FO
RWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A R
EPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR C
LAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY C
ONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEAS
E DO SO INFERENCE CASE ID: 77

1999/07/12

17.02.45

LPA OBC DEALER - N. ALVAREZ/SVC MGR WILL REVIEW CASE AND
RECONTACT LPA.

1999/07/13

16.48.25

N. ALVAREZ/SVC MGR CONTACTED LPA AND ADVISED THE CUSTOMER
HAS NOT BROUGHT THE VEHICLE IN FOR INSPECTION AT THIS TIME.
LPA OBC CUSTOMER - CUSTOMER WAS NOT AVAILABLE, UNABLE TO
LEAVE MESSAGE. LPA WILL ATTEMPT TO CONTACT CUSTOMER AGAIN
AT A LATER TIME.

1999/07/14

10.00.17

LPA OBC CUSTOMER - LPA SPOKE WITH MRS. ANJANDEN. CUSTOMER
ADVISED THE FIRE OCCURRED ON 7/8/99. THE VEHICLE WAS PARKED
IN HER DRIVEWAY WHEN THE FIRE OCCURRED. SHE OBSERVED FLAMES
COMING FROM UNDER THE HOOD OF THE VEHICLE; THERE WERE NO
PERSONAL INJURIES. THE FIRE DEPT. WAS CONTACTED. THERE WAS
PROPERTY DAMAGE SUSTAINED TO HER DRIVEWAY; ESTIMATE FOR
DRIVEWAY REPAIRS IS ABOUT \$1,400. A CLAIM HAS BEEN FILED
WITH HER HOMEOWNER'S INSURANCE, BUT THEY HAVE NOT ADVISED
IF THEY WILL SETTLE THE CLAIM. THERE WAS NO INSURANCE
COVERAGE ON THE VEHICLE. THE VEHICLE WAS TOWED TO A GARAGE.
LPA ADVISED CUSTOMER THAT ARRANGEMENTS MUST BE MADE TO HAVE
THE VEHICLE TOWED TO THE DEALER FOR EAA INSPECTION.
LPA OBC EAA - EAA ADVISED THAT VEHICLE INSPECTION WILL BE
CONDUCTED ON 7/15 OR 7/16/99 @ STEVEN L/N;
LPA FAXED FIRE DESCRIPTION TO EAA.

OWNER RELATIONS

09/28/1999 MMFAKPRG

EMR2-028 1748

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

5312AH LEGAL ISSUE CASE NBR: 1380931559
REGION: 10 SDR ZONE: AZ OPENED: 07/08/1999
VIN: 2HELM7546MX ENGINE: M CLOSED: 07/20/1999

1999/07/20
12.23.06 EAA FAXED INVESTIGATION REPORT TO LPA. INVESTIGATION REPORT INDICATED EAA DETERMINED FIRE MIGHT HAVE BEEN RELATED TO RECALL 99S15.
D. DELUSTRO/FMCC CONTACTED LPA. D. DELUSTRO/FMCC ADVISED THERE IS A LIEN ON THE TITLE. LPA ADVISED FMCC THAT IN THE INTEREST OF CUSTOMER SATISFACTION, FMC WILL EXTEND GOODWILL CASH SETTLEMENT TO CUSTOMER. CUSTOMER WILL BE ADVISED THAT THEY ARE RESPONSIBLE FOR PAYING THE DIFFERENCE BETWEEN THE PAYOFF AMOUNT OWED TO FMCC AND THE GOODWILL CASH SETTLEMENT. UPON RECEIPT OF THE DIFFERENCE OWED, THE CASH SETTLEMENT WILL BE APPLIED TOWARDS THE PAYOFF AMOUNT OWED TO FMCC. LPA FAXED COPY OF OFFER LETTER TO FMCC TO ADVISE OF SAME.
LPA OMC CUSTOMER - LPA ADVISED CUSTOMER THAT EAA INSPECTION DETERMINED THE FIRE MIGHT BE RELATED TO RECALL 99S15. FMC EXTENDED OFFER FOR GOODWILL CASH SETTLEMENT AND ADVISED THE DIFFERENCE BETWEEN THE PAYOFF AMOUNT OWED TO FMCC AND THE SETTLEMENT AMOUNT MUST BE PAID BY THE CUSTOMER. UPON RECEIPT OF DIFFERENCE OWED, CASH SETTLEMENT WILL BE APPLIED TOWARDS THE PAYOFF OWED TO FMCC. LPA ADVISED CUSTOMER THAT FMC WILL OFFER GOODWILL ASSISTANCE TOWARDS THE DRIVENAY REPAIRS. CUSTOMER WAS REQUESTED TO SUBMIT THREE REPAIR ESTIMATES TO CA FOR REVIEW. PER CUSTOMER'S REQUEST, LPA WILL MAIL CASH SETTLEMENT OFFER LETTER TO CUSTOMER. CUSTOMER STATED THAT SHE WILL PURSUE THE DRIVENAY REPAIRS THROUGH HER INSURANCE COMPANY AND SHE PLANS TO CONTACT AN ATTORNEY TO PURSUE FURTHER LEGAL ACTION. LPA ADVISED CUSTOMER THAT WE ARE CLOSING OUR FILE IN REGARDS TO THIS MATTER. NO FURTHER ACTION REQUIRED BY CA.

1999/07/22
11.55.55 CUSTOMER CONTACTED LPA AND ADVISED THAT SHE PAID \$644.09 FOR TOWING/STORAGE CHARGES. CUSTOMER FAXED RECEIPT TO LPA TO REVIEW FOR POSSIBLE REIMBURSEMENT TOWARDS TOWING/STORAGE CHARGES. LPA REVIEWED CASE WITH L. BLACK. PER L. BLACK, LPA OMC CUSTOMER - LPA ADVISED CUSTOMER THAT FMC WILL NOT OFFER REIMBURSEMENT TOWARDS TOWING/STORAGE CHARGES. CUSTOMER STATED SHE PLANS TO PURSUE FURTHER LEGAL ACTION.

1999/08/17
12.12.28 N. ALVAREZ/SVC NBR 2 STEVEN L/M CONTACTED LPA AND ADVISED THAT [REDACTED] WAS CONTACTED ON 8/18/99. CUSTOMER WAS REQUESTED TO MAKE ARRANGEMENTS TO PICK UP HER VEHICLE FROM THE DEALERSHIP AND THAT SHE WOULD INCUR STORAGE FEES IN THE AMOUNT OF \$25 PER DAY. CUSTOMER HAS NOT PICKED UP VEHICLE FROM DEALER AT THIS TIME. LPA REVIEWED CASE WITH L. EAGLETON PER L. EAGLETON, LPA MAILED CERTIFIED LETTER TO CUSTOMER TO

OWNER RELATIONS

09/20/1999 MMFAXPRQ

EM02-025 1747

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

3312AH	LEGAL ISSUE	CASE NBR: 1380931559
REGION: 18 SBR	ZONE: AZ	OPENED: 07/08/1999
VIN: 2N6LN75M6KX	ENGINE: M	CLOSED: 08/17/1999

=====

1999/08/17

12.12.28 ADVISE THAT H. ALVAREZ/SVC MGR CONTACTED CUSTOMER ON 8/10/99 TO REQUEST THAT SHE MAKE ARRANGEMENTS TO PICK UP HER VEHICLE FROM THE DEALER AS SOON AS POSSIBLE. SUBSEQUENTLY, SHE HAS ADVISED THAT SHE WOULD INCUR STORAGE FEES, CHARGED BY STEVEN L/M, IN THE AMOUNT OF \$25 PER DAY. AS OF TODAY'S DATE, THE VEHICLE HAS NOT BEEN PICKED UP FROM THE DEALER. CUSTOMER WAS REQUESTED TO CONTACT H. ALVAREZ TO MAKE THE NECESSARY ARRANGEMENTS TO PICK UP THE VEHICLE FROM THE DEALER. COPY OF LETTER WAS FAXED TO DEALER TO ADVISE OF SAME. CERTIFIED LETTER @ P 289 734 863

EMR2-023 1748

OWNER RELATIONS

09/20/1999 MMFAXP00

BEGINNING OF CONTACT

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

4398AT

LEGAL ISSUE

CASE NBR: 1386672529

REGION: 24 ORLANDO

ZONE: B1

OPENED: 09/09/1999

VIN: 1LNLM82M4M

ENGINE: M

CLOSED:

LAST NAME:

STATUS: ACKNOWLEDGE

TITLE:

NI:

ADDRESS:

FIRST NAME:

CITY:

SARASOTA

STATE:

FL

ZIP:

HOME PHONE:

MODEL YEAR:

1992

MODEL:

TOWN CAR SIGNATURE 4DR

MILEAGE:

99800

DEALER NAME: ED BOWARD LINCOLN-M

SALES CODE:

L25141

P & A: 11611

REASON CODES: 0709

SYMPTOMS:

784145

ORIGIN: CAC - GENERAL CAC

ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/09/09

10.41.36

ENR2-025 1748

09/28/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
 =====
 4398AT LEGAL ISSUE CASE NBR: 1584672529
 REGION: 24 ORLAKD ZONE: B1 OPENED: 09/09/1999
 VIN: 11HLMB2M6M7 ENGINE: M CLOSED
 =====
 1999/09/09
 18.41.36

CUSTOMER SAYS: --- THE VEH CAUGHT ON FIRE AUG /5/99 ---
 THE FIRE ORIGINATED UNDER THE HOOD--- VEH IS IN FRONT OF
 HIS BUSINESS --- THERE WAS A FIRE REPORT FILED WITH THE S
 ARASOTA --- FIRE DEPT-- 8 88-82755 --- THEY ADVISED THAT
 IT IS MECHANICAL IN NATURE--- NO FIRE COVEVRAGE INS---
 --- THE VEH IS REPAIRABLE--- --- THINKS IS A POSSIBL
 E DEFECT ---WANTS FORD TO REPAIR THE VEH--- PER CUSTOMER, DE
 ALEX SAYS: CAC ADVISED: - THIS INFORMATION HAS BEEN FOR
 WARD TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A RE
 PRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CL
 AIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CO
 NTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE
 DO SO --- THERE WAS A RECALL ON THE VEH 092515 INFERENCE C
 ASE ID: 77

1999/09/10
 09.53.57 MKLPA MADE OBC TO JIMMY MAIN 3 ED HOWARD L-M. HE INDICATED T
 HAT HE HAD NOT SEEN THE VEHICLE. THE INFORMATION HE FAX TO
 LPA WAS PROVIDED BY THE CUSTOMER.
 09.55.03 MKLPA MADE OBC TO GILMORE AUTO BROKERS. THE PHONE WAS NOT AN
 SWERED.
 1999/09/13
 18.07.39 MKLPA UNABLE TO CONTACT THE CUSTOMER BY PHONE, SENT A LETTER
 REQUESTING HE CONTACT LPA.

EM02-028 1750

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

4398AT LEGAL ISSUE CASE NBR: 1591791609
REGION: 24 ORLANDO ZONE: A1 OPENED: 06/09/1999
VIN: 1LNLN61W7PY ENGINE: H CLOSED: 06/09/1999

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CORAL SPRINGS STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 1993 MODEL: TOYOTA EXECUTIVE 4DR
MILEAGE: 62000
DEALER NAME: MARGATE LINCOLN-MER SALES CODE: L25256 P & A: 11638
REASON CODES: 0771 SYMPTOMS: 704145
ORIGIN: CAC - GENERAL CAC
ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/06/09
10.46.07

CUSTOMER SAYS: FIRE OCCURED: 06/08/99 ABOUT 4:30 AM. VEH.
CAUGHT ON FIRE AN GARAGE HAS BURNT DOWN -THE GARAGE IS TOT
ALLED -THE WHOLE HOOD HAS MELTED OFF -VEH. IS STILL AT THE
CUST. DWELLING -FIRE DEPARTMENT HAS NOTIFIED -FIRE OCCURR
ED IN THE ENGINE COMPARTMENT OF THE VEH. STATED BY A FIRE MA
RSHALL AND THE FIRE CHIEF -POLICE DEPARTMENT HAS NOTIFIED
-INSURANCE COMPANY HAS NOT NOTIFIED BECAUSE IT HAS TOO EARL
Y TOO EARLY -RED CROSS IS CURRENTLY PAYING FOR CUST. HOTEL

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

4398AT LEGAL ISSUE CASE NDR: 1391791689
REGION: 24 ORLANDO ZONE: A1 OPENED: 06/09/1999
VIN: 1LNLPH1N7P ENGINE: N CLOSED: 06/09/1999

1999/06/09

10.46.07 AND FOOD -VEH. IS NOT REPAIRABLE -ALOT OF PERSONAL BELONGI
NGS WAS DESTROYED -ATTORNEYS NAME: MALCOLM PURON -ATTORNEY
S ADDRESS: 2404 HOLLYWOOD BLVD HOLLYWOOD,FL, 33020 (954) 92
0-9770 (954) 797-7757 -VEH. WAS BROUGHT TO THE DEALERSHI
P ABOUT TWO WEEKS FOR THE RECALL REPAIRS AND NOTHING WAS DO
NE FOR THE VEH. -DEALERSHIP STATED THEY DID NOT HAVE THE PA
RT AVAILABLE AND SIMPLY SET AN APPOINTMENT FOR THE REPAIRS T
O TAKE PLACE -DEALERSHIP DID NOT PERFORM THE INTERIM REPA
IR FOR THE VEH. PER CUSTOMER, DEALER SAYS, -HAS TO Contac
T THE INSURANCE COMPANY IN ORDER TO GET A LOANER OR A RENTAL
VEH. -ONLY THE INSURANCE COMPANY CAN PROVIDE A VEH. CAC
ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONS
UMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM
CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRA
ME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSUR
ANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO -RECALL DO
ES NOT COME WITH ANY LOANER PROVISIONS INFERENCE CASE ID:
78

13.54.50 NMLPA DID NOT CONTACT THE CUSTOMER. CAC INFORMATION INDICAT
ED AN ATTORNEY IS INVOLVED.
DUE TO THE PROPERTY DAMAGE, THE CASE INFORMATION WAS FORWA
RDED TO OGC.

0982-025 1792

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

 0279LB LEGAL ISSUE CASE NBR: 1402650629
 REGION: 24 ORLANDO ZONE: C1 OPENED: 03/03/1999
 VIN: 1LNLMB1MXTY ENGINE: N CLOSED: 03/03/1999

 LAST NAME: [REDACTED] STATUS: CANCEL
 TITLE: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: ELGIN STATE: IL ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 1996 MODEL: TOWN CAR EXECUTIVE 4DR
 MILEAGE: 12069
 DEALER NAME: WALKER FORD CO INC SALES CODE: F24202 P & A: 04947
 REASON CODES: 0789 SYMPTOMS: 704345
 ORIGIN: CAL01 - CONSUMER AFFAIRS - LITIGATION PREVENTION
 ACTION: LP200 - OPEN LEGAL CONTACT - PRODUCT LIABILITY

COMMENTS:

1999/03/03
 11.11.05 ***** FLEET FAX REC'D 02/26/99 *****
 FLEET CONTACT: IRVIN NECLER @ (813) 878-5900 OR 446-8055
 VEHICLE HAD FIRE UNDER THE HOOD NEAR DISTRIBUTIONS FUSE BOX.
 NO PERSONAL INJURIES OR PROPERTY DAMAGES BUT QUN CHICAGO
 ARMOR ALLEGES FORD IS AT FAULT.
 FCSD FLEET SERVICE CONTACT: XASAUNJI COLSTON @ (313) 517-9127
 12.06.56 KPLA MADE OBC TO DORSEY PETERMAN @ WALKER FORD, LEFT MESSAG
 E TO RETURN CALL.
 15.46.50 OPENED IN ERROR. PLEASE CANCEL. THIS HAS HANDLED IN 1997
 UNDER CONTACT #109126437.

EM02-020 1703

BEGINNING OF CONTACT

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.13

0279LB

LEGAL ISSUE

CASE NBR: 1403751539

REGION: 15 NEW YORK

ZONE: 81

OPENED: 06/02/1999

VIN: 1LNLM33MNY

ENGINE: W

CLOSED: 06/02/1999

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

REASON CODES:

ORIGIN: CAC

ACTION: DR0001-

FIRST NAME:

STATE:

MODEL:

SALES CODE:

SYMPTOMS:

STATUS: CLOSED

MI:

ZIP:

TOWN CAR CARTIER 4DR

P & A: 03675

COMMENTS:

1999/06/02

11.08.13

EMR2-025 1704

09/28/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.13

0279L3 LEGAL ISSUE CASE NBR: 1405751539
REGION: 13 NEW YORK ZONE: B1 OPENED: 06/02/1999
VIN: 1LNLM83N4MY ENGINE: M CLOSED: 06/02/1999

1999/06/02
11.08.13

CUSTOMER SAYS: - CUST HAD A FIRE WITH THE VEH 1 1/2 YRS AG
O - THE FIRE STARTED UNDER THE HOOD, THE VEH WAS RUNNING
AT THE TIME OF FIRE - VEH IN CUST POSSESSION - FIRE DEPT
NOT CONTACTED - POLICE CAME TO ASSIST- IN NEW JERSEY TURNP
IKE, EXIT 14 - INSURANCE NOT CONTACTED - THE VEH WAS REPA
IRED -CUST HAS THE RECEIPTS AT AN INDEPENDENT COMPANY
PER CUSTOMER, DEALER SAYS: CAC ADVISED: - THIS INFORMA
TION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT F
OR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOL
LOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HA
VE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT TH
E CONCERN, PLEASE DO SO INFERENCE CASE ID: 77

1999/06/04
15.08.12 LPA UNABLE TO CONTACT CUSTOMER ON 6/4/99. LPA WILL ATTEMPT
TO CONTACT AT A LATER DATE.

1999/06/08
16.10.49 LPA ODC CUSTOMER - LEFT VM MESSAGE FOR CUSTOMER TO CONTACT
CA.

1999/06/10
11.21.57 CUSTOMER CONTACTED LPA. LPA ADVISED CUSTOMER TO CONTACT
B.PIRZINGER/SVC MGR 3 COURTESY L/N TO SCHEDULE AN APPT. TO
HAVE THE VEHICLE INSPECTED AND SUBMIT REPAIR RECEIPTS FOR
REVIEW FOR POSSIBLE REIMBURSEMENT.
LPA ODC B.PIRZINGER/SVC MGR - LPA ADVISED THAT CUSTOMER WILL
CONTACT DEALER TO BRING VEHICLE IN FOR INSPECTION AND SUBMIT
REPAIR RECEIPTS FOR REVIEW.
NO FURTHER ACTION REQUIRED BY CA.

1999/06/28
15.58.56 LIT PREV ANDING MICRO 9 0560 1638

EM02-025 1789

BEGINNING OF CONTACT
 09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
 =====
 2224VK LEGAL ISSUE CASE NBR: 1420151489
 REGION: 11 BOSTON ZONE: C1 OPENED: 06/17/1999
 VIN: 1LNLN5188NY ENGINE: H CLOSED: 06/17/1999
 =====
 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: MA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 1992 MODEL: TOYOTA CAR EXECUTIVE 4DR
 MILEAGE: 92888
 DEALER NAME: SENTRY LINCOLN-MERC SALES CODE: L12386 P & A: 13139
 REASON CODES: 0789 SYMPTOMS: 704145
 ORIGIN: CAC - GENERAL CAC
 ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/06/17
 11.34.42

EMR2-825 1706

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
 =====
 2224VK LEGAL ISSUE CASE NBR: 1420151689
 REGION: 11 BOSTON ZONE: C1 OPENED: 06/17/1999
 VIN: 11MLN1R185NY ENGINE: H CLOSED: 06/17/1999
 =====
 1999/06/17
 11.34.42

CUSTOMER SAYS: FIRE OCCURED ON JUNE/15/99 FIRE ORIGINATED FROM UNDER THE HOOD -RECEIVE A LETTER ABOUT THE DEACTIVATION SWITCH VEH. CAUGHT ON FIRE -FIRE DEPARTMENT -REPORTED STATED THAT FIRE OCCURED DUE TO AN ELECTRICAL PROBLEM UNDER THE HOOD -REPORT NO. 9914584 -THE POLICE DEPARTMENT WAS NOTIFIED -NO. 99014584 VEH IS CURRENT 21LOCUST ST MIDFORD MASS. -VEH. IS NOT REPAIRABLE 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 IMPERANCE CASE IS: 77

1999/06/18 10.47.04 XXXLPA COMMENTSXXX
 LPA MADE AN OUT-BOUND CALL TO THE CUSTOMER TO DISCUSS THE VEHICLE FIRE THAT THE CUSTOMER HAD. THE CUSTOMER RECEIVED A RECALL NOTICED REGARDING THE DEACTIVATION SWITCH WHICH MAY DEVELOPED A SHORT IN THE ELECTRICAL CIRCUIT AND COULD CAUSE A UNDERHOOD FIRE. THE CUSTOMER BELIEVES THIS IS WHAT HAPPEN TO HIS VEHICLE.

1999/06/22 13.09.17 XXXLPA COMMENTSXXX
 LPA HAS LEFT MESSAGE FOR CUSTOMER TO CONTACT FORD REGARDING THEIR VEHICLE CONCERNS. CUSTOMER HAS ALLEGED THAT RECALL-99515 DEACTIVATION SWITCH CAUSED HIS VEHICLE FIRE. LPA WILL RECONTACT CUSTOMER TO GATHER MORE FEEDBACK.

1999/06/25 10.09.46 XXXLPA COMMENTSXXX
 LPA HAS LEFT MESSAGE FOR CUSTOMER TO CONTACT FORD REGARDING THEIR VEHICLE CONCERNS. CUSTOMER HAS ALLEGED THAT RECALL-99515 DEACTIVATION SWITCH CAUSED HIS VEHICLE FIRE. LPA WILL RECONTACT CUSTOMER TO GATHER MORE FEEDBACK.

1999/06/28 09.11.08 XXXLPA COMMENTSXXX
 LPA RECEIVED A PHONE CALL FROM THE CUSTOMER INDICATED THAT THEY WOULD BE OUT OF TOWN UNTIL JULY 5,1999, CUSTOMER SAYS THEY WOULD RE-CONTACT LPA THE DAY AFTER 6TH OF JULY. IF

OWNER RELATIONS 09/20/1999 PMFAXPRO

EM2-029 1757

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

2224VK LEGAL ISSUE CASE NBR: 1420151689
REGION: 11 BOSTON ZONE: C1 OPENED: 06/17/1999
VIN: 1LNLMB1M8N ENGINE: W CLOSED: 06/28/1999

1999/06/28
09.11.08 CUSTOMER HASN'T CALLED, LPA WILL TRY TO REACH CUSTOMER
REGARDING AN ALLEGED FIRE IN A 1992 LINCOLN TOWN-CAR WHICH
MAY BE INVOLVED IN RECALL-99S15.

1999/07/12
15.20.43 LPA SPOKE TO THE CUSTOMER REGARDING THE VEHICLE FIRE. THE
CUSTOMER DID NOT SUSTAINED ANY INJURIES. THE VEHICLE
COMPLETELY BURN UP IN HIS YARD. NO INSURANCE COMPANY HAS
CONTACTED. LPA INFORMED CUSTOMER THAT AN EAA INSPECTOR WILL
BE CONTACTING HIM TO SCHEDULE A APPT. TO INSPECT THE
VEHICLE. LPA WILL TOUCH BASE WITH THE INSPECTOR ON 07/13/99.

1999/07/19
15.10.24 LPA RECEIVED VEHICLE INSPECTION BACK WHICH CONCLUDED THAT
RECALL 99S15-DEACTIVATION SWITCH/SPEED CONTROL DID CAUSE
THE FIRE UNDER THE HOOD OF THE VEHICLE. LPA IS STILL WAITING
ON THE PICTURES TO BE SENT BY EAA INSPECTOR- MIKE GIGANTE.
LPA WILL NOTIFY THE CUSTOMER OF FORD POSITION.

15.21.06 LPA SENT OUT A LETTER OFFERING A GOODWILL CASH SETTLEMENT
RELATING THE KELLY BLUE BOOK VALUE AMOUNT USED BY THE
DEALERSHIPS. THE AMOUNT THAT FORD PUT IN WRITING IS 4,695
WHICH IS BEING EXTENDED TO THE CUSTOMER AS A GOODWILL
SETTLEMENT. LPA GAVE THE CUSTOMER (10) TEN BUSINESS TO
RESPOND ONCE THE LETTER IS RECEIVED.

1999/07/21
13.54.45 LPA SPOKE WITH CUSTOMER REGARDING THEIR VEHICLE CONCERN. LPA
RECEIVED EAA REPORT FROM INSPECTOR WHO CONFIRMED THAT RECALL
99S15-DEACTIVATION SWITCH/SPEED CONTROL DID CAUSE A VEHICLE
FIRE UNDER THE HOOD OF THE VEHICLE. AFTER EAA FINDING LPA
PULLED KELLY BLUE BOOK TO FIND OUT HOW MUCH THE VEHICLE IS
WORTH. THE AMOUNT CAME TO \$4,695 WHICH IS WHAT WE OFFERED
THE CUSTOMER. THE CUSTOMER DIDN'T LIKE THE OFFER AND STATED
THAT HIS INSURANCE COMPANY IS OFFERING MORE THAN FORD.
CUSTOMER ALSO STATED THAT HE MAY SEEK LEGAL COUNSEL. LPA
WILL SENDING THE CUSTOMER LETTER INFORMING HIM OF HIS
REJECTION. NO FURTHER IS NEEDED AT THIS TIME-CASE CLOSE.

1999/07/20
15.05.18 LPA ADDING MICRO#-0593 2029

OWNER RELATIONS

09/20/1999 MMFAXPR0

0902-025 1708

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

4398AT LEGAL ISSUE CASE NDR: 1437451959
REGION: 24 ORLANDO ZONE: E1 OPENED: 07/14/1999
VIN: 1LNLM81N4MY ENGINE: M CLOSED: 07/14/1999

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] NI:
ADDRESS: [REDACTED]
CITY: MAUCHULA STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 1992 MODEL: TOWN CAR EXECUTIVE 4DR
MILEAGE: 1
DEALER NAME: FERMAN FORD OF MAUC SALES CODE: F24536 P & A: 01750
REASON CODES: 0709 SYMPTOMS: 704345
ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION
ACTION: LP202 - OPEN LEGAL CONTACT - PRODUCT LIABILITY RECALL RELATED

COMMENTS:

1999/07/14
12.09.05 ***** DEALER REQUEST LETTER *****
REC'D 07/14/99

DEALERSHIP CONTACT: TERESA BRYANT @ (941)775-6113
ALLEGES DEFECTIVE VEHICLE. VEHICLE CAUGHT FIRE UNDER THE
HOOD WHILE IT WAS PARKED IN THE DRIVEWAY.
*** CUSTOMER REQUESTS FORD REPAIR OR REPLACE VEHICLE.***

1999/07/15
09.45.52 NMLPA MADE OBC TO TERESA BRYANT @ FERMAN FORD OF MAUCHULA. S
HE INDICATED THAT THE VEHICLE IS AT THE DEALER AND THEY WOULD
D PREFER THAT AN INDEPENDANT INSPECTOR EXAMINE THE VEHICLE T
O DETERMINE IF THE FIRE WAS THE RESULT OF RECALL 99S15.
SHE WILL PROVIDE [REDACTED] WITH UPDATE REGARDING THE VEHIC
E INSPECTION.

10.06.50 NMLPA REQUESTED A VEHICLE INSPECTION BY EAA.

1999/07/23
11.26.07 NMLPA RECEIVED THE VEHICLE INSPECTION REPORT. THE INSPECTOR
INDICATED THAT THE VEHICLE FIRE WAS THE RESULT OF RECALL 99S
15.

11.29.25 NMLPA MADE OBC TO ROBERT AUSTIN @ FERMAN TO REQUEST A VEHIC
E REPAIR ESTIMATE. HE WILL FORWARD THE ESTIMATE TO LPA.

1999/08/04
10.06.07 NMLPA RECEIVED THE REPAIR ESTIMATE FROM TERESA @ FERMAN FORD

10.22.22 NMLPA MADE OBC TO [REDACTED] TO PROVIDE A GOODWILL CASH SETTL
EMENT OFFER FOR HIS VEHICLE IN THE AMOUNT OF \$5,688. AN OFFE

09/20/1999 MASTER OWNER RELATIONS SYSTEM IIX 16.10.15

4398AT LEGAL ISSUE CASE NBR: 1437451959
REGION: 24 ORLANDO ZONE: E1 OPENED: 07/14/1999
VIN: 11MLNBINGHY ENGINE: N CLOSED: 08/04/1999

1999/08/04

10.22.22 R LETTER IS BEING SENT TO [REDACTED]
MR. HORNE WILL FORWARD TO LPA A COPY OF HIS TITLE AND A C
OPY OF THE CERTIFIED CHECK HE USED TO PAY FOR IT.

10.50.31 LPA PROVIDED THE DEALER WITH A COMMITMENT CODE FOR THE TO
MING EXPENSE.

13.53.09 LPA FAX THE OFFER LETTER TO FERNAN FORD FOR MR. HORNE'S SI
GNATURE.

1999/08/05

08.04.53 LPA RECEIVED THE SIGNED OFFER LETTER VIA FAX.

08.05.43 LPA UPLOADED THE GOODWILL REFUND TO RAV.

1999/08/13

10.01.58

8907-025 1789

BEGINNING OF CONTACT
09/20/1999 MASTER OWNER RELATIONS SYSTEM III 14.18.15

9245LG LEGAL ISSUE CASE NBR: 1442491459
REGION: IO SDR ZONE: P1 OPENED: 05/25/1999
VIN: 1LWLM83N2NY ENGINE: M CLOSED: 05/25/1999

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MILE SHOPE STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 1992 MODEL: TOMM CAR CARTIER 4DR
MILEAGE: 86000
DEALER NAME: WATSON MOTOR COMPAN SALES CODE: 185090 P & A: 11001
REASON CODES: 0709 SYMPTOMS: 704143
ORIGIN: CAC - GENERAL CAC
ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:
1999/05/25
12.11.43

EMR2-025 1781

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 14.10.15

 924510 LEGAL ISSUE CASE NBR: 1442491459
 REGION: 10 SDR ZONE: P1 OPENED: 05/25/1999
 VIN: 1LMLN83H2NY ENGINE: W CLOSED: 05/25/1999

1999/05/25

12.11.43 CUSTOMER SAYS: 92 LINCOLN TOWN CAR WHICH SHE HAS JUST RECEIVED THE RECALL ON THE UNDERHOOD FIRE 99315 AND SHE WOULD LIKE TO CLAIM FORD RESPONSIBLE BECAUSE OF PRODUCT DEFECT. -DATE THE VEHICLE WAS IN FIRE JULY 23 98 -FIRE ORIGINATED UNDER THE HOOD. -THE LOCATION OF THE FIRE WAS IN HER HOUSE DRIVEWAY THE VEHICLE IS AT A SCRAP YARD NOW -THERE WAS A FIRE REPORT FILED -THE FIRE REPORT FINDINGS WAS THAT THE VEHICLE WAS WELL INVOLVED WITH CONSUMPTION OF FLAMES AND SMOKE THAT MELTED THE HOOD ON LEFT SIDE. - THE FIRE REPORT NUMBER WAS# 2501 THE CITY IS CLOVIS, NEW MEXICO -SHE DID NOT FILE WITH THE INSURANCE COMPANY -VEHICLE IS NOT REPAIRABLE BURNT DOWN TO A CRISP. - NO ATTORNEY- 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 IN REFERENCE CASE ID: 77

1999/06/08

18.04.39 MESSAGE LEFT

1999/06/18

17.51.17 LPA SPOKE WITH CUSTOMER--VERIFIED NO INJURIES FROM FIRE. CUSTOMER HAS SOLD VEHICLE TO A SALVAGE YARD. LPA ADVISED CUSTOMER THAT NO ASSISTANCE COULD BE PROVIDED--CUSTOMER NO LONGER OWNS VEHICLE, AS WELL AS THAT HE DO NOT KNOW WHAT MIGHT'VE HAPPENED TO THE VEHICLE SINCE IT HAS BEEN AT THE SALVAGE YARD.

17.51.25

LPA SPOKE WITH CUSTOMER--VERIFIED NO INJURIES FROM FIRE. CUSTOMER HAS SOLD VEHICLE TO A SALVAGE YARD. LPA ADVISED CUSTOMER THAT NO ASSISTANCE COULD BE PROVIDED--CUSTOMER NO LONGER OWNS VEHICLE, AS WELL AS THAT HE DO NOT KNOW WHAT MIGHT'VE HAPPENED TO THE VEHICLE SINCE IT HAS BEEN AT THE SALVAGE YARD.

EMR2-025 1702

BEGINNING OF CONTACT

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 14.10.15

0279LB LEGAL ISSUE CASE NBR: 1445971629
REGION: 13 NEW YORK ZONE: B1 OPENED: 06/16/1999
VIN: 1LHLM82H2NY ENGINE: H CLOSED: 06/16/1999

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	KEN GARDENS	STATE:	NY	ZIP:	
HOME PHONE:					
MODEL YEAR:	1992	MODEL:	TOHN CAR SIGNATURE 4DR		
MILEAGE:	260800				
DEALER NAME:	HARBOR LINCOLN-MERC	SALES CODE:	L14185	P & A:	10247
REASON CODES:	0709	SYMPTOMS:	704145		
ORIGIN:	CAC - GENERAL CAC				
ACTION:	DR0001- NO ACTION REQUIRED; INFORMATION ONLY				

COMMENTS:
1999/06/16
14.58.03

EMR2-029 1763

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

0279LB	LEGAL ISSUE	CASE NBR: 1445971629
REGION: 13 NEW YORK	ZONE: B1	OPENED: 06/16/1999
VIN: 1LNLM02H2N	ENGINE: N	CLOSED: 06/16/1999

=====

1999/06/16
14.58.03

CUSTOMER SAYS: - CAR CAUGHT FIRE ON JUNE 10 1999; THE FIRE HAS CAUSED DAMAGE TO THE VEH; SEEKING INFO ON WHETHER A N ADJUSTER CAN BE SENT OUT ASAP - CUST DID NOT CALL THE FIRE DEPT/OR INSURANCE CO AS HE WAS ABLE TO PUT THE VEH OUT IN TIME - WAITING FOR AN ADJUTOR TO COME AND LOOK AT THE VEH TO GIVE THE APPROVAL TO REPAIR THE VEH - CUST USES VEH FOR WORK 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 - L CSR TONI ZOS0 - OBC TO DLKSH -SPOKE TO ROBERT -SER NOR - HE SAYS THE SER ADV HASN'T SPOKEN TO THE ADJUTOR AS OF YET-THEY ARE STILL WAITING INFERENCE CASE ID: 77

1999/06/17
09.44.51 LPA OBC CUSTOMER - CUSTOMER INDICATED THE FIRE OCCURRED ON 6/10/99. THE VEHICLE WAS PARKED IN FRONT OF HIS HOME WHEN THE FIRE OCCURRED. HE WAS ABLE TO PUT THE FIRE OUT HIMSELF AND THE FIRE DEPT. WAS NOT CONTACTED. THERE WERE NO PERSONAL INJURIES. THE INSURANCE COMPANY HAS NOT BEEN CONTACTED. THE VEHICLE WAS TOWED TO DEALER AND THE TOWING RECEIPT WAS PROVIDED TO THE DEALER.
LPA AWAITING CUSTOMER TO FAX COPY OF TITLE AND BILL OF SALE INFORMATION.
LPA OBC DEALER - C. AMBRICO/SVC NOR ADVISED VEHICLE HAS BEEN INSPECTED BY DEALER.
DEALER WILL FAX RESULTS OF INSPECTION AND REPAIR ESTIMATE TO LPA FOR REVIEW.

1999/06/18
16.06.03 CUSTOMER FAXED TITLE INFORMATION TO LPA FOR REVIEW.
DEALER FAXED RESULTS OF INSPECTION, REPAIR ESTIMATE AND TOWING RECEIPT TO LPA. DEALER INSPECTION DETERMINED THAT FIRE MIGHT BE RELATED TO RECALL 99S15.
LPA OBC CUSTOMER - LPA ADVISED CUSTOMER THAT DEALER INSPECTION DETERMINED THE FIRE MIGHT BE RELATED TO RECALL 99S15. FMC WILL OFFER GOODWILL CASH SETTLEMENT AND REIMBURSE FOR TOWING EXPENSES. LPA MAILED SETTLEMENT OFFER LETTER TO CUSTOMER PER CUSTOMER'S REQUEST. LPA ADVISED CUSTOMER THAT THE SIGNED OFFER LETTER MUST BE SENT BY WAY OF FAX WITHIN TEN BUSINESS DAYS OR OUR FILE WILL BE CLOSED.

OWNER RELATIONS

09/20/1999 MWFAXPRG

EM02-025 1784

09/28/1999 MASTER OWNER RELATIONS SYSTEM III 16.16.15
 =====
 B279LB LEGAL ISSUZ CASE NR: 1445971629
 REGION: 13 NEW YORK ZONE: B1 OPENED: 06/16/1999
 VIN: 1LNLN8ZM2MY ENGINE: W CLOSED: 06/22/1999
 =====

1999/06/22
 15.57.02 CUSTOMER CONTACTED LPA AND ADVISED THAT HE WOULD LIKE TO
 ACCEPT THE SETTLEMENT OFFER. LPA ADVISED CUSTOMER THAT THE
 SETTLEMENT OFFER WILL NOT BE PROCESSED UNTIL THE SIGNED
 OFFER LETTER IS RECEIVED BY CA.

1999/06/24
 09.08.19 LPA OMC CUSTOMER - LPA ADVISED CUSTOMER THAT THE OFFER
 LETTER WILL BE FAXED TO THE DEALER ON 6/24/99. CUSTOMER HAS
 REQUESTED TO SIGN THE OFFER LETTER AND RETURN BY WAY OF
 FAX TO CA.
 LPA OMC C. AMBRICO/SVC DIRECTOR TO ADVISE THAT THE OFFER
 LETTER WILL BE FAXED TO THE DEALER ON 6/24/99.

1999/06/28
 09.51.59 CUSTOMER FAXED SIGNED OFFER LETTER TO LPA, LPA UPLOADED RAV
 FAST ON 6/28/99.

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

1999/07/19
 15.26.36 LIT PREV ADDING MICRO # 0592 1596

EMR2-025 1785

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

4398AT LEGAL ISSUE CASE NBR: 1459511539
REGION: 24 ORLANDO ZONE: 32 OPENED: 06/02/1999
VIN: 1LNLM81M9Y ENGINE: M CLOSED: 06/02/1999

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ERIC STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 1992 MODEL: TOWN CAR EXECUTIVE 4DR
MILEAGE: 12000
DEALER NAME: WALLACE LINCOLN-MER SALES CODE: 125871 P & A: 10083
REASON CODES: 0789 SYMPTONS: 784145
ORIGIN: CAC - GENERAL CAC
ACTION: DR0001 - NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/06/02
12.39.40

ENR2-025 1706

OWNER RELATIONS

09/20/1999 MMFAXPR0

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

4398AT LEGAL ISSUE CASE NBR: 1459511539
REGION: 24 ORLANDO ZONE: B2 OPENED: 06/02/1999
VIN: 1LNLM81M8Y ENGINE: H CLOSED: 06/02/1999

1999/06/02
12.39.40

CUSTOMER SAYS: - VEH CAUGHT ON FIRE - WAS CONTACTED WHEN I WAS IN FLA ABOUT THIS - ON FEB 2, 1998 - THERE WAS SMOKE UNDER THE HOOD, WHILE DRIVING THE VEH - FIRE WENT OUT ON ITS OWN, BURNED FOR 5 MINS - VEH IS DRIVABLE - NO FIRE DEPT WAS CONTACTED - NO INSURANCE COMPANY CONTACTED - WALLACE L/H DLR REPLACED SOME WIRING AND THE SPEED CONTROL F2VY9F9243M ASSEMBLY - \$152.01 FOR REPAIRS - BELIEVES THIS IS RELATED TO 99S15 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
CE CASE ID: 77

15.35.38 MFLPA MADE OBC TO JAMES MCCARTHY @ WALLACE FORD, LEFT MSG.

1999/06/04
08.51.43 MFLPA MADE OBC TO JAMES MCCARTHY @ WALLACE L-H. HE INDICATED THE REPAIRS PERFORMED ON MR. HAIGHT'S VEHICLE WERE NOT RELATED TO RECALL 99S15.

09.42.50 MFLPA MADE OBC TO MR. HAIGHT, LEFT MESSAGE.

1999/06/07
11.16.57 MFLPA MADE OBC TO MR. HAIGHT. HE INDICATED HIS VEHICLE HAD A FIRE UNDER HOOD ON 2-2-98. HE HAD THE REPAIRS DONE AT WALLACE FORD, THE COST WAS APPROX. \$150.00. HE BELIEVES THE REPAIRS ARE RELATED TO RECALL 99S15 AND SEEKS REIMBURSEMENT. HE IS CURRENTLY IN ERIE, PA.
MFLPA ADVISED HE TAKE THE VEHICLE AND THE RECEIPT TO THE DEALER TO DETERMINE IF THE REPAIR IS RELATED TO RECALL 99S15. WHEN HE TAKES HIS VEHICLE TO THE DEALER, HE WILL HAVE THEM CONTACT LPA.

1999/06/10
15.34.47 MFLPA MADE OBC TO [REDACTED] HE INDICATED HE TOOK THE RECEIPT TO THE DEALER IN ERIE, PA. HE WAS TOLD THEY WILL SUBMIT THAT RECEIPT TO THE REGION FOR EVALUATION AND POSSIBLE REIMBURSEMENT.

1999/06/21
12.08.20

800-828-1767

BEGINNING OF CONTACT
 09/20/1999 MASTER OWNER RELATIONS SYSTEM II? 16.10.15
 =====
 DFLETCH6 LEGAL ISSUE CASE NBR: 1468612178
 REGION: 10 SDR ZONE: FZ OPENED: 06/25/1999
 VIN: 2MELM75N9PX ENGINE: H CLOSED: 06/25/1999
 =====
 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI:
 ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
 CITY: NORTH JUNCTION STATE: IN ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 1993 MODEL: GRAND MARQUIS LS 4DR SBK
 MILEAGE: 72000 SALES CODE: 145313 F B A: 01720
 DEALER NAME: PALS FORD-MERCURY SYMPTOMS: 704145
 REASON CODES: 0771
 ORIGIN: CAC - GENERAL CAC
 ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/06/25
 10.57.07

0902-025 1788

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

DPLETCN4 LEGAL ISSUE CASE NDR: 1468612178
REGION: 10 SDR ZONE: F2 OPENED: 06/25/1999
VIN: 2HELM75M9PX ENGINE: W CLOSED: 06/25/1999

1999/06/25
10.57.07

CUSTOMER SAYS: THERE WAS A VEHICLE FIRE 2/4/98 =FIRE ORIG
INATED IN THE ENGINE *INSURANCE COMPANY HAS THE VEHICLE BE
CAUSE IT WAS UNREPAIRABLE *THERE WAS A FIRE REPORT FILED NI
TH THE FIRE DEPARTMENT *FINDINGS WIRE THAT ARCED ON THE FRA
ME THAT CAUSED THE FIRE FIRE MARSHAL SAID IT WAS A FACTORY D
EFFECT *NORTH JUDSON WAS WHERE THE REPORT WAS FILED *CUST
HAD FILED A CLAIM WITH THE INSURANCE COMPANY AND THE STATUS
IS CLOSED PER CUSTOMER. DEALER SAYS: NONE 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 IMMEDIATE CASE ID: 78

1999/06/30
10.30.25

LPA SENT LETTER REFERRING CUSTOMER TO INSURANCE CARRIER DUE
TO INSURANCE CARRIER INVOLVEMENT PRIOR TO CUSTOMER CALL. NO
FURTHER ACTION IS NEEDED.

1999/07/29
10.15.22

ENR2-028 1700

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

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9626LF	LEGAL ISSUE	CASE NBR: 1481231829
REGION: 23 MEMPHIS	ZONE: C1	OPENED: 07/01/1999
VIN: 2NELN75M0P*	ENGINE: W	CLOSED: 07/01/1999

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	NEW ORLEANS	STATE:	LA	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	1993	MODEL:	GRAND MARQUIS LS 4DR SDN		
MILEAGE:	40000				
DEALER NAME:	LAMARQUE LINCOLN-RE	SALES CODE:	122600	P & A:	12039
REASON CODES:	0709	SYMPTOMS:	704143		
ORIGIN:	CAC - GENERAL CAC				
ACTION:	DR0001- NO ACTION REQUIRED; INFORMATION ONLY				

COMMENTS:

1999/07/01
12.32.26

EM02-025 1778

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

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9626LF	LEGAL ISSUE	CASE NBR: 1481231829
REGION: 23 MEMPHIS	ZONE: C1	OPENED: 07/01/1999
VIN: 2N6LN75W0FX	ENGINE: H	CLOSED: 07/01/1999

=====

1999/07/01
12.32.26

CUSTOMER SAYS: THE VEC CAUGHT ON FIRE IN JUNE 1998. THE SOURCE OF THE FIRE WAS THE SPEED CONTROL. THE CUST PUT OUT THE FIRE WITH A FIRE EXTINGUISHER. THE FIRE OCCURED WHILE THE VEC WAS PARKED IN HIS DRIVENAY. THE CUST HAS IN CONTACT WITH THE INSURANCE COMPANY BUT HE SAYS THAT THEY DID NOT PAY HIM VERY MUCH. RECENTLY A RECALL WAS DEVELOPED 899315. THIS RECALL RELATES TO THE SPEED CONTROL AND MAY RESULT IN AN UNDERHOOD FIRE. PER CUSTOMER, DEALER SAYS: LA MARK LM CO COMPLETED THE WORK AND REPAIRED THE VEC. 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

15.05.18 LPA CALLED DEALERSHIP, REPAIR WAS DUE TO THE RECALL. DEALER WILL REIMBURSE CUSTOMER. LPA PROVIDED P96.

15.03.58 LPA CALLED CUSTOMER AND INFORMED CHECK WOULD BE READY TOMORROW AT THE DEALERSHIP.

8902-020 1771

BEGINNING OF CONTACT

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

9867MP LEGAL ISSUE CASE NBR: 1502071829
 REGION: 52 SOUTHWEST ZONE: H1 OPENED: 07/01/1999
 VIN: 1LMLN82M5MY ENGINE: M CLOSED: 07/01/1999

LAST NAME: FIRST NAME: STATUS: CLOSED
 TITLE: NI: [REDACTED]
 ADDRESS: STATE: TX ZIP: [REDACTED]
 CITY: LEAKEY
 HOME PHONE: MODEL: TOWN CAR SIGNATURE 4DR
 MODEL YEAR: 1992
 MILEAGE: 1
 DEALER NAME: A C COLLINS FORD IN SALES CODE: F52039 P & A: 04496
 REASON CODES: 0771 SYMPTOMS: 704145
 ORIGIN: CAC - GENERAL CAC
 ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/07/01
13.04.56

DM2-025 1772

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

9867MP LEGAL ISSUE CASE NBR: 1502071829
REGION: 52 SOUTHWEST ZONE: H1 OPENED: 07/01/1999
VIN: 1LNLM8Z45N ENGINE: H CLOSED: 07/01/1999

1999/07/01
13.04.56

CUSTOMER SAYS: LETTER DATE 5/29/99 -- ON 5/17/99 VE
HICLE EXHIBITED FLAMES IN THE HOOD = FIRE DEPT EXTINGUISHE
D FIRE, AND VEHICLE WAS TONED FOR STORAGE AT ANDERSON MOTORS
= VEHICLE WAS PURCHASED BY BEST AMERICAN AUTO PARTS = C
UST RECEIVED \$900 AFTER DEDUCTIONS FOR TONING AND STORAGE
= CUST WAS RECENTLY INFORMED BY AN ACQUAINTANCE OF RECALL INV
OLVEMENT - CUST RECEIVED NOTIFICATION = CUST REQUESTING RE
IMBURSEMENT FOR UNINSURED LOSS PER CUSTOMER, DEALER SAYS:
CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO TH
E CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE
FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM
D TO ASSIGN DEALER IN ORDER TO CLOSE ISSUE - NO TIME FR
AME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSU
RANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENCE
CASE ID: 78

1999/07/06
11.01.29

LPA SPOKE WITH CUSTOMER, ON 7/6/99, CUSTOMER
ADVISED THAT THE VEHICLE HAS SOLD TO A SALVAGE YARD. LPA
ADVISED THAT FMC IS UNABLE TO OFFER ANY ASSISTANCE AS THE
CUSTOMER NO LONGER OWNS THE VEHICLE. NO FURTHER ACTION IS
NEEDED.

1999/07/30
16.53.50 MICRO NUMBER 5950865

EM83-828 1773

OWNER RELATIONS

09/20/1999 MMFAXPR0

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

5008TH LEGAL ISSUE CASE NBR: 1503451449
REGION: 16 PHILADELPHIA ZONE: AI OPEDED: 04/15/1999
VIN: ZMELN75M0ND ENGINE: M CLOSED: 04/15/1999

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] NI: [REDACTED]
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
CITY: NEW HOPE STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 1992 MODEL: GRAND MARQUIS LS 4DR 3DN
MILEAGE: 73000
DEALER NAME: REEDMAN LINCOLN-MER SALES CODE: L15146 P & A: 10435
REASON CODES: 0771 SYMPTOMS: 704145
ORIGIN: CAC - GENERAL CAC
ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/04/15
16.38.00

CUSTOMER SAYS: CUST WOULD LIKE TO KNOW IF FORD OR MERCURY
HAS RESPONSIBILITY WHEN THE THE VEH CAUGHT FIRE DUE TO THE REC
ALL 99515 -CUST IS MAY BE RECEIVING UP TO \$7000 FROM THE IN
SURANCE COMPANY; BUT FEELS HE SHOULD BE RECEIVING MARKET VAL

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

5808TH LEGAL ISSUE CASE NBR: 1503851449
REGION: 16 PHILADELPHIA ZONE: A1 OPENED: 06/15/1999
VIN: 2HELM75H9KX ENGINE: H CLOSED: 06/15/1999

1999/06/15
16.38.08

HE OR MORE AT THIS POINT SO HE WOULD BE ABLE TO REPLACE THE
VEH CAUGHT ON FIRE ON SATURDAY MAY 22 1999 - 4:30 PM FIRE
ORIGINATED IN THE ENGINE COMPARTMENT CUST SUSPECTS THAT
IT WAS RELATED TO THE RECALL 99515 UNDER HOOD THE VEC IS CU
RRENTLY AT THE LOCAL JUNK YARD, IT IS NOT REPAIRABLE. THE C
UST FILED A REPORT WITH THE LINDOCKEN FIRE DEP. IN BUCKINGH
AM PENNSYLVANIA. HE HAS ALSO FILED AN INSURANCE CLAIM. THE
CUST ALSO CONTACTED THE BUCKINGHAM POLICE (215) 794-8812. O
FFICER C. HINDISH SAW THE VEC. -INSURANCE COMPANY BELIEVES
THAT THE FIRE IS DUE TO THE RECALL -CLAIM # 99854581 AMERI
CAN INTERNATIONAL INSURANCE COMP. DELAWARE 1-800-328-6830
CATHY MOBLE FAX#215-567-6761 PER CUSTOMER, DEALER SAYS.
NONE CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO
THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTAT
IVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO
TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED Y
OUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO IN
FERENCE CASE ID: 78

1999/06/17
15.45.57

WDLPA COMMENTS
BASED ON CONVERSATION WITH MR. BAIOCCHI HE HAS CONTACTED HIS
INSURANCE CO. & IN THE PROCESS OF FILING A CLAIM & TOTALLING
THE VEHICLE. THEY ARE GOING TO ISSUE HIM A CHECK IN THE
APPROXIMATE AMOUNT OF 98200. THIS INCLUDES THE VALUE OF THE
VEHICLE & THE PERSONAL ITEMS THAT WERE DAMAGED OR DESTROYED.
WANTED TO KNOW IF THERE WAS ANYTHING THAT FORD
COULD ASSIST WITH, AS HE BELIEVES THE VEHICLE IS WORTH MORE
THAN WHAT IS BEING OFFERED BY THE INSURANCE CO.
*
LPA ADVISED: THE VALUE FOR A 1993 MODEL BASED ON OUR REVIEW
IS 85430. THEREFORE, THE VALUE FOR THE 1993 MODEL WOULD
MORE THAN LIKELY BE LESS. IF RECEIPT WERE PROVIDED FOR THE
PERSONAL ITEMS DAMAGED IN THE FIRE THEY WOULD BE TAKEN INTO
CONSIDERATION.
*
DECIDED THAT HE WOULD CONTINUE TO WORK THRU HIS
INSURANCE CO. NO FURTHER ACTION REQUIRED BY FORD CONSUMER
AFFAIRS AT THIS TIME.

EM02-029 1770

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

4285LF LEGAL ISSUE CASE NBR: 1525071829
REGION: ZONE: OPERED: 07/01/1999
VIN: 2PCK75M2HX ENGINE: M CLOSED: 07/01/1999

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: FI:
ADDRESS: CITY: STATE: NC ZIP:
HOME PHONE: BLADENBORO
MODEL YEAR: 1992 MODEL: GRAND MARQUIS 15 4DR SDN
MILEAGE: 73000 SALES CODE: P & A:
DEALER NAME: SYMPTONS: 704148
REASON CODES: 0789 ORIGIN: CAC - GENERAL CAC
ACTION: BRO001 - NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/07/01
13.57.50

EM02-023 1778

OWNER RELATIONS

09/20/1999 WIFAXPRO

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
 =====
 42851F LEGAL ISSUE CASE NR: 1525071829
 REGION: ZONE: OPENED: 07/01/1999
 VIN: ZMECH75M2ND0 ENGINE: M CLOSED: 07/01/1999
 =====
 1999/07/01
 15.57.50

CUSTOMER SAYS: CUST INSURANCE REP. CALLING FOR CUST - THE CUST VEH HAD A FIRE UNDER THE HOOD - THE CUST VEH WAS PARKED AT THE TIME OF THE INCIDENT AT A LOCAL DRUG STORE - CUST WOULD LIKE TO HAVE THE VEH REPLACED - CUST DOES NOT HAVE COVERAGE FOR THIS ACCIDENT - INSURANCE CO. IS TRYING TO HELP THE CUST PER CUSTOMER, DEALER SAYS: - CONTACT THE CAC CAC ADVISED: - THIS INFORMATION WAS 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 INTERFERE CASE ID: 77

17.07.31 ***LPA COMMENTS***
 LPA ATTEMPTED TO CONTACT CUSTOMER, HOWEVER, THERE WAS NO ANSWER AND NO MESSAGE LEFT.

1999/08/04
 16.36.54 ***LPA COMMENTS***
 ADVISED THAT THEY WERE AWARE THAT THERE WAS A RECALL ON THE VEHICLE BUT, WERE UNABLE TO HAVE THE SERVICE PERFORMED BECAUSE HER HUSBAND WAS OUT OF TOWN IN THE HOSPITAL. THE VEHICLE IS CURRENTLY AT THE DEALER, AND NO REPAIRS HAVE BEEN MADE.
 *
 LPA ADVISED SHE WOULD FOLLOW-UP WITH THE DEALER, & RECONTACT HER.

16.38.49 ***LPA COMMENTS***
 SVC. MGR./BONNA BEISSON ADVISED THAT THEY ARE UNABLE TO DETERMINE THE CAUSE OF THE FIRE. A SPECIALIST WOULD NEED TO BE CONTACTED TO INSPECT THE VEHICLE.
 *
 LPA ADVISED: AN INDEPENDENT INSPECTOR WILL BE CONTACTED TO REVIEW THIS MATTER FURTHER.

16.39.28 ***LPA COMMENTS***
 LPA RECONTACTED [REDACTED] AND ADVISED THEM OF THE NEXT STEP.

16.43.50 ***LPA COMMENTS***

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

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4285LF	LEGAL ISSUE	CASE NBR: 1525071829
REGION:	ZONE:	OPENED: 07/01/1999
VIN: ZMECN75M2KX	ENGINE: N	CLOSED: 08/04/1999

=====

1999/08/04
16.45.50 EAA INSPECTOR/CLAUDE PERKINS HAS AGREED TO PERFORM THE INSPECTION ON THIS VEHICLE. CUSTOMER INFORMATION FAXED TO MR. PERKINS AT (813)2911.

1999/08/13
15.52.06 LPA CALLED CUSTOMER AND OFFERED 5,000 TO RESOLVE DISPUTE. HE WILL CALL BACK. WILL SENT LETTER.

17.04.49 CUSTOMER SAYS: -CUSTOMER WANTS TO REACH A FORD REPRESENTATIVE. PER CUSTOMER, DEALER SAYS: CAC ADVISED.

1999/08/16
08.46.18 LPA SENT OUT OFFER LETTER TO CUSTOMER. CUSTOMER HAS 10 DAYS TO ACCEPT THE OFFER. OFFER WAS FOR \$5,000.

08.46.46 LPA CALLED CUSTOMER AND GAVE THEM THE OFFER VERBALLY.

1999/08/17
10.13.34 LPA RECEIVED CALL FROM CUSTOMER. CUSTOMER WANTS 6,900 SAID THAT IS BLUE BOOK PRICE. CUSTOMER WILL SENT COPY OF PAGES.

1999/08/23
08.08.12 CUSTOMER STATED THAT HIS FAMILY IS A FORD FAMILY. BOUGHT FORDS FOR 21 YEARS. LPA ACCEPTED HIS COUNTER-OFFER OF \$5500.0

1999/09/09
10.23.52 LPA UPLOADED OFFER TO RAV

10.24.07 LPA UPLOADED OFFER TO RAV

EMR2-029 1778

OWNER RELATIONS

09/20/1999 MMFAXP00

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

9867MP LEGAL ISSUE CASE NBR: 1528251449
REGION: 52 SOUTHWEST ZONE: E1 OPENED: 05/24/1999
VIN: 2MECH75NSMD ENGINE: M CLOSED: 05/24/1999

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ZAPATA STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 1992 MODEL: GRAND MARQUIS LS 4DR SDN
MILEAGE: 69800
DEALER NAME: FIESTA AUTO CENTER SALES CODE: 167052 P & A: 11490
REASON CODES: 0771 SYMPTOMS: 704143
ORIGIN: CAC - GENERAL CAC
ACTION: DR001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:
1999/05/24
14.37.01

EP02-025 1779

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

9867MP

REGION: 52 SOUTHWEST

LEGAL ISSUE

CASE NDR: 1528251449

VIN: ZMECH75N500

ZONE: E1

OPENED: 05/24/1999

ENGINE: W

CLOSED: 05/24/1999

1999/05/24

14.37.01

CUSTOMER SAYS: 1992 MARQ. 69,000 MILES - GOT THE RECALL LETTER FOR THE SPD CONTROL - BUT IT WAS TOO LATE THE CAR ALREADY BURNED DOWN - THIS HAPPENED ON MAY 10 1999 AT 2:30 AM - NO ONE WAS HURT AND THEIR HOUSE WAS NOT DAMAGED - THE FIRE MARSHALL SAID THAT THE CAUSE OF THE FIRE WAS ELECTRICAL - THE CAR IS TOTALLED - INSURANCE CO. ALSO SAID THAT IT IS AN ELECTRICAL PROBLEM AND GAVE HER \$5000 DOLLARS - EVERYTHING IN THE CAR WAS BURNED - HUSBANDS WORK ADDRESS 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

1999/05/26

10.06.49

SENT CUSTOMER LETTER REFERRING HER TO INSURANCE CARRIER. NO FURTHER ACTION.

EMR-025 1780

BEGINNING OF CONTACT
09/20/1999

MASTER OWNER RELATIONS SYSTEM III

14.10.15

=====

4398AT	LEGAL ISSUE	CASE NBR: 1533772459
REGION: 24 ORLANDO	ZONE: C2	OPENED: 09/02/1999
VIN: 1LNLM82M4NY	ENGINE: H	CLOSED: 09/02/1999

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]		MI: [REDACTED]
ADDRESS: [REDACTED]		
CITY: ORLANDO	STATE: FL	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 1992	MODEL: TOWN CAR SIGNATURE 4DR	
MILEAGE: 108080		
DEALER NAME: CENTRAL FLORIDA LIN	SALES CODE: L25189	P & A: 10021
REASON CODES: 8789	SYMPTOMS: 704145	
ORIGIN: CAC - GENERAL CAC		
ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY		

COMMENTS:

1999/09/02
14.38.33

EMR2-825 1781

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 14.10.15

4398AT LEGAL ISSUE CASE NBR: 1535772459
REGION: 24 ORLANDO ZONE: C2 OPENED: 09/02/1999
VIN: 1LNLMB2N4MY ENGINE: H CLOSED: 09/02/1999

1999/09/02
14.38.33

CUSTOMER SAYS: THE CUSTOMERS VEHICLE HAS CAUGHT ON FIRE -
DATE OF FIRE WAS A COUPLE OF WEEKS AGO -THE FIRE ORIGINATED
ON THE DASH BOARD AND HOOD -VEHICLE IS WITH
RIKERS TONING 19
30 CENTRAL FLORIDA PARKWAY (407)8
55-7776 -THE FIRE HAS BEEN REPORTED TO THE FIRE DEPT. -C
USTOMER DID NOT GET A FIRE REPORT -THE INSURANCE CLAIM WAS
BEEN FILED BY HIM -THE CLAIM STATUS IS OPEN HE WAS REFERRED
TO US BY THE INSURANCE COMPANY (SILK INSURANCE AGENCY) -TH
E CUSTOMER DOES NOT BELIEVE THAT THE VEHICLE IS REPAIRABLE
PER CUSTOMER. DEALER SAYS: NONE CAC ADVISED. - THIS INFO
RMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMEN
T 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

16.07.57 NMLPA MADE OBC TO CUSTOMER, LEFT A MESSAGE,

1999/09/03
14.44.55

NMLPA MADE OBC TO [REDACTED] HE INDICATED THAT THE INCIDE
NT DATE WAS 8-23-99. THERE WERE NO INJURIES AS A RESULT OF T
HE FIRE. THE VEHICLE IS CURRENTLY AT A TONING CO. AND [REDACTED]
[REDACTED] HAS CONTACTED HIS INSURANCE CO.
NMLPA ADVISED [REDACTED] THAT SINCE HIS INSURANCE CO IS ALR
EADY INVOLVED. HE SHOULD FOLLOW THEIR INSTRUCTIONS. LPA ADV
ISED [REDACTED] OF THE INSURANCE/SUBROGATION PROCESS. NO FU
RTHER ASSISTANCE OFFERED.

EMR-025 1702

1

BEGINNING OF CONTACT
09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
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0867MP	LEGAL ISSUE	CASE NBR:	1539211479
REGION: 52 SOUTHWEST	ZONE: J1	OPENED:	05/27/1999
VIN: 2FACP72M1X	ENGINE: M	CLOSED:	05/27/1999
=====			

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS:	CLOSED
TITLE:		MI:	
ADDRESS:			
CITY: KINGSVILLE	STATE: TX	ZIP:	[REDACTED]
HOME PHONE:			
NO. 1 YEAR: 1992	MODEL:	LTD CROWN VIC S 4DR	
MILEAGE: 52000			
DEALER NAME: K & CHILDS MOTORS I	SALES CODE: F52096	P & A:	04592
REASON CODES: 0771	SYMPTOMS: 704145		
ORIGIN: CAC - GENERAL CAC			
ACTION: BR0001- NO ACTION REQUIRED; INFORMATION ONLY			

COMMENTS:

1999/05/27
14.55.27

8902-025 1783

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

9867MP	LEGAL ISSUE	CASE NBR: 1539211479
REGION: 52 SOUTHWEST	ZONE: J1	DPENED: 05/27/1999
VIN: 2FACP72H1NDK	ENGINE: M	CLOSED: 05/27/1999

=====

1999/05/27
14.55.27

CUSTOMER SAYS: DATE OF ACCIDENT 05/06/97, CUST HAD JUST C
AME HOME FOR LUNCH THAT DAY READY TO WATCH HER FAYOURITE SOA
P APERA WHEN SUDDENLY SHE HEARD A HORN AND WHEN IT GOT LOUDE
R CUST FELT CAUTIOS AND THAT'S WHEN SHE DECIDED TO TAKE A LO
OK AND FOUND VEH BURNING UP, FIRE ORIGINATED THE UNDERHOOD,
WOULD NOT GIVE INFO AS TO WHERE VEH IS CURRENTLY, YES CUST
HAS FILED A REPORT WITH THE FIRE DEPARTMENT, NO REPORT#, KIN
OSVILLE FIRE COUNTY, DID FILE A CLAIM WITH THE INSURANCE COM
PANY AND CUST WAS PAID AN ENTITLEMENT FOR VEHICLE AND PROPER
TY DAMAGE;CUST IS NOT SATISFIED WITH THE AMT OF COMPENSATION
;THE VEH IS NOT REPAIRABLE;CUST REQUESTS ASSISTANCE FROM FMC
TO COVER REPAIR COSTS. PER CUSTOMER, DEALER SAYS: NONE
CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE C
ONSUMER AFFAIRS DEPARTMENT FOR REVIEN - 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: 78

1999/06/07
10.17.43 SENT LETTER REFERRING CUSTOMER TO INSURANCE CARRIER.

EMR2-023 1784

OWNER RELATIONS

09/20/1999 MNFAXPRG

BEGINNING OF CONTACT
 09/28/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
 =====
 7873CJ LEGAL ISSUE CASE NR: 1545591559
 REGION: 52 SOUTHWEST ZONE: A1 OPENED: 06/04/1999
 VIN: 1LWLMR2KXNY ENGINE: M CLOSED: 06/04/1999
 =====
 LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: IRVING STATE: TX ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 1992 MODEL: TOMN CAR SIGNATURE 4DR
 MILEAGE: 6000
 DEALER NAME: REGENCY LINCOLN-MER SALES CODE: L67077 P & A: 11441
 REASON CODES: 0771 SYMPTOMS: 784145
 ORIGIN: CAC - GENERAL CAC
 ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/06/04
 15.04.15

CUSTOMER SAYS: ON MAY 17/99 IN THE MORNING MY VEH GOT ON F

OWNER RELATIONS

09/28/1999 MMFAXPRO

2082-028 1789

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
 =====
 7873CJ LEGAL ISSUE CASE NBR: 1345391559
 REGION: 52 SOUTHWEST ZONE: A1 OPENED: 06/06/1999
 VIN: 1LNLH82D0NY ENGINE: H CLOSED: 06/04/1999
 =====

1999/06/04

15.04.15 FIRE AND BURNED THE VEH INCLUDING OUR HOUSE. THIS HAPPENED WHEN THE VEH WAS PARKED IN OUR GARAGE, IGNITION TURNED OFF. WE WERE SLEEPING. -WE GOT OUT OF THE HOUSE AND NO MEDICAL TREATMENT TAKEN -FIRE DEPARTMENT DETECTED THAT THE FIRE IGGITED FROM UNDER HOOD. OFFICER CAPTAIN BILL YOUNG (214)-670-4312 -EVERYTHING IS SITTING THE WAY IT WAS. NOTHING IS BEING REMOVED. -THE UNSURANCE CO IS IN THE PROCESS OF INSPECTING THE INCIDENT. -I FEEL THIS HAPPENED DUE TO PRODUCT DEFECT. AND I RECEIVED A LETTER 2 DAYS AFTER THIS INCIDENT 99915. CUSTOMER IS STAYING AT HIS DAUGHTER'S HOUSE.

1810 BANNING ST IRVING, TEXAS 75061 (972) 251-1228 PER CUSTOMER, DEALER SAYS: CAC ADVISES: - 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. REFERENCE CASE ID: 78

1999/06/05

07.54.59 LITIGATION PREVENTION ANALYST CALLED CUSTOMER TO OBTAIN ADDITIONAL INFORMATION
 *
 LEFT MESSAGE

1999/06/28

14.57.32 WFLPA CALLED CUSTOMER TO OBTAIN ADDITIONAL INFORMATION REGARDING FIRE CONCERN
 *
 LEFT MESSAGE ON ANSWERING MACHINE AT DAUGHTER'S HOUSE

1999/06/29

08.59.07 WFLPA RECEIVED CALL FROM CUSTOMER
 *
 VEHICLE AND HOUSE WERE COMPLETELY BURNED
 - CONTACTED INSURANCE COMPANY AND WAS REFERRED TO FORD DUE TO VEHICLE DEFECT
 - VEHICLE IS IN THE GARAGE AND HAS NOT BEEN LOOKED AT
 *
 LPA ADVISED,
 DUE TO THE PERSONAL PROPERTY DAMAGE THIS FILE WILL BE FORWARDED OVER TO THE OFFICE OF GENERAL COUNSEL FOR HANDLING

0902-025 1708

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

9867MP LEGAL ISSUE CASE NBR: 1549951459
REGION: 52 SOUTHWEST ZONE: J1 OPENED: 05/25/1999
VIN: 1LNLM82N2NY ENGINE: M CLOSED: 05/25/1999

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: RIO GRANDE CITY STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 1992 MODEL: TOWN CAR SIGNATURE 4DR
MILEAGE: 181443
DEALER NAME: RAMIREZ FORD SALES SALES CODE: F52124 P & A: 84448
REASON CODE: 0789 SYMPTOMS: 704145
ORIGIN: CAC - GENERAL CAC
ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/05/25
19.11.18

EMR2-025 1707

OWNER RELATIONS

09/20/1999 MMFAXPG

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
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9867MP	LEGAL ISSUE	CASE NBR: 1549951459
REGION: 52 SOUTHWEST	ZONE: J1	OPENED: 05/25/1999
VIN: 1LHLMBZM2NY	ENGINE: N	CLOSED: 05/25/1999

=====

1999/05/25
15.11.18

CUSTOMER SAYS: - VEHICLE CAUGHT FIRE IN FEBRUARY 1998 - FIRE WAS COMING FROM UNDER THE HOOD WHILE PARKED - VEHICLE IS ON THE DRIVEWAY - FIRE DEPARTMENT WAS CONTACTED AND THEY DID PUT OUT THE FIRE (FIRE REPORT # NOT AVAILABLE AT THIS TIME) - FIRE DEPARTMENT DID NOT KNOW WHERE IT ORIGINATED FROM - INSURANCE COMPANY HAS NOT CONTACTED - RECEIVED A RECALL LETTER #99S15 WHICH DESCRIBES WHAT HAD HAPPENED TO HER VEHICLE AND SEEKING FINANCIAL ASSISTANCE FOR REPAIRS 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

1999/06/01
14.47.37 SPOKE WITH CUSTOMER, WHO SAID SHE HAD GIVEN RECEIPTS TO MARIO AT RAMIREZ FORD FOR REIMBURSEMENT. CONTACTED MARIO, WHO SAID HE WAS GOING TO SUBMIT RECEIPTS FOR REIMBURSEMENT UNDER "RELATED DAMAGE. MARIO WILL RECONTACT IF HE NEEDS ASSISTANCE. CONTACTED CUSTOMER AND ADVISED.

EMR2-029 1788

BEGINNING OF CONTACT
09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

4598AT REGION: 24 ORLANDO LEGAL ISSUE CASE NDR: 1572412108
VIN: 1LHLMS2M7MY ZONE: E2 OPENED: 07/14/1999
ENGINE: N CLOSED: 07/14/1999

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 1992 MODEL: TOMN CAR SIGNATURE 4DR
MILEAGE: 53888
DEALER NAME: KARL FLANNER FORD I SALES CODE: FZ4454 P & A: 84970
REASON CODES: 0709 SYMPTONS: 784145
ORIGIN: CACH03- MANUAL - CORRESPONDENCE CSR
ACTION: 352 - MADE CONTACT/PROVIDED RESOLUTION

COMMENTS:

1999/07/14
14.54.20

CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS, CAC ADVISE
D: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AF
FAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUME
R AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAI
LABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CA
RRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENCE CASE ID
77

CUSTOMER SAYS: LETTER STAMPED 07/1/1999 -CUST HAS ENCLOSE
D BILLS IN WHICH SHE HAS INCURRED FOR FIRE DAMAGES TO HER VE
H. -CUST SAYS IN -1/28/98 TIRES WERE REPLACED AS A RESULT
OF FIRE -8/6/98 ENGINE WAS REPLACED BECAUSE THERE WAS A FI
RE IN THE ENGINE -8/18/98 ENGINE REPLACED AGAIN 8/26/98 C
RUISE CONTROL REPLACED /FIRE -OTHERS REPAIRS OCCURED AFTER
THAT DUE TO FIRE IN THE A/C ETC... -POLICE WERE NOT CONTACT
ED -INSURANCE COMPANY WAS CONTACTED AND PUT HER INTO HIGH R
ISK CATEGORY. CUST HAD TO CHANGE INSURANCE COMPANIES AFTER 4
3 YEARS BECAUSE SHE COULD NO LONGER AFFORD THEM -INSURANCE
COMPANY BARELY PAID ANYTHING -CUST HAS SUBMITTED THE RECEIP
TS IN WHICH SHE HAD TO PAY FOR. PER CUSTOMER, DEALER SAYS:

CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO T
HE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIV
E FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO T
IME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOU
R INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFE
RENCE CASE ID: 77

ERR2-025 1769

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

4398AT LEGAL ISSUE CASE NBR: 1572412108
REGION: 24 ORLANDO ZONE: E2 OPENED: 07/14/1999
VIN: 1LMLM8247MY ENGINE: M CLOSED: 07/14/1999

1999/07/14
14.54.20

1999/08/20
15.29.54 NALPA MADE OBC TO [REDACTED] SHE INDICATED THAT THERE WERE
NO INJURIES AS A RESULT OF THE SEVERAL FIRE INCIDENTS. SHE
HAD PREVIOUSLY SENT HER REPAIR RECEIPTS TO SOMEONE AT FMC.
SHE HAS SPENT SEVERAL THOUSAND DOLLARS TO HAVE HER VEHICLE R
EPAIRED. [REDACTED] BELIEVES HER VEHICLE FIRES ARE RELATED T
O RECALL 99S15.
NALPA ADVISED [REDACTED] THAT HSE NEEDS TO TAKE HER VEHICLE
IN TO DETERMINE IF RECALL 99S15 HAS BEEN PERFORMED. LPA
ALSO SUGGESTED THAT SHE TAKE THE RECEIPTS TO THE DEALER INOR
DER TO DETERMINE IF THE REPAIRS WERE RELATED TO RECALL 99S15
FOR POSSIBLE REIMBURSEMENT.---LPA WILL CONTACT CARLISLE FORD
FOR ASSISTANCE IN THIS ISSUE.

15.31.03 NALPA MADE OBC TO PAUL GROMENEYER @ CARLISLE IN.

1999/08/23
15.04.33 NALPA SPOKE TO KEN BROWN @ CARLISLE FORD, HE AGREED TO EXAMI
NE MS. CARSON'S VEHICLE TO DETERMINE IF RECALL 99S15 NEEDS T
O BE PERFORMED AND EXAMINE THE REPAIR RECEIPTS TO DETERMINE
IF THE REPAIRS ARE RELATED TO RECALL 99S15 FOR POSSIBLE REIM

OWNER RELATIONS

09/20/1999 MMFAJPRQ

EM82-025 1798

09/28/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

4398AT LEGAL ISSUE CASE NO: 1572412108
REGION: 24 ORLANDO ZONE: E2 OPENED: 07/14/1999
VIN: 1LNLM5ZM7MY ENGINE: W CLOSED: 08/23/1999

1999/08/23

15.04.53 BURSEMENT.

MELPA PROVIDED THAT INFORMATION TO [REDACTED]

1999/09/02

06.15.33

MELPA TO KEN BROWN @ CARLISLE FORD, HE INDICATED THAT MS. CARSON BOUGHT HER VEHICLE IN. THE VEHICLE APPEARS TO HAVE HAD AN ENGINE REPLACEMENT, RECALL 99S15 IS OPEN, AND THE RECEIPT SHE HAD FOR THE PRIOR REPAIRS WERE DIFFICULT TO READ. [REDACTED] IS TO BRING HER VEHICLE BACK AND ALONG WITH BETTER COPIES OF THE PRIOR REPAIR RECEIPTS.

1999/09/10

10.34.09

MELPA SPOKE TO KEN BROWN @ CARLISLE FORD. HE INDICATED THAT HE SUBMITTED CLAIMS FOR REPAIRS RELATED TO RECALL 99S15 TO HIS CSN FOR REIMBURSEMENT. THE RECEIPTS FOR ENGINE REPAIRS WERE NOT RELATED TO THE RECALL, THOSE REPAIRS WERE THE RESULT OF LACK OF MAINTENANCE. NO ASSISTANCE NEEDED FROM LPA.

EP02-025 1701

OWNER RELATIONS

09/28/1999 PWFAXPRQ

BEGINNING OF CONTACT
09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

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3312AH	LEGAL ISSUE	CASE NBR:	1597573008
REGION: 13 NEW YORK	ZONE: EI	OPENED:	05/28/1999
VIN: 2FACP74H4ND	ENGINE: M	CLOSED:	05/28/1999

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	NEWARK	STATE:	NJ	ZIP:	
HOME PHONE:					
MODEL YEAR:	1992	MODEL:	LTD CROWN VIC LX 4DR		
MILEAGE:	62888				
DEALER NAME:	AUTOLAND OF NEW JER	SALES CODE:	F13051	P & A:	03705
REASON CODES:	0709	SYMPTOMS:	704145		
ORIGIN:	CAC - GENERAL CAC				
ACTION:	DR0001- NO ACTION REQUIRED; INFORMATION ONLY				

COMMENTS:

1999/05/28
14.15.12

EM02-025 1782

OWNER RELATIONS

09/20/1999 MMFAJCR8

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09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

3312AH LEGAL ISSUE CASE NBR: 1597575008
REGION: 15 NEW YORK ZONE: E1 OPENED: 05/28/1999
VIN: 2FACP74M4NXX ENGINE: H CLOSED: 05/28/1999

1999/05/28
14.15.12

CUSTOMER SAYS: PROBLEM WITH VEH HAS HAD A REOCCURRING PROBLEM WITH VEH VEH AT DLR SEVERAL TIMES FOR SAME THING DLR HAS ASSESSED VEH CUST INDICATES THAT THE VEHICLE HAS TAKEN TO THE DLR FOR SERVICING FOR ELECTRICAL PROBLEMS AT AUTOLAND, SPRINGFIELD NJ;CUST STATES THAT THE VEHICLE CAUGHT ON FIRE ON 9 SEPT 25,1998 AFTER SERVICING AT THE DLRSHP,THE VEHICLE IS CURRENTLY LOCATED AT HIS HOME AND A FIRE REPORT WAS FILED IN NEWARK AT ESSEX COUNTY;CUST CLAIMS THAT NO INSURANCE CLAIM WAS SUBMITTED AND THE VEHICLE IS NOT REPAIRABLE 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 A READY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENCE CASE ID: 77

1999/06/04
15.30.15 LPA UNABLE TO CONTACT CUSTOMER. LPA WILL CONTACT CUSTOMER AT A LATER DATE.

1999/06/08
14.22.51 LPA OBC CUSTOMER - CUSTOMER UNAVAILABLE, UNABLE TO LEAVE MESSAGE. LPA MAILED LETTER TO CUSTOMER TO CONTACT CA WITHIN TEN BUSINESS DAYS OF THE DATE OF THE LETTER OR OUR FILE WILL BE CLOSED.

1999/06/19
15.26.29 CUSTOMER CONTACTED LPA - LPA SPOKE WITH [REDACTED] CUSTOMER INDICATED THE FIRE OCCURRED ON OR ABOUT 9/25/98. THE VEHICLE WAS PARKED IN THE DRIVEWAY WHEN THE FIRE OCCURRED. SHE OBSERVED FLAMES COMING FROM UNDER THE HOOD. THERE WERE NO PERSONAL INJURIES. THE POLICE DEPT. AND FIRE DEPT. WERE CONTACTED. THE FIRE BURNED THE SIDE OF THE NEIGHBOR'S HOUSE; IS NOT SURE OF THE EXTENT OF THE DAMAGES. INSURANCE COMPANY HAS NOT CONTACTED BECAUSE THEY DID NOT HAVE COVERAGE ON THE VEHICLE. THE VEHICLE IS CURRENTLY AT THE CUSTOMER'S HOME. LPA REVIEWED CASE WITH L. BLACK. PER L. BLACK, LPA ADVISED CUSTOMER THAT THE CASE WILL BE FORWARDED TO OBC FOR HANDLING. A REPRESENTATIVE FROM OBC WILL CONTACT THE CUSTOMER TO FURTHER REVIEW THE CONCERNS.

EM02-025 1783

BEGINNING OF CONTACT
 09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
 =====
 370009 LEGAL ISSUE CASE NBR: 1611412248
 REGION: 16 PHILADELPHIA ZONE: N1 OPENED: 06/03/1999
 VIN: 1LNLM85M6PY ENGINE: W CLOSED: 06/03/1999
 =====
 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: PHILADELPHIA STATE: PA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 1993 MODEL: TOWN CAR CARTIER 4DR
 MILEAGE: 68000
 DEALER NAME: PACIFIC FORD INC SALES CODE: F1607 P & A: 01376
 REASON CODES: 0709 SYMPTOMS: 704145
 ORIGIN: CAC - GENERAL CAC
 ACTION: BR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/06/03
 09.24.56

EM2-025 1704

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

370000 LEGAL ISSUE CASE NBR: 1611412248
REGION: 16 PHILADELPHIA ZONE: B1 OPENED: 06/03/1999
VIN: 1LHLN83N6PY ENGINE: M CLOSED: 06/03/1999

1999/06/03
09.26.56

CUSTOMER SAYS: ---THE VEH CAUGHT ON FIRE IN THE PARKING LOT
AT 41 ST ST IN MARK ST. ---THIS OCCURED IN APRIL /99 ---
THE FIRE ORIGINATED UNDER THE HOOD OF THE VEH ---A REPORT WAS
AS FILED WITH THE FIRE DEPT. --- THEY STATED THAT IT STARTED
FROM A SWITCH --- NO REPORT WAS FILED --- THE FIRE DEPT IS
LOCATED IN PHILADELPHIA --- A CLAIM WAS FILED WITH THE INS.
CO. --- THE VEH WASN'T NOT COVERED FOR FIRE. --- THE
VEH IS TOTALLED. --- HE RECEIVED A RECALL LETTER --- THINKS
THIS IS A DEFECT ---MARTIN FORD TO PROVIDE HIM WITH ANOTHER
VEH PER CUSTOMER, DEALER SAYS. ---NONE. CAC ADVISED: - Y
HIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPT
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. CASE ID: 77

1999/06/07
15.53.22

PHILPA COMMENTS

ADVISED. THE FIRE OCCURED 2/99. THE VEHICLE IS
LOCATED AT GLORY SALVAGE YARD IN PHILADELPHIA, PA. THE
INSURANCE CO. WAS CONTACTED, HOWEVER, THERE WAS NO CLAIM
FILED AS HE ONLY HAD LIABILITY COVERAGE. THERE IS DAMAGE TO
THE FRONT END AND DASH OF THE VEHICLE. THE FIRE APPEARS TO
HAVE STARTED UNDER THE HOOD. THERE WERE ALSO TWO OTHER CARS
THAT WERE DAMAGED BY THE FIRE. THERE WAS A FIRE AND POLICE
REPORT FILED.

LPA ADVISED. AN INDEPENDENT INSPECTOR WOULD BE CONTACTED TO
INSPECT THE VEHICLE.

1999/06/10
15.17.24

PHILPA COMMENTS

ADVISED. THE VEHICLE IS LOCATED AT GLORY SALVAGE
YARD ON TORONTO ST. IN PHILADELPHIA, PA. THE CONTACT PERSON
AT THE SALVAGE YARD IS "BILL".

15.19.04

PHILPA COMMENTS

LPA LEFT A VOICEMAIL MESSAGE FOR EAA/JACK DUGAN REQUESTING
HIS ASSISTING IN INSPECTING THIS VEHICLE. A COPY OF THE
CUSTOMER'S INFORMATION WAS ALSO FAXED.

1999/07/19
08.57.27

PHILPA COMMENTS

MESSAGE LEFT FOR EAA/JACK DUGAN REQUESTING A STATUS OF THE

OWNER RELATIONS

09/20/1999 MMFAXPRO

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

3700DG LEGAL ISSUE CASE NBR: 1611412248
REGION: 14 PHILADELPHIA ZONE: 01 OPENED: 06/03/1999
VIN: 1LMEKRSMPY ENGINE: M CLOSED: 07/19/1999

1999/07/19
08.57.27 INSPECTION. NAME & PHONE NUMBER PROVIDED FOR RECONTACT.

1999/08/04
08.47.14 LPA RECEIVED EAA REPORT, ACCORDING TO THE PICTURES OF THE VEHICLE PROVIDED BY EAA, IN ADDITION TO THE INFORMATION IN THE VEHICLE INVESTIGATION REPORT, THE EAA INSPECTOR WAS UNABLE TO VERIFY THAT A FORD DEFECT WAS THE CAUSE OF THIS VEHICLE FIRE.

*
BASED ON THIS INFORMATION, LPA MAILED THE CUSTOMER A LETTER ADVISING THAT WE WERE UNABLE TO VERIFY THAT A FORD DEFECT

08.48.15 WAS THE CAUSE OF THIS FIRE. LPA FURTHER ADVISED THAT BASED ON THIS INFORMATION, NO FURTHER ACTION IS PROPOSED.

EMR2-025 1708

OWNER RELATIONS

09/28/1999 WNFAXPR0

BEGINNING OF CONTACT

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

370000 LEGAL ISSUE CASE NBR: 1612172009
REGION: 16 PHILADELPHIA ZONE: D1 OPENED: 07/19/1999
VIN: 1LNLM8199TY ENGINE: N CLOSED: 07/19/1999

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: HATTAPAN STATE: MA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 1992 MODEL: TOWN CAR EXECUTIVE 4DR
MILEAGE: 9866
DEALER NAME: CARMAN FORD INC SALES CODE: F16219 P & A: 01228
REASON CODES: 0709 SYMPTOMS: 704145
ORIGIN: CAC - GENERAL CAC
ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/07/19
15.43.52

EMR-025 1797

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.18.15
370000 LEGAL ISSUE CASE NBR: 1612172009
REGION: 16 PHILADELPHIA ZONE: B1 OPENED: 07/19/1999
VIN: 11NLMS1M9NY ENGINE: W CLOSED: 07/19/1999

1999/07/19
15.43.52

CUSTOMER SAYS: MY VEH WAS ON RECALL FOR 99515 THE UNDERHOOD FIRE I CONTACTED MY INSURANCE COMPANY THE FIRE OCCURED ON JULY 11TH 32PM WE WERE DRIVING ALONG AND WE WERE ABOUT TO ENTER THE NEW JERSEY TURNPIKE I NOTICED SOME SMOKE COMING FROM THE HOOD OF THE VAN AT THIS POINT I PULLED OF RIGHT IN FRONT OF A TRUCK STOP I LIFTED UP THE HOOD AND IT STARTED BLAZING I WENT INTO THE STORE AT THIS POINT AND THE STORE CLERK DOUSED THE FLAME OUT WITH A FIRE EXTINGUISHER I CALLED FOR A TOW TRUCK AND MY VEH WAS TOWED TO CORDON FORD INC BY GRANDAUGHTER AND A 12 YR OLD BOY WAS IN THE VEH NO PERSONAL POSSESSIONS WERE DAMAGED THERE WAS A POLICE REPORT FILED 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

1999/07/28
16.48.15

LPA ATTEMPTED TO CONTACT THE CUSTOMER TO CONFIRM DEALER INFORMATION IN ORDER TO ARRANGE FOR EAA INSPECTION. MESSAGE LEFT REQUESTING RECONTACT.

1999/08/04
09.41.32

TO DATE, CUSTOMER HAS NOT RESPONDED TO LPA'S REQUEST TO RECONTACT.

BASED ON PREVIOUS COMMENTS, THE CUSTOMER HAS ALREADY CONTACTED THEIR INSURANCE COMPANY REGARDING THIS MATTER.

LPA MAILED THE CUSTOMER A LETTER ADVISING THAT HIS INSURANCE COMPANY MAY SUBROGATE IF THEY FEEL IS IT APPROPRIATE.

NO FURTHER ACTION NECESSARY.

ERR2-025 1798

BEGINNING OF CONTACT
 09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
 =====
 MAPLE1 LEGAL ISSUE CASE NBR: 1624111819
 REGION: ZONE: OPENED: 06/30/1999
 VIN: 1LNMB1M5W ENGINE: N CLOSED:
 =====
 LAST NAME: FIRST NAME: STATUS: OPEN
 TITLE: MI:
 ADDRESS: CITY: STATE: AL ZIP:
 HOME PHONE: MODEL: TOYOTA EXECUTIVE 4DR
 MODEL YEAR: 1992 NILEASE: 98000
 DEALER NAME: SALES CODE: P & A:
 REASON CODES: 0789 SYMPTOMS: 704145
 ORIGIN: CAC - GENERAL CAC
 ACTION: BR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/06/30
 14.20.36

EM62-026 1700

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

=====

MAPEL1	LEGAL ISSUE	CASE NBR: 1624111819
REGION:	ZONE:	OPENED: 06/30/1999
VIN: 1LNLRS1M5NY	ENGINE: M	CLOSED:

=====

1999/06/30
14.20.36

CUSTOMER SAYS: THE VEH GOT ON FIRE ON JUNE 26/99 WHILE IT WAS PARKED ON THE DRIVEWAY. IGNITION WAS TURNED OFF. THE FIRE DEPARTMENT DETERMINED THAT THE FIRE STARTED UNDER HOOD. FIRE REPORT IS NOT AVAILABLE AT THIS TIME. --NO PERSONAL INJURIES OR PROPERTY DAMAGES EXCEPT THE VEH NEED TO BE TOTALLED. --RIGHT NOW THE VEH IS LEFT IN THE DRIVEWAY. --CONTACTED INSURANCE CO BUT DID NOT FILE ANY CLAIMS SINCE WE FEEL THIS FIRE IGNITED DUE TO PRODUCT DEFECT AND WE ARE ALLEGING FORD'S RESPONSIBILITY. 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:

77

ERN2-025 1998

OWNER RELATIONS

09/20/1999 MRFAXPRO

BEGINNING OF CONTACT
 09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
 =====
 2224VK LEGAL ISSUE CASE NBR: 1635211729
 REGION: 10 SDR ZONE: EL OPENED: 06/21/1999
 VIN: 1LNLM8ZM9NY ENGINE: M CLOSED: 06/21/1999
 =====
 LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] NI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: POWERSOUTH STATE: VA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 1992 MODEL: TOMN CAR SIGNATURE 4DR
 MILEAGE: 63800
 DEALER NAME: JOHN KOOL LINCOLN-M SALES CODE: L28646 P & A: 18861
 REASON CODES: 8771 SYMPTOMS: 784143
 ORIGIN: CAC - GENERAL CAC
 ACTION: DR8881- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/06/21
 17.13.40

EP02-025 1001

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

2224YK LEGAL ISSUE CASE NBR: 1635211729
REGION: 10 SDR ZONE: E1 OPENED: 06/21/1999
VIN: 1LNLN62M9NY ENGINE: M CLOSED: 06/21/1999

1999/06/21
17.13.40

CUSTOMER SAYS: ON DEC 21/98 MY VEN GOT ON FIRE WHILE IT WAS PARKED IN THE DRIVE WAY NEXT TO THE GARAGE. THE VEN WAS TURNED OFF. -AS WELL THE GARAGE, SIDING OF THE HOUSE AND A 1992 FORD RANGER GOT ON FIRE. - FIRE DEPARTMENT DETERMINED THAT THE FIRE IGNITED FROM ELECTRICAL PARTS--NO REPORT NUMBER AVAILABLE. -FIRE DEPARTMENT TOWED THE VEN SAME NIGHT TO DO AN INVESTIGATION. -CONTACTED INSURANCE CO AND A SETTLEMENT HAS BEEN MADE. -NOW I RECEIVED A RECALL NOTIFICATION ON PRODUCT DEFECT AND I AM ASKING FORD'S RESPONSIBILITY. 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

1999/06/22
09.33.34

*****LPA COMMENTS*****
LPA RECEIVED FEEDBACK FROM THE CAC REGARDING AN VEHICLE FIRE THAT MAY OF BEEN CAUSED BY RECALL-99S15. THE CUSTOMER SAYS THAT THE INSURANCE COMPANY HAS REPAIR THEIR VEHICLE, BUT AFTER THE REPAIR WERE RENDERED THE CUSTOMER RECEIVED A RECALL NOTICED 99S15 WHICH PERTAINS TO A FAULTY SPEED CONTROL-DEACTIVATION SWITCH. THE WIRES WITHIN THE SPEED CONTROL SWITCH MAY IGNITE AND CAUSE A POTENTIAL FIRE. *****LPA ADVISED.
LPA SENT OUT A LETTER TO THE CUSTOMER THAT INDICATED FOR THEM TO CONSULT WITH THEIR INSURANCE COMPANY REGARDING THE RECALL NOTICED. SINCE THE VEHICLE HAS BEEN REPAIRED THERE IS NO WAY THAT FORD MOTOR COMPANY CAN INVESTIGATE THAT THIS CAUSED THE FIRE WITHIN THE CUSTOMER VEHICLE. NO FURTHER WILL BE TAKEN BY FORD MOTOR COMPANY.

1999/07/26
15.55.55

*****LPA COMMENTS*****
LPA ADDING MICRO8-0593 0683

EM02-020 1002

OWNER RELATIONS

09/20/1999 MMFAXPRG

BEGINNING OF CONTACT
 09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
 =====
 REGION: 16 PHILADELPHIA LEGAL ISSUE CASE HR: 1654590419
 VIN: 1LMLB1NSNY ZONE: Y OPENED: 02/10/1999
 ENGINE: N CLOSED: 02/10/1999
 =====
 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] NI:
 ADDRESS: [REDACTED]
 CITY: BRIGANTINE STATE: NJ ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 1992 MODEL: TOWN CAR EXECUTIVE 4DR
 MILEAGE: 1
 DEALER NAME: FORD MOTOR COMPANY- SALES CODE: F16008 P & A: 68016
 REASON CODES: 8709 SYMPTOMS: 784245
 ORIGIN: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION
 ACTION: LP203 - OPEN LEGAL CONTACT - ATTORNEY DEMAND

COMMENTS:

- 1999/02/10
 16.10.59 ***** ATTORNEY DEMAND LETTER *****
 02/10/99
 ATTORNEY ALLEGES THREE (3) OF HIS CLIENTS VEHICLE CAUGHT ON
 FIRE FROM THE SAME DEFECT. THEIR ENGINES CAUGHT FIRE.
 THE THREE VEHICLES ARE AS FOLLOWS:
 1992 LINCOLN TOWN CAR 1LMLB1NSNY [REDACTED]
 1993 LINCOLN LIMOUSINE 1LMLB1M1PY [REDACTED]
 1991 LINCOLN LIMOUSINE 1LMLB1NSNY [REDACTED]
 PER ATTORNEY, PLEASE CONTACT TO DISCUSS FURTHER.
- 1999/02/12
 12.86.04 ***** LPA COMMENTS *****
 LPA ACKNOWLEDGED ATTORNEY'S LETTER TO OUR OFFICE ON 2/2/1999
 WHEN THE VIN'S WERE REQUESTED.
- 1999/02/16
 14.26.03 ***** LPA COMMENTS *****
 OGC ATTY. JAY LOBEL ADVISED THAT HE WOULD CONTACT ME BACK
 WITH ADDITIONAL INFORMATION IN REGARDS TO HANDLING THIS
 MATTER.
- 1999/03/02
 18.17.52 ***** LPA COMMENTS *****
 ATTY. SHENSKY IS TO RECONTACT LPA ALONG WITH HIS CLIENT TO
 ANSWER ON SURVEY. LPA PROVIDED NAME AND PHONE NUMBER FOR
 RECONTACT.
- 18.21.22 ***** LPA COMMENTS *****
 ATTY. SHENSKY RECONTACTED LPA AND ADVISED THAT HIS CLIENT
 WOULD BE IN THE OFFICE ON MONDAY 3/9/99 AT 2:58 AND THEY
 WOULD RECONTACT ME TO TAKE THE SURVEY.

OWNER RELATIONS 09/20/1999 MFAXPRQ

E902-829 1003

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 14.10.15
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50087M	LEGAL ISSUE	CASE NBR: 1654508419
REGION: 16 PHILADELPHIA	ZONE: Y	OPENED: 02/10/1999
VIN: 1LNHMB1MSNY	ENGINE: H	CLOSED: 03/02/1999

=====

1999/03/08

14.36.38 H00LPA COMMENTS

BASED ON CONVERSATION WITH ATTORNEY AND CUSTOMER THE VEHICLE HAS BEEN TOTALLED BY THE INSURANCE CO. AND A CLAIM HAS BEEN PAID ON TWO OF THE VEHICLES. THE THIRD VEHICLE WAS SOLD FOR SCRAPS.

LPA ADVISED BECAUSE THE CUSTOMER NO LONGER OWNS THE VEHICLES & THE 3RD ONE HAS BEEN SOLD FOR SCRAPS, NO FURTHER ACTION WILL BE TAKEN BY FMC.

CLOSING LETTER FAXED TO ATTORNEY.

EMR2-025 1804

OWNER RELATIONS

09/20/1999 MRFAXPRO

BEGINNING OF CONTACT
09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

439&AT REGION: 24 ORLANDO LEGAL ISSUE CASE NBR: 1771411399
VIN: 1LNLM2M0NY ZONE: F1 OPENED: 05/19/1999
ENGINE: H CLOSED: 05/19/1999

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] NI:
ADDRESS: [REDACTED]
CITY: JACKSONVILLE STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 1992 MODEL: TOMN CAR SIGNATURE 4DR
MILEAGE: 11000 SALES CODE: L25064 P & A: 10377
DEALER NAME: NORTH FLORIDA LINCO SYMPTOMS: 704145
REASON CODES: 0771
ORIGIN: CAC - GENERAL CAC
ACTION: DR0001 - NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/05/19
18.49.59

ENR2-025 1005

OWNER RELATIONS

09/20/1999 09FAXPR0

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
 =====
 4398AT LEGAL ISSUE CASE NBR: 1771411399
 REGION: 24 ORLANDO ZONE: FL OPENED: 05/19/1999
 VIN: 1LNLM8ZHMNY ENGINE: K CLOSED: 05/19/1999
 =====
 1999/05/19
 16.49.59

CUSTOMER SAYS: - WE HAD READ IN THE PAPER ABOUT A PROBLEM WITH THE VEH - OUR VEH BURNT TO THE GROUND ON APR 09/99 - INSURANCE COMPANY THINKS PERHAPS THE WIRING HARKNESS - THE VEH IS LOCATED IN THE YARD AT SEDISCO TOWING - FIRE DEPARTMENT WAS CALLED/NO REPORT FILED - THE FIRE OCCURED IN JACKSONVILLE FLORIDA/DUVAL COUNTY - A CLAIM WAS FILED WITH THE INSURANCE COMPANY AND WAS PAID OUT - WE BELIEVE THE VEHICLE TO BE NON-REPAIRABLE 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 X2148<< INFERENCE CASE ID: 78

1999/05/20
 12.25.03 MBOBC TO ██████████ LEFT MESSAGE.

14.50.12 MFLPA MADE OBC TO ██████████ SHE INDICATED HER INSURANCE CO PAID OFF THE VEHICLE AND SHE NO LONGER OWNS IT. SHE ALSO INDICATED SHE WOULD NO LONGER BUY A FMC PRODUCT. MFLPA ADVISED ██████████ THAT SINCE SHE NO LONGER OWNED THE VEHICLE, NO ASSISTANCE WOULD BE OFFERED. LPA ALSO ADVISED HER OF THE INSURANCE SUBROGATION PROCESS. NO FURTHER ASSISTANCE.

1999/05/27
 13.49.19
 14.17.51 MFLPA FORWARDED THE CASE FILE TO OGC.

EM02-029 1808

BEGINNING OF CONTACT

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.10.15

=====

4482JD	LEGAL ISSUE	CASE NBR:	1812211689
REGION: 21 ATLANTA	ZONE: A3	OPENED:	06/14/1999
VIN: 1LNLN83N2K	ENGINE: H	CLOSED:	06/14/1999

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]			MI:	
ADDRESS:	[REDACTED]				
CITY:	MOYASULBA	STATE:	AL	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	1992	MODEL:	YONN CAR CARTIER 4DR		
MILEAGE:	10300				
DEALER NAME:	CARL GREGORY FLK OF SALES	CODE:	L26257	P & A:	02684
REASON CODES:	0709	SYMPTOMS:	704148		
ORIGIN:	CAC - GENERAL CAC				
ACTION:	DR0001 - NO ACTION REQUIRED; INFORMATION ONLY				

COMMENTS:

1999/06/14
14.54.49

EMC-028 1887

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
 =====
 6682JB LEGAL ISSUE CASE NBR: 1812211659
 REGION: 21 ATLANTA ZONE: A3 OPENED: 06/14/1999
 VIN: 11MLM83M2M7 ENGINE: N CLOSED: 06/14/1999
 =====
 1999/06/14
 14.56.49

CUSTOMER SAYS, - VEHICLE CAUGHT FIRE ON 06/08/99 - FIRE ORIGINATED FROM UNDER THE HOOD - VEHICLE IS NOW ON THE DRIVE WAY WHERE IT BURNED - FIRE DEPARTMENT WAS CONTACTED AND FINDINGS WERE THAT THERE WAS AN ELECTRICAL PROBLEM - FIRE REPORT & NOT AVAILABLE - NOTASULGA FIRE DEPARTMENT - INSURANCE COMPANY NOT CONTACTED - NO DAMAGE TO ANY PERSONAL POSSESSIONS - RECEIVED A RECALL LETTER #99519 IN REGARDS TO THIS PROBLEM 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

1999/06/16
 15.49.15 *****LPA COMMENTS*****
 MESSAGE LEFT WITH SUE REQUESTING SCOTT BARNHART TO RECONTACT FNC. NAME & PHONE NUMBER PROVIDED FOR RECONTACT.

1999/06/23
 15.50.29 *****LPA COMMENTS*****
 2ND MESSAGE LEFT WITH SUE REQUESTING MR. BARNHART TO RECONTACT FNC. NAME & PHONE NUMBER PROVIDED FOR RECONTACT.

1999/07/07
 11.22.43 *****LPA COMMENTS*****
 LPA LEFT A MESSAGE WITH EAA INSPECTOR/MIKE SLATER'S WIFE, REQUESTING HIS ASSISTANCE IN PERFORMING AN INSPECTION ON THIS VEHICLE. CUSTOMER INFORMATION FAXED TO MR. SLATER AT (256) 357-4211.

1999/07/20
 17.35.30 *****LPA COMMENTS*****
 LPA OFFERED MR. BARNHART A REFUND OF \$5930, WHICH HE HAS DECLINED. NO FURTHER ACTION REQUIRED BY CONSUMER AFFAIRS.

1999/08/13
 13.49.02 -LPA RECEIVES INBOUND CALL FROM FNCC. THEY INDICATE THAT THE CUSTOMER HAS OBTAINED AN ATTORNEY AND IS THREATENING TO SUE. FNCC INDICATES THAT THE PAYOFF AMOUNT AT THIS TIME FOR THE VEHICLE IS \$8,002.00. THIS IS CONSIDERABLY MORE THAN WHAT TRACY (LEGAL ANALYST) OFFERED THE CUSTOMER. LPA INDICATED THAT

OWNER RELATIONS

09/20/1999 MMFAXP8

8902-025 1000

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15

6682JB LEGAL ISSUE CASE NBR: 1812211699
REGION: 21 ATLANTA ZONE: A3 OPENED: 06/14/1999
VIN: 11NLM83M2NY ENGINE: H CLOSED: 08/13/1999

1999/08/13

13.49.88 Y WE WOULD NOT GO UP ON OUR OFFER. THE AMOUNT TRACEY OFFERED IS BASED ON THE KELLY BLUE BOOK VALUE OF THE VEHICLE. WE PROPOSE NO FURTHER ACTION.

1999/09/08

17.27.52 KOKLPA RECEIVED INBOUND CALL FROM FNCC REPRESENTATIVE, GLENN COALSAMPER GLENN; THE CUSTOMER HAS RETAINED AN ATTORNEY AND HE ARE LOOKING AT A POSSIBLE LAWSUIT IF THE CUSTOMER'S LOAN DOES NOT GET PAID OFF. LPA ADVISED THAT THE FILE WILL HAVE TO BE PULLED AND REVEINED. 9/8/99; LPA REVIEWED THE FILE AFTER RECEIVING A CALL FROM AN ATTY, ERNESTINE SAPP, WHO ADVISED ON VOICE MAIL THAT SHE IS REPRESENTING THE CUSTOMER. NOW KOKLPA CALLED GLENN AT FNCC BACK AND ADVISED HIM THAT THE ATTY IS CALLING AND HE ADVISED THAT HE GAVE THE ATTY LPA'S PHONE NUMBER. GLENN INFORMED LPA THAT THE CUSTOMER'S LOAN SHOULD BE PAID OFF DUE TO THE RECALL CAUSING THE VEHICLE TO BLOW UP. KOKLPA ADVISED THAT ON 7/29/99 THERE WAS AN OFFER FOR \$9,950 EXTENDED TO THE CUSTOMER BY TRACEY HOODS AND IT WAS REJECTED IN THE SAME DAY AND WE CLOSED OUT OUR FILE AND PROPOSED NO FURTHER ACTION. GLENN INQUIRED AS TO WHAT OUR DEPARTMENT'S PROCESS IS AND LPA ADVISED HIM THAT WE WILL OFFER THE TRADE-IN VALUE OF THE VEHICLE IF WE ARE AT FAULT AND THE VEHICLE IS NOT REPAIRABLE AND IS OLDER. GLENN INFORMED LPA THAT HE IS VERY CONCERNED ABOUT OUR PROCESS SINCE HE IS A FORD CONSUMER AS WELL. GLENN ADVISED LPA THAT BECAUSE OF OUR DECISION IT WILL COST FORD A LOT MORE MONEY THAN THE PAYOFF AMOUNT. LPA ADVISED GLENN THAT THIS IS FORD'S FINAL POSITION AND WE ARE NOT CHANGING THE OFFER. KOKLPA ALSO ADVISED THAT SINCE THE CUSTOMER HAS SUPPOSEDLY RETAINED AN ATTY, THAT HE WILL ADVISE THE ATTY THAT SHE NEEDS TO SEND HER REPRESENTATION TO LPA IN WRITING AND WE WILL PUT THE PREVIOUSLY EXTENDED OFFER IN WRITING AND SEND IT TO THE ATTY VIA FACSIMILE ONCE THERE IS THE INITIAL CONTACT MADE. LPA TOLD GLENN THANK YOU FOR BRINGING THE CASE TO HER ATTENTION AND OUR POSITION WILL NOT CHANGE AS HE WAS ADVISED THE SAME BY BILL DILLON.

17.30.29 KOKLPA WAS ALSO INFORMED BY FNCC REPRESENTATIVE, GLENN COALS THAT HE HAS SEEN FORD PAY OFF LOANS IN CASES SUCH AS THIS AND HE DOES NOT UNDERSTAND WHY WE AREN'T AND NOW THE CUSTOMER'S VEHICLE WILL HAVE TO GET REPOSSESSED. LPA ADVISED THAT OUR POSITION IS NOT CHANGING AND WHAT WE'VE OFFERED IS OUR FINAL OFFER.

17.33.22 KOKLPA IN RESPONSE TO THE MESSAGE LEFT BY THE ATTY, ERNESTINE SAPP, LPA MADE AN ODC TO THE ATTY AND ADVISED HER TO PUT IN WRITING THAT SHE IS REPRESENTING THE CUSTOMER AND FAX IT TO OUR OFFICE. LPA GAVE THE ATTY THE ADDRESS AND FAX #. ATTY ADVISED

OWNER RELATIONS

09/20/1999 HNFAXPRQ

0907 070-020 1999

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.10.15
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6682JB LEGAL ISSUE CASE NBR: 1812211659
REGION: 21 ATLANTA ZONE: AS OPENED: 06/14/1999
VIN: 1LMLM3M2NY ENGINE: M CLOSED: 09/08/1999
=====

1999/09/08
17.33.22 ED THAT ALL HER CLIENT IS LOOKING FOR IS TO HAVE HIS LOAN W/
FINCC PAID OFF AND HE WILL BE HAPPY; LPA ADVISED THAT THE LET
TER SHOWING HER REPRESENTATION OF THE CUSTOMER IS WHAT WE AR
E WAITING FOR AND THEN WE CAN DISCUSS THE MATTER

1999/09/10
15.51.23 KMLPA REDOPENING CASE AS THERE WAS AN ATTY LETTER RECEIVED
YESTERDAY, 9/9/99 ON BEHALF OF THE CUSTOMER. ATTY IS NOW
REPRESENTING THE CUSTOMER AND IS SEEKING TO HAVE HER CLIENT'S
5 VEHICLE PAID OFF IN THE AMOUNT OF \$8,000.00.

16.12.09 KMLPA SENT AN OFFER LETTER TO THE ATTY VIA FACSIMILE REAFFI
RMING OUR PREVIOUS OFFER OF \$3590, BUT WITH TEAM LEADER'S
APPROVAL, ADDING \$70 TO MAKE THE FIGURE AN EVEN \$6000.
GAVE A 5 BUSINESS DAY TIME LIMIT ON THE OFFER.

1999/09/15
15.13.59 KMLPA/14/99: LPA RECEIVED AN INBOUND CALL FROM THE ATTY ERNE
STINE SAPP WANTING TO TALK TO LPA ABOUT THE OFFER. LEFT A ME
SSAGE ON LPA'S VOICE MAIL.

15.14.11 KMLPA MADE OMC TO THE ATTY, ERNESTINE SAPP. THERE WAS NO ANS
WER AND NO ANSWERING SERVICE; WILL TRY AGAIN LATER.

1999/09/17
16.53.59 KMLPA MADE SEVERAL OMC'S TO THE ATTY AGAIN AND THERE WAS NO
ANSWER AND NO VOICE MAIL, NO ANSWERING MACHINE. MAY BE DUE
TO THE HURRICANE.

16.40.24 KMLPA CLOSING THE CASE UNTIL FURTHER NOTICE FROM THE ATTY
AS THERE WAS THE HURRICANE WHICH MAY BE THE INTERFERENCE IN
COMMUNICATING WITH FORD REGARDING THE OFFER. LPA WILL CONSI
DER REDOPENING THE CASE ONCE THE ATTY MAKES CONTACT AGAIN.

0902-825 1818

2
UNCLASIFIED


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*****
ATTN: OWNER RELATIONS MANAGER
*****
LEGAL FACILITIES
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ALL STATUS CODES EXCEPT CANCELLED
SALES AND SERVICE CONTACTS
OPENED BETWEEN 01/01/95 AND 12/31/98
MODEL YEARS : H P R S T
V
MODELS : TOWN* CROWN* GRAND*
*****
CAUSAL CODES: ALL
*****
SYMPTOMS : 704245 704245 704345
*****
STATES : ALL
DEALERS : ALL
ENGINE CODES: ALL
PLANT CODE : ALL REGION: ALL ORIGIN: ALL
CASE TYPES : ALL
*****
NOTE: EXCLUDES OWNER DIALOGUE
*****
NOTE: INCLUDES U.S. CUSTOMERS ONLY
*****
OWNER RELATIONS VOP/BENCHMARKING
*****

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CONTACT COUNTS BY TYPE

LEGAL	TOTAL
27	27

McClure
EXHIBIT NO. 2

0902-020 1012

SORT SEQUENCE: (DEFAULT AND FINAL IS CONTACT NUMBER)

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OMER RELAT 3 VOP/BENCHMARKING 09/20/99 FAXLGLTG

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OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAXLGLTG

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