

EA02-025

FORD 10/27/03

APPENDIX N

BOOK 42

PART 4 OF 6

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

18.56.30

3999EE

LEGAL CONTACT

ORLANDO

24 ZN/TR: A2

CONTACT NBR: 108625526

VEH TYPE: CAR

VIN: 2FACP74N0000

ENGINE: W

OPENED: 07/07/1997

CLOSED: 07/07/1997

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

CITY:

STATE:

FL

ZIP:

HOME PHONE:

BUS. PHONE:

585-442-2151

MODEL YEAR: 92

MODEL:

CROWN VICTORIA

MILEAGE:

66215

MSB:

DEALER NAME: DEEL FORD

SALES CODE: 124004

P & A: 04972

CAUSAL CODE: 8709

SYMPTOMS: 704140

ORIGIN:

00

TRANS REGION: 24

TRANS DATE:

VEH REPL:

CASE TYPE:

4A-FIRES - ELECTRICAL MEANS CODE: A-L01 INVEST-PROD LIABILITY

ATTY NAME:

ATTY MEMO:

CLAIM AMT:

0

AMWD AMT:

0

MICRO: 5862272

COMMENTS:

1997/07/07

MM DEALER FAX RECEIVED 7/2/97 BY CONSUMER AFFAIRS MM

MM NAVIS: PROGRAM MM

-DEALER CONTACT: JOHN BOYCE (305)661-6111 EXT 332

-6/30/97-VEHICLE CAUGHT FIRE IN THE ENGINE COMPARTMENT WHILE SITTING IN DEALER'S LOT

-FIRE ALSO DAMAGED A 1988 F-150 THAT WAS SITTING IN FRONT OF THE CROWN

VICTORIA; F-150 OWNED BY MIKE O'BRIAN; VIN 1FTDF15N8JMR57881

-STATE FARM INS HAS BEEN CONTACTED; ROBERT BARN (AGENT) (305)251-6534

-COPY OF FIRE REPORTS PROVIDED BY DEALER

*

JOHN BOYCE (SRVC MGR) SAYS:

-DEALER HAD SERVICED THE VEHICLE BECAUSE THE AIRBAG SRS LIGHT WAS ON. DAVID MATSON (TECH) CHECKED THE COILS AND REPLACED THE AIRBAG MODULE, AND A BLOWN FUSE FOR THE BRAKE SWITCH. THE VEHICLE HAD BEEN SITTING IN THE PARKING LOT FOR AN HOUR BEFORE THE FIRE OCCURED.

-STATE FARM WANTED DEALER TO SIGN A RELEASE SO THEY COULD TAKE THE VEHICLE AWAY FROM THE DEALERSHIP, BUT DEALER DECLINED SO THAT DEALER'S INS CO (UNIVERSAL UNDERWRITERS) AND FORD COULD INSPECT IF NECESSARY

-EXPECTS STATE FARM TO SUBROGATE THE DEALER'S INS CO

-MR. O'BRIAN'S INS CO (PROGRESSIVE) WAS AUTHORIZED DEALER'S BODY SHOP TO REPAIR DAMAGE TO THE F-150, AND THEY WILL SUBROGATE DEALER'S INS CO

*

CUSTOMER SEEKS:

-FORD TO INVESTIGATE THE NATURE OF THE FIRE

*

ERICKA EDWARDS (LEGAL ANALYST) ADVISED:

0902-025 1017

09/20/99 MASTER OWNER RELATIONS SYSTEM II 18.56.30

3999EE LEGAL CONTACT VEN TYPE: CAR
ORLANDO 26 ZN/TR: A2 CONTACT NBR: 108625526 OPENED: 07/07/1997
VIN: ZFACP74NXX ENGINE: H CLOSED: 07/07/1997

1997/07/07

-SPOKE TO JOHN BOYCE

-NO ASSISTANCE WILL BE PROVIDED BECAUSE VEHICLE IS OUT OF 5/30 SAFETY

WARRANTY, AND NO RECALLS EXIST ON THE VEHICLE

-REFERRED TO IHS CO FOR ASSISTANCE, THEY CAN SUBROGATE IF THEY WISH TO PURSUE
THE MATTER

-LPA DID NOT CONTACT CUSTOMER

***THIS IS THE CLOSING COMMENT

CLOSE PER PREVIOUS COMMENTS.

1997/07/11

ADD MICRO

EMC-025 1818

BEGINNING OF CONTACT

09/28/99

MASTER OWNER RELATIONS SYSTEM II

18.56.50

=====

0000EP

LEGAL CONTACT

VEN TYPE: CAR

MEMPHIS

23

ZH/TR: CS

CONTACT NBR: 107295247

OPENED: 07/31/1996

VIN:

1LNLM82H9NY

ENGINE: W

CLOSED: 07/31/1996

=====

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

CITY:

JACKSON

STATE:

MS

ZIP:

HOME PHONE:

BUS. PHONE:

601-351-3533

MODEL YEAR:

92

MODEL:

TOWN CAR

MILEAGE:

68008

MSD:

DEALER NAME:

TOM WIMBERLEY AUTO

SALES CODE:

322621

P & A: 12211

CAUSAL CODE:

0709

SYMPTOMS:

704145

ORIGIN:

00

TRANS REGION:

22

TRANS DATE:

VEN REPL:

CASE TYPE:

4A-FIRES - ELECTRICAL

MEANS CODE: H-OTHER

ATTY NAME:

ATTY HEND:

CLAIM AMT:

0

AMARD AMT:

0

MICRO:

COMMENTS:

1996/07/31

RECEIVED "DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW" NBR

FAX INDICATES FIRE 7/28/96 AT CUSTOMER'S HOME AFTER CAR HAD BEEN SITTING 18 HOURS; CAUGHT FIRE UNDER HOOD ON LEFT FRONT CORNER WHERE AIR BREATHER IS LOCATED; CUSTOMER IS INQUIRING AS TO ANY OTHER REPORTS OF THIS HAPPENING.

* ATTEMPTED TO CONTACT SERVICE MANAGER MARK BAKER, HOWEVER HE WAS UNAVAILABLE; LEFT MESSAGE FOR HIM TO RETURN MY CALL.

***** THIS IS THE CLOSING COMMENT

REFER CUSTOMER TO INSURANCE CARRIER; NO RECALLS FOR THIS CONCERN.

0902-020 1010

BEGINNING OF CONTACT

09/28/99

MASTER OWNER RELATIONS SYSTEM II

18.56.30

028788 LEGAL CONTACT VEH TYPE: CAR

MEMPHIS 23 ZN/TR: C2 CONTACT NBR: 107380568 OPENED: 08/16/1996

VIN: NN ENGINE: CLOSED: 08/22/1996

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

TITLE: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: BATON ROUGE STATE: LA ZIP: [REDACTED]

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

MODEL YEAR: 92 MODEL: TOWN CAR

MILEAGE: 64000 MSB:

DEALER NAME: ROBINSON BROS INC SALES CODE: 322408 P & A: 12294

CAUSAL CODE: 8789 SYMPTOMS: 784145

ORIGIN: 80 TRANS REGION: 22 TRANS DATE:

VEH REPL: CASE TYPE: 6-PERSONAL PROPERTY DAMAGE MEANS CODE: A-LUL INVEST-PROD LIABILITY

ATTY NAME: ATTY MEMO:

CLAIM ANT: 6 AWARD ANT: 0

MICRO: 4730615

COMMENTS:

1996/08/16

CUSTOMER SAYS:

- AUGUST 3RD AT 2:00 AM THE VEHICLE CAUGHT ON FIRE
- THE NOISE OF THE VEHICLE WOKE UP EVERYONE AND THE CUSTOMER SAW THE FLAMES COMING OUT FROM UNDER THE HOOD
- THE VEHICLE CAUGHT THE HOUSE ON FIRE ALSO
- THE BIRMINGHAM VOLUNTEER FIRE DEPARTMENT WAS CALLED
- A FIRE REPORT WAS CREATED, THE CUSTOMER HADN'T PICKED UP THE REPORT YET
- INSURANCE COMPANY SENT OUT A PERSON TO LOOK AT THE VEHICLE WHO COULDN'T DETERMINE MUCH
- THERE WAS ALSO A POLICE REPORT CREATED, THE CUSTOMER HAS NOT PICKED UP THE POLICE REPORT EITHER
- THE VEHICLE IS CURRENTLY AT THE HOUSE, BUT THE CUSTOMER WILL NEED TO MOVE THE VEHICLE FROM THE HOUSE BECAUSE ON MONDAY THEY WILL BE WORKING ON THE HOUSE
- THE CUSTOMER HAS REASON TO BELIEVE THAT THE STARTER JAMMED ON THE VEHICLE CAUSING THE FIRE, BECAUSE HE KNOWS OF A COUPLE OTHER VEHICLE WHERE THAT HAS HAPPENED

2

PER CUSTOMER, DEALER SAYS:

- SERVICE DEPARTMENT AT THE DEALERSHIP TOLD THE CUSTOMER THAT IF HE HADN'T CERTAIN WHERE THE FIRE CAME FROM THEY COULDN'T HELP THE CUSTOMER

2

CUSTOMER SEEKS:

- TO HAVE FORD MOTOR COMPANY COME OUT AND LOOK AT THE VEHICLE

2

CAC ADVISED:

- A FORD REPRESENTATIVE WILL CONTACT THE CUSTOMER TO REVEAL THEIR CONCERN
- CUSTOMER SHOULD CONTINUE WORKING WITH THE INSURANCE COMPANY

OWNER RELATIONS VOP/BENCHMARKING 09/28/99 FAXLG1G

0902-028 1828

09/20/99 MASTER OWNER RELATIONS SYSTEM II 18.56.38
 =====
 828788 LEGAL CONTACT VEN TYPE: CAR
 MEMPHIS 23 ZN/TR: C2 CONTACT NBR: 107380568 OPENED: 08/16/1996
 VIN: MM ENGINE: CLOSED: 08/22/1996
 =====
 1996/08/21
 - CUSTOMER NEEDS TO CONTACT THEIR INSURANCE COMPANY
 - LA SENT THE CUSTOMER A LETTER STATING TO CONTACT THEIR INSURANCE COMPANY
 1996/08/22
 ***** THIS IS THE CLOSING COMMENT
 SENDING LETTER TO CUSTOMER REFERRING THEM TO INSURANCE CARRIER.
 1996/08/26
 ADDED MICRO NUMBER.

EM02-025 1821

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAXLOLTQ

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

18.56.30

2496DM

LEGAL CONTACT

VEH TYPE: CAR

UNKNOWN

ZN/TR:

CONTACT NBR: 108028486

OPENED: 01/28/1997

VIN:

1LNLM82M7MY

ENGINE: N

CLOSED: 02/04/1997

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

CITY:

MELBOURNE

STATE:

FL

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

92

MODEL:

TOWN CAR

MILEAGE:

68000

MSD:

DEALER NAME:

FORD MOTOR COMPANY

SALES CODE:

325600

P & A: 68225

CAUSAL CODE:

0709

SYMPTOMS:

784145

ORIGIN:

00

TRANS REGION:

25

TRANS DATE:

VEH REPL:

CASE TYPE:

4A-FIRES - ELECTRICAL

MEANS CODE:

A-101 INVEST-PROD LIABILITY

ATTY NAME:

ATTY MEMO:

CLAIM AMT:

0

AWARD AMT:

0

MICRO: 4922104

COMMENTS:

1997/01/28

SEE NAVIS: SUBSEQUENT WORK

CUSTOMER SAYS:

- THERE WAS A FIRE IN THE ENGINE BAY

- THIS HAPPENED 1/18/97

- THE FIRE DEPARTMENT WAS CALLED, INCIDENT #701242, BREVARD COUNTY FIRE

DEPARTMENT

- PROPERTY DAMAGE TO CARS PARKED ON EITHER SIDE OF THE VEHICLE

- THE CUSTOMER'S CAR INSURANCE COMPANY, STATE FARM, STATED THAT THE OTHER

VEHICLE'S HAD TO GO TO THEIR INDIVIDUAL INSURANCE COMPANIES

- HAS NOT CONTACTED THEIR HOME OWNER'S IN REGARDS TO THE PERSONAL ITEMS IN THE

VEHICLE BECAUSE THE DAMAGE WAS LESS THAN THE DEDUCTIBLE

- HAS CONTACTED THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION TO LET THEM

KNOW OF THE SITUATION

X

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

X

CUSTOMER SEEKS:

- TO INFORM FORD MOTOR COMPANY

X

CAC ADVISED:

- DUE TO PROPERTY DAMAGE TO OTHER VEHICLES, WILL FORWARD THIS INFORMATION TO

THE LEGAL ANALYSTS FOR FURTHER REVIEW

1997/02/04

***THIS IS THE CLOSING COMMENT

ERICKA EDWARDS (LEGAL ANALYST):

-SENT LETTER TO CUSTOMER DENYING ASSISTANCE. INSURANCE CO IS HANDLING THE

CLAIM. INSURANCE CAN FILE SUBROGATION IF THEY WISH TO PURSUE THE MATTER.

1997/02/11

ADD MICRO

BEGINNING OF CONTACT

09/20/99 MASTER OWNER RELATIONS SYSTEM II 18.56.30

7020RM LEGAL CONTACT VEN TYPE: CAR

ORLANDO 24 ZN/TR: 32 CONTACT NBR: 109517000 OPENED: 02/27/1998

VIN: 1LNLM2MAY ENGINE: H CLOSED: 02/27/1998

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

TITLE: [REDACTED] MI:

ADDRESS: [REDACTED] ZIP: [REDACTED]

CITY: HERRITT ISLAND STATE: FL

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

MODEL YEAR: 92 MODEL: TOWN CAR

MILEAGE: 48880 WSD:

DEALER NAME: ISLAND LINCOLN-MERC SALES CODE: 525023 P & A: 11643

CAUSAL CODE: 0709 SYMPTOMS: 704145

ORIGIN: 00 TRANS REGION: 25 TRANS DATE:

VEN REFL: 2A-OUTSIDE VEHICLE WARRANTY MEANS CODE: A-LGL INVEST-PROD LIABILITY

CASE TYPE: ATTY NAME: ATTY MEMO:

CLAIM ANT: 0 AMRD ANT: 8

MICRO: 5242060

COMMENTS:

1998/02/27

DLR FAX

CUSTOMER HAD FIRE UNDER HOOD

- INSURANCE HAS TOTALED CAR

- DAMAGED GARAGE

CUSTOMER SEEKING:

- REIMBURSEMENT FOR VEHICLE, OTHER DAMAGE AND STRESS

***THE FOLLOWING CAUSAL CODE(S) REMOVED FROM CONTACT - 0721

CORRECTED CODES

***THIS IS THE CLOSING COMMENT

ERICKA EDWARDS (LEGAL ANALYST):

-REVIEWED CASE. THERE ARE NO RECALLS/OWPS ON THIS VEHICLE. VEHICLE IS OUTSIDE OF WARRANTY. FORD WILL NOT PROVIDE ANY ASSISTANCE. CUSTOMER SHOULD CONTINUE WORKING WITH NATIONWIDE INSURANCE FOR ASSISTANCE IN RECOVERING LOSS OF VEHICLE AND DAMAGED GARAGE.

-LPA CONTACTED MARIE FISHER (SRVC MGR), AND ADVISED THE SAME. DEALER HAS NOT SEEN THIS VEHICLE. INSURANCE HAS POSSESSION OF IT.

-LPA SENDING DENIAL LETTER TO CUSTOMER W/ CC COPY TO DEALER BY FAX.

1998/03/03

ADDED MICRO

EMR2-020 1023

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

18.56.30

97549L

LEGAL CONTACT

PITTSBURGH

44

ZM/TR:

82

CONTACT NBR: 105697326

VEH TYPE: CAR

VIN:

1LWLM62H5NY

ENGINE: W

OPENED: 06/30/1995

CLOSED: 02/04/1995

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME: BROCKPORTFORD

CAUSAL CODE:

ORIGIN:

VEH REPL:

CASE TYPE:

ATTY NAME:

CLAIM AMT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

MSD:

SALES CODE: 144129

SYMPTOMS: 704243

TRANS REGION:

STATUS: CLOSED

NI:

ZIP:

P & A: 00583

TRANS DATE:

4A-FIRES - ELECTRICAL MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY MEMO:

AWARD AMT:

0

MICRO:

COMMENTS:

1995/06/30

* VIN NOT AVAILABLE *

CUSTOMER SAYS:

-VEHICLE CAUGHT ON FIRE ON MAY 28, 1993

-INSURANCE COMPANY IS ETNA

-FIRE STARTED IN THE ENGINE

-BURNED ALL THE WAY THROUGH THE TRUNK

-NO ONE WAS INJURED

-HAS BEEN WAITING A MONTH TO HEAR FROM DISTRICT OFFICE

*

PER CUSTOMER DEALER SAYS:

-COMMENTS NOT AVAILABLE

*

CUSTOMER SEEKS:

-WHEN THEY WILL BE RECONTACTED BY DISTRICT OFFICE

*

LCAC ADVISED:

-WILL BE CONTACTED BY DISTRICT OFFICE

1995/07/11

INVESTIGATION REQUEST FAXED TO ORI THIS DATE.

EP02-025 1024

09/28/99 MASTER OWNER RELATIONS SYSTEM II 18.56.30

 975401 LEGAL CONTACT VEN TYPE: CAR
 PITTSBURGH 44 ZN/TR: 82 CONTACT NBR: 185697326 OPENED: 06/30/1995
 VIN: 1LNLH82M5MY ENGINE: H CLOSED: 08/04/1995

1995/07/12

CUSTOMER SAYS:

- WOULD LIKE TO SUBMIT REQUEST FOR INCIDENTAL EXPENSES HE INCURRED WHILE THE VEHICLE WAS DOWN, INCLUDING THE EXTRA 3 DAYS HE HAD TO STAY IN LOUISIANA, FOOD, ETC., WAS APPROX. \$1,200.00

X

CUSTOMER SEEKS:

- REIMBURSEMENT CONSIDERATION

X

LCSR ADVISED:

- SHOULD BE DOCUMENTED
- NEEDS TO RETAIN ORIGINAL RECEIPTS
- MAY BE PAID BY INSURANCE COMPANY OF LINCOLN
- PENDING INVESTIGATION AT THIS TIME

1995/07/21

VIN ADDED TO FILE.

FIRST NAME ADDED

PER DEALERSHIP THE VEHICLE WAS PURCHASED USED.

1995/07/31

JACK RIVARD, GRI INVESTIGATOR WILL BE SENDING HIS REPORT. HE FOUND OUT THAT THE FIRE OCCURRED IN BATON ROUGE, LA. VEHICLE WAS COMPLETELY BURNED. CUSTOMER'S INSURANCE COMPANY SETTLED THE CLAIM AND HE PURCHASED ANOTHER VEHICLE.

1995/08/04

THIS IS THE CLOSING COMMENT

PITTSBURGH REGION CONSIDERS THIS CONTACT CLOSED. NO FURTHER ACTION REQUIRED. CUSTOMER'S INSURANCE COMPANY HAS SETTLED CLAIM AND CUSTOMER HAS PURCHASED A NEWER VEHICLE. LETTER SENT TO CUSTOMER ADVISING SINCE INSURANCE COMPANY HAS SETTLED THE CLAIM, NO FURTHER ACTION WILL BE TAKEN BY FORD AT THIS TIME. LETTER SENT THIS DATE.

CONTACT CLOSING APPROVED

OK TO CLOSE. MJC

1995/08/07

DIAN TAMBORO, INSURANCE ADJUSTOR, SAYS:

- SHE IS TRYING TO GET IN TOUCH WITH THE REGIONAL REPRESENTATIVE ABOUT THIS CUSTOMER'S CONCERN

X

LCAC PROVIDED THE CORRECT ADDRESS AND FAX NUMBER TO COMMUNICATE WITH CONSUMER AFFAIRS.

ENC-025 1825

09/26/99 MASTER OWNER RELATIONS SYSTEM II 18.56.38
 =====
 97549L LEGAL CONTACT VEN TYPE: CAR
 PITTSBURGH 44 2H/YR: B2 CONTACT NBR: 105697526 OPENED: 06/30/1995
 VIN: 1LNLM82MSNY ENGINE: W CLOSED: 08/04/1995
 =====

1996/04/01
 CUSTOMER SAYS:
 -HE DID NOT RECEIVE EMERGENCY REIMBURSEMENT FOR THE COSTS HE INCURRED (HOTEL,
 CAR RENTAL)
 -HAS ALWAYS OWNED FORD CARS AND ALWAYS WILL
 -HE IS VERY DISSATISFIED THAT FMC DID NOT RESPOND TO HIM IN ANY WAY ABOUT THE
 SITUATION THAT HAPPENED
 -IT WAS A VERY SCARY INCIDENT AND THOUGHT FMC WOULD CARE ABOUT WHAT HAPPENED
 TO HIM

*
 CAC ADVISED:
 -ROADSIDE ASSISTANCE INCLUDES TRAVEL REIMBURSEMENT
 -CLAIM MUST BE SUBMITTED WITHIN 20 DAYS AFTER THE INCIDENT

1996/07/30
 MARK NAVIS, SUBSEQUENT MARK
 CUSTOMER SAYS:
 - STILL HAS NOT GOTTEN THE EMERGENCY REIMBURSEMENT
 - HIS WIFE GOT A CALL A WHILE AGO STATING THAT SOMEONE WOULD BE IN CONTACT
 WITH THEM REGARDING THE REIMBURSEMENT AND HE HAS NOT HEARD ANYTHING

*
 CUSTOMER SEEKS:
 - REIMBURSEMENT FOR EMERGENCY EXPENSES

*
 CAC ADVISED:
 -ROADSIDE ASSISTANCE INCLUDES TRAVEL REIMBURSEMENT
 -CLAIM MUST BE SUBMITTED WITHIN 20 DAYS AFTER THE INCIDENT
 - PROVIDED ADDRESS TO CUSTOMER FOR FORD AUTO CLUB

1996/08/30
 CUSTOMER SAYS:
 - HE STILL HAS NOT HEARD FROM FORD CONCERNING FIRE
 - HIS WIFE HAS DIED RECENTLY AND HE HAS NOT WRITTEN TO THE FORD AUTO CLUB
 SINCE HIS LAST CONTACT

*
 PER CUSTOMER, DEALER SAYS:
 - NO CONTACT

*
 CUSTOMER SEEKS:
 - TRAVEL REIMBURSEMENT OF \$1200

*
 CAC ADVISED:
 - PER PREVIOUS COMMENTS, NO FURTHER ASSISTANCE PROVIDED BY FORD
 - TRAVEL EXPENSE REIMBURSEMENT REQUEST MUST BE SUBMITTED WITHIN 20 DAYS OF THE
 INCIDENT
 - PROVIDED CUSTOMER WITH FORD AUTO CLUB NUMBER PER APPROVED PHONE LIST

ENC2-025 1826

OWNER RELATIONS YDP/BENCHMARKING 09/26/99 FAXLGLTB

09/20/99 MASTER OWNER RELATIONS SYSTEM II 18.56.30
 =====
 97549L LEGAL CONTACT VEN TYPE: CAR
 PITTSBURGH 44 ZN/YR: 82 CONTACT NBR: 105497326 OPENED: 06/30/1995
 VIN: 1LNLM82M5M7 ENGINE: H CLOSED: 08/04/1995
 =====

1996/09/05

*** MAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-HAS NEVER HEARD ANYTHING FROM FORD IN THE PAST YEAR AND A HALF
 -HAS NEVER GIVEN THE ADDRESS FOR FORD AUTO CLUB, HAS NOT SUBMITTED HIS
 RECEIPTS

■

PER CUSTOMER, DEALER SAYS:

-NO COMMENTS

■

CUSTOMER SEEKS:

-REIMBURSEMENT FOR THE \$1200 FROM WHEN HIS VEHICLE BURNED UP ON 5-28-95

■

CAC ADVISED:

-GAVE CUSTOMER THE ADDRESS TO AUTO CLUB

-REITERATED THAT REIMBURSEMENT NEEDS TO BE DONE 20 DAYS AFTER THE INCIDENT

ENR2-025 1827

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAXLOTO

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

18.56.30

#214K5

LEGAL CONTACT

VEH TYPE: CAR

SOUTHWEST

52

ZN/TR: AZ

CONTACT NBR: 186657888

OPENED: 03/08/1996

VIN:

1LNLM82M6MY

ENGINE: M

CLOSED: 03/13/1996

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEH REPL:

CASE TYPE:

ATTY NAME:

CLAIM AMT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

MSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

STATUS: CLOSED

MI:

ZIP:

P & A: 13569

TRANS DATE:

MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY MEMO:

AWARD AMT:

0

MICRO:

COMMENTS:

1996/03/08

MEM NAVIS: ORIGINAL MEM

CUSTOMER SAYS:

- HUSBAND WAS DRIVING VEHICLE TO MCDONALD'S ON 3/5/96
- AFTER HE DROVE VEHICLE BACK TO HOUSE, SMOKE STARTED COMING OUT OF THE VEHICLE FROM UNDERNEATH HOOD (POSSIBLY)
- DOES NOT KNOW IF THERE WAS SMOKE INSIDE OF THE VEHICLE
- NEITHER THE FIRE DEPT OR THE POLICE DEPT WAS CONTACTED
- THERE WAS NO FIRE OR FLAMES-- IT LOOKED AS THOUGH A FIRE MAY START
- CUSTOMER THINKS IT MAY HAVE BEEN THE BRAKES

PER

CUSTOMER, DEALER SAYS: (MRYAN NELSON, SERV ADV)

- VEHICLE WAS TOWED TO H.D. BANKSTON FOR INSPECTION ON 3/7/96
- SERV ADV TOLD CUSTOMER THAT THEY CAN PROCEED NO FURTHER UNTIL CUSTOMER CONTACTS LCAC WITH DETAILS
- CUSTOMER ALSO NEEDS TO CONTACT INSURANCE COMPANY
- GAVE CUSTOMER THE 1-800 NUMBER TO LCAC

CAC

CUSTOMER SEEKS:

- TO KNOW WHAT SHE SHOULD DO NOW

CAC

ADVISED:

- FORWARDED INFO TO APPROPRIATE DEPT
- COMPANY REP WILL CONTACT CUSTOMER TO REVIEW CONCERN
- CONTACT INSURANCE COMPANY FOR DIRECTION

1996/05/11

MEMADDCOM

LA CONTACTED DEALERSHIP, GARY RILEY/BODY SHOP MANAGER SAYS:

- WILL CALL BACK WHEN HE HAS HAD AN OPPURTUNITY TO LOOK INTO IT

ENR-020 1828

09/20/99 MASTER OWNER RELATIONS SYSTEM II 18.56.38
=====

0214KS	LEGAL CONTACT	VEN TYPE: CAR
SOUTHEAST	52 ZH/TR: A2	CONTACT NBR: 186637888
VIN: 1LNLMS2M6NY	ENGINE: M	OPENED: 03/08/1996
		CLOSED: 03/13/1996

=====

1996/03/11

DEALERSHIP CONTACTED LA, GARY RILEY/BODY SHOP MANAGER SAYS:

-VEHICLE IS AT BODY SHOP

-CUSTOMER IS ALLEGING THAT BRAKE FAILURE RESULTED IN AN ACCIDENT

-CUSTOMER'S INSURANCE COMPANY HAS BEEN CONTACTED AND THE ADJUSTER IS COMING TO THE BODY SHOP TODAY

-LA CONTACTED CUSTOMER, CUSTOMER SAYS:

-WHILE PULLING THE VEHICLE INTO THE GARAGE, BRAKES FAILED CAUSING THE VEHICLE TO PUNCH A HOLE IN THE GARAGE AND THE WALL OF THE HOUSE

*

LA ADVISED:

-WILL INVESTIGATE AND RECONTACT

1996/03/13

DEALERSHIP CONTACTED LA, JOHN KIEHN/PBS MANAGER SAYS:

-CUSTOMER CALLED SEEKING UPDATED STATUS

-RICHARD MOLINA/BODY SHOP HAS VERIFIED THAT THE VEHICLE DOES HAVE BRAKES

*

LA ADVISED:

-WILL RECONTACT CUSTOMER

THIS IS THE CLOSING COMMENT

LA CONTACTED CUSTOMER, ADVISED:

-TO STAY IN TOUCH WITH HIS INSURANCE COMPANY FOR ANY FURTHER INFORMATION OR DIRECTION

-IF THE INSURANCE COMPANY FEELS THAT THERE IS ANY FORD RESPONSIBILITY, THEY CONTACT US

ENR2-025 1829

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

18.56.30

1481TH

LEGAL CONTACT

SDR

10 2M/TH, 52

CONTACT NBR: 105248424

VEH TYPE: CAR

VIN:

1LNLN21M0PY

ENGINE: H

OPENED: 02/27/1995

CLOSED: 03/01/1995

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEH REPL:

CASE TYPE:

ATTY NAME:

CLAIM AMT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

MSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

MEANS CODE:

ATTY MEMO:

AWARD AMT:

STATUS: CLOSED

MI:

ZIP:

TRAN DATE:

P & A:

12853

704145

TRANS DATE:

TRANS DATE:

TRANS DATE:

TRANS DATE:

TRANS DATE:

TRANS DATE:

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TRANS DATE:

TRANS DATE:

COMMENTS:

1995/02/27

NAVIS STATUS: PROGRAM

CUSTOMER SAYS:

- CALLED ST. LOUIS DISTRICT OFFICE TO REPORT FIRE (SEE CONTACT #105216953)
- PAID \$2000 FOR DIFFERENCE IN NEW VEHICLE AS A RESULT OF VEHICLE FIRE
- DOES NOT FEEL HE SHOULD PAY DIFFERENCE IN VEHICLE COST
- FIRE INSPECTOR (TRIPLE A INSURANCE) VERIFIED FIRE WAS CAUSED BY TRANSMISSION OVERHEATING

*

PER CUSTOMER, DEALER SAYS:

- CUSTOMER IS RESPONSIBLE FOR DIFFERENCE IN COST OF VEHICLES

*

CUSTOMER SEEKS:

- REIMBURSEMENT OF \$2000 PAID FOR THE ACQUISITION OF NEW VEHICLE DUE TO VEHICLE FIRE (NEW VEHICLE VIN# 1LNLN21M0PY)

*

CUSTOMER SAYS:

- WANTS TO SPEAK TO SUPERVISOR

*

LCAC ADVISED CUSTOMER:

- SUPERVISOR UNAVAILABLE
- WILL RETURN HIS CALL
- THE DISTRICT OFFICE WILL CONTACT HIM TO REVEIN HIS CONCERN

ENR2-025 1830

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAX/LGT8

09/20/99 MASTER OWNER RELATIONS SYSTEM II 18.56.30
 =====
 1481TH LEGAL CONTACT VEH TYPE: CAR
 SDR 10 ZM/TR: 52 CONTACT NBR: 105240424 OPENED: 02/27/1995
 VIN: 1LMLN81H0PY ENGINE: M CLOSED: 03/01/1995
 =====

1995/03/01

LCAC OUTBOUND TO CUSTOMER:

- ADVISED REGIONAL OFFICE WILL WORK IN CONJUNCTION WITH DEALERSHIP TO RESOLVE CUSTOMER'S CONCERN
- CUSTOMER WILL BE CONTACTED WHEN DECISION HAS BEEN REACHED

X

CUSTOMER SAYS:

- HE SPOKE WITH THE PRESIDENT AT THE DEALERSHIP WHO ADVISED HE WOULD RE-REVIEW THE CUSTOMER'S FILE

THIS IS THE CLOSING COMMENT

CUSTOMER REFERRED TO HIS INSURANCE COMPANY BY LETTER FROM REGIONAL OFFICE

DATED 3/1/95.....PLS CLOSE..THX

CONTACT CLOSING APPROVED

OK TO CLOSE

1995/07/11

CUSTOMER SAYS:

- HE NEVER RECEIVED A WRITTEN VERIFICATION FROM LINCOLN REGARDING POSITION ON DAMAGES REQUEST
- WOULD LIKE TO COPY RE-SENT

M

LCSE ADVISED:

- WILL RESUBMIT PER HIS REQUEST

1995/07/24

RETURNING TO CSR—ORIGINAL LETTER TO CUSTOMER CAME FROM REGIONAL OFFICE--

LCAC CANNOT RESEND.

EMR2-020 1831

BEGINNING OF CONTACT
09/28/99 MASTER OWNER RELATIONS SYSTEM II 18.56.30
=====

2858DG LEGAL CONTACT VEH TYPE: CAR
DENVER 56 ZN/TR: A2 CONTACT NBR: 188886037 OPENED: 01/22/1997
VIN: 2FALP74M6R2 ENGINE: H CLOSED: 01/28/1997
=====

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ALBUQUERQUE STATE: NM ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] FAX
MODEL YEAR: 94 MODEL: CROWN VICTORIA
MILEAGE: 29948 MSD:
DEALER NAME: RICHARDSON FORD SAL SALES CODE: 156381 P & A: 28307
CAUSAL CODE: 8789 SYMPTOMS: 704134 704147 704148
ORIGIN: 00 TRANS REGION: 56 TRANS DATE:
VEH REPL:
CASE TYPE: 4A-FIRES - ELECTRICAL MEANS CODE: A-LOI INVEST-PROD LIABILITY
ATTY NAME: ATTY MEMO:
CLAIM ANT: 0 AWARD ANT: 0
MICRO:

COMMENTS:

1997/01/22

MMX NAVIS. ORIGINAL MMX

CUSTOMER SAYS:

-WHILE DRIVING, THE VEHICLE BURST INTO FLAMES

-INCIDENT OCCURRED ON 1/21 AT 2:44 PM

-THERE WERE NO SYMPTOMS, WARNINGS, OR STRANGE OCCURRENCES

-FLAMES WERE COMING FROM TRUNK, FROM POSITIVE BATTERY CABLE, AND FROM THE

HYDRAULIC LINE FROM THE BOTTOM OF THE MASTER CYLINDER

-THERE WAS A LOT OF SMOKE DAMAGE INSIDE (CLOTHING, ETC)

-WAITING ON CALL FROM CLAIMS ADJUSTOR WITH INSURANCE COMPANY

-ALBUQUERQUE FIRE DEPARTMENT PUT OUT THE FIRE (INCIDENT # 2692)

-VEHICLE IS CURRENTLY AT RICHARDSON FORD

-NO PERSONAL INJURIES

*

PER CUSTOMER, DEALER SAYS:

-NO SPECIFIC INFORMATION

*

CUSTOMER SEEKS:

-TO FILE CLAIM WITH FORD

*

CAC ADVISED:

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE APPROPRIATE DEPARTMENT

-NO SPECIFIC TIME FRAME AVAILABLE FOR CONTACT

1997/01/24

LEGAL ANALYST (LPA) ATTEMPTED TO CONTACT DENNIS LISTER, SVR. MGR., MESSAGE

LEFT REQUESTING RECONTACT.

1997/01/27

LPA LEFT MESSAGE WITH DENNIS LISTER, SVR. MGR., ADVISING THE VERIFICATION OF

INSURANCE COMPANY INVOLVEMENT IS NEEDED PRIOR TO ARRANGING INSPECTION.

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAX16176

0902-025 1032

09/20/99 MASTER OWNER RELATIONS SYSTEM II 18.56.38

2058D8 LEGAL CONTACT VEH TYPE: CAR
DENVER 56 ZN/TR: A2 CONTACT NBR: 106606037 OPENED: 01/22/1997
VIN: 2FALP74H6RX ENGINE: H CLOSED: 01/28/1997

1997/01/28

***THIS IS THE CLOSING COMMENT

LPA CONTACTED DENNIS LISTER, SVR. MGR.. PER DENNIS, THE CUSTOMER'S INSURANCE
ADJUSTER HAS ALREADY COME OUT AND WRITTEN UP AN ESTIMATE ON THE VEHICLE.

LPA CONTACTED CUSTOMER AND ADVISED THAT DUE TO INSURANCE COMPANY INVOLVEMENT,
PNC WOULD REQUEST THAT THE CUSTOMER CONTINUE WORKING THROUGH THEIR INSURANCE
COMPANY. THE INSURANCE COMPANY HAS THE OPTION TO SUBROGATE IF THEY FEEL IT
IS APPROPRIATE.

09/20/99 1833

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAXLOTO

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

10.56.58

4828AC

LEGAL CONTACT

DETROIT

48 ZN/TR: A2

CONTACT NBR: 106654447

VEH TYPE: CAR

VIN:

2FALP71MSRX

ENGINE: H

OPENED: 03/08/1996

CLOSED: 03/13/1996

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEH REPL:

CASE TYPE:

ATTY NAME:

CLAIM AMT:

FIRST NAME:

STATE:

SUS. PHONE:

MODEL:

MSB:

SALES CODE:

SYMPTOMS:

TRANS REGION:

STATUS: CLOSED

MI:

ZIP:

MI

CROWN VICTORIA

MSB:

P & A: 03800

704143

TRANS DATE:

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

ATTY MEMO:

AWARD AMT:

0

MICRO: 651361

COMMENTS:

1996/03/08

DEALER FAX RECEIVED 3/8/96. DEALER STATES VEHICLE WAS PARKED AND TURNED OFF. POLICEMAN CAME OUT OF STORE AND SMOKE WAS COMING OUT FROM UNDER THE HOOD. FAXED INFORMATION TO E.A.A. AND ADVISED CUSTOMER THAT VEHICLE WILL BE INSPECTED THE WEEK OF 3/11/96.

1996/03/13

THIS IS THE CLOSING COMMENT. SPOKE WITH CUSTOMER ON 3/13/96. FMC WILL PAY FOR REPAIRS TO VEHICLE. NO FURTHER ACTION IS NEEDED.

1996/03/23

ADDED MICRO

1996/07/05

MICRO DATE ADDED

0002-025 1034

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

10.56.30

0476RM

LEGAL CONTACT

VEH TYPE: CAR

NEW YORK

13

2N/TR

MD

CONTACT NBR: 105327664

OPENED: 03/22/1995

VIN:

1LMLNB2M6RY

ENGINE: M

CLOSED: 03/28/1995

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

CITY:

UTICA

STATE:

NY

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

94

MODEL:

TOWN CAR

MILEAGE:

18000

MSD:

DEALER NAME:

SKINNER SALES INC

SALES CODE:

113613

P & A: 00593

CAUSAL CODE:

06 19 F

SYMPTOMS:

704145

ORIGIN:

00

TRANS REGION:

TRANS DATE:

VEH REPL:

CASE TYPE:

4-FIRES - FUEL FED

MEANS CODE: A-L01 INVEST-PROD LIABILITY

ATTY NAME:

ATTY MEMO:

CLAIM AMT:

0

AWARD AMT:

0

MICRO:

COMMENTS:

1995/03/22

NAVIS:ORIGINAL

CUSTOMER SAYS:

- VEHICLE WAS INVOLVED IN A CAR FIRE
- VEHICLE IS CURRENTLY AT DEALERSHIP

CUSTOMER SEEKS:

- WHETHER THEY WILL GET A RENTAL VEHICLE IF REPAIRS GO BEYOND 5 DAYS
- OUTBOUND CALL TO DEALER, JOHN (SVC MGR) SAYS:
- HADN'T LOOKED AT THE VEHICLE YET
- DEALER DID NOT HAVE MANY LOANERS TO SPARE AND WAS NOT SURE HE WOULD PROVIDE LOANER TO CUSTOMER
- CUSTOMER SHOULD CONTACT INSURANCE COMPANY

LCSR ADVISED:

- CUSTOMER TO CONTACT INSURANCE COMPANY
- THAT CUSTOMER IS ENTITLED TO 5 DAYS OF LOANER VEHICLE IF OVERNIGHT WARRANTY REPAIR
- THAT SHE WOULD BE CONTACTED BY FORD'S REGIONAL OFFICE REGARDING THE SITUATION

SENT TO ORI.

1995/03/27

THIS IS THE CLOSING COMMENT

SPOKE WITH CUSTOMER AND SERVICE MANAGER. AS PER ORI REPORT FORD WILL COVER THE REPAIRS UNDER WARRANTY AND WILL ASSIST WITH A LOANER VEHICLE UP TO 7 DAYS AT \$25 A DAY. CUSTOMER HAS BEEN INFORMED OF THIS. VEHICLE IS AT DEALERSHIP FOR THE REPAIRS.

1995/03/28

CONTACT CLOSING APPROVED

OK TO CLOSE

BEGINNING OF CONTACT

09/28/99

MASTER OWNER RELATIONS SYSTEM II

18.56.50

1401MM

LEGAL CONTACT

VEN TYPE: CAR

SDR

10 ZM/TR: 27

CONTACT NBR: 106047091

OPENED: 09/22/1995

VIN

1LNLMB1MCKV

ENGINE: N

CLOSED: 09/28/1995

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEN REPL:

CASE TYPE:

ATTY NAME:

CLAIM ANT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

MSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

STATUS: CLOSED

MI:

ZIP:

F & A: 06497

203480

TRANS DATE:

MEANS CODE: A-LOL INVEST-PROD LIABILITY

ATTY MEMO:

AWARD ANT:

MICRO:

COMMENTS:

1995/09/22

CUSTOMER SAYS: XNNAVIS/ORIGINALXN XNREFERENCE CONTACT 106047063XN
 -ABOVE MILEAGE IS CORRECT AT TIME OF THE ACCIDENT
 -CAR BURNED UP ON 9-16-94 (CORRECT DATE) WHICH FIRE STARTED UNDER THE HOOD
 -TRIED TO JUMP START HIS CHRYSLER NEW YORKER AND BOTH CAR BURNED UP
 -HAD NO INSURANCE ON THE LINCOLN AND SUSTAINED A \$33000 LOSS AS HE PAID CASH FOR IT
 -FIRE MARSHAL DIDNOT MAKE A CLAIM AND THERE WAS NO STATEMENT AS TO WHAT CAUSED THE FIRE
 -ALLEGES THAT A DEFECTIVE BATTERY CAUSED THE FIRE
 -WIFE WAS SICK AND JUST DIDN'T GET TO AROUND TO IT UNTIL NOW
 -THE FIRE BURNT SOME PORTION OF HIS HOUSE (THE OUTSIDE SHED) APPROX \$3500 IN DAMAGES

PER CUSTOMER, DLR SAYS:

-DLR PRINCIPAL [REDACTED] OFFERED A LOANER (CUSTOMER DECLINED)

CUSTOMER SEEKS:

-PMC TO ACCOMMODATE HIM WITH SOME TYPE OF MONETARY VALUE FOR HIS LOSSES

LCAC ADVISED:

-INFO HAS BEEN DOCUMENTED AND WILL BE REDIRECTED TO THE REGIONAL OFFICE

-REGIONAL OFFICE WILL RESPOND TO HIS CONCERN AND WILL BE IN CONTACT

WITH HIM TO FURTHER ADDRESS HIS CONCERN

2002-025 1030

09/28/99 MASTER OWNER RELATIONS SYSTEM II 18.56.30
 1481MN LEGAL CONTACT VEH TYPE: CAR
 SDR 10 ZN/TR: 27 CONTACT NBR: 106047091 OPENED: 09/22/1995
 VIN: 11MCM1NXXRY ENGINE: N CLOSED: 09/28/1995

1995/09/28
 I CONTACTED SERVICE MANAGER HERMAN NOAK; [REDACTED] BELIEVES THAT THE FIRE COULD HAVE BEEN CAUSED BY IMPROPER CABLE CONNECTIONS WHEN THE CUSTOMER ATTEMPTED TO JUMP START HIS VEHICLE; MR. NOAK STATES THAT THE VEHICLES WERE STORED AT THE DEALERSHIP FOR A WHILE AFTER THE FIRE OCCURRED (OVER A YEAR AGO) BUT THEN THE DEALERSHIP MOVED TO ANOTHER LOCATION AND HE DOES NOT KNOW WHAT BECAME OF THE BURNED-OUT VEHICLES; HE STATES THAT THE VEHICLES WERE ALMOST COMPLETELY DESTROYED BY THE FIRE AND THAT THERE WAS NOT MUCH LEFT OF THEM.

I ATTEMPTED TO CONTACT CUSTOMER BUT THERE WAS NO ANSWER.
 THIS IS THE CLOSING COMMENT
 AL SMITH, FIRE INVESTIGATOR, SPOKE TO [REDACTED] NO LONGER OWNS THE VEHICLE. THE VEHICLE HAS BEEN SOLD TO LEWIS JORDON MOTORS IN OCEDLA, AR. ACCORDING TO THE CUSTOMER THE BATTERY EXPLODED WHILE IT WAS BEING USED TO JUMP START ANOTHER VEHICLE. FORD DOES NOT HAVE ANY OBLIGATION IN THIS MATTER SINCE THE VEHICLE IS NO LONGER OWNED BY THIS CUSTOMER.

1995/10/03
 I SPOKE WITH SAL ROSSANO WHO ADVISED ME THAT NO ONE FROM FORD HAD CONTACTED THE CUSTOMER TO ADVISE THEM OF FORD'S POSITION IN THIS CASE; I CONTACTED THE CUSTOMER AND ADVISED THAT FORD WILL NOT INVESTIGATE ANY FURTHER IN THIS MATTER; CUSTOMER ADVISED ME THAT HE SOLD THE VEHICLE AND THAT OWNER IN TURN SOLD IT TO SOMEONE ELSE NAMED TOMMY MASON.
 NO FURTHER ACTION TO BE TAKEN.

EMR-025 1837

OWNER RELATIONS VDP/BENCHMARKING 09/28/99 FAXLG1TG

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

18.56.38

#26008

LEGAL CONTACT

VEN TYPE: CAR

NEW YORK

15 ZN/TR

CONTACT NBR: 187538244

OPENED: 09/23/1996

VIN:

11NLM82M8Y

ENGINE: M

CLOSED: 09/25/1996

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEN REPL:

CASE TYPE:

ATTY NAME:

CLAIM ANT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

MSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

STATUS: CLOSED

MI:

ZIP:

NY

TOWN CAR

113000

784345

13

TRANS DATE:

F & A: 68013

784342 784334 784347

MEANS CODE: A-LOL INVEST-PROD LIABILITY

ATTY FIRM:

AMAND ANT:

MICRO:

COMMENTS:

1996/09/23

NEW HAVIS: SUBSEQUENT NAK

CUSTOMER SAYS:

-GOT THE NUMBER FROM THE DEALER. WHEN THE VEHICLE WAS BOUGHT

-FIRE STARTED IN THE ENGINE. THE WHOLE CAR BURNED UP, ALSO CAUSED DAMAGE TO

SIX OTHER VEHICLES. WAS PARKED IN A PARKING GARAGE

-CUSTOMER HAS ALREADY CONTACTED THE INSURANCE COMPANY. TOLD HER TO CONTACT

FORD

PER

PER CUSTOMER, DEALER SAYS:

-NO CONTACT

CAC

CUSTOMER SEEKS:

-TO HAVE A FORD CLAIM SENT TO HER

CAC

CAC ADVISED:

-INFORMATION WILL BE SENT TO THE LEGAL DEPARTMENT

-CUSTOMER WILL BE CONTACTED

UPDATED CODES

1996/09/25

THIS IS THE CLOSING COMMENT

CONTACTED WHO IS CALLER

CUSTOMER HAS CONTACTED INSURANCE COMPANY AND THEY ARE HANDLING. ADVISED HIM

THAT INSURANCE COMPANY WILL SUBROGATE ON HIS BEHALF IF THEY FEEL FMC HAS ANY

RESPONSIBILITY IN THE SITUATION.

- NO FURTHER ACTION REQUIRED

ER02-025 1835

BEGINNING OF CONTACT

09/28/99 MASTER OWNER RELATIONS SYSTEM II 18.56.30
 =====
 7652NM LEGAL CONTACT VEH TYPE: CAR
 SOUTHWEST 52 ZW/TR: D2 CONTACT NBR: 107779634 OPENED: 11/18/1996
 VIN: 2FALP71H03X ENGINE: M CLOSED: 11/25/1996
 =====
 LAST NAME: STATUS: CLOSED
 TITLE: MI:
 ADDRESS: FIRST NAME:
 CITY: OKLAHOMA CITY STATE: OK ZIP:
 HOME PHONE: BUS. PHONE:
 MODEL YEAR: 95 MODEL: CHRYSLER VICTORIA
 MILEAGE: 19000 MSD:
 DEALER NAME: FRED JONES FD OF OK SALES CODE: 152201 P & A: 06957
 CAUSAL CODE: 0709 SYMPTOMS: 784345
 ORIGIN: 60 TRANS REGION: 52 TRANS DATE:
 VEH REFL:
 CASE TYPE: 2-WITHIN VEHICLE WARRANTY MEANS CODE: A-101 INVEST-PROD LIABILITY
 ATTY NAME: ATTY MEND:
 CLAIM AMT: 0 AMARD AMT: 0
 MICRO: 4891032

COMMENTS:

1996/11/18
 *****FLEET REQUEST FOR CONSUMER AFFAIRS INVESTIGATION RECEIVED, 11/18/96*****
 *
 LA MADE OUTBOUND CALL TO BOB HURST AND WAS ADVISED:
 -11/12/96, THE VEHICLE WAS SITTING AND IT WENT UP IN FLAMES.
 -THE TIRES ON THE VEHICLE EXPLODED.
 -MOST OF THE DAMAGE WAS SUSTAINED UNDERNEATH THE HOOD OF THE VEHICLE.
 **
 LA ADVISED:
 -WILL SCHEDULE AN EAA INSPECTION.
 *
 *****LA MADE OUTBOUND CALL AND CONFIRMED RECEIPT OF REVIEW WITH
 MENGELDA, FCSD FLEET SERVICE CONTACT*****
 *
 LA MADE OUTBOUND CALL TO TO EAA INSPECTOR.
 1996/11/25
 *****THIS IS THE CLOSING COMMENT
 *****EAA INSPECTION RESULTS RECEIVED AND FORWARDED TO CYO UNIT FOR
 FURTHER HANDLING.*****
 ***CORRECTION: INSPECTION REPORT HAS BEEN RECEIVED. ONCE PICTURES ARRIVE
 ALL INFORMATION WILL BE FORWARDED.*****
 1996/11/27
 *****LA RECEIVED PICTURES AND INSPECTION REPORT, 11/27/96. ALL INFORMATION
 FORWARDED TO CYO FIELD SUPPORT FOR FURTHER HANDLING.*****
 1996/12/31
 *
 MICRO NUMBER UPDATED.
 1997/02/28
 *****CAUSE OF FIRE UNKNOWN***** NO ASSISTANCE PROVIDED
 BOB WILLIAMS M.A.N. CONTACTED CUSTOMER TO INFORM.
 LETTER ALSO SENT

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

18.56.30

4971JA

LEGAL CONTACT

VEN TYPE: CAR

NEW YORK

13

ZN/TR:

CONTACT NBR: 105578543

OPENED: 06/01/1995

VIN:

1LNLM81M95Y

ENGINE: H

CLOSED: 06/20/1995

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

CITY:

SELDEN

STATE:

NY

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

95

MODEL:

TOWN CAR

MILEAGE:

5000

MSD:

DEALER NAME:

FORD MOTOR COMPANY-

SALES CODE:

113000

P & A: 68013

CAUSAL CODE:

02

SYMPTOMS:

704145

ORIGIN:

GO

TRANS REGION:

TRANS DATE:

VEN REPL:

CASE TYPE:

4B-FIRES - EXHAUST-CAT.CONVERTOR-OTHER

MEANS CODE:

A-L01 INVEST-PROD LIABILITY

ATTY NAME:

ATTY MEMO:

CLAIM AMT:

0

AWARD AMT:

0

MICRO:

COMMENTS:

1995/06/01

NAVIS: US COACHWORKS XXX LIMOUSINE XXX

CUSTOMER ALLEGES:

- 5-30-95 DRIVER PARKED VEHICLE ON PRIVATE RESIDENCE LOT
- AT APPROXIMATELY 3:20AM NEIGHBOR CALLED FIRE DEPT, VEHICLE ON FIRE
- HOWARD BEACH FIRE DEPT RESPONDED TO CALL
- FIRE DEPT SGT ON TRUCK MADE OUT A REPORT
- FIRE DEPT DETERMINATION: ELECTRICAL FIRE THAT BEGAN IN IGNITION
- VEHICLE IS TOTALLY DESTROYED IN FRONT END
- NO INJURIES, NO ONE IN VEHICLE AT TIME OF FIRE
- VEHICLE IS STILL AT SITE
- CUSTOMER HAS NOT CONTACTED A PLR
- CUSTOMER HAS CONTACTED INSURANCE CO.
- CUSTOMER ALLEGES PRODUCT DEFECT CAUSED FIRE

LCAC ADVISED:

- LCAC WILL DOCUMENT INFORMATION
- LCAC WILL FORWARD INFORMATION TO REGIONAL OFFICE
- CUSTOMER WILL BE CONTACTED BY REGIONAL OFFICE TO REVIEW CONCERN
- LCAC CANNOT SPECULATE AS TO ACTION TAKEN OR TIME FRAME FOR RESPONSE
- LCAC REFERRED CUSTOMER TO HER INSURANCE COMPANY FOR FURTHER ASSISTANCE

CUSTOMER ADDS:

- WOULD LIKE TO KNOW WHAT TO DO WITH VEHICLE NOW
- HER LANDLORD IS REQUESTING THAT SHE REMOVE VEHICLE FROM PROPERTY

LCAC ADVISED:

- LCAC CANNOT ADVISE CUSTOMER AS TO WHAT TO DO WITH VEHICLE
- REFERRED CUSTOMER TO INSURANCE CO. FOR FURTHER ASSISTANCE

*

ENR2-025 1240

09/28/99 MASTER OWNER RELATIONS SYSTEM II 18.56.30
 =====
 6971JA LEGAL CONTACT VEN TYPE: CAR
 NEW YORK 13 ZH/TR: CONTACT NBR: 105578543 OPENED: 06/01/1995
 VIN: 1LHLM81M9SY ENGINE: M CLOSED: 06/28/1995
 =====

1995/06/06

CUSTOMER SAYS:

- HAS NOT BEEN CONTACTED TO DATE
- VEHICLE IS BURNED AND IS AN EYESORE

^

PER CUSTOMER, HAS NOT BEEN CONTACTED

^

CUSTOMER SEEKS:

- UPDATE
- WANTS TO KNOW WHERE THE VEHICLE SHOULD BE MOVED TO

^

LCAC ADVISED CUSTOMER:

- WILL BE CONTACTED BY FMC REPRESENTATIVE
- BEST THING TO DO IS TO WAIT UNTIL SHE IS CONTACTED BY A REPRESENTATIVE IF POSSIBLE

1995/06/14

CUSTOMER SAYS:

- SHE HAS NOT BEEN RECONTACTED.
- 2ND NUMBER IS [REDACTED]

^

LCAC ADVISED CUSTOMER:

- FILE HAS BEEN OPEN FOR 2 WEEKS AND FORWARDED TO THE APPROPRIATE ACTIVITY.
- NO RECONTACT TIME FRAME IS AVAILABLE FROM THE LCAC.

1995/06/14

GRI HAS BEEN ADVISED. CUSTOMER SHOULD REC. A CALL FROM J. WALKER (FIRE INSPECTOR) REGARDING SETTING UP THE INSPECTION. ONCE INSPECTION IS COMPLETED IT WILL BE SUBMITTED TO NYRD FOR REVIEW OF ANY POSSIBLE ASSISTANCE.

1995/06/28

THIS IS THE CLOSING COMMENT

LETTER SENT BY NYRD ON 6/20 ADVISING CUSTOMER THAT GRI HAS INSPECTED THE VEHICLE AND HAS BEEN UNABLE TO DETERMINE THE CAUSE OF THE FIRE BEING THAT OF THE FORD. CUSTOMER HAS BEEN ADVISED TO CONTACT THEIR INSURANCE COMPANY REGARDING THIS CLAIM. IF THEY FEEL FORD IS LIABLE THEY WILL SUBROGATE ON BEHALF OF THE CUSTOMER.

REMARK

GRI ALSO NOTED BESIDE FIRE DAMAGE IN ENGINE COMPARTMENT THERE WAS ALSO FIRE DAMAGE TO BACK OF VEHICLE.

CONTACT CLOSING APPROVED

OK TO CLOSE

2082-625 1841

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

18.56.30

9464KH

LEGAL CONTACT

VEH TYPE: CAR

LOS ANGELES

71 ZN/TR: 01

CONTACT NBR: 106309685

OPENED: 12/01/1995

VIN:

1LNLM01K5V

ENGINE: M

CLOSED: 01/09/1996

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

CITY:

GLENDALE

STATE:

AZ

ZIP:

HOME PHONE:

BUS. PHONE:

HOME YEAR:

95

MODEL:

TOWN CAR

MILEAGE:

6800

MSD:

DEALER NAME:

SUNLAND LINCOLN-MER

SALES CODE: 354507

P & A: 11856

CAUSAL CODE:

02

SYMPTOMS: 704145

ORIGIN:

00

TRANS REGION:

TRANS DATE:

VEH REPL:

CASE TYPE:

4B-FIRES - EXHAUST-CAT, CONVERTOR-OTHER

MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY NAME:

ATTY NBR:

CLAIM ANT:

0

AWARD ANT:

0

MICRO:

COMMENTS:

1995/12/01

DEALER CALLED FOR CUSTOMER MR JERRY JOHNSON:

CUSTOMER SAYS:

- VERY LOYAL CUSTOMERS BEEN PURCHASING VEHICLES SINCE THE 70'S AND HE FEELS FO
- RD SHOULD PROVIDE SOME ASSISTANCE
- LOOKS LIKE AN ELECTRICAL FIRE, EVERYTHING UNDER HOOD EXCEPT FOR GAS LINES
- HAPPENED WHILE CUSTOMER WAS IN A RESTURANT IN GLENDALE, MOONE WAS IN VEHICLE
- MOONE WAS INJURED
- FIREDEPT CAME AND PUT IT OUT, CURRENTLY VEHICLE IS AT DEALER, \$15,500 NORTH
- OF DAMAGED FOUND SO FAR

E

CAC ADVISED:

- WILL FORWARD TO APPROPRIAT OFFICE, SOMEONE WILL BE GETTING BACK WITH CUSTOMER
- R, NO TIME FRAME.

M

WM DEALER IS INBETWEEN REP, CONTACTED TIGON AND SOMEONE INFORMED SVH THAT THEY

WOULD GET BACK WITH HIM BUT THEY HAVE NOT AS OF YET

M

1996/01/10

THIS IS THE CLOSING COMMENT

CSM, CMH, HAS SPOKEN WITH THE GENERAL MANAGER, BILL GEORGE, IN REGARDS TO THIS

MATTER. I HAVE OFFERED THIS CUSTOMER A \$4,000.00 OAC. THIS CUSTOMER ACCEPTED

MY OFFER AND HAS PURCHASED A NEW '96 LINCOLN TOWN CAR. THE DEALERSHIP HAS

RETAINED THIS VEHICLE AND IS WAITING ON A WIRING HARNESS TO COMPLETE THE

REPAIR. THERE ARE NO FURTHER CONCERNS WITH THIS VEHICLE. THE CUSTOMER IS

SATISFIED AND IS NOT PURSUING ANY LEGAL ACTIONS.

0902-029 1042

BEGINNING OF CONTACT
09/20/99 MASTER OWNER RELATIONS SYSTEM II 18.56.30
=====

9752JS LEGAL CONTACT VEH TYPE: CAR
DETROIT 48 2M/TR: E1 CONTACT NBR: 109560054 OPENED: 03/11/1998
VIN: 1LNLM83M1SY723208 ENGINE: W CLOSED: 03/13/1998
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: NORTHVILLE STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 93 MODEL: TOWN CAR
MILEAGE: 38600 MSD:
DEALER NAME: HINES PARK LINCOLN- SALES CODE: 345274 P & A: 13952
CAUSAL CODE: 0709 SYMPTOMS: 704143
ORIGIN: 00 TRANS REGION: 45 TRANS DATE:
VEH REPL:
CASE TYPE: 4A-FIRES - ELECTRICAL MEANS CODE: A-LBL INVEST-PROD LIABILITY
ATTY NAME: ATTY MEMO:
CLAIM ANT: 0 AWARD ANT: 0
MICRO:

COMMENTS:
1998/03/11
*** CUSTOMER TRAVELING- LOCAL PHONE NUMBER: [REDACTED]
*** NAVIS: ORIGINAL ***
CUSTOMER SAYS:
-HE IS AT FLORIDA NUMBER FOR THE WINTER
-VEHICLE WAS SITTING IN HIS DRIVEWAY
-IT HAD NOT BEEN DRIVEN SINCE THE PREVIOUS DAY
-THE HOOD, DASH, AND ENGINE COMPARTMENT CAUGHT ON FIRE AND BURNED UP
-FIRE DEPARTMENT REPORT 098-15021
-HE HAS CONTACTED AAA; AAA REPRESENTATIVE STATED THAT THE VEHICLE WAS TOTALED
*
PER CUSTOMER, DEALER SAYS:
-NO CONTACT
*
CUSTOMER SEEKS:
-WILL PNC COMPENSATE COVER ANY OF THE DAMAGE?
*
CAC ADVISED:
-A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL BE CONTACTING THEM TO REVIEW THE SITUATION
1998/03/13
***THIS IS THE CLOSING COMMENT
LPA SPOKE WITH CUSTOMER ON 3/13/98. CUSTOMER ADVISED THAT HIS INSURANCE CARRIER IS HANDLING THE CLAIM. NO FURTHER ACTION IS NEEDED.

ER02-020 1843

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAXLOLT8

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

18.56.30

7020RH

LEGAL CONTACT

NEW YORK

13

ZN/TE: E1

CONTACT NBR: 109148850

VEH TYPE: CAR

VIN:

2FALP72M2T0

ENGINE: M

OPENED: 11/12/1997

CLOSED: 11/12/1997

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEH REPL:

CASE TYPE:

ATTY NAME:

CLAIM AMT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

MSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

STATUS: CLOSED

MI:

ZIP:

BUS. PHONE:

MODEL:

MSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

TRANS DATE:

MEANS CODE:

ATTY MEMO:

AWARD AMT:

MICRO:

COMMENTS:

1997/11/12

DLR FAX- ATTY LETTER DATED 11/11 ATTACHED

ATTY SAYS:

- TAXI HAD FIRE IN ENGINE COMPARTMENT

ATTY SEEKING:

- REFUND OR REPLACEMENT

***THIS IS THE CLOSING COMMENT

CONTACTED SM- CUSTOMER CALLED AFTER FIRE AND WAS TOLD TO BRING THE CAR IN- HE DID NOT. CUSTOMER REPAIRED IT AND IT IS BACK ON THE ROAD. CUSTOMER WANTS VEHICLE REPLACED. ADVISED SM THAT LPA WILL FAX ATTY OF RESPONSE. ADVISED FMC WILL NOT ASSIST- FIRE NOT COVERED UNDER WARRANTY- WARRANTY REQUIRES SERVICE BY FMC FACILITY- CUSTOMER REFUSED. SM HAD ADVISED COULD REVIEW IF IT WAS BROUGHT IN. NO ASSISTANCE
NO FURTHER ACTION

1997/11/19

ADDED MICRO

1992-025 1044

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAXLOLTG

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

18.56.30

=====

2442JG

LEGAL CONTACT

VEN TYPE: CAR

SDR

10 ZN/TR: 02

CONTACT NBR: 186516064

OPENED: 01/31/1996

VIN:

2N1LM746DTX

ENGINE: 6

CLOSED: 02/15/1996

=====

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

RI:

ADDRESS:

CITY:

AYDEN

STATE:

NC

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

96

MODEL:

GRAND MARQUIS

MILEAGE:

2636

MSB:

DEALER NAME:

EAST CAROLINA LINCO

SALES CODE:

326582

P & A: 12301

CAUSAL CODE:

AG 0 A

SYMPTOMS:

7D4145

ORIGIN:

00

TRANS REGION:

TRANS DATE:

VEN REPL:

BB

CASE TYPE:

10-VEHICLE REPLACEMENT

MEANS CODE:

K-VEHICLE REPLACEMENT

ATTY NAME:

REQ 02/01 SENT 02/02

ATTY MEMO:

2878253 DEV 573

CLAIM AMT:

18,376

AWARD AMT:

3,073

MICRO: 4452601

COMMENTS:

1996/01/31

CASE OPENED TO PROCESS PRE-ARB REPLACEMENT FOR RAV FOR VEHICLE WITH FIRE

DAMAGE

1996/02/01

FM

1996/02/02

FM

FM

1996/02/15

FM

THIS IS THE CLOSING COMMENT

CHECK 022843 FOR \$21,499.25 ISSUED TO EAST CAROLINA AUTO & TRUCK CENTER

0902-025 1845

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAX10LTQ

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

18.56.38

8968CD

LEGAL CONTACT

SDR

18

ZN/TR

02

CONTACT MDR: 106439825

VEN TYPE: CAR

VIN:

2NHELN7440T

ENGINE: 6

OPENED: 01/10/1996

CLOSED: 02/05/1996

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEH REPL:

CASE TYPE:

ATTY NAME:

CLAIM ANT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

MSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

STATUS: CLOSED

MI:

ZIP:

NC

GRAND MARQUIS

326582

704245

P & A:

12301

TRANS DATE:

MEANS CODE:

A-L01 INVEST-PROD LIABILITY

ATTY MEMO:

AWARD ANT:

MICRO: 4462779

COMMENTS:

1996/01/10

DEALER FAX FORWARDED FROM ANALYST BILL COMELL.

DEALER FAX INDICATES:

-VEHICLE ELECTRICAL FIRE.

-NO INJURY.

-CUSTOMER SEEKS REPLACEMENT.

* LEGAL CONTACTED SVC MGR, WHO ADVISED:

-VEHICLE IS AT DEALERSHIP.

-CUSTOMER IS CONCERNED WITH VEHICLE SAFETY.

-UNSURE IF CUSTOMER HAS CONTACTED INSURANCE.

* LEGAL CONTACTED CUSTOMER, WHO ADVISED:

-TWO REPAIRS WERE PERFORMED BY THE DEALER PRIOR TO FIRE FOR CHECK ENGINE

LIGHT CONCERN.

-NO INJURY

-INSURANCE HAS NOT BEEN CONTACTED.

-CUSTOMER SEEKS A REPLACEMENT VEHICLE.

-NO OTHER PROPERTY DAMAGE.

1996/01/18

LEGAL CONTACTED CUSTOMER

-REPLACEMENT OFFERED

-CUSTOMER ACCEPTED.

1996/02/05

THIS IS THE CLOSING COMMENT

CUSTOMER ACCEPTED OFFER- INFORMATION HAS BEEN FORWARDED TO RAV FOR

REPLACEMENT VEHICLE.

1996/02/12

MICRO NUMBER ADDED

1996/02/20

MICRO NUMBER ADDED

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAX16170

0902-020 1846

09/20/99 MASTER OWNER RELATIONS SYSTEM II 18.56.30
 =====
 8968CD LEGAL CONTACT
 SDR 18 2N/TR: 02 CONTACT NBR: 106439825 VEH TYPE: CAR
 VIN: 2N6LM7440TX ENGINE: 6 OPENED: 01/10/1996
 =====
 1996/02/27

LEGAL RECEIVED MESSAGE FROM RAY CONCERNING PICKING UP THE OLD VEHICLE.
 LEGAL LEFT MESSAGE FOR ENGINEERING, BUT HAS NOT RECEIVED A RESPONSE.
 *
 LEGAL CONTACTED MARGARET AT RAY AND ADVISED THAT VEHICLE INSPECTION SHOULD
 HAVE BEEN COMPLETED BY THIS TIME, AND VEHICLE MAY BE PICKED UP.
 -LEGAL PROVIDED SVC MGR NAME AS A CONTACT PERSON AT THE DEALERSHIP.
 1996/04/18
 LEGAL RECEIVED MESSAGE FROM SERVICE MANAGER, LYNN SMITH, REQUESTING INFORM-
 ATION ON WHEN THE VEHICLE WILL BE PICKED UP.
 *
 LEGAL LEFT A MESSAGE WITH "KELLY" AT RAY HDQ ADVISING OF DEALER CONCERNS AND
 REQUESTING UPDATED STATUS.

ERR2-025 1847

BEGINNING OF CONTACT

09/26/99

MASTER OWNER RELATIONS SYSTEM II

18.56.50

5364CD

LEGAL CONTACT

ATLANTA

21

ZM/TR:

AL

CONTACT NBR: 107998271

VEN TYPE: CAR

OPENED: 01/21/1997

VIN:

1LNLM81M3TY

ENGINE: M

CLOSED: 01/22/1997

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEN REPL:

CASE TYPE:

ATTY NAME:

CLAIM ANT:

FIRST NAME:

STATE:

GA

ZIP:

BUS. PHONE:

MODEL:

TOWN CAR

MSD:

SALES CODE:

121022

P & A: 00509

SYMPTOMS:

704143

TRANS REGION:

21

TRANS DATE:

MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY MEMO:

AMAND ANT:

0

MICRO:

COMMENTS:

1997/01/21

888 NAVIS, SUBSEQUENT NNN

CUSTOMER SAYS:

- 1/21/97 - VEHICLE CAUGHT FIRE - OPEN FLAMES - UNDER THE HOOD
- ATLANTA POLICE DEPARTMENT WERE NOTIFIED - REPORT 970210873
- LINDA GRAVELY CALLING

*

PER CUSTOMER, DEALER SAYS:(TAMMY, SERVICE DEPARTMENT)

- HAVE VEHICLE TOWED TO DEALERSHIP TO DETERMINE WHAT CAUSED FIRE

*

CUSTOMER SEEKS:

- REPAIR OF VEHICLE
- TOW TO DEALERSHIP

*

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO PROPER DEPARTMENT
- NN OBC TO TAMMY, SERVICE DEPARTMENT, SHE ADVISED NN
- CUSTOMER SHOULD TALK DIRECTLY WITH ROADSIDE ASSISTANCE, ROADSIDE ASSISTANCE WILL CONTACT DEALERSHIP FOR PO NUMBER
- NN OBC TO EARL, ROADSIDE, HE ADVISED NN
- WILL MAKE ARRANGEMENTS FOR TOW TO DEALERSHIP

1997/01/22

888THIS IS THE CLOSING COMMENT

CUSTOMER HAS CONTACTED THE INSURANCE COMPANY AND WILL MAKE AN APPOINTMENT FOR AN ADJUSTER. LPA EXPLAINED THE SUBROGATION PROCESS. NO FURTHER ACTION.

0902-0225 1044

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

18.56.30

0085PL

LEGAL CONTACT

VER TYPE: CAR

SOUTHWEST

52 ZH/TR: C2

CONTACT NBR: 107243330

OPENED: 07/19/1996

VIN:

1LNLM82M1T

ENGINE: W

CLOSED: 07/25/1996

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

NI:

ADDRESS:

CITY:

COLLEYVILLE

STATE:

TX

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

96

MODEL:

TOWN CAR

MILEAGE:

8000

MSD:

DEALER NAME:

NORTH HILLS L-M SAL

SALES CODE:

567111

P & A: 11414

CAUSAL CODE:

0709 2910

SYMPTOMS:

704145

ORIGIN:

60

TRANS REGION:

67

TRANS DATE:

VEN REPL:

CASE TYPE:

4-FIRES - FUEL FED

MEANS CODE:

A-101

INVEST-PROD LIABILITY

ATTY NAME:

ATTY MEMO:

CLAIM AMT:

0

AWARD AMT:

0

MICRO: 4712925

COMMENTS:

1996/07/19

*** MAVIS: ORIGINAL ***

CUSTOMER SAYS:

- 7/18/96 VEHICLE WAS PARKED OUTSIDE AND CAUGHT FIRE
- WHEN CUSTOMER CAME OUTSIDE FIRE DEPT WAS PUTTING OUT FIRE
- FIRE DEPT SAID IT WAS A FUEL INJECTOR LEAK. VEHICLE WAS DESTROYED
- FORT WORTH FIRE DEPT PUT OUT FIRE, NO INJURIES
- FIRE WAS UNDER HOOD
- VEHICLE IS AT DEALER NOW

M

PER CUSTOMER, DEALER SAYS:

- OUTBOUND CALL TO DEALER BILL SHYDER
- CLAUDIA KAY FORD REP SAID FOR CUSTOMER TO CONTACT INSURANCE COMPANY

1996/07/23

M

LA MADE OUTBOUND CALL TO BILL SYNDER REGARDING FIRE INCIDENT.

- CUSTOMER BROUGHT THE VEHICLE TO THE DEALERSHIP FOR INSPECTION.
- FORD REP WAS AT THE DEALERSHIP AT THE TIME AND ADVISED CUSTOMER TO CONTACT HIS INSURANCE COMPANY.
- THE FIRE WAS CONTAINED IN THE HOOD OF THE VEHICLE. THE SAFETY BLANKET DID NOT DROP AND NONE OF THE PAINT WAS SCOTCHED. (VEHICLE LOOKS LIKE SHOWROOM ON THE OUTSIDE). LA WILL FORWARD INSURANCE LETTER TO CUSTOMER REGARDING INCIDENT.

1996/07/25

***THIS IS THE CLOSING COMMENT

***WIST ADDCOMEX

LA FORWARDED LETTER TO CUSTOMER ADVISING THEM TO CONTACT THEIR INSURANCE CARRIER FOR ASSISTANCE.

1996/08/12

ADDED MICRO

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAXLOLTQ

ENC-029 1049

BEGINNING OF CONTACT

09/20/99 MASTER OWNER RELATIONS SYSTEM II 18.56.50
 3999EE LEGAL CONTACT
 ORLANDO 24 ZH/TR: E1 CONTACT NBR: 109126657 VEH TYPE: CAR
 VIN: 1LWLM21KXTY ENGINE: N OPENED: 11/06/1997
 CLOSED: 11/10/1997
 LAST NAME: STATUS: CLOSED
 TITLE: MI:
 ADDRESS: FIRST NAME:
 CITY: CLEARWATER STATE: FL ZIP:
 HOME PHONE: BUS. PHONE:
 MODEL YEAR: 96 MODEL: TOWN CAR
 MILEAGE: 12069 MSD:
 DEALER NAME: WALKER FORD CO INC SALES CODE: 124202 P & A: 06947
 CAUSAL CODE: 0709 SYMPTOMS: 784145
 ORIGIN: 00 TRANS REGION: 24 TRANS DATE:
 VEH REPL:
 CASE TYPE: 4A-FIRES - ELECTRICAL MEANS CODE: A-1GL INVEST-PROD LIABILITY
 ATTY NAME: ATTY MEMO:
 CLAIM AMT: 0 AWARD AMT: 0
 MICRO: 5171129

COMMENTS:

1997/11/06
 KNCVO FAX RECEIVED 10/31/97 BY CONSUMER AFFAIRS **
 -CVO CONTACT: LASAUNJI COLSTON, EXT 79127
 -CUSTOMER CONTACT: IRVIN NECLER
 -DEALER CONTACT: MARK KARAMELAS (813)535-3473
 -10/25/97, VEHICLE CAUGHT FIRE UNDER THE HOOD NEAR THE DISTRIBUTION FUSE BOX
 -NO PERSONAL INJURY ALLEGED
 -NO OTHER PROPERTY DAMAGE
 -QVN CHICAGO ARMOR (CONVERSION CO?) ALLEGES IT'S FORD'S FAULT
 -VEHICLE IS LOCATED AT THE DEALERSHIP
 *
 CUSTOMER SEEKS:
 -INSPECTION TO DETERMINE THE ACTUAL CAUSE OF THE FIRE
 *
 ERICKA EDWARDS (LEGAL ANALYST) ADVISED:
 -LEFT MSB ACKNOWLEDGING RECEIPT WITH LASAUNJI COLSTON
 -LEFT MSB FOR MARK KARAMELAS INDICATING THAT HE WILL SEND EAA TO INSPECT THE VEHICLE
 -THE RESULTS WILL BE FORWARDED TO CVO FOR HANDLING
 LASAUNJI LEFT VOICEMAIL FOR LPA INDICATING THAT THE VEHICLE IS ALREADY IN THE PROCESS OF BEING REPAIRED. REPAIR SHOULD BE COMPLETE BY TOMORROW. THE DEALER HAS RETAINED THE OLD PARTS FOR INSPECTION.
 -LPA WILL STILL SEND EAA
 1997/11/10
 004THIS IS THE CLOSING COMMENT
 LPA RECEIVED EAA RESULTS AND PHOTOS. FORWARDED TO BARRIN ZINLICH/LASAUNJI COLSTON AT CVO FOR HANDLING
 1997/11/13
 NO ASSISTANCE PROVIDED-CUSTOMER HAS BEEN NOTIFIED BY COLSTON
 1997/11/20
 CUSTOMER REFERRED TO HIS/HER INSURANCE CO./LIND CONV. CO.

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAXLGLT8

EM82-025 1A50

09/20/99 MASTER OWNER RELATIONS SYSTEM II 18.56.30
 =====
 3999EE LEGAL CONTACT
 ORLANDO 24 ZN/TR: FI CONTACT MBR: 109126657 VEH TYPE: CAR
 VIN: 1LNLM81MXT ENGINE: M OPENED: 11/06/1997
 =====
 1997/11/24 CLOSED: 11/10/1997
 ADD MICRO

1997-02-18 1051

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

18.56.30

7418RN

LEGAL CONTACT

NEW YORK

13

ZH/TR: FI

CONTACT NBR: 109180715

VEN TYPE: CAR

VIN:

2FALP72H8VX

ENGINE: W

OPENED: 11/19/1997

CLOSED: 11/25/1997

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEN REPL:

CASE TYPE:

ATTY NAME:

CLAIM AMT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

MSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

STATUS: CLOSED

HI:

ZIP:

NY

NY

MSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

TRANS DATE:

13

13

18.342

MICRO:

COMMENTS:

1997/11/19

PRE-ARR REPLACEMENT DUE TO FIRE DAMAGE CONCERNS.

1997/11/24

AUDIT

1997/11/25

##THIS IS THE CLOSING COMMENT

CHECK 03094721 AMOUNT \$18342.02 PAYEE LA FRES TAXI, INC.

ENR2-825 1802

BEGINNING OF CONTACT

09/20/99 MASTER OWNER RELATIONS SYSTEM II 18.56.30
 =====
 70208N LEGAL CONTACT
 PHILADELPHIA 16 ZN/TR: A1 CONTACT NBR: 108635565 VEN TYPE: CAR
 VIN: 2FALP74N8YX ENGINE: M OPENED: 07/09/1997
 =====
 LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: HARMINSTER STATE: PA ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: 215-441-4508
 MODEL YEAR: 97 MODEL: CROWN VICTORIA
 MILEAGE: 1100 HSD:
 DEALER NAME: C & C FORD SALES, I SALES CODE: 114039 P & A: 01304
 CAUSAL CODE: 0721 SYMPTOMS: 704145
 ORIGIN: 60 TRANS REGION: 16 TRANS DATE:
 VEN REPL:
 CASE TYPE: 2-WITHIN VEHICLE WARRANTY MEANS CODE: A-1GL INVEST-PROD LIABILITY
 ATTY NAME: ATTY MEMO:
 CLAIM AMT: 0 AMARD AMT:
 MICRO: 5878545

COMMENTS:

1997/07/09
 DLR FAX-
 CUSTOMER HAS DRIVING SAN SMOKE UNDER HOOD- HEARD POP THEN HAD FIRE
 CUSTOMER SEEKING;
 - NEW CAR, FREE ESP AND AT LEAST \$3000 COMPENSATION
 **THIS IS THE CLOSING COMMENT
 CUSTOMER HAS CONTACTED INSURANCE- ADVISED THEM TO WORK WITH INSURANCE COMPANY-
 THEY HAVE THE OPTION TO SUBROGATE CLAIM IF THEIR INVESTIGATION REVEALS
 MANUFACTURING DEFECT.
 NO FURTHER ACTION
 1997/07/18
 ADDED MICRO
 1997/07/22
 CUSTOMER CONTACTED PUBLIC AFFAIRS. NOT HAPPY THAT HE HAS TO PAY \$1000 DIFFERENCE
 . PER DEALER, CUSTOMER HAS SELECTED A VEHICLE THAT HAS AN OPTION NOT ON ORIGIA
 NL VEHICLE WHICH IS CAUSING THE INCREASE.
 1997/07/29
 SL ADVISED:
 -THE DIFFERENCE IN THE VEHICLE PRICES IS ALSO DUE TO A \$1500 VISA REBATE THE
 CUSTOMER HAD ON THE ORIGINAL VEHICLE PURCHASE
 -THIS REBATE WAS NOT REFLECTED IN THE PURCHASE PRICE GIVEN TO THE INSURANCE
 COMPANY WHEN THE CLAIM WAS MADE BY THE CUSTOMER
 -JOHN FIELDS AT THE DEALERSHIP HAS BEEN ADVISED THAT THE CUSTOMER NEEDS TO
 RECONTACT HIS INSURANCE COMPANY TO EXPLAIN THE DIFFERENCE IN THE ORIGINAL
 PURCHASE PRICE. CUSTOMER WILL NEED TO SHOW PAPERWORK/INVOICE TO REFLECT
 REBATE
 -MR. FIELDS WILL CONTACT AND ADVISE THE CUSTOMER ACCORDINGLY

EM02-025 1883

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

18.56.30

68138F

LEGAL CONTACT

VEN TYPE: CAR

ATLANTA

21 ZH/TR: CS

CONTACT NBR: 107734029

OPENED: 11/06/1996

VIM:

2HELM75H2VX

ENGINE: W

CLOSED: 11/13/1996

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

ADDRESS:

CITY:

LEXINGTON

STATE:

NC

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

97

MODEL:

GRAND MARQUIS

MILEAGE:

3500

WSD:

DEALER NAME:

JONES FORD

SALES CODE: 121352

P & A: 06721

CAUSAL CODE:

0709 0208 0721

SYMPTOMS: 704145

ORIGIN:

00

TRANS REGION: 21

TRANS DATE:

VEH REPL:

CASE TYPE:

4A-FIRES - ELECTRICAL

MEANS CODE: A-101

INVEST-PROD LIABILITY

ATTY NAME:

ATTY MEMO:

CLAIM AMT:

0

ANARD AMT:

0

MICRO: 4840243

COMMENTS:

1996/11/06

MMN MAVIS: SUBSEQUENT RGN

CUSTOMER SAYS:

- CUSTOMER CAN NOT BE REACHED AT CURRENT LOCATION
- VEHICLE HAS A FIRE UNDER THE HOOD
- FIRE STARTED NEAR THE BRAKE FLUID CONTAINER
- SAYS THIS IS A FACTORY DEFECT
- WANTS A LOANER VEHICLE

PER CUSTOMER, DEALER SAYS:

- THINKS THAT A WIRING HARNESS NEEDS TO BE REPLACED
- NO LOANER VEHICLE IS AVAILABLE
- NOT SURE WHEN THE REPAIRS CAN BE DONE

CUSTOMER SEEKS:

- WANTS A LOANER VEHICLE

CAC ADVISED:

REGARDS TO LOANER VEHICLE

- NO ESP
- NO TRANSPORTATION ASSISTANCE PROVIDED

REGARDS TO FIRE

- THE REGIONAL LEGAL ANALYST WILL RESPOND TO THE CUSTOMER
- NO TIME FRAME CAN BE GIVEN

1996/11/07

UPDATED CODES

0902-025 1064

09/28/99 MASTER OWNER RELATIONS SYSTEM II 18.56.38
 68138F LEGAL CONTACT VEH TYPE: CAR
 ATLANTA 21 ZN/TR: C3 CONTACT NBR: 107734029 OPENED: 11/06/1996
 VIN: ZNELH75H2VX ENGINE: M CLOSED: 11/13/1996

1996/11/07

*** HAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-CALLING BACK

-WOULD LIKE TO GET A LOANER VEHICLE

*

PER CUSTOMER, DEALER SAYS:

-NO RENTAL ASSISTANCE OR LOANER VEHICLE

*

CUSTOMER SEEKS:

-LOANER VEHICLE

*

CAC ADVISED:

REGARDS TO LOANER VEHICLE

- NO ESP

- NO TRANSPORTATION ASSISTANCE PROVIDED

1996/11/11

JOYCE STANLEY/SVC MOR INDICATES INSURANCE COMPANY HAS NOT INSPECTED VEHICLE

*

LEGAL ADVISED SVC MOR THAT AN INDEPENDENT INSPECTOR WILL BE CONTACTED TO

CONDUCT AN INVESTIGATION

- PROVIDED SVC MOR WITH LEGAL'S PHONE NUMBER

LEGAL LEFT MESSAGE WITH [REDACTED] FEA INDICATING LEGAL WILL FAX BACK THE

INSPECTION REPORT

1996/11/13

***** THIS IS THE CLOSING COMMENT

INSURANCE COMPANY ADJUSTER CONTACTED LEGAL ON 11/12/96, REQUESTING INSPECTION

RESULTS AND THE NAME OF THE INSPECTOR WHO PERFORMED THE INVESTIGATION

- LEGAL ADVISED ADJUSTER THAT INSPECTION RESULTS ARE PROPRIETARY INFORMATION

AND FMC DOES NOT RELEASE INSPECTION RESULTS

- AT THIS TIME, THE REPORT HAS NOT BEEN RECEIVED BY LEGAL. ONCE REPORT IS

RECEIVED LEGAL WILL CONTACT CUSTOMER WITH FMC POSITION

*

LEGAL ADVISED SVC MOR/JIMMY VERNON AT SALING DLR THAT CUSTOMER CONCERNS HAVE

BEEN REFERRED TO THE INSURANCE CARRIER. LEGAL ADVISED JOYCE STANLEY/SVC MOR

AT INVESTIGATING DLR THAT CUSTOMER'S CONCERNS HAVE BEEN REFERRED TO THE

INSURANCE COMPANY. LEGAL LEFT MESSAGE ON CSM/LISA VOICE MAIL INFORMING HER

CUSTOMER'S CONCERNS HAVE BEEN REFERRED TO THE INSURANCE CARRIER

*

LEGAL ATTEMPTED TO CONTACT CUSTOMER-UNAVAILABLE. LEGAL FORWARDED LETTER

INDICATING THIS MATTER MUST BE RESOLVED WITH THE INSURANCE CARRIER

*

INSURANCE ADJUSTER NAME IS TOMMY LINDSAY PHONE @ 912-863-2200 OR CELLULAR

PHONE 918-862-7360

- INSURANCE ADJUSTER BELIEVES FIRE OCCURRED BECAUSE OF AN ELECTRICAL FIRE

8002-020 1004

09/20/99 MASTER OWNER RELATIONS SYSTEM II 18.56.58
 =====
 68158F LEGAL CONTACT VEH TYPE: CAR
 ATLANTA 21 ZN/TR. C3 CONTACT NBR: 107734029 OPENED: 11/06/1996
 VIN: 2N6LN75M2VX ENGINE: H CLOSED: 11/13/1996
 =====

1996/11/14

CUSTOMER SAYS:

- WANTS TO TALK TO SOMEONE IN THE LEGAL DEPARTMENT

*

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

*

CUSTOMER SEEKS:

- WANTS A LETTER STATING WHY THE VEHICLE CAUGHT ON FIRE

- WHAT FORD MOTOR COMPANY WILL DO ABOUT IT

- WHAT TYPE OF RECOUSE HE HAS WITH HIS VEHICLE

*

CAC ADVISED:

- A RESPONSE WILL COME FROM THE LEGAL DEPARTMENT SHORTLY

- UNFORTUNATELY NO TIME FRAME IS AVAILABLE

CSM/LISA INDICATES CUSTOMER HAS NOT HEARD FROM LEGAL

*

LEGAL LEFT MESSAGE ON CUSTOMER'S ANSWERING MACHINE REQUESTING CUSTOMER TO CONTACT LEGAL

- LEGAL LEFT MESSAGE ON CSM/LISA VOICE MAIL INDICATING CONTACT WITH CUSTOMER WAS ATTEMPTED YESTERDAY. HOWEVER, CUSTOMER LINE WAS BUSY. TODAY LEGAL LEFT A MESSAGE FOR CUSTOMER TO RECONTACT LEGAL

1996/11/22

CUSTOMER SAYS:

- SAME CONCERNS

*

CUSTOMER SEEKS:

- TO HAVE FORD COVER LOSS OF VEHICLE

- TO HAVE RESPONSE IN WRITING

*

CAC ADVISED:

- NO REASON TO CALL CAC ANYMORE

- DECISION HAS REACHED

- CUSTOMER ALSO STATED HE HAS DIRECT NUMBER TO [REDACTED]

1996/12/04

ADD MICRO

LEGAL FORWARD LETTER TO CUSTOMER ON 11-13-96 INDICATING THIS TYPE OF SITUATION IS NORMALLY HANDLED BY THE INSURANCE CARRIER

0902-025 1050

09/20/99 MASTER OWNER RELATIONS SYSTEM II 18.56.50
 =====
 6813BF LEGAL CONTACT VEH TYPE: CAR
 ATLANTA 21 ZM/TR: C3 CONTACT NBR: 107734029 OPENED: 11/06/1996
 VIN: ZMELN75M2Y ENGINE: N CLOSED: 11/13/1996
 =====

1997/05/05
 CUSTOMER CONTACTED LEGAL TO DISCUSS HIS LETTER DATED 4-17-97. [REDACTED]
 STATES HE HAD SOLD THE ABOVE VEHICLE BECAUSE NO ONE WAS ABLE TO TELL HIM WHY
 THE FIRE STARTED. THEREFORE HE WAS UNSURE THAT ANOTHER FIRE WOULD OCCUR.
 HE FELT THAT THE FIRE WAS A RESULT OF A MANUFACTURER'S DEFECT AND FEEL THAT
 FMC SHOULD HIM THE DIFFERENCE IT TOOK HIM TO GET INTO A NEW VEHICLE.
 THE NEW VEHICLE COST \$24,975
 TRADE ON OLD VEHICLE 22,880
 =====
 LOSS DUE ON SALE \$ 2,895
 PLUS MILEAGE FEE \$ 351.12 (3 TRIPS AT 418 MILES(1254 MILES * \$.28))
 GRAND TOTAL \$ 2,446.12
 LEGAL ADVISED CUSTOMER FMC DID NOT ASSUME LIABILITY FOR THE FIRE ON THE OLD
 VEHICLE. LEGAL REFERRED CUSTOMER TO THEIR INSURANCE COMPANY FOR ASSISTANCE.
 LEGAL WILL NOT PROVIDE ASSISTANCE TOWARD A TRADE-IN ON THE OLD VEHICLE.
 *

CUSTOMER REQUEST INFORMATION IN WRITING
 1997/06/20
 ADD MICRO

EM82-025 1807

BEGINNING OF CONTACT

09/28/99 MASTER OWNER RELATIONS SYSTEM II 18.56.30

3050DM LEGAL CONTACT VEH TYPE: CAR
LOS ANGELES 71 ZN/TR. A1 CONTACT NBR. 109076569 OPENED: 10/24/1997
VIN: 1LWLM61NSVY000000 ENGINE: N CLOSED: 11/04/1997

=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: LOS ANGELES STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 97 MODEL: TOWN CAR
MILEAGE: 21637 MSD:
DEALER NAME: AIRPORT MARINA FORD SALES CODE: 171015 P & A: 05563
CAUSAL CODE: 0709 SYMPTOMS: 704145
ORIGIN: 00 TRANS REGION: 71 TRANS DATE:
VEH REPL:
CASE TYPE: 4A-FIRES - ELECTRICAL MEANS CODE: A-LGL INVEST-PROD LIABILITY
ATTY NAME: ATTY MEMO:
CLAIM ANT: 0 AWARD ANT: 0
MICRO: 5152798

COMMENTS:

1997/10/24
FLEET FAX, REQUESTING INSPECTION ON VEHICLE
-FIRE OCCURED UNDER THE HOOD OF THE VEHICLE
-FLEET IS REQUESTING INSPECTION OF VEHICLE TO DETERMINE CAUSE
*

1997/11/04
**THIS IS THE CLOSING COMMENT
INSPECTION REPORT RECEIVED. FORWARDED TO FLEET
1997/11/11
MICRO # ADDED

DMR2-025 1098

 * ATTN: OWNER RELATIONS MANAGER *

LEGAL FACILITIES

ALL STATUS CODES EXCEPT CANCELED
 SALES AND SERVICE CONTRACTS
 OPENED BETWEEN 01/01/95 AND 12/31/98
 MODEL YEARS : P R S T V

MODELS : F-SERIES F-150 F-250 F-350 F*

CAUSAL CODES: ALL

SYMPTOMS : 704145 704245 704345

STATES : ALL

DEALERS : ALL

ENGINE CODES: ALL

PLANT CODE : ALL

CASE TYPES : ALL

REGION: ALL ORIGIN: ALL

NOTE: EXCLUDES OWNER DIALOGUE

NOTE: INCLUDES U.S. CUSTOMERS ONLY

OWNER RELATIONS VOP/BENCHMARKING

CONTACT COUNTS BY TYPE

LEGAL	TOTAL
93	93

SORT SEQUENCE: (DEFAULT AND FINAL IS CONTACT NUMBER)

- | | |
|------------------|-------------------|
| 1. BY XMOODYR | 2. BY MODEL |
| 3. BY SYMP_CODEL | 4. BY SUPL_MICRNR |
| 5. | 6. |
| 7. | 8. |
| 9. | |

0902-025 1050

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAXLOLTQ

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*****
ATTN: OWNER RELATIONS MANAGER

LEGAL FACILITIES
ALL STATUS CODES EXCEPT CANCELLED
SALES AND SERVICE CONTACTS
OPENED BETWEEN 01/01/95 AND 12/31/98
MODEL YEARS : F R S T V
              H
MODELS       : F-SERIES F-150** F-250** F-350** F**
CAUSAL CODES: ALL
SYMPTOMS     : 704145 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 SORT FIELDS

XNODYR	MODEL	SYMP_CODE1	SUPL_NICRMR
93	F-SERIES	704100	2
		704145	11
		704245	5
		704345	1
94	F-SERIES	704145	19
		704245	2
		704345	1
95	F SERIES	704145	1
	F-SERIES	704145	22
		704245	1
		704345	2
96	F-SERIES	698200	1
		704100	1
		704145	13
		704245	1
		704345	1
97	F-SERIES	704145	4
	F-SERIES LD	704000	1
		704145	1

98	F-250/350/50	704145
	F SERIES	704145
	F-150/250 LD	704145

1
3
1

TOTAL

93

SORT SEQUENCE: (DEFAULT AND FINAL IS CONTACT NUMBER)

- | | |
|------------------|-------------------|
| 1. BY XNDDYR | 2. BY MODEL |
| 3. BY SYMP_CODE1 | 4. BY SUPL_NICRNR |
| 5. | 6. |
| 7. | 8. |
| 9. | |

OWNER RELATIONS VOP/BENCHMARKING 09/28/99 FAXLGLT8

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*****
M ATTN: OWNER RELATIONS MANAGER
M
M LEGAL FACSIMILES
M
M ALL STATUS CODES EXCEPT CANCELLED
M SALES AND SERVICE CONTACTS
M OPENED BETWEEN 01/01/93 AND 12/31/98
M MODEL YEARS : P R S T V
M
M MODELS : F-SERIES F-1500X F-2500X F-3500X F4X
M
M CAUSAL CODES: ALL
M
M SYMPTOMS : 704145 704245 704345
M
M STATES : ALL
M DEALERS : ALL
M ENGINE CODES: ALL
M PLANT CODE : ALL REGION: ALL ORIGIN: ALL
M CASE TYPES : ALL
M
M
M NOTE: EXCLUDES OWNER DIALOGUE
M
M
M NOTE: INCLUDES U.S. CUSTOMERS ONLY
M
M OWNER RELATIONS VOP/BENCHMARKING
*****

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BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

 9951KH LEGAL CONTACT VEH TYPE: TRUCK
 BOSTON 11 ZN/TR: D1 CONTACT NBR: 106667198 OPENED: 03/12/1996
 VIN: ZFTHF26HCPCA ENGINE: H CLOSED: 03/14/1996

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: WHITE RIVER JC STATE: VT ZIC: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 93 MODEL: F-SERIES
 MILEAGE: 50000 MSD:
 DEALER NAME: FLANDERS & PATCH MT SALES CODE: 111572 P & A: 88931
 CAUSAL CODE: 02 12A SYMPTOMS: 704100 704145
 ORIGIN: 00 TRANS REGION: TRANS DATE:
 VEH REPL:
 CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LGL INVEST-PROD LIABILITY
 ATTY NAME: ATTY MEMO:
 CLAIM AMT: 0 AWARD AMT: 0
 MICRO:

COMMENTS:

1996/03/12

REK NAVIS, ORIGINAL MGR

CUSTOMER SAYS:

- THE VEHICLE CAUGHT FIRE SATURDAY 3/9/96 AT 3:30AM WHILE DRIVING IN REVERSE
- NO INJURIES
- HAD THE VEHICLE REPAIRED THE DAY BEFORE AT FLANDERS AND PATCH FORD
- WAS TO TAKE THE VEHICLE IN THE NEXT WEEK
- THE INSURANCE COMPANY HAS NOT YET DIAGNOSED THE VEHICLE, BUT HAS BEEN CONTACTED
- THIS WAS COMMERCIAL VEHICLE, AND WOULD LIKE TO MAKE A DECISION ABOUT THE BUSINESS FAIRLY QUICKLY
- VEHICLE HAS AN 72/100,000 ESP
- ONLY THE INSURANCE COMPANY HAS BEEN CONTACTED

PER CUSTOMER, DEALER SAYS:

- THE OWNER SAID THAT THE INS. CO WILL HAVE TO PAY FOR THE VEHICLE

CUSTOMER SEEKS:

- REPLACEMENT OF THE VEHICLE
- CUSTOMER WILL ING TO PAY FOR THE DIFFERENCE FOR A REPLACEMENT

CAC ADVISED:

- WILL FORWARD THE INFORMATION TO THE PROPER DEPARTMENT
- THE REGIONAL ANALYST WILL RESPOND TO THE CUSTOMER
- NO TIME FRAME GIVEN

EN02-025 1884

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32

9951KH LEGAL CONTACT VEH TYPE: TRUCK
BOSTON 11 ZN/TR: DL CONTACT NBR: 186667154 OPENED: 03/12/1996
VIN: 2FTHF26H0CP ENGINE: H CLOSED: 03/14/1996

1996/03/13

CUSTOMER SAYS:

- CUSTOMER ATTORNEY, MS NIDER, CALLING ON BEHALF OF THE CUSTOMER TO INQUIRE ABOUT THE STATUS OF THE LEGAL CONTACT OPENED YESTERDAY.
- SHE CLAIMS PREVIOUS CSR SAID FORD REP WOULD CONTACT WITHIN 2 DAYS.
- SHE FINDS IT UNACCEPTABLE THAT THERE IS NO DIRECT LINE TO LEGAL DEPT.
- WANTS TO TALK TO SUP—DENIED.

*

CAC ADVISED:

- ATTORNEYS MAY CONTACT THE LEGAL DEPT ONLY IN WRITING OR BY FAX.

-

1996/03/14

THIS IS THE CLOSING COMMENT

CONTACTED CUSTOMER (CUSTOMER'S CAR PHONE NUMBER IS [REDACTED]). ADVISED THAT HE FEEL SITUATION IS ONE FOR HIS INSURANCE COMPANY—EXPLAINED SUBROGATION PROCESS. CUSTOMER REQUESTED THAT I CONTACT HIS ATTORNEY—SUSAN NIDER AT 802 649-1112. I CONTACTED ATTORNEY AND ADVISED WITH THE SAME INFORMATION. PROVIDED ATTORNEY WITH ADDRESS WHERE SUBROGATION CLAIM WOULD BE FILED. ATTORNEY ALSO REQUESTED MY NUMBER—I PROVIDED MY NUMBER OF 513 446-8930.

0902-025 1805

BEGINNING OF CONTACT

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32

5811LN LEGAL CONTACT VEH TYPE: TRUCK

SAN FRAN 72 ZN/TR: C2 CONTACT NBR: 106911517 OPENED: 05/08/1996

VIN: 1FTEX15Y9PKC00975 ENGINE: Y CLOSED: 06/03/1996

LAST NAME: GARCIA STATUS: CLOSED

TITLE: MRS FIRST NAME: CINDY MI:

ADDRESS: 19296 PANARAMIC DRIVE

CITY: MADERA STATE: CA ZIP: 93638

HOME PHONE: 209-674-1710 BUS. PHONE: 510-483-7094

MODEL YEAR: 93 MODEL: F-SERIES

MILEAGE: 30000 MSD:

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

CAUSAL CODE: 02 GO SYMPTOMS: 704100 704345

ORIGIN: GO TRANS REGION: 72 TRANS DATE:

VEN REPL:

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

ATTY NAME: ATTY MEMO:

CLAIM AMT: 0 AWARD AMT: 0

MICRO:

COMMENTS:

1996/05/08

CUSTOMER SAYS:

CALLING TO FIND OUT IF INVOLVED IN ANY RECALLS

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

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

AND THE 2ND REAR TANK BLEW UP AND LOST EVERYTHING

NNO INJURY

*

PER CUSTOMER, DEALER SAYS:

SERVICE DEPT SAID THE VEN WAS NOT INVOLVED IN THE IGNITION SWITCH RECALL AND

DID NOT PROVIDE ANY OTHER ASSISTANCE

*

CUSTOMER SEEKS:

CALLED INSURANCE COMPANY WHO PAID THE PAY OFF (\$13007) SEEKING COMPENSATION

FOR THE CONCERN *WOULD LIKE A NEW VEN OR REPLACEMENT

*

CAC ADVISED:

THE INFO HAS BEEN DOCUMENTED AND FORWARDED TO THE APPROPRIATE DEPT FOR REVIEW

AND A FORD REP WILL CONTACT THE CUSTOMER AFTER REVIEW (NO TIME FRAME PROVIDED)

1996/05/14

CAUSAL CODE UPDATED

EP02-025 1A06

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.88.32

58111M LEGAL CONTACT VEH TYPE: TRUCK
SAN FRAN 72 ZM/TR: C2 CONTACT NBR: 106911517 OPENED: 05/08/1996
VIN: 1FTEX15Y9PH ENGINE: Y CLOSED: 06/03/1996

1996/05/21
MMR MAVIS: ORIGINAL MMR
CUSTOMER SAYS:
-CALLED IN ABOUT TWO WEEK AGO
-CALLED BACK
-CALLED THE NATIONAL TRAFFIC SAFETY DEPARTMENT AND THEY SAID:
"THERE WAS A RECALL ON THE FUEL TANKS BLOWING UP"

*
PER CUSTOMER, DEALER SAYS:
-N/A

*
CUSTOMER SEEKS:
-TO BE CONTACTED BY SOMEONE FROM FORD

*
CAC ADVISED:
-INFORMATION WILL BE FORWARDED BACK TO PROPER DEPT.

1996/06/03
***THIS IS THE CLOSING COMMENT
LPA CONTACTED THE CUSTOMER AND ADVISED THAT THE VEHICLE CONCERN HAS BEEN HAND-
LED BY THE INSURANCE CARRIER AND THAT ANY FURTHER ASSISTANCE SHOULD BE SOUGHT
THROUGH THE INSURANCE CARRIER AT THIS TIME.

ENC2-029 1067

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

0586TL LEGAL CONTACT VEH TYPE: TRUCK
THIN CITIES 58 ZN/TR: A1 CONTACT NBR: 105469203 OPENED: 05/03/1995
VIN: 1FTEX14N0P ENGINE: N CLOSED: 05/03/1995

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: HUGO STATE: MN ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 93 MODEL: F-SERIES
MILEAGE: 32000 MSD:
DEALER NAME: TOSLEY FORD INC SALES CODE: 158015 P & A: 09372
CAUSAL CODE: 02 SYMPTOMS: 704145 704242 704300
ORIGIN: 00 TRANS REGION: TRANS DATE:
VEH REPL:
CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LQ INVEST-PROD LIABILITY
ATTY NAME: ATTY MEMO:
CLAIM AMT: 0 AWARD AMT: 0
MICRO:

COMMENTS:

1995/05/03

CUSTOMER SAYS:

- THAT VEHICLE CAUGHT FIRE ON 5/2/95 AT APPROXIMATELY 12:45PM
- CUSTOMER HAD BEEN DRIVING VEHICLE AT APPROXIMATELY 50-55 MPH, HE SMELT SMOKE LIKE PLASTIC BURNING, HE STOPPED THE VEHICLE, OPENED THE HOOD AND FIRE SHOT OUT OF THE VEHICLE
- THE FIRE OCCURED IN NORTHFIELD, MN- CUSTOMER IMMEDIATELY CALLED 911 ON HIS CELLULAR PHONE
- CUSTOMER WAS UNABLE TO DETERMINE IF THE FIRE WAS FUEL FED OR ELECTRICAL THE FIRE WAS SHOOTING FROM THE SIDES OF THE ENGINE
- CUSTOMER WAS THE ONLY OCCUPANT- NO INJURY
- VEHICLE WAS TOTALLY DESTROYED
- PER CUSTOMER, DEALERSHIP SAYS:
- CUSTOMER WAS OVER 50 MILES AWAY FROM DEALERSHIP AND THAT THEY WOULD NOT PROVIDE ANY ASSISTANCE TO HIM

CUSTOMER SEEKS:

- A RESOLUTION TO THE CONCERN
- A RENTAL VEHICLE, HIS VEHICLE INSURANCE DID NOT HAVE THAT AS A RIDER

CAC ADVISED:

- THAT A REGIONAL REPRESENTATIVE WILL BE CONTACTING HIM, BUT UNABLE TO GIVE A TIME FRAME
- THAT A RENTAL VEHICLE IS NOT PART OF THE BASIC FMC WARRANTY, BUT IT WILL BE DOCUMENTED FOR THE REGIONAL REP REVIEW
- CONTINUE TO WORK WITH INSURANCE COMPANY

MM
MM CUSTOMER CELLULAR PHONE - [REDACTED]

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
=====

0586TL	LEGAL CONTACT	VEH TYPE: TRUCK
TMIN CITIES 58 ZN/TR: A1	CONTACT NBR: 185469203	OPENED: 05/03/1995
VIN: 1FTEX14N8PK	ENGINE: N	CLOSED: 05/03/1995

=====

1995/05/03

THIS IS THE CLOSING COMMENT

I HAVE CONTACTED CUSTOMER AND ADVISED THAT CONCERN IS A MATTER FOR HIS
INSURANCE COMPANY AND IF THEY FEEL AS THOUGH AFTER INSPECTING THE VEHICLE
THAT THERE IS FORD RESPONSIBILITY THEY HAVE THE OPPORTUNITY TO SUBROGATE.
CUSTOMER WAS NOT SATISFIED WITH RESPONSE BUT WAS HAPPY THAT SOMEONE CONTACTED
HIM BACK. NO FURTHER ACTION TO BE TAKEN.

EP02-025 1009

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAXL6LTO

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

5521TO

LEGAL CONTACT

SDR 10 ZN/TR: B1
VIN: 1FTNF34N7PM

CONTACT NBR: 104389014
ENGINE: M

VEH TYPE: TRUCK
OPENED: 12/22/1995
CLOSED: 12/28/1995

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEH REPL:

CASE TYPE:

ATTY NAME:

CLAIM AMT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

MSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

STATUS: CLOSED

MI:

ZIP:

F & A: 00792

TRANS DATE:

MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY MEMO:

ANARD AMT:

0 MICRO:

COMMENTS:

1995/12/22

SEE [REDACTED] CALLED IN RE

CUSTOMER SAYS:

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

PER CUSTOMER, DEALER SAYS

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

CUSTOMER SEEKS:

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

CAC ADVISED:

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

1995/12/28

THIS IS THE CLOSING COMMENT

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

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

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAX16LTG

EM02-025 1870

BEGINNING OF CONTACT
 09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
 =====
 6218LG LEGAL CONTACT VEH TYPE: TRUCK
 ORLANDO 24 ZH/YR: C1 CONTACT NBR: 106551434 OPENED: 02/09/1996
 VIN: 1FTZF15N7PL ENGINE: M CLOSED: 02/15/1996
 =====
 LAST NAME: STATUS: CLOSED
 TITLE: FIRST NAME: NI:
 ADDRESS: CITY: PT CHARLOTTE STATE: FL ZIP:
 HOME PHONE: BUS. PHONE:
 MODEL YEAR: 93 MODEL: F-SERIES
 MILEAGE: 13318 MSD:
 DEALER NAME: D GASSARTHS CHARLOT SALES CODE: 124512 P & A: 04926
 CAUSAL CODE: 02 SYMPTOMS: 704145 208800
 ORIGIN: 00 TRANS REGION: TRANS DATE:
 VEH REPL:
 CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LGL INVEST-PROD LIABILITY
 ATTY NAME: ATTY MEMO:
 CLAIM AMT: 0 AWARD AMT: 0
 MICRO:

COMMENTS:
 1996/02/09
 CUSTOMER SAYS:
 -2-8-96, DRIVING VEHICLE AND VEHICLE FELT LIKE IT WAS LOSING GAS, PULLED TO
 SIDE OF ROAD
 -A/C COMPRESSOR WAS ON FIRE
 -VEHICLE WAS TOWED TO DEALER
 -DEALER REPLACED A/C COMPRESSOR
 -SAW ON TELEVISION A RECALL IN IGNITION SWITCHES CATCHING ON FIRE
 -NO POLICE REPORT
 -IS CONCERNED WHAT WILL HAPPEN IN THE FUTURE IF VEHICLE WAS TO CATCH ON FIRE
 *
 PER CUSTOMER, DEALER SAYS:
 -REPLACED A/C COMPRESSOR
 *
 CUSTOMER SEEKS:
 -INFORM FORD OF CONCERN
 *
 CAC ADVISED:
 -DOCUMENTED AND FORWARDED INFO TO PARTIES WITHIN FORD FOR REVIEW
 -FORD REP WILL BE CONTACTED BY A COMPANY REP FOR FURTHER REVIEW
 1996/02/13
 CUSTOMER LINE BUSY

1996-02-13 1071

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.52
 621819 LEGAL CONTACT VEH TYPE: TRUCK
 ORLANDO 24 ZN/TR: C1 CONTACT NBR: 106551436 OPENED: 02/09/1996
 VIN: 1FTEF15M7PL ENGINE: M CLOSED: 02/13/1996
 =====

1996/02/13
 THIS IS THE CLOSING COMMENT
 CUSTOMER SAYS:
 - DEALER PERFORMED REPAIR UNDER WARRANTY
 - HE VIEWED "INSIDE EDITION" THE EVENING AFTER PICKING HIS VEH UP FROM THE
 REPAIR AND THINKS THE FIRE IS RELATED TO THE IGNITION SWITCH
 - HE IS CONCERNED ABOUT A FIRE AFTER WARRANTY EXPIRATION
 *
 LEGAL ANALYST ADVISED CUSTOMER:
 - THERE ARE NO OPEN RECALLS
 - IF THERE IS A RECALL IN THE FUTURE, HE WILL BE NOTIFIED
 - WARRANTY EXCLUDES FIRES ** NO FURTHER ACTION REQUIRED **

ENR2-025 1872

BEGINNING OF CONTACT

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
 1871EM LEGAL CONTACT VEH TYPE: TRUCK
 SOUTHWEST 52 ZN/TR: 02 CONTACT NBR: 106643848 OPENED: 03/05/1996
 VIN: 2FTDF15Y7PC ENGINE: Y CLOSED: 03/06/1996
 LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: LUTHER STATE: OK ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 93 MODEL: F-SERIES
 MILEAGE: 17000 MSD:
 DEALER NAME: FRED JONES FORD OF SALES CODE: 152207 P & A: 02637
 CAUSAL CODE: 02 SYMPTOMS: 704143 704142
 ORIGIN: 00 TRANS REGION: TRANS DATE:
 VEH REPL:
 CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-1BL INVEST-PROD LIABILITY
 ATTY NAME: ATTY HEND:
 CLAIM ANT: 0 AWARD ANT: MICRO:

COMMENTS:

1996/03/05
 *** NAVIS/SUBSEQUENT *** CUSTOMER UNSURE OF MILEAGE WHEN INCIDENT HAPPENED ***
 *
 CUSTOMER SAYS:
 - DECEMBER 1993 VEHICLE CAUGHT ON FIRE
 - CUSTOMER'S SON WAS DRIVING VEHICLE [REDACTED] - THERE WAS AN
 EXPLOSION UNDER HOOD AND VEH WAS ENGULFED IN FLAMES
 - FIRE DEPT CAME, INS COMPANY NOTIFIED AND PAID FOR CONCERNS
 *
 PER CUSTOMER DEALER SAYS:
 - NO DEALER INVOLVEMENT
 - WANTED TO CANCEL THE EXTENDED WARRANTY
 - DLR NEVER CONTACTED CUSTOMER BACK AND SHE IS UNSURE IF ESP WAS CANCELLED
 *
 CUSTOMER SEEKS:
 - SHE IS BEING TOLD THAT THAT TRUCK WAS REPOSSESSED
 - NOW SHE IS HAVING CONCERNS WITH ANOTHER VEHICLE (CONTACT 106643881) AND
 WANTS TO GET INTO ANOTHER ONE, BUT PER DEALER PHCC WILL NOT FINANCE
 BECAUSE PREVIOUS TRUCK WAS REPOSSESSED
 - VEHICLE THAT CAUGHT ON FIRE SHOULD HAVE BEEN INSPECTED BY FORD
 - SHE NEVER RECEIVED ANY NEWS OR NOTIFICATION FROM FORD OR PHCC
 *
 CAC ADVISED:
 - INFO DOCUMENTED AND FORWARDED TO APPROPRIATE DEPT
 - A REPRESENTATIVE FROM FORD WILL BE CONTACTING CUST W/IN 3 BUS DAYS
 *
 1996/03/06
 THIS IS THE CLOSING COMMENT
 INCIDENT OCCURED 12/93, CUSTOMER'S INSURANCE COMPANY HAS PAID CLAIM AND THE
 VEHICLE HAS SINCE BEEN REPOSED. NO ACTION NECESSARY.

EM02-025 1873

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
=====

1071EM	LEGAL CONTACT		VEN TYPE: TRUCK
SOUTHWEST	52 ZN/TR: 02	CONTACT NBR: 106643848	OPENED: 03/05/1996
VIN: 2FTDF15Y7PC	ENGINE: Y		CLOSED: 03/06/1996

=====

1996/03/06

NNNADDCCNN

LA CONTACTED CUSTOMER, ADVISED:

- CUSTOMER SHOULD CONTACT INSURANCE COMPANY TO DETERMINE FINAL DISPOSITION OF HER PREVIOUS VEHICLE OR ANY QUESTIONS SHE MIGHT HAVE REGARDING THE SETTLEMENT OF HER CLAIM
- ANY CONCERNS ABOUT HER CURRENT, OR PAST VEHICLE FINANCING OR HER CREDIT RECORD NEED TO BE TAKEN-UP WITH HER LENDER

ENR2-023 1074

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM XI

19.08.32

5544P1

LEGAL CONTACT

NEW YORK

15 ZN/TR: J1

CONTACT NBR: 106703848

VEH TYPE: TRUCK

VIN:

1FDKF38M6PW

ENGINE: M

OPENED: 03/21/1996

CLOSED: 03/28/1996

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEH REPL:

CASE TYPE:

ATTY NAME:

CLAIM AMT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

MSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

MEANS CODE: A-161 INVEST-PROD LIABILITY

ATTY MEMO:

AWARD AMT:

STATUS: CLOSED

MI:

ZIP:

P & A: 03922

TRANS DATE:

NICRO:

COMMENTS:

1996/03/21

SEER CONTACT OPENED BY REGION MKNKN

CUSTOMER SAYS:

VEHICLE TOWED TO THE DEALERSHIP 3/9/96. BELTS COMING OFF. VEHICLE CAUGHT FIRE 3/10/96 WHILE PARKED IN DEALER REAR LOT. PARAMUS POLICE DEPT INDICATES PASSING MOTORIST REPORTED FIRE AT 12:26 PM. FIRE DEPT EXTINGUISHED AND FIRE MARSHAL INDICATED THAT HE BELIEVED SOURCE OF FIRE WAS AFTER MARKET WIRING TO SHOW PLOW.

CUSTOMER DISSATISFIED AND HAS REQUESTED INFORMATION FROM FORD IN REGARD TO ALLEGATIONS OF IGNITION SWITCH FIRES ON FORD VEHICLES. CUSTOMER BELIEVES THIS IS THE CAUSE OF THE FIRE.

CSH FORWARDED MESSAGE TO J. BEATY TO ADVISE.

1996/03/28

THIS IS THE CLOSING COMMENT

LEGAL- CONTACTED SERVICE MANAGER, JOHN BURGHARDT- CUSTOMER HAS CONTACTED INSURANCE CO. FIRE MARSHAL DETERMINED FIRE TO HAVE BEEN CAUSED BY AFTERMARKET WIRING TO PLOW AT RADIATOR SUPPORT. CUSTOMER TOWED VEHICLE FROM DL& 3/23

NO FURTHER ACTION

ENR2-025 1675

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

9741KL

LEGAL CONTACT

VEH TYPE: TRUCK

ATLANTA

Z1

ZN/TR: D3

CONTACT NBR: 106833385

OPENED: 04/23/1996

VIN:

1FTEF14Y8PM

ENGINE: Y

CLOSED: 04/24/1996

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

CITY:

HENDERSONVILLE

STATE:

NC

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

93

MODEL:

F-SERIES

MILEAGE:

40800

MSD:

DEALER NAME:

FAIRWAY FORD INC

SALES CODE:

121226

P & A: 00977

CAUSAL CODE:

02

SYMPTOMS:

704145

ORIGIN:

00

TRANS REGION:

21

TRANS DATE:

VEH REPL:

CASE TYPE:

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

ATTY NAME:

ATTY FIRM:

CLAIM ANT:

0

AMAR ANT:

0

MICRO:

COMMENTS:

1996/04/23

CUSTOMER SAYS:

-THOUGHT HER VEHICLE WAS OVERHEATING

-THE CHECK ENGINE LIGHT KEPT COMING ON/IT DIED ON A CURVE AND THE ENGINE

STARTED ON FIRE

-FIRE ON APRIL THE 12TH

-THE INSURANCE COMPANY FARM BUREAU/DOESN'T KNOW IF THEY'VE CONTACTED FORD YET

* CUSTOMER SEEKS:

-WANTS KNOW WHAT THE NEXT STEPS ARE

-

* CAC ADVISED:

-A FORD REPRESENTATIVE WILL GET IN TOUCH/NO TIME FRAME

-CONTACT YOUR INSURANCE COMPANY

1996/04/24

*****THIS IS THE CLOSING COMMENT

CAC INFORMATION INDICATES CONCERNS STARTED IN THE ENGINE COMPARTMENT

CUSTOMER REFERRED TO THEIR INSURANCE CARRIER

ENR2-026 1075

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

42B4ST

LEGAL CONTACT

NEW YORK

13

ZN/TR: FI

CONTACT NBR: 107222429

VEH TYPE: TRUCK

VIN:

1FTEFL5Y6PN

ENGINE: Y

OPENED: 07/16/1996

CLOSED: 08/02/1996

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEH REPL:

CASE TYPE:

ATTY NAME:

CLAIM ANT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

MSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

MEANS CODE:

ATTY MEMO:

AWARD ANT:

STATUS: CLOSED

HI:

ZIP:

F & A: 03807

TRANS DATE:

A-LQI INVEST-PROD LIABILITY

0

MICRO:

COMMENTS:

1996/07/16

*** HAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

-VEHICLE CAUGHT ON FIRE UNDER HOOD, NO INJURIES

*

PER CUSTOMER, DEALER SAYS:

-THEY WILL REPAIR VEHICLE

*

CUSTOMER SEEKS:

-A NEW VEHICLE

*

CAC ADVISED:

-FORWARDED INFORMATION TO LEGAL DEPARTMENT, REQUESTED TO CONTACT CUSTOMER

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

CUSTOMER SAYS:

- STILL HAS NOT HEARD FROM FORD

*

CAC ADVISED:

- SOMEONE FROM THE FORD LEGAL DEPARTMENT WILL CONTACT YOU

1996/07/18

UPDATED CODES

1996/07/25

CALLED - NO ANSWER-LEFT MESSAGE ON MACHINE

1996/07/31

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

NO FURTHER ACTION

1996/08/02

***THIS IS THE CLOSING COMMENT

SEE PREVIOUS COMMENTS

EP02-020 1877

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

8390JB

LEGAL CONTACT

VEH TYPE: TRUCK

PHILADELPHIA 16

ZH/TR 81

CONTACT NBR: 106251803

OPENED: 11/15/1995

VIN:

1FTDF15R8PL

ENGINE: R

CLOSED: 12/22/1995

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

CITY:

DREXEL HILL

STATE:

PA

ZIP:

HOME PHONE:

XXX-XXXX-XXXX

BUS. PHONE:

XXX-XXXXXXX

MODEL YEAR:

93

MODEL:

F-SERIES

MILEAGE:

31076

MSD:

DEALER NAME:

MARPLE FORD INC

SALES CODE:

116829

P & A: 01234

CAUSAL CODE:

02 00

SYMPTOMS:

704145

ORIGIN:

00

TRANS REGION:

TRANS DATE:

VEH REPL:

CASE TYPE:

4-FIRES - FUEL FED MEANS CODE: A-LQ INVEST-PROD LIABILITY

ATTY NAME:

ATTY MEMO:

CLAIM AMT:

0

AWARD AMT:

0

MICRO: 4391063

COMMENTS:

1995/11/15

LEGAL CONTACTED SVC. MGR. WHO INDICATED VEHICLE IS NOW AT DEALERSHIP.

- VEHICLE WAS AT BODY SHOP FOR APPROX. 2 WEEKS.

- VEHICLE WAS TOWED TO DEALERSHIP - INS. CO. INDICATED IT HAS FMC FAULT.

- EAA INSPECTOR CONTACTED TO SET UP DATE W/DEALERSHIP FOR INSPECTION.

- CUSTOMER WANTS TO KNOW WHAT FORD WILL PAY TOWARDS HIS LOANER VEHICLE.

- ADVISED SVC. MGR. HE WILL PAY NOTHING.

UPDATED PHONE #.

1995/12/04

READDCCOM

CUSTOMER SAYS:

-AN INVESTIGATOR CONTACTED THE CUSTOMER ABOUT 2 WEEKS AGO AND ASKED CUSTOMER

QUESTIONS ABOUT THE FIRE

-WANTS TO KNOW ABOUT A LOANER VEHICLE

-IS CURRENTLY RENTING A VEHICLE FROM THE DEALERSHIP

*

PER CUSTOMER, DEALERSHIP SAYS:

-WILL NOT PROVIDE LOANERS

*

CUSTOMER SEEKS:

-REIMBURSED FOR RENTAL CHARGES

-HAS BEEN RENTING A CAR SINCE 10/21/95

*

CUSTOMER ADDS:

-FORD JUST DECIDED THEY WERE GOING TO REPAIR THE VEHICLE

-INSURANCE CO ONLY PAYS 20 DAYS

*

CSR ADVISED:

-WILL DOCUMENT AND FORWARD THE INFO TO THE DEALERSHIP

-LOANERS ARE PROVIDED AT THE DISCRETION OF THE DEALERSHIP

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAXLO1TG

ER02-023 1878

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32

 8398JB LEGAL CONTACT VEH TYPE: TRUCK
 PHILADELPHIA 16 ZW/TR, RI CONTACT NBR: 186251888 OPENED: 11/15/1995
 VIN: 1FTDF15R8P1 ENGINE: R CLOSED: 12/22/1995

1995/12/04
 -FMC DOES NOT PROVIDE LOANERS UNDER THE NAW. WARRANTY
 -UNDER ESP CUSTOMER HAS 5 DAYS UP TO 25 DOLLARS A DAY IF VEHICLE IS COVERED

*
 NK SUPE HOUERRO, GROUP #15, DDOYLE1 NK
 CUSTOMER STATES:
 -HE HAS BEEN RENTING A VEHICLE SINCE 10/21/95 FROM THE DEALERSHIP
 -FMC WILL TAKE RESPONSIBILITY OF REPAIRING THE VEHICLE
 -HIS INSURANCE COMPANY WILL ONLY PAY FOR 20 DAYS

*
 PER CUSTOMER DEALER SAID:
 -WILL NOT PROVIDE LOANERS
 *
 CUSTOMER SEEKS:
 -TO BE REIMBURSED FOR RENTAL CHARGES

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

1995/12/22
 THIS IS THE CLOSING COMMENT
 MICRO NUMBER ADDED.
 CUSTOMER SIGNED RELEASE RECEIVED BY LEGAL.
 REPAIR WORK BEING COMPLETED BY DEALERSHIP (GOODWILL);
 NO FURTHER ACTION REQUIRED.
 ADDITIONAL MICRO NUMBER ADDED FOR EAA REPORT.

1996/01/02
 DEALER COMMITMENT CODE M49ZT.

1996/05/09
 CUSTOMER LETTER DATED APRIL 2, 1996
 CUSTOMER WRITES:
 - ABOUT PREVIOUSLY STATED CONCERNS WITH VEHICLE AND RENTAL CHARGES.
 - PER FRIEND WHO WORKS FOR FORD THAT COIS REPORTS INDICATE SIMILAR CONCERNS
 WITH BULKHEAD HARNESS FIRES ON OTHER F-150 VEHICLES.

*
 CUSTOMER SEEKS:
 - REIMBURSEMENT FOR \$1334 RENTAL CHARGES AND COST TO FIX WINDOW THAT HE
 BELIEVES WERE CAUSED BY THE DEALER'S REPAIR EFFORTS.
 *
 CAC WILL FORWARD FOR WRITTEN RESPONSE SINCE NO FORD LETTER EXISTS FOR CONCERN.

1996/05/21
 SENT CUSTOMER MODIFIED LETTER - FORD MOTOR COMPANY'S WARRANTY COVERING
 YOUR VEHICLE STATES THAT WE WILL PAY FOR THE REPAIR OF ANY DEFECTS IN MATERIAL
 AND WORKMANSHIP WITHIN SPECIFIED TIME AND MILEAGE PERIODS. HOWEVER, IT DOES
 NOT PROVIDE FOR REIMBURSEMENT OF RENTAL EXPENSES OR INCONVENIENCE INCIDENTAL
 TO THE REPAIR OF THE VEHICLE. IN VIEW OF THIS, WE ARE UNABLE TO PARTICIPATE
 IN AN ADJUSTMENT OF THIS NATURE.

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
=====

8398JB	LEGAL CONTACT	VEN TYPE: TRUCK
PHILADELPHIA 16	ZH/TR: 01	CONTACT NBR: 106251805
VIN: 1FTDF15R8PL	ENGINE: R	OPENED: 11/15/1995
		CLOSED: 12/22/1995

=====

1996/05/28

CUSTOMER SAYS:

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

*

PER CUSTOMER, DEALER SAYS:

-NA

*

CUSTOMER SEEKS:

-REIMBURSEMENT FOR RENTAL VEHICLE CUST PAID FOR FOR THIS INCIDENCE

*

CAC ADVISED:

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

1996/06/13

LETTER MICROFILMED 05-22-1996

2002-0225 1800

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

1301NO

LEGAL CONTACT

VEH TYPE: TRUCK

CINCINNATI

47 ZH/TR: E1

CONTACT MBR: 106476745

OPENED: 01/22/1996

VIN:

2FDLF47M2PC

ENGINE: M

CLOSED: 02/07/1996

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

CITY:

CAMPION

STATE:

KY

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

93

MODEL:

F-SERIES

MILEAGE:

61000

MSD:

DEALER NAME:

COLE FORD-MERCURY I

SALES CODE:

147898

P & A:

81986

CAUSAL CODE:

02

SYMPTOMS:

784143

203200

ORIGIN:

80

TRANS REGION:

TRANS DATE:

VEH REPL:

CASE TYPE:

48-FIRES - EXHAUST-CAT.CONVERTOR-OTHER

MEANS CODE:

A-LGL INVEST-PROD LIABILITY

ATTY NAME:

ATTY NEMO:

CLAIM AMT:

0

AWARD AMT:

MICRO: 4471124

COMMENTS:

1996/01/22

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

1 800 FROM FORD OPERATOR

CUSTOMER SAYS

-1:30 AM FIRE STARTED UNDER HOOD

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

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

*

PER CUSTOMER, DEALER SAYS

-REPLACED WIRING HARNESS

-REPLACED FUSES (STARTER)

-TURNED IN HARNESS TO FNC

-SOMETHING WAS WRONG SOMEWHERE

-FNC TOLD HIM TO PUT HIGHER AMP FUSES, WAS 20 ADDED 25 AMP

*

CUSTOMER SEEKS

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

-84600

*

CAC ADVISED

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

-CANNOT PROVIDE TIME FRAME FOR REP TO CONTACT

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

*

CUST ADDS

-POLICE REPORT MIGHT READ 12/31/95

-THAT NIGHT CUST SMELLED SOMETHING FROM THE VEHICLE

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

-HAS CONTACTED INS CO: KENTUCKY AUTO INS

-POLICE OFCR: TROOPER GIBBS, MOREHEAD KENTUCKY STATE POLICE

EP02-025 1001

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
 =====
 1301NG LEGAL CONTACT VEH TYPE: TRUCK
 CINCINNATI 47 ZN/TR: EI CONTACT NBR: 106476743 OPENED: 01/22/1996
 VIN: 2FDLF47N2PC ENGINE: M CLOSED: 02/07/1996
 =====

1996/01/22

- HAS SETTLED W/ INS CO
- WANTS TO KEEP THE TRUCK

*

CAC ADDS

- CANNOT GUARANTEE ASSISTANCE
- BEST TO WORK W/ LEGAL REP

1996/01/25

- LA MADE OBC TO THE SVC MGR/RICHARD EMMONS.
- CUSTOMER HAS NOT HAD THE VEHICLE INTO THE DEALERSHIP SINCE 6/14/95
- VEHICLE IS NOT AT HIS DEALERSHIP AT THIS TIME

1996/01/26

LA MADE OBC TO CUSTOMER.

-NOT AVAILABLE

-WILL RETRY

1996/01/29

LA MADE OBC TO CUSTOMER.

LA MADE OBC TO CUSTOMER.

-HE HAS BEEN A LOYAL FORD CUSTOMER SINCE 1982 AS HAS HIS STEPDAD

-HAS PURCHASED TRACTORS AND F-SERIES FROM PUCKETT FORD INCLUDING 1992

F-SERIES AND 1992 CROWN VIC

-THIS VEHICLE HAS HAD 2 PREVIOUS SMALL FIRES THAT HE MANAGED TO PUT OUT HIMSELF. HOWEVER ON THIS LAST ONE, IT WAS TOO FAR ALONG WHEN HE CAUGHT IT LOOKING OUT THE WINDOW AFTER JUST PULLING INTO HIS YARD

-THE CUSTOMER DID NOT PUT ANY ADD ON EQUIPMENT OF ANYKIND ONTO THIS

ROLLBACK/ F 450 SUPERDUTY

-CUSTOMER EXPECTS FORD TO HELP HIM PAY OFF THE VEHICLE AS HE IS SHORT ABOUT \$4,400 TO PAY OFF THE VEHICLE AFTER THE INSURANCE COMPANY PAID HIM

*

LA ADVISED CUSTOMER:

-WILL RESEARCH THE SERVICE HISTORY ON THE VEHICLE AND GET BACK WITH THE CUSTOMER

1996/02/01

MINN WORLD HEADQUARTER CALLS SEVERAL

*

CUSTOMER SAYS:

- HAS SOLD THIS VEHICLE AS IT WAS INVOLVED IN A FIRE

- THE VEHICLE NOW BELONGS TO A SALVAGE YARD

- HOWEVER, HAS MADE ARRANGEMENTS WITH THE SALVAGE YARD TO KEEP VEHICLE JUST IN CASE FMC WANTS TO LOOK AT IT

*

CUSTOMER SEEKS:

- HE WANTS FMC TO PAY HIM \$4000 AS HE CAN PAY OFF THE INSURANCE ON THIS VEHICLE

EMO2-025 1002

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
=====*****
1301HO LEGAL CONTACT VEH TYPE: TRUCK
CINCINNATI 47 ZN/TR: EL CONTACT NBR: 106476743 OPENED: 01/22/1996
VIN: 2FDMF47M2PC ENGINE: M CLOSED: 02/07/1996
=====*****

1996/02/01

*
CUSTOMER ADDS:
- HE HAS ALWAYS BEEN A VERY LOYAL CUSTOMER TO FMC AND WOULD LIKE VERY
MUCH STAY THIS WAY

*
CAC ADVISED:
- ADVISED CUSTOMER THAT THIS CONCERN IS STILL BEING REVIEWED BY OUR
LEGAL DIVISION
- AS SOON AS A DECISION HAS BEEN GIVEN FMC WILL RECONTACT HIM
- APOLOGIZED FOR THE DELAY IN THIS PROCESS

1996/02/07

LA RECEIVED THE SERVICE FILE ON THIS VEHICLE
-VEHICLE HAS AFTERMARKET ELECTRICALS ADDED TO IT

*
LA MADE OBC TO THE CUSTOMER:
-NO ASSISTANCE
-THIS IS AN INSURANCE COMPANY CONCERN
-FIRES ARE NOT COVERED UNDER WARRANTY
THIS IS THE CLOSING COMMENT
NO FURTHER REASON TO FOLLOW AS CUSTOMER HAS BEEN CONTACTED AND REFERRED TO
HIS INS. CO.***

1996/02/15

END RETURNED FROM MICRO***

ER02-025 1043

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

7020RH

LEGAL CONTACT

VEN TYPE: TRUCK

BOSTON

11 ZN/TR: C1

CONTACT NBR: 107105719

OPENED: 06/21/1996

VIN:

1FTYK26H1PL

ENGINE: H

CLOSED: 06/21/1996

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEH REPL:

CASE TYPE:

ATTY NAME:

CLAIM AMT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

MSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

STATUS: CLOSED

HI:

ZIR:

F-SERIES:

P & A:

08803

TRANS DATE:

MEANS CODE:

A-LGL INVEST-PROD LIABILITY

ATTY MEMO:

AWARD AMT:

MICRO: 4632360

COMMENTS:

1996/06/21

DLR FAX- VEHICLE CAUGHT FIRE UNDER HOOD- HAS BEEN SETTLED BY INSURANCE

CUSTOMER IS SEEKING SPECIAL PRICE ON REM TRUCK

*

***THIS IS THE CLOSING COMMENT

CUSTOMER HAS BEEN PAID BY INSURANCE- REFERRED HIM TO THEM

NO FURTHER ACTION

1996/06/25

ADDED MICRO

EP02-020 1004

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.8K.32

4195J5

LEGAL CONTACT

VEH TYPE: TRUCK

SIR

18 ZN/TR

CONTACT NBR: 107416674

OPENED: 08/23/1996

VIN:

2FTJW35N3P0

ENGINE: M

CLOSED: 09/09/1996

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

CITY:

STATE:

LA

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

93

MODEL:

F-SERIES

MILEAGE:

46000

MSD:

DEALER NAME:

BALDWIN MOTORS INC

SALES CODE:

322565

P & A: 12227

CAUSAL CODE:

0789

SYMPTOMS:

7D4195 111600

ORIGIN:

00

TRANS REGION:

22

TRANS DATE:

VEH REPL:

CASE TYPE:

1A-ACCIDENT - NO INJURY

MEANS CODE:

A-LGL INVEST-PROD LIABILITY

ATTY NAME:

ATTY MEMO:

CLAIM ANT:

0

AWARD AMT:

0

MICRO: 4751703

COMMENTS:

1996/08/23

MMN NAVIS: SUBSEQUENT AXX

CUSTOMER SAYS:

-WAS JUMPING BATTERY ON TRUCK AND HOOD SLIPPED DOWN CAUSING A DENT IN HOOD,

AND FIRE BROKE OUT FROM HOOD HITTING JUMPER CABLES

-FLAME CAME THROUGH THE HOOD

-NO INJURIES

-FEELS HOOD SHOULDN'T HAVE FELT DOWN CAUSING FIRE TO OCCUR

PER CUSTOMER, DEALER SAYS:

-NO DEALER CONTACT

CUSTOMER SEEKS:

-WHAT FORD CAN DO ABOUT DEFECT

CAC ADVISED:

-WILL FORWARD TO LEGAL DEPARTMENT

1996/09/09

000THIS IS THE CLOSING COMMENT

LEGAL ANALYST (LPA) FORWARDED THE CUSTOMER A LETTER ADVISING CUSTOMER TO

CONTACT THEIR INSURANCE COMPANY. INSURANCE COMPANY MAY SUBROGATE IF THEY

FEEL IT IS APPROPRIATE.

1996/09/18

MMNRETURN FROM MICROXX

EP002-020 1000

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

2466EP

LEGAL CONTACT

NEW YORK

13

ZN/TR

HI

CONTACT KBR: 106362824

VEN TYPE: TRUCK

VIN:

1FTHX26N4PK

ENGINE: H

OPENED: 12/14/1995

CLOSED: 12/26/1995

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEN REPL:

CASE TYPE:

ATTY NAME:

CLAIM AMT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

MSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

STATUS: CLOSED

KI:

ZIP:

F-SERIES

MICRO:

COMMENTS:

1995/12/14

CUSTOMER SAYS:

- TODAY, ABOUT 2:20, VEHICLE WAS RUNNING.
- ENGINE COMPARTMENT AND THE PASSENGER AREA WERE ENGULFED IN SMOKE.
- WHEN CUSTOMER WAS DRIVING SMELLED SOMETHING BURNING, HAD GOTTEN OUT TO DELIVER GROCERIES TO NEIGHBOR.
- WHEN LOOKED BACK, THE ENTIRE VEHICLE WAS ENGULFED IN SMOKE.
- HE REACHED IN AND SHUT OFF THE VEHICLE.
- UNDER THE HOOD WAS CRISP AND THERE WAS PAINT PEELING OFF.
- VEHICLE IS BEING TAKEN TO DEALER.
- NO POLICE OR FIRE DEPT NOTED.

CAC ADVISES:

- INFORMATION FORWARDED TO PROPER DEPT.
- CUSTOMER WILL BE CONTACTED BY FORD REP TO REVIEW.

1995/12/18

UPDATED CODES.

1995/12/26

THIS IS THE CLOSING COMMENT

LEGAL SPOKE TO SERVICE MANAGER WHO INDICATED THE VEHICLE HAD BEEN REPAIRED. THERE WAS NO FIRE, ONLY SMOKE WHICH MAY HAVE BEEN CAUSED FROM THE A/C CLUTCH ON THE COMPRESSOR. NO FURTHER ACTION REQUIRED.

ENR2-825 1005

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.02.32

=====

\$398HK

LEGAL CONTACT

VEH TYPE: TRUCK

BOSTON

11

ZM/TR: A2

CONTACT NBR: 105529529

OPENED: 03/18/1995

VIN:

1FTEF14H3PL

ENGINE: N

CLOSED: 06/06/1995

=====

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

CITY:

NEWTOWNVILLE

STATE:

MA

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

93

MODEL:

F-SERIES

MILEAGE:

15000

NSD:

DEALER NAME:

MUZI MOTORS INC

SALES CODE: 111039

P & A: 09131

CAUSAL CODE:

AB O A

SYMPTOMS: 704245

404300

ORIGIN:

00

TRANS REGION:

TRANS DATE:

VEH REPL:

30

CASE TYPE:

10-VEHICLE REPLACEMENT

MEANS CODE:

K-VEHICLE REPLACEMENT

ATTY NAME:

REQ 05/19 SENT 05/23

ATTY MEMO:

2838036 DEV -----

CLAIM AMT:

13.400

AWARD AMT:

5.975

MICRO: 4240924

COMMENTS:

1995/05/18

VEHICLE REPLACEMENT DUE TO ENGINE HISSING AND SMOKEING CONCERNS.

1995/05/22

FM

1995/06/03

FM

THIS IS THE CLOSING COMMENT

CHECK 011269 FOR 019374.70 ISSUED TO MUZI MOTORS, INC

1995/06/06

CONTACT CLOSING APPROVED

OK TO CLOSE

0902-025 1007

BEGINNING OF CONTACT

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32

988700 LEGAL CONTACT

NEWPHIS 25 ZH/TR: A3 CONTACT NBR: 107393299 VEN TYPE: TRUCK

VIN: 1FTEF25Y4PN ENGINE: Y OPENED: 08/20/1996

***** CLOSED: 08/22/1996

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

TITLE: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: FOREST STATE: LA ZIP: [REDACTED]

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

MODEL YEAR: 93 MODEL: F-SERIES

RELEASE: 85980 MSD:

DEALER NAME: BASTROP FORD L-M IN SALES CODE: 123171 P & A: 08598

CAUSAL CODE: 3081 SYMPTOMS: 784245 203400 203100

ORIGIN: 00 TRANS REGION: 23 TRANS RATE:

VEN REPL:

CASE TYPE: 4A-FIRES - ELECTRICAL MEANS CODE: N-OTHER

ATTY NAME: [REDACTED] ATTY MEMO:

CLAIM ANT: 0 AWARD ANT: [REDACTED]

D
MICRO: 4730620

COMMENTS:

1996/08/20

SEE POSSIBLE ESP COVERAGE XXX

NEW NAVIS: ORIGINAL XXX

CUSTOMER SAYS:

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

PER CUSTOMER, DEALER SAYS:

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

CUSTOMER SEEKS:

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

CAC ADVISED:

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

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAX16LTG

EA02-029 1006

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.52
===== LEGAL CONTACT =====
988700 MEMPHIS 23 ZN/TR: A3 CONTACT NBR: 107395295 VEH TYPE: TRUCK
VIN: 1FTEF25Y4PN ENGINE: Y OPENED: 08/20/1996
===== CLOSED: 08/22/1996 =====

1996/08/20
CUSTOMER SAYS,
- CUSTOMER CALLING BACK BECAUSE SHE IS NOT SATISFIED WITH FIVE DAY WAITING PERIOD
- INFORMED THE CUSTOMER THE INFORMATION HAS BEEN FORWARDED TO THE APPROPRIATE DEPARTMENT

1996/08/21
- CUSTOMER IS OUTSIDE OF ALL CRITERIA FOR A LEGAL CONTACT, CSR WHO ORIGINALLY OPENED THE CONTACT WILL CONTACT THE CUSTOMER AND ADVISE.
- WILL CLOSE THE CONTACT

1996/08/22
- FIRES ARE NOT COVERED BY ESP/WARRANTY - WILL ADVISE THE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY
- CLOSE CONTACT

***THIS IS THE CLOSING COMMENT
SENDING LETTER REFERRING CUSTOMER TO INSURANCE CARRIER,
1996/08/26
ADDED MICRO NUMBER.

EMR2-025 1089

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

=====

53100T

LEGAL CONTACT

VEH TYPE: TRUCK

SDR:

10 ZH/TR: 66

CONTACT NBR: 105199372

OPENED: 02/13/1995

VIN:

1FTHX2606PK

ENGINE: 0

CLOSED: 02/17/1995

=====

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEH REPL:

CASE TYPE:

ATTY NAME:

CLAIM ANT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

MSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

MEANS CODE:

ATTY MEMO:

AWARD ANT:

STATUS: CLOSED

MI:

ZIP:

P & A: 08599

TRANS DATE:

A-LGL INVEST-PROD LIABILITY

MICRO: 4622652

COMMENTS:

1995/02/13

CUSTOMER SAYS:

- ON 2/11/95 THE AMP LIGHT CAME ON AND SMOKE STARTED COMING FROM UNDER THE HOOD.
- HE LIFTED THE HOOD AND SPRAYED HIS FIRE EXTINGUISHER ON THE ENGINE.
- THEN FLAMES STARTED COMING FROM THE ENGINE.
- HE BURNED UP A CELLINOID.

*

PER CUSTOMER, DEALERSHIP SAYS:

- HE IS HAVING THE VEHICLE TOWED THERE TODAY.

*

CUSTOMER SEEKS:

- TO HAVE THE CONCERN RESOLVED.

*

CAC ADVISED:

- TO CONTACT HIS INSURANCE COMPANY.
- THE REGIONAL OFFICE WILL BE CONTACTING HIM.
- TO STAY IN CONTACT WITH DEAN MADE, SERVICE MANAGER AT THE DEALERSHIP TO HAVE THESE CONCERNS REVIEWED.

1995/02/15

REGIONAL OFFICE HAS REVIEWED AND WILL ASSIGN TO GEOMETRIC RESULTS FOR INVESTIGATION. (LINDA JAMES: 8-382-3812/(284) 362-3812).

1995/02/16

THIS IS THE CLOSING COMMENT

ORI INVESTIGATOR REPORTS THAT, PER CONVERSATION WITH DEALERSHIP SERVICE MANAGER, CAUSE OF FIRE IS NOT FORD RESPONSIBILITY. CUSTOMER HAD TRAILER COMPANY IN SALEM, OREGON INSTALL A BATTERY ISOLATOR, TRAILER COMPANY HAD INCORRECTLY HOOKED UP WIRES. DEALERSHIP HAS REVIEWED WITH CUSTOMER WHO WILL PURSUE MATTER THROUGH HIS INSURANCE COMPANY. LETTER FROM DAVE WALKER, D.R. MANAGER WAS SENT TO CUSTOMER ON 2/16/95.

1995-02-25 10:00

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
=====

5510BT	LEGAL CONTACT	VEN TYPE: TRUCK
SDR	10 ZN/TR: 44	CONTACT NBR: 105199372
VIN:	1FTHX268PK	ENGINE: 6
		OPENED: 02/13/1995
		CLOSED: 02/17/1995

=====

1995/02/17
CONTACT CLOSING APPROVED
OK TO CLOSE.
1995/03/16
XBBLETTTER DATED 2/12/95XBX
CAC ADVISED:
-LETTER PRE-DATES ACTION
-NO OUT SOUND CALL ATTEMPTED.

ENG2-020 1091

BEGINNING OF CONTACT

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32

=====

15941C	LEGAL CONTACT	VEH TYPE: TRUCK
MEMPHIS	23 ZN/TR: C2	OPENED: 01/16/1995
VIN: 1FTEK15YSR	CONTACT NBR: 105101724	CLOSED: 02/08/1995
	ENGINE: Y	

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:	ETHEL	STATE:	LA	ZIP:
HOME PHONE:		BUS. PHONE:		
MODEL YEAR:	94	MODEL:	F-SERIES	
MILEAGE:	18000	MSB:		
DEALER NAME:	SUPERIOR FORD INC	SALES CODE:	125170	P & A: 06543
CAUSAL CODE:	02	SYMPTOMS:	706165	
ORIGIN:	GO	TRANS REGION:		TRANS DATE:
VEH REPL:		MEANS CODE:	A-101	INVEST-PROD LIABILITY
CASE TYPE:	4-FIRES - FUEL FED	ATTY MEMO:		
ATTY NAME:		AMARD AMT:		
CLAIM AMT:	0			MICRO:

COMMENTS:

1995/01/16

CUSTOMER SAYS:

- THE BATTERY IN THE VEHICLE EXPLODED AND THEN THE VEHICLE CAUGHT ON FIRE
- THIS OCCURED WHILE GIVING ANOTHER VEHICLE A BOOST

DEALER SAYS PER CUSTOMER:

- HAS NOT BEEN CONTACTED

CUSTOMER SEEKING:

- TO HAVE THE VEHICLE TONED

CAC ADVISED:

- CONTACT ROADSIDE ASSISTANCE TO HAVE THE VEHICLE TONED
- THE REGIONAL OFFICE WILL BE CONTACT CUSTOMER TO REVIEW CONCERNS
- CONTACT INSURANCE COMPANY

1995/01/18

ADDCO

W

CUSTOMER SEEKS:

- A LOANER OR RENTAL VEHICLE WHILE HIS VEHICLE IS BEING REPAIRED

W

CAC ADVISED:

- RENTAL ASSISTANCE UNDER PREFERRED CARE PROGRAM ONLY APPLY TO WARRANTY
- REPAIRS
- TO CONTACT THE SERVICE MANAGER AT DEALER FOR VERIFICATION OF NEEDED REPAIRS
- AND ANY APPLICABLE WARRANTY COVERAGE.

1995/01/19

FILE SENT TO ORI - FIRE INSPECTION - FILE FAXED TO ORI ON 1/19/95 BY S DAYTON OR SPECIALIST

EM02-025 1002

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.52
 =====
 1594LC LEGAL CONTACT VEH TYPE: TRUCK
 MEMPHIS 23 ZN/TR: C2 CONTACT NBR: 105101726 OPENED: 01/16/1995
 VIN: 1FTEX15Y3R ENGINE: Y CLOSED: 02/08/1995
 =====

1995/01/31

CUSTOMER SAYS:

-HIS VEHICLE IS CURRENTLY AT THE DEALERSHIP WAITING TO BE INSPECTED BY A FIRE SPECIALIST.

-HE NEEDS ANOTHER VEHICLE TO USE WHILE HIS TRUCK IS INOPERABLE.

*

PER CUSTOMER, DEALERSHIP SAYS:

-TO CALL FORD.

*

CUSTOMER SEEKS:

-A RENTAL VEHICLE OR A DEALERSHIP LOANER CAR.

*

CAC ADVISED:

-CUSTOMER TO CONTACT THE SERVICE MANAGER (HENRY ZIGLER), TO ADDRESS ANY REQUESTS FOR A RENTAL VEHICLE.

-CUSTOMER THAT THE SERVICE MANAGER WILL MAKE A DECISION ON WHETHER HE CAN BE PROVIDED A RENTAL VEHICLE.

*

CUSTOMER INDICATES HE WILL CONTACT THE DEALERSHIP.

*

1995/02/07

THIS IS THE CLOSING COMMENT

PER BRI INSPECTION WHICH WAS CONDUCTED ON 2/3/95 BY ALBERT SMITH, OWNER OF VEHICLE HAD CONNECTED A SET OF JUMPER CABLES TO ANOTHER VEHICLE, POSITIVE CABLE TO POSITIVE ON BATTERY, AND NEGATIVE TO NEGATIVE ON BATTERY ON A DEAD BATTERY IN THE VEHICLE. THE OTHER VEHICLE'S BATTERY WAS DEADSO HE LEFT HIS VEHICLE RUNNING AND HE WENT INSIDE HIS HOUSE FOR APPX. 15 MINUTES. HE CAME OUT AND THE BATTERY EXPLODED AND CAUGHT HIS VEHICLE ON FIRE - INSPECTION DID NOT REVEAL ANY ELECTRICAL PROBLEMS WITH THIS VEHICLE. THIS FIRE WAS CAUSED BY THE BATTERY EXPLoding - PAGE 254 OF THE OWNER'S MANUAL IS VERY SPECIFIC ABOUT HOW TO JUMP A VEHICLE PROPERLY - CUSTOMER WAS TOLD TO CONTACT HIS INSURANCE COMPANY - ESTIMATE TO REPAIR = \$4413 - NO FURTHER ACTION WILL BE TAKEN BY FORD, PLEASE CLOSE

CONTACT CLOSING REJECTED

HOW AND WHEN WAS THE CUSTOMER CONTACTED?

1995/02/08

THIS IS THE CLOSING COMMENT

THIS CUSTOMER WAS NOTIFIED BY WAYNE SOULIER SERVICE ADVISOR AT ZACHARY FORD AS TO THE RESULTS OF BRI'S INVESTIGATION - AL SMITH BRI INVESTIGATOR WAS UNABLE TO REPAIR EACH CUSTOMER AFTER SEVERAL ATTEMPTS - I ALSO MAILED A LETTER TO THE CUSTOMER TODAY FROM THE MEMPHIS REGIONAL OFFICE STATING THAT FORD WOULD NOT ASSIST WITH REPAIR AND THAT THE FIRE INVESTIGATION SHOWED THAT IMPROPER JUMP STARTING CAUSED THE FIRE - NOT ANY MANUFACTURING DEFECT AND I ALSO REFERRED THE CUSTOMER TO HIS INSURANCE COMPANY IN THE LETTER - NO FURTHER ACTION - PLEASE CLOSE
 CONTACT CLOSING APPROVED
 OK TO CLOSE.

EMR2-425 1003

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

924510

LEGAL CONTACT

TWIN CITIES

58

ZN/TR: 01

CONTACT NBR: 105245712

VEH TYPE: TRUCK

VIN:

1FDJF37H4RH

ENGINE: H

OPENED: 02/27/1995

CLOSED: 02/27/1995

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEH REPL:

CASE TYPE:

ATTY NAME:

CLAIM AMT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

MSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

STATUS: CLOSED

MI:

ZIP:

F & A: 09300

TRANS DATE:

MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY MEMO:

AWARD AMT:

U

MICRO:

COMMENTS:

1995/02/27

INITIATED FROM DEALER FAX. CUSTOMER ALLEGES VEHICLE WAS RUNNING WHEN A FIRE BROKE OUT UNDER THE HOOD ON THE RIGHT SIDE OF THE VEHICLE. NO INJURIES. I HAVE SPOKEN WITH PARTS AND SERVICE DIRECTOR BOB LUKES WHO SAYS THAT THE VEHICLE IS CURRENTLY BEING WORKED ON AND THAT THERE IS A COUPLE THOUSAND DOLLARS IN DAMAGE. BOB SAYS THAT HE WAS TOLD BY CSM KEITH ERTOL TO ADVISE THE CUSTOMER TO GO THROUGH HIS INSURANCE COMPANY FOR FIRE DAMAGE. BOB ADVISED CUSTOMER OF THIS CUSTOMER'S INSURANCE COMPANY HAS NOT BEEN OUT TO LOOK AT VEHICLE YET (NO ESTIMATE HAS DONE), BUT DEALER SAYS THEY HAVE SAVED ALL PARTS TAKEN OFF OF VEHICLE FOR INSURANCE COMPANY TO INSPECT. I WILL BE CONTACTING CUSTOMER TO CONFIRM THAT THEY KNOW TO WORK THROUGH INSURANCE COMPANY. THIS IS THE CLOSING COMMENT

I HAVE CONTACTED CUSTOMER AND SPOKEN TO WAYNE EDGAR AND CONFIRMED/ADVISED THAT FORD'S POSITION IS THAT THEY NEED TO WORK THROUGH THEIR INSURANCE COMPANY TO HAVE VEHICLE REPAIRED. PER WAYNE THEY WERE ADVISED OF THIS.

1996/07/18

MICRO ADDED

2002-02-10 10:04

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

6858KR

CHICAGO

VIN:

41

ZN/TR

E2

ZFTEF14Y2RC

LEGAL CONTACT

CONTACT NBR: 105426489

ENGINE: Y

VEN TYPE: TRUCK

OPENED: 04/20/1995

CLOSED: 05/08/1995

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEN REPL:

CASE TYPE:

ATTY NAME:

CLAIM AMT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

HSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

MEANS CODE: H-OTHER

ATTY MEMO:

AWARD AMT:

STATUS: CLOSED

MI:

ZIP:

P & A: 02007

TRANS DATE:

MICRO:

COMMENTS:

1995/04/20

CUSTOMER ALLEGES VEHICLE CAUGHT FIRE OUTSIDE OF HARDEN'S. FIRE DAMAGE IS IN THE ENGINE COMPARTMENT AND BURNED THE HOOD. THE VEHICLE WAS TOWED TO THE DEALER. THE DEALERSHIP ESTIMATED DAMAGE TO BE \$10,000 MECHANICAL AND ADDITIONAL BODY DAMAGE. CUSTOMER JUST PURCHASED VEHICLE 4/19/95, THE DAY BEFORE IT HAPPENED. REQUESTING ORI INSPECTION ASAP.

1995/05/08

THIS IS THE CLOSING COMMENT
INSPECTION FROM ORI STATES: ORIGIN OF FIRE WAS ON THE DRIVER SIDE OF THE ENGINE COMPARTMENT. POINT OF ORIGIN WAS THE WIRING HARNESS NEAR FRONT OF DISTRIBUTOR NEAR ENGINE BLOCK. SOURCE OF IGNITION WAS HEAT FROM WIRING HARNESS SHORT CIRCUIT. ORI HAS DETERMINED THAT THE INCIDENT IS DUE TO FAILURE OF A COMPONENT IN THE VEHICLE, THEREFORE, FORD'S RESPONSIBILITY. CUSTOMER HAS BEEN TRADED OUT OF THE VEHICLE. FMT.

CONTACT CLOSING APPROVED

OK TO CLOSE

6802-025 1005

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

7668RM

LEGAL CONTACT

VEN TYPE: TRUCK

LOS ANGELES 71

ZM/TR: C3

CONTACT NBR: 105986740

OPENED: 08/21/1995

VIN:

1FTHX2609RK

ENGINE: 8

CLOSED: 09/15/1995

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEN REPL:

CASE TYPE:

ATTY NAME:

CLAIM AMT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

MSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

STATUS: CLOSED

MI:

ZIP:

P & A: 05458

TRANS DATE:

MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY MEMO:

ANARD AMT:

MICRO:

COMMENTS:

1995/08/21

CUSTOMER SAYS:

-EXHAUST CHECK VALVE FAILED ON 8/20/95

-EXHAUST FUMES WENT INTO ENGINE COMPARTMENT CAUSING RUBBER HOSES AND VACUUM LINES TO CATCH ON FIRE

-CUSTOMER PUT OUT THE FLAMES WITH TOWEL

*

PER CUSTOMER, DEALERSHIP (MATT) SAYS:

-PARTS HAVE BEEN ORDERED AND REPAIRS WILL BE MADE

*

CUSTOMER SEEKS:

-RENTAL VEHICLE ASSISTANCE WHILE FIRE DAMAGE IS BEING REPAIRED

*

CAC ADVISED:

-SEE CONTACT # 10598627

-LEGAL CONTACT OPENED DUE TO EXPERIENCE WITH FIRE

-CONTACT INSURANCE COMPANY

-SOMEONE WITHIN FORD WILL BE CONTACTING THE CUSTOMER TO INVESTIGATE THE FIRE

*CUSTOMER'S MAIN CONCERN WAS WITH THE LACK OF RENTAL ASSISTANCE UNDER BUMPER TO BUMPER, HOWEVER FOR LIABILITY PURPOSES, LEGAL CONTACT ALSO OPENED DUE TO THE FIRE EXPERIENCE

1995/09/14

THIS IS THE CLOSING COMMENT

VEHICLE REPAIRED UNDER WARRANTY. CONCERN WAS NOT FIRE RELATED.

PLEASE CLOSE.

1995/09/15

CLOSE ACCEPTED

CONTACT CLOSING APPROVED

OK TO CLOSE. NJC

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

=====

3075RC	LEGAL CONTACT	VEN TYPE: TRUCK
NEW YORK	13 ZN/TR: J1	CONTACT NBR: 106080013
VIN: 1FTDF15Y7RM	ENGINE: Y	OPENED: 09/12/1995
		CLOSED: 09/15/1995

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				
ADDRESS:				
CITY:	PARAMUS	STATE:	NJ	ZIP:
HOME PHONE:		BUS. PHONE:		
MODEL YEAR:	94	MODEL:	F-SERIES	
MILEAGE:	18000	MSD:		
DEALER NAME:	VALLEY FORD INC	SALES CODE:	113150	P & A: 20518
CAUSAL CODE:	02	SYMPTOMS:	706145	704100
ORIGIN:	GO	TRANS REGION:		TRANS DATE:
VEN REPL:				
CASE TYPE:	4A-FIRES - ELECTRICAL	MEANS CODE:	A-101	INVEST-PROD LIABILITY
ATTY NAME:		ATTY MEMO:		
CLAIM AMT:	0	AWARD AMT:	0	MICRO:

COMMENTS:

1995/09/12

CUSTOMER SAYS:

- 9/10/95, DRIVING SOUTH OF NEW JERSEY TURNPIKE
- DRIVER, [REDACTED] STATED VEHICLE BEGAN IGNITING BURNING ODOR
- DRIVER, [REDACTED] INSPECTED VEHICLE'S CHASSIS
- DRIVER, [REDACTED] STATED CHASSIS APPEARED RED HOT
- FIRE BALL FROM FUEL LINE
- DRIVER, GOT OF VEHICLE AND STEP AWAY, VEHICLE BURST INTO FLAMES
- VEHICLE IS LOCATED AT SAN EXXON, 371 HIGHWAY 18, EAST BRUNSWICK, NEW JERSEY
- TELEPHONE NUMBER: 908/254-1060 (DON'S TONING)
- HAVE CONTACTED INSURANCE COMPANY REGARDING VEHICLE'S FIRE

PER CUSTOMER DLR SAYS:

CUSTOMER SEEKS:

- TO MAKE FORD AWARE OF VEHICLE'S CONCERNS
- TO SPEAK WITH FORD REPRESENTATIVE ABOUT VEHICLE'S CONCERNS

CAC ADVISED:

- WILL DOCUMENT INFO TO BE FORWARDED TO APPROPRIATE FORD DIVISION
- NO TIMEFRAME AS TO WHEN FORD WILL CONTACT CUSTOMER

1995/09/13

CALLED THE CUSTOMER HIS DATE AND ADVISED HIM TO CONTACT HIS INSURANCE CO. HE STATED THAT HE ALREADY HAS DONE SO.

1995/09/14

THIS IS THE CLOSING COMMENT

PSZN CONTACTED CUSTOMER 9/13 AND ADVISED HIM TO CONTACT HIS INSURANCE COMPANY. CUSTOMER ADVISED THAT HE HAS ALREADY CONTACTED INSURANCE COMPANY.

1995/09/15

CONTACT CLOSING APPROVED
OK TO CLOSE. NJC

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAXLOLTQ

EMR2-825 1897

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

1656JM
SAN FRAN 72 ZN/TR: 42 CONTACT NBR: 106030435
VIN: 1FTHC2607R1 ENGINE: 0
VEN TYPE: TRUCK
OPENED: 09/19/1995
CLOSED: 09/21/1995

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: GRASS VALLEY STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 94 MODEL: F-SERIES
MILEAGE: 8550 MSD: [REDACTED]
DEALER NAME: GRASS VALLEY FORD-L SALES CODE: 172439 P & A: 07874
CAUSAL CODE: 02 SYMPTOMS: 704145
ORIGIN: 00 TRANS REGION: TRANS DATE:
VEN REPL: [REDACTED]
CASE TYPE: 4A-FIRES - ELECTRICAL MEANS CODE: A-68 INVEST-PROD LIABILITY
ATTY NAME: [REDACTED] ATTY MEMO:
CLAIM ANT: 0 AWARD ANT: 0
MICRO:

COMMENTS:

1995/09/19

CUSTOMER ALLEGES:

- A FIRE STARTED IN HIS VEHICLE FROM UNDER THE HOOD ON MEMORIAL DAY, 1995 AT APPROXIMATELY 9 PM.
- THE VEHICLE WAS COMPLETELY BURNED UNDER THE HOOD.
- NO ONE WAS INJURED IN THE FIRE.
- HIS INSURANCE COMPANY, STATE FARM, TOTALLED THE VEHICLE.

XX CUSTOMER IS A MECHANIC AT GRASS VALLEY FORD AND HAD TO LEAVE BEFORE CAC COULD ADVISE. XX

CLAIMS AGENT, CORY LOCKETT, CALLED FROM INSURANCE COMPANY TO SUBROGATE. CAC ADVISED MR. LOCKETT
- SEND ANY INFORMATION TO THE OFFICE OF THE GENERAL COUNSEL AND PROVIDED ADDRESS.

1995/09/21

THIS IS THE CLOSING COMMENT
SUBROGATION ISSUE IS TO HANDLED BY OGC
ORIGINAL CSR HAS ALREADY ADVISED INSURANCE AGENT TO FORWARD INFORMATION TO OGC, AND PROVIDED ADDRESS.
NO FURTHER ACTION IS TO BE TAKEN LPA.

1996/09/28

CUSTOMER SAYS:
-RECEIVED CALL FROM INSURANCE COMPANY AGAIN
CAC ADVISED:
-DIRECTED TO OGC....INQUIRIES IN WRITING.

EP02-028 1000

BEGINNING OF CONTACT

09/28/99

MASTER OWNER RELATIONS SYSTEM II

19.08.52

78538J

LEGAL CONTACT

VEH TYPE: TRUCK

ORLANDO

24 2N/TR: ET

CONTACT NBR: 106193343

OPENED: 10/31/1995

VIN:

1FTDP15Y2RN

ENGINE: Y

CLOSED: 11/03/1995

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

CITY:

RED BAY

STATE:

FL

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

94

MODEL:

F-SERIES

MILEAGE:

22000

MSD:

DEALER NAME:

GARY SMITH FORD INC

SALES CODE:

124555

P & A: 04948

CAUSAL CODE:

02

SYMPTOMS:

704145

ORIGIN:

00

TRANS REGION:

TRANS DATE:

VEH REPL:

CASE TYPE:

43-FIRES - EXHAUST-CAT CONVERTOR-OTHER

TRANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY NAME:

ATTY MEMO:

CLAIM ANT:

0

AWARD ANT:

0

MICRO:

COMMENTS:

1995/10/31

RENAVIS ORIGINAL

CUSTOMER SAYS:

-THE VEHICLE CAUGHT ON FIRE UNDER THE HOOD WHILE IT WAS PARKED 8/8/95

-NO INJURIES

N

PER CUSTOMER, DEALERSHIP SAYS:

-HAS NOT CONTACTED

N

CUSTOMER SEEKS:

-TO INFORM FORD OF THE CONCERN

CAC ADVISED:

-APOLOGIZED FOR CONCERN WITH FIRE

-INFORMATION IS BEING FORWARDED TO THE REGION

-REGION WILL CONTACT CUSTOMER TO REVIEW THEIR CONCERN

-CONTACT INSURANCE COMPANY

LEGAL ANALYST ATTEMPTED TO CONTACT THE CUSTOMER-UNAVAILABLE

-LEGAL ANALYST DID NOT LEAVE A MESSAGE ON THE ANSWERING MACHINE

1995/11/01

LEGAL ANALYST ATTEMPTED TO CONTACT THE CUSTOMER-UNAVAILABLE

LEGAL ANALYST LEFT MESSAGE ON ANSWERING MACHINE REQUESTING THE CUSTOMER TO

CONTACT LEGAL ANALYST BETWEEN 8:00AM-5:00PM EST

1995/11/02

LEGAL ANALYST ATTEMPTED TO CONTACT THE CUSTOMER-UNAVAILABLE

-LEGAL ANALYST LEFT A MESSAGE ON CUSTOMER'S ANSWERING MACHINE

REQUESTING CUSTOMER TO CONTACT LEGAL ANALYST BETWEEN 8-5:00EST

ERR2-925 1009

1905-02-24

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAX/LBLTG

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

8554KP

LEGAL CONTACT

LOS ANGELES

71

ZN/TR: C2

CONTACT MNR: 106245082

VEN TYPE: TRUCK

VIN:

1PTEFL4Y5RL

ENGINE: Y

OPENED: 11/13/1995

CLOSED: 11/29/1995

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

RELEASE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEN REPL:

CASE TYPE:

ATTY NAME:

CLAIM AMT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

MSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

STATUS: CLOSED

MI:

ZIP:

P & A: 05518

TRANS DATE:

MEANS CODE: A-101 INVEST-PROD LIABILITY

ATTY MEMO:

ANARD AMT:

MICRO:

COMMENTS:

1995/11/13

MNR

CUSTOMER SAYS:

-HAD SEVERAL CONCERNS WITH THE VEHICLE

-IN 08/95 FUEL LINE STARTED A FIRE, THE CAB WAS MELTED

-THEIR INSURANCE COMPANY HAS PAID THE VEHICLE OFF

-CUSTOMER HAS FILED WITH THE DSB TO GET THE \$2500 DOWNPAYMENT BACK

-DSB CONTACTED CUSTOMER AND TOLD HER TO CALL CAC TO HAVE A CASE OPENED WITH

LEGAL

-NO INJURY IN THE FIRE

M

PER CUSTOMER, INSURANCE COMP SAYS:

-FUEL LINE WAS FAULTY, CAUSED FIRE

M

CUSTOMER SEEKS:

-TO GET THE \$2500 BACK FROM FORD

M

CAC ADVISED:

-CONCERN HAS BEEN DOCUMENTED

-FMC REP WILL CONTACT TO REVIEW CONCERN

1995/11/27

REKADDCO

CUSTOMER SAYS:

- HAS NOT HEARD FROM FORD

M

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED

- NOT ABLE TO PROVIDE A TIME FRAME FOR RESPONSE

- WILL BE CONTACTED BY A REPRESENTATIVE FROM FORD

ENR2-025 1001

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32

8554KP LEGAL CONTACT VEN TYPE: TRUCK
LOS ANGELES 71 ZN/TR: C2 CONTACT NBR: 106245082 OPENED: 11/15/1995
VIN: 1FYEF14Y5R0 ENGINE: Y CLOSED: 11/29/1995

1995/11/29
DUE TO INSURANCE COMPANY INVOLVEMENT, NO ACTION IS NECESSARY BY THIS OFFICE.
CONTACT WILL BE SENT TO OBC FOR HANDLING.
THIS IS THE CLOSING COMMENT
NO FURTHER ACTION NECESSARY BY THIS OFFICE

1995/12/08

*ABDCO

CUSTOMER SEEKS:

- TO KNOW IF LEGAL HAS REC'D INFO
- WANTING TO KNOW WHEN FORD WOULD BE CONTACTING CUSTOMER

*

CAC ADVISED:

- HAVE REC'D INFO AT THE LEGAL OFFICES OF FORD
- DO NOT KNOW WHEN THOUGH FORD WOULD CONTACT THE CUSTOMER
- SCREEN PRINT CONTACT, PUT TO THE LEGAL OFFICE ATTENTION

ENC2-629 1992

BEGINNING OF CONTACT

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
 =====
 4828AC LEGAL CONTACT VEH TYPE: TRUCK
 DETROIT 48 ZN/TR: AI CONTACT MDR: 104297857 OPENED: 11/29/1995
 VIN: 1FTEX15H2RK ENGINE: H CLOSED: 12/05/1995
 =====
 LAST NAME: STATUS: CLOSED
 TITLE: MI:
 ADDRESS: FIRST NAME: MI:
 CITY: DEARBORN HEIGHTS STATE: MI ZIP: 48106
 HOME PHONE: BUS. PHONE:
 MODEL YEAR: 94 MODEL: F-SERIES
 MILEAGE: 17256 MSD:
 DEALER NAME: FAIRLANE FORD SALES SALES CODE: 148828 P & A: 03050
 CAUSAL CODE: 02 SYMPTOMS: 704145
 ORIGIN: GO TRANS REGION: TRANS DATE:
 VEH REPL:
 CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LGL INVEST-PROD LIABILITY
 ATTY NAME: ATTY MEMO:
 CLAIM ANT: 0 AMAD ANT: 0
 MICRO:

COMMENTS:

1995/11/29
 DEALER FAX FOR CONSUMER AFFAIRS REVIEW RECEIVED 11/28/95. DEALER STATES THE
 CUSTOMER TRAVELLING NEAR TRAVERSE CITY AREA AND VEHICLE CAUGHT FIRE UNDER THE
 HOOD. CUSTOMER EXTINGUISHED FIRE WITH SNOW AT THE SIDE OF THE ROAD. CUSTOMER
 SEEKS REPAIR UNDER WARRANTY.
 I LEFT A MESSAGE ON SERVICE MANAGER'S (HAROLD GRASS) VOICE MAIL FOR HIM TO
 CONTACT ME @ (313)446-8944.
 1995/12/05
 THIS IS THE CLOSING COMMENT
 I SPOKE WITH SERVICE MANAGER, HAROLD GRASS ON 11/29/95. ESTIMATE FOR REPAIRS
 IS \$1951.79. I FAXED RELEASE TO DEALER AND RECEIVED SIGNED RELEASE FROM
 CUSTOMER ON 12/1/95. DEALER WILL REPAIR VEHICLE. NO FURTHER ACTION IS NEEDED

2002-426 1003

BEGINNING OF CONTACT

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
 =====
 3050DN LEGAL CONTACT
 SDR 10 ZN/TR: J2 CONTACT NBR: 106445284 VEH TYPE: TRUCK
 VIN: 2FTNF26H3RC ENGINE: R OPENED: 01/11/1996
 =====
 LAST NAME: STATUS: CLOSED
 TITLE: MI:
 ADDRESS: FIRST NAME:
 CITY: BATAVIA STATE: NY ZIN:
 HOME PHONE: BUS. PHONE:
 MODEL YEAR: 94 MODEL: F-SERIES
 MILEAGE: 22000 MSB:
 DEALER NAME: ZIGROSSI FORD LINCO SALES CODE: 144033 P & A: 00613
 CAUSAL CODE: 02 SYMPTOMS: 704145
 ORIGIN: GO TRANS REGION: TRANS DATE:
 VEH REPL:
 CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-161 INVEST-PROD LIABILITY
 ATTY NAME: ATTY MEMO:
 CLAIM ANT: 0 AMOUNT ANT: 0
 MICRO:

COMMENTS:

1996/01/11
 CUSTOMER SAYS:
 -HAS PROBLEM WITH HIS VEHICLE. PARKED IT. A FEW MINUTES LATER THERE WAS FIRE
 UNDER THE HOOD. BURNED UP THE ENTIRE VEHICLE
 -INCIDENT OCCURRED ON JAN. 3, 7:30 AM IN BATAVIA, N.Y.
 -VEHICLE CURRENTLY AT ZIGROSSI FORD.
 -POLICE REPORT WAS FILED IN THE CITY OF BATAVIA
 -INSURANCE COMPANY HAS BEEN CONTACTED, ADJUSTER HAS NOT YET BEEN OUT
 -NO INJURIES REPORTED
 *
 CAC ADVISED:
 -COMPANY REPRESENTATIVE WILL BE NOTIFIED AND WILL CONTACT CUSTOMER
 1996/01/15
 CUSTOMER SAYS:
 WOULD LIKE TO KNOW WHEN THE FORD REP WILL CONTACT HIM
 *
 CAC ADVISED:
 INFORMATION FORWARDED TO APPROPRIATE DEPT
 CAN NOT PROVIDE A TIME FRAME
 1996/01/23
 CUSTOMER SAYS:
 -REITERATED THE SAME CONCERN
 -HAVE NOT HEARD FROM FMC
 -WHAT'S GOING ON
 *
 PER CUSTOMER DEALER SAYS:
 -NO CONTACT
 *
 CUSTOMER SEEKS:
 -RESOLUTION REGARDING THIS CONCERN
 *

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
===== LEGAL CONTACT =====
3058DH 10 ZN/TR: JZ CONTACT NBR: 106445284 VEN TYPE: TRUCK
SDR VIN: 2FTNF26N3RC ENGINE: H OPENED: 01/11/1996
===== CLOSED: 02/23/1996 =====

1996/01/23

CAC ADVISED:

- CUSTOMER WILL BE CONTACTED WITHIN 3 WEEKS FROM THE TIME OF THE FIRST CALL (1/11/96)
- DOCUMENTED AND FORWARDED THE INFORMATION TO THE PROPER AUTHORITY

1996/02/05

CUSTOMER SAYS:

- I NEED TO KNOW WHEN THE FORD REP WILL BE TOUCH WITH HIM ON THIS CONCERN.

#

CAC ADVISED:

- DOCUMENTED AND FORWARDED CONCERNS TO THE APPROPRIATE OFFICES.
- FORD REP WILL BE IN CONTACT WITH THE CUSTOMER.
- NO TIME FRAME CAN BE PROVIDED!

1996/02/23

THIS IS THE CLOSING COMMENT

LA CONTACTED DEALERSHIP. ROGER PIXLEY/SERVICE MANAGER SAYS:

- VEHICLE HAS BEEN PAID-OFF BY INSURANCE COMPANY
- CUSTOMER HAS TRADED-IN THIS VEHICLE AND PURCHASED A NEW ONE

EP02-025 1995

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

559380

LEGAL CONTACT

VEH TYPE: TRUCK

ATLANTA

21

ZM/YR: A1

CONTACT NBR: 106599267

OPENED: 02/22/1996

VIN:

1FTEP14H6RN

ENGINE: N

CLOSED: 02/23/1996

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME: BEAUDRY FORD INC

CAUSAL CODE:

ORIGIN:

VEH REPL:

CASE TYPE:

ATTY NAME:

CLAIM AMT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

MSD:

SALES CODE: 121001

SYMPTOMS: 704145

TRANS REGION:

STATUS: CLOSED

MI:

ZIP:

P & A: 00449

MEANS CODE: A-LOL INVEST-PROD LIABILITY

ATTY MEMO:

AMAD AMT:

TRANS DATE:

0

0

0

0

0

0

COMMENTS:

1996/02/22

REGINA ROOKS, SOUTHERN HERITAGE INSURANCE IS CALLING ON THE CUSTOMER'S BEHALF

***** PLEASE DISREGARD DEALERSHIP NAME *****

-THE POWER DISTRIBUTION BOX HAD A SHORT IN IT, AND THE VEHICLE CAUGHT FIRE

-THE INSURANCE COMPANY PAID FOR THE VEHICLE, IT WAS TOTALLED

-WANT TO SUBMIT A CLAIM TO FORD

*

CAC ADVISED:

-INFORMATION DOCUMENTED AND FORWARDED TO THE APPROPRIATE DEPARTMENT

-REGIONAL REPRESENTATIVE WILL CONTACT CUSTOMER

-INSURANCE AGENT WOULD LIKE TO BE CONTACTED, REGINA ROOKS, (770) 934-5857

EXT 364.

1996/02/23

THIS IS THE CLOSING COMMENT

CONTACT OPENED IN ERROR

*

PER LEGAL HANDLING GUIDELINES CSR SHOULD REFER INSURANCE COMPANY TO THE OFFICE OF GENERAL COUNSEL

*

LEGAL ANALYST ATTEMPTED TO CONTACT INSURANCE AGENT-UNAVAILABLE

- LEFT MESSAGE REQUESTING AGENT TO CONTACT LEGAL ANALYST

END-025 1000

BEGINNING OF CONTACT

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
 =====
 5254DS LEGAL CONTACT VEH TYPE: TRUCK
 LOS ANGELES 71 ZN/TR: AS CONTACT NBR: 107431843 OPENED: 08/27/1996
 VIN: ZPTHF25M6R0 ENGINE: M CLOSED: 01/29/1997
 =====
 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI:
 ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
 CITY: SAN MIGUEL STATE: CA ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 94 MODEL: F-SERIES
 MILEAGE: 20000 MSD:
 DEALER NAME: ATASCADERO FORD SALES CODE: 171472 P & A: 07348
 CAUSAL CODE: 0709 0721 SYMPTOMS: 704145
 ORIGIN: 00 TRANS REGION: 71 TRANS DATE:
 VEH REPL:
 CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-L04 INVEST-PROD LIABILITY
 ATTY NAME: ATTY MEMO:
 CLAIM ANT: 0 AWARD ANT: 0
 MICRO:

COMMENTS:

1996/08/27

CUSTOMER SAYS:

- VEHICLE CAUGHT ON FIRE IN ENGINE COMPARTMENT
- FIRE/POLICE REPORT WAS NOT FILED

*

CUSTOMER SEEKS:

- FORD TO PAY OFF REMINDER OF VEHICLE LOAN

*

CI FORWARDED INFORMATION TO LEGAL FOR FURTHER CONSIDERATION

*

REFERENCE CONTACT 107430130

REFERENCE CONTACT 107430719

1996/08/29

UNUPDATED CAUSAL CODES

1996/09/05

CUSTOMER CALLED SEEKING STATUS ON LEGAL ISSUE

BAC ADVISED THAT THE LEGAL DEPARTMENT WOULD BE CONTACTING HER WITHIN FIVE BUSINESS DAYS FROM 8/29/96.

LA CONTACTED CUSTOMER, CUSTOMER SAYS:

- FIRE OCCURED LAST TUESDAY, 8/27/96
- VEHICLE IS AT HOME
- NO REPAIRS/NO ALTERATIONS
- CUSTOMER IS DISABLED, WITH A LUNG CONDITION, WAS TAKEN FOR AN EXAMINATION
- APPEARS TO BE FINE
- NO PROPERTY DAMAGE
- HAS NOT CONTACTED INSURANCE

*

LA ADVISED:

- WILL ARRANGE FOR AN INSPECTION
- WILL RECONTACT WITH FMC DETERMINATION

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAX10LT0

EN02-025 1007

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32

 5254DS LEGAL CONTACT VEH TYPE: TRUCK
 LOS ANGELES 71 ZN/TR: A3 CONTACT NBR: 107431845 OPENED: 08/27/1996
 VIN: 2FTHF25H6RC ENGINE: M CLOSED: 01/29/1997

 1996/09/05

 LA ARRANGED FOR AN EAA INSPECTION
 1996/10/23

 (10/11/96)-LA REGIONAL OFFICE FAXED COPY OF ATTORNEY LETTER DATED 10/3/96
 *
 LA CONTACTED ATTORNEY:
 -ATTORNEY WILL FAX COMPLETE COPY OF LETTER
 1996/12/03
 CONTACT HAS BEEN MADE WITH CUSTOMER'S ATTORNEY. NEGOTIATION IS TAKING PLACE.
 1997/01/29

 THIS IS THE CLOSING COMMENT
 ATTORNEY INDICATED IN LAST CORRESPONDENCE THAT HIS CLIENTS WILL BE FILING SUIT
 IN THE MATTER. NO FURTHER ACTION WILL BE TAKEN HERE.
 1997/02/10
 LPA ANDREW CHABOT CONTACTED ATTORNEY, PER LYNN BLACK'S REQUEST. ATTORNEY
 ADVISED THAT HE IS SEEKING \$4000 FOR FOR ATTORNEY FEES. I ADVISED ATTORNEY
 THAT FMC WILL ONLY PAY \$1000 FEE. ATTORNEY ADVISED THAT HE WILL FILE A
 LAWSUIT. NO FURTHER ACTION IS NEEDED.
 1997/02/11
 NOTE FOR FUTURE REFERENCE: CONSUMER AFFAIRS WAS WILLING TO PAYOFF
 BALANCE OF CUSTOMER'S LOAN, PLUS REFUND DOWN-PAYMENT AND TOTAL OF PAYMENTS
 MADE BY CUSTOMER. FORD MOTOR CO. WAS UNABLE TO IMPLEMENT THIS RESOLUTION
 DUE TO ATTORNEY'S UNWILLINGNESS TO NEGOTIATE HIS FEES.
 1997/03/18
 LETTER SENT TO ATTY 2/14/97 APOLOGIZING FOR DELAY AND REOFFERING TO REFUND
 THE CUSTOMER'S. ATTY FEES OFFERED WERE \$1,500. ATTY SENT LETTER DATED
 MARCH 4TH INDICATING HE HAS ALREADY FILED SUIT. FILE TO BE FORWARDED TO
 OGC.
 1997/03/20
 ADDED MICRO #.

0902-025 1999

BEGINNING OF CONTACT

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
 =====
 437355 LEGAL CONTACT
 WASHINGTON 27 2N/TR: F1 CONTACT NBR: 105121619 VEH TYPE: TRUCK
 VIN: 2FTJW3568RC ENGINE: G OPENED: 01/20/1995
 =====
 LAST NAME: STATUS: CLOSED
 TITLE: MI:
 ADDRESS: FIRST NAME:
 CITY: MOORE, RAYNER STATE: ND ZIP:
 HOME PHONE: BUS. PHONE:
 MODEL YEAR: 94 MODEL: F-SERIES
 MILEAGE: 4617 MSD:
 DEALER NAME: KOONS COLLEGE PARK SALES CODE: 127022 P & A: 00010
 CAUSAL CODE: 02 07 SYMPTOMS: 704145
 ORIGIN: 00 TRANS REGION: TRANS DATE:
 VEH REPL:
 CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LGL INVEST-PROD LIABILITY
 ATTY NAME: ATTY MEMO:
 CLAIM AMT: 0 AWARD AMT: 0
 MICRO: 4201015

COMMENTS:

1995/01/20

CUSTOMER SAYS:

FIRE OCCURRED ON 11/16/94 AT 9:30. DRIVER'S NAME IS JIM.
 FIRE MELTED THE TRANSMISSION PAN GASKET. DEALERSHIP REPLACED TRANSMISSION PAN.
 CUSTOMER FEELS HOT CLUTCHES AND OVERHEATED TRANSMISSION CAUSED THE FIRE.
 CUSTOMER FEELS TRANSMISSION WILL BE AFFECTED BY FIRE. DEALERSHIP REPLACED
 PAN GASKET AND MAP SENSOR, BUT WERE NOT VERY HELPFUL, UNCERTAIN OF WHO HE
 SPOKE WITH AT DEALERSHIP.
 HAS NOT ADDRESSED CONCERN WITH INSURANCE COMPANY. HAS NOT CHARGED ANY
 EXPENSE FOR REPAIRS. DID NOT FEEL IT WAS NECESSARY TO BRING TO INSURANCE
 COMPANIES ATTENTION.
 PER CUSTOMER, DEALERSHIP SAYS:
 FEELS CAUSE OF FIRE WAS FROM AN EXTERNAL FACTOR.

*

CUSTOMER SEEKS:

TO HAVE A NEW TRANSMISSION REPLACED IN VEHICLE

*

CAC ADVISED:

INFORMATION WILL BE FORWARDED TO THE APPROPRIATE OFFICE WITHIN FORD.

CONCERN SHOULD BE REVIEWED FURTHER.

CONTACTED SERVICE DEPARTMENT.

IT WAS INDICATED THAT THE FIRE WAS DUE TO MULCH ON THE UNDER CARRIER OF THE
 VEHICLE. THE VEHICLE IS AN F-SERIES WITH A DUMP BED ON THE BACK AND THE
 MULCH IS PLACED IN THE BED. THE FIRE WAS NOT CAUSED BY A MECHANICAL DEFECT.
 THE CUSTOMER DROPPED OFF THE VEHICLE AT THE SERVICE DEPARTMENT AND THEN
 RETRIEVED IT AFTER THE DEALERSHIP ADVISED OF THE CAUSE OF THE FIRE. THE
 VEHICLE IS NOW IN THE POSSESSION OF THE OWNER (CITY OF MT RANIER).

EO 12812-025 1009

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
=====

457353	LEGAL CONTACT	
WASHINGTON	27 ZN/YR: EL	CONTACT NBR: 105121619
VIN: 2FTJW3508RC	ENGINE: G	VEN TYPE: TRUCK
		OPENED: 01/20/1995
		CLOSED: 01/20/1995

=====

1995/01/20

THIS IS THE CLOSING COMMENT
CLOSED PER PREVIOUS COMMENTS.

LETTER SENT TO THE CUSTOMER ON 1-23-95 REFERRING THE CUSTOMER TO HER
INSURANCE CO. IF THE INSURANCE CO FEELS THERE IS FORD LIABILITY THEN
THEY HAVE THE OPTION OF FILING SUIT. PER CONVERSATION WITH THE SERVICE
DEPARTMENT, THE FIRE WAS CAUSED BY MULCH CATCHING ON FIRE FROM THE UNDER
CARRIAGE.

1995/03/07

NICRO ADDED

ERR2-025 1010

BEGINNING OF CONTACT

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32

5195TL LEGAL CONTACT VEN TYPE: TRUCK

SDR 10 ZH/TR: 27 CONTACT NBR: 105288776 OPENED: 03/10/1995

VIN: 1FYDF15YXR ENGINE: Y CLOSED: 04/13/1995

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

TITLE: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: SPRINGFIELD STATE: LA ZIP: [REDACTED]

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

MODEL YEAR: 94 MODEL: F-SERIES

MILEAGE: 3345 MSD: [REDACTED]

DEALER NAME: GATEWAY FORD INC SALES CODE: 123160 P & A: 86475

CAUSAL CODE: AK O R SYMPTOMS: 78414B

ORIGIN: GO TRANS REGION: TRANS DATE:

VEN REPL: 88

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

ATTY NAME: REQ 04/03 SENT 04/04 ATTY MEMO: XXXXXX DEV 494

CLAIM ANT: 11,500 AWARD ANT: 2,456

MICRO: 4212438

COMMENTS:

1995/03/10

FM

VEHICLE REACQUIRED DUE TO FIRE UNDER HOOD

1995/04/03

FM

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

1995/04/13

FM

THIS IS THE CLOSING COMMENT

CK 009167 FOR \$2456.28 WAS ISSUED TO GATEWAY FORD, INC.

EM02-028 1911

BEGINNING OF CONTACT

09/28/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

```

=====
8111P8      LEGAL CONTACT      VEH TYPE: TRUCK
WASHINGTON 27  ZN/TR: 81      CONTACT NBR: 105484727  OPENED: 05/08/1995
VIN:        NR                ENGINE:              CLOSED: 03/09/1995
=====
LAST NAME:  [REDACTED]      FIRST NAME:  [REDACTED]      STATUS: CLOSED
TITLE:      [REDACTED]      MI:          [REDACTED]
ADDRESS:    [REDACTED]
CITY:       ELK CREEK      STATE:      VA      ZIP:      [REDACTED]
HOME PHONE: [REDACTED]      BUS. PHONE: [REDACTED]
MODEL YEAR: 94            MODEL:      F-SERIES
MILEAGE:     4000          MSD:
DEALER NAME: HOMER COXFORD  SALES CODE: 127505  P & A: 00662
CAUSAL CODE: 02          SYMPTOMS:  704149  784300
ORIGIN:      60          TRANS REGION:  TRANS DATE:
VEH REFL:
CASE TYPE:   4-FIRES - FUEL FED  MEANS CODE: A-LOL INVEST-PROD LIABILITY
ATTY NAME:
CLAIM AMT:   0            ATTY MEMO:
                                AWARD AMT:  0
                                MICRO: 4241499
    
```

COMMENTS:

1995/05/08

CUSTOMER SAYS: NO VIN INFORMATION

- THEY HAD BEEN EXPERIENCING MISSING OF THE ENGINE, AND ERRATIC DRIVING (HESITATION) OF THEIR VEHICLE.
- THE CUSTOMER STATES THEY ATTEMPTED TO HAVE THE VEHICLE REVIEWED APPROXIMATELY SIX TIMES.
- THE VEHICLE WAS DIAGNOSED AS EXPENDING TOO MUCH FUEL, WHICH CAUSED IT TO EMIT HEAVY BLACK EXHAUST.
- THE VEHICLE CAUGHT FIRE UNDER THE HOOD WHILE BEING DRIVING.
- THE VEHICLE WAS DESTROYED AND SOLD FOR SALVAGE.
- THE CUSTOMER CONTENDS THE CONCERN WITH THE DRIVEABILITY WAS MISDIAGNOSED WHICH CAUSED THE LATER ENGINE FIRE THAT DESTROYED THEIR VEHICLE.
- THE CUSTOMER HAS RETAINED A LAWYER TO RECOVER DAMAGES FOR THE COST OF THE VEHICLE.
- THE CUSTOMER WAS NOT INJURED IN THE INCIDENT BUT HE LOST CARGO THEY WERE HAULING.

* DEALER SAYS PER CUSTOMER:

- THE VEHICLE FIRE HAS NOT BEEN REVIEWED BY THE DEALERSHIP.

* CUSTOMER SEEKS:

- TO BE REIMBURSED FOR HIS LOSSES (POULTRY THEY WERE HAULING, BUSINESS MATERIALS IN THE VEHICLE.).

* CAC ADVISED:

- THE CUSTOMER'S COMMENTS WERE DOCUMENTED AND FORWARDED TO THE DISTRICT OFFICES FOR REVIEW OF THE CONCERN.
- THE CUSTOMER WILL BE CONTACTED BY THE OFFICE TO REVIEW THE INCIDENT.

ENR2-029 1912

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.88.32
=====

8111P8	LEGAL CONTACT	VEH TYPE: TRUCK
NASHINGTON	27 ZM/TR: B1	CONTACT NBR: 105684727
VIN:	NR	ENGINE:
		OPENED: 05/08/1995
		CLOSED: 05/09/1995

=====

1995/05/09

THIS IS THE CLOSING COMMENT

DUE TO THE INFORMATION IN THE COMMENT'S STATING THAT THE CUSTOMER NO LONGER OWNS THE VEHICLE AND THE VEHICLE WAS SOLD FOR SALVAGE, THERE WOULD BE NO ASSISTANCE FORD WOULD BE ABLE TO OFFER. A LETTER WAS SENT TO THE CUSTOMER (DATED 5-9) REFERRING HIM TO HIS INSURANCE CARRIER. IF THE INSURANCE CARRIER FEELS THERE IS A MANUFACTURERS DEFECT, THEY HAVE THE OPTION OF FILING A CLAIM AGAINST FMC. WITH FIRE CONCERNS, FMC WOULD HAVE TO HAVE THE VEHICLE INSPECTED PRIOR TO ANY CONSIDERATION OF ASSISTANCE. DUE TO THE CUSTOMER NO LONGER OWNING THE VEHICLE THIS WOULD NOT BE POSSIBLE.

1995/05/24

MICRO ADDED

EM02-025 1013

BEGINNING OF CONTACT

09/28/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

6376J8

LEGAL CONTACT

WASHINGTON

27 ZN/TR: E1

CONTACT NBR: 105427548

VEH TYPE: TRUCK

VIN:

1FTEP14Y7RN

ENGINE: Y

OPENED: 04/21/1995

CLOSED: 04/26/1995

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

NI:

ADDRESS:

CITY:

WHEATON

STATE:

MD

ZIP:

HOME PHONE:

BUS. PHONE:

EXT. FAX

MODEL YEAR:

94

MODEL:

F-SERIES

MILEAGE:

1

MSD:

DEALER NAME:

HILL & SANDERS FORD

SALES CODE:

127016

P & A: 00104

CAUSAL CODE:

02

SYMPTOMS:

704140

ORIGIN:

00

TRANS REGION:

TRANS DATE:

VEH REPL:

CASE TYPE:

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

ATTY NAME:

ATTY MEMO:

CLAIM AMT:

0

AWARD AMT:

0

MICRO: 4241533

COMMENTS:

1995/06/21

WHEATON FIRE- WITHOUT INJURY WITHIN 5/50 MM

CUSTOMER SAYS:

- HE IS SECURITY DIRECTOR FOR WHEATON PLAZA REGIONAL SHOPPING CENTER

SECURITY DEPARTMENT, CALLING REGARDING ONE OF THEIR FLEET TRUCKS

- SAME VEHICLE CAUGHT ON FIRE TWICE, IN OCTOBER '94 AND IN APRIL '95

W

PER CUSTOMER, DEALERSHIP SAYS:

- THE FIRES STARTED IN THE ALTERNATOR

- DEALER TAPED UP THE WIRES

W

CUSTOMER SEEKS:

- FOR FORD TO BE MADE AWARE OF THIS, IS THERE ANYTHING HE CAN DO

W

CAC ADVISED:

- WE WILL FORWARD THE INFORMATION TO THE APPROPRIATE DEPARTMENT FOR REVIEW

- TIME FRAME WILL VARY, BUT YOU WILL HEAR FROM OUR OFFICES

1995/06/25

PER SERVICE DEPARTMENT.

THE CUSTOMER HAS IN ON 4-17-95 TO REPAIR AND REPLACE AN ALTERNATOR DUE TO A

FIRE. FIRE DAMAGES WERE ALSO REPAIRED. THE DEFECTIVE ALTERNATOR WAS INSTALL-

ED BY AN OUTSIDE SHOP. THIS WAS NOT INSTALLED BY AN AUTHORIZED DEALERSHIP.

THE FORD DEALERSHIP REPLACED THE DEFECTIVE ALTERNATOR.

THE DEALERSHIP IS FAXING THE REPAIR ORDER TO CONSUMER AFFAIRS.

ATTEMPTED TO CONTACT CUSTOMER - UNAVAILABLE. MESSAGE LEFT FOR HIM TO CONTACT

CONSUMER AFFAIRS.

ENR2-025 1014

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32

6176JB LEGAL CONTACT VEN TYPE: TRUCK
WASHINGTON 27 ZN/TR: F1 CONTACT NBR: 105427560 OPENED: 04/21/1995
VIN: 1FTEF14Y7RNA ENGINE: Y CLOSED: 04/26/1995

1995/04/26

THIS IS THE CLOSING COMMENT
LETTER SENT TO THE CUSTOMER (4-26-95) REFERRING THEM TO THEIR INSURANCE
CARRIER. LETTER INDICATES THAT THE INFORMATION PROVIDED BY THE SERVICE
DEPARTMENT ADVISES THE VEHICLE HAD AN ALTERNATOR PLACED ON BY A NON-FORD
FACILITY. THE DEFECTIVE PART CAUSED THE FIRE. FMC CANNOT ACCEPT REPSONSIBITY
FOR AFTER-MARKET ITEMS. IF THEIR INSURANCE CARRIER FEELS THERE IS FMC
LIABILITY, THEY HAVE THE OPTION OF FILING A CLAIM AGAINST FMC.

1995/05/24

MICRO ADDED

END-028 1915

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAXLG10

BEGINNING OF CONTACT

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
 7211TH LEGAL CONTACT VEH TYPE: TRUCK
 ORLANDO 24 ZH/TR: E2 CONTACT NBR: 106671643 OPENED: 03/13/1996
 VIN: 1FTEF15Y2R ENGINE: Y CLOSED: 03/19/1996
 LAST NAME: STATUS: CLOSED
 TITLE: FIRST NAME: MI:
 ADDRESS: CITY: APOPKA STATE: FL ZIP: 33090
 HOME PHONE: BUS. PHONE: F-SERIES
 MODEL YEAR: 94 MODEL: F-SERIES
 MILEAGE: 35000 HSD:
 DEALER NAME: GAYLON BLACK FORD I SALES CODE: 124227 P & A: 04890
 CAUSAL CODE: 02 SYMPTOMS: 704145
 ORIGIN: 00 TRANS REGION: TRANS DATE:
 VEH REPL: CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LOL INVEST-PROD LIABILITY
 ATTY NAME: ATTY MEMO:
 CLAIM AMT: 0 AWARD AMT: 0 MICRO: 4640472

COMMENTS:

1996/03/13
 CUSTOMER SAYS:
 --VEHICLE CAUGHT ON FIRE UNDER THE HOOD
 --THE ALTERNATOR, AIR PUMP IS BURNT, RADIATOR HOSES ARE BURNT
 *
 PER CUSTOMER, DEALER SAYS:
 --YOU WILL NEED TO CONTACT YOUR INSURANCE COMPANY
 *
 CUSTOMER SEEKS:
 --TO INFORM FORD MOTOR COMPANY OF SITUATION
 *
 CAC ADVISED:
 --INFORMATION WAS DOCUMENTED
 --CONTACT INSURANCE COMPANY
 --REGIONAL REP FOR FORD WILL BE INCONTACT WITH YOU REGARDING CONCERN
 --NO TIME FRAME CAN BE GIVEN
 *
 PLEASE RECONTACT WITH VIN NUMBER
 CUSTOMER SAYS:
 - CUSTOMER NEEDS TO ADD THE VIN TO THE CONTACT
 CUSTOMER SAYS:
 -HE IS CONCERNED WITH THE PREVIOUS ADVISE.
 -THAT HE WILL NOT HEAR FROM LEGAL REP FOR 72 HRS.
 -ONE DEALER INFORMED HIM HE WOULD PROVIDE A LOANER VEHICLE; ANOTHER SAID IT
 WOULD NOT PROVIDE A LOANER.
 -FIRE DEPARTMENT DETERMINED THE CAUSE OF THE FIRE WAS THE ALTERNATOR.
 *
 CUSTOMER SEEKS:
 -NOT TO WAIT 72 HRS AND TO BE PROVIDED WITH A LOANER VEHICLE.
 *

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
 =====
 7211TH LEGAL CONTACT
 ORLANDO 24 ZN/TR: E2 CONTACT MBR: 186671643 VEH TYPE: TRUCK
 VIN: 1FTEF15Y2RN ENGINE: Y OPENED: 03/13/1996
 ===== CLOSED: 03/19/1996

1996/03/13

CAC ADVISED:

- LOANERS ARE NOT A PROVISION OF THE WARRANTY.
- CONTACT SERVICE MANAGER FOR CLARIFICATION OF THE DEALERSHIP'S POLICY ON ALTERNATIVE TRANSPORTATION.
- CANNOT EXPEDITE LEGAL PROCESSING ANY MORE RAPIDLY.
- NO TIME FRAME.

1996/03/14

PER CALLER IS [REDACTED] [REDACTED]

CUSTOMER SAYS:

- VEHICLE WAS TOWED TO SEMINOLE FORD AND THEY DID NOT EVEN KNOW IT WAS THERE.
- HE HAS ESP AND VEHICLE IS UNDER FACTORY WARRANTY AND DEALERSHIP WILL NOT PROVIDE A LOANER VEHICLE.
- NEEDS TO HEAR FROM FORD ASAP, CANNOT WAIT 72 HOURS.

PER CUSTOMER, DEALER SAYS:

- CANNOT PROVIDE LOANER VEHICLE UNTIL LEGAL INVESTIGATOR LOOKS AT VEHICLE.

CUSTOMER SEEKS:

- FORD REP TO CALL HIM ASAP.
- A LOANER/RENTAL VEHICLE.

CAC ADVISED:

- INFO DOCUMENTED AND FORWARDED TO APPROPRIATE OFFICE FOR FURTHER HANDLING.
- CANNOT SPEED UP RESPONSE TIME.
- CUSTOMER WILL BE CONTACTED WITHIN 72 HOURS.

1996/05/15

CUSTOMER SAYS:

- HE HAS NOT BEEN CONTACTED WITHIN 72 HOURS LIKE PROMISED

PER CUSTOMER, DEALER SAYS:

- (JOHN HOPE, SVC MGR.): MY HANDS ARE TIED AND YOU'LL HAVE WHAT FMC REP TO CONTACT YOU

CUSTOMER SEEKS:

- FMC REP CONTACT

CAC ADVISED:

- CANNOT GIVE TIME FRAME FOR CONTACT
- APOLOGIZE FOR INCONVENIENCE AND TIME OF DELAY
- CONCERN IS DOCUMENTED
- MESSAGES LEFT AT CUSTOMER WORK AND HOME NUMBER REQ LEGAL ANALYST BE CONTACTED

JOHN PASCAL, ORLANDO LEGAL ANALYST. WILL WORK THIS CASE

CUSTOMER RECONTACTED

DP02-025 1017

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
=====

72111M	LEGAL CONTACT	VEN TYPE: TRUCK
ORLANDO	24 ZN/TR: E2 CONTACT NBR: 106671643	OPENED: 03/13/1996
VIN: 1FTEF15Y2R	ENGINE: Y	CLOSED: 03/19/1996

=====

1996/03/15

CUSTOMER SAYS:

- THE VEHICLE IS WITHIN 36,000 MILES
- THE LEGAL ANALYST WAS VERY RUDE WHEN SPEAKING TO ME

*

PER CUSTOMER, DEALER SAYS:

- LEGAL ANALYST SAYS THAT THE DECISION WOULD BE FINAL AND OUT OF COURTESY

*

CUSTOMER SEEKS:

- I'N I ALLOWED A LOANER VEHICLE

*

CAC ADVISED:

- IF THE CAUSE OF THE VEHICLE'S CONCERN IS LISTED AS A COVERED COMPONENT OF YOUR ESP ENROLLMENT, A LOANER IS AVAILABLE TO YOU

1996/03/19

THIS IS THE CLOSING COMMENT

CUSTOMER REFERRED TO HIS INSURANCE COMPANY

1996/07/12

MICRO ADDED

EM02-025 1010

OWNER RELATIONS VOP/BENCHMARKING 09/28/99 FAXL8LT0

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

1729DM LEGAL CONTACT

CINCINNATI 47 ZM/TR: E1 CONTACT NBR: 107598142

VEN TYPE: TRUCK

VIN: 2FTJH55H0RC

ENGINE: H

OPENED: 10/03/1996

CLOSED: 10/22/1996

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEN REPL:

CASE TYPE:

ATTY NAME:

CLAIM AMT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

HSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

MEANS CODE:

ATTY MEMO:

AWARD AMT:

STATUS: CLOSED

NI:

ZIP:

IN

F-SERIES

147480

704149

47

TRANS DATE:

P & A: 01995

0

0

NICRO: 4792650

COMMENTS:

1996/10/03

RENAVIS-ORIGINAL***FLEET REQUEST FOR CONSUMER AFFAIRS REVIEW;RECEIVED BY

LEGAL ON 10/1/96***

FLEET CONTACT/SANDEEP SETHI REPORTS

-FIRE IN THE VEHICLE, PARKED AT PLANT , FIRE IN ENGINE AREA

W

LPA MADE OBC TO SANDEEP SETHI TO ACK RECEIPT OF FAX

W

LPA MADE OBC TO /FLEET CONTACT IN THE FIELD AND LEFT MESSAGE REQUESTIN

CALL BACK, AS NEED STREET ADDRESS IN ORDER TO SEND OUT INSPECTOR

1996/10/22

LPA RECEIVED PHOTOS AND WRITTEN REPORT FROM EAA INSPECTION

***THIS IS THE CLOSING COMMENT

***LPA FORWARDED ENTIRE FILE OVER TO FLEET CVO/BARRIN ZINLICH FOR HANDLING

1996/10/24

CASE FORWARDED TO DENNIS BOYLE. CAPM-CVO(ASSIGNED REP)

1996/11/05

RETURNED FROM MICRO

ENR-020 1919

BEGINNING OF CONTACT

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
 7996JM LEGAL CONTACT
 NEW YORK 15 ZN/TR: C1 CONTACT MSR: 106177555 VEM TYPE: TRUCK
 VIN: 1FTHX24H5RW ENGINE: M OPENED: 10/26/1995
 CLOSED: 11/09/1995
 LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: KEPTUNE STATE: NJ ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 94 MODEL: F-SERIES
 MILEAGE: 28600 MSB:
 DEALER NAME: SEADREEZFORD INC SALES CODE: 113471 P & A: 20626
 CAUSAL CODE: 82 60 SYMPTOMS: 704145
 ORIGIN: 60 TRANS REGION: TRANS DATE:
 VEM REPL: 4-FIRES - FUEL FED MEANS CODE: A-101 INVEST-PROD LIABILITY
 CASE TYPE: ATTY NAME: ATTY MEMO:
 CLAIM AMT: 0 AWARD AMT: 0
 MICRO: 5621810

COMMENTS:

1995/10/26
 VEHICLE FIRE/ALLEGED PRODUCT DEFECTIVE
 CUSTOMER SAYS VEHICLE FIRE BEGAN UNDER THE RIGHT SIDE OF THE HOOD AND FLAMES
 WERE VISIBLE. NO INJURIES WERE INVOLVED. FIRE OCCURRED 10/26/95 AT APPROX
 5:30 PM CAUSING EXTENSIVE DAMAGE TO VEHICLE (ELECTRICAL SYSTEM, PLASTIC
 COMPONENTS AND FENDER MELTED).
 PER CUSTOMER, DEALER WAS NOTIFIED AND THE VEHICLE WAS TOWED TO DEALERSHIP
 10/26/95 TO DEALER. SM, BILL LAIRD, THINKS THAT TRANS FLUID LEAKED ONTO
 MANIFOLD, CAUSING THE FIRE
 CUSTOMER SEEKS TO HAVE A FORD REP. INSPECT VEHICLE AND FOR FORD TO REPLACE
 VEHICLE BECAUSE TRANS HAS BEEN REPLACED THREE TIMES AND HE DOES NOT THINK
 THE VEHICLE IS SAFE.
 CUSTOMER ADDS THAT HE HAS ALREADY CONTACTED INSURANCE COMPANY (ON 10/23/95)
 AND TOLD THEM NOT TO AUTHORIZE ANY REPAIRS UNTIL A FORD REP INVESTIGATES
 THE VEHICLE. CUSTOMER WAS TOLD BY SM, BILL LAIRD, THAT FORD TOLD DEALER
 TO PROCEED W/ REPAIRS BECAUSE IT WAS OUT OF LEMON LAW CRITERIA (SM, BILL
 LAIRD ADVISED BY JANE BEATY AT FORD).
 CAC ADVISED CUSTOMER THAT INFO FORWARDED TO APPROPRIATE AREA OF FORD FOR
 REVIEW AND POSSIBLE ACTION. TO SATY IN CONTACT W/ INSURANCE COMPANY
 AND SM, BILL LAIRD.
 UPDATING CONTACT.
 1995/10/30
 CALLED RECEIVE BY LEGAL FROM CSM R. STIGLIO 10/30/95.
 ADVISED CSM HE WILL HAVE AN EAA INSPECTOR OUT TO INVESTIGATE CONCERN. EAA
 WILL CONTACT SVC. MGR. WITHIN 2-3 DAYS TO SET UP APPOINTMENT FOR INSPECTION.
 CSM WILL CONTACT CUSTOMER.

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
 =====
 7998JM LEGAL CONTACT YEN TYPE: TRUCK
 NEW YORK 13 ZN/TR: C1 CONTACT NBR: 106177555 OPENED: 10/26/1995
 VIN: 1FTHX26H3R4 ENGINE: M CLOSED: 11/09/1995
 =====

1995/11/09
 THIS IS THE CLOSING COMMENT
 - LEGAL ADVISED DEALERSHIP OF EAA INSPECTION REPORT.
 - REPORT INDICATES THAT TRANSMISSION WORK PRIOR TO FIRE HAD BEEN PERFORMED BY AN OUTSIDE FACILITY. THE NATURE OF THE CONCERN IS WORKMANSHIP WHICH MUST BE RESOLVED BETWEEN THE CUSTOMER AND THE OUTSIDE FACILITY.
 - THE INSURANCE COMPANY HAS PAID FOR THE REPAIRS/BODY DAMAGE BUT WOULD NOT PAY OR BE RESPONSIBLE FOR THE TRANSMISSION.
 - ADVISED DEALERSHIP TO INFORM CUSTOMER TO GO BACK TO THE FACILITY THAT PERFORMED THE ORIGINAL WORK. OR, INSURANCE COMPANY CAN SUBROGATE IF THEY FEEL FWC IS AT FAULT.

1995/11/20
 MM ABDO MM
 *
 CUSTOMER SAYS:
 - DOES NOT AGREE WITH DECISION OF INSPECTOR REGARDING CHASE OF CONCERN
 - WANTS TO SPEAK TO A SUPERVISOR TO DISCUSS THIS FURTHER
 *
 CAC ADVISED:
 - INFO IN CLOSING COMMENTS PRESENTED TO CUSTOMER
 - WORKMANSHIP ISSUES NEED TO BE RESOLVED BETWEEN SVC AGENT AND CUSTOMER

1995/11/22
 MM LETTER DATED 10/27/95 MM
 CUSTOMER WRITES:
 - REITERATED PREVIOUS CONCERNS
 - VEHICLE CAUGHT FIRE ON 10/26/95 BECAUSE REMANUFACTURED TRANS FLUID OVER-FLOW
 ED
 *
 CAC ADVISED:
 - FORWARDED FOR EXTERNAL CONSIDERATION
 *

1996/01/03
 MICRO NUMBER ADDED. EAA REPORT.
 1996/03/11
 MICRO NUMBER ADDED.

EM02-029 1991

BEGINNING OF CONTACT

07/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

3386AF

LEGAL CONTACT

SOUTWEST

52 ZN/TR- 01

CONTACT HBR: 105766294

VEH TYPE: TRUCK

VIN:

1FTEX14N0RK

ENGINE: M

OPENED: 07/18/1995

CLOSED: 08/11/1995

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEH REPL:

CASE TYPE:

ATTY NAME:

CLAIM AMT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

MSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

STATUS: CLOSED

MI:

ZIR:

P & A: 06872

704300 704342

TRANS DATE:

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

ATTY MEMO:

AWARD AMT:

D

MICRO:

COMMENTS:

1995/07/18

CUSTOMER SAYS:

- CAR HAS FIELD ON THE ROAD WHEN IT STARTED TO SMOKE.
- DRIVER EXITED THE VEHICLE AND IT THEN CAUGHT ON FIRE AND BURNED UP
- FIRE DEPARTMENT PUT THE FIRE OUT IN THE VEHICLE
- FRONT END BURNED FROM FRONT BUMPER TO THE BACK TIRES
- DASH BOARD BURNED AS WELL
- HAS PICTURES OF IT BURNING
- ONLY HAS LIABILITY INSURANCE NOT PROPERTY INSURANCE
- DEALERSHIP LOOKED AT VEHICLE AFTER THEY TOWED IT TO THE DEALERSHIP

PER CUSTOMER, DEALERSHIP SAYS: (SYC MOR JIM PRUETT)

-PER JIM PRUETT, CALL THE CAC, THEY WOULD CALL THE REGIONAL OFFICE

CUSTOMER SEEKS:

- FINANCIAL ASSISTANCE IN A NEW VEHICLE
- FINAL RESOLUTION FOR THE BURNING VEHICLE
- HE HAS OWNED OVER 23 FORDS

CAC ADVISED:

- INFO DOCUMENTED AND SENT TO THE APPROPRIATE OFFICES
- CONTACT THEIR INSURANCE AGENCY
- REGIONAL OFFICE WILL BE NOTIFIED AND REVIEW THEIR CONCERN WITH CUSTOMER
- NO INJURY OCCURED

1995/07/24

CUSTOMER CALLED BACK TO GET STATUS UPDATE

CSR INFORMED CUSTOMER THAT THERE IS NO TIME FRAME AVAILABLE AS TO WHEN HE WILL BE CONTACTED BY FMC

1995/08/09

REPORT RECEIVED FROM TOM ELLIS, ORI INVESTIGATOR - NO DECISION HAS BEEN MADE

OWNER RELATIONS YOP/BENCHMARKING 09/20/99 FAXLGLTG

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.06.32
=====

3386AF	52	ZN/TR: B1	LEGAL CONTACT	CONTACT NBR: 105766294	VEH TYPE: TRUCK
SOUTHWEST					OPENED: 07/18/1995
VIN: 1FTEX14H0CRK			ENGINE: N		CLOSED: 08/11/1995

=====

1995/08/10

VEHICLE WILL BE REPLACED VIA RAVFAST BY ZONE MANAGER. SERVICE MANAGER,
JIM PRUETT, HAS NOTIFIED THIS DATE AND WILL ADVISE CUSTOMER WITH A FOLLOW-UP
LETTER FROM REGION

1995/08/11

THIS IS THE CLOSING COMMENT
CLOSE PER PREVIOUS COMMENTS - RAV FAST TO BE INPUT BY ZONE MANAGER, TONY
FERNANDEZ.
CUSTOMER TO BE RESPONSIBLE FOR UPGRADE, T T & L, USAGE FEE AND WILL SIGN
A RECEIPT AND RELEASE

ENR2-025 1823

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

7344JH

BOSTON

VIN:

11

ZH/YR:

12

2FTEFL4M4RC

LEGAL CONTACT

CONTACT NBR: 106413680

ENGINE: M

VEH TYPE: TRUCK

OPENED: 01/03/1996

CLOSED: 01/10/1996

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEN REPL:

CASE TYPE:

ATTY NAME:

CLAIM ANT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

MSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

STATUS: CLOSED

NI:

ZIP:

P & A: 08828

784145

TRANS DATE:

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

ATTY MEMO:

AWARD AMT:

0 MICRO:

COMMENTS:

1996/01/03

CUSTOMER SAYS:

- VEHICLE WAS BEING USED TO PLOW SNOW
- CUSTOMER NOTICED THAT THERE WAS BLACK SMOKE COMING FROM UNDER THE HOOD
- CUSTOMER OPENED THE HOOD AND SAW FLAMES
- CUSTOMER TRIED TO PUT OUT FIRE WITH SNOW
- WAS UNABLE TO PUT OUT THE FIRE
- CALLED THE FIRE DEPT AND POLICE DEPT
- WESTWOOD POLICE DEPT RESPONDED TO THE SCENE
- WESTWOOD FIRE DEPT RESPONDED TO THE SCENE
- BY THE TIME THE FIRE DEPT RESPONDED TO THE SCENE, THE CAB OF THE VEHICLE WAS ENVELOPED IN FLAMES
- PRIOR TO THE FIRE, THE VEHICLE HAD SEVERAL CONCERNS
- VEHICLE HAD ELECTRICAL CONCERNS
- VEHICLE HAD NUMEROUS TRANS CONCERNS
- DLR REBUILT THE TRANS
- HAS CONTACTED INSURANCE COMPANY
- INSURANCE COMPANY IS INVESTIGATING THE CONCERN

PER CUSTOMER, DEALER SAYS:

- DLR WILL NOT GIVE CUSTOMER A RENTAL BECAUSE THE VEHICLE IS TOTALLED

CUSTOMER SEEKS:

- WANTS FMC TO GIVE CUSTOMER A NEW VEHICLE

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO DLR
- CUSTOMER TO KEEP IN CONTACT WITH INSURANCE COMPANY
- A COMPANY REP WILL BE IN CONTACT WITH CUSTOMER TO REVIEW CONCERN

EMR2-025 1824

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
 =====
 7544JN LEGAL CONTACT VEH TYPE: TRUCK
 BOSTON 11 ZH/TR: A2 CONTACT NBR: 106413680 OPENED: 01/03/1996
 VIN: 2FTEF14N4R0 ENGINE: M CLOSED: 01/10/1996
 =====

1996/01/03

CUSTOMER ADDS:

- CUSTOMER, MS. GRIFFIN, WAS NOT IN THE VEHICLE DURING THE TIME OF FIRE
- [REDACTED] WAS DRIVING THE VEHICLE
- [REDACTED]
- PLEASE CONTACT [REDACTED] ABOUT CONCERN

CAC ADVISED:

- INFORMATION WILL BE DOCUMENTED
- PER CUSTOMER REQUEST, CSR TO HAVE A DSB APPLICATION SENT TO CUSTOMER

1996/01/10

THIS IS THE CLOSING COMMENT

I HAVE SPOKEN TO CUSTOMER WHO SAYS THAT INSURANCE COMPANY IS TAKING RESPONSIBILITY (VEHICLE IS CURRENTLY AT INSURANCE COMPANY GARAGE). CUSTOMER SAYS THAT HE HAS OFFERED A \$2,000 OAC PRIOR TO FIRE OCCURRING. CUSTOMER HAS SEEKING ANY ADDITIONAL FINANCIAL ASSISTANCE THAT FORD COULD OFFER. I HAVE CONTACTED DEALER AND SPOKE TO SCOTT IN SALES WHO REFERRED ME TO THE SERVICE MANAGER NICK WHO CONFIRMED THAT CSM MARYIN HEAVER HAD OFFERED/AUTHORIZED \$2,000 OAC IN LATE DECEMBER AND THAT THE CERTIFICATE IS AT THE DEALER NOW. I HAVE SPOKE TO TEAM LEADER TRISHA HADWICK WHO SPOKE WITH OAC HEADQUARTERS WHO ADVISED THAT OAC WILL NEED APPROVAL BY DON CONROY SINCE THERE WILL NOT BE A VEHICLE TO TRADE. I HAVE RECONTACTED CUSTOMER AND ADVISED THAT \$2,000 WOULD BE THE FINAL OFFER BY FORD. I HAVE CONTACTED STEVE DINGER AT DEALER AND ADVISED THAT \$2,000 OAC WILL BE HONORED. I ALSO SPOKE WITH INSURANCE AGENT TOM GALLAGHER (617) 341-5116 WHO ADVISED THAT INSURANCE COMPANY HAS NOT MADE A DECISION AS TO WHETHER THE VEHICLE WILL BE TOTALLED OR NOT, BUT THAT HIS UNDERSTANDING IS THAT THE INSURANCE COMPANY IS RESPONSIBLE FOR PAYING THE CLAIM AND THAT IF THEY FEEL THERE IS FORD RESPONSIBILITY, THEY WILL SURROGATE.

EM02-025 1025

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

=====

7377JC

LEGAL CONTACT

VEN TYPE: TRUCK

ATLANTA

21

ZH/TR: DS

CONTACT NBR: 105293155

OPENED: 03/13/1995

VIN:

1FTEFL5H0R0

ENGINE: N

CLOSED: 05/31/1995

=====

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

CITY:

STATE:

SC

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

94

MODEL:

F-SERIES

MILEAGE:

12000

NSD:

DEALER NAME:

D AND D MOTORS INC

SALES CODE:

121795

P & A: 00976

CAUSAL CODE:

02

SYMPTOMS:

704345

ORIGIN:

00

TRANS REGION:

TRANS DATE:

VEN REPL:

CASE TYPE:

4-FIRES - FUEL FED

MEANS CODE:

A-LBL

INVEST-PROD LIABILITY

ATTY NAME:

ATTY MEMO:

CLAIM AMT:

0

AWARD AMT:

0

MICRO:

COMMENTS:

1995/03/13

CUSTOMER SAYS:

---VEHICLE CAUGHT ON FIRE

---HAS TOLD DAMAGE WAS ABOUT \$1800, INSURANCE CO SAID HE WOULD HAVE TO PAY

THE DEDUCTIBLE OF \$250

---VEHICLE IS UNDER WARRANTY HE SHOULD NOT HAVE TO PAY ANYTHING

■

PER CUSTOMER DEALER SAYS:

---THEY HAVE NOT DETERMINED CAUSE OF FIRE

■

CUSTOMER SEEKS

---TO NOT HAVE TO PAY FOR ANY OF THE REPAIRS

(CONT)

---TO KNOW WHAT HAPPENED TO VEHICLE

■

CAC ADVISED:

---INFORMATION HAS BEEN FORWARDED TO APPROPRIATED OFFICES

---DISTRICT OFFICE WILL BE CONTACTING YOU REGARDING THE SITUATION (CANNOT

PROVIDE A TIME FRAME)

---WORK WITH INSURANCE CO. TO DETERMINE COST OF REPAIRS

1995/03/14

REGIONAL OFFICE CONTACTED ORI FOR VEHICLE INSPECTION

1995/05/26

THIS IS THE CLOSING COMMENT

CUSTOMER ADVISED ON 3/20/95 BY LETTER THAT RESULTS OF FIRE WERE UNKNOWN

AND CUSTOMER SHOULD CONTACT HIS INSURANCE COMPANY.

1995/05/31

CONTACT CLOSING APPROVED

OK TO CLOSE

EP02-025 1025

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

4459JP

LEGAL CONTACT

KANSAS CITY

53

ZN/TR:

A1

CONTACT NBR: 107610219

VEH TYPE: T1111

OPENED: 10/08/1996

VIN:

1FDXF80C1SV

ENGINE: C

CLOSED: 11/04/1996

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEN REPL:

CASE TYPE:

ATTY NAME:

CLAIM AMT:

FIRST NAME:

STATE:

TX

ZIP:

BUS. PHONE:

MODEL:

F SERIES

MSD:

SALES CODE: 155116

P & A: 05238

SYMPTOMS: 704145

TRANS REGION: 53

TRANS DATE: 10/08/1996

2A-OUTSIDE VEHICLE WARRANTY

MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY MEMO:

AWARD AMT:

0
MICRO:

COMMENTS:

1996/10/08

FLEET FAX INDICATES:

- FUEL LINE FROM PUMP TO FILTER IS CRACKING (NO FURTHER INFO)

VEN VEH IS NOT AT DEALER

W

CONTACT PERSON, SAYS:

- VEN CAUGHT ON FIRE (UNDERHOOD)

- VEN IS LOCATED AT 15657 S. KEELER TR, OLATHA, KS 66062

HIS # IS 800 223-6165

M

LPA ADVISED CLIFF:

- EAA INSPECTOR WILL CONTACT HIM

***SALES CODE HAS BEEN CHANGED FROM 152017 TO 155116

***REGION CODE HAS BEEN CHANGED FROM 52 TO 53

VEHICLE IS OWNED BY A FLEET IN TEXAS BUT IS CURRENTLY IN KS

1996/11/04

***THIS IS THE CLOSING COMMENT

EAA REPORT FORWARDED TO CVO

1996/11/05

REPORT RECEIVED AND IS CURRENTLY UNDER REVIEW.

CUSTOMER REFERRED TO HIS/HER INSURANCE CO.

ENR02-025 1027