

EA02-025

FORD 10/27/03

APPENDIX N

BOOK 42

PART 5 OF 6

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

0507JH

LEGAL CONTACT

VEN TYPE: TRUCK

SOUTHWEST

52 2N/TR. B2

CONTACT NBR: 105352695

OPENED: 03/28/1995

VIN:

1FTDF15Y2SL

ENGINE: Y

CLOSED: 04/13/1995

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

CITY:

DALLAS

STATE:

TX

ZIP:

HOME PHONE:

BUS. PHONE:

214-784-5205

MODEL YEAR:

95

MODEL:

F-SERIES

MILEAGE:

4000

MSD:

DEALER NAME:

PLANET PARK CITIES

SALES CODE:

152005

P & A: 02405

CAUSAL CODE:

02

SYMPTOMS:

704145

ORIGIN:

00

TRANS REGION:

TRANS DATE:

VEN REPL:

CASE TYPE:

4C-FIRES EXHAUST - CATALYTIC CONVERTER -

OTHER MEANS CODE:

A-LGL INVEST-PROD LIABILITY

ATTY NAME:

NOT CONTACTED

ATTY MEMO:

NOT CONTACTED

CLAIM AMT:

0

AWARD AMT:

0

MICRO:

COMMENTS:

1995/03/28

CUSTOMER ALLEGES

-25:30P.M. ON 3/28/95 THAT WHILE HIS F-150 WAS RUNNING IN THE DRIVEWAY

HE HEARD A LOUD EXPLOSION NOISE

-HE RAN OUTSIDE, AND SAW FLAMES COMING FROM THE HOOD

-HE ATTEMPTED TO EXTINGUISH THE FLAMES WITH WATER, AND THE FIRE DEPARTMENT

HAS CALLED.

-FIRE DEPARTMENT CAME AND PUT OUT THE FIRE. CUSTOMER HAS NOT GIVEN A FIRE

REPORT. HE WAS MERELY GIVEN THE OFFICER'S CARD AND TOLD TO CALL THE FIRE

DEPARTMENT LATER. ***NO REPORT ON FILE YET***

-THE VEHICLE IS INOPERABLE IN FRONT OF HIS HOUSE.

-CUSTOMER'S INSURANCE COMPANY SUGGESTED CALLING FORD, AS HIS POLICY

HAD EXPIRED IN 2/95

-CUSTOMER HAS NOT YET CONTACTED A LAWYER YET.

CAC ADVISED:

-CONTACT THE FIRE DEPARTMENT AND GET A REPORT

-HAVE THE VEHICLE TOWED TO HIS PURCHASING DEALERSHIP

-STAY IN CONTACT WITH THE SVM

-FORD REGIONAL PERSONNEL WILL CONTACT HIM

UNABLE TO CONFIRM VIN THRU NAVIS

0902-025 1020

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.08.52
=====

0507JH LEGAL CONTACT VEN TYPE: TRUCK
SOUTHWEST 52 ZH/TR: 82 CONTACT NBR: 105352695 OPENED: 03/28/1995
VIN: 1FTDF15Y2SL ENGINE: Y CLOSED: 04/13/1995
=====

1995/04/05

CUSTOMER SAYS:

- HE DOES HAVE ANY INSURANCE
- HE IS WAITING FOR SOMEONE TO CONTACT HIM
- HE WANTS TO GO TO COURT AND SUE FOR \$1 MILLION

*

PER CUSTOMER DEALERSHIP SAYS:

- CUSTOMER HAS NOT CONTACTED DEALERSHIP

*

CUSTOMER SEEKS:

- FOR SOMEONE TO CONTACT HIM REGARDING HIS VEHICLE

CAC ADVISED:

- THE INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO CONSUMER AFFAIRS

1995/04/13

THIS IS THE CLOSING COMMENT

VEHICLE INSPECTED ON 3/29/95 BY TOM ELLIS OF ORI. LETTER FORWARDED TO
CUSTOMER 4/13/95 REFERRING TO INSURANCE COMPANY AS INSPECTION DID NOT
DETERMINE A MANUFACTURER'S DEFECT WHICH COULD HAVE CAUSED THE FIRE.

DNM2-025 1829

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

6035JH

LEGAL CONTACT

VEN TYPE: TRUCK

SEATTLE

74 ZN/TR: C1

CONTACT NBR: 106268357

OPENED: 11/20/1995

VIN:

2FTHF36F5SQ

ENGINE: F

CLOSED: 12/14/1995

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: F-SERIES

HSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

MEANS CODE:

ATTY MEMO:

AWARD AMT:

STATUS: CLOSED

MI:

ZIP:

P & A: 88568

TRANS DATE:

A-LGL INVEST-PROD LIABILITY

0

0

0

0

0

0

0

COMMENTS:

1995/11/20

CUSTOMER SAYS:

-VEHICLE CAUGHT ON FIRE AROUND THE GLOW PLUGS UNDER THE HOOD

-THIS HAPPENED AT APPROXIMATELY 3:00 THIS MORNING

-VEHICLE IS CURRENTLY AT DEALER

* PER CUSTOMER, DEALER SAYS: (TOM AND DAVE GAINES, SVC DEPT)

-THIS REPAIR WILL MORE THAN LIKELY NOT BE COVERED BY WARRANTY

-NEITHER WILL THE COST OF A LOANER VEHICLE

* CUSTOMER SEEKS:

-LOANER VEHICLE

-TO ADVISE FORD OF SITUATION (FIRE AND POLICE DEPTS WERE CONTACTED)

* CAC ADVISED:

-CONCERNS HAVE BEEN DOCUMENTED

-A COMPANY REPRESENTATIVE WILL CONTACT HIM TO REVIEW CONCERN

-ALTERNATIVE TRANSPORTATION IS NOT COVERED UNDER FACTORY WARRANTY

* CUSTOMER ADDS:

-CUSTOMER CAN BE REACHED AFTER 6:00 PACIFIC TIME

1995/11/21

CUSTOMER SAYS:

SHE SAYS THAT A WARRANTY SHOULD COVER THE FIRE AND THE DEALER DETERMINED

A HARNESS MELTED BUT THEY WERE UNSURE WHAT CAUSED IT AND IT SHOULD BE

COVERED

* CAC ADVISED:

A REGIONAL REP WILL BE IN CONTACT WITH THEM IN REGARDS TO THE MATTER

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAXL8LT0

09/20/99 1839

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.00.52
 =====
 6035JH LEGAL CONTACT VEH TYPE: TRUCK
 SEATTLE 74 ZN/TR: CI CONTACT NBR: 106268357 OPENED: 11/20/1995
 VIN: 2FTHF36F55C ENGINE: F CLOSED: 12/14/1995
 =====

1995/11/21
 CUSTOMER ALSO SAYS:
 BETWEEN 8-4:30 [REDACTED] AT HIFES WORK (HER NAME IS [REDACTED] IS ANOTHER
 NUMBER THAT CAN BE REACHED

1995/11/27
 CONSUMER AFFAIRS CONTACTED CUSTOMER:
 - MESSAGE WAS LEFT FOR CUSTOMER TO CONTACT CA ON 11-24-95 AND CUSTOMER LEFT
 RETURN MESSAGE ON 11-25-95 (SATURDAY).
 - CA CONTACT CUSTOMER TODAY AND WAS ADVISED THAT THEIR INSURANCE COMPANY WILL
 BE PAYING FOR THE REPAIRS WHICH HAVE ALREADY BEGUN.
 CUSTOMER SEEKS:
 - REIMBURSEMENT FOR MILEAGE ALLOWANCE TO AND FROM WORK.
 - HIS COMPANY PAYS MILEAGE DRIVEN IN HIS VEHICLE TO AND FROM WORK. HE IS NOW
 IN A COMPANY TRUCK AND IS NOT GETTING THE MILEAGE ALLOWANCE.
 CA ADVISED:
 - THE CASE IS BEING REVIEWED AND A RESPONSE WILL BE PROVIDED BEFORE THE END
 OF THE WEEK.

1995/12/14
 THIS IS THE CLOSING COMMENT
 CUSTOMER HAS HAD VEHICLE REPAIRED THROUGH INSURANCE COMPANY.
 CONSUMER AFFAIRS SENT LETTER ADVISING CUSTOMER THAT FORD WILL NOT REIMBURSE
 FOR THE MILEAGE ALLOWANCES THAT CUSTOMER DID NOT RECEIVE WHILE VEHICLE WAS
 BEING REPAIRED.
 NO FURTHER ACTION REQUIRED.

1996/12/09
 MICRO ADDED

EMR-025 1031

BEGINNING OF CONTACT
09/28/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

=====

50633M	LEGAL CONTACT	VEH TYPE: TRUCK
SAM FRAN	72 ZN/TR: A1	CONTACT NBR: 106794359
VIN: 1FTJX35F1S	ENGINE: F	OPENED: 04/15/1996
		CLOSED: 04/15/1996
=====		
LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]		MI: [REDACTED]
ADDRESS: [REDACTED]		
CITY: SPARKS	STATE: NV	ZIP: [REDACTED]
HOME PHONE: [REDACTED]	BUS. PHONE: [REDACTED]	
MODEL YEAR: 95	MODEL: F-SERIES	
MILEAGE: 11000	MSD: [REDACTED]	
DEALER NAME: JONES-NEST FORD	SALES CODE: 172484	F & A: 07809
CAUSAL CODE: 02	SYMPTOMS: 704145	
ORIGIN: 00	TRANS REGION: 72	TRANS DATE: [REDACTED]
VEH REPL: [REDACTED]		
CASE TYPE: 4-FIRES - FUEL FED	MEANS CODE: A-LGL INVEST-PROD LIABILITY	
ATTY NAME: [REDACTED]	ATTY MEMO: [REDACTED]	
CLAIM AMT: 0	AWARD AMT: 0	MICRO: [REDACTED]

COMMENTS:

1996/04/15

DEALER FAX RECEIVED 4/18/96MM

LPA CONTACTED SERVICE MANAGER JOE SMITH WHO INDICATED THAT THE VEHICLE HAD BEEN INSPECTED BY THE INSURANCE CARRIER AND THAT HAD SETTLED A CLAIM WITH THE CUSTOMER.

LPA ADVISED SERVICE MANAGER, THAT THE INSURANCE CARRIER WOULD NEED TO SUBROGATE FORD MOTOR COMPANY IN REGARDS TO RECEIVING REIMBURSEMENT OF THE CLAIM TO THE CUSTOMER.

THIS IS THE CLOSING COMMENT
NO FURTHER ACTION IS REQUIRED BY THIS OFFICE.

1996/05/31

CSM ADVISED THAT DEALER AND CUSTOMER WANT UPDATE AS TO STATUS. BOTH DEALER AND CUSTOMER SAY THAT NO ONE HAS CONTACTED THEM. PLEASE ADVISE BOTH CUSTOMER AND DEALER AS TO THE STATUS OF THIS CASE. NOTE-IF NO FURTHER ACTION WILL BE TAKEN, THIS SHOULD BE PUT IN WRITING TO THE CUSTOMER.

ENR2-025 1032

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

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1361JH	LEGAL CONTACT	VEN TYPE: TRUCK
SDR	16 ZN/TR: DS	CONTACT NBR: 107135085
VIN: 1FTHX26F551	ENGINE: F	OPENED: 06/27/1996
		CLOSED: 07/02/1996

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	SENALEE	STATE:	IN	ZIP:
HOME PHONE:		BUS. PHONE:		
MODEL YEAR:	95	MODEL:	F-SERIES	
MILEAGE:	18800	MSD:		
DEALER NAME:	MOSS MOTOR CO INC	SALES CODE:	121436	P & A: 00228
CAUSAL CODE:	0709	SYMPTOMS:	704145	
ORIGIN:	00	TRANS REGION:	21	TRANS DATE:
VEH REPL:				
CASE TYPE:	4-FIRES - FUEL FED	MEANS CODE:	H-OTHER	
ATTY NAME:		ATTY MEMO:		
CLAIM AMT:	0	AWARD AMT:	0	MICRO:

COMMENTS:

1996/06/27

*** POSSIBLE WARRANTY COVERAGE ***

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- LAST NIGHT CAR WENT ON FIRE-DIESEL ENGINE
- DROVE 2 MILES, WORKED 45 MINUTES
- TURNED KEY AND SMOKE CAME OUT
- SMOKE CAME OUT OF ENGINE AND FRONT--FIRE CONFINED TO ENGINE AREA
- FLAMES DOWN HALFWAY IN THE ENGINE
- GOT HOSE AND PUT IT OUT-5 MINUTES LATER IT SHOT BACK UP AND PUT IT OUT AGAIN
- THIS MORNING, CALLED MOSS MOTORS-VERY HELPFUL

*

PER CUSTOMER, DEALER SAYS:

- DEALER IS TRYING TO WORK WITH CUSTOMER AND LOAN CAR
- HAS TRUCK NOW TO SEE WHAT CAUSED FIRE

*

CUSTOMER SEEKS:

- IS INTERESTED IN PURCHASING ESP, EVEN THOUGH HE IS SLIGHTLY OUT OF MILEAGE
- WANTS REP FROM FORD TO COME OUT AND LOOK AT VEHICLE

*

CAC ADVISED:

- CONCERN DOCUMENTED
- FORD REPRESENTATIVE WILL CONTACT CUSTOMER

ENR2-928 1803

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
 =====
 1361JH LEGAL CONTACT VEH TYPE: TRUCK
 SDR 10 ZM/TR, DS CONTACT NBR: 107135885 OPENED: 06/27/1996
 VIN: 1FTHX26F59K ENGINE: F CLOSED: 07/02/1996
 =====

1996/07/02

***THIS IS THE CLOSING COMMENT

LEGAL CONTACTED MR. LARRY HARPER, SVC MGR, AND HE ADVISED:

-THE GLOW PLUG RELAY FROM THE STARTER CAME LOOSE AND CAUSED A MINOR FIRE.

-HE HAS PARTS ON ORDER AND CUSTOMER IS HAPPY WITH FORD'S RESPONSE.

LEGAL ADVISED:

-IF REPAIRS COME TO OVER \$1000 TO PLEASE CALL LIT PREVENT, NUMBER LEFT, AND

IF THE CUSTOMER SHOULD NEED TO SPEAK TO LIT PREVENT TO PROVIDE HIM THE

NUMBER. NO FURTHER ACTION NEEDED AT THIS TIME.

1996/07/08

*** POSSIBLE WARRANTY COVERAGE ***

*** 8 DAYS OUT OF SERVICE ***

*** MAVIS: ORIGINAL ***

CUSTOMER SAYS:

- GLOW PLUGS WERE REPLACED 4 MONTHS AGO,

- VEHICLE HAD FIRE, NOT SAFE TO DRIVE

- WANTS GUARANTEE VEHICLE WILL BE SAFE

PER CUSTOMER, DEALER SAYS:

- PER NOTES IN FILE, GLOW PLUGS ON ORDER

=====

LEGAL CONTACTED MR. LARRY HARPER, SVC MGR, AND HE ADVISED:

- THE GLOW PLUG RELAY FROM THE STARTER CAME LOOSE AND CAUSED A MINOR FIRE.

- HE HAS PARTS ON ORDER AND CUSTOMER IS HAPPY WITH FORD'S RESPONSE

CUSTOMER SEEKS:

- WHY DID FIRE START AND WILL IT HAPPEN AGAIN

- ESP PURCHASE

- WANTS TO TALK TO REGIONAL REPRESENTATIVE

CAC ADVISED:

- SUPPORT DEALERSHIP DIAGNOSIS

- CAN PURCHASE ESP WHILE STILL INSIDE THE BUMPER TO BUMPER WARRANTY

- DEALERSHIP WORK CLOSELY WITH REGIONAL REPRESENTATIVE

DMR-025 1834

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

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196508

LEGAL CONTACT

VEN TYPE: TRUCK

DENVER

56

ZK/TR: A1

CONTACT HDR: 107314773

OPENED: 08/02/1996

VIN:

1FTDC25F6SK

ENGINE: F

CLOSED: 08/27/1996

=====

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

CITY:

LA JOLTA

STATE:

CO

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

95

MODEL:

F-SERIES

MILEAGE:

51000

MSD:

DEALER NAME:

210 VALLEY FORD L-M SALES CODE: 156440

P & A: 03127

CAUSAL CODE:

0709

SYMPTOMS: 784145

ORIGIN:

00

TRANS REGION: 56

TRANS DATE:

VEH REPL:

CASE TYPE:

4A-FIRES - ELECTRICAL MEANS CODE: H-OTHER

ATTY NAME:

ATTY MEMO:

CLAIM ANT:

0

AWARD ANT:

0

MICRO:

COMMENTS:

1996/08/02

DEALERSHIP FAX FOR CONSUMER AFFAIRS REVIEW RECEIVED 8-2-96 MEM

FAX INDICATES:

- VEHICLE WAS PARKED AT A LOCAL RESTAURANT WHEN IS CAUGHT FIRE IN THE ENGINE COMPARTMENT.
- FIRE DEPARTMENT RESPONDED AND FIRE WAS PUT OUT USING FIRE EXTINGUISHER AND WATER.

CUSTOMER SEEKS:

- REPLACEMENT VEHICLE.

LPA CONTACTED DEALERSHIP:

- DEALERSHIP ADVISED THAT THE REPAIRS NECESSARY WOULD BE A COMPLETE NEW ENGINE AND EVERYTHING ELSE IN THE ENGINE COMPARTMENT.

LPA ADVISED DEALERSHIP:

- CUSTOMER WILL BE CONTACTED FOR FURTHER INVESTIGATION.
- DEALER WILL BE KEPT UPDATED ON PROGRESS OF INVESTIGATION.

1996/08/20

MEM NAVIS: ORIGINAL MEM

CUSTOMER SAYS:

- CALLING TO SEE WHAT FORD IS GOING TO DO
- INSURANCE COMPANY IS WORKING ON THE RESOLUTION TO THE FIRE CONCERN
- FIRE HAPPENED WITHIN THE ENGINE COMPARTMENT

PER CUSTOMER, DEALER SAYS:

- CONTACT INSURANCE COMPANY

CUSTOMER SEEKS:

- A FINAL RESOLUTION

CAC ADVISED:

- ADVISED CUSTOMER THAT A FORD REPRESENTATIVE WILL BE IN CONTACT WITH HIM

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAXLGTLG

1996-02-10 10:05

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32

196506 LEGAL CONTACT VEH TYPE: TRUCK
DENVER 56 ZN/TR: A1 CONTACT NBR: 107314773 OPENED: 08/02/1996
VIN: 1FTHX23F65H ENGINE: F CLOSED: 08/27/1996

1996/08/27

###THIS IS THE CLOSING COMMENT
CONSUMER AFFAIRS SPOKE TO CUSTOMER'S SON-IN-LAW SHORTLY AFTER THIS CONTACT WAS
OPENED. HE HAD CALLED THE CAC AND A DUPLICATE CONTACT WAS OPENED FOR THE SAME
VEHICLE AND CONCERN AT THE TIME. I EXPLAINED TO HIM AT THAT TIME TO CONTINUE
TO SETTLE THE CASE WITH THEIR INSURANCE COMPANY AND IF THEY FEELS THERE IS
FORD LIABILITY THEY CAN FILE A SUBROGATION CLAIM. I FORGOT TO CLOSE THIS CASE
AT THAT TIME. I HAVE CALLED THE DEALERSHIP TODAY TO CHECK STATUS OF CASE AND
THEY ARE WORKING WITH THE INSURANCE COMPANY TO REPAIR THE VEHICLE. NO FURTHER
ACTION REQUIRED BY FORD AT THIS TIME.

1996/12/23

*****MICRO 0 4881385300

0902-025 1036

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAX16LTO

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

6359MR

LEGAL CONTACT

PHILADELPHIA 16

ZM/TR: C1

CONTACT NBR: 107526193

VEN TYPE: TRUCK

VIN: 1FTEF15N15M

ENGINE: N

OPENED: 09/18/1996

CLOSED: 09/23/1996

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

CITY:

PALMYRA

STATE:

NJ

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

95

MODEL:

F-SERIES

MILEAGE:

7055

MSD:

DEALER NAME:

MEDFORD FORD INC

SALES CODE: 116454

P & A: 01151

CAUSAL CODE:

0704 0719 0715

SYMPTOMS: 704145

ORIGIN:

GO

TRANS REGION: 16

TRANS DATE:

VEN REPL:

BB

CASE TYPE:

10-VEHICLE REPLACEMENT

MEANS CODE:

K-VEHICLE REPLACEMENT

ATTY NAME:

REQ 09/20 SENT 09/23

ATTY MEMO:

2048957 DEV -----

CLAIM ANT:

11.575

AWARD ANT:

4.793

MICRO:

COMMENTS:

1996/09/18

GOODWILL VEHICLE REPLACEMENT PROCESSED DUE TO UNRESOLVED ENGINE CONCERNS.

1996/09/19

FM

1996/10/21

FM

***THIS IS THE CLOSING COMMENT

CK 1845920 FOR 16,367.70 ISSUED TO MEDFORD FORD

EM82-023 1037

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

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6934LA LEGAL CONTACT VEH TYPE: TRUCK
 PHILADELPHIA 16 ZN/TR: D1 CONTACT NBR: 106185733 OPENED: 10/27/1995
 VIN: 1FTEF15N33NAD4363 ENGINE: N CLOSED: 11/15/1995
 =====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: PA ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 95 MODEL: F-SERIES
 MILEAGE: 5800 MSD:
 DEALER NAME: FAULKNER FORD-MERCU SALES CODE: 116414 P & A: 01355
 CAUSAL CODE: 02 00 SYMPTOMS: 704143
 ORIGIN: 00 TRANS REGION: TRANS DATE:
 VEH REPL:
 CASE TYPE: 4A-FIRES - ELECTRICAL MEANS CODE: A-L01 INVEST-PROD LIABILITY
 ATTY NAME: ATTY MEMO:
 CLAIM AMT: 0 AWARD AMT: 0
 MICRO: 4390042

COMMENTS:

1995/10/27

CUSTOMER SAYS:
 -WHEN STARTING VEHICLE ON 9/1/95, FIRE BEGAN IN ENGINE
 -VEHICLE WAS TOTALED
 -NO INJURIES
 -INSURANCE COMPANY IS HOLDING VEHICLE AT IMPOUND YARD CURRENTLY

PER CUSTOMER, INSURANCE COMPANY:
 -INVESTIGATED AND FOUND FUEL SYSTEM RESPONSIBLE FOR FIRE
 -OFFERED \$17767.43 FOR VEHICLE

CUSTOMER ADDS:
 -OWNED A TOTAL OF \$21624.94 TO CREDIT UNION

CUSTOMER SEEKS:
 -PAYMENT OF REMAINING AMOUNT HE OWES ON TRUCK

CUSTOMER ADDS:
 -HAS PURCHASED A NEW TRUCK AND IS PAYING ON THAT

CAC ADVISED:
 -INFO HAS BEEN DOCUMENTED AND FORWARDED TO THE APPROPRIATE DEPT
 -FORD REP WILL CONTACT CUSTOMER REGARDING CONCERN
 -CAC CANNOT OFFER TIME FRAME OF CONTACT

CUSTOMER ADDS:
 -INSURANCE COMPANY CONTACT: ALL-STATE INSURANCE, TIFFANY, 1(800) 995-5560

ENR2-0225 1030

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.05.52
 =====
 6934LA LEGAL CONTACT VEH TYPE: TRUCK
 PHILADELPHIA 16 ZN/TR: D1 CONTACT NBR: 106183733 OPENED: 10/27/1995
 VIN: 1FTEF15W13M ENGINE: M CLOSED: 11/15/1995
 =====
 1995/10/30
 CONTACTED CUSTOMER REGARDING VEHICLE FIRE. CUSTOMER INDICATED THAT HE HAS
 ALREADY PURCHASED A NEW VEHICLE. INSURANCE COMPANY HAS OFFERED TO PAY CLAIM.
 SPOKE WITH INS. COMPANY TO CONFIRM PAYMENT OF CLAIM \$20,771.56 (TIFFANY).
 VEHICLE IS CURRENTLY AT INS. CO. SALVAGE YARD.
 1995/11/10
 UPDATED CODES.
 1995/11/15
 THIS IS THE CLOSING COMMENT
 NO FURTHER ACTION REQUIRED.
 1995/11/22
 EAA INSPECTION COMPLETED. INSURANCE COMPANY HAS SETTLED W/CUSTOMER. BECAUSE OF
 THIS, INSURANCE WOULD HAVE TO SUBROGATE AGAINST FORD.
 CUSTOMER HAS BEEN ADVISED.
 MICRO ADDED.
 1995/12/27
 MICRO # ADDED FOR EAA REPORT.

EP02-B25 1039

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.88.32

3934MR

LEGAL CONTACT

VEN TYPE: TRUCK

WASHINGTON

27

2N/TR: F1

CONTACT MBR: 106930858

OPENED: 05/13/1996

VIN:

1FTHX25F05E

ENGINE: F

CLOSED: 05/28/1996

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:

MSB:

SALES CODE:

SYMPTOMS:

TRANS REGION:

NEANS CODE:

ATTY MEMO:

AWARD AMT:

STATUS: CLOSED

MI:

ZIP:

VA

F-SERIES

127009

784143

704142

27

F-PROD

LIABILITY LITIGATION

0

0

MICRO: 4400554

COMMENTS:

1996/05/13

CUSTOMER SAYS:

- VEHICLE CAUGHT ON FIRE MARCH 8, 1996
- FIRE STARTED IN THE ENGINE COMPARTMENT AND SPREAD TO THE CABIN
- FIRE DEPARTMENT EXTINGUISHED THE FIRE
- DETERMINED FIRE WAS CAUSED IN THE ELECTRICAL SYSTEM
- CUSTOMER DOES NOT HAVE FIRE REPORT NUMBER
- INSURANCE COMPANY PAID OF THE VEHICLE

PER CUSTOMER, DEALER SAYS:

- DEALER COMMENTS N/A

CUSTOMER SEEKS:

- CUSTOMER IS SEEKING REIMBURSEMENT FOR THE DEPOSIT PUT DOWN ON TH VEHICLE

CAC ADVISED:

- INFORMATION HAS BEEN FORWARDED TO A REGIONAL LEGAL ANALYST
- LEGAL ANALYST WILL CONTACT THE CUSTOMER DIRECTLY

1996/05/20

MESSAGE LEFT FOR CUSTOMER TO CONTACT CONSUMER AFFAIRS.

1996/05/28

***** THIS IS THE CLOSING COMMENT

NO RESPONSE FROM CUSTOMER. LETTER SENT THIS DAY ADVISING CUSTOMER TO CONTACT HIS INSURANCE COMPANY.

1996/06/04

MICRO ADDED

ENR-025 1040

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

=====

4218LG	LEGAL CONTACT	VEN TYPE: TRUCK
BOSTON	11 ZN/TR: C1	OPENED: 11/30/1995
VIN: 1FTEX14H8SK	CONTACT NDR: 106507666	CLOSED: 12/12/1995
	ENGINE: H	

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	NI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: SILVER LAKE	STATE: NH	ZIP: [REDACTED]
HOME PHONE: [REDACTED]	BUS. PHONE: [REDACTED]	
MODEL YEAR: 95	MODEL: F-SERIES	
MILEAGE: 3000	MSD: [REDACTED]	
DEALER NAME: PORTSMOUTH FORD	SALES CODE: 111545	P & A: 08862
CAUSAL CODE: 02	SYMPTOMS: 784145	
ORIGIN: 00	TRANS REGION: [REDACTED]	TRANS DATE: [REDACTED]
VEH REPL: [REDACTED]		
CASE TYPE: 4-FIRES - FUEL FED	MEANS CODE: A-LOL	INVEST-PROD LIABILITY
ATTY NAME: [REDACTED]	ATTY MEMO: [REDACTED]	
CLAIM AMT: 0	AMARD ANT: [REDACTED]	0
		MICRO: 4601698

COMMENTS:

1995/11/30

CUSTOMER SAYS:

- CUSTOMER WAS DRIVING VEHICLE ON SAT. 11-25-95 AROUND 11:00 AM
- CUSTOMER BEGAN TO SMELL SMOKE
- SMOKE WAS COMING OUT FROM UNDER THE HOOD
- OPENED HOOD BY INSIDE LEVER AND SAW VISIBLE FLAMES
- GOT CHILDREN OUT OF VEHICLE AND GOT AWAY FROM VEHICLE
- WITHIN MINUTES THE VEHICLE WAS DAMAGED, FIRE GOT INSIDE THE PASSENGER AREA
- INSURANCE COMPANY HAS DETERMINED VEHICLE TO BE COMPLETELY TOTALLED
- THE CAUSE OF FIRE HAS NOT BE DETERMINED
- CUSTOMER ALLEGES PRODUCT DEFECT CAUSED FIRE
- NO PERSONAL INJURIES

PER CUSTOMER, DEALER SAYS:

- WERE NOT HELPFUL, PROVIDED A 1-800 NUMBER

CUSTOMER SEEKS:

- NOTIFY FORD OF CONCERN

CAC ADVISED:

- INFO HAS BEEN DOCUMENTED AND WILL BE FORWARDED TO THE APPROPRIATE PARTIES FOR REVIEW
- A REPRESENTATIVE FROM FORD WILL CONTACT CUSTOMER TO REVIEW CONCERN
- REMAIN IN CONTACT WITH INSURANCE COMPANY

2002-022 1041

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
 =====
 6218LG LEGAL CONTACT VEH TYPE: TRUCK
 BOSTON 11 ZH/TR: CL CONTACT NBR: 186307666 OPENED: 11/30/1995
 VIN: 1FTEX14H8SKC ENGINE: H CLOSED: 12/12/1995
 =====

1995/12/06
 SPOKE WITH CUSTOMER YESTERDAY. ADVISED THAT I WOULD BE CONTACTING EAA INSPECTOR TO GO OUT AND LOOK AT THE VEHICLE. I SPOKE WITH EAA INSPECTOR GERRY BYRON TODAY WHO ADVISES THAT HE WILL GO AND LOOK AT VEHICLE TOMORROW(12/7). VEHICLE IS LOCATED AT SILVER LAKE AUTO BODY (603) 367-9945(CHUCKIE LYMAN—CONTACT PERSON). I HAVE CONTACTED [REDACTED] AND ADVISED OF DATE OF INSPECTION AS WELL AS THAT I WILL CONTACT THEM BACK WITH A DECISION ONCE I RECEIVE THE INSPECTION REPORT BACK.

1995/12/12
 THIS IS THE CLOSING COMMENT
 RECEIVED INSPECTION REPORT. I HAVE CONTACTED CUSTOMER AND OFFERED TO REPLACE VEHICLE. I HAVE EXPLAINED THAT THEY WOULD BE RESPONSIBLE FOR UPGRADE CHARGE. I HAVE OFFERED TO MAIVE MILEAGE CHARGE AS THAT MILEAGE WAS SO LOW. WE HAVE ALSO DISCUSSED ALTERNATE TRANSPORTATION WHILE THEY ARE WAITING FOR NEW VEHICLE. I EXPLAINED THAT I CAN NOT AUTHORIZE AN UNLIMITED AMOUNT OF RENTAL—CUSTOMER UNDERSTANDS THIS AND SAYS THAT SHE AND HER HUSBAND WILL CONTACT SALES MANAGER DOUG GUSTIN(WHO I HAVE ALREADY SPOKEN TO AND UNDERSTANDS SITUATION AND OFFER) --AFTER SPEAKING WITH DOUG TO GET A BETTER IDEA OF HOW LONG IT MIGHT TAKE TO GET A NEW VEHICLE CUSTOMER TO CONTACT ME BACK AT 315 446-8930.

1995/12/22
 CUSTOMER HAS RECONTACTED. THEY HAVE DECIDED TO GO AHEAD AND ORDER A 1997 TRUCK PER DEALER. VEHICLE MAY NOT COME IN UNTIL FEBRUARY. I HAVE AUTHORIZED RENTAL FOR A VEHICLE(NOT TO EXCEED \$25 A DAY) ONCE CUSTOMER DOES IN FACT GO IN AND ORDER A VEHICLE. I HAVE CONTACTED SALES MANAGER DOUG GUSTIN AND AUTHORIZED RENTAL(AS LONG AS CUSTOMER ORDERS VEHICLE). I WILL CONTACT DOUG GUSTIN ON 1-2-96 TO GET ORDER NUMBERS TO POSSIBLY HAVE ORDER PUSHED AHEAD.

1996/02/15
 CUSTOMERS HAVE RETAINED AN ATTORNEY(SEAN O'CONNELL 603 447-1985). ATTORNEY LETTER DATED 2-7-96(RECEIVED 2-13-96). ATTORNEY CALLED ME ON 2-13-96 TO DISCUSS OFFER. I HAVE ADVISED ATTORNEY THAT THIS OFFER WAS MADE AS A GOODWILL GESTURE IN ORDER TO RETAIN CUSTOMER SATISFACTION. ATTORNEY'S MAIN POINT OF CONTENTION IS THAT CUSTOMER WILL HAVE TO PAY APPROXIMATELY \$5,000 TO GET INTO A NEW VEHICLE. I EXPLAINED THAT HIS CLIENTS ARE GETTING A VEHICLE WHICH IS 2 MODEL YEARS NEWER. I ADVISED THAT FORD HAS MAIVED MILEAGE AS WELL AS PAYING FOR RENTAL THIS WHOLE TIME WHILE THE VEHICLE THAT THEY ORDERED(WHICH PER DOUG GUSTIN AT DEALER, IS SCHEDULED TO ARRIVE ON 2-19-96) CAME IN. I HAVE EXPLAINED THAT ALTHOUGH CUSTOMER WILL BE PAYING MSRP ON THE NEW VEHICLE, THEY ARE ALSO BEING GIVEN THE FULL VALUE OF THE OLD VEHICLE(MSRP TO MSRP). I ADVISED THAT THIS WOULD BE THE FINAL OFFER OF FORD. ATTORNEY IS TO ADVISE ME BY PHONE BY 2-15-96 IF CUSTOMERS PLAN ON GOING THROUGH WITH OFFER. I HAVE EXPLAINED TO ATTORNEY THAT IF CUSTOMERS REJECT OFFER THEY NEED TO BE PREPARED AT THAT TIME TO RETURN THE RENTAL VEHICLE AND FORD WILL DISCONTINUE PAYING FOR RENTAL.

ENR2-025 1942

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32

621818 LEGAL CONTACT VEH TYPE: TRUCK
BOSTON 11 ZN/TR: C2 CONTACT NBR: 106307666 OPENED: 11/30/1995
VIN: 1FTEX14H8SK ENGINE: H CLOSED: 12/12/1995

1996/02/28
I HAVE SPOKEN TO ATTORNEY WHO SAYS CUSTOMERS SAY THEY RETURNED RENTAL VEHICLE
TO DEALER THIS PAST WEEKEND AND DO NOT INTEND ON PURCHASING THE 97 VEHICLE
THEY ORDERED. I ADVISED ATTORNEY THAT I WILL BE CONTACTING DOUG GUSTIN TO
ADVISE THAT CUSTOMER WILL NOT BE PURCHASING VEHICLE AND THAT THEY ARE FREE TO
SELL VEHICLE. I HAVE SPOKEN WITH DOUG AND ADVISED HIM. DOUG CONFIRMED THAT
CUSTOMER RETURNED RENTAL VEHICLE ON 2-17-96.

1996/10/04
MICRO ADDED
#

1997/01/10
CALL FROM DEALER TO GET APPROVAL CODE FOR RENTAL. FOLLOWING APPROVAL CODE
PROVIDED:

02862-----PSA
3036-----LAST 4 OF CLAIM
NA-----REP #
\$1,388-----AMOUNT
APPROVAL CODE N491V

1997/01/22
ORIGINAL FILE AND PICTURES FORWARDED TO BILL PEPPER, ADVANCED VEHICLE
TECHNOLOGY, PTM, SUITE 528. COPIES OF THE FILE AND NEGATIVES OF THE PICTURES
ARE IN THE FILE FOLDER IN LITIGATION PREVENTION.

EM02-023 1843

BEGINNING OF CONTACT

99/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

4828AC

LEGAL CONTACT

VIN: 91 ZN/TR: DL CONTACT NBR: 106461779 VEH TYPE: TRUCK
2FTHF25F7SC ENGINE: F OPENED: 01/17/1996
CLOSED: 02/07/1996

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SPENCERPORT STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
MODEL YEAR: 95 MODEL: F-SERIES
MILEAGE: 5208 MSD:
DEALER NAME: ORESEE FORD TRUCK SALES CODE: 144989 P & A: 00851
CAUSAL CODE: 02 SYMPTOMS: 784145
ORIGIN: 00 TRANS REGION: TRANS DATE:
VEH REPL: 4-FIRES - FUEL FED MEANS CODE: A-LGL INVEST-PROD LIABILITY
CASE TYPE: ATTY NAME: ATTY MEMO:
ATTY NAME: AMAR AMT: 2
CLAIM AMT: MICRO: 4661401

COMMENTS:

1996/01/17

DEALER FAX STATES THAT VEHICLE STARTED ON FIRE UNDER THE HOOD ON THE LEFT FRONT SIDE CAUSING EXTENSIVE DAMAGE.
INFORMATION FAXED TO E.A.A. FOR INSPECTION.

1996/02/07

THIS IS THE CLOSING COMMENT
DAN GIES SPOKE WITH CUSTOMER ON 1/25/96 AND ADVISED FMC WILL REPLACE VEHICLE.
NO FURTHER ACTION IS NEEDED.

1996/07/15

MICRO ADDED

EP02-025 1944

BEGINNING OF CONTACT

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
 6934LA LEGAL CONTACT
 SDR 10 ZN/TR: U1 CONTACT NBR: 106665051 VEH TYPE: TRUCK
 VIN: 1FTHX26FX5K ENGINE: F OPENED: 03/11/1996
 STATUS: CLOSED
 LAST NAME: FIRST NAME: MI:
 TITLE: ADDRESS: CITY: PRUDHUE BAY STATE: AK ZIP: HOME PHONE: BUS. PHONE: MODEL: F-SERIES
 MILEAGE: 33283 MSD: SALES CODE: 174543 P & A: 08523
 DEALER NAME: SEEKINS FORD - PENDING SYMPTOMS: 704145 704245
 CAUSAL CODE: 02 TRANS REGION: TRANS DATE:
 ORIGIN: GO MEANS CODE: A-LOI INVEST-PROD LIABILITY
 VEH REPL: CASE TYPE: 4-FIRES - FUEL FED ATTY MEMO:
 ATTY NAME: CLAIM AMT: 0 AWARD AMT: MICRO: 4711990

COMMENTS:

1996/03/11
 REX HAVIS, ORIGINAL WORK
 CUSTOMER SAYS: (BILL GHALTNEY)
 -THE ALTERNATOR FAILED AND CAUSED A FIRE ON 3/9
 --SMOKE AND FLAMES BEGAN UNDER THE HOOD
 -THE VEHICLE CAN BE REPAIRED
 -DAMAGE TO HOOD AND GRILL OF THE VEHICLE
 -HAVE NOT CONTACTED INSURANCE COMPANY BECAUSE COMPANY IS ARE SELF INSURED
 UNTIL 030800
 -NO INJURIES
 -NO POLICE DEPT OR FIRE DEPT CONTACT
 PER CUSTOMER, DEALER SAYS: (AL HANES AND KATHY AT SATELLITE LOCATION)
 -FIRE WAS CAUSED BY THE ALTERNATOR
 -CONTACT CAC
 CUSTOMER SEEKS:
 -TO HAVE THE VEHICLE REPAIRED UNDER THE WARRANTY
 CAC ADVISED:
 -INFO HAS BEEN DOCUMENTED AND FORWARDED
 -FNC REP WILL CONTACT CUSTOMER REGARDING FIRE

0902-029 1040

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
===== LEGAL CONTACT =====
6934LA 10 ZH/TR: UI CONTACT NBR: 106665051 VEH TYPE: TRUCK
SOR 1FTHX26FXSK ENGINE: F OPENED: 03/11/1996
VIN. CLOSED: 03/28/1996
=====

1996/03/14
CALLER: BILL GALTNEY
CUSTOMER SAYS:
-HAS NOT BEEN CONTACTED AS OF YET

*
PER CUSTOMER, DEALER SAYS:
-HAS NOT BEEN CONTACTED

*
CUSTOMER SEEKS:
-TO BE CONTACTED BY SOMEONE

*
CAC ADVISED:
-DOCUMENTED AND FORWARDED INFO ON CUSTOMER'S BEHALF
-CAC CANNOT EXPEDITE CONTACT
-CONTINUE TO WORK THROUGH THE DEALERSHIP

1996/03/18
CONSUMER AFFAIRS HAS SPOKEN TO DEALERSHIP:
- FORD IS ATTEMPTING TO ARRANGE A VEHICLE INSPECTION.
- THE VEHICLE IS LOCATED APPROX. 350 MILES FROM DEALERSHIP.
- ESTIMATES FOR THE REPAIRS HAVE BEEN FORWARDED FROM WARRANTY STATION LOCAL TO VEHICLE.

1996/03/28
THIS IS THE CLOSING COMMENT
CONSUMER AFFAIRS CONTACTED CUSTOMER () AND ADVISED THAT FORD WILL
NOT ASSIST WITH THE REPAIRS TO THIS VEHICLE AS IT WOULD BE AN INSURANCE
COMPANY MATTER.

1996/08/12
ADDED MICRO

EM02-020 1996

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
 7815DK LEGAL CONTACT
 SOUTHWEST 57 ZN/TR: C2 CONTACT NBR: 107767505 VEN TYPE: TRUCK
 VIN: 1FTEX15N6SK ENGINE: N OPENED: 11/14/1996
 CLOSED: 11/28/1996

1996/11/18

CUSTOMER SAYS:
 - ENGINE MELTED
 - FLAMES COMING THROUGH THE DASHBOARD
 - FIRE DEPARTMENT WAS CALLED
 - BEAR COUNTY POLICE WERE CALLED
 - DOES NOT HAVE REPORT NUMBER
 - NO INJURIES
 - FIRE SPREAD VERY FAST
 - EVEN THE TIRES MELTED
 - LOST ALL BELONGINGS THAT WERE IN THE TRUCK
 - HAD AN 89 BRONCO THAT BURNED TOO (FUEL CLIP CAUSED)
 - INSURANCE COMPANY IS REVIEWING TO SEE WHAT CAUSED IT
 - IT IS BURNED SO BADLY THEY WILL PROBABLY NOT BE ABLE TO DETERMINE THE CAUSE
 - FRANK MUNITZ, INSURANCE AGENT, (218)491-5024
 - THEY HAVE THE TRUCK NOW
 - WIFE CAN BE REACHED AT [REDACTED] DURING THE DAY
 - RUNS A RANCH AND NEEDS A NEW TRUCK
 - WOULD LIKE DECISION QUICKLY

PER CUSTOMER, DEALER SAYS:
 - NO CONTACT

CUSTOMER SEEKS:
 - LEGAL DEPARTMENT TO CALL HIM WITH

CAC ADVISED:
 - WILL FORWARD THE INFORMATION TO THE LEGAL DEPARTMENT TO REVIEW
 - THEY SHOULD BE CONTACTING YOU IN NEXT FEW DAYS

1996/11/19

LPA ATTEMPTED TO CONTACT THE CUSTOMER'S WIFE, WHO WAS NOT AVAILABLE. LEFT VOICE MAIL MESSAGE REQUESTING CALLBACK.

ATTEMPTED TO CONTACT THE INSURANCE AGENT TO DETERMINE LEVEL OF INSURANCE INVOLVEMENT. LEFT MESSAGE REQUESTING CALLBACK.

1996/11/20

CUSTOMER SEEKS:
 - TO SPEAK WITH THE LEGAL ANALYST THAT LEFT A MESSAGE ON THE ANSWERING MACHINE
 - THE MACHINE DID NOT CAPTURE THE COMPLETE NUMBER THAT WAS GIVEN BY THE ANALYST

CAC ADVISED:
 - PER LEGAL ANALYST M. WOLF, PROVIDED HER DIRECT NUMBER AND INFORMED THAT A RETURN CALL WOULD BE MADE WITHIN 15 MINUTES

1996-11-20 1948

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32

7815DK LEGAL CONTACT VEH TYPE: TRUCK
SOUTHWEST 57 ZN/YR: C2 CONTACT HDR: 187767503 OPENED: 11/14/1996
VIN: 1FTEX15N65M ENGINE: N CLOSED: 11/20/1996

1996/11/20

###THIS IS THE CLOSING COMMENT

LPA CONTACTED THE CUSTOMER WHO ADVISED:

- THE VEHICLE HAS BEEN INSPECTED BY HIS INSURANCE CARRIER
- THE FIRE WAS SO SEVERE THEY COULD NOT DETERMINE A CAUSE
- THEY WILL BE TOTALLING OUT THE VEHICLE, BUT IT WILL ONLY BE ENOUGH TO PAY OFF THE LOAN; HE DOES NOT HAVE ENOUGH MONEY FOR A DOWN PAYMENT
- HE EXPECTS FORD TO HELP HIM GET A NEW VEHICLE OR ELSE HE WILL BUY BACK HIS BURNED TRUCK AND PARK IT IN FRONT OF FORD DEALERS ALL OVER TOWN
- HE WILL CALL THE NEWSPAPERS AND MEDIA

X

LPA ADVISED:

- IF THE INSURANCE COMPANY FEELS THAT FORD HAS ANY LIABILITY, THEY WILL SUBROGATE
- FORD WILL TAKE NO FURTHER ACTION IN THIS MATTER; IT IS BETWEEN THE CUSTOMER AND THE INSURANCE COMPANY
- HE WILL SEND A WRITTEN RESPONSE PER HIS REQUEST

1996/11/25

XX MICRO NUMBER ADDED XX

EMR-625 1048

BEGINNING OF CONTACT

09/28/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

2565C9

LEGAL CONTACT

VEH TYPE: TRUCK

DENVER

56 2N/TR: A3

CONTACT NBR: 107310112

OPENED: 08/02/1996

VIN:

3FCNF53G7S

ENGINE: 0

CLOSED: 10/28/1996

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

CITY:

HALABAR

STATE:

FL

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

95

MODEL:

F-SERIES

MILEAGE:

15000

MSD:

DEALER NAME:

SPRADLEY/BARR FORD

SALES CODE:

156443

P & A: 05139

CAUSAL CODE:

0206 0709

SYMPTOMS:

704145

ORIGIN:

00

TRANS REGION:

56

TRANS DATE:

VEH REPL:

CASE TYPE:

4-FIRES - FUEL FED

MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY NAME:

ATTY MEMO:

CLAIM ANT:

0

AMWD ANT:

0

MICRO: 4840835

COMMENTS:

1996/08/02

MR. NAVIS: SUBSEQUENT ***

CUSTOMER SAYS:

- GOT \$800 FROM WARRANTY CARD

- VEHICLE CAUGHT ON FIRE

- VEHICLE HAS EXHAUST LEAKS, ONE IS CAUSING HOT AIR TO BLOW ONTO FLOOR AND

IGNITE

- FIRE DEPARTMENT HAS CALLED: FT. COLLINS

*

PER CUSTOMER, DEALER SAYS:

- CAN'T EVEN LOOK AT VEHICLE FOR TWO WEEKS

*

CUSTOMER SEEKS:

- QUICKER REPAIR FOR MOTORHOME

- LOANER VEHICLE

*

CAC ADVISED:

FIRE:

- WILL DOCUMENT AND FORWARD CONCERN TO LEGAL DEPT AND REQUEST SOMEONE TO

CONTACT YOU

LOAN VEHICLE:

- LOANERS ARE NOT A PROVISION OF THE WARRANTY.

- CONTACT MS. KAROLYN BARR, CUST REL MGR. FOR CLARIFICATION OF THE

DEALERSHIP'S POLICY ON ALTERNATIVE TRANSPORTATION.

- MAY REQUIRE AN APPOINTMENT

0902-025 1090

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.08.52
 =====
 2565C8 LEGAL CONTACT VEH TYPE: TRUCK
 DENVER 56 ZN/TR: A5 CONTACT NBR: 107310112 OPENED: 08/02/1996
 VIN: 3FCMF538753 ENGINE: 0 CLOSED: 10/28/1996
 =====

1996/08/02

NNN DEALERSHIP REQUEST FOR CONSUMER AFFAIRS REVIEW RECEIVED 8-2-96 NNN
 - FAX INDICATES SAME INFORMATION.

LPA CONTACTED DEALERSHIP:

- DEALERSHIP IS TO REPAIR THE MECHANICAL PORTION OF THE CONCERN IN ORDER TO ALLOW CUSTOMER TO CONTINUE ON TRIP.
- ONCE CUSTOMER RETURNS TO HOME IN FLORIDA THEY ARE TO CONTACT DAN GIES IN CONSUMER AFFAIRS AT 313 446-5919.
- AT THAT TIME, WE WILL ARRANGE TO REPAIR THE DAMAGE TO THE FLOOR OF THE MOTORHOME AND OTHER INTERIOR AFFECTED BY THE FIRE.
- CASE WILL REMAIN OPEN UNTIL THAT TIME FOR TRACKING PURPOSES.

1996/09/05

NNN LETTER DATED 8/20/96 NNN

CUSTOMER WRITES:

- WRITING BECAUSE HE HAS NOT RECEIVED ANYTHING FROM FORD REGARDING FIRE
- APPALLED THAT HE HAD TO WRITE AGAIN REGARDING THIS MATTER

* PER CUSTOMER, DEALER SAYS:

- NO CONTACT

*

CUSTOMER SEEKS:

- RESPONSE OR ACTION TAKEN BY FORD

*

CAC ADVISED:

- MADE OBC TO CUSTOMER
- LEFT MESSAGE FOR CUSTOMER TO CONTACT CAC
- NEXT CSR PLEASE ADVISE OF INFORMATION DOCUMENTED PER LPA

1996/10/28

***THIS IS THE CLOSING COMMENT

CUSTOMER HAS STILL NOT CONTACTED CONSUMER AFFAIRS:

- CASE WILL BE CLOSED.
- IF CUSTOMER RECONTACTS AT A LATER DATE THE CONCERN WILL BE ADDRESSED AT THAT TIME.

1996/11/22

MICRO ADDED.

2002-020 1001

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

=====

5157MM	LEGAL CONTACT	VEN TYPE: TRUCK
SOUTHWEST	57 ZM/TR: 01	CONTACT HBR: 108047624
VIN: 1FTJX350XSA	ENGINE: 6	OPENED: 02/03/1997
		CLOSED: 02/13/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	SAN ANTONIO	STATE:	TX	ZIR:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	95	MODEL:	F-SERIES		
MILEAGE:	18723	MSD:			
DEALER NAME:	BOWDEN FORD LINCOLN	SALES CODE:	152099	P & A:	04406
CAUSAL CODE:	8709	SYMPTOMS:	704145		
ORIGIN:	00	TRANS REGION:	52	TRANS DATE:	
VEN REPL:					
CASE TYPE:	2-WITHIN VEHICLE WARRANTY	MEANS CODE:	A-LSL INVEST-PROD LIABILITY		
ATTY NAME:		ATTY MEMO:			
CLAIM AMT:	0	ANARD AMT:			
					MICRO: 4931347

COMMENTS:

1997/02/03

DEALER FAX RECEIVED IN CONSUMER AFFAIRS ON 2/3/97, CONTACT IS OSCAR PAIZ *
 * REFERENCE CONTACT NUMBER 108028917 *
 DEALER SAYS:
 -ON 1/24/97, VEHICLE HAD A FIRE IN THE ENGINE COMPARTMENT
 -CUSTOMER SAYS IT WAS CAUSED BY A TRANSMISSION FIRE
 -CUSTOMER REFUSES TO CONTACT HIS INSURANCE COMPANY BECAUSE HE ALLEGES THE FIRE
 DAMAGE SHOULD BE COVERED UNDER WARRANTY
 *
 LPA ATTEMPTED TO CONTACT OSCAR PAIZ, S/M, WHO WAS NOT AVAILABLE. LEFT MESSAGE
 WITH RECEPTIONIST REQUESTING CALLBACK. NOTE: CSM HAS ALREADY ADVISED THE
 CUSTOMER TO CONTACT HIS INSURANCE COMPANY.
 OSCAR PAIZ, S/M, RECONTACTED LPA AND ADVISED:
 -THE VEHICLE IS AT THE DEALERSHIP
 -THE CUSTOMER HAS NOT CONTACTED HIS INSURANCE COMPANY
 *
 LPA ADVISED:
 -FOR PURPOSES OF CUSTOMER SATISFACTION, HE WILL ARRANGE FOR AN OUTSIDE
 INSPECTOR TO LOOK AT THE VEHICLE
 -HE SHOULD ADVISE THE CUSTOMER THAT FIRES ARE SPECIFICALLY EXCLUDED FROM THE
 WARRANTY AND TO CONTACT HIS INSURANCE COMPANY
 *
 LPA FAXED INFORMATION TO EAA INSPECTOR GEORGE SPEIGL
 LPA ATTEMPTED TO CONTACT CSM, WHO WAS NOT AVAILABLE. LEFT VOICE MAIL MESSAGE
 ADVISING THAT CONSUMER AFFAIRS WILL ARRANGE FOR AN INSPECTION.
 LPA SENT FAX TO DEALER ADVISING THAT MR. SPEIGL WILL BE DOING THE INSPECTION.
 *
 SEII REPORT REQUESTED

2002-02-25 1002

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
 =====
 5157MH LEGAL CONTACT VEH TYPE: TRUCK
 SOUTHWEST 57 ZW/TR: D1 CONTACT NDR: 108047624 OPENED: 02/03/1997
 VIN: 1FTJX350XSK ENGINE: 6 CLOSED: 02/13/1997
 =====

1997/02/03
 MGR NAVIS. ORIGINAL MGR
 CUSTOMER SAYS:
 -THE CUSTOMER IS NOT HAPPY WITH FORD'S RESPONSE IN THIS MATTER
 *
 PER CUSTOMER, DEALER SAYS:
 -THEY ASKED THE ZONE REPRESENTATIVE TO CONTACT THE CUSTOMER
 *
 CUSTOMER SEEKS:
 -TO HEAR FROM THE FORD REPRESENTATIVE ON THIS MATTER
 *
 CAC ADVISED:
 -MR. OSCAR PAIZ (CUST. REL MGR.) IS IN THE BEST POSITION TO ASSIST YOU
 -SVC MGR MAY CONSULT FORD CSM IF REQUIRED

1997/02/04
 MGR NAVIS. ORIGINAL MGR
 CUSTOMER SAYS:
 -HE HAS HIS TRANSMISSION REPLACED 6 MONTHS AGO
 -HIS TRANSMISSION HAS CAUSED FIRE TO HIS VEHICLE
 *
 PER CUSTOMER, DEALER SAYS:
 -NO CONTACT
 *
 CUSTOMER SEEKS:
 -THE INSURANCE COMPANY WANTS TO KNOW WHAT IS GOING ON WITH HIS VEHICLE
 BECAUSE THEY CAN'T MAKE A CLAIM ON THE VEHICLE JUST YET

1997/02/04
 EAA FINAL REPORT AND PHOTOS ARRIVED.

1997/02/10
 MGR NAVIS. ORIGINAL MGR
 CUSTOMER SAYS:
 - WOULD LIKE TO KNOW WHEN A FORD REPRESENTATIVE WOULD BE TALKING TO CUSTOMER
 - CONCERNING FIRE BY TRANSMISSION IN VEHICLE
 - CUSTOMER NUMBER IS 210-803-8384

*
 PER CUSTOMER, DEALER SAYS:
 - NO CONTACT
 *
 CUSTOMER SEEKS:
 - WOULD LIKE TO KNOW WHEN A FORD REPRESENTATIVE WOULD BE TALKING TO
 CUSTOMER ABOUT THE FIRE IN VEHICLE

*
 CAC ADVISED:
 RE SPEAKING WITH A FORD REPRESENTATIVE:
 - MR. OSCAR PAIZ (SERV. MGR.) IS IN THE BEST POSITION TO ASSIST YOU.
 - SVC MGR MAY CONSULT FORD CSM IF REQUIRED.
 - NO TIME FRAME GIVEN
 - OFFICE OF GENERAL COUNSEL WILL BE IN CONTACT CUSTOMER

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
 =====
 5157M4 LEGAL CONTACT VEH TYPE: TRUCK
 SOUTHWEST 57 ZH/TR: D1 CONTACT NBR: 188047624 OPENED: 02/03/1997
 VIN: 1FTJX350XSK ENGINE: 6 CLOSED: 02/13/1997
 =====

1997/02/10

CUSTOMER SAYS:

- UPDATE THE CUSTOMER PHONE NUMBER IN FILE

*

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

*

CUSTOMER SEEKS:

- UPDATE THE CUSTOMER PHONE NUMBER IN FILE

*

CAC ADVISED:

- INPUTTED THE NUMBER [REDACTED] FOR THE CUSTOMER HOME PHONE NUMBER

*

CUSTOMER SEEKS:

- CALLING BACK WITH UPDATE

*

CAC ADVISED:

- DEALERSHIPS ARE INDEPENDENTLY OWNED AND OPERATED

- CONTACT CUST. REL. MGR./SERV. MGR> FOR FURTHER EXPLANATION.

1997/02/11

*** NAVIS, ORIGINAL ***

CUSTOMER SAYS:

-WANTS TO TAKE TO ANOTHER DEALERSHIP TO HAVE THE CAR LOOKED AT.

*

PER CUSTOMER, DEALER SAYS:

-WAITING TO HEAR FROM FOR REPRESENTATIVE.

*

CUSTOMER SEEKS:

-SECOND OPINION FROM AN ANOTHER FORD DEALERSHIP.

*

CAC ADVISED:

-WARRANTY CAN BE PERFORMED AT ANY FORD OR I-M DEALERSHIP FRANCHISED TO SELL THE VEHICLE.

-RECOMMEND CONTINUE WORKING WITH SERVICING DEALERSHIP.

1997/02/13

***THIS IS THE CLOSING COMMENT

*** NOTE: COMMENTS ADDED LATER DUE TO COMPUTER SYSTEM BEING DOWN ***

(PA CONTACTED OSCAR PLAZ AT DEALERSHIP AND ADVISED:

-FORD WILL TAKE NO FURTHER ACTION AT THIS TIME; INSURANCE COMPANY SHOULD HANDLE THIS

-WILL BE SENDING A LETTER TO THE CUSTOMER

*

OSCAR PLAZ SAYS:

-THE CUSTOMER'S WIFE JUST CALLED AND AUTHORIZED REPAIRS (INSURANCE WILL HANDLE THIS)

LETTER SENT TO CUSTOMER ADVISING:

-THE INSURANCE COMPANY SHOULD HANDLE THIS REPAIR

-THEY CAN SUBROGATE IF THEY DEEM NECESSARY

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAXLG18

ENC2-823 1004

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

5157MM	LEGAL CONTACT	VEH TYPE: TRUCK
SOUTHWEST	57 ZN/TR: D1	CONTACT NBR: 108047624
VIN:	1FTJX350XSE	ENGINE: 8
		OPENED: 02/03/1997
		CLOSED: 02/13/1997

=====

1997/02/17
*** MICRO NUMBER ADDED ***

ERR02-025 1025

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM 11

19.08.32

=====

9741KL

LEGAL CONTACT

VEH TYPE: TRUCK

SDR

10 ZN/TR: 51

CONTACT NBR: 107978904

OPENED: 01/14/1997

VIN:

1FTEX15H7SK

ENGINE: H

CLOSED: 02/03/1997

=====

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

CITY:

FORT HUACHUCA

STATE:

AZ

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

95

MODEL:

F-SERIES

MILEAGE:

30800

HSD:

DEALER NAME:

SCOTT NICHOLS MOTOR

SALES CODE:

171447

P & A: 00682

CAUSAL CODE:

2010 3101 2354

SYMPTOMS:

704145

208500 306200

ORIGIN:

00

TRANS REGION:

71

TRANS DATE:

VEH REPL:

CASE TYPE:

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

MEANS CODE:

A-L0L INVEST-PROD LIABILITY

ATTY NAME:

ATTY MEMO:

CLAIM AMT:

0

AWARD AMT:

0

NICRO: 4940245

COMMENTS:

1997/01/14

*** NAVIS: SUBSEQUENT***

*** CUSTOMER PURSUING DISPUTE SETTLEMENT BOARD.***

CUSTOMER SAYS:

-RANDALL GREEN FORD HEARD THE NOISES IN THE AIR CONDITIONER AND RECOMMENDED HE

KEEP THE ORIGINAL AIR CONDITIONER AS LONG AS POSSIBLE

-THE AIR CONDITIONER CAUGHT ON FIRE IN EL PASO TEXAS THE DAY BEFORE

THANKSGIVING

-WHILE PULLING OFF THE ROAD, HE HIT SOME METAL FROM A CONSTRUCTION SITE AND

HIS RIGHT FRONT TIRE EXPLODED AND HIS BUMPER WAS SCRATCHED

-USED HIS SPARE TIRE AND WANTS A NEW ONE

-THE WHOLE VEHICLE FILLED UP WITH SMOKE

PER CUSTOMER, DEALER SAYS:

-SIERRA VISTA, JAY BOOTH CONTACTED THE REGIONAL REPRESENTATIVE WHO TOLD THE

CUSTOMER TO PAY FOR A REPLACEMENT TIRE AND THE REPRESENTATIVE WILL SEE IF

THERE'S ANYTHING FORD WILL DO

CUSTOMER SEEKS:

-WANTS FORD TO TAKE RESPONSIBILITY FOR THESE PROBLEMS

-USED HIS SPARE TIRE AND WANTS A NEW ONE

-WANTS TO KNOW WHAT THE REGIONAL REPRESENTATIVE WILL DO FOR HIM

ENR2-025 1999

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.05.32
 9741KL LEGAL CONTACT VEH TYPE: TRUCK
 SDR 18 ZH/TR: S1 CONTACT NBR: 107978984 OPENED: 01/14/1997
 VIN: 1FTEX15W7SK ENGINE: H CLOSED: 02/03/1997

1997/01/14

-WANTS DSB INFORMATION

CAC ADVISED:

- INITIATED MAILING OF DSB BROCHURE/APPLICATION

-OBC TO DENNIS ANTON

-PER DENNIS ANTON: TRIED TO GIVE TRADE ASSISTANCE FOR \$2000 AND THE CUSTOMER REFUSED

*

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

-

1997/01/17

MR. HAVIS: SUBSEQUENT

CUSTOMER SAYS:

-CUSTOMER CALLING BACK ABOUT AIR CONDITIONER FIRE BECAUSE HE HAS NOT HEARD FROM FORD YET.

-CUSTOMER FEELS THAT THE TIRE WAS DAMAGED WHEN HE RAN OFF THE ROAD DUE TO THE FIRE.

*

PER CUSTOMER, DEALER SAYS:

-SERVICE MANAGER SAID THE FORD REPRESENTATIVE SAID THAT CUSTOMER IS TO PAY FOR A NEW SPARE TIRE AND SUBMIT RECEIPTS TO DEALERSHIP FOR POSSIBLE REIMBURSEMENT.

*

CUSTOMER SEEKS:

-A REPLACEMENT SPARE TIRE.

*

CAC ADVISED:

- A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL CONTACT CUSTOMER (NO TIME FRAME GOING).

MR. HAVIS: SUBSEQUENT

CUSTOMER SAYS:

-CALLING BACK ABOUT SAME CONCERN.

-THE DEALERSHIP HAS BEEN VERY UNCOOPERATIVE WITH THE CUSTOMER.

-THE CUSTOMER REFUSES TO PAY FOR A NEW SPARE TIRE.

*

PER CUSTOMER, DEALER SAYS:

-PER MR. JAY BOOTH: NEVER CONTACTED THE REGION REPRESENTATIVE.

-I AM SURE FORD WILL REPLACE THE TIRE.

*

CUSTOMER SEEKS:

-WOULD LIKE TO HAVE A SPARE TIRE FOR THE VEHICLE.

-WOULD LIKE SOMEONE FROM FORD TO GIVE THE CUSTOMER A CALL.

*

CAC ADVISED:

-SOMEONE WILL BE CONTACTING THE CUSTOMER ABOUT HIS CONCERNS.

-NO TIME FRAME CAN BE GIVEN FOR THE MATTER.

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
 =====
 9741K1 LEGAL CONTACT VEH TYPE: TRUCK
 SDR ID ZN/TR: 51 CONTACT MBR: 107978904 OPENED: 01/16/1997
 VIN: 1FTEX15W7SK ENGINE: H CLOSED: 02/03/1997
 =====

1997/01/23

CUSTOMER SAYS:
 -REITERATE SAME CONCERNS

*
 CUSTOMER SEEKS:
 -WHEN WILL I BE CONTACTED
 -I WANT A NEW TIRE AT NO COST

*
 CAC ADVISED:
 -CONTACT DENNIS ANTON, CUST REL MGR TO SEE WHAT THE CAN BE DONE THROUGH THE
 CSM REGARDING THE SPARE TIRE
 - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL CONTACT CUSTOMER (NO TIME FRAME
 GIVEN).
 -WILL FORWARD NOTE DIRECTLY TO MGR OF LITIGATION PREVENTION IN AN ATTEMPT TO
 SPEED UP THE ASSESSMENT OF THIS ISSUE

1997/01/31

CUSTOMER SAYS:
 - CUSTOMER IS CALLING BACK ABOUT STATUS OF LEGAL ACTION
 - IS SENDING THE DISPUTE SETTLEMENT BOARD APPLICATION IN MONDAY
 - CUSTOMER'S NUMBER IS [REDACTED]

*
 PER CUSTOMER, DEALER SAYS:
 - JAY BOOTH, SERVICE MANAGER, SAID TO CALL HERE

*
 CUSTOMER SEEKS:
 - STATUS OF LEGAL CONTACT

*
 CAC ADVISED:
 - MADE OUTBOUND CALL TO CUSTOMER
 - CONTACTED LEGAL AFFAIRS
 - ANALYST IS STILL WORKING WITH DEALERSHIP ON SITUATION
 - SOMEONE FROM LEGAL SHOULD BE IN CONTACT WITH CUSTOMER

1997/02/03

-LPA CONTACTED CUSTOMER
 -WILL PROVIDE NEW TIRE TO CUSTOMER
 -LPA CONTACTED JAY BOOTH AT DEALERSHIP. THEY WILL ORDER THE NEW TIRE
 -LPA WILL PROVIDE COMMITMENT CODE TO DEALERSHIP FOR TRANSACTION
 ***** THIS IS THE CLOSING COMMENT
 ENCLOSE PER PREVIOUS COMMENTS

1997/02/19

-LPA CONTACTED JAY BOOTH, SM, AT DEALERSHIP
 -P&A: 00682
 -CLAIM: 7373
 -LINE: 01
 -AMOUNT: 678.49
 -CODE: H496Z

1997/02/24

MICRO RECORDED

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

=====

9266PH

LEGAL CONTACT

VEN TYPE: TRUCK

SDR

10 ZN/TR: K2

CONTACT NBR: 108229064

OPENED: 03/19/1997

VIN:

2FTHF36F9SC

ENGINE: F

CLOSED: 04/02/1997

=====

LAST NAME:

[REDACTED]

FIRST NAME:

[REDACTED]

STATUS: CLOSED

TITLE:

[REDACTED]

NI:

ADDRESS:

[REDACTED]

CITY:

OAKLAND CITY

STATE:

IN

ZIP:

[REDACTED]

HOME PHONE:

[REDACTED]

BUS. PHONE:

[REDACTED]

MODEL YEAR:

95

MODEL:

F-SERIES

MILEAGE:

41800

MSD:

MSD

DEALER NAME:

PRINCETON-F-M ENTERP

SALES CODE:

147538

P & A: 05648

CAUSAL CODE:

0789

SYMPTOMS:

704145

ORIGIN:

60

TRANS REGION:

47

TRANS DATE:

VEN REPL:

48-FIRES - EXHAUST-CAT.CONVERTOR-OTHER

MEANS CODE: A-LGL INVEST-PROD LIABILITY

CASE TYPE:

0

ATTY MEMO:

0

ATTY NAME:

0

AWARD AMT:

0

MICRO: 5000677

CLAIM ANT:

0

COMMENTS:

1997/03/19

FROM NAVIS: SUBSEQUENT NNA

CUSTOMER SAYS:

- 5/15/97 4:45PM TRUCK BURNED IN A FIRE (OAKLAND CITY 450 SOUTH/1100 EAST)
- FIRE STARTED ON THE DRIVERS SIDE IN THE ENGINE COMPARTMENT
- VEHICLE STALLED ON CUSTOMER
- WHEN TRYING TO START THE VEHICLE NOTICED SMOKE AND FIRE
- VEHICLE HAD BEEN HAVING CONCERNS WITH THE VEHICLE STARTING
- CUSTOMER HAS TALKED TO PREVIOUS OWNER WHO SAID HE HAD HAD THE SAME CONCERNS
- THESE CONCERNS HAD NEVER BEEN RESOLVED
- VEHICLE HAS POWER STROKE ENGINE (WARRANTY 5/100,000)
- PRODUCT DEFECT CAUSED THE FIRE
- FIRE AND POLICE REPORTS WERE FILED (OAKLAND CITY POLICE DEPARTMENT)
- INSURANCE ADJUSTER IS COMING TOMORROW (3/20/97)

N

PER CUSTOMER, DEALER SAYS:

- WERE GOING TO REPLACE ALL THE INJECTORS AT SCHEDULED REPAIR
- POSSIBLY THE OLD INJECTORS CAUSED THIS AS THEY ARE LOCATED ON THE DRIVERS SIDE WHERE THE FIRE STARTED

N

CUSTOMER SEEKS:

- WARRANTY REPAIR HISTORY

N

CAC ADVISED:

- WILL FORWARD THE INFORMATION
- WILL BE RECONTACTED BY THE LEGAL DEPARTMENT

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.03.32
 =====
 9266PH LEGAL CONTACT VEN TYPE: TRUCK
 SDR 10 ZH/TR: K2 CONTACT NBR: 108229064 OPENED: 03/19/1997
 VIN: 2FTHF36P950000000 ENGINE: F CLOSED: 04/02/1997
 =====

1997/03/20
 LPA MADE OBC TO CUSTOMER
 -WILL SEND OUT AN OUTSIDE INSPECTOR TO INSPECT THE VEHICLE
 -VEHICLE IS LOCATED AT HIS HOME
 *
 LPA MADE OBC TO EAA/CLIFF WELLS
 -HE WILL DO ON MONDAY 3/24
 LPA MADE OBC TO SVC MGR/TOM SCHAFER
 -VEHICLE WAS NOT SCHEDULED FOR APPOINTMENT FOR INJECTOR REPAIRS
 -WILL FAX TO THE LPA THE RD FOR THE ONE TIME THE VEHICLE WAS IN THE DEALERSHIP
 1997/04/02
 ***THIS IS THE CLOSING COMMENT
 ***LPA RECEIVED WRITTEN REPORT AND PHOTOS FROM EAA INSPECTION
 -IMPOSSIBLE TO DETERMINE THE ORIGIN OF THE FIRE
 *
 LPA MADE OBC TO CUSTOMER'S WIFE
 -OUTSIDE INSPECTION HAS COMPLETED
 -IMPOSSIBLE TO DETERMINE ORIGIN OF FIRE DUE TO EXTENT OF DAMAGES
 -CONTINUE TO WORK WITH INS. CO. AND THEY WOULD SUBROGATE IF THEY CHOOSE TO DO
 SO
 1997/04/07
 RETURNED FROM MICRO
 1997/04/29
 RETURNED FROM MICRO—SENT AGAIN DUE TO MICRO MACHINE BREAK DOWN

0902-025 1999

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

=====

5157MH

LEGAL CONTACT
VEH TYPE: TRUCK

SOUTHWEST

57 ZN/TR: C1

CONTACT NBR: 108309052

OPENED: 04/10/1997

VIN:

2FDMF37Y1SC

ENGINE: Y

CLOSED: 06/16/1997

=====

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

SAN ANTONIO

STATE:

TX

ZIP:
HOME PHONE:
BUS. PHONE:
MODEL YEAR:

95

MODEL:

F-SERIES

MILEAGE:

18000

MSD:
DEALER NAME:

RED MCCONDS FORD

SALES CODE:

152056

P & A: 04544

CAUSAL CODE:

0709

SYMPTOMS:

704145

ORIGIN:

00

TRANS REGION:

52

TRANS DATE:
VEH REPL:
CASE TYPE:

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

ATTY NAME:
ATTY MEMO:
CLAIM AMT:

0

AWARD AMT:

0

MICRO: 5061472

COMMENTS:

1997/04/10

* DEALER FAX RECEIVED IN CONSUMER AFFAIRS ON 4/8/97, CONTACT PERSON IS J.

TELFER

CONTACT PERSON AT PARAGON CABLE IS J.J. ARIDA. DEALER SAYS:

-THIS IS ONE OF TWO VEHICLES SIMILARLY EQUIPPED VEHICLES THE COMPANY OWNS THAT HAVE HAD ELECTRICAL FIRES

-THE FIRE TOOK PLACE IN THE ENGINE COMPARTMENT AFTER "NORMAL OPERATION", WHILE PARKED

-CUSTOMER IS SEEKING REPAIR AND IS CONCERNED BECAUSE THEY HAVE 65 MORE SIMILAR VEHICLES

*

LPA ATTEMPTED TO CALL S/M ON 4/9/97, WHO WAS NOT IN. LEFT MESSAGE WITH RECEPTIONIST REQUESTING CALLBACK TO OBTAIN ADDITIONAL INFORMATION

*

LPA CALLED J. TELFER WHO ADVISED:

-THE FIRE ON THIS VEHICLE OCCURRED ON 2/8/97 WHILE PARKED

-THE COMPANY'S REPORT INDICATED THAT THE VEHICLE HAD DIFFICULTY SHIFTING BEFORE THE FIRE STARTED

-THIS VEHICLE DOES NOT HAVE AS EXCESSIVE DAMAGE AS THE OTHER F-250

VIN # 2FDMF37Y1SCA55082

-COMPANY REPORT INDICATES THAT THEY DO NOT YET HAVE A COPY OF THE FIRE REPORT

*

LPA ADVISED:

-TO FAX A COPY OF THE FIRE REPORTS WHEN THEY BECOME AVAILABLE

-TO DETERMINE IF PARAGON CABLE HAS CVD CONTACT, AND IF [REDACTED] IS THE FLEET MANAGER

*

MR. TELFER WILL RECONTACT LPA AFTER SPEAKING WITH [REDACTED]

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32

 5157NM LEGAL CONTACT VEH TYPE: TRUCK
 SOUTHWEST 57 ZN/TR: G1 CONTACT NBR: 108309852 OPENED: 04/10/1997
 VIN: 2FDHF37Y15C ENGINE: Y CLOSED: 06/16/1997

1997/04/14
 LPA CONTACTED CVO REP D. ZIMLICH, AND ADVISED OF POSSIBLE FLEET CONCERN. HE REQUESTED THAT A COPY OF THE PERTINENT INFORMATION BE FORWARDED TO THEIR ATTENTION AFTER OUR INVESTIGATION IS COMPLETE
 LPA CALLED S/N JIM TELFER, WHO ADVISED HE HAS NOT YET SPOKEN WITH [REDACTED] AT [REDACTED] THIS VEHICLE IS AT THE DEALERSHIP.

X
 LPA ADVISED:
 -HE WILL ARRANGE FOR AN OUTSIDE INSPECTOR TO LOOK AT THE VEHICLE; DO NOT DO ANY WARRANTY REPAIRS UNTIL THE INSPECTION IS COMPLETE
 -TO GET THE ADDRESS FOR THE OTHER VEHICLE THAT IS BURNED SO HE CAN INSPECT THAT AS WELL
 LPA FAXED INFORMATION TO EAA INSPECTOR RALPH STERN AND REQUESTED CALLBACK TO VERIFY HE CAN DO THE INSPECTION.

1997/04/23
 EAA INSPECTOR RALPH STERN CALLED LPA AND ADVISED:
 -THE DEALER MIXED UP THE TWO VIN NUMBERS, HE HAS THE FOLLOWING VEHICLE AT HIS DEALERSHIP (2FDHF37Y15C [REDACTED])
 -HE HAS INSPECTED IT AND WILL BE SENDING THE REPORT AND PHOTOS SOON
 -ADVISED THAT HE HAS A COPY OF THE FIRE REPORT FOR THE OTHER VEHICLE ALSO INVOLVED IN A FIRE (REFERENCE CONTACT NO. 108309197)

X
 LPA CORRECTED VIN NUMBER IN CONTACT
 UPDATED VIN NUMBER

1997/05/13
 EAA REPORT AND PHOTOS ARRIVED ON 4/28/97. REVIEWED WITH MANAGER DON CONROY BECAUSE INSPECTION REPORT WAS INCONCLUSIVE. INFORMATION FORWARDED TO DESIGN ANALYSIS FOR DETERMINATION AFTER THEY INSPECT THE VEHICLE ON 5/13/97.

1997/06/16
 000THIS IS THE CLOSING COMMENT
 DESIGN ANALYSIS DETERMINED THAT THE FIRE WAS NOT DUE TO MANUFACTURING DEFECT. INSULATION DAMAGED; PROBABLY BY RODENT.

1997/07/10
 NM MICRO NUMBER ADDED NM

2002-020 1002

BEGINNING OF CONTACT

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32

 5157MM LEGAL CONTACT
 SOUTHWEST 57 ZN/TR: C1 CONTACT NBR: 108309197 VEH TYPE: TRUCK
 VIN: 2FDHF37Y2SC***** ENGINE: Y OPENED: 04/10/1997
 ***** CLOSED: 06/16/1997

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] RI:
 ADDRESS: [REDACTED]
 CITY: SAN ANTONIO STATE: TX ZIP: 78246
 HOME PHONE: 210-352-4513 BUS. PHONE: 210-352-4513
 MODEL YEAR: 95 MODEL: F-SERIES
 MILEAGE: 18500 MSD:
 DEALER NAME: RED MCCOMB'S FORD SALES CODE: 152056 P & A: 06544
 CAUSAL CODE: 8709 SYMPTOMS: 704145
 ORIGIN: 00 TRANS REGION: 52 TRANS DATE:
 VEH REPL:
 CASE TYPE: 4A-FIRES - ELECTRICAL MEANS CODE: A-LGL INVEST-PROD LIABILITY
 ATTY NAME: ATTY MEMO:
 CLAIM AMT: 0 AWARD AMT: 0
 MICRO: 5132166

COMMENTS:

1997/04/10
 * DEALER FAX RECEIVED IN CONSUMER AFFAIRS ON 4/6/97. CONTACT PERSON IS J. TELFER *
 * CONTACT PERSON AT [REDACTED] IS [REDACTED] DEALER SAYS:
 -THIS IS ONE OF TWO SIMILARLY EQUIPPED VEHICLES THE COMPANY OWNS THAT HAVE HAD ELECTRICAL FIRES
 -THE FIRE TOOK PLACE IN THE ENGINE COMPARTMENT AFTER BEING DRIVEN
 -THERE IS AN "ADD ON BOX"
 -CUSTOMER IS CONCERNED BECAUSE THEY HAVE 63 SIMILARLY EQUIPPED VEHICLES *
 LPA TRIED TO CALL MR. TELFER ON 4/9/97. WHO HAS NOT AVAILABLE. LEFT A MESSAGE WITH RECEPTIONIST REQUESTING A CALLBACK TO OBTAIN ADDITIONAL INFORMATION
 LPA CALLED J. TELFER, WHO ADVISED:
 -THE FIRE ON THIS VEHICLE WAS MORE EXTENSIVE THAN THE OTHER VEHICLE'S FIRE
 REFERENCE CONTACT # 108309052
 -THE COMPANY REPORT INDICATES THAT THIS FIRE OCCURRED ON 3/15/97
 -NO FIRE REPORT IS AVAILABLE YET *
 LPA ADVISED:
 -TO FAX A COPY OF THE FIRE REPORT WHEN IT BECOMES AVAILABLE
 -TO CONTACT J.J. ARIDA AND DETERMINE IF HE IS THE FLEET MANAGER AND WHO HIS CVO CONTACT IS
 MR. TELFER WILL RECONTACT LPA AFTER SPEAKING WITH [REDACTED] REP.
 1997/04/14
 LPA CONTACTED DARRIN ZIMLICH, FLEET SERVICE REP. AND REQUESTED CLARIFICATION ON WHETHER THEY WANT TO BE KEPT INFORMED, AS THIS MAY BE A FLEET CONCERN *
 DARRIN ADVISED HE WOULD LIKE TO SEE THE INFORMATION WHEN IT BECOMES AVAILABLE

ER02-025 1003

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.06.32
=====

5157NH	LEGAL CONTACT	VEN TYPE: TRUCK
SOUTHWEST	57 ZN/TR: C1 CONTACT NBR: 108309197	OPENED: 04/10/1997
VIN: 2FDHF37Y250	ENGINE: Y	CLOSED: 06/16/1997

=====

1997/04/14
LPA CONTACTED S/H J. TELFER, WHO SAYS:
-HE HAS NOT YET SPOKEN WITH CUSTOMER TO FIND OUT WHEN FIRE REPORT WILL BECOME AVAILABLE
-THIS UNIT IS NOT AT HIS DEALERSHIP
*

LPA REQUESTED THAT HE OBTAIN THE ADDRESS/PHONE NUMBER OF CURRENT VEHICLE LOCATION SO WE CAN ARRANGE FOR EAA INSPECTION

1997/04/23
EAA INSPECTOR RALPH STERN CALLED LPA AND ADVISED:
-THE DEALER ORIGINALLY GOT THE VIN NUMBERS MIXED UP
-THIS VEHICLE IS CURRENTLY AT THE CUSTOMER'S REPAIR SHOP AND NOT AT THE DEALER
-HE HAS OBTAINED A COPY OF THE FIRE REPORT AND WILL SEND IT WITH HIS REPORT ON THE OTHER VEHICLE (REFERENCE CONTACT # 108309852)
-HE HAS SPOKEN WITH THE COMPANY REPRESENTATIVE AND TOLD HIM HE WOULD LOOK AT THE VEHICLE, BUT HAS NOT BEEN ABLE TO RECONTACT HIM TO SCHEDULE A DATE
*

LPA CORRECTED VIN NUMBER IN CONTACT AND FAXED REQUEST FOR EAA INSPECTOR TO PERFORM INSPECTION ON THIS UNIT AS SOON AS POSSIBLE.
RE-ATTEMPTED TO UPDATE VIN

1997/05/13
EAA REPORT AND PHOTOS ARRIVED ON 4/28/97. REVIEWED WITH MANAGER DON CONROY BECAUSE INSPECTION REPORT WAS INCONCLUSIVE. INFORMATION FORWARDED TO DESIGN ANALYSIS FOR DETERMINATION AFTER THEY INSPECT THE VEHICLE ON 5/13/97.

1997/06/16
**THIS IS THE CLOSING COMMENT
DESIGN ANALYSIS DETERMINED THAT THE FIRE WAS NOT DUE TO MANUFACTURING DEFECT. FIRE DUE TO IMPROPERLY INSTALLED WIRING BY MOTOROLA.

1997/10/30
ADDED MICRO NUMBER.

EMR2-020 1004

BEGINNING OF CONTACT

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
 1048MH LEGAL CONTACT
 NEW YORK 13 ZN/TR: MI CONTACT NBR: 108993267 VEH TYPE: TRUCK
 VIN: 1FTEF14N2SL ENGINE: M OPENED: 10/03/1997
 CLOSED: 10/17/1997
 LAST NAME: STATUS: CLOSED
 TITLE: FIRST NAME: MI:
 ADDRESS: CITY: SPRINGFIELD STATE: NY ZIP:
 HOME PHONE: BUS. PHONE:
 MODEL YEAR: 95 MODEL: F-SERIES
 MILEAGE: 24780 NSD:
 DEALER NAME: SKINNER-DAMULIS INC SALES CODE: 113621 P & A: 00661
 CAUSAL CODE: 0709 0721 SYMPTOMS: 704143
 ORIGIN: 00 TRANS REGION: 15 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: 5152583

COMMENTS:

1997/10/03
 PER NAVIS: ORIGINAL MMR
 CUSTOMER SAYS:
 - FIRE BROKE OUT UNDER THE HOOD ON THE PASSENGER SIDE NEAR THE FIRE WALL
 - THE WHOLE TRUCK IS BURNED FROM THE BUMPER TO THE BOXED BACK
 - WILL BE AT THE DEALERSHIP ON 10/06/97
 - FIRE DEPARTMENT WAS NOTIFIED
 - TOOK PLACE IN SPRINGFIELD, NY ON ROUTE 20 1/ MILE FROM US ROUTE 20 AND US
 ROUTE 80 INTERSECT
 PER CUSTOMER, DEALER SAYS:
 - NO CONTACT
 CUSTOMER SEEKS:
 - WHY FIRE HAPPENED
 CAC ADVISED:
 - INFORMATION HAS BEEN DOCUMENTED AND SOMEONE FROM THE CONSUMER AFFAIRS
 DEPARTMENT WILL CONTACT HIM SOON
 1997/10/07
 UPDATED CODES
 1997/10/08
 CONTACTED SM- VEHICLE HAS NOT BEEN TOWED IN YET
 CALLED CUSTOMER HOME NUMBER- NO ANSWER
 CALLED HOME NUMBER- NO ANSWER
 1997/10/09
 TRUCK AT DLR- ORDERED INSPECTION- JOE KUFTA

ENR02-825 1005

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32

1048AM LEGAL CONTACT VEH TYPE: TRUCK
NEW YORK 13 ZW/TR: NI CONTACT NBR: 108993267 OPENED: 10/03/1997
VIN: 1FTEF14H2S1 ENGINE: M CLOSED: 10/17/1997

1997/10/17

***THIS IS THE CLOSING COMMENT
INSPECTION RECEIVED. CUSTOMER HAD JUST HOOKED UP PLOW TO RETURN UNIT TO DLR.
NO MANUFACTURING DEFECT. CALLED CUSTOMER AND REFERRED TO INSURANCE
NO FURTHER ACTION

1997/11/10

ADDED MICRO

EM2-025 1003

BEGINNING OF CONTACT

09/28/99

MASTER OWNER RELATIONS SYSTEM I:

19.08.32

596308

LEGAL CONTACT

WASHINGTON

27

ZN/TR: HI

CONTACT NBR: 108816379

VEN TYPE: TRUCK

OPENED: 08/28/1997

VIN:

1FDF38F08E

ENGINE: F

CLOSED: 09/02/1997

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

CITY:

ROCKVILLE

STATE:

MD

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

95

MODEL:

F-SERIES

MILEAGE:

1

MSD:

DEALER NAME:

SHEEHY FORD OF GAIT

SALES CODE:

127028

P & A: 00664

CAUSAL CODE:

0709

SYMPTOMS:

784145

ORIGIN:

GO

TRANS REGION:

27

TRANS DATE:

VEN REPL:

CASE TYPE:

48-FIRES - EXHAUST-CAT.CONVERTOR-OTHER MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY NAME:

ATTY MEMO:

CLAIM ANT:

0

AWARD ANT:

0

MICRO: 5210811

COMMENTS:

1997/08/20

CUSTOMER SAYS:

MR PAUL SINGH, PARTNER

-VEHICLE CAUGHT FIRE ON 8/19/97

-TRUCK WAS IN FRONT OF DULLAS AIRPORT IN THE PROCESS OF TOWING ANOTHER

VEHICLE

-THE FIRE STARTED UNDER THE HOOD OF TRUCK

-THE FIRE DEPARTMENT HAS CALLED AND PUT OUT THE FIRE (NO REPORT INFORMATION)

-NO INJURY

-THE ENTIRE CAB ARE WAS DAMAGED

-I'VE NOT YET CONTACTED THE INSURANCE COMPANY

*

PER CUSTOMER, DEALER SAYS:

-NO CONTACT

*

CUSTOMER SEEKS:

-TO INFORM FORD OF FIRE

*

CAC ADVISED:

-A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL CONTACT CUSTOMER TO REVIEW

CONCERN. THERE IS NO RESPONSE TIME FRAME.

1997/08/22

CONSUMER AFFAIRS ANALYST, (LPA), CONTACTS MR. PAUL SINGH,

*

TO RECONTACT LPA LATER TODAY.

*

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32

 596508 LEGAL CONTACT VEH TYPE: TRUCK
 WASHINGTON 27 ZN/TR: H1 CONTACT NBR: 188816379 OPENED: 08/28/1997
 VIN: 1FDRK38F0SE ENGINE: F CLOSED: 09/02/1997

1997/08/25
 LPA CALLS PAUL SINGH, WHO INDICATES: - CURRENT MILEAGE IS 27,600 MILES -
 - DRIVER WAS IN PROCESS OF HOOKING UP ANOTHER VEHICLE (IN FRONT OF AIRPORT).
 - FIRE STARTED UNDER THE HOOD AREA.
 - DAMAGE WAS TO THE CAB AREA; FIRE DEPT WAS CALLED & PUT OUT FIRE; NO INJURIES
 - VEHICLE IS CURRENTLY AT 11909 MAPLE AVE, (ALSO IN ROCKVILLE), NEAR THE CORNER
 OF RANDOLPH & 355, AT "INTERNATIONAL MOTORS", (A REPAIR FACILITY).
 - VEHICLE HAS "NOT BEEN TOUCHED YET", JUST SITTING THERE; NO REPAIRS MADE.
 - INSURANCE COMPANY HAS NOT BEEN CONTACTED.

LPA REQUESTED PERMISSION TO INSPECT VEHICLE... [REDACTED] AGREES... SO LPA ADVISES
 AN INSPECTOR WOULD BE CALLING CUST. TO ARRANGE FOR CONVENIENT INSPECTION TIME
 LPA FAXES BASIC VEHICLE INFORMATION TO EA INSPECTION TRAMUELS, WHO INDICATED
 HE COULD PERFORM THE INSPECTION.

1997/09/02
 VOICE-MAIL LEFT FOR LPA BY TOM SAMUELS OF EAA ON SUNDAY, 8/31, AT 9:45AM.
 VOICE-MAIL INDICATES:
 - FOLLOWING UP ON INSPECTION REPORT INQUIRY LPA RECEIVED LAST WEEK.
 - "THERE'S A HEAVY AMOUNT OF ELECTRICAL CURRENT THAT GOES THROUGH THE HEAVY-
 -DUTY ELECTRICAL EQUIPMENT ON THIS TRUCK; THE ADDITION OF ALL THE HEAVY-
 -DUTY ELECTRICAL EQUIPMENT & ACCESSORY'S MADE THE TRUCK BURN; DON'T THINK
 IT WOULD'VE BURST IF THAT HAD NOT BEEN ON THE VEHICLE".

LPA CONTACTS CUSTOMER, INDICATING: [REDACTED] WASN'T IN; LPA INSTEAD SPOKE W/
 - INSPECTION REPORT DETERMINES CAUSE OF FIRE WAS DUE TO AFTER-MARKET EQUIPMENT
 ON VEHICLE; THEREFORE, NO FINANCIAL ASSISTANCE WOULD BE PROVIDED BY FORD.
 ##THIS IS THE CLOSING COMMENT
 SEE PRIOR ADDCO FOR CLOSING COMMENTS

1997/09/10
 LPA CALLS KEVIN VARADY FROM GENERAL ACCIDENTS & INSURANCE...
 ... (FROM MESSAGE LEFT ON LPA'S VOICE-MAIL).
 MR. VARADY INQUIRES ON:
 - STATUS OF MONTROSE'S CASE WITH FORD MOTOR COMPANY... THE FINDINGS OF THE
 INVESTIGATION... A COPY OF THE REPORT... AND LPA'S LAST NAME.
 LPA ADVISES: VEHICLE HAD A FIRE; FORD SENT INDEPENDENT INSPECTOR TO EXAMINE;
 FINDINGS WERE THAT THE FIRE ORIGINATED FROM THE AFTERMARKET COMPONENT(S).
 CUSTOMER HAS THEREFORE DECLINED ASSISTANCE; REPORT IS PROPRIETARY INFORMATION
 OF FORD MOTOR COMPANY, & THUS WILL NOT BE RELEASED; LPA'S LAST NAME: MCELROY.

1998/01/28
 ADDED MICRO

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

7020RH LEGAL CONTACT
 PHILADELPHIA 16 ZN/TR: CONTACT NBR: 109558466 VEH TYPE: TRUCK
 VIN: 1FDJF3709SE ENGINE: 8 OPENED: 03/11/1998
 CLOSED: 04/06/1998

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: NICHITA STATE: KS ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 95 MODEL: F-SERIES
 MILEAGE: 35000 MSD:
 DEALER NAME: FORD MOTOR COMPANY- SALES CODE: 116000 P & A: 68016
 CAUSAL CODE: 0721 SYMPTOMS: 784143
 ORIGIN: GO TRANS REGION: 16 TRANS DATE:
 VEH REFL:
 CASE TYPE: 2-WITHIN VEHICLE WARRANTY MEANS CODE: A-101 INVEST-PROD LIABILITY
 ATTY NAME: ATTY MEMO:
 CLAIM AMT: 0 AWARD AMT: 0
 MICRO: 5361412

COMMENTS:

1998/03/11

CVO INSPECTION REQUEST
 VEHICLE IS AT MID- ATLANTIC AUTO, 325 EAST MAIN, MOUNT JOY, PA 17552
 CONTACT THERE- BRAD NEWCOMER, 717-653-4402
 NO DLK INVOLVED
 CUSTOMER SAYS:

- HAD ENGINE FIRE- NO OTHER INFO
 PLEASE INSPECT FOR MANUFACTURING DEFECT THAT MAY HAVE CAUSED FIRE
 THEN RETURN INSPECTION TO ME FOR FORWARDING TO FLEET FOR HANDLING.

1998/03/16

REPLA COMMENTS: LYNNE AUERCHER(ZEKER) HAS CONTACTED AND SHE ADVISED THAT THE VEHICLE IS NOT REPAIRABLE. THEY BELIEVE THAT THE FIRE WAS CAUSED BY AN ELECTRICAL FAILURE. PROVIDED PHONE NUMBER FOR FORD REP.

1998/03/20

REPLA COMMENTS: INSPECTOR PAUL LOGAL RECONTACTED ANALYST AND ADVISED THAT INSPECTION OF THE VEHICLE HAS BEEN COMPLETED. VEHICLE WAS TOWED BY A TOWING COMPANY IN BARRE, VT. THE DAMAGE TO THE VEHICLE ALSO OCCURRED IN BARRE, VT. THE VEHICLE WAS BURNED FROM THE HOOD TO THE CABIN. IT'S COMPLETELY BUTTED. CAUSE OF FIRE COULD NOT BE DETERMINED. VEHICLE WAS USED AS A RENTAL TO CARRY APPLIANCES. COPY OF INSPECTION RESULTS ALONG WITH PICTURES WILL BE MAILED.

1998/05/01

ADDED MICRO #.

0902-025 1999

BEGINNING OF CONTACT

09/28/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

90912L

LEGAL CONTACT

VEH TYPE: TRUCK

SEATTLE

74

ZN/TR: 81

CONTACT NBR: 107361298

OPENED: 08/13/1996

VIN: 2F8KFP38F83C

2F8KFP38F83C

ENGINE: F

CLOSED: 08/14/1996

LAST NAME: [REDACTED]

FIRST NAME: [REDACTED]

STATUS: CLOSED

TITLE: [REDACTED]

MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: [REDACTED]

STATE: MA

ZIP: [REDACTED]

HOME PHONE: [REDACTED]

BUS. PHONE: [REDACTED]

MODEL YEAR: 95

MODEL: F-SERIES

MILEAGE: 1

HSP: [REDACTED]

DEALER NAME: KORUN FORD INC

SALES CODE: 174203

P & A: 08651

CAUSAL CODE: 0709 0206

SYMPTOMS: 704145 704242

ORIGIN: 00

TRANS REGION: 74

TRANS DATE: [REDACTED]

VEH REPL: [REDACTED]

CASE TYPE: 48-FIRES - EXHAUST-CAT CONVERTOR-OTHER

MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY NAME: [REDACTED]

ATTY NEND: [REDACTED]

CLAIM AMT: 0

ANARD AMT: [REDACTED]

MICRO: 6811677

COMMENTS:

1996/08/13

MM NAVIS: ORIGINAL MGR

CUSTOMER SAYS:

- [REDACTED] CALLING FOR HUSBAND AND IS NOT CERTAIN WHAT THE CURRENT MILEAGE MAY BE (VEHICLE IS AT A FORD DEALERSHIP)

- VEHICLE CAUGHT ON FIRE (8-6-96) VISIBLE FLAME UNDER THE HOOD AND SMOKE IN THE PASSENGER AREA

- [REDACTED] PUT THE FIRE OUT AND THE FIRED DEPARTMENT HAS NOT CONTACTED

- INSURANCE COMPANY HAS BEEN CONTACTED

- CUSTOMER USES THIS VEHICLE AS A WORK VEHICLE AND HAS TO RENT ANOTHER VEHICLE FOR ALMOST \$100 A DAY

- CUSTOMER FEELS THAT FORD SHOULD OFFER SOME ASSISTANCE

PER CUSTOMER, DEALER SAYS:

- STEVE JACOBSON, SERVICE ADVISOR, SAID THEY HAVE ORDERED PARTS BUT NOT CERTAIN AS TO WHEN THE VEHICLE WILL BE READY

CUSTOMER SEEKS:

- RENTAL ASSISTANCE

CAC ADVISED:

- RE: FIRE

- DOCUMENTED INFORMATION AND FORWARDED TO APPROPRIATE OFFICE

- A FORD REPRESENTATIVE WILL CONTACT CUSTOMER TO REVIEW CONCERN(S)

RE: LOANER ASSISTANCE

- LOANERS ARE NOT A PROVISION OF THE WARRANTY.

- CONTACT MR. MARK HOLMES (CUST REL MGR.) FOR CLARIFICATION OF THE DEALERSHIP'S POLICY ON ALTERNATIVE TRANSPORTATION.

- MAY REQUIRE AN APPOINTMENT

EMR2-025 1870

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32

 9091EL LEGAL CONTACT VEN TYPE: TRUCK
 SEATTLE 74 ZN/TR: 81 CONTACT NBR: 107341298 OPENED: 08/13/1996
 VIN: 2FDFK38F85C ENGINE: F CLOSED: 08/14/1996

1996/08/14
 NM ADDCO NM COMMENTS ADDED BY SEATTLE REGION CSM WPEFFER1 NM
 NM ATTN: DAN GIES NM
 I HAVE NOT YET SPOKEN WITH CUSTOMER OR DEALERSHIP REGARDING THIS VEHICLE.
 *
 PLEASE RESPOND TO MY VOICE MESSAGE I ADDRESSED TO YOU IF ANY ACTION IS
 REQUIRED FROM REGION/CSM. THANK YOU.
 CUSTOMER SAYS:
 -REITERATING PREVIOUS CONCERNS
 -WILL CONTACT ATTORNEY GENERAL'S OFFICE FOR ASSISTANCE
 *
 PER CUSTOMER, DEALER SAYS:
 -NO CONTACT
 *
 CUSTOMER SEEKS:
 -APPOINTMENT WITH FORD CSM
 *
 CAC ADVISED:
 -MR. MARK HOLMES(CUST. REL MGR.) IS IN THE BEST POSITION TO ASSIST YOU.
 -SVC MGR MAY CONSULT FORD CSM IF REQUIRED.
 **THIS IS THE CLOSING COMMENT
 CONSUMER AFFAIRS CONTACTED MRS. LAMMY:
 - SHE ADVISED THAT HER INSURANCE COMPANY HAS AGREED TO SETTLE THE MATTER BUT
 THEY WANT TO SEND AN EXPERT IN TO DETERMINE IF THIS WAS CAUSED BY A
 DEFECTIVE COMPONENT.
 - SHE AND HER HUSBAND ARE UPSET THAT THEY CANNOT GET LOANER ASSISTANCE FROM
 FORD.
 - THEY HAVE A COMMERCIAL INSURANCE POLICY THAT DOES NOT MAKE ALLOWANCES FOR
 ALTERNATE TRANSPORTATION.
 - CUSTOMER FEELS LIKE THEY ARE BETWEEN A ROCK AND A HARD PLACE BECAUSE THE
 DEALERSHIP AND THE INSURANCE COMPANY ARE TELLING THEM DIFFERENT THINGS.
 - CUSTOMER WANTS FORD TO KNOW THAT THEY FEEL LIKE THEY HAVE BEEN TREATED VERY
 POORLY AND THAT THE LOYALTY HAS NOT BEEN A TWO WAY STREET.
 LPA ADVISED:
 - CONTINUE TO WORK WITH THE INSURANCE COMPANY.
 - IF THEY FEEL THERE IS FORD LIABILITY THEY HAVE THE OPTION TO SUBROGATE.
 - FORD WILL NOT ASSIST IN RENTAL COSTS. THOSE COSTS SHOULD BE ADDRESSED BY
 THE INSURANCE COMPANY.
 - APOLOGIZED FOR THE INCONVENIENCE THAT THIS SITUATION HAS CAUSED.

EP002-025 1971

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32

 9091EL LEGAL CONTACT VEH TYPE: TRUCK
 SEATTLE 74 ZN/TR: 81 CONTACT NBR: 107361298 OPENED: 08/13/1996
 VIN: 2FDKF38F8SC ENGINE: F CLOSED: 08/14/1996

1996/08/26
 ** ADDCO ** COMMENTS ADDED BY SEATTLE REGION CSM WPEFFER1 **
 ** ATTN: DAN GIES **
 CUSTOMER'S INSURANCE COMPANY HAS "RULED" THAT CAUSE OF FIRE WAS DUE TO FORD
 DEFECT (NO FURTHER DETAILS).
 *
 DEALERSHIP HAS REPAIRED VEHICLE (\$4000. +) AND REDELIVERED TO THE CUSTOMER.
 *
 DEALERSHIP IS SEEKING ASSISTANCE WITH A REPAIR COSTS, AND \$1100. + RENTAL
 BILL.
 *
 CSM ADVISED DEALER THAT IS WAS UNDERSTOOD THAT REPAIRS WERE TO BE COVERED BY
 PAGE 2...
 CUSTOMER INSURANCE COMPANY - NOT FORD (NO ASSISTANCE WITH RENTAL BILL).
 *
 CSM ADVISED SERVICE MANAGER, MARK HOLMES, THAT CALL WOULD BE PLACED TO SEATTLE
 LEGAL ANALYST, DAN GIES, TO DISCUSS MATTER FURTHER.

1996/09/03
 LETTER DATED AUG 15, 1996
 CUSTOMER SAYS:
 - LETTER ADDRESSES THE SAME CONCERN AS PREVIOUS CALL
 - WANTS FINACIAL ASSISTANCE WITH LOWER VEHICLE
 - FEELS THAT SHOULD BE COVERED BY FORD
 *
 PER CUSTOMER, DEALER SAYS:
 - NO INFORMATION
 *
 CUSTOMER SEEKS:
 - RENTAL ASSISTANCE
 *
 CAC ADVISED:
 - LEGAL DEPARTMENT HAS MADE DECISION ON THE CASE
 - (F52D) SUPPORT DECISION BY OUR COMPANY REP

1996/09/04
 DEALERSHIP CONTACTED CONSUMER AFFAIRS TO SEEK ASSISTANCE IN PAYMENT FOR THIS
 REPAIR. LPA ADVISED THAT THIS OFFICE WOULD PARTICIPATE IN PAYMENT FOR ANY
 BODY DAMAGE THAT WAS A RESULT OF THE FIRE. THE REST OF THE REPAIR WOULD HAVE
 TO BE SUBMITTED AS WARRANTY AND APPROVAL WOULD HAVE TO COME FROM THE REGIONAL
 OFFICE. THE BODY DAMAGE TOTAL WAS \$210.
 LAST 4 OF RO#: 3452
 REPAIR NUMBER: 01
 APPROVAL CODE: M493U

EMR-025 1872

BEGINNING OF CONTACT

09/20/99 MASTER OWNER RELATIONS SYSTEM II 10.08.32

 3025RT LEGAL CONTACT
 CHICAGO 41 ZN/TR: A2 CONTACT NBR: 106122962 VEN TYPE: TRUCK
 VIN: 1FDLF47F5SE ENGINE: F OPENED: 10/12/1995
 ***** CLOSED: 10/18/1995

 LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: BURN RIDGE STATE: IL ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 95 MODEL: F-SERIES
 MILEAGE: 22000 MSD:
 DEALER NAME: DICK JAMES FORD CO SALES CODE: 141044 P & A: 01507
 CAUSAL CODE: 02 SYMPTOMS: 704245
 ORIGIN: 00 TRANS REGION: TRANS DATE:
 VEN REPL:
 CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-L0L INVEST-PROD LIABILITY
 ATTY NAME: ATTY MEMO:
 CLAIM AMT: 0 ANARD AMT: 0
 MICRO: 4350697

COMMENTS:

1995/10/12
 REDEALER REQUEST AND FLEET CONTACT FAXED 10-11-95AMM
 FAX STATES:
 - THAT A FIRE IN THE ENGINE COMPARTMENT OF VEHICLE.
 - THE VEHICLE AND TRAILER IT WAS TOWING WAS DAMAGED,
 - A POLICE REPORT WAS TAKEN
 - OHIO CASUALTY INSURANCE COMPANY HAS CONTACTED.
 VEHICLE IS CURRENTLY AT MAHONEY ENVIRONMENTAL, 2202 MOUND, JOLIET, IL
 CONTRACTED PETER SAVAGE, EAA INVESTIGATOR. MR SAVAGE SAYS:
 - THAT HE WILL CONTACT CUSTOMER AND SET UP AN INSPECTION FOR TOMORROW.
 1995/10/18
 THIS IS THE CLOSING COMMENT
 INVESTIGATION REPORT FAXED TO CVO FOR DETERMINATION.
 1995/10/19
 MICRO ADDED:MM

EP02-025 1073

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

=====

4679KH	21	ZN/TR: D1	CONTACT HDR: 105706276	VEN TYPE: TRUCK
ATLANTA	1FTDF15R8SL	ENGINE: R	OPENED: 07/05/1995	
VIN:			CLOSED: 09/13/1995	

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:	SPARTANBURG	STATE:	SC	ZIP:
HOME PHONE:		BUS. PHONE:	803-596-5690	
MODEL YEAR:	95	MODEL:	F-SERIES	
MILEAGE:	1100	MSD:		
DEALER NAME:	VIC BAILEY FORD INC	SALES CODE:	121620	P & A: 00929
CAUSAL CODE:	02	SYMPTOMS:	704345	
ORIGIN:	00	TRANS REGION:		TRANS DATE:
VEN REPL:				
CASE TYPE:	4A-FIRES - ELECTRICAL	MEANS CODE:	A-LGL INVEST-PROD LIABILITY	
ATTY NAME:		ATTY MEMO:		
CLAIM AMT:	0	AMOUNT AMT:	0	MICRO:

COMMENTS:

1995/07/05

CUSTOMER SAYS:

- WHEN CUSTOMER TURNED ON THE DEFROSTER THE VEHICLE WIRING WOULD SMOKE
- VEHICLE CAUGHT ON FIRE BY THE FUSE BOX
- WIRING BY THE FUSE BOX CAUGHT ON FIRE
- VEHICLE CAUGHT ON FIRE DUE TO THE WIRING SYSTEM
- VEHICLE FIRE OCCURED 7-3-95
- NO INJURIES WERE INVOLVED WITH FIRE
- VEHICLE CAUGHT ON FIRE WHEN CUSTOMER WAS DRIVING VEHICLE
- HAS ALREADY CONTACTED INSURANCE COMPANY

PER

CUSTOMER, DEALER SAYS:

- CONTACT INSURANCE COMPANY
- INSURANCE WILL PAY FOR TRUCK
- DEALER WILL NOT BE RESPONSIBLE FOR FIRE DAMAGE

C

CUSTOMER SEEKS:

- FORD TO PAY FOR VEHICLE
- OR TO OBTAIN A NEW TRUCK

PER

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED
- INFORMATION WILL BE FORWARDED TO THE DISTRICT OFFICE
- DISTRICT OFFICE WILL CONTACT CUSTOMER TO REVIEW FIRE CONCERN
- CANNOT PROVIDE TIME FRAME FOR RECONTACT
- REFERRED CUSTOMER TO INSURANCE COMPANY

1995/09/05

GRI INSPECTION RECEIVED---CAUSE OF FIRE UNDETERMINED

1995/09/11

THIS IS THE CLOSING COMMENT

PER CSN A. WILL CUSTOMER HAS BEEN REFERRED TO INSURANCE COMPANY. PLEASE CLOSE

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAXLGLTG

ES02-025 1974

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

4679KH	LEGAL CONTACT	VEN TYPE: TRUCK
ATLANTA	21 ZN/TR: 01	OPENED: 07/05/1995
VIN: 1FTDF1SR85L	CONTACT NBR: 105706276	CLOSED: 09/13/1995
	ENGINE: R	

=====

1995/09/13
CONTACT CLOSING APPROVED
OK TO CLOSE. MJC

EM02-029 1975

BEGINNING OF CONTACT

09/28/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

457355

LEGAL CONTACT

VEH TYPE: TRUCK

CHICAGO

41 ZN/TR: F2

CONTACT NBR: 105577303

OPENED: 06/01/1995

VIN: 1FT7D026H4SK

ENGINE: H

CLOSED: 06/03/1995

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

CITY:

CASCO

STATE:

MI

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

95

MODEL:

F-SERIES

MILEAGE:

1000

MSD:

DEALER NAME:

VAN BOXTEL FORD INC

SALES CODE:

141104

P & A: 06197

CAUSAL CODE:

SYMPTOMS:

704345

ORIGIN:

00

TRANS REGION:

TRANS DATE:

VEH REPL:

CASE TYPE:

43-FIRES - EXHAUST-CAT CONVERTOR-OTHER

MEANS CODE: A-LBL INVEST-PROD LIABILITY

ATTY NAME:

ATTY MEMO:

CLAIM ANT:

0

AWARD ANT:

0

MICRO: 4690349

COMMENTS:

1995/06/01

CUSTOMER LETTER DATED 5/23/95

CUSTOMER WRITES:

- NOTICED VEHICLE WAS MISSING. PULLED OVER AND NOTICED A FIRE. PUT FIRE OUT

- WITH JACKET.

- DLR HELPFUL IN REPAIRING VEHICLE.

- CUSTOMER PUT UP FIRE WITH JACKET. JACKET RUINED.

CUSTOMER SEEKS:

- REIMBURSEMENT FOR JACKET.

*

CAC ATTEMPTED TO CONTACT- NO ANSWER.

SENT POSTCARD THAT INFORMATION HAS BEEN FORWARDED TO APPROPRIATE ACTIVITY.

1995/06/02

THIS IS THE CLOSING COMMENT

I CONTACTED THE DEALER AND THEY INDICATED THAT A WIRE WAS REPLACED UNDER WARRANTY. NO OTHER DAMAGE WAS FOUND. I LEFT A MESSAGE WITH THE CUSTOMER'S CO-WORKER ADVISING THAT THE REPAIRS WERE COVERED UNDER WARRANTY. HOWEVER, HE WILL BE UNABLE TO REIMBURSE FOR THE COST OF REPLACING HIS JACKET. NO FURTHER ACTION IS PROPOSED. MMT.

1995/06/05

CONTACT CLOSING APPROVED

OK TO CLOSE

ENR02-025 1878

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

5157NM

LEGAL CONTACT

KANSAS CITY

53

ZN/TR: C1

CONTACT NBR: 107354655

VEN TYPE: TRUCK

VIN:

1FTFX15M0T

ENGINE: N

OPENED: 08/12/1996

CLOSED: 01/06/1997

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

HI:

ADDRESS:

CITY:

PITTSBURG

STATE:

MO

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

96

MODEL:

F-SERIES

MILEAGE:

16800

MSD:

DEALER NAME:

BUFFALO FORD INC

SALES CODE: 153485

P & A: 82691

CAUSAL CODE:

0709 0704

SYMPTOMS:

698200 704145

ORIGIN:

60

TRANS REGION: 53

TRANS DATE:

VEN REPL:

CASE TYPE:

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

MEANS CODE: B-10L NVEST-MTY-ATTY LETTRN

ATTY NAME:

JANES M. STARNES

ATTY MEMO: 417-883-7411/417-883-6795(F

CLAIM AMT:

0

AMAND AMT:

0

NICHO:

COMMENTS:

1996/08/12

ATTORNEY DEMAND LETTER DATED 8/7/96, RECEIVED 8/9/96 M

RE REFERENCE CONTACT #S 107113063, 107216084, 107236, 107256048 & 107244346 M

ATTORNEY SAYS:

-THE VEHICLE HAS BEEN OUT OF SERVICE FOR 140 DAYS AND HAS HAD 4 REPAIR

ATTEMPTS FOR A CONCERN WITH A CHECK ENGINE LIGHT

-THE VEHICLE HAD A FIRE AFTER THE LAST REPAIR ATTEMPT

-THE LEMON LAW REQUIRES FORD TO REPLACE THE VEHICLE WITH ONE THAT HIS

ACCEPTABLE TO THE CUSTOMER, THEY DO NOT LIKE THE '87 SIC' BUT WOULD PREFER

TO HAVE AN '86 SIC' (PRESUMABLY THIS IS A TYPO AND THE ATTORNEY MEANS '97 AND

'96 RESPECTIVELY

-THE CUSTOMER IS WITHHOLDING PAYMENTS UNDER THE MISSOURI MERCHANDISING

PRACTICES ACT AGAINST BOY NORD FORD, THE MONEY IS IN ESCROW

* LEGAL CONTACTED THE S/M, BILL SPRAGUE, AND REQUESTED A COMPLETE COPY OF THE

SERVICE AND SALES FILE. LPA CONTACTED OFFICE MANAGER, SUSIE GRAHAM, WHO

SAYS:

-THE CUSTOMER RECEIVED A COMMERCIAL REBATE ON THE VEHICLE OF \$500

-THE TITLE IS LISTED AS RONALD AND SANDRA BRANNON, DBA R&S ENTERPRISES

* LETTER FAXED TO ATTORNEY ACKNOWLEDGING RECEIPT OF HIS LETTER AND ADVISING

THAT HE WILL BE RECONTACTED WHEN HE HAVE HAD AN OPPORTUNITY TO REVIEW THE

PERTINENT INFORMATION

1996/09/06

RE ATTORNEY LETTER DATED 8/28/96, RECEIVED 8/30/96 M

ATTORNEY SAYS:

-HE HAS BEEN WAITING FOR TWO WEEKS AND WANTS TO KNOW THE STATUS OF THE VEHICLE

* LPA ATTEMPTED TO CONTACT THE ATTORNEY WHO WAS NOT AVAILABLE. LEFT MESSAGE

REQUESTING CALLBACK.

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32

 5157MM LEGAL CONTACT VEH TYPE: TRUCK
 KANSAS CITY 55 ZN/TR: C1 CONTACT NBR: 107354655 OPENED: 08/12/1996
 VIN: 1FTEX15H0TK ENGINE: N CLOSED: 01/04/1997

1996/09/06
 ATTORNEY RECONTACTED LPA. LPA ADVISED:
 -THE VEHICLE WAS PURCHASED AS A COMMERCIAL VEHICLE (\$300 COMMERCIAL ACCOUNT
 REBATE GIVEN AT TIME OF SALE)
 -IT IS NOT ELIGIBLE FOR LEMON LAW
 -FORD IS WILLING TO PROVIDE GOODWILL ASSISTANCE IN THE FORM OF AN OAC
 -REQUESTED THAT HE CONTACT HIS CLIENTS TO DISCUSS

1996/09/09
 LPA CONTACTED BILL SPRAGUE, S/N WHO SAYS:
 -THE VEHICLE IS STILL AT THE DEALER
 -THE INSURANCE COMPANY SENT INSPECTORS SEVERAL WEEKS AGO AND REMOVED BURNED
 COMPONENTS FOR TESTING
 -NO REPAIRS HAVE BEEN AUTHORIZED AND THE CUSTOMER HAS BEEN WITHOUT A VEHICLE
 FOR A MONTH
 -THE FSE, JIM DEITZ, IS AWARE OF THE VEHICLE'S ONGOING CONCERNS, BUT WAS
 UNABLE TO INSPECT THE VEHICLE BEFORE THE FIRE
 -THE INSURANCE COMPANY IS AMERICAN STATES INSURANCE, THE INSPECTOR'S NAME
 WAS WILLIAM REINHART (314) 445-1039
 LPA CONTACTED ATTORNEY AND ADVISED:
 -THE VEHICLE NEEDS TO BE REPAIRED BEFORE IT CAN BE SUBMITTED FOR TRADE-IN
 -PROVIDED THE INSURANCE INFORMATION GIVEN TO THE DEALER, SUGGESTED HE CONTACT
 THEM TO COMPLETE REPAIRS
 -HIS CLIENTS MAY BE WILLING TO KEEP THE TRUCK IF THEY CAN BE ASSURED THAT THE
 ELECTRICAL CONCERNS HAVE BEEN RESOLVED AND THE OTHER REPAIRS COMPLETED

*
 ATTORNEY SAYS HE WILL CONTACT THE INSURANCE COMPANY TO SEE IF HE CAN EXPEDITE
 REPAIRS

1996/09/23
 NO RESPONSE FROM ATTORNEY. LPA SENT FAX REQUESTING UPDATE ON STATUS OF
 REPAIRS.

1996/09/26
 WILLIAM SPRAGUE, S/N CONTACTED LPA AND ADVISED:
 -THEY ORDERED PARTS FOR REPAIR OF THE VEHICLE AND ARE READY TO COMMENCE
 REPAIRS
 -THE CUSTOMER INDICATED TO HIM THAT THE INSURANCE COMPANY HAS AUTHORIZED
 REPAIRS
 -HE WILL CONTACT US WHEN THEY ARE COMPLETE

1996/09/27
 LPA CONTACTED FSE JIM DEITZ WHO ADVISED:
 -THE CONCERN WITH THE VEHICLE WAS INTERMITTENT
 -THE IN FLIGHT RECORDER WAS INSTALLED FOR TWO WEEKS PREVIOUSLY AND THE CONCERN
 DID NOT OCCUR; AFTER THE RECORDER WAS REMOVED THE CHECK ENGINE LIGHT CAME ON
 -ALTHOUGH THE CONCERN SEEMS TO BE IN THE SPEED SENSOR, THE SPEEDOMETER DOES
 NOT APPEAR TO BE MALFUNCTIONING
 -HE IS WILLING TO WORK WITH THE DEALER AFTER REPAIRS ARE COMPLETE TO INSPECT,
 AND IF POSSIBLE REPAIR THE VEHICLE

ENR2-025 1978

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
 =====
 5157MM LEGAL CONTACT VEH TYPE: TRUCK
 KANSAS CITY 53 ZH/TR: CI CONTACT NBR: 107354655 OPENED: 08/12/1996
 VIN: 1FTEX15N0TR ENGINE: N CLOSED: 01/06/1997
 =====

1996/09/27

LPA CONTACTED ATTORNEY AND ADVISED:

- THE FSE WILL GO TO THE DEALERSHIP IN AN EFFORT TO ISOLATE AND REPAIR THE VEHICLE AFTER THE FIRE REPAIRS ARE COMPLETE
- THE CONCERN HAS BEEN INTERMITTENT AND THEREFORE HARD TO DIAGNOSE CORRECTLY
- ALTHOUGH THE CUSTOMER'S VEHICLE IS NOT ELIGIBLE FOR REMEDY UNDER LEMON LAW, FORD WILL MAKE EVERY ATTEMPT TO REPAIR THE VEHICLE WHILE UNDER WARRANTY IF THE CONCERN CAN BE VERIFIED

ATTORNEY STATES:

- HIS CLIENTS HAVE LOST USE OF THE VEHICLE FOR OVER 200 DAYS AND HAVE SUFFERED LOSS OF INCOME AND INCONVENIENCE WHICH THEY CAN SEEK REMEDY FOR UNDER THE UNIFORM COMMERCIAL CODE
- HE UNDERSTANDS THAT FORD WANTS TO VERIFY THAT A NON-CONFORMING CONDITION EXISTS AND HIS CLIENTS WILL COOPERATE WITH AN FSE INSPECTION

FAX SENT TO DEALER REQUESTING THAT THEY NOTIFY LPA WHEN FIRE REPAIRS ARE COMPLETE SO THE FSE INSPECTION CAN BE SCHEDULED

1996/10/23

LPA CONTACTED JIM DIETZ, FSE WHO ADVISED:

- HE IS NOT AVAILABLE TO DO AN INSPECTION FOR SEVERAL WEEKS AND IS NOT SURE HE CAN RESOLVE THE CONCERN
- THE DEALER REPORTS THAT THE CUSTOMER WANTS TO GET OUT OF THE VEHICLE AND IS NO LONGER INTERESTED IN A REPAIR

LPA CONTACTED THE ATTORNEY AND ADVISED:

- THE DEALER ADVISES US THAT THE CUSTOMER NO LONGER WANTS THE FSE TO ATTEMPT A REPAIR; THEY WANT OUT OF THE VEHICLE
- HE ARE WILLING TO OFFER A REPLACEMENT IF THE CUSTOMER PAYS FOR MILEAGE AND UPGRADE CHARGES
- THE CUSTOMER MAY WANT TO START LOOKING FOR A VEHICLE SO THEY HE CAN DETERMINE COST OF THE TRANSACTION
- WE DO NOT HANDLE THE FINANCING; HE MAY WANT TO APPROACH THE LENDER ABOUT SUBSTITUTION OF COLLATERAL

SENT OFFER LETTER VIA FAX

***THIS IS THE CLOSING COMMENT

WILL FINALIZE OFFER WHEN CUSTOMER PROVIDES MSRP OF REPLACEMENT VEHICLE.

1996/10/29

ATTORNEY LEFT A VOICE MAIL MESSAGE REQUESTING CALLBACK, LPA ATTEMPTED TO CONTACT THE ATTORNEY, WHO WAS NOT IN. LEFT MESSAGE WITH SECRETARY PROVIDING LPA NAME/PHONE NO.

D002-025 1078

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32

5157MM LEGAL CONTACT VEH TYPE: TRUCK
KANSAS CITY 53 ZM/TR: C1 CONTACT NBR: 107354658 OPENED: 08/12/1996
VIN: 1FTEX15N0TK ENGINE: N CLOSED: 01/06/1997

1996/10/30

*** COMMENTS ADDED LATER DUE TO SYSTEMS MALFUNCTION **
10/29/96

ATTORNEY RECONTACTED LPA AND ADVISED:

- THE CUSTOMER HAS NOT BEEN ABLE TO LOCATE A 1996 VEHICLE
- THEY WOULD LIKE FORD TO FIND ONE FOR THEM (HE HAS FAXED A COPY OF THE STICKER
- HIS CLIENT WOULD PREFER TO GET INTO ANOTHER VEHICLE, PREFERABLY A 1996, BUT PERHAPS A 1997 IF THE UPGRADE CHARGES CAN BE MINIMIZED

X

LPA ADVISED:

- WE CANNOT DO A VEHICLE SEARCH FROM HERE, BUT WE WILL ASK THE DEALER TO ASSIST AND WILL GET BACK WITH HIM WHEN INFORMATION IS AVAILABLE
- LPA RECEIVED CALL FROM DON RAY BEETON, WHO WAS AT THE DEALERSHIP. HE ADVISED:
- THE CUSTOMER IS IRATE AND IS RAISING HIS VOICE AT DEALERSHIP PERSONNEL AS WELL AS HIMSELF AND IS DEMANDING A RESOLUTION
- IS SEEKING AN UPDATE ON THE STATUS OF CURRENT NEGOTIATIONS

X

LPA ADVISED:

- WE HAVE BEEN WORKING WITH THE CUSTOMER'S ATTORNEY TO RESOLVE THE CONCERN AND HAVE OFFERED TO REPLACE THE VEHICLE
- THE ATTORNEY HAS REQUESTED US TO RESEARCH THE POSSIBLE AVAILABILITY OF A 1996 F-SERIES; HE WOULD APPRECIATE HIS ASSISTANCE IN SEEING THIS IS DONE AS WELL AS PROCURING INFORMATION ON A COMPARABLY EQUIPPED 1997 F-SERIES
- THE CUSTOMER NEEDS TO SPEAK WITH HIS ATTORNEY TO BE UPDATED ON CURRENT INFORMATION; ONCE HE HAS RETAINED AN ATTORNEY HE CANNOT SPEAK WITH HIM DIRECTLY

M

DOM RECONTACTED LPA AND ADVISED:

- NO 1996 F-SERIES ARE AVAILABLE
- HE IS FAXING INFORMATION ON 4 1997 F-SERIES, 2 OF WHICH ARE AT A DEALER ABOUT 100 MILES AWAY, AND THE OTHER 2 WHICH WILL BE DELIVERED AT THE DEALER AROUND 11/11/96
- IT IS STILL POSSIBLE TO CHANGE THE EXTERIOR COLOR OF THE ORDERED VEHICLES IF WE ACT QUICKLY
- LPA ATTEMPTED TO CONTACT THE ATTORNEY, WHO WAS NOT AVAILABLE. LPA SPOKE WITH HIS SECRETARY, CINDY, AND ADVISED:
- THE CUSTOMER IS CAUSING A DISTURBANCE AT THE DEALERSHIP
- THEY NEED TO LET HIM KNOW WE ARE WORKING TOWARD A RESOLUTION, SINCE HE CANNOT CALL HIM OURSELVES
- HE WILL FAX A COPY OF THE 1997 INFORMATION FOR HIS REVIEW
- AS A GOODWILL GESTURE, WE WILL WAIVE MILEAGE AND UPGRADE CHARGES FOR A COMPARABLE VEHICLE, BUT THE CUSTOMER MUST PAY THE DEALER FOR THE FIRE REPAIRS HE HIRED THEM TO DO; THE DEALER WILL NOT RELEASE THE VEHICLE FOR TRADE IN UNTIL THIS IS RESOLVED
- FORD HAS CONSISTENTLY SHOWN A GOOD-FAITH EFFORT; WE EXPECT THEM TO DO THE SAME

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
 =====
 5157NM LEGAL CONTACT VEH TYPE: TRUCK
 KANSAS CITY 53 ZN/TR: C1 CONTACT NBR: 107354655 OPENED: 08/12/1996
 VIN: 1FTYX15NDTK ENGINE: N CLOSED: 01/06/1997
 =====

1996/10/31
 LPA CONTACTED SALES MANAGER, GORDON JACKSON, AT SOUTHERN FORD (HARDY, AR), WHO SAYS:
 -THE TWO VEHICLES LISTED AS BEING AT THEIR DEALERSHIP ARE NOT AVAILABLE (ONE IS A DEMO AND THE OTHER HAS BEEN SOLD)
 -THEY HAVE JUST GOTTEN ANOTHER F-150 SUPERCAD WITH A 507A PEP PKG, BUT IT HAS WHITE, TWO-TONED PAINT AND A BIGGER (5.4) ENGINE
 -HE IS WILLING TO LET THE CUSTOMER COME AND LOOK AT THE TRUCK
 *
 LPA CONTACTED ATTORNEY AND ADVISED HIM ABOUT THE STATUS OF THE TRUCKS AT SOUTHERN FORD AND PROVIDED HIM WITH THE NAME AND PHONE NUMBER OF THE SALES MANAGER. ATTORNEY WILL INFORM CUSTOMER.

1996/11/05
 ATTORNEY CONTACTED LPA AND ADVISED:
 -THE CUSTOMER LOOKED AT THE VEHICLE AT THE ARKANSAS DEALER AND DID NOT LIKE THE COLOR
 -HE WENT TO BILL GRANT FORD (P&A 05057) AND WAS TOLD A BLUE F-150 SUPERCAD WAS DUE IN BY 11/7 OR 11/8 AND HE IS INTERESTED
 -DOES NOT HAVE THE VIN OR THE EQUIPMENT LISTING
 -IS NOT SURE IF THE CUSTOMER IS INTERESTED IN THE RED F-SERIES WHICH ARE ARRIVING AT ROY HURD FORD THE WEEK OF 11/11/96
 *
 LPA CONTACTED KELLY GRANT, SALES MANAGER AT BILL GRANT FORD, WHO ADVISED:
 -HE WILL FAX A COPY OF THE DEALER INVOICE
 -THE VEHICLE IS AT HIS DEALERSHIP
 -HE IS NOT SURE IF THEY WOULD BE WILLING TO DO A DEALER TRADE WITH ROY HURD FORD UNLESS THEY CAN OBTAIN ANOTHER DIFFICULT TO OBTAIN VEHICLE (SUCH AS AN EXPLORER)

1996/11/12
 KELLY GRANT, SALES MANAGER AT BILL GRANT FORD, CONTACTED LPA AND ADVISED THAT THEY ARE UNWILLING TO DO A DEALER TRADE WITH ROY HURD FORD UNLESS FORD GIVES THEM AN EXPEDITION IN EXCHANGE.
 *
 LPA CONTACTED DON AND ADVISED:
 -BILL GRANT FORD IS BEING UNCOOPERATIVE AND FORD WILL NOT AGREE TO THEIR DEMANDS
 *

1996/11/19
 KKK COMMENTS ENTERED LATER DUE TO SYSTEMS MALFUNCTION KM
 11/14/96
 ATTEMPTED TO CONTACT SALES MANAGER, J.R. RENTRO, WHO WAS NOT IN. SPOKE WITH "GAMON" IN SALES AT JIMMY MICHEL MOTORS, WHO SAYS:
 -THEY HAVE SEVERAL '96 F-SERIES, BUT ANY OF THE DIESELS WILL BE HEAVY DUTY TRUCKS (F-250 OR F-350). ALL OF THEM ARE TWO-TONED.
 -HE WILL SEND DEALER INVOICE INFORMATION AND DISCUSS WITH HIS SALES MANAGER THE POSSIBILITY OF PARTICIPATING IN A DEALER TRADE

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.52
 =====
 5157MH LEGAL CONTACT VEH TYPE: TRUCK
 KANSAS CITY 53 ZH/TR: C1 CONTACT NBR: 107354655 OPENED: 08/12/1996
 VIN: 1FTEX15N0TK ENGINE: N CLOSED: 01/06/1997
 =====

1996/11/19
 SPOKE WITH KEN COATNEY (SP), TRUCK SALES AT JIMMY MICHEL MOTORS, WHO SAYS:
 -THEY ARE WILLING TO DO A DEALER TRADE WITH ROY HURD FORD
 -THERE ARE SIX F-250 DIESELS, ALL TWO-TONED SO HE IS NOT SURE WHICH INVOICE
 TO FAX US
 *
 SPOKE WITH ATTORNEY AND ASKED HIM TO CONTACT HIS CLIENT TO PINPOINT WHICH OF
 THE 1996 VEHICLES HE WAS LOOKING AT; ATTORNEY WILL RECONTACT LPA
 *
 CONTACTED RAY DEETON, DON, PER HIS REQUEST TO REVIEW STATUS IF THIS CASE
 *
 RECEIVED FAX FROM JIMMY MICHEL FORD FOR A RED/WHITE F-250 DIESEL(PEP PKG 613A)
 AND REVIEWED RAY FIGURES. THIS VEHICLE WOULD COST THE CUSTOMER AN ADDITIONAL
 \$5800 ON TOP OF WHAT FORD HAS ALREADY OFFERED.
 *
 CONTACTED ATTORNEY AND ADVISED:
 -FORD WILL NOT PAY FOR THE ADDITIONAL UPGRADE
 -IF THE CUSTOMER CAN PAY FOR THE DIFFERENCE, JIMMY MICHEL MOTORS IS WILLING
 TO TRADE WITH ROY HURD FORD
 -THE CLIENT MUST EITHER ACCEPT THE BLACK TRUCK COMING INTO THE DEALERSHIP OR
 WAIT FOR ONE TO BE ORDERED FOR HIM
 1996/11/26
 ATTORNEY CONTACTED LPA AND ADVISED:
 -HIS CLIENT IS UNWILLING TO PAY FOR THE ADDITIONAL UPGRADE AND DOES NOT WANT
 TO WAIT FOR A VEHICLE TO BE BUILT
 -HE WILL ONLY ACCEPT A REFUND
 -HE UNDERSTANDS THAT FORD ATTEMPTED A GOODWILL SETTLEMENT
 -HE WILL HAVE THE FINANCE COMPANY SEND INFORMATION TO FACILITATE THE RAY
 CALCULATIONS
 *
 LPA ADVISED:
 -HE WILL SEND A REFUND OFFER LETTER, WHICH THE ATTORNEY MUST RESPOND TO IN
 WRITING BEFORE HE WILL PROCEED
 LETTER FAXED TO ATTORNEY
 *
 FAX OF FINANCIAL INFORMATION SENT TO LPA FROM ARCADIA FINANCE CO.
 *

ENR2-023 1002

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32

 5157MM LEGAL CONTACT VEH TYPE: TRUCK
 KANSAS CITY 55 ZN/TR: C1 CONTACT NBR: 187334655 OPENED: 08/12/1996
 VIN: 1FTEX15M0T4 ENGINE: N CLOSED: 01/06/1997

1996/11/29
 ATTORNEY FAXED ACCEPTANCE OF LPA'S REFUND OFFER. ATTORNEY ADDS:
 -THEY HAVE MADE APPLICATION FOR REFUND OF THEIR NON-FORD SERVICE CONTRACT
 AND EXPECT THAT ARCADIA WILL REIMBURSE THEM IF THE FUNDS COME IN AFTER
 THE TRANSACTION HAS BEEN COMPLETED
 -THE CLIENT IS STILL WITHHOLDING THE INSURANCE PAYMENT TO THE DEALER UNTIL
 THE TIME OF THE "CLOSING", OR WE CAN HANDLE IT AS A "CREDIT"
 *
 LPA FAXED LETTER TO ATTORNEY ADVISING:
 -THE DEALER AND THE FINANCE COMPANY ARE SEPARATE BUSINESS ENTITIES FROM FORD
 AND HE WILL HAVE TO CONTACT THEM TO NEGOTIATE AGREEMENTS, HIS CLIENT MUST
 BE IN A POSITION TO DELIVER THE VEHICLE LEIN FREE TO FORD FOR THE OFFER TO
 1997/01/07
 ** MICRO NUMBER ADDED **

ENC2-029 1063

BEGINNING OF CONTACT

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32

2574JS LEGAL CONTACT VEH TYPE: TRUCK
 SAN FRAN 72 ZN/TR: 82 CONTACT NBR: 187243828 OPENED: 07/24/1996
 VIN: 1FTJX3504T8 ENGINE: 8 CLOSED: 07/29/1996

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:	LODI	STATE:	CA	ZIP:
HOME PHONE:		BUS. PHONE:		
MODEL YEAR:	96	MODEL:	F-SERIES	
MILEAGE:	16635	HSD:		
DEALER NAME:	GENEKE FORD	SALES CODE:	172429	P & A: 07800
CAUSAL CODE:	3001	SYMPTOMS:	704100 704145	
ORIGIN:	00	TRANS REGION:	72	TRANS DATE:
VEH REPL:		MEANS CODE:	M-OTHER	
CASE TYPE:	4A-FIRES - ELECTRICAL	ATTY MEMO:		
ATTY NAME:		AWARD AMT:		
CLAIM AMT:	0			MICRO:

COMMENTS:

1996/07/24

MIKE MAVIS: ORIGINAL MKE

CUSTOMER SAYS:

- * FRANK VERBEKE WITH GOLDEN EAGLE INSURANCE IS CALLING
- * CONTACT PERSON IS MIKE PHELAN
- * CLINTON SMITH WAS DRIVING THE VEHICLE
- OBSERVED SMOKE FROM THE ENGINE AND BEHIND THE BACK WINDOW
- THERE WERE FLAMES BEHIND THE HALL OF THE HOOD AND TRIED TO EXTINGUISH THEM BY THE WHEEL HALL

*

PER CUSTOMER, DEALER SAYS:

- DAMAGE TO THE VEHICLE WAS QUITE EXTENSIVE WIRE HARNESS, MAP SENSOR MAY HAVE SHORTED OUT

*

CUSTOMER SEEKS:

- HAVE SOMEONE INSPECT THE VEHICLE

*

CAC ADVISED:

- INFORMATION IS GOING TO BE FOREWARDED TO THE LEGAL DEPARTMENT
- NO TIME FRAME PROVIDED

1996/07/29

*****THIS IS THE CLOSING COMMENT

LPA SPOKE WITH MIKE PHELAN (ASSISTANT SERVICE MANAGER). PER MIKE, INSURANCE COMPANY IS INVOLVED IN REPAIRING THE VEHICLE BUT WANTED TO MAKE SURE THAT BEFORE REPAIRS WERE STARTED THAT FORD WAS ADVISED IN CASE HE WANTED TO SEND SOMEONE OUT TO INSPECT THE VEHICLE. I ADVISED MIKE INSURANCE COMPANY HAS THEIR OWN PEOPLE WHO CAN INSPECT THE VEHICLE AND THAT MATTER SHOULD CONTINUE TO GO THROUGH INSURANCE COMPANY. PROVIDED MY NUMBER TO MIKE IN CASE AFTER SPEAKING WITH INSURANCE COMPANY THEY WANT TO CONTACT ME (313 446-8930).

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
 =====
 2574JS LEGAL CONTACT VEH TYPE: TRUCK
 SAN FRAN 72 ZN/TR. B2 CONTACT NBR: 187263828 OPENED: 07/24/1996
 VIN: 1FTJX3584TE ENGINE: 8 CLOSED: 07/29/1996
 =====

1996/08/12
 LPA RECEIVED MESSAGE BACK FROM D.O.N. MARC ELLISON WHO REQUESTED INSPECTION
 BE DONE. LPA HAS CONTACTED HANK MACHADO WHO WILL CONTACT DEALER AND SET UP
 INSPECTION.

1996/08/22
 INSPECTION REPORT AND PICTURES RECEIVED. LPA HAS LEFT A MESSAGE FOR DEALER
 PRINCIPAL BARRY GEHEKE ASKING THAT HE CONTACT ME BACK AT 513 446-8930. LPA
 HAS ALSO SPOKEN WITH D.O.N. MARC ELLISON.

1997/02/03
 MICRO ADDED

0902-020 1000

BEGINNING OF CONTACT

09/28/99

MASTER OWNER RELATIONS SYSTEM II

19.08.52

2068MM

LEGAL CONTACT

BOSTON

11 ZM/TR: 12

CONTACT NBR: 106505593

VEH TYPE: TRUCK

VIN:

2FTHF26HXTCA

ENGINE: H

OPENED: 11/30/1995

CLOSED: 12/06/1995

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:

P & A: 09013

TRANS DATE:

MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY MEMO:

AWARD AMT:

0
MICRO:

COMMENTS:

1995/11/30

WRAVIS STATUS-ORIGINAL OWNER

CUSTOMER SAYS:

-HAS DRIVING VEHICLE YESTERDAY, WHEN HE WAS STATIONERY, THE ENGINE CAUGHT FIRE
AND THE ENTIRE VEHICLE IS DESTROYED
-CONTACTED INSURANCE COMPANY ALREADY

*

PER CUSTOMER, DEALER SAYS:

-NOT ENTITLED TO LOANER VEHICLE

*

CUSTOMER SEEKS:

-TO KNOW IF HE SHOULD BE ENTITLED TO LOANER VEHICLE
-WOM HAS NOTHING FOR HIS BUSINESS

*

CAC ADVISED:

-CONCERN HAS BEEN DOCUMENTED AND FORWARDED TO DEALER
-RED CARPET LEASE DOES NOT INCLUDE SERVICE LOANERS
-CONCERN IS NOT CONSIDERED A WARRANTY "REPAIR" SITUATION
-CUSTOMER WOULD NEED TO CONTACT HIS INSURANCE COMPANY

*

CUSTOMER ADDS:

-HAS A WARRANTY CONTRACT THAT SAYS HE HAS 2 DAY RENTAL ASSISTANCE

1995-11-30 1005

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
 =====
 2068MM LEGAL CONTACT VEH TYPE: TRUCK
 BOSTON 11 ZN/TR: A2 CONTACT NBR: 106303593 OPENED: 11/30/1995
 VIN: 2FTHF26HXC ENGINE: N CLOSED: 12/06/1995
 =====

1995/12/06

THIS IS THE CLOSING COMMENT
 CUSTOMER CONTACTED ME BACK(I HAD ATTEMPTED TO CONTACT CUSTOMER YESTERDAY AND
 LEFT A MESSAGE ON HIS ANSWERING MACHINE). CUSTOMER CONFIRMED WHAT SERVICE
 MANAGER HAD ADVISED ME OF YESTERDAY--THAT HIS INSURANCE COMPANY HAS TOTALLED
 OUT THE VEHICLE AND A WRECKER HAS BOWE AND DOTTEN VEHICLE FROM THE DEALER. I
 ADVISED THAT SINCE INSURANCE COMPANY IS INVOLVED AND APPEARS TO HAVE ACCEPTED
 RESPONSIBILITY WE FEEL HE NEEDS TO CONTINUE TO PURSUE ASSISTANCE THROUGH THEM.
 CUSTOMER SAYS HE UNDERSTANDS THIS AND WILL CONTINUE TO WORK THROUGH INSURANCE
 COMPANY. CUSTOMER SAYS HE APPRECIATES CONTACT BACK FROM FORD.

1996/05/31
 MICRO ADDED.

EM2-225 1087

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.52

826008

LEGAL CONTACT

VEH TYPE: TRUCK

BOSTON

11 ZN/TR: 81

CONTACT NBR: 107116688

OPENED: 06/24/1996

VIN: 2F0KFS8F0C

ENGINE: F

CLOSED: 07/03/1996

LAST NAME: [REDACTED]

FIRST NAME: [REDACTED]

STATUS: CLOSED

TITLE: [REDACTED]

ADDRESS: [REDACTED]

CITY: STERLING

STATE: MA

ZIP: [REDACTED]

HOME PHONE: [REDACTED]

BUS. PHONE: [REDACTED]

MODEL YEAR: 96

MODEL: F-SERIES

MILEAGE: 3000

MSD: [REDACTED]

DEALER NAME: MILLBURY MOTOR CO I

SALES CODE: 111213

P & A: 08961

CAUSAL CODE: 0709 0721

SYMPTOMS: 704148

ORIGIN: GO

TRANS REGION: 11

TRANS DATE: [REDACTED]

VEH REPL: [REDACTED]

CASE TYPE: 4B-FIRES - EXHAUST-CAT.CONVERTOR-OTHER

MEANS CODE: A-LOL INVEST-PROD LIABILITY

ATTY NAME: [REDACTED]

ATTY MEMO: [REDACTED]

CLAIM AMT: 0

AWARD AMT: 0

MICRO: [REDACTED]

COMMENTS:

1996/06/24

MR. HAVIS: ORIGINAL MR

CUSTOMER SAYS:

-VEHICLE WAS BEING WORKED ON AND RECENTLY CAUGHT FIRE

-VEHICLE IS CURRENTLY AT THE DEALERSHIP FOR REPAIRS

-CUSTOMER NEEDS A LOANER VEHICLE

-MELTED THE RADIATOR, AND THE BATTERY BOX

-VEHICLE WAS AT A BODY SHOP, AND THEY PUT THE FIRE OUT

-CAUSE OF FIRE HAS NOT BEEN DETERMINED YET

-HAS TO HAVE OTHER PAINT AND BODY WORK DONE ON THE VEHICLE

-GOT NUMBER FROM THE 1-800 NUMBER DIRECTORY

*

PER CUSTOMER, DEALER SAYS:

-WILL TAKE A WEEK TO GET THE PARTS

-VEHICLE MAY HAVE RENTAL CAR TONORRON

*

CUSTOMER SEEKS:

-NEEDS TO HAVE A LOANER VEHICLE, ESPECIALLY A TRUCK

*

CAC ADVISED:

-WILL BE CONTACTED BY THE REGIONAL OFFICE

-CUSTOMER SHOULD CONTACT HIS INSURANCE AGENCY

-INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER

-REQUEST MR.DANIEL BROWNE (CUST REL MGR/ SVC MGR) TO CONTACT THE CUSTOMER

WITHIN 2 BUSINESS DAYS

- LOANERS ARE NOT A PROVISION OF THE WARRANTY.

- CONTACT MR.DANIEL BROWNE (SVC.MGR./CUST REL MGR.) FOR CLARIFICATION OF THE

DEALERSHIP'S POLICY ON ALTERNATIVE TRANSPORTATION.

1996/06/25

UPDATED CODES

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAXLOLTA

0002-025 1000

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32

826DCG LEGAL CONTACT VEH TYPE: TRUCK
BOSTON 11 ZN/TR: 11 CONTACT NBR: 107116680 OPENED: 06/24/1996
VIN: 2FDKF38FDTC ENGINE: F CLOSED: 07/03/1996

1996/07/03
***THIS IS THE CLOSING COMMENT
CONTACTED CUSTOMER AND DOWN IN SERVICE- BATTERY CABLE SHORTED ON RADIATOR- IS
BEING REPAIRED UNDER WARRANTY
NO FURTHER ACTION

ER902-025 1999

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

3999EE

LEGAL CONTACT

KANSAS CITY 53

2M/TR: C1

CONTACT NBR: 107216084

VEH TYPE: TRUCK

VIN: 1FTEX15N8TH

ENGINE: N

OPENED: 07/16/1996

CLOSED: 01/06/1997

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

CITY:

STATE:

NO

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

MODEL:

F-SERIES

MILEAGE:

WSD:

DEALER NAME: BUFFALO FORD INC

SALES CODE: 193483

P & A: 02691

CAUSAL CODE: 0709

SYMPTOMS: 704145

ORIGIN:

TRANS REGION: 53

TRANS DATE:

VEH REPL:

CASE TYPE:

4A-FIRES - ELECTRICAL

MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY NAME:

ATTY MEMO:

CLAIM ANT:

AMAD ANT:

U
MICRO:

COMMENTS:

1996/07/16

MARK HAVIS: ORIGINAL NBR

CUSTOMER SAYS:

REFAX FROM BILL SPRAGUE OF ROY HURD FORD

-CONTACT CUSTOMER: RON BRANNON

-7/12/96-HE PULLED INTO HIS DRIVEWAY AND SHUT THE VEHICLE OFF; VEHICLE STARTED FLAMING UNDER HOOD

-HE EXTINGUISHED FIRE WITH A HOSE

-VEHICLE WAS TOWED INTO ROY HURD FORD

-HE IS ALLEGING ENGINE PROBLEMS SINCE PURCHASE

-NO PERSONAL INJURY; NO MEDICAL ATTENTION WAS SOUGHT

-NO POLICE OR FIRE REPORT WAS FILED

-INSURED BY BARKER INSURANCE GROUP (KEVIN KRUEGER, AGENT)

PER CUSTOMER, DEALER SAYS:

-VEHICLE IS AT THE DEALERSHIP

CUSTOMER SEEKS:

-REPAIR OR REPLACE THE VEHICLE

CAC ADVISED:

-A COMPANY REPRESENTATIVE WILL CONTACT CUSTOMER TO REVIEW THE CONCERN

EMC-825 1090

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

3999EE	LEGAL CONTACT	VEN TYPE: TRUCK
KANSAS CITY 53	ZN/TR: C1	CONTACT NBR: 107216084
VIN: 1FTEX15H0TH	ENGINE: M	OPENED: 07/16/1996
		CLOSED: 01/06/1997

=====

1996/07/23

888THIS IS THE CLOSING COMMENT

CUSTOMER SAYS:

- INS CO HAS ALREADY INSPECTED VEH
- INS CO IS SENDING OUT ANOTHER INSPECTOR (FIRE INSPECTOR)

*

LEGAL ANALYST ADVISED CUSTOMER:

- PROCEED W/ INS CLAIM
- OF SUBROGATION PROCESS
- DENIED FINANCIAL ASSISTANCE FROM FMC

*

NO FURTHER ACTION REQUIRED

2002-020 1001

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAXLOLTO

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

8180MO

LEGAL CONTACT

VEN TYPE: TRUCK

SDR

10

ZN/TR: N2

CONTACT NBR: 107766152

OPENED: 11/13/1996

VIN:

1FDKF32F5TE

ENGINE: F

CLOSED: 12/18/1996

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:

P & A: 05181

704345

TRANS DATE:

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

ATTY MEMO:

AWARD ANT:

0

MICRO:

COMMENTS:

1996/11/13

*** NAVIS. SUBSEQUENT ***

CUSTOMER SAYS:

- THE VEHICLE CAUGHT ON FIRE NOVEMBER 13, 1996 AT AROUND 6:00 PM
- ALL OF THE TIRES BURNT UP UNDER THERE
- THE FIRE STARTED UNDERNEATH THE FUEL FILTER
- THE CUSTOMER PUT OUT THE FIRE HIMSELF WITH A FIRE EXTINGUISHER
- THERE WERE NO INJURIES
- HE HAS NOT CONTACTED THE DEALER YET
- THE BELT TENSIONER AND PULLEY FLEN OFF THE ENGINE TODAY AS WELL

PER CUSTOMER, DEALER SAYS:

- NO CONTACT

CUSTOMER SEEKS:

- TO GET ASSISTANCE FROM FORD

CAC ADVISED:

- A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL BE IN CONTACT WITH THE CUSTOMER TO REVIEW THE CONCERN

*** NAVIS. ORIGINAL ***

CUSTOMER SAYS:

-CUSTOMER IS REITERATING THE SAME CONCERN

WOULD LIKE TO ADD:

- POWER STEERING IS NOW LEAKING
- BELT TENSIONER CAME OFF IT MESSED UP FAN BLADE ON THE EDGE

PER CUSTOMER, DEALER SAYS:

-NO CONTACT

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
 8180ND LEGAL CONTACT VEH TYPE: TRUCK
 SDR 10 ZN/TR: M2 CONTACT NBR: 107764132 OPENED: 11/13/1996
 VIN: 1FDKF38F5TE ENGINE: F CLOSED: 12/18/1996
 1996/11/13

*
 CUSTOMER SEEKS:
 -TO ADD THIS TO HIS FILE
 - TO GET ASSISTANCE FROM FORD
 *
 CAC ADVISED:
 A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL BE IN CONTACT WITH THE CUSTOMER
 TO REVIEW THE CONCERN

1996/11/14
 LEGAL ANALYST CONTACTED CUSTOMER REGARDING HIS COMPLAINT OF A VEHICLE FIRE.
 *
 CUSTOMER SAYS:
 -ON 11-13-96, VEHICLE CAUGHT FIRE IN THE ENGINE COMPARTMENT AND BURNED WIRES
 AND ALSO MELTED CONNECTIONS IN THE FUEL FILTER AREA
 -VEHICLE IS STILL DRIVABLE
 *

LEGAL ANALYST ADVISED:
 -SOMEONE WILL CONTACT HIM FOR INSPECTION OF THE VEHICLE
 *
 UPDATED CUSTOMER'S ADDRESS

1996/11/28
 EAA INSPECTOR DAVID CLEMENTS CONTACTED LEGAL ANALYST AND ADVISED THAT OUR
 OFFICE SHOULD RECEIVE THE RESULTS OF THE INSPECTION BY MID WEEK 11-25-96.
 *

1996/11/26
 MGR NAVIS: SUBSEQUENT MGR
 CUSTOMER SAYS:
 - CALLING BACK WONDERING WHAT THE RESULTS ARE ON THIS INSPECTION
 *
 CAC ADVISED:
 - INSPECTION RESULTS WILL BE IN MID WEEK

1996/12/05
 MGR NAVIS: SUBSEQUENT MGR
 CUSTOMER SAYS:
 -WANTS TO KNOW THE RESULTS FROM LEGAL
 *

FOR CUSTOMER, DEALER SAYS:
 -NO CONTACT
 *
 CUSTOMER SEEKS:
 -RESULTS FROM LEGAL
 *
 CAC ADVISED:
 -ADVISED THAT HE DO NOT HAVE ACCESS TO THAT INFORMATION
 -LEGAL MUST CONTACT HIM

EP02-025 1993

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32

 8100MG LEGAL CONTACT
 SDR 10 ZN/TR: K2 CONTACT MNR: 107764132 VEH TYPE: TRUCK
 VIN: 1FDKF38F5TE ENGINE: F OPENED: 11/13/1996

 CLOSED: 12/18/1996

1996/12/11
 NMM HAVIS, SUBSEQUENT NMM
 CUSTOMER SAYS:
 - CUSTOMER CALLING BACK TO GET LEGAL DECISION
 *
 CUSTOMER SEEKS:
 - LEGAL DECISION ON HIS PENDING CASE
 *
 CAC ADVISED:
 -ADVISED THAT HE DO NOT HAVE ACCESS TO THAT INFORMATION
 -LEGAL MUST CONTACT HIM

1996/12/18
 *****THIS IS THE CLOSING COMMENT
 LEGAL ANALYST CONTACTED DEALERSHIP SERVICE MANAGER, JEFF CUTSHAW REGARDING
 THE INSPECTION RESULTS. LA ADVISED [REDACTED] THAT THE WIRES HAD MELTED AND
 THAT THE VEHICLE SHOULD BE REPAIRED UNDER THE WARRANTY.
 *
 LEGAL ANALYST ATTEMPTED TO CONTACT CUSTOMER REGARDING THIS REPAIR OFFER.
 CUSTOMER WAS NOT AVAILABLE. WILL TRY BACK.
 *

1996/12/20
 CUSTOMER SAYS:
 - A LEGAL ANALYST CALLED SINCE LAST CALL TO CAC, BUT WAS NOT IN TO RECEIVE
 CALL
 -
 *
 PER CUSTOMER, DEALER SAYS:
 - NO CONTACT
 *
 CUSTOMER SEEKS:
 - WANTS TO KNOW STATUS OF LEGAL CONCERN AND WHETHER ASSISTANCE FOR FIRE
 DAMAGED VEHICLE WILL BE REPAIRED
 *

CAC ADVISED:
 - INFORMED CUSTOMER THAT A LEGAL ANALYST HAD STATED IN THE CONTACT FILES THAT
 SHE HAD SPOKE TO JEFF CUTSHAW (SERV MGR AT FUGATE FORD) AND OFFERED WARRANTY
 COVERAGE FOR REPAIRS
 - INFORMED CUSTOMER THAT A LEGAL ANALYST HAD TRIED TO CONTACT HIM AND FAILED
 AND THAT SHE PLANS TO TRY CONTACTING HIM AGAIN
 - SUGGESTED HE CONTACT JEFF CUTSHAW DIRECTLY FOR POSSIBLE ADDITIONAL
 INFORMATION

1997/03/06
 MICRO ADDED

EP002-025 1994

REBINING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

7020RM

LEGAL CONTACT

PHILADELPHIA

16

ZM/TR: FL

CONTACT NDR: 106589976

VEH TYPE: TRUCK

VIN:

1FTEP15Y9TLE

ENGINE: Y

OPENED: 05/06/1996

CLOSED: 05/06/1996

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEN REFL:

CASE TYPE:

ATTY NAME:

CLAIM ANT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

MSD:

SALES CODE: 116218

SYMPTOMS: 704145

TRANS REGION: 16

STATUS: CLOSED

MI:

ZIP:

P & A: 01392

TRANS DATE:

MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY FIRM:

AWARD ANT:

MICRO: 4570229

COMMENTS:

1996/05/06

DLR FAX- VEHICLE HAD FIRE IN ALTERNATOR AND ALTERNATOR WIRING HARNESS

REPAIRS MADE UNDER WARRANTY

NO FURTHER ACTION

*

***THIS IS THE CLOSING COMMENT

NO FURTHER ACTION- VEHICLE IS REPAIRED UNDER WARRANTY

1996/05/08

MICRO ADDED

FM02-025 1995

BEGINNING OF CONTACT

89/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

9867HP

LEGAL CONTACT

VEN TYPE: TRUCK

SOUTHWEST

57 ZN/TR: A1

CONTACT NBR: 186938915

OPENED: 05/13/1996

VIN:

1FDKF57F0TE

ENGINE: F

CLOSED: 06/20/1996

LAST NAME:

[REDACTED]

FIRST NAME:

[REDACTED]

STATUS: CLOSED

TITLE:

[REDACTED]

ADDRESS:

[REDACTED]

CITY:

HOUSTON

STATE:

TX

ZIP:

[REDACTED]

HOME PHONE:

[REDACTED]

BUS. PHONE:

[REDACTED]

MODEL YEAR:

96

MODEL:

F-SERIES

MILEAGE:

10800

MSD:

DEALER NAME:

TONNIE VAUGHN MOTOR

SALES CODE:

152241

P & A: 04474

CAUSAL CODE:

02

SYMPTOMS:

704145

ORIGIN:

00

TRANS REGION:

52

TRANS DATE:

VEN REPL:

CASE TYPE:

4-FIRES - FUEL FED

MEANS CODE:

A-161 INVEST-PROD LIABILITY

ATTY NAME:

ATTY MEMO:

CLAIM ANT:

0

AWARD ANT:

0

NICRO: 4682879

COMMENTS:

1996/05/15

RECEIVED REQUEST FOR CONSUMER AFFAIRS REVIEW---CUSTOMER OWNS BODY SHOP AND SAYS HIS SON WAS DRIVING VEHICLE, PARKED IT, AND IT WENT UP IN FLAMES. CUSTOMER SAYS FIRE WAS UNDER HOOD. CONTACTED JIM HARPER AT DEALERSHIP AND C.N. LAUNDER, OWNER, AND ADVISED THAT FORD WOULD SENT INSPECTOR TO LOOK AT VEHICLE.

1996/06/20

*****THIS IS THE CLOSING COMMENT

EAA INSPECTION INDICATED PROBABLE PRODUCT LIABILITY. FORD AGREED TO PAY FOR REPAIR, WHICH IS ESTIMATED AT \$4000. AND OBTAINED SIGNED RELEASE FROM CUSTOMER. DEALER WILL CALL FOR AUTHORIZATION CODE.

1996/06/25

STEVE STEINLE AT DEALERSHIP CONTACTED CONSUMER AFFAIRS ON 6/24/96 TO ADVISE THAT REPAIR WAS COMPLETED, BUT THAT CUSTOMER HAD RETAINED THE ATTORNEY AND WOULD NOT SIGN THE RELEASE. STEVE SAID THAT CUSTOMER'S ATTORNEY, CULLEN POE, WANTED TO SPEAK WITH FORD REGARDING THE SITUATION.

---CONTACTED MR. POE ON 6/24, WHO STATED THAT HE WOULD NOT ADVISE CLIENT TO SIGN THE RELEASE, AND THAT HIS CLIENT FELT THAT FORD SHOULD PAY FOR VEHICLE DOWN TIME WHILE IT WAS BEING REPAIRED. ADVISED MR. POE TO CALL BACK WITH AMOUNT HE WAS SEEKING. MR. POE CALLED BACK TODAY AND SAID CUSTOMER WANTED \$200 A DAY FOR 32 DAYS OF "DOWN TIME." ADVISED MR. POE THAT FORD WOULD NOT ASSIST WITH THAT AMOUNT. DISCUSSED SITUATION WITH D. CONROY, SUPERVISOR, WHO ADVISED THAT HE RELEASE VEHICLE TO CUSTOMER AS REPAIR IS ALREADY MADE. ADVISED MR. POE THAT HE WOULD RELEASE VEHICLE TO CUSTOMER, BUT WOULD DEFEND ANY FUTURE ACTION HE MAY BRING AGAINST FORD FOR THE "DOWN TIME."

WILL SEND CUSTOMER A LETTER TO THIS EFFECT.

JIM HARPER, SERVICE MANAGER, CONTACTED FOR COMMITMENT CODE.

R.O.: 4575

LINE: A

AMOUNT: \$4208.35

CODE: N49MT

OWNER RELATIONS VOP/BENCHMARKING 89/20/99 FAXLG16

ENC-025 1806

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

9867MP	57	LEGAL CONTACT	CONTACT NBR: 106938915	VEN TYPE: TRUCK
SOUTHWEST	57	ZN/TR: A1	ENGINE: F	OPENED: 05/13/1996
VIN:	1F8KF37FDT			CLOSED: 06/20/1996

=====

1996/07/22
MICRO ADDED

ENR02-025 1897

OWNER RELATIONS YOP/BENCHMARKING 09/20/99 FAXLGLTG

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

=====

196506

LEGAL CONTACT

VEH TYPE: TRUCK

DENVER

56 ZN/TR: A3

CONTACT NBR: 107660763

OPENED: 10/21/1996

VIN:

1FTEP14MTL

ENGINE: N

CLOSED: 10/21/1996

=====

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

CITY:

GLENWOOD SPRINGS

STATE:

CO

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

96

MODEL:

F-SERIES

MILEAGE:

16562

MSD:

DEALER NAME: GLENWOOD SPRINGS FD

SALES CODE: 156483

P & A: 03172

CAUSAL CODE: 8789

SYMPTOMS: 704143

704245

ORIGIN:

80

TRANS REGION:

56

TRANS DATE:

VEH REPL:

CASE TYPE:

4-FIRES - FUEL FED MEANS CODE: H-OTHER

ATTY NAME:

ATTY MEMO:

CLAIM AMT:

0

AWARD AMT:

0

MICRO: 4840790

COMMENTS:

1996/10/21

*** DEALERSHIP FAX FOR CONSUMER AFFAIRS REVIEW RECEIVED 10-10-96 ***

FAX INDICATES:

- CUSTOMER NOTICED SMOKE COMING FROM UNDER THE HOOD.
- OPENED THE HOOD AND FIRE SHOT OUT.
- HE USED HIS FIRE EXTINGUISHER TO PUT OUT THE FIRE.

CUSTOMER SEEKS:

- VEHICLE TO BE REPAIRED AS NEEDED.

***** THIS IS THE CLOSING COMMENT

CONSUMER AFFAIRS CONTACTED DEALERSHIP:

- CUSTOMER HAS HAD THE REPAIRS COMPLETED.
- DEALERSHIP COVERED UNDER WARRANTY.
- NO ACTION NEEDED BY CONSUMER AFFAIRS.

1996/11/22

MICRO ADDED.

1997/02/04

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

-HAS NEVER REIMBURSED FOR TOWING AS IT RELATES TO FIRE AND REPAIRS DONE TO VEHICLE UNDER WARRANTY

*

PER CUSTOMER, DEALER SAYS: STEVE KYLE

-SHE WOULD HAVE TO GO THROUGH LEASE FOR REIMBURSEMENT

*

CUSTOMER SEEKS:

-REIMBURSEMENT FOR TOWING

*

CAC ADVISED:

- PROVIDE ORIGINAL RECEIPTS TO MR. JOE BUDD, SVC MGR.
- JOE BUDD, SVC MGR, WILL EVALUATE SITUATION TO DETERMINE IF REPAIR IS REIMBURSABLE.

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAXLGLTQ

ENR2-025 1999

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

1965DO

LEGAL CONTACT

VEH TYPE: TRUCK

DENVER

56 ZN/TR: 81

CONTACT NBR: 107555015

OPENED: 09/25/1996

VIN:

1FDLF47G7E

ENGINE: 8

CLOSED: 10/03/1996

LAST NAME:

STATUS: CLOSED

TITLE:

FIRST NAME:

MI:

ADDRESS:

CITY:

SALT LAKE CITY

STATE:

UT

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

96

MODEL:

F-SERIES

MILEAGE:

1

WSD:

DEALER NAME:

WARNER SUPER FORD S

SALES CODE:

156020

P & A: 08524

CAUSAL CODE:

0789

SYMPTOMS:

704145

704245

ORIGIN:

00

TRANS REGION:

56

TRANS DATE:

VEH REPL:

CASE TYPE:

4A-FIRES - ELECTRICAL MEANS CODE: H-OTHER

ATTY NAME:

ATTY MEMO:

CLAIM AMT:

0

AWARD AMT:

0

MICRO: 4841404

COMMENTS:

1996/09/25

WGM FLEET FAX FOR CONSUMER AFFAIRS REVIEW WGM

- FAX INDICATES VEHICLE CAUGHT FIRE UNDER THE HOOD.
- NEED VEHICLE INSPECTED.
- VEHICLE IS AT THE DEALERSHIP.

1996/10/03

*****THIS IS THE CLOSING COMMENT

INSPECTION REPORT RECEIVED FROM KAY BAGLEY. FORWARDED TO DARRIN ZIMLICH, CVO

FIELD SUPPORT. NO FURTHER ACTION REQUIRED HERE.

1996/12/03

MICRO NUMBER ADDED.

EMR2-020 1000

BEGINNING OF CONTACT

89/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.52

2574JS

LEGAL CONTACT

VEN TYPE: TRUCK

LOS ANGELES

71

ZM/TR: F1

CONTACT NBR: 107958774

OPENED: 01/09/1997

VIN:

1FDJF3709TE

ENGINE: 0

CLOSED: 01/23/1997

LAST NAME:

STATUS: CLOSED

TITLE:

NI:

ADDRESS:

FIRST NAME:

CITY:

RIALTO

STATE:

CA

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

96

MODEL:

F-SERIES

MILEAGE:

4000

MSD:

DEALER NAME:

SUNRISE FORD

SALES CODE:

171152

P & A: 05539

CAUSAL CODE:

0709

SYMPTOMS:

784145

ORIGIN:

00

TRANS REGION:

71

TRANS DATE:

VEN 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: 4912334

COMMENTS:

1997/01/09

JEFF MAVIS: ORIGINAL REE

CUSTOMER SAYS:

BRETT HITE CALLING FOR CITY

- TRUCK BURNED TO THE GROUND ON 12/6/96

- FIRE AND POLICE WERE NOTIFIED

- FIRE DEPARTMENT PUT OUT THE FIRE

- FIRE STARTED NEAR THE ENGINE BLOCK, FIRE WAS STARTED BY FUEL

- NO INJURIES OCCURED

*

PER CUSTOMER, DEALER SAYS:

- NO COMMENT

*

CUSTOMER SEEKS:

- WHAT WILL FORD DO ABOUT THIS

*

CAC ADVISED:

- REP FROM CONSUMER AFFAIRS WILL CONTACT CUSTOMER, NO TIME FRAME PROVIDED

1997/01/23

-INSPECTION REPORT RECEIVED FROM RON JENKINS, EAA

-APPARENT POINT OF FIRE ORIGIN IS UNKNOWN

-NO EVIDENCE OF FACTORY WIRING AS IGNITION SOURCE

*

LPA FORWARDED LETTER TO CUSTOMER ADVISING THEM TO FOLLOW UP WITH INSURANCE

COMPANY, NO EVIDENCE OF FORD RESPONSIBILITY WAS FOUND

***THIS IS THE CLOSING COMMENT

ENCLOSE PER PREVIOUS COMMENTSMK

1997/01/28

***MICRO RECORDED**

OWNER RELATIONS VOP/BENCHMARKING 89/20/99 FAXLOLTO

1997-025 2800

BEGINNING OF CONTACT

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.08.52

=====

3499EE	LEGAL CONTACT	VEN TYPE: TRUCK
ORLANDO	26 2M/TR: C1	CONTACT NBR: 108082291
VIN: 1FTHX26FXT	ENGINE: F	OPENED: 02/10/1997
		CLOSED: 02/14/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	NAPLES	STATE:	FL	ZIP:
HOME PHONE:		BUS. PHONE:		
MODEL YEAR:	96	MODEL:	F-SERIES	
MILEAGE:	68493	MSD:		
DEALER NAME:	DESOTO FORD-MERCURY	SALES CODE:	124489	F & A: 04865
CAUSAL CODE:	0789	SYMPTOMS:	704145	
ORIGIN:	60	TRANS REGION:	24	TRANS DATE:
VEN REPL:				
CASE TYPE:	4A-FIRES - ELECTRICAL	MEANS CODE:	A-LGL INVEST-PROD LIABILITY	
ATTY NAME:		ATTY MEMO:		
CLAIM AMT:	0	AWARD AMT:	0	

MICRO: 4942370

COMMENTS:

1997/02/10

*** DEALER FAX RECEIVED 2/7/97 BY CONSUMER AFFAIRS MGR
 *** MAVIS: ORIGINAL MGR
 -DEALER CONTACT: CHARLIE CHRISTOPHERSON, (941)494-4848 EXT 241
 -CUSTOMER CONTACT: MIKE DORIA
 -2/3/97-CUSTOMER STARTED THE TRUCK, AND SMOKE CAME FROM UNDER THE HOOD, THEN
 VISIBLE FLAME CAME FROM THE BLOW PLUG RELAY AREA.
 -CUSTOMER CONTACTED INSURANCE, BUT THEY INFORMED HIM THAT MECHANICAL CONCERNS
 ARE NOT COVERED BY INSURANCE

CHARLIE CHRISTOPHERSON (SRVC MGR) SAYS:
 -CUSTOMER JUST CONTACTED INSURANCE TODAY
 -DOESN'T KNOW WHICH INSURANCE CO.

CUSTOMER SEEKS:
 -FORD TO PAY FOR REPAIR

ERICKA EDWARDS (LEGAL ANALYST) ADVISED:
 -ACKNOWLEDGED RECEIPT OF FAX WITH CHARLIE CHRISTOPHERSON
 -ATTEMPTED TO CONTACT CUSTOMER; NO ANSWER. WILL TRY AGAIN TOMORROW
 -WILL SEND EAA TO DEALER AS SOON AS I VERIFY THAT THE INSURANCE CO. IS NOT
 HANDLING THE CLAIM

1997/02/11

ATTEMPTED TO CONTACT CUSTOMER AGAIN; NO ANSWER. WILL GO AHEAD AND SEND EAA
 TO DETERMINE THE CAUSE OF THE FIRE.

ENR2-025 2001

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

3999EE	LEGAL CONTACT	VEH TYPE: TRUCK
ORLANDO	24 ZN/TR: C1	CONTACT NBR: 108082291
VIN:	1FTHX26PXE	ENGINE: F
		OPENED: 02/10/1997
		CLOSED: 02/14/1997

=====

1997/02/14

***THIS IS THE CLOSING COMMENT

-EAA DETERMINED THAT THE FIRE WAS CAUSED BY A FACTORY DEFECT.
-LPA CONTACTED CUSTOMER AND SPOKE TO HIS MOTHER C. OFFERED GOODWILL
REPAIR OF VEHICLE. C. ORALLY ACCEPTED THE OFFER.
-LPA FAXED CONFIRMATION OF THE OFFER AND THE RELEASE FORM TO CUSTOMER, WITH A
CC COPY TO DEALER (AS REQUESTED).
-AS SOON AS CUSTOMER PROVIDES THE COMPLETED RELEASE (BY FAX) AND A COPY OF THE
TITLE/REGIS, AND POLICE/FIRE REPORT (IF ANY), I WILL AUTHORIZE DEALER TO
PROCEED WITH THE REPAIR.

1997/02/25

-RECEIVED DOCUMENTS FROM CUSTOMER. DEALER HAS REPAIRED VEHICLE.

-LPA ISSUED P96 APPROVAL CODE 8H49KX (02273.20) TO DEALER

1997/03/04

ADD MICRO

EP82-025 2002

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

236508

LEGAL CONTACT

VEH TYPE: TRUCK

ORLANDO

24 ZW/TR: C2

CONTACT NBR: 108116712

OPENED: 02/19/1997

VIN:

1FTEX140X1K

ENGINE: M

CLOSED: 02/21/1997

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

NI:

ADDRESS:

CITY:

WINTER HAVEN

STATE:

FL

ZIP:

HOME PHONE:

BUS. PHONE:

EXT: CELLU

MODEL YEAR:

96

MODEL:

F-SERIES

MILEAGE:

15000

MSD:

DEALER NAME:

WINTER HAVEN FORD

SALES CODE: 124425

P & A: 04840

CAUSAL CODE:

0709

SYMPTOMS: 704145 704142

ORIGIN:

00

TRANS REGION: 24

TRANS DATE:

VEH REPL:

CASE TYPE:

4A-FIRES - ELECTRICAL

MEANS CODE:

A-LGL INVEST-PROD LIABILITY

ATTY NAME:

ATTY MEMO:

CLAIM AMT:

0

AMARD AMT:

MICRO: 4942441

COMMENTS:

1997/02/19

*** HAVIS: ORIGINAL ***

CUSTOMER SAYS:

- VEHICLE BURNED 9/14/96
- WAS DRIVING AND DASH/VENT AREA STARTED SMOKING, THEN FIRE UNDER DASH AND HOOD AREA, CALLED FIRE DEPT ON CELLULAR PHONE
- CUSTOMER NO LONGER OWNS VEHICLE, INSURANCE COMPANY NOW HAS VEHICLE, HE ASSURES
- INSURANCE COMPANY STATED THEY WOULD PAY 23,000 (DEFECT IN FUEL SYSTEM), 26,000 IS OWED TO FMCC
- WAS JUST TOLD THAT FMCC WILL REPOSESS VEHICLE
- FMCC IS TELLING CUSTOMER TO PAY THE DIFFERENCE
- MANATEE COUNTY FIRE DEPARTMENT HAS CALLED, NO REPORT NUMBER AVAILABLE, INSURANCE COMPANY (OLD DOMINION) HAS IT
- INSURANCE COMPANY WILL GET 23,000 BACK FROM FMC DUE TO DEFECT

PER

PER CUSTOMER, DEALER SAYS:

- NO COMMENT

C

CUSTOMER SEEKS:

- FMC TO PAY THE DIFFERENCE TO FMCC

C

CAC ADVISED:

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

1997/02/21

***THIS IS THE CLOSING COMMENT

ERICKA EDWARDS (LEGAL ANALYST):

-SENT DENIAL LETTER TO CUSTOMER, INSURANCE IS HANDLING, AND THEY CAN SUBROGATE

IF THEY WISH TO PURSUE THE MATTER.

-WE CANNOT HELP HIM CLEAR HIS LIEN WITH FMCC

EMCC-020 2003

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAXLG1TG

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
=====2565C8 LEGAL CONTACT VEH TYPE: TRUCK
ORLANDO 24 ZN/TR: C2 CONTACT NBR: 108116712 OPENED: 02/19/1997
VIN: 1PTX14NDCTK ENGINE: M CLOSED: 02/21/1997
=====1997/03/04
ADD MICRO

END-025 2004

OWNER RELATIONS YOP/BENCHMARKING 09/20/99 FAXLOLT8

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

1729DM

LEGAL CONTACT

VEN TYPE: TRUCK

SDR:

18

ZM/TR:

K2

CONTACT MNR: 108397517

OPENED: 05/05/1997

VIN:

2FTEF15Y5TC

ENGINE: Y

CLOSED: 05/13/1997

LAST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

FIRST NAME:

CITY:

STATE:

TI

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

MODEL:

F-SERIES

MILEAGE:

6954

MSD:

DEALER NAME:

L B FORD-MERCURY IN

SALES CODE:

147561

P & A: 08147

CAUSAL CODE:

8789

SYMPTOMS:

704145

ORIGIN:

00

TRANS REGION:

47

TRANS DATE:

VEN REFL:

CASE TYPE:

4-FIRES - FUEL FED

MEANS CODE:

A-LGL INVEST-PROD LIABILITY

ATTY NAME:

ATTY MEMO:

CLAIM AMT:

0

AWARD AMT:

0

MICRO: 5021583

COMMENTS:

1997/05/05

*****ORIGINAL*****DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW, RECEIVED BY
LEGAL ON 5/5/97*****

DEALER WRITES

-CUSTOMER HAD AN UNDER THE HOOD FIRE THAT PUT ITSELF OUT
-APPEARS TO HAVE A BURNT BIRD'S NEST IN THE AREA OF THE FIRE

M

LPA CONTACTED DEALERSHIP SVC MGR/NORMAN HARRINGTON

-VERIFIED VEHICLE WAS AT DEALERSHIP

-LPA WILL HAVE AN OUTSIDE INSPECTION DONE ON THE VEHICLE

LPA MADE OBC TO CITY CLERK/MARTY FULKERSON

-WILL HAVE AN OUTSIDE INSPECTION DONE ON THE VEHICLE AND GET BACK WITH CITY

M

LPA CONTACTED EAA/CHILLS

1997/05/13

LPA MADE OBC AND SPOKE WITH MAYOR/(SAME PHONE LINE AS CITY CLERK)

-THEY ARE WORKING THROUGH THEIR INS. CO.

-THEY STILL BELIEVE THIS IS A DEFECT

M

LPA ADVISED

-THE OUTSIDE INSPECTION INDICATED THERE WAS POSSIBLY A NEST OF SOME KIND,

FOREIGN MATERIAL WHICH CAUSED THE CONCERN

-THEY WILL CONTINUE TO WORK THROUGH INS. CO.

*****THIS IS THE CLOSING COMMENT

*****WILL CLOSE AS CUSTOMER HAS BEEN REFERRED TO INS. CO. AND THEY WOULD

SUBROGATE IF THEY CHOOSE*****

1997/05/20

*****RETURNED FROM MICRO*****

1997-05-20 2005

OWNER RELATIONS YOP/BENCHMARKING 09/20/99 FAXL8LTQ

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

5157MM

LEGAL CONTACT

KANSAS CITY

53 ZK/TR: D2

CONTACT NBR: 108954372

VEN TYPE: TRUCK

VIN: 2FTNF36HXC

ENGINE: N

OPENED: 09/24/1997

CLOSED: 11/02/1997

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

ADDRESS:

CITY:

CLAYTON

STATE:

MO

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

96

MODEL:

F-SERIES

MILEAGE:

16000

NSD:

DEALER NAME: CAVALIER FORD INC

SALES CODE: 153075

P & A: 08042

CAUSAL CODE: 0709

SYMPTOMS: 704145

ORIGIN:

00

TRANS REGION: 53

TRANS DATE:

VEH REPL:

CASE TYPE:

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

ATTY NAME:

ATTY MEMO:

CLAIM AMT:

0

AWARD AMT:

0

MICRO: 5200872

COMMENTS:

1997/09/24

MR CVO REQUEST FOR REVIEW RECEIVED IN CONSUMER AFFAIRS ON 9/22/97. CONTACT

PERSON IS PAT VISGER MR

CVO REP PAT VISGER SAYS:

-VEHICLE IS AT COUNTY GARAGE/ 1620 HOOBSON RD/OVERLAND, MO

-THERE WAS A FIRE IN THE HEATER CORE AREA

-REQUESTS THAT LPA CONTACT FLEET ADMINISTRATOR, BOB TSCHOPP, AND SET UP AN INSPECTION

LPA ATTEMPTED TO CALL MR. TSCHOPP, WHO WAS NOT IN. LEFT MESSAGE REQUESTING CALLBACK. REQUESTED INFO ON DATE OF INCIDENT, WHETHER OR NOT FIRE DEPT MADE A REPORT.

1997/09/25

CUSTOMER LEFT VOICE MAIL MESSAGE FOR LPA RETURNING CALL

M

LPA ATTEMPTED TO CALL CUSTOMER, WHO WAS NOT IN. WILL CALL BACK ON 9/26/97

ATTEMPTED TO UPDATE CUSTOMER'S PHONE (MORSII NOT ACCEPTING AREA CODE)

1997/09/26

LPA CALLED BOB TSCHOPP WHO SAYS:

-FIRE HAPPENED ON 8/31/97 AT THE DRIVER'S HOME, WHILE VEHICLE WAS PARKED IN THE DRIVEWAY

-A NEIGHBOR CALLED THE POLICE AND FIRE DEPT. SINCE THE DRIVER AND HIS FAMILY WERE AWAY FOR LABOR DAY WEEKEND

-HE HAS A COPY OF THE POLICE REPORT, BUT WILL HAVE TO GET A COPY OF THE FIRE REPORT (CITY OF MANCHESTER); HE WILL FAX THEM TO LPA

-THEIR SELF INSURANCE MANAGER HAD AN OUTSIDE INSPECTOR LOOK AT THE VEHICLE AND IT WAS HIS OPINION THAT THE FIRE STARTED IN THE AREA OF THE HEATER CORE BOX, ALTHOUGH THE FAN MOTOR FELL OUT OF THE VEHICLE WHILE BEING TOWED

-THEY ARE READY TO SELL THE VEHICLE FOR SCRAP, BUT ARE WORRIED ABOUT WHAT

0902-025 2000

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
 =====
 5157NM LEGAL CONTACT
 KANSAS CITY 55 ZN/TR: D2 CONTACT NBR: 108956372 VEH TYPE: TRUCK
 VIN: 2FTHF36HXT6 ENGINE: H OPENED: 09/24/1997
 ===== CLOSED: 11/02/1997
 =====

1997/09/26
 CAUSED THE FIRE; THEY HAVE MANY VEHICLES THAT ARE SIMILARLY EQUIPPED
 -MODIFICATIONS TO THE VEHICLE INCLUDE 2 WAY RADIOS, HYDRAULIC PLOWS (NOT
 BEING USED AT THIS TIME) AND A LIGHT BAR
 -ALL MODIFICATIONS WERE DONE BY FORD DEALERSHIPS; HE THINKS THIS ONE MAY HAVE
 BEEN WORKED ON BY BROADWAY FORD
 -THE TRUCK IS AT THE COUNTY GARAGE, [REDACTED] THE FLEET MANAGER AND
 HE WILL COOPERATE WITH OUR INSPECTOR [REDACTED]
 *

LPA LEFT MESSAGE WITH EAA INSPECTOR CHARLES FISCHER REQUESTING CONFIRMATION
 THAT HE CAN DO THE INVESTIGATION.

1997/09/29
 INFORMATION FAXED TO EAA INSPECTOR CHUCK FISCHER

1997/11/02
 ***THIS IS THE CLOSING COMMENT
 EAA FINAL REPORT AND PHOTOS INDICATE THE FIRE WAS PROBABLY CAUSED BY THE
 INSTALLATION OF THE LIGHT BAR ON THE VEHICLE.
 *

COPY OF FILE FORWARDED TO PAT VISGER, CVO ANALYST.

1997/12/19
 ADDED MICRO

1998/01/07
 LPA RECEIVED CALL FROM RUSS STEGALL, FLEET SALES MANAGER, WHO ADVISED:
 -ST. LOUIS COUNTY WAS NOT GIVEN A FINAL DISPOSITION OF THE CASE AND THEY
 ARE VERY UPSET
 -WOULD LIKE A COPY OF A LETTER OR REPORT THAT PAT VISGER READ TO THE CUSTOMER
 ALLEGING THE FIRE WAS DUE TO IMPROPER INSTALLATION OF THE LIGHT BAR
 *

LPA ADVISED:
 -CVO MAKES FINAL DISPOSITION OF FLEET CASES, WE DID NOT SEND A LETTER
 -WE SENT A COPY OF THE EAA REPORT TO CVO ON 11/2/97
 *

RUSS STEGALL REQUESTED THAT A COPY OF THE EAA REPORT BE GIVEN TO THE CUSTOMER
 TO PREVENT THEM FROM CANCELLING THEIR ACCOUNT WITH FORD
 *

LPA RECEIVED APPROVAL FROM RANDY MCCLURE, LITIGATION PREVENTION MANAGER,
 TO FAX A COPY OF THE EAA REPORT TO MR. STEGALL FOR FORWARDING TO THE
 CUSTOMER
 *

FAX SENT TO MR. STEGALL, WHO WILL CONTACT CUSTOMER.

1998/01/13
 *** ADDITIONAL MICRO ADDED **

EM02-025 2007

BEGINNING OF CONTACT

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32

7652NM LEGAL CONTACT
 SOUTHWEST 52 ZH/TR: C2 CONTACT NBR: 10726454 VEH TYPE: TRUCK
 VIN: 1FTHX25F1E ENGINE: F OPENED: 07/24/1996
 CLOSED: 07/25/1996

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: HTLES STATE: TX ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 96 MODEL: F-SERIES
 MILEAGE: 1105 MSB:
 DEALER NAME: JIM BASS FORD INC SALES CODE: 152587 P & A: 02444
 CAUSAL CODE: 0709 SYMPTOMS: 784243
 ORIGIN: 00 TRANS REGION: 52 TRANS DATE:
 VEH REPL:
 CASE TYPE: 2-WITHIN VEHICLE WARRANTY MEANS CODE: A-LGL INVEST-PROD LIABILITY
 ATTY NAME: ATTY MEMO:
 CLAIM AMT: 0 AMARD AMT:
 MICRO: 4712908

COMMENTS:

1996/07/24

DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW RECEIVED

CUSTOMER STATES:

-ATTEMPTED TO START THE VEHICLE AND SAW SMOKE. SAW FLAMES AND PUT THE FIRE OUT.

W

CUSTOMER SEEKS:

-REFUND FROM FMC FOR ALL EXPENSES. PER CONTACT 107096453, THE FIRE STARTED UNDERNEATH THE HOOD OF THE VEHICLE, THEREFORE SERVICE MANAGER ADVISED CUSTOMER TO CONTACT THEIR INSURANCE CARRIER FOR ASSISTANCE.

1996/07/25

THIS IS THE CLOSING COMMENT

LIST ADD

LA FORWARDED LETTER ADVISING CUSTOMER TO CONTACT THEIR INSURANCE CARRIER.

1996/08/12

ADDED MICRO

EP02-029 2006

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

```

=====
3999HC          LEGAL CONTACT          VEH TYPE: TRUCK
ATLANTA        21  ZN/TR: 23  CONTACT NBR: 106945377  OPENED: 05/21/1996
VIN:           1FDLF47F5TE  ENGINE: F  CLOSED: 05/23/1996
=====
LAST NAME:      [REDACTED]  FIRST NAME: [REDACTED]  STATUS: CLOSED
TITLE:          [REDACTED]  MI:
ADDRESS:        [REDACTED]
CITY:           HONEA PATH  STATE: SC  ZIP: [REDACTED]
HOME PHONE:     [REDACTED]  BUS. PHONE: [REDACTED]
MODEL YEAR:     96  MODEL: F-SERIES
RELEASE:        1  NSD:
DEALER NAME:    BEACON FORD  SALES CODE: 121784  P & A: 01488
CAUSAL CODE:    0709  SYMPTOMS: 704345
ORIGIN:         GO  TRANS REGION: 21  TRANS DATE:
VEN REPL:
CASE TYPE:      4-FIRES - FUEL FED  MEANS CODE: A-LGL INVEST-PROD LIABILITY
ATTY NAME:      DEALER INITIATED  ATTY MEMO: DANNY LAMB-SVC MOR
CLAIM AMT:      0  AWARD AMT: 0
MICRO: 4602894
    
```

COMMENTS:

1996/03/21

RECALL FROM SVC MOR INITIATED THE CONTACT

CUSTOMER SAYS:

- RADIATOR CAUGHT FIRE.
- HE SLEEPS IN THIS VEHICLE AND HE COULD HAVE BEEN INJURED OR KILLED.
- HE WAS NOT INJURED IN THE FIRE.

RE

PER SVC MOR. CUSTOMER:

- WOULD NOT ALLOW THE VEHICLE TO BE TOUCHED BY HIM OR HIS STAFF AND HE DEMANDED A FORD REP REVIEW THE VEHICLE.
- LEGAL ADVISED THE CUSTOMER AND SVC MOR:
- FORD WILL SEND EAA, PAUL GOSS, TO LOOK AT THE VEHICLE ASAP.

RE

LEGAL CONTACTED PAUL AND HE ADVISED THAT HE WILL INSPECT THE VEHICLE TOMORROW.

RE

LEGAL FAXED ALL FILES TO PAUL FOR REVIEW.

1996/05/23

##THIS IS THE CLOSING COMMENT

LEGAL CONTACTED CUSTOMER AND ADVISED:

- FORD COULD NOT LOCATE ANY MANUFACTURING DEFECTS AND THE EAA INSPECTOR COULD NOT DETERMINE THE SOURCE OF THE FIRE.
- FORD WILL OFFER TO REPAIR THE VEHICLE AS A GOODWILL GESTURE.
- FORD WILL NOT REPLACE THE VEHICLE, WHICH HE HAD ASKED THE DEALER TO DO.
- HE MAY CONTACT HIS INSURANCE COMPANY FOR REVIEW.

RE

CUSTOMER ADVISED:

- HE WILL SUE FORD AND WILL NOT PICK UP THE VEHICLE
- HE WANTS FORD'S POSITION IN WRITING AND LEGAL SENT IT THIS BUSINESS DAY.

1996/06/04

MICRO ADDED

OWNER RELATIONS VOP/BENCHMARKING 09/26/99 FAXLGLTG

EMK-025 2000

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

28971F

LEGAL CONTACT

VEH TYPE: TRUCK

SDR

10 2N/TR: DS

CONTACT NBR: 189334324

OPENED: 01/09/1998

VIN:

1FTJW36F2V

ENGINE: F

CLOSED: 01/13/1998

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:

NSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

TRANS DATE:

ATTY MEMO:

AWARD AMT:

STATUS: CLOSED

MI:

ZIP:

P & A: 00270

MEANS CODE: K-VEHICLE REPLACEMENT

XXXXXXX DEV

26,999

MICRO:

COMMENTS:

1998/01/09

PRE-LITIGATION REPLACEMENT DUE TO ENGINE FIRE.

1998/01/12

AUDIT.

1998/01/13

FN

***** THIS IS THE CLOSING COMMENT

CK 3212449 FOR 26,999.40 ISSUED TO KIMBALL FORD-MERCURY

1998-025 2010

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

3999EE

LEGAL CONTACT

ORLANDO

24

ZN/TR:

C2

CONTACT NBR: 107991843

VEH TYPE: TRUCK

VIN:

1FDLP47F8VE

ENGINE: F

OPENED: 01/17/1997

CLOSED: 02/05/1997

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEH REPI:

CASE TYPE:

ATTY NAME:

CLAIM ANT:

FIRST NAME:

STATE:

FL

BUS. PHONE:

MODEL:

MSD:

SALES CODE: 124408

SYMPTOMS: 704145

TRANS REGION: 24

MEANS CODE: A-101

ATTY MEMO:

AWARD ANT:

STATUS: CLOSED

MI:

ZIP:

P & A: 04809

TRANS DATE:

INVEST-PROD LIABILITY

0

0

MICRO: 4922093

COMMENTS:

1997/01/17

DEALER FAX RECEIVED 1/16/97 BY CONSUMER AFFAIRS

MAVIS: ORIGINAL

DEALER CONTACT: GARY CANTHELL OR WAYNE STEVENS

CUSTOMER CONTACT:

PER EMPLOYEES WERE JUMPING THE TRUCK WITH A 12V BATTERY, WALKED AWAY FOR 5-5 MINUTES, AND THEN NOTICED FLAMES UNDER THE HOOD

PUT FIRE OUT WITH A FIRE EXTINGUISHER

CUSTOMER IS ALLEGING AN ELECTRICAL PRODUCT DEFECT

NO PERSONAL INJURY; NO MEDICAL ATTENTION SOUGHT

COMPANY IS SELF INSURED

NO FIRE/POLICE REPORT WERE FILED

CUSTOMER IS REQUESTING FORD TO REPAIR THE VEHICLE AT NO CHARGE

WAYNE STEVENS (DEALER) SAYS:

VEHICLE IS NOT OWNED BY ; IT IS NOT TITLED TO ANYONE YET

VEHICLE WAS DELIVERED FROM FACTORY AS A CAB & CHASSIS; WAS CONTRACTED

TO INSTALL THE REFRIGERATED BODY. THE TRUCK IS TO BE SENT TO JACKSONVILLE, AND

THEN TO IT'S FINAL DESTINATION AT A DEALER IN PUERTO RICO

HAD JUST INSTALLED THE BODY, AND THEN THE FIRE OCCURRED PRIOR TO

SENDING IT TO JACKSONVILLE

DEALER HAS CONTACTED JON HALEY (CVO) ON THIS CASE

ERICKA EDWARDS (LEGAL ANALYST) ADVISED:

ACKNOWLEDGED RECEIPT OF DEALER FAX W/ WAYNE STEVENS

LEFT MESSAGE FOR JON HALEY (CVO)

LPA WILL SEND EAA TO DETERMINE CAUSE OF THE FIRE

THE RESULTS WILL BE FORWARDED TO CVO FOR HANDLING, SINCE THIS IS ACTUALLY A

FLEET VEHICLE

ENR2-028 2011

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAX1010

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32

3999EE LEGAL CONTACT VEN TYPE: TRUCK
ORLANDO 24 ZN/TR: C2 CONTACT NBR: 107991563 OPENED: 01/17/1997
VIN: 1FDLF47F8VE ENGINE: F CLOSED: 02/05/1997

1997/02/05
888THIS IS THE CLOSING COMMENT
RECEIVED EAA RESULTS AND PHOTOS. FORWARDED THEM TO DARREN ZIMLICH/JON HALEY
AT CVO FOR HANDLING.
1997/02/11
ADD MICRO

EM02-025 2012

OWNER RELATIONS VOP/BENCHMARKING 09/28/99 FAXL6LT6

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

6318JS

LEGAL CONTACT

NEW YORK

13 ZN/TR: 01

CONTACT NBR: 108221629

VEN TYPE: TRUCK

VIN:

3FCMF53G6VJ

ENGINE: 8

OPENED: 03/18/1997

CLOSED: 03/21/1997

LAST NAME:

TITLE:

ADDRESS:

CITY:

BOSTON

FIRST NAME:

STATUS: CLOSED

MI:

HOME PHONE:

STATE:

MA

ZIP:

MODEL YEAR:

97

BUS. PHONE:

MODEL:

F-SERIES

MILEAGE:

2945

MSB:

DEALER NAME:

JOHNSON FORD INC

SALES CODE: 113524

P & A: 20504

CAUSAL CODE:

0721 0732

SYMPTOMS: 704145

ORIGIN:

00

TRANS REGION: 13

TRANS DATE:

VEN REPL:

CASE TYPE:

2-WITHIN VEHICLE WARRANTY

MEANS CODE:

A-LGL INVEST-PROD LIABILITY

ATTY NAME:

ATTY MEMO:

CLAIM AMT:

0

AWARD AMT:

0

MICRO: 4990383

COMMENTS:

1997/03/18

* DEALER FAX FOR CONSUMER AFFAIRS REVIEW *

DEALER FAX STATES:

- THE ENGINE CAUGHT FIRE DUE TO RUPTURE TO EGR TUBING.

*

ATTEMPTED TO CONTACT SERVICE MANAGER, ROGER ARMSTRONG AND LEFT MESSAGE TO RETURN CALL.

ROGER CALLED BACK AND STATED:

- VEHICLE IS A MOTORHOME AND LOCATED AT CAMPERS BARN(SISTER STORE)

- HAD THREE-WAY WITH RICHARD FROM CAMPERS BARN.

- RICHARD STATED IT SEEMS AS THOUGH THE EGR TUBE BURNED THROUGH AND POSSIBLY CAUGHT THE TOP OF THE ENGINE ON FIRE WHICH SPREAD THROUGH THE FLOOR OF THE

MOTORHOME.

- REQUESTED INSPECTION.

- THIS MOTORHOME HAS HIGH VISIBILITY.

*

ADVISED WILL CONTACT WITH FURTHER INFORMATION.

1997/03/19

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

UPDATED CODES

INSPECTOR RECONTACTED AND ADVISED TO FAX INFORMATION.

INSPECTION SHOULD BE COMPLETED BY THE END OF THE WEEK.

EN02-025 2013

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.52
=====

4318J5	LEGAL CONTACT		VEN TYPE: TRUCK
KEN YORK	13 ZM/TR: 01	CONTACT NBR: 106221629	OPENED: 03/18/1997
VIN:	3FCMF5386VJ	ENGINE: 0	CLOSED: 03/21/1997

=====

1997/03/25

* ADDCO *

RECEIVED INSPECTION REPORT WHICH VERIFIES THE CONCERN,

*

CONTACTED SM, RICHARD. AT CAMPERS BARN WHO STATED:

- THE INSURANCE COMPANY HAS AUTHORIZED REPAIRS.

*

ADVISED:

- HE WILL HAVE THE VEHICLE INSPECTED ONCE THE REPAIRS ARE COMPLETED TO ENSURE THE FORD COMPONENTS AND SYSTEMS ARE WITHIN SPECS.

*

FOR MICRO ONLY.

1997/04/26

FOR MICRO ONLY.

EM2-025 2014

BEGINNING OF CONTACT

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.06.32

=====

1058DC	LEGAL CONTACT		VEH TYPE: TRUCK
SDR	10 ZM/TR: D3	CONTACT NBR: 108933375	OPENED: 09/18/1997
VIN: 1FTJN36F2VE	ENGINE: F		CLOSED: 10/10/1997

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				NI:
ADDRESS:				
CITY:	CEARTON	STATE:	BA	ZIP:
HOME PHONE:		BUS. PHONE:		
MODEL YEAR:	97	MODEL:	F-SERIES	
MILEAGE:	4900	MSD:		
DEALER NAME:	KIMBALL FORD-MERCUR	SALES CODE:	121575	P & A: 00270
CAUSAL CODE:	0709	SYMPTOMS:	704145	704142 499900
ORIGIN:	GO	TRANS REGION:	21	TRANS DATE:
VEH REPL:				
CASE TYPE:	4A-FIRES - ELECTRICAL	NEANS CODE:	N-OTHER	
ATTY NAME:		ATTY MEMO:		
CLAIM AMT:	0	AMARD AMT:		0

MICRO: 5150267

COMMENTS:

1997/09/18

MEM HAVIS: ORIGINAL RER

CUSTOMER SAYS:

- THE TRUCK WAS SITTING STILL
- THE BLOWER MOTOR CAUGHT ON FIRE. THE DASH AND THE ENGINE COMPARTMENT WERE ON FIRE.

*

PER CUSTOMER, DEALER SAYS:

- TRUCK IS AT THE DEALER

*

CUSTOMER SEEKS:

- FINANCIAL ASSISTANCE

*

CAC ADVISED:

- WARRANTY HAS EXPIRED
- FORWARDED THE INFORMATION TO THE DEALER FOR REVIEW AND FINANCIAL CONSIDERATION

- REQUESTED MR. RODER KIMBALL (CUST REL MGR/SVC. MGR.) TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS DAYS FOR ASSISTANCE

*

1997/09/22

LEGAL LEFT MESSAGE ON CUSTOMER'S HOME NUMBER VOICEMAIL. MESSAGE REQUESTED THE CUSTOMER TO CONTACT LEGAL.

1997/09/23

RODNEY/DLR EMPLOYEE CONTACTED LEGAL AND INDICATED IT WILL BE DIFFICULT TO CONTACT MR. TILLERY. RODNEY INQUIRED IF THERE IS ANYTHING HE COULD DO TO ASSIST LPA. RODNEY INDICATED THE VEHICLE IS LOCATED DLR.

*

LEGAL ADVISED RODNEY THAT AN INDEPENDENT INSPECTOR WILL BE CONTACTED

1997/09/24

LEGAL LEFT A MESSAGE WITH JIM/SVC WRITER REQUESTING RODNEY TO CONTACT LEGAL.

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAX18LTS

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
 =====
 1030DC LEGAL CONTACT VEH TYPE: TRUCK
 SBR 10 ZN/TR: B3 CONTACT NBR: 108933375 OPENED: 09/18/1997
 VIN: 1FTJN36F2VE ENGINE: F CLOSED: 10/10/1997
 =====

1997/09/30
 LEGAL REVIEWED CASE WITH RANDY MCCLURE/LITIGATION PREVENTION MANAGER. LEGAL
 WILL PROVIDE CUSTOMER WITH A REPLACEMENT OFFER. CUSTOMER WILL BE RESPONSIBLE
 FOR MILEAGE OF \$1220
 DUE TO THE CONDITION OF THE ODOMETER THE DEALERSHIP IS UNABLE TO PROVIDE LEGAL
 WITH THE ACTUAL MILEAGE. LEGAL BASED THE MILEAGE ON GEORGIA' LEMON LAW
 FORMULA. THE ACCRUED MILEAGE WAS DERIVED BY DIVIDING 36,000 MILES BYND
 THEN MULTIPLYING THE QUOTIENT BY 4 MONTHS.
 OF MONTHS WITHIN 1 YEAR AND THE 4 REPRESENTS THE NUMBER OF MU
 CORRECTION.
 THE ACCRUED MILEAGE WAS CALCULATED BY DIVIDING 36,000 MILES BY 12 MONTHS. THE
 QUOTIENT WAS THEN MULTIPLIED BY 4 MONTHS
 1997/10/10
 \$\$\$THIS IS THE CLOSING COMMENT
 CUSTOMER HAS ACCEPTED THE REPLACEMENT OFFER AND LEGAL HAS TRANSMITTED THE
 TRANSACTION THROUGH RAV FAST
 1997/11/10
 ADD MICRO

EM02-025 2016

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAXLOLTG

BEGINNING OF CONTACT

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32

3412RC LEGAL CONTACT VEH TYPE: TRUCK
SOUTHWEST 57 ZN/TR: C1 CONTACT NBR: 108984306 OPENED: 10/01/1997
VIN: 2FTEX17L6VCA ENGINE: L CLOSED: 10/14/1997

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:		NI:	N
ADDRESS:					
CITY:	EUGENE	STATE:	OR	ZIP:	
HOME PHONE:		BUS. PHONE:			
MODEL YEAR:	97	MODEL:	F-SERIES 1D		
MILEAGE:	40000	HSD:			
DEALER NAME:	GRIFFITH FORD INC	SALES CODE:	152750	P & A:	04433
CAUSAL CODE:	0206 0709	SYMPTOMS:	704000 704245		
ORIGIN:	GO	TRANS REGION:	52	TRANS DATE:	
VEN REPL:					
CASE TYPE:	6-PERSONAL PROPERTY DAMAGE MEANS CODE: A-LGL INVEST-PROD LIABILITY				
ATTY NAME:		ATTY MEMO:			
CLAIM AMT:	0	AWARD AMT:	0		

NICRO: 5152012

COMMENTS:

1997/10/01

MR. HAVIS, ORIGINAL RGM

CUSTOMER SAYS:

- WIFE CALLING [REDACTED]
- VEHICLE CAUGHT ON FIRE WHILE DRIVING - SMOKE & FIRE UNDERHOOD
- FRONT END IS DESTROYED BY FIRE
- POLICE, FIRE DEPARTMENT, AND INSURANCE COMPANY (MARK KAISER - AGENT) HAS BEEN NOTIFIED
- NO INJURIES
- THERE WAS ABOUT \$2,500 IN PERSONAL PROPERTY DAMAGE
- VEHICLE HAS BEEN IMPOUNDED
- SHE OWES THE TOWING COMPANY \$175 AND THEY WILL NOT RELEASE HER VEHICLE, TRAILER, OR MERCHANDISE

■

PER CUSTOMER, DEALER SAYS:

- UNABLE TO RENT HER A TRUCK BECAUSE OF THE LIABILITY

■

CUSTOMER SEEKS:

- NEEDS TO RENT A TRUCK BECAUSE SHE IS CARRYING A LOAD AND HER DESTINATION IS THORNBALL OR MACO, TX (SHE HAS TO GO THERE TO PICK UP HER OTHER FORD TRUCK) - 350-400 MILES AWAY

■

CAC ADVISED:

- NO ESP
- NO TRANSPORTATION ASSISTANCE PROVIDED
- REPRESENTATIVE FROM CONSUMER AFFAIRS WILL BE CONTACTING HER REGARDING THIS MATTER

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
 =====
 34128C LEGAL CONTACT VEH TYPE: TRUCK
 SOUTHWEST 57 ZN/TR: C1 CONTACT NBR: 108984306 OPENED: 10/01/1997
 VIN: ZFTEC17L6VC ENGINE: L CLOSED: 10/14/1997
 =====

1997/10/14

*****THIS IS THE CLOSING COMMENT

ATTEMPTED TO CONTACT CUSTOMER ON 10/2 AT HOME NUMBER PROVIDED, BUT WAS ADVISED THAT SHE WAS OUT ON THE ROAD AND PERSON I SPOKE WITH DID NOT KNOW EXACTLY WHERE SHE COULD BE CONTACTED AT THAT TIME. GAVE ME NUMBER FOR HIS UNCLE, WHO HE THOUGHT MAY HAVE NUMBER WHERE SHE COULD BE REACHED. NO ANSWER AT THAT NUMBER. ON 10/3, LEFT MESSAGE FOR CUSTOMER AT BUSINESS NUMBER; CUSTOMER RECONTACTED AND LEFT MESSAGE ON MY VOICEMAIL ON 10/7. ON 10/8, CONTACTED BUSINESS NUMBER AGAIN, AND SPOKE WITH [REDACTED] WHO DID NOT HAVE ANY INFORMATION, BUT SAID HE WOULD PASS MESSAGE ON TO [REDACTED].
 ---AS CUSTOMER HAS NOT RECONTACTED AT THIS TIME, SENDING LETTER REFERRING HER TO INSURANCE CARRIER.

1997/10/17

[REDACTED] CALLED TODAY AND SAID THAT HER ATTORNEY HAS BEEN TRYING TO CALL HE. ASKED [REDACTED] WHY HE DID NOT LEAVE A MESSAGE, AS I HAVE VOICEMAIL. [REDACTED] DID NOT KNOW, BUT SAID SHE WOULD HAVE HIM CALL ME ON 10/20. [REDACTED] SAID THAT HER "WHOLE BUSINESS" BURNED IN HER TRUCK, AND SHE DID NOT HAVE INSURANCE FOR HER BUSINESS. IN ADDITION, LEGAL PAPERS WERE BURNED ALONG WITH VIDEO AND AUDIO TAPES, AND PHOTOGRAPHS OF FAMILY MEMBERS. INSURANCE COMPANY HAS ALREADY LOOKED AT VEHICLE.
 ---ADVISED CUSTOMER THAT FORD WOULD ALLOW INSURANCE COMPANY TO HANDLE SITUATION AND SUBROGATE IF THEY FEEL THERE WAS MANUFACTURER LIABILITY. [REDACTED] SAYS SHE EXPECTS FORD TO PAY FOR HER OTHER LOSSES, AND HER ATTORNEY WILL BE CONTACTING ME.

REK MAVIS: ORIGINAL NOK

CUSTOMER SAYS:

- LEGAL DEPARTMENT HAS ALREADY INFORMED THE CUSTOMER THAT THEY WILL BE UNABLE TO ASSIST
- TRUCK CAUGHT ON FIRE
- BUT UNABLE TO STAY ANY LONGER IN OREGON
- AFTER PICKING UP THE TRUCK IT CAUGHT FIRE ON THE ROAD
- CUSTOMER SAYS SHE PUT A SIGN ON THE BACK OF THE HER HUSBANDS TRUCKS
- "1997 NINE MONTH OLD TRUCK BURNED UP WITH ENGINE TROUBLE" AND "FORD REFUSES TO COMPENSATE FOR THESE LOSS"

*

PER CUSTOMER, DEALER SAYS:

- UNABLE TO DETERMINE THE CAUSE
- RECOMMENDED A NEW MOTOR BUT CUSTOMER COULDN'T STAY TO REPLACE IT

*

CUSTOMER SEEKS:

- REIMBURSE FOR BUSINESS PROPERTY LOST IN THE FIRE
- LET BOSS ROBERTS KNOW SHE IS NOT A HAPPY CAMPER

*

CAC ADVISED:

- FORD WILL NOT PROVIDE FURTHER ASSIST TOWARD THE UNINSURED BUSINESS LOSS
- THIS REPRESENTS FORDS FINAL POSITION
- FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAXLOLTG

ENG2-020 2010

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

3412RC	57	LEGAL CONTACT	VEH TYPE: TRUCK
SOUTHWEST	2M/1R: C1	CONTACT NBR: 108984306	OPENED: 10/01/1997
VIN:	2FTEX17L6VC	ENGINE: L	CLOSED: 10/14/1997

=====

1997/11/12
ADDED MICRO NUMBER.

ERR2-029 2019

OWNER RELATIONS YOP/BENCHMARKING 09/20/99 FAX1GLTQ

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

205800

LEGAL CONTACT

VEH TYPE: TRUCK

WASHINGTON

27 ZM/TR: F1

CONTACT NBR: 107106809

OPENED: 06/21/1996

VIN:

1FTDF1729VM

ENGINE: 2

CLOSED: 06/26/1996

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:

F-SERIES LD

P & A: 00038

704145 704300

TRANS DATE:

MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY MEMO:

AMAR ANT:

MICRO:

COMMENTS:

1996/06/21

MRK HAVIS: LESSEE XXX

CUSTOMER SAYS:

-VEHICLE WAS INVOLVED IN FIRE

-NO PERSONAL INJURIES

-SMOKE WAS COMING OUT OF DASHBOARD AND FLAMES WERE COMING OUT OF HOOD

-VEHICLE IS COMPLETELY BURNT DOWN TO THE TIRES

-NO REPORT HAS BEEN MADE ON VEHICLE

-CAN CONTACT TROOPER H.V. FRAILEY 8(548) 829-5415 FOR MORE INFO

-INVESTIGATORS SAID FIRE STARTED IN LEFT FRONT AREA UNDER HOOD

-VEHICLE IS CURRENTLY AT AN INDEPENDENT TOWING FACILITY

-HAS NOT CONTACTED INSURANCE COMPANY YET

-IN THE PAST 3 WEEKS, THE ALTERNATOR AND STEERING SHAFT WERE REPLACED

PER

PER CUSTOMER, DEALER SAYS:

-NO CONTACT

PER

CUSTOMER SEEKS:

-INFORMATION REGARDING RENTAL VEHICLE

-STATUS OF PAYMENTS WITH LEASING COMPANY

PER

CAC ADVISED:

-CUSTOMER MISUNDERSTOOD AND HUNG UP PHONE BEFORE I COULD ADVISE ANY FURTHER

-CUSTOMER IS CONTACTING INSURANCE COMPANY

-REGIONAL ANALYST WILL RESPOND TO CUSTOMER

1996/06/24

LIT. PREVENT. CALLED CUSTOMER ON 6-24 AT NOON, LEFT A MESSAGE ON ANSWERING

MACHINE.

1996/06/25

RECONTACTED CUSTOMER, LEFT MESSAGE ON ANSWERING MACHINE.

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAXLOLTG

EMR2-025 2820

09/28/99 MASTER OWNER RELATIONS SYSTEM II 10.08.32

285800 LEGAL CONTACT VEH TYPE: TRUCK
WASHINGTON 27 ZN/TR: F1 CONTACT NBR: 107106809 OPENED: 06/21/1996
VIN: 1FTDF1725VN ENGINE: 2 CLOSED: 06/26/1996

1996/06/26

000THIS IS THE CLOSING COMMENT
CONTACTED THE CUSTOMER/CUSTOMER HAS CONTACTED THE INSURANCE COMPANY. THE INSURANCE COMPANY IS HAVING AN INVESTIGATOR INSPECT THE VEHICLE TOMORROW.
CONTACT CLOSING APPROVED
IN ADDITION, CUSTOMER WAS REFERRED TO INSURANCE CARRIER; IF THEY FEEL THERE IS A MANUFACTURER LIABILITY, THE INSURANCE COMPANY WOULD FILE A SUBROGATION CLAIM AGAINST FORD.

EM02-025 2021

BEGINNING OF CONTACT

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.08.32
 =====
 3025RT LEGAL CONTACT VEN TYPE: 11111
 CHICAGO 41 ZN/TR: 82 CONTACT NBR: 109329727 OPENED: 01/08/1998
 VIN: 1FDMF26H2VE ENGINE: H CLOSED: 01/23/1998
 =====
 LAST NAME: STATUS: CLOSED
 TITLE: MI:
 ADDRESS: FIRST NAME: MI:
 CITY: ELK GROVE VILLAGE STATE: IL ZIP:
 HOME PHONE: BUS. PHONE:
 MODEL YEAR: 97 MODEL: F-250/350/5D
 MILEAGE: 1500 MSB:
 DEALER NAME: ELMHURST MOTORS INC SALES CODE: 141061 P & A: 01648
 CAUSAL CODE: 0719 SYMPTOMS: 704145
 ORIGIN: 00 TRANS REGION: 41 TRANS DATE:
 VEH REPL:
 CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LCL INVEST-PROD LIABILITY
 ATTY NAME: ATTY NBR:
 CLAIM AMT: 0 AWARD AMT: 0
 MICRO:

COMMENTS:

1998/01/08
 FLEET REQUEST FAXED
 FAX STATES:
 - THAT WHILE PARKED VEHICLE CAUGHT ON FIRE IN THE ENGINE COMPARTMENT.
 LPA CONTACTED MIKE AT VILLAGE OF ELK GROVE TO VERIFY THAT THE VEHICLE WAS
 THERE.
 LPA ADVISED THAT AN EAA INSPECTOR WILL COME OUT TO INSPECT THE VEHICLE.
 1998/01/09
 UPDATE
 PETE, EAA WILL GO OUT TO INSPECT VEHICLE.
 1998/01/23
 ***THIS IS THE CLOSING COMMENT
 RECEIVED INVESTIGATION REPORT AND PICTURES BACK FROM EAA. INFORMATION
 FORWARDED TO BARRION ZIMLICH, CYO, FOR DETERMINATION.
 1998/01/27
 RESULTS OF FIRE INDICATE--ELECTRICAL SHORT, IN CONVERSION WIRING.
 CUSTOMER HAS BEEN DIRECTED TO HIS/HER INSURANCE CO.

2002-02-28 2022

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

1542NP

LEGAL CONTACT

ATLANTA

21

2M/TR

CONTACT NBR: 109189299

VEH TYPE: TTTT?

VIN:

1FDMF78J3HV

ENGINE: J

OPENED: 11/21/1997

CLOSED: 12/04/1997

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:

MEANS CODE:

ATTY MEMO:

AWARD AMT:

STATUS: CLOSED

NI:

GA

ZIP:

P & A:

68021

121008

784145

21

A-10L

INVEST-PROD

LIABILITY

0

0

MICRO:

COMMENTS:

1997/11/21

REKCVJ FAX DATED 11-20-97/REK

FAX INDICATES ENGINE COMPARTMENT FIRE, BELIEVED TO BE RELATED TO A LEAKING FUEL LINE. RYDER CONTENDS THEY HAVE EXPERIENCED SIMILAR FIRES.

N

LEGAL CONTACTED NORMAN/SVC MGR AND ADVISED THAT AN INDEPENDENT SVC MGR WILL BE CONTACTED FOR AN INSPECTION.

***SALES CODE HAS BEEN CHANGED FROM 121756 TO 121905

***REGION CODE HAS BEEN CHANGED FROM 21 TO 92

UPDATE DLR CODE

LEGAL FORWARD INSPECTION REQUEST TO JOHN HAMRANICK/EAA,

1997/11/24

***SALES CODE HAS BEEN CHANGED FROM 121905 TO 121008

***REGION CODE HAS BEEN CHANGED FROM 92 TO 21

REAR TRUCK DLR- TRI-POINT FORD TRUCK SALES-121905

1997/12/05

LEGAL CONTACTED SVC MGR/NORMAN. NORMAN INDICATES AN INSPECTOR INSPECTED THE VEHICLE ON LAST TUESDAY. HE IS UNSURE OF THE INSPECTOR'S NAME. ACCORDING TO LEGAL'S FILE JOHN HAMRANICK/EAA WAS UNABLE TO PERFORM THE INSPECTION. LEGAL FAXED INSPECTION REQUEST TO DICK PERKINS/EAA. LEGAL LEFT MESSAGE DICK'S VOICEMAIL REQUESTING HIM TO CONTACT LEGAL.

1997/12/04

***THIS IS THE CLOSING COMMENT

INSPECTION REPORT RECEIVED LEGAL FORWARD REPORT TO DARRIN ZINLICH FOR HANDLING

0902-020 2023

BEGINNING OF CONTACT

89/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

7020RM

LEGAL CONTACT

VEH TYPE: TTTT?

NEW YORK

13 ZN/TR: EL

CONTACT NBR: 109256266

OPENED: 12/12/1997

VIN:

1FDMF70J2HV

ENGINE: J

CLOSED: 12/23/1997

LAST NAME:

[REDACTED]

FIRST NAME:

[REDACTED]

STATUS: CLOSED

TITLE:

[REDACTED]

MI:

ADDRESS:

[REDACTED]

STATE:

GA

ZIP:

[REDACTED]

CITY:

ATLANTA

STATE:

GA

ZIP:

[REDACTED]

HOME PHONE:

[REDACTED]

BUS. PHONE:

[REDACTED]

MODEL YEAR:

98

MODEL:

F SERIES

MILEAGE:

18000

MSD:

DEALER NAME:

UNIVERSAL FORD INC

SALES CODE:

113035

P & A: 03711

CAUSAL CODE:

0721

SYMPTOMS:

704169

ORIGIN:

80

TRANS REGION:

13

TRANS DATE:

VEH REPL:

CASE TYPE:

2-WITHIN VEHICLE WARRANTY MEANS CODE:

A-LOI INVEST-PROD LIABILITY

ATTY NAME:

ATTY MEMO:

CLAIM ANT:

0

AWARD ANT:

0

MICRO:

COMMENTS:

1997/12/12

CVD REQUEST FOR INSPECTION

1997/12/15

CVD SAYS HAD UNDER HOOD ELECTRICAL FIRE- REQUEST INSPECTION FOR CAUSE

REQUESTED INSPECTION- FRANK ALTEX

1997/12/23

***THIS IS THE CLOSING COMMENT

RECEIVED REPORT- FORWARDED TO DARRIN ZIMLICH

NO FURTHER ACTION

EP02-025 2024

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM YI

19.08.32

7020RM

LEGAL CONTACT

NEW YORK

13

ZN/TR: C1

CONTACT NBR: 109193533

VEH TYPE: YYYYY

VIN:

1PDMF78J7HV

ENGINE: J

OPENED: 11/24/1997

CLOSED: 01/08/1998

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEH REPL:

CASE TYPE:

ATTY NAME:

CLAIM AMT:

ATLANTA

98

15943

CAUSEWAY FORD & MER SALES CODE: 113581

0721

60

FIRST NAME:

SUITE 500

STATE:

BUS. PHONE:

MODEL:

MSD:

SALES CODE: 113581

SYMPTOMS: 704145

TRANS REGION: 13

STATUS: CLOSED

MI:

ZIP:

EXT:

F SERIES

P & A: 20672

TRANS DATE:

2-WITHIN VEHICLE WARRANTY MEANS CODE: A-LCL INVEST-PROD LIABILITY

ATTY MEMO:

AWARD AMT:

0

MICRO: 5202135

COMMENTS:

1997/11/24

CVO REQUEST FOR INSPECTION

1998/01/08

***THIS IS THE CLOSING COMMENT

*

EAA INSPECTION FORWARDED TO CVO.

*

LPA CONFIRMED THAT THIS CLAIM HAS BEEN SUBMITTED AND PAID UNDER THE WARRANTY.

*

NO FURTHER ACTION NECESSARY.

1998/02/06

ADDED MICRO

ENR2-925 2023

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.08.32

7020RN
SAN FRAN 72 ZM/TR: A1 CONTACT NBR: 109480329 VEH TYPE: 11111
VIN: 1FTZF1725000 ENGINE: 2 OPENED: 02/18/1998
CLOSED: 02/24/1998
STATUS: CLOSED
LAST NAME: FIRST NAME: MI:
TITLE: FIRST NAME: MI:
ADDRESS: CITY: PLEASANTON STATE: CA ZIP:
HOME PHONE: BUS. PHONE: F-150/250 LD
MODEL YEAR: 98 MSD:
MILEAGE: 971 SALES CODE: 172433 P & A: 07900
DEALER NAME: SHAMROCK FORD INC SYMPTOMS: 704145
CAUSAL CODE: 0721 TRANS REGION: 72 TRANS DATE:
ORIGIN: GO
VEN REPL: 2-WITHIN VEHICLE WARRANTY MEANS CODE: A-L01 INVEST-PROD LIABILITY
CASE TYPE: ATTY MEMO:
ATTY NAME: AWARD AMT: 6
CLAIM AMT: 0 MICRO: 525143

COMMENTS:

1998/02/18

DLR FAX

CUSTOMER SAYS:

- TRUCKER PARKED TRUCK IN GARAGE- IGNITED IN ENGINE COMPARTMENT
- THEY ARE SELF INSURED

CUSTOMER SEEKING:

- REPAIR OF TRUCK AND GARAGE AT FMC EXPENSE

1998/02/19

LPA HAS LEFT A MESSAGE ON SERVICE MANAGER MIKE WELDON'S VOICE MAIL ASKING THAT HE CONTACT ME BACK AT 313 446-8938 BETWEEN 9:50-6 EST.

LPA HAS LEFT A MESSAGE ON [REDACTED] CONTACT PERSON FOR [REDACTED] ASKING THAT HE CONTACT ME BACK AT 313 446-8938 BETWEEN 9:50-6 EST.

1998/02/24

999THIS IS THE CLOSING COMMENT

LPA SPOKE WITH [REDACTED] WHO VERIFIED NO INJURIES RESULTING FROM FIRE. PER [REDACTED] HE IS NOT SURE WHAT THE DAMAGE ASSESSMENT IS FOR DAMAGE TO GARAGE. PER [REDACTED] VEHICLE IS PART OF A FLEET OF 100+ VEHICLES. LPA ADVISED CUSTOMER TO SPEAK WITH HIS FLEET CONTACT PERSON--LPA EXPLAINED THAT FLEET PERSON NEEDS TO DECIDE WHETHER OR NOT THEY WANT THE VEHICLE INSPECTED AND ALSO WOULD BE THE PERSON WHO ULTIMATELY DECIDES HOW TO HANDLE SITUATION. LPA ALSO SPOKE WITH [REDACTED] WHO IS THE PURCHASING MANAGER AT [REDACTED] WHO ADVISED THAT HE WILL CONTACT THE FLEET CONTACT PERSON AT FORD REGARDING CONCERN.

1998/03/04

RECEIVED INSPECTION REPORT- FORWARDED TO DARRIN ZIMLICH

1998/03/09

ADDED MICRO

ATTN: OWNER RELATIONS MANAGER

SALES AND SERVICE CONTACTS COUNTRY: USA
 OPENED BETWEEN 09/02/1997 AND 09/19/1999
 MODEL YEARS : 1993 1994 1995 1996 1997
 1998
 MODEL : ALL
 REASON CODES: ALL
 SYMPTOMS : 704145 704245 704345
 WHERE A29VZLINE EQ 'TF1' OR 'TY1' OR 'TF5' OR 'TF7'

OWNER RELATIONS

CONTACT COUNTS BY TYPE

LEGAL	TOTAL
12	12

SORT SEQUENCE: (DEFAULT AND FINAL IS CASE NUMBER)

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

END-528 2027

OWNER RELATIONS 09/20/1999 MMFAXPRO

ENR2-875 2020

ATTN: OWNER RELATIONS MANAGER

SALES AND SERVICE CONTACTS COUNTRY: USA
OPENED BETWEEN 09/02/1997 AND 09/19/1999
MODEL YEARS : 1993 1994 1995 1996 1997
 1998
MODEL : ALL
REASON CODES: ALL
SYMPTOMS : 704145 704245 704345
WHERE A29VENLINE EQ 'TF1' OR 'TY1' OR 'TP3' OR 'TF7'

OWNER RELATIONS

BEGINNING OF CONTACT

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.29.11

9656AA LEGAL ISSUE CASE NBR: 0425410479
 REGION: ID SDR ZONE: P2 OPENED: 02/16/1999
 VIN: 2FTHF26H9SC ENGINE: H CLOSED: 02/16/1999

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: THORP STATE: MI ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 1993 MODEL: F250 4X4 STYLESIDE PICKUP
 MILEAGE: 45000
 DEALER NAME: COURTESY AUTO & TRU SALES CODE: F58606 P & A: 06204
 REASON CODES: 0789 SYMPTOMS: 704145
 ORIGIN: CAC - GENERAL CAC
 ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/02/16
 11.45.44

EMV-021 2000

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.29.11
 9636AA LEGAL ISSUE CASE NBR: 0425410479
 REGION: 10 SDR ZONE: P2 OPENED: 02/16/1999
 VIN: 2FTHF26H95C ENGINE: H CLOSED: 02/16/1999
 1999/02/16
 11.45.44

CUSTOMER SAYS: CUSTOMER SAYS THAT HE HAD A FIRE IN THE VEHICLE AND HE WOULD LIKE TO REPORT IT TO FORD. CUSTOMER THINKS THAT IT WAS THE TRANSMISSION THAT CAUSED THE FIRE. CUSTOMER SAYS THAT HE WAS DRIVING AND SUDDENLY THE VEHICLE COUGHED ON FIRE PER CUSTOMER. DEALER SAYS: YOU SHOULD CALL FORD. CAC ADVISED: - CONSUMER AFFAIR WILL BE FORWARDING THIS INFORMATION TO THE EXTENDED SERVICE PLAN DEPARTMENT FOR HANDLING. - NO TIME FRAME IS AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO. INFERENCE CASE ID: 4506

1999/02/19
 11.41.31 LPA OBC DEALER - SVC MGR ADVISED CUSTOMER HAS NOT BROUGHT THE VEHICLE IN FOR INSPECTION AT THIS TIME. LPA OBC CUSTOMER - CUSTOMER ADVISED THE FIRE OCCURRED ON 2/15/99. VEHICLE IS CURRENTLY IN HIS DRIVEWAY. THE INCIDENT OCCURRED WHILE HE WAS DRIVING INTO HIS DRIVEWAY HE HEARD A POPPING NOISE, GOT OUT OF THE VEHICLE AND SAW FLAMES AND LIQUID LEAKING FROM UNDERNEATH THE VEHICLE. THE ENGINE, BATTERY AND RADIATOR ARE BURNED AND MELTED. THERE WERE NO PERSONAL INJURIES. THE FIRE DEPARTMENT WAS CONTACTED, BUT DOES NOT KNOW IF A REPORT WAS FILED. INSURANCE COMPANY HAS BEEN CONTACTED, BUT HE DOES NOT HAVE COVERAGE ON THE VEHICLE. FALKENBERG, ISAACSON, CARROT - ATTORNEY FIRM HAS BEEN CONTACTED, BUT HE HAS NOT RETAINED AN ATTORNEY AT THIS TIME. LPA ADVISED THAT FILE WILL BE FORWARDED TO ESP FOR FURTHER REVIEW.

1999/02/23
 08.29.04 ADDED MICRO NUMBER 0573 0549

1999/03/15
 15.35.01 BARY KING/ATTORNEY RETAINED BY CUSTOMER. WRITES LETTER DATED 3/3/99 TO ADVISE THAT HE IS SEEKING FURTHER RESPONSE TO CONTEST THE DETERMINATION OF THE INSPECTION CONDUCTED BY ESP. LPA OBC S. HERNANDEZ/ESP ON 2/12/99 - S. HERNANDEZ ADVISED THAT CUSTOMER WAS CONTACTED AND ADVISED THAT THE INSPECTOR

EM02-023 2031

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.29.11
 =====
 9656AA LEGAL ISSUE CASE NBR: 0425410479
 REGION: 10 SDR ZONE: P2 OPENED: 02/16/1999
 VIN: 2PTNF26H9SC ENGINE: M CLOSED: 03/15/1999
 =====

1999/03/15

15.35.01 WAS NOT ABLE TO VERIFY A MANUFACTURER DEFECT WHICH MAY HAVE
 CAUSED THE FIRE. CUSTOMER WAS ADVISED THAT NO FURTHER ACTION
 WOULD BE TAKEN BY FMC.
 S. HERNANDEZ FAXED INVESTIGATION REPORT TO LPA ON 3/12/99.
 PER L. BLACK, LPA FAXED LETTER TO ATTORNEY TO ADVISE THAT
 THE PREVIOUS DETERMINATION IS APPROPRIATE AND FMC WILL NOT
 MAKE ANY ADJUSTMENTS OR REVISIONS TO THE EARLIER DECISION
 MADE BY ESP HEADQUARTERS.

1999/03/19

15.53.16 ADDED MICRO NUMBER 0576 0270

1999/03/16

09.21.16 CSM A. BERGER
 -DEALERSHIP CALLING. SAYS HAVE NOT HEARD FINAL DECISION FROM
 FMC.
 -LOOKING FOR AWA TO ASSIST IN TRADE CUSTOMER INTO ANOTHER
 VEHICLE.
 -CSM DECLINED POSSIBLE OAC, PER PRIOR COMMENTS, NO FURTHER
 ACTION BY FMC.

EM02-025 2032

OWNER RELATIONS

09/20/1999 MMFAXPR0

BEGINNING OF CONTACT

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.29.11

9626LF

LEGAL ISSUE

CASE NBR: 8470541869

REGION: 10 SDR

ZONE: P2

OPENER: 07/05/1999

VIN: 1FTHX26F3VE

ENGINE: F

CLOSED: 07/05/1999

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR: 1997

MILEAGE: 33738

DEALER NAME: SUMMIT FORD-MERCURY

REASON CODES: 0789

ORIGIN: CAC - GENERAL CAC

ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

FIRST NAME:

STATE:

MODEL:

SALES CODE: F74461

SYMPTOMS: 704145

STATUS: CLOSED

MI:

ZIP:

F250 AX4 SUPERCAB PICKUP

P & A: 00667

COMMENTS:

1999/07/05

13.00.32

DMR2-028 2033

OWNER RELATIONS

09/20/1999 MNFAXPRQ

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.29.11
 =====
 9626LF LEGAL ISSUE CASE NR: 0470541869
 REGION: 10 SDR ZONE: P2 OPENED: 07/05/1999
 VIN: 1FTKX26F3VE ENGINE: F CLOSED: 07/05/1999
 =====

1999/07/05

13.00.32 CUSTOMER SAYS: - ON SATURDAY JULY 3, 1999, THE VEH WAS SIT
 TING OUT IN THE OPEN FOR 24 HRS. - I HEARD FIRE CRACKERS.
 - WHEN I WENT TO LOOK AT THE VEH, IT WAS ON FIRE. - THE NAL
 LOMA FIRE DEPT. CAME AND EXTINGUISHED THE FIRE. - MY INSURA
 NCE COMPANY WILL BE NOTIFIED TOMORROW JULY 4, 1999. - I WILL
 BE CONTACTING MY AGENT COLEMAN-CHRISMAN AND WILL BE SPEAKIN
 G TO AMI LEDGETT AT (341) 426-4964. - MY OLD INSURANCE COMP
 ANY IS COMMERCIAL UNION BUT I WILL BE TRANSFERRING TO TRAVEL
 LERS INSURANCE GROUP. - THE FIRE ORIGINATED IN THE ENGINE.
 THE FIRE DID NOT GO THROUGH THE FIREWALL. - NO PERSONAL B
 ELONGINGS WERE AFFECTED. - THE VEH IS WARRANTY AND I THINK
 THAT FORD IS RESPONSIBLE. PER CUSTOMER, DEALER SAYS: - NO
 CONTACT CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDE
 D TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESE
 NTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM
 - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACT
 ED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO S
 O INFERENCE CASE ID: 75

1999/07/12

10.45.39 LPA CONTACTED CUSTOMER, VEHICLE HAS BEEN INSPECTED BY THE
 INSURANCE CLAIM ADJUSTER AND ADJUSTER HAS CONTACTED A MECHAN
 IC FOR AN ESTIMATE. LPA EXPLAINED SUBROGATION PROCESS, NO
 FURTHER ASSISTANCE.

ENR2-029 2034