

**EA02-025**

**FORD 10/27/03**

**APPENDIX N**

**BOOK 42**

**PART 6 OF 6**

BEGINNING OF CONTACT

09/28/1999

MASTER OWNER RELATIONS SYSTEM III

16.29.11

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6682JB	LEGAL ISSUE	CASE NR:	0485100079
REGION: 10 SDR	ZONE: XI	OPENED:	01/07/1999
VIN: 1FTDF18H5VU	ENGINE: N	CLOSED:	01/07/1999

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	NI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	GEORGETOWN	STATE:	IL	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	1997	MODEL:	F150 4X4	STYLESIDE PICKUP	
MILEAGE:	5500				
DEALER NAME:	HARRICK MOTOR CO IN	SALES CODE:	F47034	F & A:	04720
REASON CODES:	0709	SYMPTOMS:	704245		
ORIGIN: CAC	- GENERAL CAC				
ACTION: DR0001	- NO ACTION REQUIRED; INFORMATION ONLY				

COMMENTS:

1999/01/07  
14.36.44

EMR2-028 2035

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.29.11  
 =====  
 648ZJB LEGAL ISSUE CASE NBR: 8485100079  
 REGION: 18 SDR ZONE: K1 OPENED: 01/07/1999  
 VIN: 1FTDF18M5VL ENGINE: M CLOSED: 01/07/1999  
 =====  
 1999/01/07  
 10.36.44

CUSTOMER SAYS: CUST SAYS THAT THEIR NEW PICK UP TRUCK CAUGHT ON FIRE, THE VEH WAS IN IDLE WHEN THIS HAPPEN. NO ONE WAS INJURED, EXCEPT FOR MINOR INJURIES TO THE HAND. CUST WOULD LIKE TO TAKE SOME ACTION AND PROVIDED WITH SOME DIRECTION. PER CUSTOMER, DEALER SAYS: CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENCE CASE ID: 75

1999/01/08  
 13.48.44 RECALL CUSTOMER AT DAY PHONE WILL HAVE TO CALL BACK AT 2:15 PM EST TODAY

1999/01/14  
 10.22.34 RECALL CUSTOMER INFORMED LPA THAT VEHICLE WAS AT IDLE AND NOTICE SMOKE FROM UNDER THE HOOD. CUSTOMER THEN OPENED THE HOOD AND SAW FLAMES AND PROCEEDED TO DUMP LARGE AMOUNTS OF SNOW ON FIRE TO EXTINGUISH FLAMES. THE VEHICLE IS NOW AT THE DEALERSHIP.

11.18.08 RECALL LPA WAS INFORMED THAT THE VEHICLE WAS THERE AND NO DETERMINATION OF THE FIRE HAD BEEN FOUND. SERVICE MANAGER IS GETTING A LIST OF ITEMS THAT HAVE TO BE REPLACED. LPA INFORMED SERVICE MANAGER THAT AN EAA INSPECTOR WILL BE OUT TO LOOK AT THE VEHICLE.

12.09.31 RECALL LPA SENT FAX TO JAMES YOUNG EAA INSPECTOR.

1999/01/27  
 09.33.54 RECALL LPA FAXED INFORMATION FOR INSPECTION TO EAA ON 1/14/98.

1999/02/02  
 15.06.06 RECALL 1/99, LPA RECEIVED INBOUND CALL ON VOICE MAIL FROM CSM, CRYSTAL. CRYSTAL WANTS TO KNOW WHAT THE STATUS OF THE VEHICLE IS. THE VEHICLE HAS BEEN SITTING AT DEALERSHIP, MAR-

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 14.29.11  
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6682JB LEGAL ISSUE CASE NBR: 0485100079  
REGION: 10 SDR ZONE: K1 OPENED: 01/07/1999  
VIN: 1FTBF18M5V1 ENGINE: N CLOSED: 02/02/1999  
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1999/02/02

- 15.06.06 NICK MOTORS FOR THE PAST 3 WEEKS AND THEY HAVE HEARD NOTHING FROM CONSUMER AFFAIRS. NICK LEFT THE VIN AND THE TYPE OF VEHICLE FOR LPA TO LOOK INTO THE STATUS NICK
- 15.07.25 NMLPA UPDATING THE CASE AS THE LAST ACTION TAKEN WAS A REQUEST FOR INSPECTION FROM PREVIOUS ANALYST, NO REPORT WAS RECEIVED AT THIS POINT NICK
- 15.09.39 NMLPA MADE OBC TO THE EAA INSPECTOR, JB YOUNG AND FOUND THAT THE INSPECTION WAS COMPLETED, HOWEVER, PER JB, IS WAITING TO GET IN CONTACT WITH THE CUSTOMER DUE TO HAVING TO COMPLETE AN INTERVIEW WITH THE CUSTOMER PRIOR TO FILLING OUT THE INSPECTION REPORT NMLPA REQUESTED HE TRY TO CONTACT THE CUSTOMER TODAY; JB STATED HE WOULD NICK
- 15.11.30 NMLPA MADE OBC TO THE CSM, CRYSTAL AND LEFT A MESSAGE ON HER VOICE MAIL GIVING HER AN UPDATE OF THE CASE STATUS AND INFORMATION ABOUT THE EAA INSPECTOR NOT BEING ABLE TO GET IN CONTACT WITH THE CUSTOMER NMLPA WILL CONTINUE TO TRY TO GET THE INFORMATION NEEDED AND KEEP THE REGIONAL OFFICES UPDATED AS WELL NICK

1999/02/09

- 12.56.16 NMLPA RECEIVED THE INSPECTION REPORT AND HAVE DETERMINED THAT THE CAUSE OF THE FIRE IS UNABLE TO BE DETERMINED. NMLPA SENT A DENIAL LETTER TO THE CUSTOMER STATING TO REFER TO HIS INSURANCE CO AND THEY MAY FILE A SUBROGATION CLAIM IF FORD IS DETERMINED AS LIABLE NICK
- 12.57.25 NMLPA CLOSING CASE AS THERE IS NO FURTHER ACTION REQUIRED NICK FINAL CASE DISPOSITION NICK

1999/02/26

10.53.09 NADD MICRO DOCUMENT #: 5752155 NICK

1999/03/03

- 17.31.38 NMLPA REOPENING THE CASE AS THE CUSTOMER HAS RETAINED AN ATTORNEY. THE ATTY STATES THAT HE WOULD LIKE AN EXPLANATION AS TO HOW THE FIRE IS NOT ATTRIBUTABLE TO A PRODUCT DEFECT NICK PURSUANT TO THE UCC AND THE WARRANTY, THE CONSUMER SHOULD HAVE THE VEHICLE REPAIRED BY THE MANUFACTURER. NICK
- 17.32.28 NMLPA SENT AN ACKNOWLEDGEMENT LETTER TO THE ATTY VIA FAX NICK

1999/03/19

17.23.15 NICK 3/17/99 AND 3/19/99; LPA MADE OBC TO THE DEALER AND SPOKE WITH THE SERVICE MANAGER, ERIC AND REQUESTED THAT AN ESTIM-

ENR2-025 2037

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.29.11  
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6682JB LEGAL ISSUE CASE NBR: 0485100079  
REGION: 10 SDR ZONE: K1 OPENED: 01/07/1999  
VIN: 1FTDF18H9VL ENGINE: H CLOSED: 03/19/1999  
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1999/03/19  
17.23.15 ATE TO REPAIR THE VEHICLE BE SENT VIA FACSIMILE 03/19/99:  
PER ERIC, WILL SEND THE ESTIMATE ON MONDAY AS HE IS SHORT  
STAFFED

1999/03/23  
17.30.55 NALPA MET WITH SENIOR ANALYST (DGARRISS) AND HAVE DETERMINED  
THAT AS A GESTURE OF GOODWILL, HE WILL PAY FOR THE REPAIRS  
TO THE VEHICLE (DATE OF ACTION: 3/18/99). LPA CONTACTED  
THE DEALER AND REQUESTED THE ESTIMATE FOR REPAIRS ON 3/18/99  
RECEIVED THE REQUESTED INFORMATION ON 3/22/99. PUT OFFER IN  
WRITING TO REPAIR THE VEHICLE IF THE INSURANCE COMPANY HAS  
NOT PAID THE CLAIM AND IF THE CUSTOMER SIGNS A RELEASE FORM.  
NALPA FAXED THE OFFER LETTER TO THE ATTY--AWAITING A RESPONSE

1999/04/07  
17.32.25 NALPA RECEIVED A LETTER FROM THE ATTORNEY DATED 3/30/99. THE  
LETTER STATED THAT IF FORD REPAIRS THE VEHICLE THEY NEED AN  
INDEPENDENT INSPECTION AFTER THE REPAIR SO THAT THEY CAN BE  
REASSURED THAT THERE WILL BE NO MORE FIRES IN THE FUTURE.  
IF NOT THEN THEY WOULD LIKE TO HAVE THE ENGINE REPLACED. NALPA  
MET WITH TEAM LEADER (LBLACK) AND HAVE DETERMINED THAT HE  
WILL REAFFIRM OUR OFFER TO REPAIR THE VEHICLE AND PROVIDE A  
PREMIUM CARE ESP IN ADDITION TO THE REPAIRS.

17.40.14 NALPA RECEIVED A LETTER FROM THE ATTORNEY DATED 3/30/99. THE  
LETTER STATED THAT IF FORD REPAIRS THE VEHICLE THEY NEED AN  
INDEPENDENT INSPECTION AFTER THE REPAIR SO THAT THEY CAN BE  
REASSURED THAT THERE WILL BE NO MORE FIRES IN THE FUTURE.  
IF NOT THEN THEY WOULD LIKE TO HAVE THE ENGINE REPLACED. NALPA  
MET WITH TEAM LEADER (LBLACK) AND HAVE DETERMINED THAT HE  
WILL REAFFIRM OUR OFFER TO REPAIR THE VEHICLE AND PROVIDE A  
PREMIUM CARE ESP IN ADDITION TO THE REPAIRS. NALPA AWAITS A RE-  
SPONSE--GAVE A 5 BUSINESS DAY TIME LIMIT TO THE REVISED OFF-  
ER.

1999/04/15  
10.29.03 NALPA/13/99: LPA RECEIVED AN ACCEPTANCE LETTER FOR THE OFFER  
VIA FACSIMILE. NALPA WILL FORWARD THE GENERAL RELEASE OF ALL  
CLAIMS FORM TO THE ATTY TO HAVE HIS CLIENTS SIGN AND ADVISE  
HIM OF THE ESP STEPS TO TAKE.

10.36.57 NALPA MADE OBC TO THE SERVICE MANAGER, ERIC HICKMAN TO GIVE  
HIM AN UPDATE OF THE STATUS OF THE CASE. INFORMED HIM THAT  
THE ATTY ACCEPTED THE REVISED OFFER DATED APRIL 7, 1999 AND  
EXPLAINED THAT THE REPAIRS AND THE ESP ARE BEING PAID FOR  
VIA P96.

EM2-028 2838

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.29.11  
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6882JB LEGAL ISSUE CASE NBR: 8485100079  
REGION: 10 SDR ZONE: KI OPENED: 01/07/1999  
VIN: 1FTDF18M5VL ENGINE: M CLOSED: 04/15/1999  
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1999/04/15  
11.12.34 \*KALPA FAXED THE RELEASE FORMS TO THE ATTY WITH CONFIRMATION RECEIVED\*\*

1999/04/26  
17.58.40 \*KALPA MADE OBC TO THE ATTY AND INQUIRED ABOUT THE STATUS OF THE RELEASE FORMS PER BRUCE REACHUM: THE CUSTOMERS ARE NOW THINKING THINGS OVER AS THEY ARE HAVING SECOND THOUGHTS; HE SHOULD HEAR SOMETHING IN A DAY OR TWO AND WILL ADVISE LP\*\*

1999/05/07  
16.33.01 \*KALPA CLOSING THE CASE AS THERE HAS BEEN NO RESPONSE FROM THE ATTY REGARDING HIS CLIENTS SIGNING THE RELEASE FORMS\*\* NO FURTHER ACTION IS REQUIRED UNLESS THE SIGNED RELEASE FORM IS RECEIVED\*\*

1999/05/25  
11.35.40 \*ADDING MICRO DOCUMENT #: 5851560\*\*

EMR2-025 2038

BEGINNING OF CONTACT

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.29.11

482BAC REGION: 48 DETROIT LEGAL ISSUE CASE NBR: 1323131908  
 VIN: 5FTHP25H7VM ZONE: D2 OPENED: 07/09/1998  
 ENGINE: N CLOSED: 07/09/1998

\*\*\*\*\*  
 LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
 ADDRESS: [REDACTED]  
 CITY: CALUMET CITY STATE: IL ZIP: [REDACTED]  
 HOME PHONE: [REDACTED]  
 MODEL YEAR: 1997 MODEL: F250 4X2 STYLESIDE PICKUP  
 MILEAGE: 15616  
 DEALER NAME: GURLEY LEEP FORD SALES CODE: F48067 P & A: 04635  
 REASON CODES: 0709 SYMPTOMS: 706145  
 ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION  
 ACTION: LP200 - OPER LEGAL CONTACT - PRODUCT LIABILITY

COMMENTS:

1998/07/09  
 08.57.46 CUSTOMER SAYS: ~~DEalership REQUEST~~ REQUEST FAXED T  
 O CONSUMER AFFAIRS 7/7/98. DEALERSHIP CONTACT PERSON: DON  
 COLE OR PAT GANNON (219)291-6910 EXT. 250. FIRE/NO INJURY.  
 INCIDENT DATE: 7/1/98. CUSTOMER ALLEGES VEHICLE CAUGHT  
 FIRE WHILE DRIVING. ENGINE FIRE CAUSED BY CHECK THERMO. TUB  
 E VALVE CAUSING FUEL LEAK. PER CUSTOMER, DEALER SAYS:  
 CAC ADVISED.

09.11.23 CUSTOMER SAYS: ~~DEalership REQUEST~~ FIRE/NO INJURY  
~~DEalership CONTACT PERSON, DON COLE AND PAT GANNON (21)29~~  
 1-6910 EXT.250. DATE OF INCIDENT: 7/1/98. CUSTOMER ALLEGES  
 ENGINE CAUGHT FIRE WHILE DRIVING-FUEL LEAK. PER CUSTOMER,  
 DEALER SAYS: CAC ADVISED.

5862-028 2848

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.29.11

4828AC LEGAL ISSUE CASE NBR: 1523131908  
REGION: 48 DETROIT ZONE: 02 OPENED: 07/09/1998  
VIN: 3FTHF25H7VM ENGINE: H CLOSED: 07/09/1998

1998/07/09  
09.11.23

1998/08/04  
15.20.52 LPA SPOKE WITH CUSTOMER AND OFFERED A REPLACEMENT VEHICLE.  
CUSTOMER ACCEPTED REPLACEMENT OFFER.

ERR2-025 2041



09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.29.11  
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4828AC LEGAL ISSUE CASE NBR: 1325151908  
REGION: 48 DETROIT ZONE: D2 OPENED: 07/09/1998  
VIN: 3FTHF25H7VM ENGINE: H CLOSED: 08/04/1998  
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1998/08/04  
15.20.52

15.21.22 SEE PREVIOUS COMMENTS.

EMR2-025 2M42

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.29.11  
 =====  
 4828AC LEGAL ISSUE CASE NBR: 1323131908  
 REGION: 48 DETROIT ZONE: D2 OPENED: 07/09/1998  
 VIN: 3FTHF25H7YM ENGINE: N CLOSED: 08/04/1998  
 =====  
 1998/08/04  
 15.21.22

1998/08/05  
 08.28.14 LPA OFFERED TO REPLACE VEHICLE AS FIRE WAS DUE TO A PRODUCT  
 DEFECT. CUSTOMER ACCEPTED OFFER ON 8/5/98,  
 1998/08/19  
 08.02.12 LPA UPLOADED RAV ON 8/12/98. NO FURTHER ACTION IS NEEDED.

8902-025 2843

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.29.11  
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482BAC	LEGAL ISSUE	CASE NBR: 1523131908
REGIDN: 48 DETROIT	ZONE: D2	OPENED: 07/09/1998
VIN: 3FTHF25H7VA	ENGINE: N	CLOSED: 08/19/1998

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1998/08/19  
08.02.12

EMR2-025 2844

1998/09/28  
08.48.07 LPA UPLOADED RAV ON 8/11/98. NO FURTHER ACTION IS NEEDED.

OWNER RELATIONS

09/20/1999 MMFAXPRO

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09/28/1999                    MASTER OWNER RELATIONS SYSTEM III                    16.29.11  
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482BAC	LEGAL ISSUE	CASE NBR: 1525131908
REGION: 48 DETROIT	ZONE: D2	OPENED: 07/09/1998
VIN: 3FTNF25H7Y	ENGINE: H	CLOSED: 02/15/1999

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1999/02/15  
18.28.59 ADDED MICRO.

ENCL-028 2045

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.29.11  
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4828AC LEGAL ISSUE CASE NBR: 1525131908  
REGION: 48 DETROIT ZONE: D2 OPENED: 07/09/1998  
VIN: 5FTHF25H7VM ENGINE: H CLOSED: 02/15/1999  
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1999/02/15  
10.28.59

ENC2-025 2048



BEGINNING OF CONTACT  
 09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.29.11  
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 9561TP LEGAL ISSUE CASE NBR: 1374831708  
 REGION: 74 SEATTLE ZONE: A1 OPENED: 06/19/1998  
 VIN: 2FDKF386XTC ENGINE: 0 CLOSED: 06/19/1998  
 \*\*\*\*\*  
 LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
 ADDRESS: [REDACTED]  
 CITY: SEWARD STATE: AK ZIP: [REDACTED]  
 HOME PHONE: [REDACTED]  
 MODEL YEAR: 1996 MODEL: F350 4X4 CHASSIS CAB  
 MILEAGE: 7895  
 DEALER NAME: CAL WORTHINGTON FOR SALES CODE: F74541 P & A: 08619  
 REASON CODES: 0709 SYMPTOMS: 784145  
 ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION  
 ACTION: LP200 - OPEN LEGAL CONTACT - PRODUCT LIABILITY

COMMENTS:

1998/06/19  
 10.23.27 CUSTOMER SAYS, [REDACTED] DEALERSHIP REQUEST REQUEST FAXED TO CON  
 SUMER AFFAIRS 6/18/98. DEALERSHIP CONTACT PERSON: STAN PETI  
 TO (907)257-2140. FIRE/NO INJURY. INCIDENT DATE: 5/28/98.  
 CUSTOMER ALLEGES TRANSMISSION WAS REBUILT 5/21/98. ON 5/2  
 1/98 VEHICLE CAUGHT FIRE WHILE DRIVING OVER A MOUNTAIN PASS.  
 POLICE REPORT FILED. ANCHORAGE POLICE DEPT. INSURANCE COMPA  
 NY NOTIFIED. WILTON ADJUSTMENT SERVICES. AGENT/ SAN MEATHE  
 RFORD (907)276-3311. PER CUSTOMER, DEALER SAYS: CAC ADV  
 ISED.

1998/06/22  
 16.49.38 LPA ATTEMPTED TO CONTACT THE CUSTOMER BY PHONE. WAS UNABLE  
 TO LEAVE A MESSAGE. THERE WAS NO ANSWER. WILL ATTEMPT CALL  
 AGAIN. ALSO, A MESSAGE WAS LEFT FOR THE DEALER CONTACT TO  
 RECONTACT.

1998/06/23  
 17.51.17 DEALERSHIP RECONTACTED AND INDICATED THE INSURANCE COMPANY I  
 S CURRENTLY INVOLVED. LPA ADVISED ABOUT THE SUBROGATION  
 PROCESS

1998/07/01  
 12.35.50 MICRO NUMBER ADDED

EMR2-025 2048

**BEGINNING OF CONTACT**

09/28/1999 MASTER OWNER RELATIONS SYSTEM III 16.29.11

0279LB LEGAL ISSUE CASE NBR: 1376311358  
 REGION: 52 SOUTHWEST ZONE: H2 OPENED: 05/15/1998  
 VIN: 2FTZK1764MC ENGINE: 6 CLOSED: 05/15/1998

LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
 ADDRESS: [REDACTED]  
 CITY: CONROE STATE: TX ZIP: [REDACTED]  
 HOME PHONE: [REDACTED]  
 MODEL YEAR: 1998 MODEL: F150 6X2 SUPERCAB PICKUP  
 MILEAGE: 16654  
 DEALER NAME: GULLO FORD-MERCURY SALES CODE: F52166 P & A: 01472  
 REASON CODES: 0709 SYMPTOMS: 704145  
 ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION  
 ACTION: LP200 - OPEN LEGAL CONTACT - PRODUCT LIABILITY

**COMMENTS:**

1998/05/15  
 10.25.46 CUSTOMER SAYS: \*\*\*\*\*DEALERSHIP REQUEST\*\*\*\*\*REQUEST FAXED TO C  
 ONSUMER AFFAIRS 5/15/98. DEALER CONTACT PERSON: BOBBY HALES  
 , 489/7565500. FIRE/NO INJURY. CUSTOMER ALLEGES 5/12/98 EL  
 ECTRICAL FIRE HAPPENED. VEHICLE CAUGHT FIRE WHILE DRIVING.  
 INSURANCE AGENT: WILLIAM THURSTON, (BECKY CONTACT PERSON) 28  
 1/380-2233. PER CUSTOMER, DEALER SAYS: CAC ADVISED.

16.18.09 SPOKE WITH SERVICE MANAGER BOBBY HALES, AS WELL AS CUSTOMER.  
 BOBBY CONFIRMED THE CAUSE OF THE FIRE AS A WIRING PROBLEM.  
 ADVISED CUSTOMER THAT I WOULD SEND RELEASE TO DEALER AND  
 THAT DEALER WOULD COMMENCE REPAIRS ONCE RELEASE HAS BEEN  
 SIGNED. BOBBY WILL FAX ESTIMATE FOR REPAIRS.

1998/06/02  
 15.51.03 OFFER MADE TO REPAIR.

1998/06/03  
 11.40.58 REPAIR MADE TO VEHICLE. BOBBY HALES, SERVICE MANAGER, CON-  
 TACTED FOR AUTHORIZATION CODE:  
 R.O.: 262740  
 LINE: A  
 AMT: \$2648.67  
 CODE: M49RT

11.41.29 REPAIR PERFORMED AND AUTHORIZATION CODE PROVIDED. NO FURTHER  
 ACTION NECESSARY.

1998/06/04  
 14.31.06 DEALER CALLED BACK TO SAY THAT CODE HAD BEEN KICKED BACK AS  
 VEHICLE IS STILL WITHIN MARRANTY. IN ADDITION, AMOUNT HAD  
 CHANGED. PROVIDED NEW AUTHORIZATION CODE.

EM02-0215 2049



09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.29.11  
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02791B	LEGAL ISSUE	CASE NBR: 1576311358
REGION: 52 SOUTHWEST	ZONE: HZ	OPENED: 05/15/1998
VIN: 2FTZX1764MC	ENGINE: 6	CLOSED: 06/04/1998

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1998/06/04  
14.31.38 NO FURTHER ACTION.

1998/06/15  
08.34.59

EM02-025 2800

BEGINNING OF CONTACT

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.29.11

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 INCLAREN LEGAL ISSUE CASE NBR: 1509653578  
 REGION: 52 SOUTHWEST ZONE: CI OPENED: 12/28/1998  
 VIN: 1FTDX0767VK ENGINE: 6 CLOSED: 12/28/1998  
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LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] MI: [REDACTED]  
 ADDRESS: [REDACTED]  
 CITY: PASADENA STATE: TX ZIP: [REDACTED]  
 HOME PHONE: [REDACTED]  
 MODEL YEAR: 1997 MODEL: F150 4X2 SUPERCAD PICKUP  
 RELEASE: 20000  
 DEALER NAME: LONE STAR FORD SALES CODE: F52029 P & A: 86947  
 REASON CODES: 8709 SYMPTOMS: 704345  
 ORIGIN: CAC#02- MANUAL - PHONE CSR  
 ACTION: 224 - UPDATE CUSTOMER INFORMATION

COMMENTS:

1998/12/28  
 12.44.56

CUSTOMER SAYS: - CUST STATE ALSO THAT HE HAD TO PAY FOR THE TONING COST OF 380.00 FOR TONING THE VEH TO AND FROM THE DLRSHP - WOULD LIKE REINDURSMNT FOR THIS COST PER CUSTOMER. DEALER SAYS: - NONE CAC ADVISED: - WILL BE SENT ALSO TO THE CONSUMER AFFAIRS DEPARTMENT  
 CUSTOMER SAYS: HE HAD GONE TO THE SHOP IN THE EVENING TO BUY SOMETHING. WHEN HE RETURNED AT ABOUT 8.45 PM HE PARKED THE TRUCK. AT ABOUT 10.45 PM, THERE WERE HIS NEIGHBOURS BANGING ON HIS DOOR TO TELL HIM THAT HIS TRUCK IS ON FIRE. THE TRUCK CAUGHT FIRE ON 12/17 98 IN THE PARKING SPACE IN THE APT. COMPLEX WHERE HE LIVES. THE PASADENA FIRE DEPT. AND THE PASADENA POLICE DEPT HAVE FILED THE REPORT. THE FIRE DEPT HAS TOLD HIM THAT THERE WAS A SHORT CIRCUIT THAT CAUSED THE FIRE. THERE WAS NO PERSONAL INJURY TO HIM. WAS TOLD BY THE REYES INSURANCE COMPANY THAT SINCE THE TRUCK WAS NOT WITH HIM AT THE TIME OF PURCHASING THE INSURANCE, HE WOULD ONLY GET LIABILITY COVERAGE AND NOT FULL COVERAGE. WANTS TO KNOW WHAT COULD BE DONE BUT WANTS ADVICE. - THERE WAS A POLICE REPORT FILE PASADENA PER CUSTOMER, DEALER SAYS: - HAS DLRSHP HAS REFUSED TO WORK ON VEH WITH OUT INSURANCE INFO CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENCE CASE ID: 75

0902-025 2001

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.29.11  
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INCLAREN	LEGAL ISSUE	CASE NBR: 1509833578
REGION: 52 SOUTHWEST	ZONE: C1	OPENED: 12/28/1998
VIN: 1FTDX0767V	ENGINE: 6	CLOSED: 12/28/1998

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1998/12/28  
12.44.56

DMC-028 2052

BEGINNING OF CONTACT  
09/28/1999 MASTER OWNER RELATIONS SYSTEM III 14.29.11

4828AC LEGAL ISSUE CASE NBR: 1525613638  
REGION: 48 DETROIT ZONE: E1 OPENED: 01/05/1999  
VIN: 1FDLP47P0TEA ENGINE: F CLOSED: 01/05/1999

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] RI:  
ADDRESS: [REDACTED]  
CITY: WATERFORD STATE: MI ZIP: [REDACTED]  
HOME PHONE: [REDACTED]  
MODEL YEAR: 1996 MODEL: SUPER DUTY 4X2  
MILEAGE: 35006  
DEALER NAME: FLANNERY FORD INC SALES CODE: F48050 P & A: 02752  
REASON CODES: 0709 SYMPTOMS: 706148  
ORIGIN: CAC - GENERAL CAC  
ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:  
1999/01/05  
09.13.57

EM02-828 2853

CUSTOMER SAYS: - VEH CAUGHT FIRE DEC 15, 1998. - THE FIRE

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.29.11

4828AC

LEGAL ISSUE

CASE NBR: 1325613638

REGION: 48 DETROIT

ZONE: E1

OPENED: 01/05/1999

VIN: 1FDLP47F8T

ENGINE: F

CLOSED: 01/05/1999

1999/01/05

09.13.57

ORIGINATED THE TOP CENTER OF THE MOTOR, AND THE VEH HAS RUN  
NING AT THE TIME OF FIRE. - VEH IS AT FLANNERY FORD. - FIR  
E HAS NOT REPORTED TO THE FIRE DEPT. - HE SAYS THAT HE HAS  
NOT FILED A CLAIM ABOUT THE FIRE BUT THEY ARE AWARE OF IT.  
- HE IS NOT SURE IF THE VEH IS REPAIRABLE. - HE SAYS THAT I  
F HE DOES NOT GET ANY SATISFACTION HE IS BRING THIS TO HIS  
ATTORNEY. - FINANCIALLY THIS HAS EMPTY HIS POCKET AND HE FE  
ELS THAT HE HAS BEEN MORE THAN PATIENT. - HE SAYS THAT THE  
VEH HAS GONE THROUGH 5 REBUILT TRANSMISSIONS AND 2 REPLACED O  
NES SINCE HE HAD IT, AND STILL THE VEH IS NOT RUNNING RIGHT.  
- THERE MUST BE SOME KIND OF DEFECT. PER CUSTOMER, DEALER  
SAYS: - THAT THERE IS NOTHING THEY CAN DO FOR HIM. - VEH  
IS TEMPORARILY FIXED. CAC ADVISED. - THIS INFORMATION HAS  
BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW  
- A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON  
YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT AL  
READY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN  
, PLEASE DO SO IMMEDIATE CASE ID: 75

1999/01/06

13.57.31

LPA SPOKE WITH CONRAD AT THE DEALERSHIP AND ALSO THE  
CUSTOMER'S WIFE(T) ON 1/6/99. THE FIRE WAS CAUSED BY A  
RELAY THAT SHORTED OUT. PER THE DEALER, THE RELAY HAS BEEN  
REPLACED. NOW THE VEHICLE IS AT THE DEALER DUE TO  
TRANSMISSION FAILURE. PER THE CUSTOMER'S WIFE, THE VEHICLE  
HAS BEEN AT THE DEALER 30 TIMES IN THE PAST 2 YEARS FOR  
DIFFERENT CONCERNS. CONRAD IN THE SERVICE DEPARTMENT WILL  
REVIEW WITH CSM. NO FURTHER ACTION NEEDED.

1999/02/15

08.54.13 ADDED MICRO.

EMO-025 2054

BEGINNING OF CONTACT  
09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.29.11

2001DM LEGAL ISSUE CASE NBR: 1585751598  
REGION: 24 ORLANDO ZONE: B2 OPENED: 06/08/1998  
VIN: 1FTNF36N3VE ENGINE: H CLOSED: 06/08/1998

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:  
ADDRESS: [REDACTED] STATE: FL ZIP: [REDACTED]  
CITY: MOORE HAVEN  
HOME PHONE: [REDACTED]  
MODEL YEAR: 1997 MODEL: F350 4X4 STYLESIDE PICKUP  
MILEAGE: 14888  
DEALER NAME: GLADES FORD-LINCOLN SALES CODE: F24443 P & A: 04979  
REASON CODES: 0771 SYMPTOMS: 704148  
ORIGIN: CAC158- US CONCERN CASE BASE  
ACTION: 24 - ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS DEPT

COMMENTS:

1998/06/08  
16.11.59 CUSTOMER SAYS: CUST VEHICLE BURNT ON THE 6/3; DLRSHIP RE  
PLACED THE DASH BOARD AND RADIO ABOUT 1 WEEK BEFORE; FIRE S  
TARTED UNDER THE DASH; CUST IS VERY PLACED WITH THE SERVICE  
S IN THE DLRSHIP; CUST HAD PERSONAL EFFECTS DAMAGED TO THE C  
OST OF \$1500; PER CUSTOMER. DEALER SAYS: NONE CAC ADVI  
SED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER  
AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSU  
MER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AV  
AILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE  
CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENCE CASE I  
B: 76

5802-025 2085

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.29.11

2001DM LEGAL ISSUE CASE NR: 1585751598  
REGION: 24 ORLANDO ZONE: B2 OPENED: 06/08/1998  
VIN: 1FTHF36H3VE ENGINE: H CLOSED: 06/08/1998

1998/06/08  
16.11.59

1998/06/09  
14.18.02

CUSTOMER SAYS: \* RONALD WATSON(BOYFRIEND) DRIVER OF VEHICLE AT TIME OF FIRE ON 6/3/98 21:30AM - SMELLED SMOKE BUT SAW NO FLAME - PULLED OVER AND LIFTED HOOD TO SEE FLAMES SHOOTING FROM FIREWALL AREA GLADES COUNTY SHERIFF DEPT. WAS CALLED TO SCENE- FIRE MARSHALL WAS CALLED AND HAS DETERMINED FIRE ORIGINATED IN DASH; ELECTRICAL FIRE - INSURANCE COMPANY IS HANDLING CLAIM- BANKERS & SHIPPERS INSURANCE - VEHICLE IS CURRENTLY BEING HELD BY SARGENTS TOWING 941/946-0757 - CUSTOMER SEEKS TO BE FULLY COMPENSATED PER CUSTOMER, DEALER SAYS: \* SH. LOU CARLINI- NO KNOWLEDGE OF FIRE REPLACED CRACKED DASH WEEKS PRIOR CAC ADVISED: \*LPA( DEL MARTINEZ) ON C TO CUSTOMER-CUSTOMER ADVISED INSURANCE CO. IS HANDLING CLAIM. LPA ADVISED SINCE INSURANCE IS HANDLING, PRC WOULD HAVE NO FURTHER INVOLVEMENT. IF INSURANCE DETERMINES PRC IS AT FAULT THEY MAY SUBROGATE. NO FURTHER ACTION PROPOSED.

1998/06/18  
15.46.26

CUSTOMER CALLED( ) TO ADVISE VEHICLE IS STILL AT TOWING COMPANY. NO ONE HAS INSPECTED VEHICLE. HE HAS SPOKEN TO HIS INSURANCE COMPANY- BANKERS INSURANCE/RHONDA HOOK @ 800-700-9343 X4383 CLAIM# 9810231. LPA ADVISED CUSTOMER THAT FORD CANNOT INTERVENE IF INSURANCE CO IS HANDLING CLAIM.CUSTOMER HUNG UP. LPA RECEIVED CALL FROM INSURANCE REP STATING THEY HAVE NOT BECOME INVOLVED DUE TO FORD'S INVOLVEMENT. LPA DBC TO CUSTOMER ADVISING FORD WILL MAKE ARRANGEMENT FOR TOWING TO DEALER AND INSPECTION.

0982-028 2096

09/28/1999 MASTER OWNER RELATIONS SYSTEM III 16.29.11

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2001DN	LEGAL ISSUE	CASE NBR: 1585751598
REGION: 24 ORLANDO	ZONE: 82	OPENED: 06/08/1998
VIN: 1FTHF36H3VE	ENGINE: H	CLOSED: 06/22/1998

=====

1998/06/22  
16.19.28 \*VEHICLE TOWED TO DEALER BY SARGENT'S TOWING. SERVICE ASSISTANT HAS GIVEN BILL OF \$600 FOR STORAGE AND TOWING. LPA ADVISED FORD WILL NOT PAY STORAGE FEES AND WILL WAIT FOR OUTCOME OF INSPECTION TO REIMBURSE CUSTOMER FOR TOWING. OBC TO CUSTOMER TO ADVISE FORD WILL NOT PAY STORAGE, MAY REIMBURSE FOR TOWING PER INSPECTION. LPA ADVISED TO CONTACT INSURANCE COMPANY.  
\*LPA RECEIVED CALL FROM INSURANCE REP-PHILIP SMITH @ 800 788-9365 X4387 ADVISING INSURANCE COMPANY WILL NOT PAY FOR STORAGE FEES AND IS WASHING HANDS OF SITUATION. WILL ADVISE CUSTOMER OF SAME.

1998/06/23  
11.59.31 \*LPA OBC TO CUSTOMER-ADVISED WE WILL REIMBURSE FOR STORAGE FEE. CUSTOMER STATED HE HAS NO RECEIPTS FOR TOOLS THAT WERE DESTROYED BY FIRE. LPA ADVISED WE WOULD WAIT FOR OUTCOME OF INSPECTION.

1998/06/26  
10.01.52  
10.44.04 \* FIRE REPORT INDICATES CAUSE OF FIRE IS UNDETERMINED. VEHICLE BARELY BURNED; TOTAL LOSS. LPA OBC TO CUSTOMER'S ATTORNEY TY MONTGOMERY (NO WRITTEN EVIDENCE OF) TO ADVISE OF FINDINGS AND INFORM OF FORD'S POSITION OF NO ASSISTANCE WITH REPLACEMENT; UNABLE TO DETERMINE CAUSE OF FIRE. REFER TO INSURANCE FOR ASSISTANCE. LPA SENDS CUSTOMER CERTIFIED LETTER ADVISING OF THE ABOVE.\*

1998/07/09  
11.18.45

8002-808 2857



BEGINNING OF CONTACT

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

16.29.11

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#27918	LEGAL ISSUE	CASE NBR: 1664471809
REGION: 47 CINCINNATI	ZONE: B1	OPENED: 06/29/1999
VIN: 1FTDF15Y0RL	ENGINE: Y	CLOSED: 06/29/1999

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: COLUMBUS	STATE: OH	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 1994	MODEL: F150 4X2 STYLESIDE PICKUP	
MILEAGE: 59000		
DEALER NAME: GRAHAM FORD INC	SALES CODE: F47312	P & A: 02252
REASON CODES: 0709	SYMPTOMS: 704145	
ORIGIN: CAC - GENERAL CAC		

ACTION: DR00D1- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/06/29  
15.54.11

EMR2-025 2053

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.29.11

0279LB LEGAL ISSUE CASE NBR: 1664471889  
REGION: 47 CINCINNATI ZONE: 81 OPENED: 06/29/1999  
VIN: 1FTDP15Y0RL ENGINE: Y CLOSED: 06/29/1999

1999/06/29  
15.54.11

CUSTOMER SAYS: ALTERNATOR HAS GONE OUT LOOKING FOR RECAL  
L OR COVERAGE VEHICLE CAUGHT FIRE 4 PM JUNE 28 TH 1999  
WHERE: 2 BLOCKS FROM CUST ADDRESS - NO FIRE REPORT - N  
O POLICE REPORT - NO INJURIES - NO INSURANCE CONTACTED  
- THE PLUG FOR THE HARNESS IS WHERE THE FIRE ORIGINATED FRO  
M PER CUSTOMER, DEALER SAYS. NONE CAC ADVISED. - CONS  
UMER AFFAIR WILL BE FORWARDING THIS INFORMATION TO THE EXTER  
DED SERVICE PLAN DEPARTMENT FOR HANDLING - NO TIME FRAME IS  
AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURAN  
CE CARRIER TO REPORT THE CONCERN, PLEASE DO SO. INFERENCE CAS  
E ID: 4506

1999/06/30  
15.26.11 LPA REVIEWED FILE. LPA WILL REFER CUSTOMER TO INSURANCE COM  
PANY. VEHICLE HAS NO OPME RECALL OUTSIDE OF WARRANTY

1999/07/21  
09.17.27 LIT PREV ADDING MICRO # 0592 1681

EM82-025 2059

BEGINNING OF CONTACT  
09/28/1999

MASTER OWNER RELATIONS SYSTEM III

16.29.11

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8867MP	LEGAL ISSUE	CASE NBR: 1844990759
REGION: 74 SEATTLE	ZONE: D2	OPENED: 03/16/1999
VIN: 1FTFX28H5VKD	ENGINE: M	CLOSED: 03/16/1999

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	HUSON	STATE:	MT	ZIP:	
HOME PHONE:					
MODEL YEAR:	1997	MODEL:	F250 4X4 SUPERCAB PICKUP		
MILEAGE:	51000				
DEALER NAME:	BITTERROOT FORD	SALES CODE:	F74687	P & A:	08374
REASON CODE:	0771	SYMPTOMS:	704195		
ORIGIN:	CAC - GENERAL CAC				
ACTION:	DR0002- NO ACTION REQUIRED; INFORMATION ONLY				

COMMENTS:

1999/03/16  
16.28.37

EMR2-025 2000

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.29.11  
 \*\*\*\*\*  
 9867MP LEGAL ISSUE CASE NBR: 1844990759  
 REGION: 74 SEATTLE ZONE: D2 OPENED: 03/16/1999  
 VIN: 1PTFX28M3VK ENGINE: M CLOSED: 03/16/1999  
 \*\*\*\*\*  
 1999/03/16  
 18.28.37

CUSTOMER SAYS: THE VEHICLE CAUGHT ON FIRE. DATE: MARCH 1999 LOCATION: 37345 MIDWAY DRIVE STERLING ALASKA. POLICE REPORT; NO INSURANCE COMPANY; YES CLAIM; HAVE CONTACTED INSURANCE. THE VEH IS NOT REPAIRABLE. THE FIRE CAME FROM THE FRONT PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED; - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENCE CASE ID: 76

1999/03/24  
 16.13.86 LEFT MESSAGE FOR CUSTOMER ON ANSWERING MACHINE.

1999/03/25  
 14.01.57 RECONTACTED CUSTOMER TODAY. CUSTOMER SAID INSURANCE COMPANY HAS TOWED VEHICLE AND HAS MADE SETTLEMENT OFFER. ADVISED CUSTOMER THAT INSURANCE COMPANY HAS THE OPTION TO SUBROGATE IF THEY DETERMINE THAT FIRE WAS CAUSED BY A PRODUCT DEFECT. NO FURTHER ACTION.

ENR2-825 2001

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ATTN: OWNER RELATIONS MANAGER

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SALES AND SERVICE CONTACTS      COUNTRY: USA  
 OPENED BETWEEN 09/02/1997 AND 09/19/1999  
 MODEL YEARS : 1992 1993 1994 1995 1996  
                   1997 1998  
 MODEL : ALL  
 REASON CODES: ALL  
 SYMPTOMS : 704145 704245 704345  
 WHERE A29VENLINE EQ 'TE2' OR 'TE4'

\*\*\*\*\*

OWNER RELATIONS

\*\*\*\*\*

CONTACT COUNTS BY TYPE

LEGAL	TOTAL
3	3

8902-828 2002

SORT SEQUENCE: (DEFAULT AND FINAL IS CASE NUMBER)

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

DNHR RELATIONS 09/20/1999 MMFAXPRG

EP02-025 2003



BEGINNING OF CONTACT  
09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.19.14

9867MP LEGAL ISSUE CASE NBR: 0432022919  
REGION: 52 SOUTHWEST ZONE: A1 OPENED: 09/08/1999  
VIN: 1FDLE4DS2VH ENGINE: S CLOSED: 09/08/1999

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] FIRST NAME: [REDACTED]  
ADDRESS: [REDACTED] MI: [REDACTED]  
CITY: HOUSTON STATE: TX ZIP: [REDACTED]  
HOME PHONE: [REDACTED]  
MODEL YEAR: 1997 MODEL: SUPER DUTY 4X2 RV CUTAWAY  
MILEAGE: 52264  
DEALER NAME: FORD MOTOR COMPANY- SALES CODE: F52000 P & A: 68061  
REASON CODES: 8789 SYMPTOMS: 784545  
ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION  
ACTION: LP200 - OPEN LEGAL CONTACT - PRODUCT LIABILITY

COMMENTS:

1999/09/08  
12.00.02 \*\*\*\*\* FLEET FAX REC'D 09/08/99 \*\*\*\*\*

FLEET CONTACT: ALI FAZCELI @ (713) 237-1217  
ALLEGES DEFECTIVE VEHICLE. THE DRIVER HEARD A POP SOUND  
WHILE DRIVING THEN SMOKE STARTED COMING FROM THE ENGINE  
COMPARTMENT. \*\* NO RESOLUTION STATED.\*\*  
\*\* VEHICLE IS LOCATED AT TEXAS BUS SALES 1605 N 34TH ST,  
HOUSTON, TX 77018, CONTACT: LAURI RICKAWAY, \*\*  
FCSO FLEET SERVICE CONTACT: KEITH MAJESKI @ (313) 390-1880

16.11.03 SPOKE WITH LAURI RICKAWAY AT TEXAS BUS SALES, THE SELLER OF  
THE VEHICLE. FIRE DAMAGE IS MINIMAL. ADVISED I WOULD ARRANGE  
INSPECTION AND FORWARD REPORT TO NAFS FOR HANDLING.

1999/09/14  
13.42.46 RECEIVED INSPECTION REPORT. FORWARDED TO KEITH MAJESKI IN  
FLEET.

EMR2-R2B 2085



**BEGINNING OF CONTACT**

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 14.19.14

=====

BPAPCUN LEGAL ISSUE CASE NO: 0435242049  
 REGION: 24 ORLANDO ZONE: B2 OPENED: 07/23/1999  
 VIN: 1FDKE38F83H ENGINE: F CLOSED: 07/23/1999

=====

LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] MI:  
 ADDRESS: [REDACTED]  
 CITY: WINTER PARK STATE: FL ZIP: [REDACTED]  
 HOME PHONE:  
 MODEL YEAR: 1995 MODEL: E350 RV CUTAWAY  
 MILEAGE: 69294  
 DEALER NAME: AL PACKER FORD WEST SALES CODE: F24219 P & A: 02956  
 REASON CODES: 0709 SYMPTOMS: 704245  
 ORIGIN: WAFS - NORTH AMERICAN FLEET SERVICE  
 ACTION: WAF132- ADD ADDITIONAL COMMENTS TO LEGAL CONTACT

**COMMENTS:**

1999/07/23  
 12.05.24

[REDACTED] FROM FLEET CALLED [REDACTED] ALLEGING ON FRIDAY JULY 23RD @ APPROX 10.30AM AMBULANCE CAUGHT FIRE SUDDENLY AT THE START OF AN EMERGENCY RESPONSE RUN. FIRE EXTINGUISHER WAS USED TO EXTINGUISH FIRE UNDER HOOD, FIRE DEPT CAME & COMPLETED. CUSTOMR SAYS VEHICLE WAS JUST WORKED ON AT AL PACKER FORD IN ROYAL PALM BEACH. SVC MGR IS JOHN STEVENS AT (561)790-1100. CUST SAYS VEHICLE MAY HAVE HAD AN ENG CONCERN WHICH WOULD STILL BE UNDER 7.3L WARRANTY OF 5/100,000. ATTY NOT YET INVOLVED BUT ATTY IS KEVIN NEEMAN ESQUIRE OF STROOCH, STROOCH & LEVAN 3 (305)358-9980. OTHER FLEET CONTACT IS AL MICHENER WHOSE CELL PH# IS (954)224-1164. ADVSD THAT I HAVE ORDERED INSPECTION OF VEHICLE THRU OUR LITIGATION DEPT. CUSTOMR DID NOT YET HAVE A DEFINITE LOCATION OF WHERE THE VEHICLE IS TO BE TAKEN. INCIDENT OCCURRED JUST A COUPLE OF MRS AGO & THEY HAVE NOT MOVED VEHICLE FROM THE SITE OF THE INCIDENT. CUST ASKS TO BE CONTACTED BY LEGAL & WILL GIVE THE LOCATION FOR THE INSPECTION AT THAT TIME. FAXED REPORT OVER TO CONSUMER AFFAIRS.

1999/07/27  
 15.26.15

ALMA FROM CONSUMER AFFAIRS CALLED STATING SHE HAS CONTACTED MR. MICHENER WHO SAYS THEY HAD THE VEHICLE REPAIRED BECAUSE THEY COULDN'T KEEP IT DOWN, AND THEY ARE GOING TO GO AFTER AL PACKER FD AS A WORKMANSHIP ISSUE ON GROUNDS THAT THEY ALLEGE THAT SOMETHING WASH'T NOT REPLACED CORRECTLY. MR. MICHENER IS FAXING INFO TO CONSUMER AFFAIRS.

EMR2-028 2006

BEGINNING OF CONTACT 09/28/1999 MASTER OWNER RELATIONS SYSTEM III 16.19.14

4398AT REGION: 24 ORLANDO VIN: 1FDKE3GF8SH LEGAL ISSUE ZONE: B2 ENGINE: F CASE NBR: 0435242049 OPENED: 07/26/1999 CLOSED: 07/26/1999

LAST NAME: TITLE: ADDRESS: CITY: WINTER PARK STATE: FL ZIP: HOME PHONE: MODEL YEAR: 1995 MILEAGE: 69294 MODEL: E350 RV CUTANAY DEALER NAME: AL PACKER FORD WEST SALES CODE: F24219 P & A: 02956 REASON CODES: 0709 ORIGIN: CALGL - CONSUMER AFFAIRS - ACTION: LP200 - OPEN LEGAL CONTACT -

COMMENTS:

1999/07/26 09.21.34 FLEET FAX REC'D 07/23/99

FLEET CONTACT: ALLEGES DEFECTIVE VEHICLE. VEHICLE CAUGHT FIRE UNDERHOOD WHILE LEAVING FOR AN EMERGENCY RUN. NOTE: VEHICLE IS AN AMBULANCE. SEE CUSTOMER REQUESTS FORD ORDER AN INVESTIGATION AND HANDLE AS PRIORITY. FORD FLEET SERVICE CONTACT: BARD PAPCUN @ (313) 317-1663

10.58.24 KMLPA MADE OBC TO [REDACTED] LEFT MSG.

12.30.57 KMLPA SPOKE TO [REDACTED]. HE INDICATED THAT THE VEHICLE IS AT AN INDEPENDANT FACILITY. AL PACKER HAS PROVIDED HIM WITH INFORMATION REGARDING THE INCORRECT REPLACEMENT OF A SHIELD AFTER AN ENGINE REPAIR WAS PERFORMED. THE ADDITIONAL REPAIRS WILL COST \$200. [REDACTED] NO LONGER WANTS THE VEHICLE INSPECTED. HE DOES WANT TO REGISTER A COMPLAINT AGAINST THE DEALER. [REDACTED] WILL FORWARD LPA ADDITIONAL INFORMATION.

1999/07/27 10.30.21 KMLPA MADE OBC TO [REDACTED]. HE INDICATED THAT THE REPAIRS HAVE ALREADY BEEN PERFORMED. HE WILL FORWARD TO LPA THE INFORMATION FROM THE REPAIR FACILITY WHICH INDICATES THE FIRE AND SUBSEQUENT REPAIRS WERE THE RESULT OF AN INCOMPLETE REPAIR BY PACKER FORD.

10.35.33 KMLPA REITERATED THE INFORMATION PROVIDED BY [REDACTED] TO BARD PAPCUN @ FLEET. SINCE THE VEHICLE REPAIRS HAVE BEEN PERFORMED, LPA DID NOT REQUEST A VEHICLE INSPECTION BY EAA.

EMR-025 2007

09/28/1999 MASTER OWNER RELATIONS SYSTEM III 16.19.14  
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4398AT	LEGAL ISSUE	CASE NBR: 0435262049
REGION: 24 ORLANDO	ZONE: B2	OPENED: 07/26/1999
VIN: 1FDKE30P8S	ENGINE: F	CLOSED: 07/27/1999

=====

1999/07/27  
11.23.59 MALPA RECEIVED FROM [REDACTED] THE REPAIR ORDER FOR REPAIR  
S MADE AS A RESULT OF THE VEHICLE FIRE.  
MALPA FORWARDED THE INFORMATION TO BARB PAPCUN @ FLEET AND L  
EW HENDRICKS @ AL PACKER FORD.

11.23.01 BASED ON THE INFORMATION PROVIDED, THIS APPEARS TO BE A NO  
BKNANSHIP ISSUE. NO FURTHER ASSISTANCE OFFERED.

1999/07/28  
15.33.32

EM82-029 2003

**BEGINNING OF CONTACT**

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.19.14

\*\*\*\*\*  
 0279LB LEGAL ISSUE CASE NBR: 1327030559  
 REGION: 11 BOSTON ZONE: Y OPENED: 02/04/1999  
 VIN: 1FTJE34H3TH ENGINE: H CLOSED: 02/04/1999  
 \*\*\*\*\*

LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]  
 ADDRESS: [REDACTED]  
 CITY: ATLANTA STATE: GA ZIP: [REDACTED]  
 HOME PHONE: [REDACTED]  
 MODEL YEAR: 1996 MODEL: E350 CARGO VAN  
 MILEAGE: 29000  
 DEALER NAME: FORD MOTOR COMPANY- SALES CODE: F11000 P & A: 68011  
 REASON CODES: 0709 SYMPTOMS: 784145  
 ORIGIN: CAL01 - CONSUMER AFFAIRS - LITIGATION PREVENTION  
 ACTION: LP200 - OPEN LEGAL CONTACT - PRODUCT LIABILITY

**COMMENTS:**

1999/02/04  
 09.05.03 \*\*\*\*\* FLEET FAX REC'D 01/28/99 \*\*\*\*\*

FLEET CONTACT: GALA BURKES @ 404-843-5394.  
 ALLEGES VEHICLE HAD BEEN IN COLOY FORD 2 NKS PRIOR TO CATCH-  
 ING ON FIRE. THE TRANSMISSION WAS REBUILT BETWEEN 9/21/98 -  
 9/30/98. FIRE OCCURED 10/16/98.  
 FCSO FLEET SERVICE CONTACT: TOM PEELER @ 770-632-1105.

1999/02/08  
 15.53.24 \*\*\*\*\* LPA COMMENTS \*\*\*\*\*  
 LPA ADVISED CONTACT PERSON/GARY JOHNSTON THAT AN INDEPENDENT  
 INSPECTOR WOULD BE COMING OUT TO INSPECT THE VEHICLE.

15.54.23 \*\*\*\*\* LPA COMMENTS \*\*\*\*\*  
 COPY OF CUSTOMER INFORMATION FAXED TO EAA INSPECTOR/MICHAEL  
 GIGANTE. (781)239-9992.

1999/03/05  
 09.10.22 \*\*\*\*\* LPA COMMENTS \*\*\*\*\*  
 FILE FORWARDED TO FLEET REP./LYLE CASHELL FOR FURTHER  
 REVIEW AND HANDLING.

09.12.50 \*\*\*\*\* LPA COMMENTS \*\*\*\*\*  
 NO FURTHER ACTION REQUIRED BY CONSUMER AFFAIRS. RESULTS OF  
 EAA INSPECTION MAILED TO FLEET REP./LYLE CASHELL  
 5804 FOX FOREST CIRCLE  
 LILBURN, GA 30047

1999/07/28  
 08.31.16

09/20-025 2009

\*\*\*\*\*  
\* ATTN: OWNER RELATIONS MANAGER \*  
\*\*\*\*\*

LEGAL FACSIMILES

ALL STATUS CODES EXCEPT CANCELLED  
SALES AND SERVICE CONTACTS  
OPENED BETWEEN 01/01/95 AND 12/31/98  
MODEL YEARS : M P R S T  
                  V M  
MODELS : ECONO\* E-SER\* E SER\*  
CAUSAL CODES: ALL  
SYMPTOMS : 704145 704245 704345  
STATES : ALL  
DEALERS : ALL  
ENGINE CODES: ALL  
PLANT CODE : ALL REGION: ALL ORIGIN: ALL  
CASE TYPES : ALL

NOTE: EXCLUDES OWNER DIALOGUE

NOTE: INCLUDES U.S. CUSTOMERS ONLY

OWNER RELATIONS VOP/BENCHMARKING

CONTACT COUNTS BY TYPE

LEGAL	TOTAL
28	28

SORT SEQUENCE: (DEFAULT AND FINAL IS CONTACT NUMBER)

1. BY XMOBYR
2. BY MODEL
3. BY SYMP\_CODE1
4. BY SUPL\_MICRNR
- 5.
- 6.
- 7.
- 8.
- 9.

OWNER RELATIONS VDP/BENCHMARKING 09/28/99 FAXLGLTG

ENC2-025 2071

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*****
* ATTN: OWNER RELATIONS MANAGER
*
* LEGAL FACSIMILES
*
* ALL STATUS CODES EXCEPT CANCELLED
* SALES AND SERVICE CONTACTS
* OPENED BETWEEN 01/01/95 AND 12/31/98
* MODEL YEARS : H P R S T
*              V M
* MODELS      : ECONO* E-SER* E SER*
*
* CAUSAL CODES: ALL
*
* SYMPTOMS    : 704145 704245 704345
*
* STATES     : ALL
* DEALERS    : ALL
* ENGINE CODES: ALL
* PLANT CODE : ALL      REGION: ALL  ORIGIN: ALL
* CASE TYPES : ALL
*
*
* NOTE: EXCLUDES OWNER DIALOGUE
*
*
* NOTE: INCLUDES U.S. CUSTOMERS ONLY
*
* OWNER RELATIONS YOP/BENCHMARKING
*****

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CONTACT COUNTS BY SORT FIELDS

XMOBYR	MODEL	SYMP_CODE1	SUPL_MICRNR	
92	E-SERIES	704142		1
		704145		3
93	E-SERIES	203200		1
		704145		4
94	E-SERIES	704145		4
95	E-SERIES	704145		5
		704245		1
		704345		1
96	E-SERIES	704142		1
		704145		4
97	E-SERIES	704145		3
TOTAL				28

SORT SEQUENCE: (DEFAULT AND FINAL IS CONTACT NUMBER)

1. BY XMOBYR	2. BY MODEL
3. BY SYMP_CODE1	4. BY SUPL_MICRNR
5.	6.
7.	8.

9.

OWNER RELATIONS VOP/BENCHMARKING 89/20/99 FAXLGLTG



\*\*\*\*\*

\* ATTN: OWNER RELATIONS MANAGER

\* LEGAL FACSIMILES

\* ALL STATUS CODES EXCEPT CANCELLED

\* SALES AND SERVICE CONTACTS

\* OPENED BETWEEN 01/01/95 AND 12/31/98

\* MODEL YEARS : M P R S T

\* V M

\* MODELS : ECONOM E-SER\* E SER\*

\* CAUSAL CODES: ALL

\* SYMPTONS : 704145 704245 704345

\* STATES : ALL

\* DEALERS : ALL

\* ENGINE CODES: ALL

\* PLANT CODE : ALL REGION: ALL ORIGIN: ALL

\* CASE TYPES : ALL

\* NOTE: EXCLUDES OWNER DIALOGUE

\* NOTE: INCLUDES U.S. CUSTOMERS ONLY

\* OWNER RELATIONS VDP/BENCHMARKING

\*\*\*\*\*



09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.01.27  
\*\*\*\*\*  
5999EE LEGAL CONTACT VEH TYPE: TRUCK  
ORLANDO 24 ZN/TR: A1 CONTACT NBR: 104972224 OPENED: 06/20/1997  
VIN: 1FDKE37H5M\*\*\*\*\* ENGINE: H CLOSED: 07/02/1997  
\*\*\*\*\*

1997/07/09  
ADD MICRO

1997/07/15

THE CAUSE OF FIRE WAS UNDETERMINED. CUSTOMER LETTER SENT INDICATING FOR THE CUSTOMER TO SEEK ASSISTANCE THRU HIS/HER INSURANCE CO.

1997/09/29

LPA RECEIVED CALL FROM GARY CHISLING REQUESTING STATUS UPDATE.  
LPA ADVISED THAT A LETTER WAS SENT TO HIM FROM CVO IN JULY 97, REFERRING THE MATTER TO HIS INSURANCE CO FOR ASSISTANCE. MR. CHISLING STATED THAT HE NEVER RECEIVED THE LETTER (ALTHOUGH THE ADDRESS IS CORRECT).

-LPA SENT PROFS NOTE TO DZINLICH REQUESTING HIM TO RESEND THE LETTER TO CUSTOMER

1997/10/23

ADD MICRO

1997/11/12

RHONDA BONHAM OF CVO SENT PROFS NOTE TO LPA INDICATING THAT A COPY OF THEIR LETTER WAS FAXED AND MAILED TO GARY CHISLING OF HORNER EQUIPMENT TODAY.

ENR2-R25 2078

BEGINNING OF CONTACT  
09/28/99.

MASTER OWNER RELATIONS SYSTEM II

19.01.27

6426RT

LEGAL CONTACT

VEH TYPE: TRUCK

NEW YORK

13 ZN/TR, BI

CONTACT NBR: 105250545

OPENED: 02/28/1995

VIN:

1FBJS31HGMH

ENGINE: H

CLOSED: 03/01/1995

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

CITY:

STATE:

NJ

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

92

MODEL:

E-SERIES

MILEAGE:

34000

MSB:

DEALER NAME:

CLINTON FORD

SALES CODE:

113461

P & A: 20613

CAUSAL CODE:

02

SYMPTIONS:

704145

ORIGIN:

00

TRANS REGION:

TRANS DATE:

VEH REPL:

CASE TYPE:

4-FIRES - FUEL FED

MEANS CODE:

A-LOL INVEST-PROD LIABILITY

ATTY NAME:

ATTY HENO:

CLAIM ANT:

0

AMARD ANT:

0

MICRO:

COMMENTS:

1995/02/28

VEHICLE FIRE UNDER HOOD ON 12/27/94

CUSTOMER SAYS:

- VEHICLE WAS PURCHASED USED AT AN INDEPENDENT DEALERSHIP ON 12/17/94.
- ON 12/27/94, A CHAUFFER, EMPLOYED BY THE CUSTOMER, NOTICED SMOKE COMING FROM THE AIR VENTS.
- NO SWELL WAS NOTICED WITH THE SMOKE.
- CONCERNED WAS REVIEWED AT AN INDEPENDENT SHOP.
- INDEPENDENT SHOP INITIALLY DETERMINED THE CONCERN TO ORIGINATE FROM THE HEATER CORE.
- FIRE OCCURED IN THE ENGINE AREA AT THE INDEPENDENT SHOP.
- VEHICLE'S INTERIOR WAS COMPLETELY DAMAGED.
- CONTINUED...
- VEHICLE CAN NOT BE SALVAGED.

\*

CUSTOMER SEEKS:

- REIMBURSEMENT FOR DEDUCTIBLE (\$1,000) ON THE VEHICLE AND FOR LOSS OF SERVICE ON VEHICLE UNTIL NEW VEHICLE HAS RECEIVED.

\*

CAC ADVISED:

- INFORMATION WILL BE DOCUMENTED AND FORWARDED TO THE REGIONAL OFFICE.
- CUSTOMER WILL BE CONTACTED (NO TIME ESTIMATE).

\*

1995/03/01

THIS IS THE CLOSING COMMENT

CUSTOMER HAS BEEN ADVISED THAT SINCE HIS INSURANCE COMPANY HAS SETTLED THE CLAIM IN FORD COULD NOT ASSIST. IF THE INSURANCE COMPANY FEELS FORD IS LIABLE THEY WILL SUBROGATE ON HIS BEHALF. LETTER SENT BY DO 3/1/95.

CONTACT CLOSING APPROVED

OK TO CLOSE

EM02-025 2077

BEGINNING OF CONTACT  
09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.01.27  
=====

977108 LEGAL CONTACT VEH TYPE: TRUCK  
NEW YORK 13 ZN/TR: 01 CONTACT NBR: 106293732 OPENED: 11/28/1995  
VIN: 1FDKE37M1NH ENGINE: H CLOSED: 12/14/1995  
=====

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI:  
ADDRESS: [REDACTED]  
CITY: NORTH SALEM STATE: NY ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 92 MODEL: E-SERIES  
MILEAGE: 85000 MSD:  
DEALER NAME: BREMSTER FORD SALES SALES CODE: 113446 P & A: 03713  
CAUSAL CODE: 02 00 SYMPTONS: 704145  
ORIGIN: 00 TRANS REGION: TRANS DATE:  
VEH REPL:  
CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LGL INVEST-PROD LIABILITY  
ATTY NAME: ATTY MEMO:  
CLAIM AMT: 0 ANARD AMT: MICRO:

COMMENTS:  
1995/11/28

IMPOSSIBLE ESP COVERAGE\*\*  
CUSTOMER SAYS: MARRIELLEN WINTHROP CALLED  
-WHILE DRIVING FOR ABOUT 2 HRS THE ENGINE CAUGHT FIRE, VERY VISIBLE FLAME  
\*  
PER CUSTOMER CLARIS IN SVC SAYS:  
-CONTACTED FORD FOR POSSIBLE COVERAGE UNDER ESP  
-MANAGER IS OUT SO IT WILL BE A WHILE BEFORE WE GET AN ANSWER  
\*  
CUSTOMER SEEKS:  
-TO KNOW WHAT ACTION WILL BE TAKEN, HAS BEEN 2 WEEKS  
-CUSTOMER HAS HEARD NOTHING FROM DEALER  
\*  
CAC ADVISED:  
-INFO DOCUMENTED AND WILL BE SENT TO THE LEGAL DEPT.  
-A FORD REP WILL BE IN CONTACT WITH THE CUSTOMER, NO TIME FRAME GIVEN  
-CONTACT INSURANCE CO  
-STAY IN CONTACT WITH DEALER  
1995/11/29  
UPDATED CODES.

0902-029 2078

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.01.27

\*\*\*\*\*  
977188 LEGAL CONTACT VEH TYPE: TRUCK  
NEW YORK 13 ZN/TR: 01 CONTACT NBR: 106293732 OPENED: 11/28/1995  
VIN: 1FDKE37H1H ENGINE: H CLOSED: 12/14/1995  
\*\*\*\*\*

1995/12/04

KADDCONR

CUSTOMER SAYS:

- WANTS TO KNOW WHEN A FORD REP WILL BE IN CONTACT WITH CUSTOMER

\*

PER CUSTOMER, DEALER SAYS:

- HAS NOT CONTACTED DLR

- SVC MGR HAS NOT BEEN THERE FOR 2 WEEKSS

\*

CUSTOMER SEEKS:

- WANTS A FORD REP TO CONTACT HER

- WANTS THE PROCESS EXPEDITED

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO DLR AND FORD REP

- CAC IS NOT ABLE TO ADVISE ON A TIME FRAME IN WHICH CUSTOMER WILL BE

CONTACTED

- STAY IN TOUCH WITH DLR

CSM HAS SPOKEN TO DEALER REGARDING CUSTOMER. DEALER INSPECTED VEHICLE AND INDICATED TO CUSTOMER THAT ENGINE FAILURE APPEARS TO HAVE BEEN CAUSED BY SOME TYPE OF OBSTRUCTION THAT COULD BE THE RESULT OF NOT REPLACING PCV VALVE.

CUSTOMER PROVIDED DEALER WITH COPY OF PAID RECEIPT SHOWING THIS PART WAS REPLACED ON 3/25/94. DEALER HAS BEEN AUTHORIZED BY CSM TO COMPLETE REPAIRS TO ENGINE UNDER ESP. CUSTOMER IS NOT ALLEGING ANY INJURIES OR ACCIDENT AS A RESULT OF THIS FAILURE. NO FURTHER ACTION.

1995/12/13

VEHICLE HAS BEEN REPAIRED UNDER ESP. CUSTOMER IS VERY HAPPY. NO FURTHER

ACTION REQUIRED. PLEASE CLOSE.

1995/12/14

THIS IS THE CLOSING COMMENT

CLOSED PER CSM REQUEST. NO FURTHER ACTION REQUIRED.

EMR2-025 2079

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.01.27

3989E3

LEGAL CONTACT

VEH TYPE: TRUCK

CHICAGO

41 ZN/TR: F1

CONTACT NBR: 106830482

OPENED: 04/26/1996

VIN: 1FTDE14YXMH

[REDACTED]

ENGINE: Y

CLOSED: 04/29/1996

LAST NAME: [REDACTED]

FIRST NAME: [REDACTED]

STATUS: CLOSED

TITLE: [REDACTED]

HI: [REDACTED]

ADDRESS: [REDACTED]

CITY: POYNETTE

STATE: MI

ZIP: [REDACTED]

HOME PHONE: [REDACTED]

BUS. PHONE: [REDACTED]

MODEL YEAR: 92

MODEL: E-SERIES

MILEAGE: 41000

NSD:

DEALER NAME: MIDDLETONMOTORS INC

SALES CODE: 141358

P & A: 06240

CAUSAL CODE: 02

SYMPTOMS: 704145 704142

ORIGIN: 00

TRANS REGION: 41

TRANS DATE:

VEH REPL:

CASE TYPE: 6-FIRES - FUEL FED

MEANS CODE: H-OTHER

ATTY NAME:

ATTY MEMO:

CLAIM AMT: 0

AWARD AMT:

0

MICRO:

COMMENTS:

1996/04/26

MODE MAVIS, ORIGINAL XMR

CUSTOMER SAYS:

-SENT A LETTER ON 4/1/96 REGARDING A VEHICLE FIRE

-THE VEHICLE CAUGHT FIRE ON 3/25/96

-THE VEHICLE WAS PARKED AND UNATTENDED AND CAUGHT FIRE

\*

PER CUSTOMER, DEALER SAYS:

-NA

\*

CUSTOMER SEEKS:

-TO KNOW IF HE WILL HEAR BACK FROM FMC

\*

CAC ADVISED:

- THERE IS NO IGNITION SWITCH RECALL ON THE VEHICLE, AT THIS TIME

- FORD MOTOR COMPANY REPRESENTATIVE WILL CONTACT CUTOMER WITHIN 3 DAYS

1996/04/29

##THIS IS THE CLOSING COMMENT

CUSTOMER SAYS:

- THAT VEHICLE CAUGHT ON FIRE AND DESTROYED AN ATV, HARLEY MOTORCYCLE, BARGAGE AND OTHER BUSINESS ITEMS.

CUSTOMER SEEKS:

- FOR FORD TO REIMBURSE FOR THE ATV ONLY.

CUSTOMER SAYS:

- THAT IF FORD DOES NOT REIMBURSE FOR THE ATV, THEN HE WILL FILE SUIT AND GO FOR DAMAGES OF EVERYTHING MENTIONED ABOVE.

LA ADVISED:

- THAT VEHICLE IS BEYOND THE MANUFACTURERS WARRANTY AND THERE ARE NO OPEN

ES02-825 2000

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.01.27  
=====

3989ES	LEGAL CONTACT	VEH TYPE: TRUCK
CHICAGO	41 ZM/TR: F1 CONTACT NBR: 106850402	OPENED: 04/26/1996
VIN: 1FTDE14YXMH	ENGINE: Y	CLOSED: 04/29/1996

=====

1996/04/29

MEMCONTINUEDMEM

- RECALLS ON VEHICLE FOR THE CONCERN.
- CUSTOMER SHOULD STAY IN CONTACT WITH HIS INSURANCE COMPANY, IF THEY FEEL THAT FORD IS AT FAULT, THEY WILL SUBROGATE.
- FORD WILL NOT ASSIST WITH CONCERN AT THIS TIME.

ENG2-R29 2001



BEGINNING OF CONTACT

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.01.27

7998RM LEGAL CONTACT VEH TYPE: TRUCK  
 DENVER 56 ZM/TR. BZ CONTACT NBR: 107136200 OPENED: 06/27/1996  
 VIN: 1FDKE3001P ENGINE: 0 CLOSED: 07/12/1996

LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] MI:  
 ADDRESS: [REDACTED]  
 CITY: LOGAN STATE: UT ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 95 MODEL: E-SERIES  
 MILEAGE: 22818 HSB:  
 DEALER NAME: WILSON MOTOR CO SALES CODE: 156640 P & A: 08365  
 CAUSAL CODE: 0709 SYMPTOMS: 283200 784245 704345  
 ORIGIN: 00 TRANS REGION: 56 TRANS DATE:  
 VEH REPL:  
 CASE TYPE: 4B-FIRES - EXHAUST-CAT.CONVERTOR-OTHER MEANS CODE: A-LOL INVEST-PROD LIABILITY  
 ATTY NAME: ATTY NOMB:  
 CLAIM AMT: 0 ANARD AMT: 0 MICRO: 4870630

COMMENTS:

1996/06/27

RE: NAVIS; ORIGINAL WAK

CUSTOMER SAYS:

-WIRING HAS MELTED FROM BATTERY TO STARTER MOTOR AND BURNED THE INSULATION AROUND THE WIRING.

-LOOKS LIKE IT GOES DOWN TO STARTER MOTOR.

-JUST OCCURED TODAY.

-L.W. MILLER HAS DONE REPAIR WORK FOR THIS CUSTOMER IN THE PAST, FORD DEALERSHIP IN LOGAN DOES NOT WORK ON RV'S

-MAY HAVE MELTED GROUND WIRE FROM BATTERY TO THE FRAME,

-HAS NOT CONTACTED FIRE DEPARTMENT.

\*

PER CUSTOMER, DEALER SAYS:

-HAS NOT CONTACTED

\*

CUSTOMER SEEKS:

-WANTS TO KNOW WHAT TO DO FROM THIS POINT.

\*

CAC ADVISED:

-A COMPANY REPRESENTATIVE WILL CONTACT CUSTOMER TO REVIEW THEIR CONCERN.

-CUSTOMER'S WORK NUMBER IS [REDACTED]

-ALSO GAVE RV LOCATOR SERVICE NUMBER: 1-800-444-3311

1996/06/28

RE: [REDACTED] WHEN SPEAKING WITH CUSTOMER PLEASE CHECK ADDRESS [REDACTED]

CITY SHOWS WILEY AND HAS THE SAME ZIP CODE AS LOGAN

1996/07/12

RE: THIS IS THE CLOSING COMMENT

CONSUMER AFFAIRS SENT LETTER TO CUSTOMER REFERRING THEM TO THEIR INSURANCE COMPANY. LETTER SENT 7-12-96.

1996/12/12

MICRO ADDED

0902-025 2002

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.01.27

7020RH

LEGAL CONTACT

VEN TYPE: TRUCK

CINCINNATI

47 ZN/TR: E1

CONTACT NBR: 105226216

OPENED: 02/21/1995

VIN:

1FDKE3004PH

ENGINE: 0

CLOSED: 02/23/1995

LAST NAME:

STATUS: CLOSED

TITLE:

FIRST NAME:

MI:

ADDRESS:

CITY:

EDEN PRAIRIE

STATE:

MN

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

93

MODEL:

E-SERIES

MILEAGE:

13800

MSD:

DEALER NAME:

KAIN FAMILY FORD LI

SALES CODE: 147029

P & A: 05708

CAUSAL CODE:

02

SYMPTONS:

704145

704147 704242

ORIGIN:

00

TRANS REGION:

58

TRANS DATE: 02/21/1995

VEN REPL:

CASE TYPE:

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

ATTY NAME:

ATTY MEMO:

CLAIM AMT:

0

ANARD AMT:

0

MICRO:

COMMENTS:

1995/02/21

CUSTOMER SAYS:

- ON 1/19/1995 THEY WERE HEADED SOUTH TO FLORIDA. THEY GOT OFF THE FREEWAY TO GET GAS. THEY STOPPED AT A STOP SIGN, MADE A LEFT AND THEN A RIGHT INTO THE GAS STATION.
- AS SHE PULLED INTO THE STATION SHE SMELLED SMOKE- THEN SAW FLAMES COMING OUT OF THE AREA OF THE DRIVER FRONT WHEEL WELL- THEN SMOKE CAME IN THE VENTS
- EMPLOYEE AT STATION USED FIRE EXTINGUISHER, STATE POLICE USED EXTINGUISHER A AND A LOCAL POLICE CRUISER STOPPED AND TRIED TO HELP.
- FINALLY THE FIRE DEPT. WAS ABLE TO EXTINGUISH IT USING WATER
- THE ENGINE AND CAB WERE THE AREAS WERE INVOLVED AND ARE BASICALLY GUTTED
- NO INJURY
- CUSTOMER HAS RENTAL CAR NOW AND ARE STILL ON WAY TO FLORIDA
- CUSTOMER HAD TO RENT A TRUCK BECAUSE THERE WAS NOWHERE TO RENT A CAR IN THAT TOWN. - LONDON, KENTUCKY IS WHERE FIRE OCCURRED
- CUSTOMER HAS CONTACTED THEIR INSURANCE
- NO POLICE REPORT
- FIRE DEPT IN LONDON MADE REPORT
- VEHICLE IS AT FLOYD'S ROAD SERVICE, I-75, EXIT 38, P.O.BOX 1151, LONDON KENTUCKY-40741. PHONE-606-878-7153
- CUSTOMER EXPECTS TO ARRIVE IN FLORIDA IN 2-3 DAYS
- CUSTOMER WILL BE HOME IN EDEN PRAIRIE- 3/6/95- THEY ARE NOT REACHABLE IN FLORIDA AS THEY WILL BE ON AN OUTER ISLAND WITH NO PHONE.

CAC ADVISED CUSTOMER:

- INFORMATION IS DOCUMENTED AND WILL BE FORWARDED TO APPROPRIATE AREAS IN FORD
- HE WILL BE CONTACTED ALTHOUGH NO TIME FRAME IS AVAILABLE

EMR2-028 2083

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.01.27  
 =====  
 7020RH LEGAL CONTACT VEH TYPE: TRUCK  
 CINCINNATI 47 ZN/TR: E1 CONTACT NBR: 105226216 OPENED: 02/21/1995  
 VIN: 1FDKE30G4PH ENGINE: G CLOSED: 02/23/1995  
 =====

1995/02/21  
 THIS CONTACT HAS BEEN TRANSFERRED FROM DISTRICT 56 TO DISTRICT 47  
~~WYNNE~~ KAIN FAMILY FORD WAS ASSIGNED AS DEALER AS THAT CUSTOMER DID NOT HAVE  
 A NAME OF A DEALER IN THE AREA—DEALER IS THE ONLY ONE LISTED IN LONDON, KY  
 CONTACT WAS TRANSFERRED AS THAT INFORMATION STATES THAT VEHICLE CAB AND  
 ENGINE WERE BOTTED—VEHICLE CAN NOT BE INSPECTED THROUGH ORIGINAL REGIONAL  
 OFFICE OF THIN CITIES AS THAT VEHICLE IS IN KENTUCKY

1995/02/22  
 GRI FIRE INVESTIGATION REQUESTED VIA FAX WITH ALL PERTINENT INFO.  
 REGIONAL FIRE DENIAL LETTER TO BE SENT TO CUSTOMER HOME ADDRESS AS CUSTOMER IS  
 NOT REACHABLE AT THIS TIME. NO FURTHER PSZW ACTION TO BE TAKEN AT THIS TIME.  
 COPY OF FIRE INVESTIGATION REPORT TO BE SENT TO OGC ATTN: SKIP KEYES WHEN  
 COMPLETED.  
 THIS IS THE CLOSING COMMENT  
 CUSTOMER NOTIFIED BY LETTER FROM OWNER RELATIONS MANAGER THAT THE VEHICLE  
 WILL BE INSPECTED FOR OUR RECORDS; HOWEVER, FORD MOTOR CO WILL NOT PROVIDE  
 ANY FINANCIAL ASSISTANCE TOWARDS THE REPAIR OF THE VEHICLE. THE CUSTOMER HAS  
 BEEN DIRECTED TO HER INSURANCE COMPANY FOR ASSISTANCE.

1995/02/23  
 CONTACT CLOSING APPROVED  
 OK TO CLOSE

EM02-025 2004

BEGINNING OF CONTACT  
09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.01.27

7608BA LEGAL CONTACT VEH TYPE: TRUCK  
SOUTHWEST 52 ZM/TR: CI CONTACT NBR: 105284301 OPENED: 03/09/1995  
VIN: 1FCJE39H4PH ENGINE: H CLOSED: 04/01/1995

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI:  
ADDRESS: [REDACTED] FIRST NAME:  
CITY: DALLAS STATE: TX ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 93 MODEL: E-SERIES  
MILEAGE: 1 MSD:  
DEALER NAME: LEE JARMON FORD INC SALES CODE: 152014 P & A: 02659  
CAUSAL CODE: 02 DLTR SYMPTOMS: 704145  
ORIGIN: GO TRANS REGION: TRANS DATE:  
VEH REPL:  
CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LBL INVEST-PROB LIABILITY  
ATTY NAME: FLEET CONTACT: M RIZKALLA ATTY MEMO: 313-397-9281  
CLAIM AMT: 0 AWARD AMT: 0 MICRO: 6221761

COMMENTS:

1995/03/09

LEGAL/FIRE FLEET CONTACT REPORT ALLEGING FIRE IN ENGINE COMPARTMENT. PER COMMENTS IN CONTACT: IN EARLY FEBRUARY, FLEET CALLED CAC; SPOKE WITH HIM. NOTHING IN SYSTEM. CONTACT IS FAXED TO THE RO FOR HANDLING.

1995/04/01

THIS IS THE CLOSING COMMENT

GRI INSPECTOR, TOM ELLIS, INSPECTED THIS 1993 ECONOLINE PANEL TRUCK ON 3/28/95. HIS INSPECTION DID NOT DETERMINE A MANUFACTURING DEFECT CAUSED THE FIRE. IT WAS NOTED IN REPORT THAT VEHICLE HAD BEEN PREVIOUSLY INSPECTED ON 12/21/94 BY MR. JERRY GILMORE, INDEPENDENT FIRE INSPECTOR, WHO "CLIPPED OFF" AND REMOVED THE REMAINS OF THE POWER DISTRIBUTION BOX AND RELATED WIRING. REGION SENT LETTER TO FEDEX DATED 4/3/95 REFERRING TO THEIR INSURANCE CARRIER AS HE COULD NOT DETERMINE CAUSE OF FIRE. IT WAS NOTED IF INSURANCE CARRIER FEELS DEFECT IS RESPONSIBLE, THEY WILL SUBROGATE FORD.

1995/04/19

MICRO ENTERED FOR LEGAL/FIRE FLEET CONTACT REPORT.

0902-025 2000

BEGINNING OF CONTACT  
 09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.01.27  
 =====  
 3999EE LEGAL CONTACT VEH TYPE: TRUCK  
 93 ZN/TR: D3 CONTACT NBR: 107369977 OPENED: 08/16/1996  
 VIN: 1FDKE37H9PH ENGINE: H CLOSED: 08/21/1996  
 =====  
 LAST NAME: [REDACTED] FIRST NAME: STATUS: CLOSED  
 TITLE: [REDACTED] MI:  
 ADDRESS: [REDACTED]  
 CITY: CHICAGO STATE: IL ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 93 MODEL: E-SERIES  
 MILEAGE: 14944 MSD:  
 DEALER NAME: SOUTH SIDE FORD TRK SALES CODE: 141980 P & A: 01506  
 CAUSAL CODE: 0709 SYMPTOMS: 704145  
 ORIGIN: GO TRANS REGION: 41 TRANS DATE:  
 VEH REPL:  
 CASE TYPE: 4A-FIRES - ELECTRICAL MEANS CODE: A-101 INVEST-PROD LIABILITY  
 ATTY NAME: ATTY MEMO:  
 CLAIM AMT: 0 ANARD AMT: 0  
 MICRO: 4731811

COMMENTS:  
 1996/08/14  
 \*\*\*FLEET FAX RECEIVED 8/9/96\*\*\*  
 \*\*\*NAVIS PROGRAM\*\*\*  
 CUSTOMER CONTACT: RICH OR FRANK  
 FCSD FLEET CONTACT: DAVE MASON (708)637-3504  
 DEALER CONTACT: ED RIBBY OR BRAD, (512)254-7083 EXT 5119  
 -FUEL LINE RUPTURED AND ENGINE COMPARTMENT CAUGHT FIRE  
 -VEHICLE IS CURRENTLY AT SOUTHSIDE FORD  
 \*  
 LEGAL ANALYST ADVISED:  
 CONTACTED DAVE MASON AND I WILL ARRANGE EAA INSPECTION; I WILL FORWARD THE  
 RESULTS TO DAVE FOR HANDLING  
 1996/08/21  
 \*\*\*THIS IS THE CLOSING COMMENT  
 RECEIVED EAA RESULTS BY FAX, AND FORWARDED TO CVO BY FAX FOR HANDLING. WILL  
 FORWARD ORIGINAL REPORT AND PICTURES TO DAVE MASON AS SOON AS THEY ARE RECEIVE  
 D.  
 1996/08/29  
 ADD MICRO

EQ02-025 2095

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.01.27

7020RH

LEGAL CONTACT

VEN TYPE: TRUCK

NEW YORK

13 ZM/TR: MI

CONTACT NBR: 108259311

OPENED: 03/27/1997

VIN:

1FTHE24Y9PH

ENGINE: Y

CLOSED: 06/03/1997

LAST NAME:

STATUS: CLOSED

TITLE:

FIRST NAME:

MI:

ADDRESS:

CITY:

ELBRIDGE

STATE:

NY

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

93

MODEL:

E-SERIES

MILEAGE:

100000

MSB:

DEALER NAME:

SAM DELL FORD

SALES CODE: 113214

P & A: 00545

CAUSAL CODE:

0721

SYMPTOMS: 704148

ORIGIN:

00

TRANS REGION: 13

TRANS DATE:

VER REPL:

CASE TYPE:

2A-OUTSIDE VEHICLE WARRANTY MEANS CODE: B-LGL NVEST-WTY-ATTY LETTRM

ATTY NAME:

EDWARD W. LAVERY

ATTY MEMO: 315-685-9746

CLAIM AMT:

AMARD AMT:

MICRO: 4990022

COMMENTS:

1997/03/27

ATTY LETTER DATED 3/24/97, RECEIVED BY LEGAL 3/26/97, NAVIS- ORIGINAL

ATTY SAYS:

- VEHICLE BURNED
- BELIEVES DEFECTIVE COMPUTER MODULE CAUSED FIRE

ATTY SEEKING

- NEW VEHICLE

1997/04/01

CONTACTED ATTY OFFICE- LEFT MESSAGE

1997/04/03

##THIS IS THE CLOSING COMMENT

CONTACTED ATTY

CUSTOMER HAS CONTACTED INSURANCE- ADVISED THEM TO WORK WITH INSURANCE COMPANY- THEY HAVE THE OPTION TO SUBROGATE CLAIM IF THEIR INVESTIGATION REVEALS MANUFACTURING DEFECT.

NO FURTHER ACTION

ATTY SAYS CUSTOMER DID NOT HAVE ADEQUATE INSURANCE ON CONTENTS- IS SEEKING COVERAGE FOR THAT

ADVISED AGAIN OF ABOVE- NO RECALLS OR PROGRAMS- FWC WILL TAKE NO FURTHER ACTION

NO FURTHER ACTION

1997/04/09

ADDED MICRO

1997/04/23

ADDED MICRO

EMR2-025 2087

BEGINNING OF CONTACT  
09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.01.27

5700DG LEGAL CONTACT VEH TYPE: TRUCK  
DETROIT 48 ZN/TR, ES CONTACT NBR: 105755770 OPENED: 07/17/1995  
VIN: 1FDEE14Y8RN ENGINE: Y CLOSED: 07/21/1995

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: BEAVERTON STATE: MI ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 94 MODEL: E-SERIES  
MILEAGE: 4000 MSD:  
DEALER NAME: MIDLAND FORD LINCOLN SALES CODE: 148557 P & A: 09501  
CAUSAL CODE: SYMPTOMS: 704148  
ORIGIN: 60 TRANS REGION: TRANS DATE:  
VEH REPL:  
CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-L0L INVEST-PROD LIABILITY  
ATTY NAME: ATTY MEMO:  
CLAIM AMT: 8 AWARD AMT: 8 MICRO:

COMMENTS:  
1995/07/17  
#NAVIS:ORIGINAL#

\*  
CUSTOMER SAYS:  
-4/15/95 THE VEHICLE WAS PARKED IN THE DRIVEWAY WHEN THE VEHICLE STARTED BURNING. ENTIRE VEHICLE BURNT WITHIN 1 HALF HOUR. THE FIRE DEPT. ADVISED THE CUSTOMER THAT IT LOOKS LIKE THE FIRE STARTED IN THE A/C UNIT.

\*  
PER CUSTOMER, DEALERSHIP SAYS:  
-THE VEHICLE HAS NOT BEEN TAKEN TO THE DEALERSHIP.

\*  
CUSTOMER SEEKS:  
-INVESTIGATION BY FORD FOR POSSIBLY LIABILITY.

\*  
CAC ADVISED:  
-INFORMATION WILL BE FORWARDED TO THE APPROPRIATE OFFICE FOR HANDLING.  
-A REPRESENTATIVE FROM THE REGIONAL OFFICE WILL CONTACT THEM FOR FURTHER REVIEW ON VEHICLE CONCERN.

1995/07/20  
FAXED INFORMATION TO E.A.A. FOR INSPECTION OF VEHICLE. E.A.A. WILL RECONTACT ME TO MAKE ARRANGEMENTS TO HAVE VEHICLE TOWED TO MIDLAND TONING FOR INSPECTION.

1995/07/21  
THIS IS THE CLOSING COMMENT  
I SPOKE WITH CUSTOMER ON 7/21/95. CUSTOMER WOULD NOT PROVIDE AUTHORIZATION FOR E.A.A. INSPECTION. HE ADVISED THAT HIS INSURANCE COMPANY IS HANDLING THE SITUATION. NO FURTHER ACTION IS NEEDED.

2002-028 2000

BEGINNING OF CONTACT  
09/28/99

MASTER OWNER RELATIONS SYSTEM II

19.01.27

8398JB

LEGAL CONTACT

VEH TYPE: TRUCK

NEW YORK  
VIN:

15 ZH/TR  
1FDKE306R3

CONTACT NBR: 186091719  
ENGINE: M

OPENED: 10/04/1995  
CLOSED: 10/30/1995

LAST NAME:

[REDACTED]

FIRST NAME: [REDACTED]

STATUS: CLOSED

TITLE:

[REDACTED]

[REDACTED]

MI:

ADDRESS:

[REDACTED]

[REDACTED]

ZIP: [REDACTED]

CITY:

PHILADELPHIA

STATE:

PA

ZIP:

HOME PHONE:

[REDACTED]

BUS. PHONE:

[REDACTED]

MODEL YEAR:

94

MODEL:

E-SERIES

MILEAGE:

1

MSD:

DEALER NAME:

FORD MOTOR COMPANY-

SALES CODE: 113000

P & A: 68013

CAUSAL CODE:

02

SYMPTOMS: 784145

ORIGIN:

00

TRANS REGION:

TRANS DATE:

VEH REFL:

CASE TYPE:

4-FIRES - FUEL FED

MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY NAME:

ATTY MEMO:

CLAIM AMT:

0

AMARD ANT:

0

MICRO: 4390758

COMMENTS:  
1995/10/04

NCALL RECEIVED FROM REGION. BUS FIRE. CONTACT EAA INSPECTOR TO SET UP APP'T FOR INSPECTION W/GARY THOMPSON AT BUDGET. WILL REFER CASE TO CVO AFTER THE INSPECTION IS COMPLETED.

1995/10/09

PLEASE TRANSFER TO REGION 16 (PHILIA REGION)

1995/10/18

CONVERSATION THIS DATE W/EAA INSPECTOR WHO INDICATED THAT CUSTOMER WANTS THEIR INSPECTOR PRESENT DURING OUR INSPECTION. HAS TRIED TWICE TO SET UP MEETINGS HOWEVER THE BUDGET INSPECTOR HAS CANCELLED OR NOT SHOWN UP. CALL PLACED TO GARY THOMPSON WHO INDICATED HE WOULD PERSONALLY CONTACT HIS INSPECTOR TO CALL EAA AND SET UP A FIRM MEETING DATE.

1995/10/30

EAA INSPECTION COMPLETED, REPORT RECEIVED 10/26. TOTAL LOSS DUE TO FIRE. UNABLE TO DETERMINE. WILL FORWARD INFORMATION TO CVO FOR HANDLING.

THIS IS THE CLOSING COMMENT

FORWARDED TO CVO FOR HANDLING. SENT TO PAUL COMAN AT CVO.

1995/12/22

MICRO ADDED.

EM02-825 2000



BEGINNING OF CONTACT  
09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.01.27

559388

LEGAL CONTACT

VEH TYPE: TRUCK

BOSTON

11 ZN/TR: 82

CONTACT NBR: 106940984

OPENED: 05/15/1996

VIN:

1FDEE14N8RH

ENGINE: N

CLOSED: 05/24/1996

LAST NAME:

[REDACTED]

STATUS: CLOSED

TITLE:

FIRST NAME:

[REDACTED]

MI:

[REDACTED]

ADDRESS:

CITY:

WESTMINSTER

STATE:

MA

ZIP:

[REDACTED]

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

94

MODEL:

E-SERIES

MILEAGE:

24000

MSD:

DEALER NAME:

RICK STARR FORD

SALES CODE:

111466

P & A: 08930

CAUSAL CODE:

82 DR

SYMPTOMS:

704145

704242

ORIGIN:

00

TRANS REGION:

11

TRANS DATE: 05/21/1996

VEH REPL:

CASE TYPE:

4-FIRES - FUEL FED

MEANS CODE: A-16L INVEST-PROD LIABILITY

ATTY NAME:

ATTY MEMO:

CLAIM AMT:

0

HARD AMT:

0

MICRO: 4671756

COMMENTS:

1996/05/15

MEM NAVIS: ORIGINAL MEM

MEM SALESMAN GAVE CUSTOMER 1-800-8 MEM

CUSTOMER SAYS:

- SMOKE WAS COMING FROM UNDER THE DASHBOARD
- SHE OPENED THE DOOR AND THERE WAS ACTUAL SPARKS
- VEHICLE STARTED ON FIRE
- FIRE DEPT WAS CALLED, DOESN'T KNOW WHERE THE FIRE STARTED, BUT DEFINITELY IN FRONT END
- INSURANCE COMPANY RECOMMENDED SHE CONTACT FORD
- THE VEHICLE IS HANDICAPPED EQUIPPED
- THE VEHICLE IS STILL AT A FRIEND'S HOUSE
- VEHICLE AT 16 MT VERNON STREET - FIRE DEPT SAID DON'T TRY AND MOVE THE VEHICLE

\*

PER CUSTOMER, DEALER SAYS:

- CONTACT FORD

\*

CUSTOMER SEEKS:

- TO SEE WHAT FORD WILL DO

\*

CAC ADVISED:

- A COMPANY REPRESENTATIVE WILL CONTACT CUSTOMER TO REVIEW THE CONCERN (NO TIME FRAME GIVEN)
- CUSTOMER ALREADY INDICATED SHE CONTACTED HER INSURANCE COMPANY - THEY REFERRED HER TO FORD

EM02-025 2099

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.01.27  
\*\*\*\*\*  
559SRG LEGAL CONTACT VEH TYPE: TRUCK  
BOSTON 11 ZH/TR: 02 CONTACT NBR: 106940984 OPENED: 05/15/1996  
VIN: 1FDEE1GMRH CONTACT ENGINE: N CLOSED: 05/24/1996  
\*\*\*\*\*

1996/05/20

CUSTOMER SAYS:  
-CALLED YESTERDAY  
-IF WE CAN GET A LOANER VEHICLE  
-WE HAD A FRONT END FIRE ON THE VEHICLE  
-THE VEHICLE WAS HOT ON AT THE TIME  
-FIRE DEPARTMENT REPORT NO. 96-2607  
-THIS IS A CONVERSION VAN (MOBILITY)

\*  
PER CUSTOMER, DEALER SAYS:  
-MC

\*  
CUSTOMER SEEKS:  
-RENTAL VEHICLE

\*  
CAC ADVISED:  
-THIS IS PENDING ON THE INVESTIGATION; AT THIS TIME I CAN'T PROMISE YOU THAT YOU WILL BE REIMBURSED FOR ANY RENTALS OR LOANERS

1996/05/21

\*\*\*SALES CODE HAS BEEN CHANGED FROM 127071 TO 111466  
\*\*\*REGION CODE HAS BEEN CHANGED FROM 27 TO 11

PER H ROEBER  
TRIED CONTACTING CUSTOMER. SPOKE WITH CUSTOMER'S HUSBAND. CUSTOMER TRIED TO EXPLAIN WHAT HAS COME ON(CUSTOMER HAS HAD SEVERAL STROKES AND WAS HAVING DIFFICULTY EXPLAINING). CUSTOMER SAYS INSURANCE COMPANY HAS SENT SOMEONE TO LOOK AT THE VEHICLE AND FEEL AS THOUGH THE ALARM CAUSED THE FIRE, HOWEVER CUSTOMER SAYS THAT THE FIRE DEPARTMENT SAYS THE DAMAGE IS TOO EXTENSIVE TO HAVE BEEN CAUSED BY THE ALARM. DUE TO THAT I WAS UNABLE TO DETERMINE IF THIS IS EXACTLY WHAT HAS HAPPENED I HAVE LEFT A MESSAGE WITH CUSTOMER ASKING THAT HIS WIFE CONTACT ME BACK AT 315 446-8930 BETWEEN 8:30-5:00 EST

1996/05/22

CUSTOMER CALLED BACK. I TRIED RECONTACTING--SPOKE WITH HUSBAND AGAIN WHO SAID HIS WIFE WAS NOT AVAILABLE. CUSTOMER ASKED THAT I CALL BACK TOMORROW BETWEEN 2-5. I ADVISED I WOULD TRY TO DO THAT.

1996/05/23

HAD TRIED CONTACTING CUSTOMER AT 2:40. NO ANSWER--LEFT A MESSAGE ON THE MACHINE ASKING THAT SHE CONTACT ME AT 315 446-8930.  
CUSTOMER CALLED BACK. ADVISED CUSTOMER INSPECTION WOULD BE ARRANGED. I HAVE CONTACTED EAA INSPECTOR GERRY BYRON WHO WILL INSPECT VEHICLE TOMORROW. VEHICLE HAS BEEN TOWED TO: RIDE AWAY(CONTACT IS PETE)

51 NENTMOUTH  
LONDONDERRY, NH 603 623-5679

EM02-025 2001

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.01.27  
=====

5593RG	LEGAL CONTACT	VEH TYPE: TRUCK
BOSTON	11 ZH/TR: 02	OPENED: 05/15/1996
VIN: IFDEE14N8RH	CONTACT NBR: 186940984	CLOSED: 05/24/1996
	ENGINE: N	

=====

1996/05/24  
008THIS IS THE CLOSING COMMENT  
INFORMATION RECEIVED FROM EAA INSPECTOR GERRY BYRON. FIRE WAS FELT TO BE CAUSED BY MODIFICATION MADE TO THE VEHICLE. FIRE OCCURRED AROUND THE SPARE BATTERY WHERE IT WAS FOUND WIRING WAS IMPROPERLY ROUTED--THERE WERE NO GROMMETS TO SUPPORT IT WHEN IT WENT THROUGH THE FIREWALL INTO THE ENGINE COMPARTMENT. I HAVE LEFT A MESSAGE ON CUSTOMER'S ANSWERING MACHINE ADVISING THAT THERE WOULD BE NO FORD ASSISTANCE. I HAVE AGAIN PROVIDED MY NUMBER OF 315 446-8930 IF CUSTOMER NEEDS TO CONTACT ME BACK.  
1996/05/31  
INSPECTION REPORT AND PICTURES RECEIVED.  
1996/07/16  
MICRO ADDED

EM62-125 2002

BEGINNING OF CONTACT  
09/28/99

MASTER OWNER RELATIONS SYSTEM II

19.01.27

21760M

LEGAL CONTACT

VEH TYPE: TRUCK

WASHINGTON

27 ZN/TR: C1

CONTACT NBR: 109590002

OPENED: 01/26/1998

VIN:

1FDEE14M4R

ENGINE: N

CLOSED: 04/10/1997

LAST NAME:

[REDACTED]

STATUS: CLOSED

TITLE:

[REDACTED]

FIRST NAME:

[REDACTED]

MI:

[REDACTED]

ADDRESS:

[REDACTED]

CITY:

CLINTON

STATE:

MD

ZIP:

[REDACTED]

HOME PHONE:

[REDACTED]

BUS. PHONE:

[REDACTED]

MODEL YEAR:

94

MODEL:

E-SERIES

MILEAGE:

1

MSD:

[REDACTED]

DEALER NAME:

RON BORTHICK FORD,

SALES CODE: 127046

P & A: 00086

CAUSAL CODE:

0709 0721

SYMPTOMS: 704145

ORIGIN:

60

TRANS REGION: 27

TRANS DATE:

VEH REFL:

CASE TYPE:

48-FIRES - EXHAUST-CAT.CONVERTOR-OTHER

MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY NAME:

ATTY MEMO:

CLAIM ART:

0

AWARD AMT:

0

MICRO: 5232531

COMMENTS:

1998/01/26

MIPA HAS RECEIVED CONTACT FROM LBLACK IN THE ABSENCE OF DMCELROY  
- ACCORDING TO THE INFORMATION PROVIDED BY CONTACT #109138239, THE CUSTOMER  
HAS RECEIVED AN SETTLEMENT FROM THEIR INS. COMPANY.  
- THE CUSTOMERS INSURANCE COMPANY HAS THE OPTION TO SUBROGATE FMC.  
- THE CUSTOMER HAS MAILED A SUBROGATION LETTER BY THE PREVIOUS LEGAL  
ANALYST.  
MIPA HAS MADE THE CONTACT A LEGAL AND SENT ANOTHER SUBROGATION LETTER.

1998/01/27

\*\*\*\*\* THIS IS THE CLOSING COMMENT  
LPA SENT LETTER ON 1/27/98 REFERRING CUSTOMER TO HIS INSURANCE CARRIER. NO  
FURTHER ACTION IS NEEDED.

1998/02/18

CUSTOMER SAYS:  
-STATE FARM INSURANCE COMPANY CALLING AND WANTED TO KNOW IF FORD HAS TAKEN  
ANY ACTION ON THE LEGAL ISSUE

\*\*\*\*\*

CAC ADVISED:  
-I AM NOT SEEING ANY DOCUMENTATION IN MY COMPUTER ON THIS MATTER

1998/02/23

ADDED MICRO

EMR2-025 2003

BEGINNING OF CONTACT 09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.01.27  
=====

7716DS	LEGAL CONTACT	VEN TYPE: TRUCK
PITTSBURGH 44 ZN/TR: A1	CONTACT NBR: 105577534	OPENED: 06/01/1995
VIN: 1FTJES4H0SH	ENGINE: H	CLOSED: 07/11/1995
=====		STATUS: CLOSED
LAST NAME:	FIRST NAME:	MI:
TITLE:		
ADDRESS:		
CITY: MONROEVILLE	STATE: PA	ZIP:
HOME PHONE:	BUS. PHONE:	
MODEL YEAR: 95	MODEL: E-SERIES	
MILEAGE: 108	MSD:	
DEALER NAME: DAY FORD	SALES CODE: 144004	P & A: 07410
CAUSAL CODE: 02	SYMPTOMS: 704148	
ORIGIN: 00	TRANS REGION:	TRANS DATE:
VEN REPL:	MEANS CODE: A-LGL INVEST-PROD LIABILITY	
CASE TYPE: 4-FIRES - FUEL FED	ATTY MEMO:	
ATTY NAME:	AWARD AMT:	MICRO:
CLAIM AMT: 0		

COMMENTS:  
1999/06/01

\* TRANSPORTATION ADMINISTRATOR CALLING ON BEHALF OF COMPANY CONTACT TO BE NOTIFIED AT THE ADDRESS LISTED IS LEE CAYLOR \*\*

CUSTOMER SAYS:  
-THE VEHICLE CAUGHT FIRE UNDER THE HOOD OF THE VEHICLE  
-FIRE DEPARTMENT INDICATED THERE WAS A BOLT DRIVEN INTO THE WIRE HARNESS THAT CAUSED THE FIRE  
-FIRE REPORT WAS MADE  
-DATE OF THE FIRE WAS 5-25-95

\* PER CUSTOMER DEALER SAYS:  
-HAS NOT BEEN TO DEALER

\* CUSTOMER SEEKS:  
-TO HAVE FMC INVESTIGATE THIS CONCERN

\* CAC ADVISED:  
-WILL DOCUMENT AND FORWARD THIS INFORMATION TO THE APPROPRIATE OFFICE  
-A REPRESENTATIVE FROM FMC WILL CONTACT CUSTOMER  
-COULD NOT PROVIDE A TIME FRAME AS TO WHEN CUSTOMER WOULD BE CONTACTED  
-CONTACT INSURANCE COMPANY

1999/06/16  
ORI INSPECTION REQUESTED ON 6/6/95

1999/07/07  
THIS IS THE CLOSING COMMENT  
7/5/99 G.R.I. INSPECTION REPORT ON FILE. REGION OFFICE NOTIFIED GARY PARKER, SERVICE MANAGER OF DAY FORD, TO PROCEED WITH REPAIRS PER WARRANTY GUIDELINES. D.E.LANK, D.R. MANAGER (412) 928-2974

1999/07/11  
CONTACT CLOSING APPROVED  
OK TO CLOSE.

EM02-028 2004

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.01.27

=====

7716DS	LEGAL CONTACT	VEH TYPE: TRUCK
PITTSBURGH 44 ZN/TR: A1	CONTACT NBR: 105577534	OPENED: 06/01/1995
VIN: 1FTJE34N03H	ENGINE: H	CLOSED: 07/11/1995

=====

1995/08/21  
CHECK REQUEST RECEIVED FROM REGIONAL OFFICE. SUBMITTED REQUEST FOR \$3,836.29.

0902-029 2898

BEGINNING OF CONTACT  
09/28/99

MASTER OWNER RELATIONS SYSTEM II

19.01.27

3025RT  
CHICAGO

LEGAL CONTACT

VEH TYPE: TRUCK

VIN: 1FD0C14N6SH

41 ZN/TR: F1

CONTACT NBR: 106312094

OPENED: 12/01/1995

ENGINE: N

CLOSED: 12/28/1995

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

CITY:

MC HENRY

STATE:

IL

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

95

MODEL:

E-SERIES

MILEAGE:

9804

MSB:

DEALER NAME:

ROCK RIVER FORD INC

SALES CODE:

141495

P & A: 20159

CAUSAL CODE:

02

SYMPTOMS:

704145

ORIGIN:

00

TRANS REGION:

TRANS DATE:

VEH REPL:

CASE TYPE:

49-FIRES - EXHAUST-CAT CONVERTOR-OTHER

MEANS CODE:

B-LGL NVEST-WTY-ATTY LETTRM

ATTY NAME:

ATTY NBR:

CLAIM AMT:

0

AWARD AMT:

0

MICRO:

COMMENTS:

1995/12/01

DEALER REQUEST FAXED 12-1-95

FAX STATES:

- THAT CUSTOMER BROUGHT VEHICLE IN FOR A CONCERN WITH NOISE.
- ON 11-29-95, WHILE DEALER WAS TEST DRIVING VEHICLE, DEALER PERSON PULLED OVER TO CHECK UNDER HOOD AND FOUND THAT THERE WAS SMOKE AND FLAMES IMMEDIATELY JUMPING OUT.

CUSTOMER SEEKS:

- A REPLACEMENT VEHICLE.

ADDCOMM

SPOKE WITH DON MURRAY, SVC MGR. MR MURRAY SAYS:

- THAT VEHICLE IS STILL AT THE DEALER AND HAS NOT BEEN INSPECTED.
- WHILE VEHICLE WAS BEING TEST DRIVEN FOR ENGINE NOISE, THE PERSON TEST DRIVING THE VEHICLE, DISCOVERED THAT IT WAS ON FIRE.

LA ADVISED MR MURRAY:

- THAT HE WILL CONTACT AN EAA INSPECTOR AND HAVE THE INSPECTOR CONTACT HIM TO MAKE ARRANGEMENTS TO INSPECT THE VEHICLE.

CONTINUED

CONTACTED GIL KARNES, EAA INSPECTOR. MR KARNES SAYS:

- THAT HE WILL CONTACT MR MURRAY TODAY OR MONDAY TO MAKE ARRANGEMENTS TO INSPECT THE VEHICLE.

1995/12/28

THIS IS THE CLOSING COMMENT

CONTACTED MARK GEMBLER, SALES MANAGER AND ADVISED (PER DISCUSSION WITH DON CONROY, DEPARTMENT MANAGER):

- THAT FORD WILL REPLACE THIS VEHICLE WITH A COMPARABLE NEW VEHICLE.
- IF THERE IS ANY DIFFERENCE THE PACKAGE OR MODEL YEAR, CUSTOMER WOULD BE RESPONSIBLE FOR THE DIFFERENCE.

CONTACTED PAMELA MOORE, CUSTOMER AND ADVISED OF THIS INFORMATION AND TO CONTACT MARK GEMBLER FOR FURTHER INFORMATION.

1995-02-25 2000

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAXLGLTG

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.01.27  
=====

3025RT	LEGAL CONTACT	VEH TYPE: TRUCK
CHICAGO	41 ZN/TR: FL	CONTACT NBR: 106312096
VIN: IFDEE14N6SH0	ENGINE: M	OPENED: 12/01/1993
		CLOSED: 12/28/1993

=====

1996/01/15

\*\*\*\*\*ADDCOMM

CONTACTED MARK GENGLER, SALES MGR TO CHECK ON VEHICLE STATUS MR GENGLER SAYS:  
- THAT MR/MRS MOORE SPOKE WITH A SALES PERSON AT THE DEALER AND HAS DECIDED  
TO GO THROUGH THEIR INSURANCE COMPANY SO THAT THEY CAN PURCHASE A USED  
VEHICLE FOR MOM.

LA CONTACTED [REDACTED] TO VERIFY THIS INFORMATION. [REDACTED] SAYS:  
- THAT HER INSURANCE COMPANY HAS NOW PAID OFF THIS VEHICLE.  
NO FURTHER FOLLOW-UP FROM FORD IS NEEDED.

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

PER MARK GENGLER, CUSTOMER ALSO WANTED TO GO THROUGH THEIR INSURANCE COMPANY  
BECAUSE THEY COULD NOT AFFORD THE UPGRADE FEE OF A REPLACEMENT VEHICLE.

1996/02/17

\*\*\*\*\*MICRO ADDED\*\*\*\*\*

EP02-025 2097



BEGINNING OF CONTACT  
09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.01.27

3638JS LEGAL CONTACT VEH TYPE: TRUCK  
ORLANDO 24 ZN/TR: FL CONTACT NBR: 106625118 OPENED: 02/29/1996  
VIN: 1FDEE14Y7SH ENGINE: Y CLOSED: 03/01/1996

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: LAUREL HILL STATE: FL ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 95 MODEL: E-SERIES  
MILEAGE: 4000 MSD:  
DEALER NAME: HUB CITY FORD-MERCU SALES CODE: 124551 P & A: 04918  
CAUSAL CODE: 02 SYMPTOMS: 704145  
ORIGIN: 00 TRANS REGION: TRANS DATE:  
VEH REPL:  
CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LGL INVEST-PROD LIABILITY  
ATTY NAME: ATTY MEMO:  
CLAIM ANT: 0 AWARD ANT: 0  
MICRO:

COMMENTS:  
1996/02/29

CUSTOMER SAYS:  
-HE HAD CALLED DEALER AND ADVISED THEM THE VEHICLE WAS RUNNING ROUGH  
-HE WAS BRINGING VAN IN AND VEHICLE STARTED TO HESITATE AND SPUTTER  
-HE SMELLED GAS AND PLASTIC MELTING AND JUMPER OUT OF VAN  
-INCIDENT OCCURRED ON HWY 593, AND FIRE DEPT CAME AND PUT OUT FIRE  
-THE VAN WAS DESTROYED  
-INSURANCE COMPANY HAS TAKEN TESTS, BUT HAS NOT IDENTIFIED CONCERN  
-ACCIDENT OCCURRED ON 2/3, IN THE AM

\*  
PER CUSTOMER, DEALER SAYS:  
-HAS NOT ADVISED  
-HAS BEEN VERY UNHELPFUL, AND HAS NOT SHOWN ANY CONCERN

\*  
CUSTOMER SEEKS:  
-TO INFORM FORD  
-FOR FORD TO INVESTIGATE

\*  
CAC ADVISED:  
-WILL FORWARD TO PROPER DEPT  
-CD REP WILL BE IN CONTACT TO REVIEW  
-NO TIMEFRAME  
-CONTINUE TO WORK W/INSURANCE CO

\*  
BEST TIME TO REACH HIM IS AFTER 4PM

1996/03/01  
THIS IS THE CLOSING COMMENT  
INS CO HAS ALREADY TAKEN VEH TO THE SALVAGE YARD

\*  
CUSTOMER ADVISED TO WORK W/ HIS AUTO INSURER

0902-029 2809

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.01.27  
=====

3630JS	LEGAL CONTACT	VEH TYPE: TRUCK
ORLANDO	24 ZN/TR: F1 CONTACT NBR: 104625118	OPENED: 02/29/1996
VIN: IFDEE14Y7SH	ENGINE: Y	CLOSED: 03/01/1996

=====

1996/03/01  
THIS IS THE CLOSING COMMENT  
SEE DREVIOUS COMMENTS

EM02-020 2000

BEGINNING OF CONTACT  
09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.01.27

7020RH LEGAL CONTACT VEH TYPE: TRUCK  
NEW YORK 15 ZN/TR: J1 CONTACT NBR: 106500890 OPENED: 01/29/1996  
VIN: 1FTFE24Y8SH ENGINE: Y CLOSED: 02/05/1996

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]  
CITY: SUFFERN STATE: NY ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 95 MODEL: E-SERIES  
MILEAGE: 3000 MSD:  
DEALER NAME: DAN BUCKEY FORD INC SALES CODE: 113465 P & A: 20553  
CAUSAL CODE: 02 SYMPTOMS: 704149  
ORIGIN: 00 TRANS REGION: TRANS DATE:  
VEH REFL: 4B-FIRES - EXHAUST-CAT.CONVERTOR-OTHER MEANS CODE: A-LOL INVEST-PROD LIABILITY  
CASE TYPE: ATTY MEMO:  
ATTY NAME: AWARD AMT:  
CLAIM AMT: 0 MICRO: 4461090

COMMENTS:

1996/01/29

CUSTOMER SAYS:

- VEHICLE WAS PARKED - NOT RUNNING AND CAUGHT FIRE
- NO INJURIES
- FIRE APPEARS TO HAVE STARTED NEAR BATTERY
- REPORT MADE BY FIRE DEPT- NEW YORK CITY FIRE DEPT
- VEHICLE TOTALLED- WHOLE VEHICLE BECAME INVOLVED

PER CUSTOMER, DEALERSHIP SAYS:

- CONTACT INSURANCE CO.

CUSTOMER SEEKING:

- TO KNOW WHY BLR WILL NOT REPLACE VAN

CAC ADVISED CUSTOMER:

- INFORMATION IS DOCUMENTED AND WILL BE FORWARDED TO APPROPRIATE DEPT.
- WILL BE CONTACTED WITHIN ABOUT 72 HOURS
- WARRANTY DOES NOT COVER FIRE
- PROCEED THROUGH INSURANCE CO. - THEY WILL CONTACT FMC AS NEEDED

1996/02/01

- LEGAL HAS ATTEMPTED TO CALL CUSTOMER.

1996/02/03

THIS IS THE CLOSING COMMENT

- LEGAL SPOKE WITH CUSTOMER WHO INDICATED INSURANCE COMPANY HAS TOTALLED OUT VEHICLE. ADVISED TO PROCEED THROUGH INSURANCE COMPANY - WILL SUBROGATE IF NECESSARY.

- LETTER SENT TO CUSTOMER.
- NO FURTHER ACTION REQUIRED.

1996/03/11

- MICRO NUMBER ADDED.

ENR2-029 2109

BEGINNING OF CONTACT  
09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.01.27

4828AC LEGAL CONTACT VEH TYPE: TRUCK  
DETROIT 48 ZN/TR: C1 CONTACT MBR: 108985041 OPENED: 10/02/1997  
VIN: 1FTCE14Y5SH ENGINE: Y CLOSED: 10/02/1997

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI: B  
ADDRESS: [REDACTED]  
CITY: ROYAL OAK STATE: MI ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 95 MODEL: E-SERIES  
MILEAGE: 45132 MSD:  
DEALER NAME: TROY MOTORS INC SALES CODE: 148013 P & A: 02497  
CAUSAL CODE: 8709 SYMPTOMS: 704148  
ORIGIN: 00 TRANS REGION: 48 TRANS DATE:  
VEH REPL:  
CASE TYPE: 4A-FIRES - ELECTRICAL MEANS CODE: A-LGL INVEST-PROD LIABILITY  
ATTY NAME: ATTY MEMO:  
CLAIM ANT: 0 AWARD ANT: 0  
MICRO: 5141752

COMMENTS:  
1997/10/02  
DEALER FAX RECEIVED 10/1/97. CUSTOMER STATES VEHICLE CAUGHT FIRE IN THE  
ENGINE COMPARTMENT. CUSTOMER SEEKS REPAIR OF VEHICLE AND RENTAL VEHICLE AT NO  
COST TO HIM.  
\*\*\*\*\* THIS IS THE CLOSING COMMENT  
LPA SENT LETTER ON 10/1/97 REFERRING CUSTOMER TO HIS INSURANCE CARRIER. NO  
FURTHER ACTION IS NEEDED.  
1997/11/17  
MICRO ADDED

EP03-028 2101

BEGINNING OF CONTACT  
09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.01.27

4465SK

LEGAL CONTACT

BOSTON  
VIN:

11 ZN/TR:  
NS

CONTACT NBR: 106398312  
ENGINE:

VEH TYPE: TRUCK  
OPENED: 12/28/1995  
CLOSED: 01/02/1996

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEH REPL:

CASE TYPE:

ATTY NAME:

CLAIM AMT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

MSB:

SALES CODE:

SYMPTOMS:

TRANS REGION:

6-PERSONAL PROPERTY DAMAGE MEANS CODE:

ATTY MEMO:

AWARD AMT:

STATUS: CLOSED

MI:

ZIP:

P & A: 68011

TRANS DATE:

A-LGL INVEST-PROD LIABILITY

MICRO:

COMMENTS:  
1995/12/28

CUSTOMER SAYS:

- THE VEHICLE HAD AN "ALLEGED" FIRE ON 12/21/95 AT 4PM
- THERE WERE NO PASSENGERS IN THE VEHICLE AT THE TIME OF THE "FIRE"
- NO POLICE REPORT MADE FOR THE VEHICLE
- THE VEHICLE CURRENTLY AT I.T.S.-A SALVAGE YARD
- THE PEERLESS INS. CO. TOOK CARE OF THE VEHICLE

CUSTOMER SAYS PER DEALER:

- NO DEALER CONTACT

CUSTOMER SEEKS:

- TO FIND OUT WHAT FORDS ROLE IS IN THE SITUATION
- CUSTOMER SATISFACTION

CAC ADVISED:

- WILL FORWARD TO LEGAL DEPT. FOR REVIEW
- NO TIME FRAME PROVIDED
- APOLOGIZED FOR THE EXPERIENCE

CAC ADDS:

- THERE WAS A FIRE UNDER THE HOOD THAT BURNED THE VEHICLE
- THE CONVERSATION WAS POSSIBLY BEING RECORDED

DMR2-028 2102

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.01.27

```

=====
44655K          LEGAL CONTACT          VEH TYPE: TRUCK
BOSTON         11  ZM/TR:                CONTACT NBR: 106398312  OPENED: 12/28/1995
VIN:           NS                      ENGINE:                CLOSED: 01/02/1996
=====

```

1996/01/02

THIS IS THE CLOSING COMMENT

CUSTOMER DID NOT HAVE VIN AVAILABLE. CUSTOMER VERIFIED THAT INSURANCE COMPANY HAS TOTALLED VEHICLE OUT AND HAS PAID FOR CLAIM. CUSTOMER SAYS HE IS NOT HAPPY WITH THE AMOUNT THAT THE INSURANCE COMPANY PAID. CUSTOMER SAYS HE HAS PURCHASED A 2ND VEHICLE AND WHAT HE IS LOOKING FOR FROM FORD IS TO PAY THE DIFFERENCE BETWEEN WHAT THE INSURANCE COMPANY PAID OUT FOR HIS OLD VEHICLE AND WHAT HE PAID FOR NEW VEHICLE. I ADVISED THAT FIRE IS EXCLUDED FROM WARRANTY AND INSURANCE COMPANY DETERMINES WHAT THEY WILL PAY ON VEHICLE AND THAT HE NEEDS TO PURSUE THROUGH INSURANCE COMPANY IF HE FEELS THEY DIDN'T PAY ENOUGH OUT ON VEHICLE. CUSTOMER SAYS HE DOESN'T THINK INSURANCE COMPANY SHOULD HAVE HAD TO PAY ANYTHING AS THAT HE FEELS FIRE IS FORD'S RESPONSIBILITY. I EXPLAINED SUBROGATION PROCESS TO CUSTOMER AND ADVISED THERE WOULD BE NO ASSISTANCE FROM FORD. CUSTOMER SAYS HE WILL GET AN ATTORNEY.

EM02-020 2103

BEGINNING OF CONTACT

09/26/99

MASTER OWNER RELATIONS SYSTEM II

19.01.27

8815DJ

LEGAL CONTACT

VEH TYPE: TRUCK

SOUTHWEST

52 ZN/TR: 00

CONTACT MBR: 106973597

OPENED: 05/23/1996

VIN:

1FTJE34H2SH

ENGINE: H

CLOSED: 06/06/1996

LAST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

FIRST NAME:

SUITE 75

CITY:

DALLAS

STATE:

TX

ZIP:

HOME PHONE:

000-0000000

BUS. PHONE:

MODEL YEAR:

95

MODEL:

E-SERIES

MILEAGE:

13251

MSD:

DEALER NAME:

FORD MOTOR COMPANY-

SALES CODE:

192000

P & A: 68061

CAUSAL CODE:

0709 0719 0717

SYMPTOMS:

704345

ORIGIN:

GD

TRANS REGION:

52

TRANS DATE:

VEH REPL:

CB

CASE TYPE:

13-VEHICLE REPLACEMENT - PRODUCT LIABILITY

MEANS CODE:

K-VEHICLE REPLACEMENT

ATTY NAME:

REQ 05/24 SENT 05/29

ATTY FIRM:

XXXXXXX DEV 1234

CLAIM ANT:

1

AWARD ANT:

17,161

MICRO: 4592094

COMMENTS:

1996/05/23

FILE OPENED TO PROCESS A GOODHILL RAY FOR A ENGINE COMPARTMENT FIRE.

1996/05/24

FH

1996/06/06

FH

##THIS IS THE CLOSING COMMENT

CK 028617 FOR \$17,161.18 ISSUED TO RYDER TRUCK CORP

EMR2-025 2104

BEGINNING OF CONTACT  
09/28/99

MASTER OWNER RELATIONS SYSTEM II

19.01.27

141500 LEGAL CONTACT VEH TYPE: TRUCK  
SEATTLE 74 ZN/TR: B3 CONTACT NBR: 106833118 OPENED: 04/23/1996  
VIN: 1FTJ534F2T7 ENGINE: F CLOSED: 04/26/1996

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]  
CITY: PORTLAND STATE: OR ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 96 MODEL: E-SERIES  
MILEAGE: 28000 MSB: [REDACTED]  
DEALER NAME: BANNER BEAVERTON F SALES CODE: 174017 F & A: 08729  
CAUSAL CODE: 02 SYMPTOMS: 784142 784145  
ORIGIN: 00 TRANS REGION: 74 TRANS DATE:  
VEH REPL: [REDACTED]  
CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LOI INVEST-PROD LIABILITY  
ATTY NAME: [REDACTED] ATTY HEND: [REDACTED]  
CLAIM AMT: 0 AMARD AMT: 0  
MICRO: 5091653

COMMENTS:

1996/04/25

CUSTOMER SAYS:

- ON SUNDAY JULY 21, VAN BURNED
- VAN WAS PARKED FOR APPROX 1/2 HR AND CAUGHT FIRE
- FRONT AND INTERIOR BURNED ALMOST COMPLETELY
- CALIFORNIA DEPT FIRE DEPT, RIVERSIDE COUNTY
- CUSTOMER OWNS COMPANY WITH TWO 96 VANS
- DRIVERS DO NOT WANT TO DRIVE OTHER VAN
- FARMERS INSURANCE COMPANY INSURES VEHICLES

PER CUSTOMER, DEALER SAYS:

- DEALERSHIP SAID NOTHING THEY CAN DO

CUSTOMER SEEKS:

- ALTERNATIVE TRANSPORTATION, A VAN FOR HIS BUSINESS,

CAC ADVISED:

- INFO WILL BE FORWARDED TO LEGAL DEPT FOR HANDLING
- A REP WILL BE IN TOUCH, THOUGH NO TIME-FRAME IS AVAILABLE
- CUSTOMER SHOULD CONTACT INSURANCE COMPANY FOR DIRECTION

1996/04/26

###THIS IS THE CLOSING COMMENT

SENT LETTER TO CUSTOMER REFERING THEM TO INSURANCE COMPANY

EA02-025 2105



09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.01.27  
=====

161500	LEGAL CONTACT	VEN TYPE: TRUCK
SEATTLE	74 2M/TR: B3 CONTACT NBR: 106833118	OPENED: 04/23/1996
VIN: 1FTJ534F2T	ENGINE: F	CLOSED: 04/24/1996

=====

1996/05/02  
CUSTOMER SAYS:  
- HAS NOT BEEN CONTACTED BY LEGAL DEPARTMENT  
- WOULD LIKE A PROMPT CONTACT AS VEHICLE WAS USED FOR BUSINESS  
\*  
PER CUSTOMER. DEALER SAYS:  
- NA  
\*  
CUSTOMER SEEKS:  
- CONCERN ADDRESSED ASAP  
- A PHONE NUMBER FOR LEGAL DEPT  
\*  
CAC ADVISED:  
- SYSTEM HAS DOWN, ADVISED CUSTOMER HE SHOULD ADDCO CONTACT AND FORWARD IT TO LEGAL  
\*  
IF CUST CALLS BACK, NEXT CSR PLEASE ADVISE AS PER LEGAL CLOSING COMMENTS:  
- CUSTOMER TO BE REFERRED TO HIS INSURANCE CO.  
1996/05/15  
\*\*\*\*\*MICRO ONLY\*\*\*\*\*

EMR2-025 2108

**BEGINNING OF CONTACT**

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.01.27

9951KH LEGAL CONTACT VEH TYPE: TRUCK  
 SOUTHWEST 57 ZN/TR: 32 CONTACT NBR: 107500484 OPENED: 07/31/1996  
 VIN: 1FTHE24H9TH ENGINE: H CLOSED: 08/05/1996

LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] MI: [REDACTED]  
 ADDRESS: [REDACTED]  
 CITY: PASADENA STATE: TX ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
 MODEL YEAR: 96 MODEL: E-SERIES  
 MILEAGE: 1800 HSD:  
 DEALER NAME: A C COLLINS FORD, I SALES CODE: 152039 P & A: 84496  
 CAUSAL CODE: 0709 SYMPTOMS: 704145  
 ORIGIN: 00 TRANS REGION: 52 TRANS DATE:  
 VEH REPL:  
 CASE TYPE: 4A-FIRES - ELECTRICAL MEANS CODE: A-101 INVEST-PROD LIABILITY  
 ATTY NAME: ATTY MEMO:  
 CLAIM ANT: 0 AMAR ANT: 0  
 MICRO:

**COMMENTS:**

1996/07/31  
 \*SEE NAVIS: ORIGINAL MGR  
 \*CUSTOMER SAYS:  
 - CUSTOMER VEHICLE CAUGHT FIRE UNDER THE HOOD  
 - ON MONDAY JULY 22, 1996, CUSTOMER WAS DRIVING AND SMOKE WAS COMING FROM THE  
 AREA OF THE DRIVER'S FEET, THERE WAS A SMALL EXPLOSION UNDER THE HOOD  
 - VEHICLE WAS ENGULFED IN FLAMES WHEN THE FIRE DEPT. ARRIVED  
 - THERE IS A FIRE DEPT. REPORT (HOUSTON COUNTY, NO REPORT NUMBER HAS GIVEN)  
 - IS SEEKING FOR FORD TO REIMBURSEMENT OF HIS EQUIPMENT THAT WAS LOST IN THE  
 VEHICLE (\$22,000 CONTENTS)  
 - CONTACTED INSURANCE CO. AND THEY WILL PAY THE VEHICLE OFF  
 - CUSTOMER SAYS THAT HIS SON IN-LAW GO SPOKE DAMAGE (REDACTED)  
 - CUSTOMER LOST HIS BUSINESS AND IS LOOKING FOR ASSISTANCE TO GET HIS BUSINESS  
 BACK  
 \*  
 \*PER CUSTOMER, DEALER SAYS:  
 - NOT CONTACTED  
 \*  
 \*CUSTOMER SEEKS:  
 - REIMBURSEMENT OF EQUIPMENT LOST IN THE FIRE (\$22000)  
 \*  
 \*CAC ADVISED:  
 - THE REGIONAL LEGAL ANALYST WILL RESPOND TO THE CUSTOMER  
 1996/08/05  
 \*\*\*\*\* THIS IS THE CLOSING COMMENT  
 CONTACT REOPENED IN ERROR. SEE CONTACT 107262486 FOR INFORMATION PROVIDED TO  
 CUSTOMER PREVIOUSLY.

0902-029 2107

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.01.27

1542MP

LEGAL CONTACT

VEH TYPE: TRUCK

ATLANTA

Z1 ZN/TR: A5

CONTACT NBR: 108235942

OPENED: 03/20/1997

VIN:

1FDLE47G9TH

ENGINE: 0

CLOSED: 04/09/1997

LAST NAME:

[REDACTED]

STATUS: CLOSED

TITLE:

[REDACTED]

FIRST NAME:

MI:

ADDRESS:

[REDACTED]

CITY:

DORAVILLE

STATE:

GA

ZIP:

[REDACTED]

HOME PHONE:

[REDACTED]

BUS. PHONE:

[REDACTED]

MODEL YEAR:

96

MODEL:

E-SERIES

MILEAGE:

15000

MSD:

DEALER NAME:

BEAUDRY FORD INC

SALES CODE: 121001

P & A: 00449

CAUSAL CODE:

0709

SYMPTOMS: 704145

ORIGIN:

GO

TRANS REGION: Z1

TRANS DATE:

VEH REPL:

CASE TYPE:

44-FIRES - ELECTRICAL MEANS CODE: A-101 INVEST-PROB LIABILITY

ATTY NAME:

ATTY MEMO:

CLAIM AMT:

0

AWARD AMT:

0

MICRO:

COMMENTS:

1997/03/20

NRKVO FAX RECEIVED DATED 3-19-97MM

FAX INDICATES VEHICLE CAUGHT ON FIRE WHILE BEING DRIVEN. FIRE WAS IN THE ENGINE COMPARTMENT.

LEGAL ADVISED JOHN HACK THAT AN INSPECTOR WILL BE CONTACTED TO PERFORM AN INSPECTION.

LEGAL FAXED INFORMATION TO CHARLIE TROTT/EAA REQUESTING INSPECTION.

1997/04/09

THIS IS THE CLOSING COMMENT

EAA INSPECTION REPORT FORWARDED TO DARRIN ZIMLICH/CVO

1997/04/14

CASE FORWARDED TO DAVE MOTOLA CVO CAFR

0902-025 2106

BEGINNING OF CONTACT  
09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.01.27  
=====

8787NH LEGAL CONTACT VEH TYPE: TRUCK  
SAN FRAN 7Z ZN/TR: D1 CONTACT NBR: 108685657 OPENED: 07/21/1997  
VIN: 1FDLE4008TH ENGINE: 8 CLOSED: 07/25/1997  
=====

LAST NAME: [REDACTED] STATUS: CLOSED  
TITLE: [REDACTED] MI: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: MONTPELIER STATE: CA ZIP: [REDACTED]  
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]  
MODEL YEAR: 96 MODEL: E-SERIES  
MILEAGE: 3096 HSD:  
DEALER NAME: CROWN FORD SALES CODE: 172410 P & A: #0602  
CAUSAL CODE: 0709 2801 SYMPTOMS: 794148  
ORIGIN: 00 TRANS REGION: 72 TRANS DATE:  
VEH REPT:  
CASE TYPE: 4A-FIRES - ELECTRICAL MEANS CODE: F-PROD LIABILITY LITIGATION  
ATTY NAME: ATTY MEMO:  
CLAIM AMT: 0 AWARD AMT: 0 MICRO:

COMMENTS:

1997/07/21  
\*\*\* CUSTOMER TRAVELING- LOCAL PHONE NUMBER: 916-244-3126 \*\*\*  
\*\*\* NAVIS: SUBSEQUENT WORK \*\*\*  
CUSTOMER SAYS:  
- CUSTOMER WILL ONLY BE AT THIS PHONE NUMBER UNTIL HIS VEHICLE IS DRIVEABLE  
- I WAS GOING UP A HILL, THE RV WAS HARDLY MOVING  
- I PULLED OVER TO LET THE ENGINE COOL OFF  
- THE VAN WAS SMOKING ALL OVER, THEN CAUGHT ON FIRE  
- THE TRANSMISSION FLUID WAS LEAKING AND CAUGHT ON FIRE  
- THE FIRE DEPARTMENT CAME OUT, THEY SAID THE TRANSMISSION TUBE WAS MELTED COMPLETELY  
- THE HYDRALIC LEVELERS ARE NOT FUNCTIONING, I THINK THEY ARE BURNED  
- THE CARPET BETWEEN THE DRIVERS SEAT AND THE PASSENGERS SEAT IS BURNED AS WELL  
- A TOW TRUCK HAD ME TOWED TO REDING, CA (ABOUT 55 MILES)  
- I HAD TO PAY \$200 FOR THE TOW  
- THERE WERE NO INJURIES  
\*  
PER CUSTOMER, DEALER SAYS:  
- IF YOU LET FORD KNOW ABOUT THIS, YOU WILL BE REIMBURSED FOR THE TOW  
- BUANE PROVIDED \$800 TO CUSTOMER FOR REIMBURSEMENT FOR TOWING  
\*  
CUSTOMER SEEKS:  
- REIMBURSEMENT FOR THE TOW  
- FOR FORD TO KNOW ABOUT THIS FIRE  
\*  
CAC ADVISED:  
- WILL FORWARD INFORMATION TO THE APPROPRIATE DEPARTMENT  
- ADVISED CUSTOMER TO TURN IN RECEIPTS FOR TOWING TO THE DEALERSHIP FOR POSSIBLE REIMBURSEMENT THROUGH ROADSIDE ASSISTANCE

ENR2-025 2109

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.01.27  
\*\*\*\*\*  
8787MH LEGAL CONTACT VEH TYPE: TRUCK  
SAN FRAN 72 ZN/TR: 01 CONTACT NBR: 108485637 OPENED: 07/21/1997  
VIN: 1FDLE4000TH ENGINE: 0 CLOSED: 07/25/1997  
\*\*\*\*\*

1997/07/25

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

CUSTOMER SAYS:

- IS IT COMMON TO WAIT FIVE DAYS FOR SERVICE?
- ARE EXPENSES WHILE WAITING FOR REPAIRS REIMBURSABLE?

\*

PER CUSTOMER, DEALER SAYS:

PER HILL SPAULDING, SERVICE MANAGER

- PLACING THE VEHICLE ON THE RACK THIS AFTERNOON

\*

CUSTOMER SEEKS:

- REIMBURSEMENT FOR EXPENSES
- REPAIR TO VEHICLE

\*

CAC ADVISED:

- CONTACT THE SERVICE MANAGER HILL SPAULDING TO OBTAIN THE STATUS OF THE REPAIRS TO THE VEHICLE
- RETAIN ALL RECEIPTS--THIS INFORMATION IS BEING EVALUATED BY ANOTHER DEPARTMENT (IT WILL TAKE ABOUT TWO WEEKS FOR THEM TO EVALUATE)

\*\*\*THIS IS THE CLOSING COMMENT

LPA SPOKE WITH SERVICE MANAGER HILL SPAULDING. PER HILL, CUSTOMER HAS BEEN IN TOUCH WITH HIS INSURANCE COMPANY. ALTHOUGH DEALERSHIP WAS GOING TO TRY AND COVER REPAIRS TO TRANSMISSION UNDER WARRANTY. LPA ADVISED HILL THAT FIRE IS NOT COVERED UNDER WARRANTY--LPA EXPLAINED SUBROGATION PROCESS. PER HILL, HE WAS GOING TO BE SPEAKING WITH CUSTOMER AND WOULD ADVISE HIM TO WORK THROUGH HIS INSURANCE COMPANY. HILL TO CONTACT ME BACK AT 313.486-8930 IF HE HAS ANY ADDITIONAL QUESTIONS/CONCERNS WITH SITUATION.

1997/08/01

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

CUSTOMER SAYS:

- RECEIPTS SUBMITTED TO DEALER FOR REIMBURSEMENT
- SHOULD YOU HAVE A PART THAT CUSTOMER WISHES TO INSTALL, CAN IT BE PLACED ON THE VEHICLE

\*

PER CUSTOMER, DEALER SAYS:

- NO COMMENT

\*

CUSTOMER SEEKS:

- TO HAVE A PART PUT ON THE VEHICLE

EMR2-025 2110

09/26/99

MASTER OWNER RELATIONS SYSTEM II

19.01.27

\*\*\*\*\*  
5787MH

LEGAL CONTACT

VEH TYPE: TRUCK

SAM PRAM

72 ZH/TR: 01

CONTACT NBR: 100605657

OPENED: 07/21/1997

VIN:

1FDLE6000TH

ENGINE: 0

CLOSED: 07/25/1997  
\*\*\*\*\*

1997/08/01

- TO HAVE THE TONING PAID FOR AND RECEIVE HIS CHECK
- TO HAVE THE FIRE QUESTIONS ANSWERED

■  
CAC ADVISED:

- WE DO NOT RECOMMEND MODIFICATIONS TO THE VEHICLE.
- IF MODIFICATION CAUSES FAILURE OF A COMPONENT, THEN SUBSEQUENT REPAIRS WOULD NOT BE COVERED UNDER WARRANTY.
- CAC ADVISED CALL THE LEGAL DEPT NUMBER AS LISTED IN COMMENT SECTION
- SUBMITTED RECEIPTS FOR TONING WILL BE HANDLED AT THE DEALER
- INSURANCE COMPANY WILL HANDLE THE FIRE IN VEHICLE

1997/09/05

■  
KEN NAVIS, SUBSEQUENT XXX

CUSTOMER SAYS:

- I WANT TO TALK TO NOEL
- SHE GAVE ME A NUMBER TO THE LEGAL DEPARTMENT
- I WANT TO SPEAK TO SOMEONE IN THE LEGAL DEPARTMENT

■  
PER CUSTOMER, DEALER SAYS:

- NO CONTACT

■  
CUSTOMER SEEKS:

- NUMBER TO THE LEGAL DEPARTMENT

■  
CAC ADVISED:

- CONTACT HILL SPAULDING FOR FURTHER INFORMATION

0902-025 2113

BEGINNING OF CONTACT

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.01.27

=====

1542MP	LEGAL CONTACT	VEN TYPE: TRUCK
ORLANDO	24 ZM/TR: FI	CONTACT NBR: 107459787
VIN: 1FTNE24H8YH	ENGINE: H	OPENED: 09/04/1996
		CLOSED: 09/19/1996

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:	MICHITA	STATE:	KS	ZIP:
HOME PHONE:	NA -NA-A NA	BUS. PHONE:	NA -NA-A NA	
MODEL YEAR:	96	MODEL:	E-SERIES	
MILEAGE:	1000	MSD:		
DEALER NAME:	TREADWELLFORD	SALES CODE:	124017	P & A: 06529
CAUSAL CODE:	0709	SYMPTOMS:	706145	
ORIGIN:	00	TRANS REGION:	24	TRANS DATE:
VEN REPL:				
CASE TYPE:	4B-FIRES - EXHAUST-CAT.CONVERTOR-OTHER	MEANS CODE:	A-LGL INVEST-PROD LIABILITY	
ATTY NAME:		ATTY MEMO:		
CLAIM AMT:	0	HARD AMT:		MICRO: 4760485

COMMENTS:

1996/09/04

\*\*\*FAXED DATED 8/13/96\*\*\*RECEIVED 8/13/96\*\*  
 FAXED INDICATES VEHICLE CAUGHT ON FIRE IN THE ENGINE COMPARTMENT  
 - LEGAL LEFT MESSAGE ON DARRIN ZIMLICH VOICEMAIL EXPLAINING THAT THE FAXED  
 HAD BEEN MISPLACED IN ANOTHER FILE

LEGAL CONTACTED SVC MGR/WALTER HANNOCH  
 - WALTER INDICATES THAT THE VEHICLE IS AT THEIR FACILITY  
 - NO REPAIRS HAVE BEEN PERFORMED ON THE VEHICLE

LEGAL ADVISED WALTER THAT AN INDEPENDENT INSPECTOR WILL BE CONTACTED TO  
 PERFORM AN INSPECTION OF THE VEHICLE  
 LEGAL LEFT A MESSAGE EAA/AL SMITH VOICEMAIL REQUESTING HIM TO CONTACT LEGAL  
 IF HE CAN PERFORM AN INSPECTION IN MOBILE ALABAMA

1996/09/05

AL SMITH/EAA INDICATED HE CAN PERFORM THE INSPECTION  
 - REQUEST LEGAL FAX HIM THE APPROPRIATE INSPECTION REPORT

1996/09/19

\*\*\*THIS IS THE CLOSING COMMENT  
 EAA INSPECTION REPORT WAS FORWARDED TO DARRIN ZIMLACH CVO

1996/09/27

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

EMR-029 2112

BEGINNING OF CONTACT

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.01.27

```

=====
4154CT          LEGAL CONTACT          VEH TYPE: TRUCK
BOSTON         11  ZN/TR: A1          CONTACT NDR: 108416019  OPENED: 05/09/1997
VIN:           1FDDE14LDV[REDACTED]  ENGINE: L              CLOSED: 05/14/1997
=====
LAST NAME: [REDACTED]                STATUS: CLOSED
TITLE: [REDACTED]                    MI:
ADDRESS: [REDACTED]                  FIRST NAME: [REDACTED]
CITY: HELLESLEY                       STATE: MA              ZIP: [REDACTED]
HOME PHONE: [REDACTED]                BUS. PHONE: [REDACTED]
MODEL YEAR: 97                         MODEL: E-SERIES
MILEAGE: 20000                          MSD:
DEALER NAME: TOM FORD INC              SALES CODE: 111046    P & A: 08885
CAUSAL CODE: 0709 0721                 SYMPTOMS: 704145
ORIGIN: 00                              TRANS REGION: 11     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:
MICRO:
    
```

COMMENTS:

1997/05/09  
 \*\*\* VIN NOT AVAILABLE - VEHICLE AT DEALERSHIP \*\*\*  
 \*\*\* NAVIS, ORIGINAL \*\*\*  
 CUSTOMER SAYS:  
 -THEY WERE TRAVELING DOWN THE HIGHWAY AND THE CUSTOMER'S DAUGHTER SAID  
 SOMETHING WAS BURNING.  
 -HE PULLED OVER AND PUT UP THE HOOD AND THERE WAS A FIRE UNDER THE HOOD  
 -THE FIRE AND POLICE DEPARTMENTS WERE CONTACTED.  
 -THERE WAS AN ACTUAL FLAME IN THE VEHICLE  
 -THE VEHICLE WAS THEN TAKEN TO THE DEALERSHIP  
 \*  
 PER CUSTOMER, DEALER SAYS:  
 -REFUSING TO FIX THE VEHICLE BECAUSE THEY ARE UNABLE TO DETERMINE THE CAUSE OF  
 THE FIRE  
 \*  
 CUSTOMER SEEKS:  
 -LET FORD KNOW WHAT HAPPENED  
 -REPAIR COMPLETED  
 \*  
 CAC ADVISED:  
 -A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL CONTACT THEM TO REVIEW THEIR  
 CONCERN  
 -NO TIME FRAME GIVEN  
 1997/05/12  
 UPDATED CAUSAL CODE.  
 1997/05/14  
 UPDATED VIN.  
 \*\*\*THIS IS THE CLOSING COMMENT  
 PLEASE REFERENCE CONTACT 108412765.  
 LA RECEIVED DEALER FAX FOR REVIEW ON 5/8. CONTACT ALREADY HANDLED.

ENR2-025 2113



BEGINNING OF CONTACT

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.01.27  
 \*\*\*\*\*  
 3999EE LEGAL CONTACT VEH TYPE: TRUCK  
 92 ZM/TR: A2 CONTACT NBR: 187783165 OPENED: 11/19/1996  
 VIN: 1FTNS2421VH [REDACTED] ENGINE: 2 CLOSED: 11/25/1996  
 \*\*\*\*\*  
 LAST NAME: [REDACTED] STATUS: CLOSED  
 TITLE: [REDACTED] MI:  
 ADDRESS: [REDACTED] FIRST NAME:  
 CITY: MIAMI STATE: FL ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE:  
 MODEL YEAR: 97 MODEL: E-SERIES  
 MILEAGE: 221 MSD:  
 DEALER NAME: PALMETTO TRUCK CENT SALES CODE: 124901 P & A: 04856  
 CAUSAL CODE: 9709 0721 SYMPTOMS: 704149  
 ORIGIN: 80 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 AWARD AMT: 0  
 MICRO: 4850877

COMMENTS:

1996/11/19  
 \*\*\* FLEET FAX RECEIVED 11/18/96 BY CONSUMER AFFAIRS \*\*\*  
 \*\*\* NAVIS PROGRAM \*\*\*  
 -FCD FLEET CONTACT: [REDACTED]  
 -11/14/96, JORGE (GEORGE) LLERENA WAS DRIVING UNIT #10234, AND VEHICLE SEEMED TO BE OVERHEATING, SO HE PARKED IT IN A SHOPPING CENTER LOT  
 -HE DID NOT NOTICE ANY FLUID LEAKING OR STEAM COMING FROM THE UNIT, SO HE WALKED BACK TO [REDACTED] TO GET ANOTHER VAN  
 -WHEN HE RETURNED, SMOKE WAS COMING FROM THE FRONT OF UNIT #10234, AND THEN BURST INTO FLAMES  
 -911 PUT THE FIRE OUT  
 -TWO WITNESSES HAVE DESCRIBED THE INCIDENT, PER A LETTER BY [REDACTED] (RISK MGR OF [REDACTED])  
 -[REDACTED] HAS TAKEN PICTURES OF THE VEHICLE  
 -THE VEHICLE IS CURRENTLY LOCATED AT: 6780 POWERLINE RD, POMFANO, FL 33309; GEORGE LLERENA (954)979-3462  
 \*  
 ERICKA EDWARDS (LEGAL ANALYST) ADVISED:  
 -ACKNOWLEDGED RECEIPT OF FLEET FAX WITH MORT STOELTON  
 -CONTACTED GEORGE LLERENA TO EXPLAIN OUR PROCESS  
 -SENT EAA (HENRY SECKEL) TO INVESTIGATE THE NATURE OF THE FIRE  
 1996/11/20  
 UPDATED CODES  
 1996/11/25  
 \*\*\*\*\* THIS IS THE CLOSING COMMENT \*\*\*\*\*  
 RECEIVED EAA INSPECTION RESULTS; FORWARDED TO DARRIN ZINLICH/MORT STOELTON AT CVO FOR HANDLING.  
 1996/12/02  
 FORWARDED TO MORT STOELTON CAFM

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.01.27  
=====

3999CE	LEGAL CONTACT	VEH TYPE, TRUCK
92 ZN/TR: A2	CONTACT NBR: 107785165	OPENED: 11/19/1996
VIN: 1FTHS2421VH	ENGINE: 2	CLOSED: 11/25/1996

=====

1996/12/06  
ADD MICRO

EM02-029 211B

BEGINNING OF CONTACT  
09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.01.27

7020RH

LEGAL CONTACT

VEH TYPE: TRUCK

NEW YORK

13 ZN/TR: 81

CONTACT NBR: 108023327

OPENED: 02/11/1997

VIN:

1FTJE34F1VH

ENGINE: F

CLOSED: 02/11/1997

LAST NAME:

STATUS: CLOSED

TITLE:

FIRST NAME:

MI:

ADDRESS:

CITY:

NEWTON

STATE:

NJ

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

97

MODEL:

E-SERIES

MILEAGE:

1

MSD:

DEALER NAME:

COMBIT FORD

SALES CODE: 113509

P & A: 20529

CAUSAL CODE:

0721

SYMPTOMS: 704149

ORIGIN:

00

TRANS REGION: 13

TRANS DATE:

VEH 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: 4930222

COMMENTS:

1997/02/11

DLR FAX

CAR WAS JUST DELIVERED ABOUT 20-30 MINUTES BEFORE- WENT OUT TO FIND CAR ON

FIRE UNDER HOOD

DLR SEEKING:

- ASSISTANCE

\*\*\*THIS IS THE CLOSING COMMENT

CALLED SM TO ADVISE OF INSPECTION- HE SAID THEY CALLED THEIR INSURANCE- VEHICL

IS BEING SALVAGED AND THEY HAVE REORDERED

NO FURTHER ACTION

1997/02/18

ADDED MICRO

EM02-029 211B

\*\*\*\*\*  
ATTN: OWNER RELATIONS MANAGER

LEGAL FACILITIES

ALL STATUS CODES EXCEPT CANCELLED  
SALES AND SERVICE CONTACTS  
OPENED BETWEEN 01/01/95 AND 12/31/96  
MODEL YEARS : M

MODELS : NAVIGOM

CAUSAL CODES: ALL

SYMPTOMS : 704145 704245 704345

STATES : ALL

DEALERS : ALL

ENGINE CODES: ALL

PLANT CODE : ALL REGION: ALL ORIGIN: ALL

CASE TYPES : ALL

NOTE: EXCLUDES OWNER DIALOGUE

NOTE: INCLUDES U.S. CUSTOMERS ONLY

OWNER RELATIONS VOP/BENCHMARKING

CONTACT COUNTS BY TYPE

TOTAL

```

*****
* ATTN: OWNER RELATIONS MANAGER
*
* LEGAL FACSIMILES
*
* ALL STATUS CODES EXCEPT CANCELLED
* SALES AND SERVICE CONTACTS
* OPENED BETWEEN 01/01/95 AND 12/31/98
* MODEL YEARS : H
*
* MODELS : NAVIGOR
*
* CAUSAL CODES: ALL
*
* SYMPTOMS : 704145 704245 704345
*
* STATES : ALL
* DEALERS : ALL
* ENGINE CODES: ALL
* PLANT CODE : ALL REGION: ALL ORIGIN: ALL
* CASE TYPES : ALL
*
*
* NOTE: EXCLUDES OWNER DIALOGUE
*
*
* NOTE: INCLUDES U.S. CUSTOMERS ONLY
*
* OWNER RELATIONS VOP/BENCHMARKING
*****

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CONTACT COUNTS BY SORT FIELDS

YRBYR MODEL            SYMP\_CODE1 SUPL\_MICRNR

\*\*\*\*\*  
ATTN: OWNER RELATIONS MANAGER

SALES AND SERVICE CONTACTS      COUNTRY: USA  
OPENED BETWEEN 09/02/1997 AND 09/19/1999  
MODEL YEARS : 1998

MODEL            : ALL

REASON CODES: ALL

SYMPTOMS        : 704145 704245 704345

WHERE A29VEHLINE EQ 'TB4'

\*\*\*\*\*  
OWNER RELATIONS

CONTACT COUNTS BY TYPE

LEGAL	TOTAL
2	2

SORT SEQUENCE: (DEFAULT AND FINAL IS CASE NUMBER)

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

OWNER RELATIONS 09/20/1999 MHFAXPRG

EN02-025 2128