

EA02-025

FORD 10/27/03

APPENDIX N

BOOK 43

PART 1 OF 4

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 'T34'

OWNER RELATIONS

BEGINNING OF CONTACT

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 17.11.29

5325KC LEGAL ISSUE CASE NBR: 8406581428
 REGION: 13 NEW YORK ZONE: 11 OPENED: 05/22/1998
 VIN: 5LHPU28L0NLJ22290 ENGINE: L CLOSED: 05/22/1998

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: NEW ROCHELLE STATE: NY ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 1998 MODEL: NAVIGATOR WAGON 4X4
 MILEAGE: 1
 DEALER NAME: WHITE PLAINS LINCOL SALES CODE: L14555 P & A: 11247
 REASON CODES: 8709 SYMPTOMS: 704345
 ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION
 ACTION: LP203 - OPEN LEGAL CONTACT - ATTORNEY DEMAND

COMMENTS:

1998/03/22
 11.16.44 CUSTOMER SAYS: RE:ATTORNEY DEMAND LETTER LETTER RECEIVED
 AT CONSUMER AFFAIRS 5/19/98. ATTORNEY, ROBERT KNAPP. ATTO
 RNEY ADVISED CUSTOMER WILL PURSUE NEW YORK LEMON LAW. FIRE
 /NO INJURY. CUSTOMER ALLEGES VEHICLE WAS DESTROYED BY FIRE 2
 /25/98. INSPECTED BY AN INDEPENDENT ENGINEER WHO CONCLUDED
 THAT THE FIRE WAS CAUSED BY A MANUFACTURING DEFECT IN THE FR
 ONT WIRING HARNESS. INVESTIGATOR MAILED COPY OF REPORT TO
 MS. LSHANN MORTON OF FORD MOTOR CO. ON APRIL 2. 1998. P
 ER CUSTOMER. DEALER SAYS: CAC ADVISED.

1998/03/27
 14.53.42 MMLPA FAXED ACKNOWLEDGMENT LETTER TO ATTY PENDING OUTCOME OF
 REVIEW.

1998/05/28
 12.16.29 M LPA REVIEWED ATTY LETTER REGARDING THE CUSTOMER'S
 VEHICLE FIRE. BASED ON THE INFORMATION OBTAINED BY THE ATTY
 FORD PROPOSES NO ACTION DUE THE CUSTOMER'S INSURANCE COMPANY
 INVOLVEMENT. ALLSTATE INSURANCE COMPANY PAID THE CLAIM AND
 IS PURSUING SUBROGATION AGAINST FORD.

ER02-225 2122

OWNER RELATIONS

09/20/1999 MWFAXPRQ

BEGINNING OF CONTACT

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 17.11.29

5531SM LEGAL ISSUE CASE NBR: 0499021539
 REGION: 71 CALIFORNIA ZONE: A1 OPENED: 06/04/1999
 VIN: 5LNRU27L5M1J31939 ENGINE: L CLOSED: 06/04/1999

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] HI:
 ADDRESS: [REDACTED]
 CITY: LOS ANGELES STATE: CA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 1998 MODEL: NAVIGATOR NAGOH 4X2
 MILEAGE: 1
 DEALER NAME: STAR LINCOLN-MERCUR SALES CODE: L54891 P & A: 11822
 REASON CODES: 8769 SYMPTOMS: 706245
 ORIGIN: CALBL - CONSUMER AFFAIRS - LITIGATION PREVENTION
 ACTION: LP203 - OPEN LEGAL CONTACT - ATTORNEY DEMAND

COMMENTS:

1999/06/04
 11.56.11 ***** ATTORNEY DEMAND LETTER *****
 06/03/99
 ATTORNEY ALLEGES DEFECTIVE VEHICLE. NUMEROUS REPAIRS FOR
 ENGINE SMOKE FROM VEHICLE RESULTING IN ACTIVATION OF SMOKE
 ALARM AND FIRE DEPT. VISITS. CITES CALIFORNIA LEMON LAW.
 ***** ATTORNEY REQUESTS FORD REPLACE VEHICLE WITH NON-DEFECTIVE
 VEHICLE. *****

1999/07/02
 16.21.48

1999/07/09
 11.46.09 REC'D NOTE, CSM AND DLR ARE HANDLING. THEY HAVE ARRANGED
 FOR INSPECTION OF THE VEHICLE AND A POSSIBLE REPLACEMENT BAS
 ED ON THE OUTCOME OF THE INSPECTION. BASED ON THIS INFO, CLO
 SED FILE.

09/20/99 2123

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*****
* ATTN: OWNER RELATIONS MANAGER
*
* LEGAL FALSIFIES
*
* ALL STATUS CODES EXCEPT CANCELLED
* SALES AND SERVICE CONTACTS
* OPENED BETWEEN 01/01/95 AND 12/31/98
* MODEL YEARS : T Y M
*
* MODELS : EXPOR&#x2D;RANGE&#x2D;
*
* CAUSAL CODES: ALL
*
* SYMPTOMS : 704145 704245 704345
*
* STATES : ALL
* DEALERS : ALL
* ENGINE CODES: ALL
* PLANT CODE : ALL REGION: ALL ORIGIN: ALL
* CASE TYPES : ALL
*
* NOTE: EXCLUDES OWNER DIALOGUE
*
* NOTE: INCLUDES U.S. CUSTOMERS ONLY
*
* OWNER RELATIONS VOP/BENCHMARKING
*****

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CONTACT COUNTS BY SORT FIELDS

XNODYR	MODEL	SYMP_CODE1	SUPL_MICRNR	
96	RANGER			1
				1
				6
97	RANGER			3
TOTAL				11

SORT SEQUENCE: (DEFAULT AND FINAL IS CONTACT NUMBER)

1. BY XNODYR	2. BY MODEL
3. BY SYMP_CODE1	4. BY SUPL_MICRNR
5.	6.
7.	8.
9.	

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAXLGLTG

BR02-025 2125

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*****
X  ATTN: OWNER RELATIONS MANAGER
X
X  LEGAL FACSIMILES
X
X  ALL STATUS CODES EXCEPT CANCELLED
X  SALES AND SERVICE CONTACTS
X  OPENED BETWEEN 01/01/93 AND 12/31/98
X  MODEL YEARS : T V W
X
X  MODELS      : EXPORT RANGE
X
X  CAUSAL CODES: ALL
X
X  SYMPTOMS    : 704145 704245 704345
X
X  STATES      : ALL
X  DEALERS     : ALL
X  ENGINE CODES: ALL
X  PLANT CODE  : ALL      REGION: ALL  ORIGIN: ALL
X  CASE TYPES  : ALL
X
X  NOTE: EXCLUDES OWNER DIALOGUE
X
X  NOTE: INCLUDES U.S. CUSTOMERS ONLY
X
X  OWNER RELATIONS VDP/BENCHMARKING
*****

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BEGINNING OF CONTACT

09/28/99

MASTER OWNER RELATIONS SYSTEM II

19.34.11

5953CG

LEGAL CONTACT

VEH TYPE: TRUCK

SOUTHWEST

52 ZN/TR: 82

CONTACT NBR: 107856521

OPENED: 12/09/1996

VIN:

1FTCR10A1TTA

ENGINE: A

CLOSED: 01/18/1997

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

NI:

ADDRESS:

CITY:

FRANKSTON

STATE:

TX

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

96

MODEL:

RANGER

MILEAGE:

33800

HSD:

DEALER NAME:

DUSTY RHODES FORD

SALES CODE:

152462

P & A: 02514

CAUSAL CODE:

0709

SYMPTOMS:

704800

704245 704247

ORIGIN:

80

TRANS REGION:

52

TRANS DATE:

VEH REPL:

CASE TYPE:

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

MEANS CODE:

A-LGL INVEST-PROD LIABILITY

ATTY NAME:

ATTY MEMO:

CLAIM ANT:

0

AHARD ANT:

0

MICRO: 4911858

COMMENTS:

1996/12/09

MEM MAVIS: ORIGINAL MEM

CUSTOMER SAYS:

- 4-96 16,000 MILES SMOKE WAS COMING FROM UNDER THE HOOD, EXHAUST WAS BURNING OIL QUITE TERRIBLY
- EVERY MONTH AFTER THE NEW ENGINE WAS PUT IN THE EXHAUST SYSTEM WOULD COME LOOSE AND NEED TO HAVE THE BOLTS TIGHTENED
- 1 1/2 MONTHS AGO THE EXHAUST HAS BURNED OUT THE HEATER AND AIRCONDITIONING UNIT
- 12-8-96 3 PM THE VEHICLE GOT STUCK IN THE SAND, SMOKE STARTED POURING OUT FROM UNDER THE HOOD, THE VEHICLE WAS ON FIRE WHERE THE HEATER UNTIL IS NEAR THE FIRE WALL
- MRECKER TOWED IT TO CUSTOMER'S FROM YARD
- THE WHOLE VEHICLE IS TOTALLY BURNED UP YOU CAN ONLY SEE THE THAT TAILGATE USED TO BE GREEN
- FIRE DEPARTMENT WAS CALLED
- HAVE NOT CONTACTED INSURANCE, NO INSURANCE

PER CUSTOMER, DEALER SAYS:

- 4-96 GARY LONG- THE ENGINE IS BAD, WE WILL PUT IN A NEW ENGINE
- BUTCH IN SERVICE
- 1 1/2 MONTHS AGO- GARY LONG- ALTERNATOR REPLACED, IDENTIFIED THAT HEATER AND AIR CONDITIONER WERE BURNED OUT AS A RESULT OF THE ENGINE GET BACK WITH

EM62-025 2127

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.34.11

 5953CB LEGAL CONTACT VEH TYPE: TRUCK
 SOUTHWEST 52 ZN/TR: 32 CONTACT NBR: 107856521 OPENED: 12/09/1996
 VIN: 1FTCR10A1TT ENGINE: A CLOSED: 01/10/1997

1996/12/09

US WHEN YOU HAVE TIME TO LEAVE IT FOR ABOUT 3 DAYS
 - 12-9-96 NO NAME IN SERVICE- CALL YOUR INSURANCE COMPANY, WE ARE NOT
 RESPONSIBLE FOR THIS

*
 CUSTOMER SEEKS:
 - WHAT DO I DO?

*
 CAC ADVISED:
 - WILL FORWARD THE INFORMATION TO THE APPROPRIATE DEPARTMENT AND SOMEONE
 FROM FORD WILL CONTACT CUSTOMER
 - (983) 876 3351 IS AN ALTERNATE NUMBER FOR THE CUSTOMER

1996/12/10

*****LA MADE OUTBOUND CALL, NO ANSWER OR MACHINE TO LEAVE A MESSAGE*****

1996/12/11

*** NAVIS: ORIGINAL ***
 CUSTOMER SAYS:
 -REITERATED THE SAME CONCERN AS STATED IN THE PREVIOUS CONTACT
 -CUSTOMER HASN'T HEARD FROM FORD
 -(983) 876 3351 IS AN ALTERNATE NUMBER FOR THE CUSTOMER

*
 PER CUSTOMER, DEALER SAYS:
 -NO CONTACT

*
 CUSTOMER SEEKS:
 -TO SPEAK WITH A FORD REPRESENTATIVE

*
 CAC ADVISED:
 -CSR APOLOGIZED
 -PER LA STATED, LA MADE OUTBOUND CALL, NO ANSWER OR MACHINE TO LEAVE A
 MESSAGE
 -DOCUMENTED AND FORWARDED INFORMATION TO THE PROPER DEPARTMENT
 -ADVISED CUSTOMER HE WILL BE RECONTACTED BY A FORD REPRESENTATIVE
 -NO TIME FRAME PROVIDED

1996/12/12

*****LA MADE OUTBOUND TO CUSTOMER'S ALTERNATE PHONE AND LEFT MESSAGE
 WITH DON MORRIS REQUESTING RECONTACT*****CONSUMER AFFAIRS PHONE NUMBER
 PROVIDED.
 *****LA MADE OUTBOUND CALL TO RESIDENCE PHONE NUMBER, AT THE TIME OF THE CALL
 LINE BUSY*****

0902-025 2120

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.34.11
=====

5953CB	LEGAL CONTACT	VEH TYPE: TRUCK
SOUTWEST	52 2N/TR: B2	CONTACT NBR: 107856521
VIN: 1FTCR10A1TT	ENGINE: A	OPENED: 12/09/1996
		CLOSED: 01/10/1997

=====

1996/12/12

*****LA SPOKE WITH CUSTOMER, 12/12/96*****
-NO INSURANCE ON THE VEHICLE.
-CURRENT MILEAGE ON THE VEHICLE 33,00-34,000 MILES
-THE BURNT COMPLETELY UP.
-THE VEHICLE HAS BEEN DETERMINED TOTALLED.
-VEHICLE'S CURRENTLY IN HIS POSSESSION.
-FIRE DEPARTMENT DISPATCHED.

*
LA ADVISED:
-WILL COORDINATE EAA INSPECTION.
-ONCE RESULTS ARE RECEIVED WILL RECONTACT CUSTOMER.

1997/01/02

*****EAA INSPECTION REPORT RECEIVED 12/17/96*****
-HOWEVER LA HAS NOT RECEIVED PICTURES.
-ONCE PICTURES ARE FORWARDED WILL REVIEW AND ADVISE CUSTOMER.

1997/01/07

*****OUTBOUND CALL MADE TO DEALERSHIP*****
-DEALERSHIP TO FAX BUYER'S ORDER, VEHICLE INVOICE, SALES INVOICE AND ALL
OTHER PERTINENT FINANCIAL INFORMATION.

*
LA MADE OUTBOUND CALL AND SPOKE WITH CUSTOMER.
-CUSTOMER INDICATES THAT HE DOESN'T WANT TO PURCHASE ANOTHER VEHICLE.
(SEEKING REFUND ONLY).
-THE VEHICLE HAD 34,500-35,000 MILES ON IT.
-NO ESP PLAN ON VEHICLE.

*****OUTBOUND CALL MADE TO FMCC REGARDING UPDATE ON ACCOUNT*****
*****INFORMATION ENTERED IN RAV*****

1997/01/10

*****THIS IS THE CLOSING COMMENT
-CUSTOMER INFORMATION HAS BEEN UPLOADED TO RAV HEADQUARTERS FOR FINAL
TOTAL. (UPLOADED 1/10/97)
-INVESTIGATION REPORT AND ALL FINANCIAL DOCUMENTS FORWARDED TO RAV.
-ONCE RAV REPRESENTATIVE RECONTACT LEGAL WITH CUSTOMER OBLIGATION, LA WILL
CONTACT CUSTOMER AND ADVISE.
-AT THIS TIME NO FURTHER ACTION IS REQUIRED.

1997/01/20

*****LA MADE OUTBOUND CALL TO ABOVE NUMBER*****
-LINE IS NO LONGER IN SERVICE.

LA MADE OUTBOUND CALL TO ALTERNATE PHONE NUMBER AND LEFT MESSAGE WITH
BRENDA*****
-REQUESTED THAT SHE HAVE CUSTOMER CONTACT CONSUMER AFFAIRS.
-PER HER REQUEST, ASKED THAT CUSTOMER CONTACT TOLL FREE 800 AND LEAVE
NUMBER & TIME WHERE HE CAN BE REACHED.
-LA WILL CHECK CONTACT DAILY FOR FOLLOW-UP NUMBER.
-PER BRENDA CUSTOMER MORE THAN LIKELY WILL RECONTACT ON 1/29/97.

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAX10LT0

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.34.11
=====

5953CG	52	ZN/TR: B2	LEGAL CONTACT	CONTACT NBR: 107856521	VEH TYPE: TRUCK
SOUTWEST					OPENED: 12/09/1996
VIN: 1FTCR10A1TT			ENGINE: A		CLOSED: 01/10/1997

=====

1997/01/31

*****CUSTOMER RECONTACTED AND WAS ADVISED OF THE FOLLOWING.*****
-VEHICLE REFUND SHEET INDICATES THAT CUSTOMER MUST PAY \$4,587.50 TO RESOLVE
1996 RANGER.

*
-MILEAGE AT THE TIME OF THE FIRE 34,560 X .11,833 (PURCHASE PRICE)= \$4,081.35
-\$4,081.35 - \$11,833.52 (PURCHASE PRICE)=7,751.92.
-\$12,339.42 - \$7,751.92 = \$4,587.50 (NEGATIVE EQUITY)
-CUSTOMER REQUESTED THAT LA FORWARD LETTER REGARDING ABOVE AMOUNT.
-LETTER WILL BE FORWARDED AND NO FURTHER ACTION TAKEN.
-CUSTOMER STATES THAT HE WILL SEEK LEGAL ACTION.

1997/03/17

*MICRO NUMBER UPDATED.

ENR2-025 2130

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.34.11

398925

LEGAL CONTACT

SDR

10 ZH/TR: 51

CONTACT NDR: 106695118

VEH TYPE: TRUCK

OPENED: 03/19/1996

VIN:

1FTCR10A2TUA

ENGINE: A

CLOSED: 04/03/1996

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEH REPL:

CASE TYPE:

ATTY NAME:

CLAIM ANT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

MSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

STATUS: CLOSED

MI:

ZIP:

P & A: 00785

706245

TRANS DATE:

MEANS CODE: A-LQL INVEST-PROD LIABILITY

ATTY MEMO:

AMAND ANT:

MICRO: 4660796

COMMENTS:

1996/03/19

CUSTOMER SAYS:

-VEHICLE CAUGHT FIRE UNDER THE HOOD DMS/18/96

-NO ONE WAS INJURED IN THE FIRE

-NO OTHER PROPERTY WAS DAMAGED OTHER THAN THE VEHICLE

-THERE WAS A FIRE REPORT, NOT A POLICE REPORT

N

PER CUSTOMER, DEALER SAYS:

-DEALER HASK'T OPENED YET THIS MORNING

N

CUSTOMER SEEKS:

-TO KNOW WHAT TO DO AT THIS POINT

N

CAC ADVISED:

-A REPRESENTATIVE OF FMC WILL BE CONTACTING YOU

1996/03/28

CAUSAL CODE UPDATED

1996/04/02

TIM FROM DEALERSHIP CONTACTED LPA AND INDICATED THAT THE DEALERSHIP HAS PRE-

PARED AN ESTIMATE ON THE DAMAGE. ESTIMATE IS FOR \$9,200.00. TIM SAYS THE

BATTER EXPLODED.

N

LPA ADVISED DEALERSHIP PERSONNEL THAT THIS OFFICE WOULD COVER EXPENSES, WITH A

SIGNED RELEASE.

1996/04/03

THIS IS THE CLOSING COMMENT

THIS OFFICE WILL COVER REPAIR COSTS ON THE VEHICLE.

1996/07/16

REKCC MICRO ONLYXEN

ENR2-025 2131

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.34.11

1729DH

LEGAL CONTACT

CINCINNATI

47 ZN/TR: E1

CONTACT NBR: 107467184

VEH TYPE: TRUCK

VIN:

1FTCR10A6TUB19671

ENGINE: A

OPENED: 09/05/1996

CLOSED: 09/16/1996

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEH REPT:

CASE TYPE:

ATTY NAME:

CLAIM AMT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

HSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

MEANS CODE:

ATTY MEMO:

AWARD AMT:

STATUS: CLOSED

HI:

ZIP:

P & A: 05688

TRANS DATE:

MICRO:

COMMENTS:

1996/09/05

MEMOAVIS-ORIGINAL*** DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW RECEIVED BY

LEGAL ON 9/4/96***

DEALER WRITES:

-CUSTOMER HAD A FIRE IN THE VEHICLE ON 8/23/96

-CUSTOMER AND INS. CO. INSIST ON FORD INVESTIGATION

*

LPA MADE OBC TO SVC MOR/BURTON LEGEAR TO ACK RECEIPT OF FAX

-LEFT MESSAGE ON VOICE MAIL

*

LPA MADE OBC TO CUSTOMER

-WILL HAVE AN OUTSIDE INSPECTION DONE ASAP

-CUSTOMER SAYS FIRE WAS PUT OUT BY FIRE DEPARTMENT AND WAS UNDER THE HOOD

*

LPA MADE OBC TO INS. CO. AND LEFT VOICE MAIL MESSAGE

LPA MADE OBC TO BHATSON FOR EAA INSPECTION AT SALVAGE YARD IN LEXINGTON PER

APPROVAL BY THAMUCKE

1996/09/16

LPA RECEIVED WRITTEN PHOTOS AND REPORT FROM EAA

-THE CAP OVER THE OIL INTAKE ON TOP OF THE VALVE COVER WAS OFF.

-OIL OVERFILLED--CAUSED FIRE

*

LPA MADE OBC TO CUSTOMER

-REFERRED CUSTOMER TO INS. CO.

***THIS IS THE CLOSING COMMENT

MEMOILL CLOSE AS CUSTOMER HAS BEEN REFERRED TO INS. CO., THEY WILL SUBROGATE

IF THEY CHOOSE***

0902-025 2132

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.34.11

3999MC

LEGAL CONTACT

ATLANTA

21 ZN/TR, DS

CONTACT NBR: 106649933

VEH TYPE: TRUCK

VIN:

1FTCR14U2T1A

ENGINE: J

OPENED: 03/07/1996

CLOSED: 03/07/1996

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEH REPL:

CASE TYPE:

ATTY NAME:

CLAIM AMT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

MSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

STATUS: CLOSED

HI:

ZIP:

P & A: 00909

TRANS DATE:

MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY MEMO:

AMAR AMT:

MICRO: 4492146

COMMENTS:

1996/03/07

*FAX FROM DEALER DATED 3/6/96*NAVIS ORIGINAL*

DEALER STATES:

-CUSTOMER WAS CHANGING HIS OIL WHEN HE DROPPED THE OIL WRENCH WHICH HIT THE BATTERY TERMINAL CONNECTION ON THE STARTER AND THEN IT GROUND ITSELF ON THE FUEL LINE STARTING A QUICK FUEL FED FLASH FIRE WHEN THE FUEL LINE BROKE.
-THERE IS ABOUT \$200 IN MEDICAL BILLS FOR THE CUSTOMER AND \$400-\$500 IN DAMAGE TO THE TRUCK.

-AFTER SPEAKING TO SKIP KEYES, OGC, LIT PREVENT IS HANDLING THIS CONCERN.

RE:

LEGAL ADVISED DEALER BY PHONE AND CUSTOMER BY MAIL.

-CUSTOMER SHOULD CONTACT INSURANCE COMPANY AND THEY CAN SUBROGATE, IF NECESSAR

THIS IS THE CLOSING COMMENT

PER PREVIOUS COMMENTS.

1996/03/12

MICRO ADDED

ER02-025 2103

BEGINNING OF CONTACT

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.34.11
 2704KG LEGAL CONTACT
 KANSAS CITY 53 ZW/TR: B2 CONTACT NBR: 106834790 VEH TYPE: TRUCK
 VIN: 1FTCR10U4TPASB158 ENGINE: U OPENED: 04/23/1996
 STATUS: CLOSED
 LAST NAME: [REDACTED] FIRST NAME: DAVID MI:
 TITLE: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: DALLAS CENTER STATE: IA ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 96 MODEL: RANGER
 MILEAGE: 1400 MSD:
 DEALER NAME: CHARLES GABUS FORD SALES CODE: 153032 P & A: 03334
 CAUSAL CODE: 02 SYMPTOMS: 704145
 ORIGIN: 00 TRANS REGION: 55 TRANS DATE:
 VEH REPL:
 CASE TYPE: 4A-FIRES - ELECTRICAL MEANS CODE: A-101 INVEST-PROD LIABILITY
 ATTY NAME: ATTY MEMO:
 CLAIM AMT: 0 AWARD AMT: 0
 MICRO: 4611750

COMMENTS:

1996/04/23

MR NAVIS: ORIGINAL MR

CUSTOMER SAYS:

- ON 4/20/96, HE SMELLED FUEL BAD IN THE VEHICLE
- HE PULLED THE VEHICLE INTO A DRIVEWAY
- THE VEHICLE SHUT OFF WHEN HE PULLED INTO THE DRIVEWAY
- HE TRIED TO RESTART THE VEHICLE AND THE ENGINE CAUGHT ON FIRE
- FLAMES WERE COMING OUT OF THE HOOD
- THE FIRE DEPARTMENT STATED THAT THE FUEL LINE BROKE THAT WENT TO THE FUEL INJECTION SYSTEM
- HE WAS NOT INJURED IN THE INCIDENT
- THE INSURANCE COMPANY WILL NOT PAY FOR THE PERSONAL PROPERTY THAT WAS IN THE VEHICLE
- HE HAD 82 CD'S IN THE VEHICLE, COAT, RADAR DETECTOR IN THE VEHICLE
- HE IS OUT THE MONEY THAT HE PAID FOR TAXES, AND THE TITLE HE PAID FOR THE VEHICLE-724.85
- THE NUMBER THAT HE PROVIDED IS HIS WORK NUMBER AND HE CAN BE REACHED FROM 7:30-5:30 BUT NOT AT 12:00PM

PER

PER CUSTOMER, DEALER SAYS:

-THIS IS AN INSURANCE COMPANY ISSUE

THE

THE INSURANCE COMPANY ADVISED HIM TO CALL THE DEALERSHIP

0902-020 2134

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.34.11
 =====
 2704KG LEGAL CONTACT
 KANSAS CITY 55 ZN/TR: 32 CONTACT NBR: 106436790 VEH TYPE: TRUCK
 VIN: 1FTCR10U4TP ENGINE: U OPENED: 04/23/1996
 =====
 1996/04/23 CLOSED: 06/01/1996
 =====

*
 CUSTOMER SEEKS:
 -TO BE REIMBURSED FOR THE PERSONAL PROPERTY HE LOST IN THE VEHICLE AND THE
 TAXES, LICENSE BY FORD
 *
 CAC ADVISED:
 -INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE PROPER DEPARTMENT
 -A COMPANY REPRESENTATIVE WILL BE CONTACTING YOU IN REGARDS TO THE CONCERNS
 -NO TIME FRAME CAN BE GIVEN

1996/05/07
 CUSTOMER SAYS:
 -HAS SUPPOSED TO REC'V CONTACT FROM FORD; IT HAS BEEN 2 WKS NOW
 -INS. CO. INVESTIGATOR IS COMING OUT TO DAY TO INSPECT VEHICLE
 -INS. CO. NEEDS TO FIND OUT WHAT FORD WILL DO

*
 PER CUSTOMER, DEALER SAYS:
 -N/A

*
 CUSTOMER SEEKS:
 -RESPONSE FROM FORD

*
 CAC ADVISED:
 -INFO HAS BEEN DOCUMENTED AND FORWARDED TO LEGAL DEPT
 -UNABLE TO GIVE TIME FRAME OF LEGAL DEPT RESPONSE

1996/06/01
 *****THIS IS THE CLOSING COMMENT
 LETTER SENT 6/3/96 ADVISING CUSTOMER THAT THE INSURANCE COMPANY HAS THE OPTION
 TO SUBROGATE IF THEY FEEL THERE IS FORD LIABILITY.

1996/06/10
 NICKO ADDED

EM02-025 2105

BEGINNING OF CONTACT

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.34.11
 782DRM LEGAL CONTACT
 PHILADELPHIA 16 ZH/TR. EL CONTACT NBR: 107788070 VEH TYPE: TRUCK
 VIN: 1FTCR11A1TTA ENGINE: A OPENED: 11/20/1996
 CLOSED: 12/04/1996
 LAST NAME: STATUS: CLOSED
 TITLE: MI:
 ADDRESS: FIRST NAME: MI:
 CITY: YORK STATE: PA ZIP:
 HOME PHONE: BUS. PHONE:
 MODEL YEAR: 96 MODEL: RANGER
 MILEAGE: 13935 MSD:
 DEALER NAME: BESHORE AND KOLLER SALES CODE: 116518 P & A: 00167
 CAUSAL CODE: 0721 SYMPTOMS: 704145
 ORIGIN: GO TRANS REGION: 16 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:
 MICRO: 4902126

COMMENTS:

1996/11/20

DLR FAX-

VEHICLE CAUGHT FIRE UNDER HOOD- SEVERE DAMAGE
 INSURANCE HAS BEEN CONTACTED
 CUSTOMER SEEKING REPAIR WITH LOANER
 CONTACTED SERVICE MANAGER- FIRE APPEARED TO ORIGINATE BY HEATER FAN AREA
 ADVISED I WILL ORDER INSPECTION WITH JACK DUBAN-

1996/11/26

INSPECTION CONFIRMED ABOVE- HAVE REQUESTED REPAIR ESTIMATE

1996/11/29

*** HAVIS. ORIGINAL ***

CUSTOMER SAYS:

- VEHICLE WAS INVOLVED IN FIRE
- WHY IS FORD TAKING TWO WEEKS TO REPAIR VEHICLE

PER CUSTOMER, DEALER SAYS:

- FORD WON'T BE OUT FOR TWO WEEKS

CUSTOMER SEEKS:

- VEHICLE REPAIRS

CAC ADVISED:

- NO TIME FRAME CAN BE OFFERED

1996/12/04

HAVE RECEIVED ESTIMATE AND OK'D REPAIRS
 WILL GIVE CODE FOR REIMBURSEMENT TO DLR WHEN RELEASE IS RECEIVED AND REPAIR
 IS COMPLETE
 NO FURTHER ACTION
 ***THIS IS THE CLOSING COMMENT
 SEE PREVIOUS COMMENTS

EM02-025 2136

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.54.11
=====

702DRH	LEGAL CONTACT	VEH TYPE: TRUCK
PHILADELPHIA 16	ZM/TR: E1	CONTACT NBR: 10778870
VIN: 1FTCR11A0TT	ENGINE: A	OPENED: 11/20/1996
		CLOSED: 12/04/1996

=====

1996/12/11
RECEIVED ORIGINAL RELEASE
1997/01/13
RD-614859
LINE-01
TOTAL-4276
CODE=M49NN
1997/01/16
ADDED MICRO

EM02-020 2137

BEGINNING OF CONTACT

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.34.11

 5999EE LEGAL CONTACT VEH TYPE: TRUCK
 ORLANDO 24 ZN/TR: E1 CONTACT NBR: 106892086 OPENED: 09/09/1997
 VIN: 1FTCR10U6TTA00000 ENGINE: U CLOSED: 09/11/1997

 LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: ENGLEWOOD STATE: CO ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 96 MODEL: RANGER
 MILEAGE: 13079 MSB:
 DEALER NAME: WALKER FORD CO INC SALES CODE: 124202 P & A: 04947
 CAUSAL CODE: 0709 SYMPTOMS: 700145
 ORIGIN: GO TRANS REGION: 24 TRANS DATE:
 VEH REPL:
 CASE TYPE: 4A-FIRES - ELECTRICAL MEANS CODE: A-1GL INVEST-PROD LIABILITY
 ATTY NAME: ATTY MEMO:
 CLAIM AMT: 0 AMARD AMT: 0
 MICRO: 5130156

COMMENTS:

1997/09/09
 *** FLEET FAX RECEIVED 9/8/97 BY CONSUMER AFFAIRS ***
 *** MAVIS PROGRAM ***
 -CVO CONTACT: PAT VISOR, 74494
 -CUSTOMER CONTACT: [REDACTED] FLORIDA [REDACTED]
 -DEALER CONTACT: RAY ARCHER (813)535-3600
 -THE VEHICLE CAUGHT FIRE UNDER THE HOOD WHILE UNATTENDED OVERNIGHT

*
 CUSTOMER SEEKS:
 -FIRE INSPECTION

*
 ERICKA EDWARDS (LEGAL ANALYST) ADVISED:
 -ACKNOWLEDGED RECEIPT OF FAX ON PAT VISOR'S VOICEMAIL
 -SPOKE TO RAY ARCHER, HE DOES NOT HAVE ANY FURTHER DETAILS
 -WILL SEND EAA TO DETERMINE THE CAUSE OF THE FIRE
 -THE RESULTS WILL BE FORWARDED TO CVO FOR HANDLING

1997/09/11
 ***** THIS IS THE CLOSING COMMENT *****
 LPA RECEIVED EAA RESULTS AND PHOTOS. FORWARDED TO DARRIN ZIMLICH/PAT VISOR
 AT CVO FOR HANDLING

1997/09/16
 CASE FORWARDED TO DON BELL
 1997/10/01
 ADD MICRO

EM82-020 2136

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.34.11

3999EE

LEGAL CONTACT

92 ZN/TR: 77 CONTACT NBR: 108955446 VEH TYPE: TRUCK
 1FTCR10A1TUD28297 ENGINE: A OPENED: 09/24/1997
 CLOSED: 10/02/1997

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI:
 ADDRESS: [REDACTED] FIRST NAME:
 CITY: MIAMI STATE: FL ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 96 MODEL: RAMPER
 MILEAGE: 1 MSD:
 DEALER NAME: PALMETTO TRUCK CENT SALES CODE: 124901 P & A: 04856
 CAUSAL CODE: 0709 0721 SYMPTOMS: 704143
 ORIGIN: 00 TRANS REGION: 24 TRANS DATE:
 VEH REPL:
 CASE TYPE: 4A-FIRES - ELECTRICAL MEANS CODE: A-LBL INVEST-PROD LIABILITY
 ATTY NAME: ATTY MEMO:
 CLAIM AMT: 0 AWARD AMT: 0
 MICRO: 5140152

COMMENTS:

1997/09/24

DEALER FAX RECEIVED 9/23/97 BY CONSUMER AFFAIRSMAN
 -DEALER CONTACT: DEBBIE BRITTON (800)432-3317
 -CUSTOMER CONTACTS: [REDACTED] OR [REDACTED]
 -9/14/97-VEHICLE CAUGHT FIRE IN THE ENGINE COMPARTMENT JUST AFTER PARKING IT
 -PATRICK FERRER WAS DRIVING (NO PHONE NUMBER LISTED)
 -HE ATTEMPTED TO EXTINGUISH THE FIRE BY SHOVING THE EXTINGUISHER UNDER THE
 WHEEL WELLS SINCE HE COULD NOT OPEN THE HOOD
 -FINALLY HE WAS ABLE TO OPEN THE HOOD, AND EXTINGUISHED THE REST OF THE FIRE
 -THE FIRE DEPT CAME AFTER THE FIRE WAS EXTINGUISHED
 -REPORTS FILLED OUT BY FIRE DEPT AND AUTOMOTIVE MAINTENANCE, AND THEY TOWED
 THE TRUCK AWAY FROM THE SCENE

DEBBIE BRITTON (SRVC MGR) SAYS:
 -THE VEHICLE IS CURRENTLY AT THE DEALERSHIP
 -HAS SPOKEN WITH [REDACTED] AND [REDACTED] AND THEY GAVE DIFFERENT STORIES
 -THERE IS APPROX. \$5000 IN PREVIOUS BODY DAMAGE ON THE VEHICLE, BUT THE
 CUSTOMER SAYS IT HAS NEVER BEEN INVOLVED IN A COLLISION

CUSTOMER SEEKS:
 -INSPECTION AND REPAIR

ERICKA EDWARDS (LEGAL ANALYST) ADVISED:
 -ATTEMPTED TO CONTACT THE CUSTOMERS, NO ANSWER AT EITHER NUMBER
 -SPOKE TO DEBBIE BRITTON TO GET FURTHER DETAILS
 -SENDING EAA TO DEALERSHIP TO DETERMINE THE CAUSE OF THE FIRE

1997/09/25

UPDATED CODES

EQ02-026 2130

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.34.11
 =====
 3999EE LEGAL CONTACT VEN TYPE: TRUCK
 92 ZM/TR: 77 CONTACT NBR: 10095544 OPENED: 09/24/1997
 VIN: 1FTCR10A1TUD28297 ENGINE: A CLOSED: 10/02/1997
 =====
 1997/10/02
 ***** THIS IS THE CLOSING COMMENT *****
 LPA RECEIVED EAA INSPECTION RESULTS. FORWARDED TO DARRIN ZIMLICH/CVO FOR
 HANDLING.
 1997/10/06
 CASE FORWARDED TO JAY SHEETS CVO CAFM.
 1997/10/13
 ADD MICRO

EMR2-025 2140

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.34.11

=====

3050DM LEGAL CONTACT VEH TYPE: TRUCK

LOS ANGELES 71 ZH/TR: A3 CONTACT NBR: 108624945 OPENED: 07/07/1997

VIN: 1FTCR19X1VPA ENGINE: X CLOSED: 07/07/1997

=====

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

TITLE: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: PASO ROBLES STATE: CA ZIP: [REDACTED]

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

MODEL YEAR: 97 MODEL: RANGER

MILEAGE: 1 NSD: [REDACTED]

DEALER NAME: PASO ROBLES FORD LI SALES CODE: 171498 P & A: 05493

CAUSAL CODE: 0709 SYMPTOMS: 784145

ORIGIN: 00 TRANS REGION: 71 TRANS RATE: [REDACTED]

VEN REFL: [REDACTED]

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

ATTY NAME: [REDACTED] ATTY MEMO: [REDACTED]

CLAIM AMT: 0 AWARD AMT: 0 MICRO: 5070524

COMMENTS:

1997/07/07

DEALER FAX, CUSTOMER ALLEGES MALFUNCTION CAUSED FIRE

-FIRE OCCURED ON JUNE 30, AT CASTOLA VINEYARD

-CUSTOMER NOTICED SMOKE COMING FROM UNDER HOOD

-CUSTOMER SEEKING VEHICLE REPLACEMENT

M

-CUSTOMER'S INSURANCE COMPANY HAS ALREADY BEEN CONTACTED

-AN ADJUSTOR IS COMING OUT

-FORWARDED LETTER TO CUSTOMER REFERRING TO INSURANCE

-THEY HAVE THE OPTION TO SUBROGATE IF THEY DETERMINE FORD RESPONSIBILITY

-NO FURTHER ACTION IS PROPOSED BY FORD

M

***THIS IS THE CLOSING COMMENT

CLOSE PER PREVIOUS COMMENTS

1997/07/14

MICRO RECORDED

0902-029 2141

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.34.11

8003CN

LEGAL CONTACT

VEH TYPE: TRUCK

SOUTHWEST

52 ZN/TR: C2

CONTACT NBR: 109241027

OPENED: 12/15/1997

VIN:

1FTCR14U8VP

ENGINE: U

CLOSED: 12/16/1997

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

CITY:

STATE:

TX

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

97

MODEL:

KANGER

MILEAGE:

4000

MSD:

DEALER NAME:

KING CHARLIE HILLAR

SALES CODE:

152010

P & A: 02479

CAUSAL CODE:

0709

SYMPTOMS:

704145

ORIGIN:

GO

TRANS REGION: 52

TRANS DATE:

VEH REFL:

CASE TYPE:

48-FIRES - EXHAUST-CAT.CONVERTOR-OTHER

MEANS CODE:

A-LBL INVEST-PROD LIABILITY

ATTY NAME:

ATTY MEND:

CLAIM AMT:

0

AKARD AMT:

0

MICRO: 5190855

COMMENTS:

1997/12/15

NEW NAVIS. ORIGINAL NNN

CUSTOMER SAYS:

-I WENT TO TAKE THE OIL FILTER. THE OIL FILTER WRENCH SLIPPED. AND THE

VEHICLE(ENGINE AREA) WENT INTO FLAMES.

-THERE ARE HOSES, ETC., THAT ARE BURNED.

-I HAVE CONTACTED THE NHTSA AND THEY ARE SENDING YOU A COMPLAINT FORM.

-8000 FROM THE OWNER'S GUIDE.

-NEITHER THE POLICE NOR THE FIRE DEPARTMENT HAVE BEEN CONTACTED.

-THE INSURANCE COMPANY HAS NOT BEEN CONTACTED YET EITHER.

*

PER CUSTOMER, DEALER SAYS:

-PER MICHAEL MYER, SERVICE DEPARTMENT. WE HAVE NEVER HAD THE PROBLEM BEFORE

AND YOU NEED TO CONTACT YOUR INSURANCE COMPANY.

*

CUSTOMER SEEKS:

-TO KNOW WHAT CAN BE DONE ABOUT THE SITUATION.

*

CAC ADVISED:

-A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL CONTACT YOU REGARDING THIS

ISSUE.

1997/12/16

DEALER FAX RECEIVED 12/15/97. CUSTOMER REITERATES PREVIOUS COMMENTS. SEEKS

REPAIR OF VEHICLE UNDER WARRANTY.

NNN CLOSING COMMENTS NNN

LPA SPOKE WITH CUSTOMER ON 12/16/97. CUSTOMER STATED THAT THE OIL FILTER

WRENCH SLIPPED AND SHORTED OUT AT THE STARTER CAUSING THE VEHICLE TO CATCH FIRE

- HE ALSO STATED THAT HIS INSURANCE CARRIER IS HANDLING HIS CLAIM. NO

FURTHER ACTION IS NEEDED.

1997/12/29

MICRO ONLY

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAXLGLTQ

0902-020 2142

BEGINNING OF CONTACT

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.34.11
 1562MP LEGAL CONTACT VEN TYPE: TRUCK
 ATLANTA 21 ZN/TR: D2 CONTACT MNR: 108190954 OPENED: 03/10/1997
 VIN: 1FTCR10A1VUA ENGINE: A CLOSED: 06/03/1997
 LAST NAME: HARD FIRST NAME: ROGER STATUS: CLOSED
 TITLE: MR MI: G
 ADDRESS: RT 1 BOX 53C
 CITY: PARKTON STATE: NC ZIP: 28371
 HOME PHONE: 910-425-4252 BUS. PHONE: 910-437-7231
 MODEL YEAR: 97 MODEL: RANGER
 MILEAGE: 7192 MSD:
 DEALER NAME: PURVIS BROTHERS FOR SALES CODE: 121225 P & A: 01022
 CAUSAL CODE: 0709 SYMPTOMS: 704145
 ORIGIN: GO TRANS REGION: 21 TRANS DATE:
 VEN REPL:
 CASE TYPE: 4A-FIRES - ELECTRICAL MEANS CODE: A-LOL INVEST-PROD LIABILITY
 ATTY NAME: ATTY MEMO:
 CLAIM AMT: 0 AWARD AMT: 0
 MICRO: 5551584

COMMENTS:

1997/03/10

REFAXED DATED 3-4-97

FAKE STATES VEHICLE WAS INVOLVED IN A FIRE ON 3-1-97. INSURANCE COMPANY HAS BEEN CONTACTED. CUSTOMER SEEKS PMC TO MAKE REPAIRS AND BUY TRUCK BACK.

LEGAL FAXED INFORMATION TO DICK PERKINS/FAA REQUESTING INSPECTION.

1997/03/13

LEGAL OBTAINED REPAIR ESTIMATE FROM DLR. LEGAL ADVISED SVC MNR/CHARLES BIGFORD THAT LEGAL WILL AUTHORIZE THE REPAIRS PROVIDED THAT THE CUSTOMER SIGNS A WAIVER FORM.

LEGAL FAXED RELEASE TO CHARLES

1997/04/03

***THIS IS THE CLOSING COMMENT
 LEGAL PROVIDED CHARLES BIGFORD/SVC MNR WITH COMMITMENT CODE

P & A: 01020
 DO: 30097
 REP: NA
 AMT: \$2969.77
 CODE: N49RM

1998/04/24

ADDED MICRO 8.

FM2-025 2143


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

```

CONTACT COUNTS BY TYPE

LEGAL	TOTAL
11	11

SORT SEQUENCE: (DEFAULT AND FINAL IS CONTACT NUMBER)

1. BY XNGDYR	2. BY MODEL
3. BY SYNP_CODE1	4. BY SUPL_MICRNR
5.	6.
7.	8.
9.	

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAXLGLTQ

ENR2-025 2145

ATTN: OWNER RELATIONS MANAGER

LEGAL FACSIMILES

ALL STATUS CODES EXCEPT CANCELLED
SALES AND SERVICE CONTACTS
OPENED BETWEEN 01/01/93 AND 12/31/98
MODEL YEARS : V M

MODELS : EXPED4X

CAUSAL CODES: ALL

SYMPTOMS : 704145 704245 704345

STATES : ALL

DEALERS : ALL

ENGINE CODES: ALL

PLANT CODE : ALL

CASE TYPES : ALL

REGION: ALL ORIGIN: ALL

NOTE: EXCLUDES OWNER DIALOGUE

NOTE: INCLUDES U.S. CUSTOMERS ONLY

OWNER RELATIONS VOP/BENCHMARKING

CONTACT COUNTS BY TYPE

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 : V H *

* MODELS : EXPEDIM *

* CAUSAL CODES: ALL *

* SYMPTOMS : 704145 704245 704345 *

* STATES : ALL *

* DEALERS : ALL *

* ENGINE CODES: ALL *

* PLANT CODE : ALL *

* CASE TYPES : ALL *

* REGION: ALL ORIGIN: ALL *

* NOTE: EXCLUDES OWNER DIALOGUE *

* NOTE: INCLUDES U.S. CUSTOMERS ONLY *

* OWNER RELATIONS VOP/BENCHMARKING *

CONTACT COUNTS BY SORT FIELDS

XMODEL MODEL SYMP_CODE1 SUPL_MICRMR

```

*****
* ATTN: OWNER RELATIONS MANAGER
*
* -----
* LEGAL FACILITIES
* -----
* ALL STATUS CODES EXCEPT CANCELLED
* SALES AND SERVICE CONTACTS
* OPENED BETWEEN 01/01/95 AND 12/31/98
* MODEL YEARS : V M
*
* MODELS : EXPED*
*
* 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

<u>XMODEL</u>	<u>MODEL</u>	<u>SYMP_CODE1</u>	<u>SUPL_MICRNR</u>
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*****
ATTN: OWNER RELATIONS MANAGER
*****
LEGAL FACSIMILES
*****
ALL STATUS CODES EXCEPT CANCELLED
SALES AND SERVICE CONTACTS
OPENED BETWEEN 01/01/93 AND 12/31/98
MODEL YEARS : V M
*****
MODELS : EXPEDITION
*****
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

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

MODEL : ALL

REASON CODES: ALL

SYMPTOMS : 784145 704245 704345

WHERE A29VEHLINE EQ 'TD5'

✓

OWNER RELATIONS

CONTACT COUNTS BY TYPE

LEGAL	TOTAL
1	1

30RT SEQUENCE: (DEFAULT AND FINAL IS CASE NUMBER)

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

OWNER RELATIONS 09/20/1999 NMFAXPB

EP02-025 2101

* ATTN: OWNER RELATIONS MANAGER

MODEL : ALL

REASON CODES: ALL

SYMPTOMS 1 706145 704245 704345

WHERE A29VEHLINE EQ 'TBS'

OWNER RELATIONS

BEGINNING OF CONTACT

09/20/1999

MASTER OWNER RELATIONS SYSTEM III

17.06.16

9245LG

LEGAL ISSUE

CASE NBR: 0622560819

REGION: 71 CALIFORNIA

ZONE: CA

OPENED: 03/24/1999

VIN: 1P8FUI81EVL

ENGINE: L

CLOSED: 03/24/1999

LAST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

FIRST NAME:

CITY:

STATE:

CA

ZIP:

HOME PHONE:

MODEL YEAR: 1997

MODEL:

EXPEDITION WAGON 4X4

MILEAGE: 5000

DEALER NAME: AIRPORT MARINA FORD

SALES CODE:

F71015

P & A: 05563

REASON CODES: 0771

SYMPTOMS:

706145

ORIGIN: CAC - GENERAL CAC

ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/03/24

15.30.14

CUSTOMER SAYS: - FIRE OCCURRED ON JUNE 4, 1997 WHILE DRIV

OWNER RELATIONS

09/20/1999 MMFAXPR0

ENR2-025 2153

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 17.06.16
 924310 LEGAL ISSUE CASE NR: 0622560819
 REGION: 71 CALIFORNIA ZONE: C4 OPENED: 03/24/1999
 VIN: 1FMPU18L8ULA ENGINE: L CLOSED: 03/24/1999

1999/03/24
 13.30.14 ING - FIRE REPORT# 0193 /OFFICIAL ADDRESS OF FIRE IS 10
 201 WEST PICO BLVD - THINK POLICE CAME TOO /CANNOT REMEMBER
 R/IT WAS A HUGE FIRE /CUST WAS SICK - INSURANCE CLAIM FILE
 B /INSPECTED / - VEH NOT REPAIRABLE /INSURANCE COMPANY DID
 NOT PAY CLAIM /DID NOT WANT TO SUBROGATE AGAINST FORD /ONLY
 PAID GAP INSURANCE - LOST MONEY IN TRADE IN /PAYMENT AND
 CONTENTS AS THEY HAD TAKEN ATRIP THE WEEK BEFORE AND HAD THI
 NOS - NO ONE WAS HURT PHYSICALLY - IF SHE DOES NOT HEAR
 FROM FORD WITHIN A WEEK SHE WILL GET AN ATTORNEY /THAT WILL
 MEAN WHAT THE BIRSHIP SAID WAS TRUE PER CUSTOMER, DEALER
 SAYS: - IT WILL BE A FEW MONTHS BEFORE PAID FOR VEH AND CO
 NTENT - FORD WILL NOT DO ANYTHING UNTIL YOU/SUE THEM CAC
 ADVISED. - THIS INFORMATION HAS BEEN FORWARDED TO THE CONS
 UMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM
 CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRA
 ME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSUR
 ANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENCE C
 ASE ID: 76

1999/04/01
 17.06.44 LPA SPOKE WITH CUSTOMER(RENEE NORTH--SHE AND ERIK THORSON,
 WHO IS HER BOYFRIEND, BOUGHT THE VEHICLE TOGETHER). LPA
 VERIFIED NO INJURIES IN FIRE. CUSTOMER CONFIRMED THAT
 INSURANCE PAID ON CLAIM BUT DID NOT COMPLETELY COVER THEIR
 LOSS. LPA ADVISED CUSTOMER THAT MATTER IS ONE FOR INSURANCE
 COMPANY AND EXPLAINED SUBROGATION PROCESS. CUSTOMER BECAME
 UPSET AND ADVISED THAT SHE WOULD CONTACT AN ATTORNEY AFTER
 GETTING OFF THE PHONE WITH THE CUSTOMER, LPA SPOKE WITH
 GENERAL MANAGER AT DEALER, JIM CANTY, WHO ADVISED THAT WHEN
 CONCERN FIRST OCCURRED, FORD SENT SOMEONE OUT TO THE
 INSPECT THE VEHICLE AND THEY FOUND NO PRODUCT DEFECT TO HAVE
 CAUSED THE ACCIDENT. PER JIM, CUSTOMER WAS UPSET BECAUSE
 WHAT THE INSURANCE COMPANY DIDN'T PAY OUT ON WAS WHAT THE
 CUSTOMER HAD PUT DOWN AS THEIR DOWNPAYMENT WHICH JIM THOUGHT
 WAS SOMEWHERE AROUND \$3,500. CUSTOMER HAS ALREADY BEEN
 DENIED ONCE BY FORD(DUE TO CHANGE FROM NOR311 TO NOR311
 INFORMATION DID NOT SHOW UP).

17.07.34 CUSTOMER HAS ALREADY SETTLED CLAIM WITH INSURANCE COMPANY
 BUT DIDN'T FEEL THAT THEY WERE FULLY COMPENSATED. LPA ADVISE
 B THAT MATTER IS ONE FOR INSURANCE COMPANY

GENERAL MANAGER AT DEALER, JIM CANTY, WHO ADVISED THAT WHEN

09/28/1999 MASTER OWNER RELATIONS SYSTEM III 17.06.16
 =====
 9245LG LEGAL ISSUE CASE NBR: 0622560819
 REGION: 71 CALIFORNIA ZONE: C4 OPENED: 03/24/1999
 VIN: 1FNFU18L8VLA ENGINE: L CLOSED: 04/01/1999
 =====

1999/04/01

17.07.34 CONCERN FIRST OCCURRED, FORD SENT SOMEONE OUT TO THE
 INSPECT THE VEHICLE AND THEY FOUND NO PRODUCT DEFECT TO HAVE
 CAUSED THE ACCIDENT. PER JIM, CUSTOMER WAS UPSET BECAUSE
 WHAT THE INSURANCE COMPANY DIDN'T PAY OUT ON WAS WHAT THE
 CUSTOMER HAD PUT DOWN AS THEIR DOWNPAYMENT WHICH JIM THOUGHT
 WAS SOMEWHERE AROUND \$3,500. CUSTOMER HAS ALREADY BEEN
 DENIED ONCE BY FORD(DUE TO CHANGE FROM MORSII TO MORSIII
 INFORMATION DID NOT SHOW UP).

17.07.44 CUSTOMER HAS ALREADY SETTLED CLAIM WITH INSURANCE COMPANY
 BUT DIDN'T FEEL THAT THEY WERE FULLY COMPENSATED. LPA ADVISE
 D THAT MATTER IS ONE FOR INSURANCE COMPANY.

GENERAL MANAGER AT DEALER, JIM CANTY, WHO ADVISED THAT WHEN
 CONCERN FIRST OCCURRED, FORD SENT SOMEONE OUT TO THE
 INSPECT THE VEHICLE AND THEY FOUND NO PRODUCT DEFECT TO HAVE
 CAUSED THE ACCIDENT. PER JIM, CUSTOMER WAS UPSET BECAUSE
 WHAT THE INSURANCE COMPANY DIDN'T PAY OUT ON WAS WHAT THE
 CUSTOMER HAD PUT DOWN AS THEIR DOWNPAYMENT WHICH JIM THOUGHT
 WAS SOMEWHERE AROUND \$3,500. CUSTOMER HAS ALREADY BEEN
 DENIED ONCE BY FORD(DUE TO CHANGE FROM MORSII TO MORSIII
 INFORMATION DID NOT SHOW UP).

EMR2-025 2105

OWNER RELATIONS

09/28/1999 MMFAXPRQ

* 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 : 1996 1997 1998

MODEL          : ALL

REASON CODES: ALL

SYMPTOMS       : 704145 704245 704345

WHERE A29VEHLINE EQ 'TUS' OR 'TUV' OR 'TR2' OR 'TRV'

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OWNER RELATIONS

CONTACT COUNTS BY TYPE

LEGAL	TOTAL
11	11

Sort Sequence: (Default and final is case number)

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

2.
4.
6.
8.

ENG-025 2155

OWNER RELATIONS 09/21/1999 MMFAXPRO

ENG2-025 2157

N ATTN: OWNER RELATIONS MANAGER

SALES AND SERVICE CONTACTS COUNTRY: USA
OPENED BETWEEN 09/02/1997 AND 09/19/1999
MODEL YEARS : 1996 1997 1998

MODEL : ALL

REASON CODES: ALL

SYMPTOMS : 704145 704245 704345

WHERE A29VEHLINE EQ 'TUS' OR 'TUV' OR 'TR2' OR 'TRV'

OWNER RELATIONS

BEGINNING OF CONTACT

09/21/1999 MASTER OWNER RELATIONS SYSTEM III 08.51.47

2224VK LEGAL ISSUE CASE NBR: 0339341869
 REGION: 44 PITTSBURGH ZONE: C3 OPENED: 04/16/1999
 VIN: 1FMDU35P2TZC ENGINE: P CLOSED: 04/16/1999

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: STON STATE: OH ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 1996 MODEL: U350 EXPLORER 4X4 AND
 MILEAGE: 25000
 DEALER NAME: KLABEN FORD INC SALES CODE: F44083 P & A: 02163
 REASON CODES: 0789 SYMPTOMS: 704145
 ORIGIN: CAC - GENERAL CAC
 ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/04/16
 09.22.02

EM02-020 2100

09/21/1999 MASTER OWNER RELATIONS SYSTEM III 08.51.47
 =====
 2224VK LEGAL ISSUE CASE NBR: 8339341869
 REGION: 44 PITTSBURGH ZONE: C3 OPENED: 04/16/1999
 VIN: 1FMDU35P2TZC ENGINE: P CLOSED: 04/16/1999
 =====
 1999/04/16
 09.22.02

CUSTOMER SAYS: VEHICLE CAUGHT ON FIRE ON 04-14-99. THE FIRE WAS ON THE FRONT RIGHT ABOVE THE ALTERNATOR. FIRE DEPARTMENT WAS CONTACTED. FEELS THAT THE FIRE WAS AS A FORD DEFECT. VERY UPSET. DOES NOT FEEL THAT THE INSURANCE COMPANY SHOULD PAY FOR THE REPAIRS. PER CUSTOMER, DEALER SAYS: CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENCE CASE ID: 75

1999/04/30
 10.59.55 MMFLPA COMMENTSNEW
 LPA SPOKE WITH THE CUSTOMER WHO INDICATED THAT HIS VEHICLE CAUGHT ON FIRE ON 04/16/99. THE VEHICLE WAS TOWED TO THE DEALERSHIP WHERE THE SERVICE MANAGER INFORMED HIM THAT THE VEHICLE FIRE WAS CAUSED BY A RODENT-MOUSE THAT CHENED UP THE WIRING NEAR THE ALTERNATOR CAUSING IT TO CATCH ON FIRE. THE VEHICLE SAT AT THE DEALERSHIP A FEW DAYS UNTIL A INSURANCE APPRAISER ARRIVED. THEY INVESTIGATED THE VEHICLE AND ALSO FOUND A RODENT-MOUSE NEST NEAR THE AREA OF THE CHENED WIRING. THIS OBSERVATION MADE BY THE INSURANCE APPRAISER CONFIRMED WHAT THE DEALERSHIP INDICATED TO THE CUSTOMER. THE INSURANCE COMPANY TOOK CARE OF THE CLAIM, THE VEHICLE HAS SINCE BEEN REPAIRED. THE CUSTOMER IS SEEKING REIMBURSEMENT FOR HIS RENTAL FEES WHICH TOTALLED \$80 AND COMPENSATION FOR BEING INCONVENIENCED BY THE WHOLE ORDEAL. MMFLPA ADVISED:
 LPA EXPLAINED TO THE CUSTOMER THAT BECAUSE THE INSURANCE WAS INVOLVED WITH THE CASE AND HAS SINCE CORRECTED HIS PROBLEMS THAT FORD MOTOR COMPANY WILL NOT COMPENSATE HIM FOR HIS RENTAL COVERAGE OR INCONVENIENCES. NO FURTHER ACTION WILL BE TAKEN AT THIS TIME. LPA WILL SEND OUT A LETTER STATED FORD DECISION IN WRITING TO THE CUSTOMER.

1999/06/19
 07.56.33 MMFLPA COMMENTSNEW
 LPA ADDING MICRO NUMBER-0588 1781

BEGINNING OF CONTACT

89/21/1999

MASTER OWNER RELATIONS SYSTEM III

08.51.47

6682JB

LEGAL ISSUE

CASE NBR: 0364743178

REGION: 47 CINCINNATI

ZONE: FI

OPENED: 04/14/1999

VIN: 1FMYU24X0MUC

ENGINE: X

CLOSED: 04/14/1999

LAST NAME:

STATUS: CLOSED

TITLE:

FIRST NAME:

MI:

ADDRESS:

CITY:

CEDAR BLUFF

STATE:

VA

ZIP:

HOME PHONE:

MODEL YEAR:

1996

MODEL:

U240 EXPLORER 4X4 2DR WAGON

MILEAGE:

18000

DEALER NAME: PRESTIGE FORD LINC-

SALES CODE:

F47547

P & A: 01921

REASON CODES: 0709

SYMPTOMS:

704145

ORIGIN: CAC - GENERAL CAC

ACTION: DR0003- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/04/14

10.03.02

ENR02-025 2101

OWNER RELATIONS

09/21/1999 MMFAXPR0

09/21/1999 MASTER OWNER RELATIONS SYSTEM III 06.51.47
 6682JB LEGAL ISSUE CASE NBR: 8364743178
 REGION: 47 CINCINNATI ZONE: F1 OPENED: 04/14/1999
 VIN: 1FMYU24X0MUC ENGINE: X CLOSED: 04/14/1999
 1999/04/14
 10.03.02

CUSTOMER SAYS: MCKLEMON LAMM -CUST HAD TO CALL ROADSIDE
 -FIRE/SMOKE UNDER HOOD -CUST HAS HAD PREV REPAIR ATTEMPTS
 PROBLEM WITH VEH STALLING -NO MUCH FIRE BUT THERE WAS SMOKE
 AND SPARKS FROM UNDER -HOOD FOLLOWED BY POPPING NOISE AND S
 HELL OF BURNING RUBBER -CUST STOOPED VEH; SMOKE CLEARED -
 CUST WAS ABLE TO DRIVE HOME (ANOTHER 40 MILES) -NO FIRE REP
 ORT FILED -FEELS VEH IS A LEMON AND WANTS TO INVOKE LEMON L
 AM PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED, - THIS
 INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPAR
 TMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS W
 ILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - PL
 EASE MAKE SURE YOU NOTIFY YOUR INSURANCE CARRIER AND REPORT
 THE INCIDENT IN REFERENCE CASE ID: 73

1999/04/19
 12.41.00 MFLPA MADE 2 OBCS TO THE CUSTOMER AND CUSTOMER'S MOTHER HUNG
 UP ON LPA THICE AND HAS EXTREMELY RUDE TO LPA MFLPA WILL TRY
 TO CALL CUSTOMER LATER

1999/04/28
 19.21.03 MFLPA MADE OBC TO THE CUSTOMER AND HER MOTHER ANSWERED AND
 INFORMED LPA THAT HER DAUGHTER WORKS ALL NIGHT AND SLEEPS
 ALL DAY MFLPA INQUIRED ABOUT ANY INJURIES AND PER MOTHER
 THERE WERE NO INJURIES AND THERE WAS NOT AN ACTUAL FIRE THE
 CUSTOMER WAS DRIVING THE VEHICLE ON THE HIGHWAY AND SMELT
 SMOKE OR RUBBER BURNING AND THE VEHICLE BEHIND HER STATED
 THEY SAW SPARKS COMING FROM THE ENGINE THE CUSTOMER HAD THE
 VEHICLE TOWED TO THE DEALER AND THEY STATED THERE WAS NO THING
 WRONG WITH THE VEHICLE AT ALL AND THEY COULD NOT VERIFY
 THAT THERE WAS EVER A FIRE IN THE ENGINE THE CUSTOMER HAS
 BROUGHT THE VEHICLE TO THE DEALER ON NUMEROUS OCCASIONS FOR
 A STALLING CONCERN AND THE CUSTOMER WANTS TO TRADE IT IN OR
 SOMETHING AND WANTS SOME TYPE OF RESOLUTION FROM FORD MOTOR
 COMPANY SINCE SHE JUST PURCHASED THE VEHICLE IN NOVEMBER, 98
 THE VEHICLE HAS BEEN OUT OF SERVICE FOR VARIOUS WARRANTY CON
 CERNS FOR A CUMULATIVE OF 20-30 DAYS. THE CUSTOMER IS CURRE
 NTLY DRIVING THE VEHICLE BUT FEELS IT IS UNSAFE

1999/05/05
 11.09.20 MFLPA MADE OBC TO THE DEALER AND SPOKE WITH THE SERVICE MANA
 GER, EUGENE CHILDERS PER EUGENE, THE CUSTOMER HAD THE VEHIC
 LE TOWED IN BY ROADSIDE ASSISTANCE AND STATED THAT ANOTHER

OWNER RELATIONS

09/21/1999 MMFAFPRG

DM2-025 2102

09/21/1999 MASTER OWNER RELATIONS SYSTEM III 08.51.47

 6682JB LEGAL ISSUE CASE NBR: 0364743178
 REGION: 47 CINCINNATI ZONE: F1 OPENED: 04/14/1999
 VIN: 1FMYU24X0MUC ENGINE: X CLOSED: 05/05/1999

 1999/05/05

11.09.20 VEHICLE FLAGGED HER DOWN AND STATED THAT THERE WERE SPARKS
 COMING FROM UNDERNEATH THE VEHICLE, SHE CLAIMS SHE PULLED
 OVER AND THERE WAS A LOUD POP. SHE THEN CALLED ROADSIDE ASSI
 STANCE AND THEY TOWED THE VEHICLE TO THE DEALER. THE DEALER
 PERFORMED VARIOUS EXTENSIVE TESTS ON THE VEHICLE AND COULD
 NOT VERIFY THAT THERE WAS EVER A FIRE ANYWHERE WITHIN THE
 VEHICLE. LPA REQUESTED A COPY OF THE REPAIR ORDER AND THE
 DEALER SENT IT VIA FACSIMILE.

11.09.50 MMLPA MADE OBC TO THE CUSTOMER AND THERE WAS NO ANSWER.

11.13.37 MMLPA CUSTOMER WAS ADVISED VIA LETTER. LPA SENT A LETTER TO THE CUSTOMER STATING THAT THE FIRE WAS
 NEVER VERIFIED AND THERE IS NOTHING HE CAN DO ABOUT IT.
 -REGARDING THE FACT THAT SHE FEELS UNSAFE IN THE VEHICLE,
 SHE MAY WRITE A LETTER TO FORD (PROVIDED CUSTOMER ASSISTANCE
 CENTER ADDRESS)
 -NO FURTHER ACTION IS REQUIRED BY CONSUMER AFFAIRS AS THIS
 IS NOT A LEGAL CASE.

11.16.57 MMLPA CUSTOMER WAS ADVISED VIA US MAIL. LPA CLOSING THE CASE AS THERE WAS NO VERIFICATION BY THE
 DEALERSHIP OF A FIRE.
 -SENT A DENIAL LETTER TO THE CUSTOMER AND PROVIDED HER WITH
 THE FORD CUSTOMER ASSISTANCE CENTER ADDRESS.
 -THERE IS NO FURTHER ACTION REQUIRED BY CONSUMER AFFAIRS AS
 THE CASE IS NOT A LEGAL
 -FINAL CASE DISPOSITION

0902-025 21AS

BEGINNING OF CONTACT

09/21/1999 MASTER OWNER RELATIONS SYSTEM III 08.51.47

4398AT LEGAL ISSUE CASE NBR. 0460362878
 REGION: 24 ORLANDO ZONE: FL OPENED: 08/05/1999
 VIN: 1FTCR14U7YTA ENGINE: U CLOSED: 08/05/1999

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: CHERY MI:

ADDRESS: STATE: FL ZIP:

CITY: YULEE

HOME PHONE: MODEL YEAR: 1997 MODEL: R140 RANGER 4X2 SUPERCAB

MILEAGE: 12000

DEALER NAME: PAUL CLARK FORD-MER SALES CODE: F24479 P & A: 04799

REASON CODES: 0709 SYMPTOMS: 704145

ORIGIN: CAC - GENERAL CAC

ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/08/05
 13.14.30

END-826 2164

09/21/1999 MASTER OWNER RELATIONS SYSTEM III 08.51.47

 4398AT LEGAL ISSUE CASE HDR: 0460362878
 REGION: 24 ORLANDO ZONE: F1 OPENED: 08/05/1999
 VIN: 1FTCR14U7VTA ENGINE: U CLOSED: 08/05/1999

 1999/08/05
 13.14.38

CUSTOMER SAYS: I HAVEN'T HEARD ANYTHING FROM FORD MOTOR C
 O IN REGARDS TO SETTLING THIS CLAIM MY TRUCK DID BURN AND
 MY INSURANCE CO PAID ALL BUT \$2160.00 AND NOW THEY HAVE CLO
 SED THE CASE BECAUSE THEY NEVER HEARD ANYTHING FROM FORD MOT
 OR CO THE FIRE OCC ON AUG 7, 1998 IN THE DRIVEWAY OF MY HOM
 E AT APPROXIMATELY 6:00 AM IN THE MORNING. THE HORN WAS BL
 OWING AND I LOOK OUT OF THE WINDOW THE AIR BAG BURNED AND E
 XPLODED THE FIRE DEPT WAS CALLED OUT AND A REPORT WAS FILED
 IN YULEE FLORIDA WITH THE YULEE VOLUNTEER FIRE DEPT. P
 ER CUSTOMER, DEALER SAYS: NONE CAC ADVISED. - THIS INFOR
 MATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT
 FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL F
 OLOW 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

15.04.49 MWLPA MADE OBC TO CUSTOMER, LEFT MSG.

1999/08/06
 10.01.46 MWLPA SPOKE TO [REDACTED] HE INDICATED THAT HIS VEHICLE BURNE
 D ON 8-7-98 AND HE BELIEVES THE FIRE WAS THE RESULT OF A WAR
 RANTY DEFECT. HIS INSURANCE TOTALED THE VEHICLE. ACCORDING
 TO MR. BOYD, THE INSURANCE CO. WAS UNABLE TO SUBROGATE. MR.
 BOYD WANTS FMC TO PAY THE REMAINING BALANCE OF \$2,160 OWED
 ON HIS LOAN.

10.23.59 MWLPA ADVISED [REDACTED] THAT BASED ON THE INFORMATION HE
 PROVIDED, HIS INSURANCE CO. IS ALREADY INVOLVED AND FMC WILL
 NOT OFFER ANY ASSISTANCE TOWARDS THE \$2,160 BALANCE OWED. NO
 FURTHER ASSISTANCE OFFERED.
 MR. BOYD ADVISED THAT HE WILL SEEK LEGAL REMEDIES.

1999/08/18
 12.19.09 MWLPA RECEIVED A CALL FROM SANDY CARSEY @ STATE FARM INSURAN
 CE CO. SHE INDICATED THAT [REDACTED] SUBROGATION CLAIM WAS
 DENIED AND WANTED TO KNOW IF THIS IS STILL AN OPEN ISSUE WIT
 H FMC.
 MWLPA ADVISED HER THAT SINCE THE INSURANCE CO HAD SETTLED TH
 E CLAIM, FMC ADVISED [REDACTED] OF THE SUBROGATION PROCESS. FM
 C OFFERED NO ASSISTANCE TOWARDS THE \$2160 BALANCE OWED BY TH
 E CUSTOMER.

0902-025 2165

BEGINNING OF CONTACT

09/21/1999

MASTER OWNER RELATIONS SYSTEM III

08.51.47

5877MR

LEGAL ISSUE

CASE NBR: 0521500760

REGION: 53 KANSAS CITY

ZONE: 02

OPENED: 03/17/1999

VIN: 1FMDU35P8VZ

ENGINE: P

CLOSED: 03/17/1999

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

REASON CODES:

ORIGIN: CAC

ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

FIRST NAME:

STATE:

MODEL:

SALES CODE:

SYMPTOMS:

STATUS: CLOSED

MI:

ZIP:

U350 EXPLORER 4X4 AWD

P & A: 08198

704148

COMMENTS:

1999/03/17

14.09.29

EMR2-025 2105

CUSTOMER SAYS: CUST CLAIMS THAT HIS WIFE WAS DRIVING THE V
EHICLE ON 03/16/1999 AT APPROXIMATELY 9 AM AND IT CAUGHT A

OWNER RELATIONS

09/21/1999 MMFAFPRD

09/21/1999 MASTER OWNER RELATIONS SYSTEM III 08.51.47
 =====
 5877MR LEGAL ISSUE CASE NBR: 0521500769
 REGION: 53 KANSAS CITY ZONE: D2 OPENED: 03/17/1999
 VIN: 1FMDU35P8VZ ENGINE: P CLOSED: 03/17/1999
 =====

1999/03/17

14.09.29

FIRE; CUST CLAIMS THAT HIS WIFE FIRST NOTICED SMOKE IN THE PASSENGER COMPARTMENT; MANAGED TO STOP THE VEHICLE AND GET OUT; THE VEHICLE EXPLODED MOMENTS LATER; VEHICLE IS TOTALLED; NOT REPAIRABLE; CURRENTLY AT SUNSET FORD; A POLICE REPORT HAS FILE WITH ST-LOUIS COUNTY POLICE (NO NUMBER AVAILABLE) THE FIRE DEPARTMENT CAME OUT EITHER BALTIM OR MANCHESTER COUNTY (CUST IS NOT SURE); NO ONE WAS INJURED; CUST CLAIMS THAT HE WIFE IS A BIT SHAKEN UP; HOWEVER SHE WAS NOT HURT; CUST HAS ALREADY CONTACTED HIS INSURANCE COMPANY WHO WANTS TO MOVE THE VEHICLE FROM SUNSET FORD FOR INSPECTION; SUGGESTED THAT HE CALL FORD FOR ASSISTANCE; CUST FEELS THAT THIS IS A PRODUCT DEFECT; 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 INFERNCE CASE ID: 75

1999/03/22

09.47.45

LITIGATION PREVENTION ANALYST (LPA) CONTACTED DEALERSHIP TO DISCUSS. PER THE BODY SHOP MANAGER, THE VEHICLE HAS BEEN REMOVED BY THE INSURANCE CARRIER.

09.48.24

LPA WROTE LETTER TO CUSTOMER THIS DAY ADVISING HIM THAT IF THE INSURANCE COMPANY FEELS THERE IS CAUSE, THEY WILL SUBROGATE. NO FURTHER ACTION REQUIRED.

1999/04/12

13.26.56

BEGINNING OF CONTACT

09/21/1999

MASTER OWNER RELATIONS SYSTEM III

08.51.47

4828AC

LEGAL ISSUE

CASE NBR: 1452832089

REGION: 48 DETROIT

ZONE: C2

OPENED: 07/27/1999

VIN: 1FMCU35P6WZ

ENGINE: P

CLOSED: 07/27/1999

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

REASON CODES:

ORIGIN: CAC

ACTION: DR001- NO ACTION REQUIRED; INFORMATION ONLY

FIRST NAME:

STATE:

MODEL:

SALES CODE:

SYMPTOMS:

STATUS: CLOSED

MI:

ZIP:

U350 EXPLORER 4X4 AND

P & A: 03025

706145

COMMENTS:

1999/07/27

12.06.45

0902-025 2168

09/21/1999 MASTER OWNER RELATIONS SYSTEM III 08.51.47

 4828AC LEGAL ISSUE CASE NO: 1452032089
 REGION: 48 DETROIT ZONE: C2 OPENED: 07/27/1999
 VIN: 1FNAZ035P6M2 ENGINE: P CLOSED: 07/27/1999

 1999/07/27
 12.06.45

CUSTOMER SAYS: HAD AN ENGINE FIRE ON JULY 17 1999 DLR SAID IT WAS WIRING HARNESS THAT CAUSED THE FIRE FIRE REPORT #0 1665 FROM MACOMB COUNTY STATES THAT THE FIRE WAS CAUSED BY ELECTRICAL PROBLEM VEH IS REPAIRABLE VEH IS CURRENTLY AT DL RSHR FOR 7 DAYS AWAITING ESTIMATE ON REPAIR. INSURANCE CO IS IN THE PROCESS OF INSPECTING THE CLAIM DLR SAID IT MAY TAKE UP TO 8 WEEKS FOR REPAIR CUST SAYS HE CANNOT LIVE WITHOUT A VEH FOR 8 WEEKS 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: 75

1999/07/29
 16.25.56 LPA SPOKE WITH BODY SHOP MANAGER ON 7/29/99.
 1999/08/04
 12.07.46 LPA SPOKE WITH CUSTOMER ON 8/3/99 AND OFFERED REPLACEMENT VEHICLE DUE TO ELECTRICAL SHORT IN WIRING HARNESS.
 12.08.26 LPA RECEIVED ACCEPTANCE LETTER FROM CUSTOMER.
 12.08.55 RAVFAST UPLOAD ON 8/3/99.
 12.09.17 NO FURTHER ACTION IS NEEDED.

EMR2-025 2109

BEGINNING OF CONTACT

09/21/1999

MASTER OWNER RELATIONS SYSTEM III

08.31.47

=====

3008TH	LEGAL ISSUE	CASE NBR: 1477573108
REGION: 21 ATLANTA	ZONE: 23	OPENED: 11/06/1998
VIN: 1FNDU32E8VU849480	ENGINE: E	CLOSED: 11/06/1998

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:	LAURENSBURG	STATE:	NC	ZIP:
HOME PHONE:				
MODEL YEAR:	1997	MODEL:	US20 EXPLORER 4X2 4DR WAGON	
MILEAGE:	22800			
DEALER NAME:	LAFAYETTE MOTOR SAL	SALES CODE:	F21224	P & A: 88960
REASON CODES:	8709	SYMPTOMS:	704148	
ORIGIN: CAC	- GENERAL CAC			
ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY				

COMMENTS:

1998/11/06
12.41.55

ENR2-625 2178

09/21/1999 MASTER OWNER RELATIONS SYSTEM III 08.31.47
 =====
 5008TH LEGAL ISSUE CASE NBR: 1477573108
 REGION: 21 ATLANTA ZONE: B3 OPENED: 11/06/1998
 VIN: 1FMDU32E8VU ENGINE: E CLOSED: 11/06/1998
 =====
 1998/11/06
 12.41.55

CUSTOMER SAYS: '97 EXPLORER INSURANCE CO. INSPECTED AND DETERMINED FAULTY FUEL LINE.. LINES TWISTED AND CRACKED.. FUEL VAPORS IGNITED UNDER THE HOOD... VEHICLE WAS TOTALLED IN THE FIRE... THE INSURANCE CO. IS OFFERING THE CUST \$25000 AND THE CUST WONT ACCEPT IT.. CUST PAID \$35000 ... CUST WOULD LIKE TO KNOW IF FORD WILL STAND BEHIND THE VEHICLE .. BECAUSE THE VEHICLE IS STILL UNDER WARRANTY AND FIRE HAS CAUSED A PRODUCT DEFECT... PER CUSTOMER, DEALER SAYS: LAFAYETTE FORD, FAYETTEVILLE, NORTH CAROLINA.. THE DLR REFERRED THE CUST TO THE FORD CAC... CAC ADVISED: - CAC INFORMED THE CUST OF PROGRAM 998309 - 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

1998/11/09
 17.46.51 NMLPA COMMENTS:
 BASED ON REVIEW OF RECALL NOTIFICATION RECIPIENT HISTORY, TWO NOTICES WERE SENT TO MR. NYKE ADVISING OF THE RECALL AND THE POTENTIAL FOR FIRE. NOTICES WERE SENT OUT ON MAY 6, 1998 AND JULY 7, 1998. THEREFORE, NO FURTHER ACTION WILL BE TAKEN BY FNC AT THIS TIME.
 *
 DECISION LETTER MAILED TO CUSTOMER.

1999/02/12
 08.21.15

EM02-025 2171

BEGINNING OF CONTACT

09/21/1999 MASTER OWNER RELATIONS SYSTEM III 08.51.47

=====

9365LS	LEGAL ISSUE	CASE NBR: 1493992318
REGION: 21 ATLANTA	ZONE: 98	OPENED: 08/19/1998
VIN: 1FTYR10C9MPA55572	ENGINE: C	CLOSED: 08/19/1998

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: HOT SPRINGS	STATE: NC	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 1998	MODEL: 4X2 RANGER	
MILEAGE: 8008		
DEALER NAME: FORD MOTOR COMPANY-	SALES CODE: F21000	P & A: 68021
REASON CODES: 0789	SYMPTOMS: 704145	
ORIGIN: CALGL - CONSUMER AFFAIRS -	LITIGATION PREVENTION	
ACTION: LP200 - OPEN LEGAL CONTACT -	PRODUCT LIABILITY	

COMMENTS:

1998/08/19
13.43.19 LITIGATION PREVENTION ANALYST RECEIVED CALL FROM BOB KNOTT OF NATIONWIDE INSURANCE. VEHICLE CAUGHT FIRE ON 8/8/98. INSURANCE HAS DETERMINED THE FIRE TO BE RELATED TO A BAD RELAY. INSURANCE COMPANY REQUESTS FORD INSPECT AND TAKE RESPONSIBILITY FOR DAMAGES. INSURANCE COMPANY GOT LPA'S PHONE NUMBER FROM DEALERSHIP (NATHEMS FORD).

1998/08/24
11.02.40 LPA MADE OUTBOUND CALL TO MICKEY MATTS REQUESTING A RETURN CALL.

1998/08/26
11.17.45 INFORMATION FAXED TO MICKEY MATTS, EAA.

1998/09/24
14.25.25 LPA RECEIVED FIRE REPORT 9/24/98. REPORT INDICATES NO MANUFACTURING DEFECT. LPA CONTACTED FMCC AS WELL AS THE INSURANCE COMPANY AND ADVISED THAT NO ASSISTANCE WOULD BE PROVIDED.

1998/09/30
15.17.02

EM2-025 2172

BEGINNING OF CONTACT

09/21/1999

MASTER OWNER RELATIONS SYSTEM III

08.51.47

9245L0

LEGAL ISSUE

CASE NBR: 1515572958

REGION: 71 CALIFORNIA

ZONE: C2

OPENED: 10/22/1998

VIN: 1FMDU32P9VZD40000

ENGINE: P

CLOSED: 10/22/1998

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

NI:

ADDRESS:

BLVD APT C

CITY:

STATE:

CA

ZIP:

HOME PHONE:

MODEL YEAR:

MODEL:

U520 EXPLORER 4X2 4DR WAGON

MILEAGE:

DEALER NAME: PUENTE HILLS FORD

SALES CODE:

F71072

P & A: 05550

REASON CODES: 0771

SYMPTOMS:

704145

ORIGIN: CAC - GENERAL CAC

ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1998/10/22

14.16.17

ENR2-025 2173

OWNER RELATIONS

09/21/1999 MMFAFRO

09/21/1999 MASTER OWNER RELATIONS SYSTEM III 08.51.47

 9245LQ LEGAL ISSUE CASE NBR: 1515372958
 REGION: 71 CALIFORNIA ZONE: C2 OPENED: 10/22/1998
 VIN: 1FMDU32P9VZ***** ENOINE: P CLOSED: 10/22/1998

 1998/10/22
 14.14.17

CUSTOMER SAYS: ON AUGUST 6/98, VEHICLE AND GARAGE CAUGHT ON
 FIRE WHILE PARKED IN DRIVENWAY. FIRE DEPT WAS CALLED (ACCID
 ENT REPORT# 98-265, & 98125228) AND CLAIM WAS FILED AND PAID
 FOR BY 20TH CENTURY INSURANCE (CLAIM *****). ALTHOUGH
 VEHICLE WAS PAID FOR BY INSURANCE CUST WAS NOT COMPENSATED
 FOR LOSS OF GARAGE AND GARAGE CONTENTS. INSURANCE HAS DENE
 MINED FIRE WAS CAUSED BY VEHICLE DEFECT AND CUST WANTS TO
 PERSUE LEGAL ACTION. PER CUSTOMER, DEALER SAYS: NONE CA
 C ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CON
 SUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM
 CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FR
 AME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSU
 RANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO INFERENCE
 CASE ID: 76

1998/11/06
 14.45.47 LPA LEFT A MESSAGE ON CUSTOMER'S ANSWERING MACHINE ASKING
 THAT HE CONTACT HE BACK AT 313 845-5547 BETWEEN 9-5:30 EST.

1998/11/11
 17.38.17 LPA REFERRED CUSTOMER TO INSURANCE COMPANY.

WOULD BE NO WAY TO KNOW IF FIRE RESULTED FROM A PRODUCT
 DEFECT. LPA ADVISED CUSTOMER THAT MATTER IS ONE FOR
 INSURANCE COMPANY. LPA EXPLAINED SUBROGATION PROCESS.

17.38.32 LPA REFERRED CUSTOMER TO INSURANCE COMPANY.

WOULD BE NO WAY TO KNOW IF FIRE RESULTED FROM A PRODUCT
 DEFECT. LPA ADVISED CUSTOMER THAT MATTER IS ONE FOR
 INSURANCE COMPANY. LPA EXPLAINED SUBROGATION PROCESS.

BEGINNING OF CONTACT

09/21/1999

MASTER OWNER RELATIONS SYSTEM III

08.51.47

3683MS

LEGAL ISSUE

CASE NBR: 1534491248

REGION: 24 ORLANDO

ZONE: B2

OPENED: 05/04/1998

VIN: 1FMDU32P8VUB

ENGINE: P

CLOSED: 05/04/1998

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

CITY:

PALM BEACH GARDENS

STATE:

FL

ZIP:

HOME PHONE:

MODEL YEAR:

1997

MODEL:

US20 EXPLORER 4X2 6DR WAGON

MILEAGE:

1

DEALER NAME:

DEV SMITH FORD INC

SALES CODE:

P24220

P & A: 04909

REASON CODES:

0709

SYMPTOMS:

704143

ORIGIN: CALCL - CONSUMER AFFAIRS -

LITIGATION PREVENTION

ACTION: LP203 - OPEN LEGAL CONTACT

- ATTORNEY DEMAND

COMMENTS:

1998/05/04

14.50.19

CUSTOMER SAYS: ~~MON~~ATTORNEY DEMAND LETTER~~NR~~LETTER RECEIVE
D BY CONSUMER AFFAIRS 5/4/98.~~NR~~FIRE~~NR~~NR ATTORNEY TELEPHONE
NUMBER: 561/748-9923. ATTORNEY, PETER VAN KEUREN ADVISES
CUSTOMER ALLEGES VEHICLE FIRE WAS RESULT OF FAULTY ELECTRICAL
SYSTEM. PER CUSTOMER, DEALER SAYS: CAC ADVISED.

1998/06/01

12.46.42

ADDED MICRO #.

1998/06/08

15.58.44

CUSTOMER ACCEPTS OFFER OF REFUND. LPA RECEIVED CALL FROM
RAV ADVISING TOTAL AMOUNT WILL BE \$240.00 LESS BECAUSE OF
NO REFUND OF NON FORD ESP ON VEHICLE. LPA OBC TO ATTORNEY
TO ADVISE OF THIS; ATTORNEY CONCURS.~~NR~~

1998/08/31

10.02.22

CUSTOMER ACCEPTED SETTLEMENT AND CHECK WAS ISSUED BY
RAV ON 6/18/98.

BEGINNING OF CONTACT

09/21/1999

MASTER OWNER RELATIONS SYSTEM III

08.51.47

5008TM

LEGAL ISSUE

CASE NBR: 1573112998

REGION: 21 ATLANTA

ZONE: A1

OPENED: 12/21/1998

VIN: 1FTYR10CXMUA89252

ENGINE: C

CLOSED: 12/21/1998

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME: BEAUDRY FORD INC

REASON CODES: 0771

ORIGIN: CAC - GENERAL CAC

ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

FIRST NAME:

STATE:

MODEL:

SALES CODE:

SYMPTOMS:

STATUS: CLOSED

HI:

ZIP:

P & A: 00449

COMMENTS:

1998/12/21

12.57.37

EM82-825 2178

09/21/1999 MASTER OWNER RELATIONS SYSTEM III 08.51.47

 5008TH LEGAL ISSUE CASE NBR: 1573112998
 REGION: 21 ATLANTA ZONE: A1 OPENED: 12/21/1998
 VIN: 1FTYR10CXMW***** ENGINE: C CLOSED: 12/21/1998

 1998/12/21
 12.57.37

CUSTOMER SAYS: 4 AM DEC 21 THE VEH CAUGHT ON FIRE FROM THE CLUTCH EXPLODING; THE FIRE STARTED UNDER THE HOOD OF THE VEH; A PIECE OF THE CLUTCH CAUGHT ONTO ONE OF THE WHEELS AND THE VEH CAUGHT ON FIRE; THE FIRE DEPT HAS CONTACT AND A REPORT IS CURRENTLY BEING FILED; HAS NOT CONTACTED INSURANCE COMPANY AS OF YET; SEEKING ASSISTANCE FROM FORD REGARDING THIS CONCERN; HAS NOT VEH - CUST HAS A PAGER NUMBER 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

1998/12/29
 09.16.12 MNPLA COMMENTS***
 LPA ATTEMPTED TO CONTACT CUSTOMER, HOWEVER, THERE WAS NO ANSWER AND NO ANSWERING MACHINE.
 09.34.33 MNPLA COMMENTS***
 P&S DIR./HEYDON HALL ADVISED THAT HE IS NOT FAMILIAR WITH THIS CUSTOMER AND HIS CONCERNS.
 10.40.34 MNPLA COMMENTS***
 MR. McLAUGHLIN ADVISED THAT HIS VEHICLE IS CURRENTLY LOCATED AT BUCKHEAD TONING. THE FIRE DEPT. HAS ADVISED THAT A PIECE OF THE HOT CLUTCH BROKE LOOSE AND GOT CAUGHT IN THE ENGINE COMPARTMENT CAUSING THE FIRE. PROGRESSIVE INSURANCE CO. HAS BEEN CONTACTED, HOWEVER, NO CLAIM HAS BEEN FILED. CONTACT PERSON AT PROGRESSIVE IS TONY WOODALL (770)698-6208.
 *
 ONCE FOLLOW-UP WITH INSURANCE CO. HAS BEEN COMPLETED, HE WOULD BE NOTIFIED OF FMC NEXT STEP IN THIS MATTER.
 10.45.47 MNPLA COMMENTS***
 MESSAGE LEFT ON VOICEMAIL FOR INSUR. ADJUSTER/TONY WOODOLF REQUESTING HIM TO RECONTACT FMC. NAME AND PHONE NUMBER PROVIDED FOR RECONTACT.

ENR2-025 2177

09/21/1999 MASTER OWNER RELATIONS SYSTEM III 08.51.47
 =====
 SUBSTN LEGAL ISSUE CASE NBR: 1573112998
 REGION: 21 ATLANTA ZONE: A1 OPENED: 12/21/1998
 VIN: 1FTYR10C0XMA ENGINE: C CLOSED: 12/29/1998
 =====

1998/12/29

10.45.47 ONCE FOLLOW-UP WITH INSURANCE CO. HAS BEEN COMPLETED, HE
 WOULD BE NOTIFIED OF FMC NEXT STEP IN THIS MATTER.

15.41.55 XXXLPA COMMENTSXXX
 2ND MESSAGE LEFT FOR TONY WOODOLF REQUESTING HIM TO RECONTACT
 FMC. NAME AND PHONE NUMBER PROVIDED FOR RECONTACT.

1998/12/31

10.55.58 XXXLPA COMMENTSXXX
 INSURANCE AGENT/TONY WOODOLF RECONTACTED LPA & ADVISED THAT
 THEY ARE IN THE EARLY STAGES OF INVESTIGATING THIS CASE.
 THEY HAVE NOT PERFORMED AN INSPECTION ON THE VEHICLE, BUT,
 PLAN TO DO SO. THE VEHICLE IS CURRENTLY LOCATED AT SADISCO
 IN FOREST PARK, GA.

10.57.58 XXXLPA COMMENTSXXX
 MELISSA FROM SADISCO PROVIDED CONFIRMATION/STOCK# NUMBER FOR
 VEHICLE (182 1829). EAA INSPECTOR WILL NEED TO PROVIDE THIS
 NUMBER IN ORDER TO SEE THE VEHICLE.

18.59.22 XXXLPA COMMENTSXXX
 REQUEST FOR EAA INSPECTION SENT ALONG WITH CUSTOMER INFOR-
 MATION TO EAA INSPECTOR/HALTER BRYAN.

11.05.12 XXXLPA COMMENTSXXX
 LPA ADVISED [REDACTED] OF STATUS ON HIS CASE.

1999/01/19

14.57.45 XXXLPA COMMENTSXXX
 LPA ATTEMPTED TO CONTACT EAA INSPECT./HALTER BRYAN FOR CLAR-
 IFICATION OF FINDINGS. NO ANSWER. NO ANSWERING MACHINE.
 WILL TRY AGAIN AT A LATER TIME.

1999/01/28

09.17.34 XXXLPA COMMENTSXXX
 EAA INSPECTOR/HALT BRYAN ADVISED THAT CLUTCH DISINTEGRATION
 DOES NOT APPEAR TO BE THE FAULT OF THE CUSTOMER.

09.22.23 XXXLPA COMMENTSXXX
 LPA REQUESTED THAT FINANCE & INSURANCE MGR./STEVEN STANG FAX
 A COPY OF THE MR. McLAUGHLIN'S SALES FILE ASAP. THIS IS THE
 2ND REQUEST FOR THIS INFORMATION. NAME, FAX & PHONE NUMBER
 PROVIDED FOR RECONTACT.

11.57.05

11.42.10 XXXLPA COMMENTSXXX

09/21/1999 MASTER OWNER RELATIONS SYSTEM III 08.51.47

=====

3008TH	LEGAL ISSUE	CASE NBR: 1573112998
REGION: 21 ATLANTA	ZONE: A1	OPENED: 12/21/1998
VIN: 1FTYK1OCXMA	ENGINE: C	CLOSED: 04/12/1999

=====

1999/04/12
12.50.35 NO FURTHER ACTION REQUIRED BY FMC AT THIS TIME.

1999/04/22
08.38.20

5902-025 2109

BEGINNING OF CONTACT

09/21/1999 MASTER OWNER RELATIONS SYSTEM III 08.51.47

 KEVANS14 LEGAL ISSUE CASE NO: 1613731568
 REGION: 24 ORLANDO ZONE: A1 OPENED: 06/05/1998
 VIN: 1FTCR10A9TU ENGINE: A CLOSED: 06/05/1998

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: DEERFIELD BEACH STATE: FL ZIP: [REDACTED]

HOME PHONE: [REDACTED]
 MODEL YEAR: 1996 MODEL: 4X2 RANGER
 MILEAGE: 26800
 DEALER NAME: MULLINAX FORD SOUTH SALES CODE: F24015 P & A: 04020
 REASON CODES: 0771 SYMPTOMS: 704148

ORIGIN: CACI36- US CONCERN CASE BASE
 ACTION: 24 - ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS DEPT

COMMENTS:

1998/06/05

16.59.53

CUSTOMER SAYS: CUST IS DISATISFIED WITH VEHICLE, THERE IS ELECTRICAL PROBLEM, SEAT BELT NOT WORKING, CHECK ENGINE LIGHT, ALOT OF THE CHECK LIGHT STAYS ON, LIGHTER NOT WORKING, ELECTRICAL FIRE HAPPENED INSIDE OF THE VEHICLE RIGHT BY THE FUSE BOX AREA, FIRE DEPT WAS CALLED, INSURANCE CO PAID OFF THE TRUCK \$100, CUST IS CURRENTLY, TRUCK IS CURRENTLY BOUGHT BY INSURANCE COMPANY, CUST WITH RENTAL ON TILL TUESDAY JUNE 9TH, CUST IS OUT OF VEHICLE, INSURANCE CANNOT FIGHT BECAUSE THEY DON'T HAVE ENOUGH TO SUBROGATE, BUT CUST WILL. CUST HAIR ON HAND AND HEAD SINGED, CUST LOST PROPERTY DAMAGE TO SCHOOL BOOKS 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 IMMEDIATE CASE ID: 76

EM02-025 2101

1

09/21/1999 MASTER OWNER RELATIONS SYSTEM III 08.51.47

KEYANS16 LEGAL ISSUE CASE NBR: 1613731548
REGION: 24 ORLANDO ZONE: A1 OPENED: 06/05/1998
VIN: 1FTCR10A9TUA ENGINE: A CLOSED: 06/05/1998

1998/06/05
16.59.53

ENR2-828 2182

OWNER RELATIONS

09/21/1999 MMFAXPB

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.29.41

=====

3050BH

LEGAL CONTACT

VEH TYPE: TRUCK

LOS ANGELES

71

ZN/TR:

A5

CONTACT NBR: 108735073

OPENED: 08/01/1997

VIN:

2FMDA5147ND

ENGINE: 4

CLOSED: 09/18/1997

=====

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

HI:

ADDRESS:

CITY:

DOHARD

STATE:

CA

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

98

MODEL:

MINISTAR

MILEAGE:

128

WSD:

DEALER NAME:

MIKE WALLACE FORD

SALES CODE: 171449

P & A: 05499

CAUSAL CODE:

0709

SYMPTOMS: 704145

ORIGIN:

00

TRANS REGION: 71

TRANS DATE:

VEH REPL:

CASE TYPE:

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

ATTY NAME:

ATTY MEMO:

CLAIM ANT:

0

AMARD ANT:

0

MICRO: 5130249

COMMENTS:

1997/08/01

DEALER FAX, COOLANT FAN, WIRING HARNESS FIREARM

-CUSTOMER HAD TAKEN DELIVERY OF VEHICLE AND IT WAS IN TO HAVE ALARM INSTALLED

-IT STARTED ON FIRE WHILE AT THE DEALERSHIP

-THE COOLANT FAN AND WIRING HARNESS ARE SUSPECTED SOURCE

*

1997/09/18

-INSPECTION REPORT RECEIVED

-REPLACEMENT REQUEST UPLOADED TO RAV

*

##THIS IS THE CLOSING COMMENT

ENCLOSE PER PREVIOUS COMMENTS

1997/09/25

##MICRO RECORDED

0902-028 21A3

BEGINNING OF CONTACT

09/28/99

MASTER OWNER RELATIONS SYSTEM II

19.29.41

3999EE LEGAL CONTACT VEH TYPE: TRUCK
 ORLANDO 24 ZN/TR: B1 CONTACT NBR: 108830207 OPENED: 08/25/1997
 VIN: 2FMDA5100HBA76110 ENGINE: U CLOSED: 08/25/1997
 LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: FL ZIP: [REDACTED]
 HOME PHONE: NA -NA-A NA BUS. PHONE: NA -NA-A NA
 MODEL YEAR: 98 MODEL: WINDSTAR
 MILEAGE: 8 MSD:
 DEALER NAME: KINGS CROWN FORD IN SALES CODE: 124223 P & A: 04992
 CAUSAL CODE: 0709 SYMPTOMS: 706145
 ORIGIN: 00 TRANS REGION: 24 TRANS DATE:
 VEN REPL:
 CASE TYPE: 4A-FIRES - ELECTRICAL MEANS CODE: A-LOI INVEST-PROD LIABILITY
 ATTY NAME: ATTY MEMO:
 CLAIM AMT: 0 AMRD AMT: 0
 MICRO: 5111741

COMMENTS:

1997/08/25

NEW DEALER FAX RECEIVED 8/20/97 BY CONSUMER AFFAIRS MEX
 -DEALER CONTACTS: BOYD ZIMMER OR DAVID GREEN (904)292-3346
 -THE VEHICLE IS TO BE EXPORTED; ULTIMATE DESTINATION UNKNOWN
 -THE POWER STEERING HOSE LEAKED FLUID ON THE MANIFOLD AND CAUGHT FIRE
 -DEALER HAS REPAIRED IT ALREADY; LOOKS LIKE NEW
 -ORIGINAL ESTIMATE WAS \$1937.18 + TAX; RD \$13777

*

DEALER SEEKS:

-WHO WILL PAY THE DEALER FOR THE REPAIR

*

ERICKA EDWARDS (LEGAL ANALYST) ADVISED:

-8/22-SPOKE TO DAVID GREEN TO GET DETAILS

-CONTACTED [REDACTED] OF [REDACTED] (EXT [REDACTED]); SHE IN TURN
 CONTACTED THE DEALER AND ROB GARNETT (INVENTORY/DAMAGED VEHICLES). HE WILL
 HANDLE THE CASE.

-8/25-LPA ADVISED [REDACTED] ACCORDINGLY

888THIS IS THE CLOSING COMMENT

CLOSE PER PREVIOUS COMMENTS

1997/09/05

ADD MICRO

ENC2-925 2114

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.29.41
 =====
 1048NN LEGAL CONTACT VEH TYPE: TRUCK
 CHICAGO 41 ZN/TR: F1 CONTACT NBR: 109547603 OPENED: 03/09/1998
 VIN: 2FMDA5141W ENGINE: 4 CLOSED: 03/13/1998
 =====

1998/03/13

***THIS IS THE CLOSING COMMENT

LPA RECEIVED INVESTIGATION REPORT BACK AND CONTACTED CUSTOMER AND ADVISED:

- THAT THE INSPECTOR SUPPORTED THE INFORMATION PROVIDED BY THE DEALERSHIP THAT THE SNOW WAS SO HIGH THAT IT SHORTED OUT THE COOLING FAN, WHICH STARTED THE FIRE.
- CUSTOMER SHOULD CONTACT HIS INSURANCE COMPANY FOR FURTHER DIRECTIONS, FORD WOULD NOT ASSIST, IF THE INSURANCE COMPANY FEELS THAT FORD IS AT FAULT, THEY HAVE THE OPTION TO SUBROGATE FORD.

LPA CONTACTED TIM, DEALER CONTACT. TIM WAS NOT IN THE OFFICE TODAY. LPA LEFT A MESSAGE ON HIS VOICE MAIL EXPLAINING WHAT I HAD ADVISED THE CUSTOMER.

1998/03/24

ADDED MICRO #.

1998/03/30

*

CUSTOMER SEEKS:

- TO SPEAK TO SOMEONE THAT CAN GET ME SOME ANSWERS

-

-

*

CAC ADVISED:

- CUSTOMER SHOULD CONTACT HIS INSURANCE COMPANY FOR FURTHER DIRECTIONS, FORD WOULD NOT ASSIST, IF THE INSURANCE COMPANY FEELS THAT FORD IS AT FAULT, THEY HAVE THE OPTION TO SUBROGATE FORD.

LPA CONTACTED TIM, DEALER CONTACT. TIM WAS NOT IN THE OFFICE TODAY. LPA LEFT A MESSAGE ON HIS VOICE MAIL EXPLAINING WHAT I HAD ADVISED THE CUSTOMER.

-

-

EMR2-025 2185

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.29.41

 1048NH LEGAL CONTACT
 CHICAGO 41 ZW/TR: FL CONTACT NBR: 109547403 VEH TYPE: TRUCK
 VIN: 2FMDA5141H ENGINE: 4 OPENED: 03/09/1998
 ***** CLOSED: 03/13/1998

1998/03/09
 *** NAVIS: ORIGINAL ***
 CUSTOMER SAYS:
 -I WAS CUT OFF WHEN THE PREVIOUS CSR WAS TRANSFERRIN ME TO ROADSIDE ASSISTANCE
 *
 CUSTOMER SEEKS:
 -ROADSIDE ASSISTANCE
 *
 CAC ADVISED:
 -REDIRECT TO ROADSIDE ASSISTANCE
 *** NAVIS: ORIGINAL ***
 CUSTOMER SAYS:
 - THE VEHICLE IS BEING TOWED TO THE DEALERSHIP FOR REPAIRS
 - WANTS A LOANER VEHICLE WHILE HIS VEHICLE IS BEING FIXED
 *
 PER CUSTOMER, DEALER SAYS:
 - FRANK, SOMEONE AT THE DEALERSHIP, SAYS THEY CANNOT PROVIDE A LOANER
 VEHICLE TO THE CUSTOMER
 *
 CUSTOMER SEEKS:
 - LOANER VEHICLE
 *
 CAC ADVISED:
 - LOANERS ARE NOT A PROVISION OF THE WARRANTY.
 - CONTACT MR. TIM DOUGLAS (CUST REL MGR.) FOR CLARIFICATION OF THE
 DEALERSHIP'S POLICY ON ALTERNATIVE TRANSPORTATION.
 - MAY REQUIRE AN APPOINTMENT

1998/03/12
 ***ADDCOMM
 LPA CONTACTED TIM DOUGLAS, SVC MGR. TIM SAYS:
 - THAT THE VEHICLE IS CURRENTLY AT DEALER.
 - THEY HAVE INSPECTED THE VEHICLE. THERE WAS A BIG SNOW STORM THERE AND THE
 SNOW PUSHED UP BETWEEN THE ENGINE AND RADIATOR AND STOPPED THE COOLING FAN
 MOTOR AND THAT IS WHAT THEY FEEL STARTED THE FIRE.
 - CUSTOMER'S INSURANCE COMPANY HAS BEEN CONTACTED, BUT THEY HAVE NOT BEEN OUT
 TO INSPECT THE VEHICLE BECAUSE CUSTOMER'S FEELS THAT THE CONCERN IS FORD'S
 RESPONSIBILITY.
 LPA ADVISED TIM THAT AN EAA INSPECTOR WILL BE OUT TO INSPECT VEHICLE. LPA WILL
 CONTACT TIM AFTER RECEIVING THE INFORMATION.
 CONTINUED
 LPA CONTACTED CUSTOMER AND ADVISED OF SAME INFORMATION.
 UPDATE
 INFORMATION FORWARDED TO NADE, EAA FOR INSPECTION.

ENR2-025 2188

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.29.41

1048MH

LEGAL CONTACT

VEH TYPE: TRUCK

CHICAGO

41 ZN/TR: FL

CONTACT NBR: 109547483

OPENED: 03/09/1998

VIN:

2FMDA5141NBB89894

ENGINE: 4

CLOSED: 03/13/1998

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEH REPL:

CASE TYPE:

ATTY NAME:

CLAIM AMT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

MSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

STATUS: CLOSED

MI:

ZIP:

P & A: 06395

704245

TRANS DATE:

MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY MEMO:

AWARD AMT:

MICRO: 5261832

COMMENTS:

1998/03/09

MMX HAVIS: ORIGINAL MMX

CUSTOMER SAYS:

- THE VEHICLE WAS ON FIRE UNDER THE HOOD
- MOST OF THE EQUIPMENT UNDER THE HOOD HAS MELTED AND BURNED
- VEHICLE IS AT HOME NOW
- WHAT SHOULD BE DONE
- FIRE DEPARTMENT HAS NOT NOTIFIED BECAUSE THEY PUT THE FIRE OUT WITH SNOW
- 3/9/98 AT 12:30 PM. IN OXFORD, MI ON FUR ROAD. ONE BLOCK FROM CUSTOMER'S HOME.
- WOULD LIKE THE VEHICLE TOWED TO KAYSER FORD

X

PER CUSTOMER, DEALER SAYS:

- GAVE \$800 TO CALL FORD TO SEE WHAT TO DO

X

CUSTOMER SEEKS:

- VEHICLE REPAIRED

AND

- MAKE FORD AWARE OF THE FIRE

X

CAC ADVISED:

RE. FIRE CONCERNS

- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER
- REQUEST MR. TIM DOUGLAS(SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

EM02-020 2187

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.29.41

3050M

LEGAL CONTACT

LOS ANGELES

71 2N/TR: 81

CONTACT NBR: 100731648

VEN TYPE: TRUCK

VIN:

2FMDAS1UST8

ENGINE: U

OPENED: 07/31/1997

CLOSED: 09/11/1997

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

ADDRESS:

M336RN

MI:

CITY:

CUPERTINO

STATE:

CA

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

96

MODEL:

FORDSTAR

MILEAGE:

1

HSD:

DEALER NAME:

RABBITT FORD

SALES CODE: 171467

P & A: 20318

CAUSAL CODE:

0719

SYMPTOMS: 784245

ORIGIN:

60

TRANS REGION: 71

TRANS DATE:

VEH REPL:

CASE TYPE:

4A-FIRES - ELECTRICAL

MEANS CODE:

A-10L

INVEST-PROD LIABILITY

ATTY NAME:

ATTY MEMO:

CLAIM AMT:

0

AWARD AMT:

0

MICRO: 5130273

COMMENTS:

1997/07/31

WRFAX FROM NATIONAL ACCOUNT MANAGER, DENISE SKICKI, FLEET OPERATIONSMM

-VEHICLE BEGAN SMOKING FROM UNDER HOOD

-VEHICLE BURNED UP AND HAS DECLARED A TOTAL LOSS

-INSPECTION REQUESTED TO DETERMINE CAUSE OF FIRE

M

1997/09/11

-CONTACT MADE WITH FLEET

-VEHICLE HAS BEEN DESTROYED,

-NO OPPORTUNITY FOR INSPECTION

-FLEET REFERRED TO INSURANCE FOR FOLLOW UP

-NO FURTHER ACTION IS PROPOSED BY FORD

M

080THIS IS THE CLOSING COMMENT

ENCLOSE PER PREVIOUS COMMENTSMM

LETTER SENT TO FLEET INFORMING OF DETERMINATION

1997/09/25

MMMICRO RECORDEDMM

1997-09-25 21:05

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.29.41
 =====
 2574JS LEGAL CONTACT VEH TYPE: TRUCK
 THIN CITIES 58 ZN/TR. C1 CONTACT NBR: 108103554 OPENED: 02/17/1997
 VIN: ZFMDA5140T ENGINE: 4 CLOSED: 02/18/1997
 =====

1997/02/17
 *** MAVIS: ORIGINAL ***
 CUSTOMER SAYS:
 - TENVOORDE FORD DID AN INVESTIGATION AND ESTIMATED FIRE DAMAGE
 - TENVOORDE FORD SAID THE CIRCUITS WERE TOO SMALL
 - ACCORDING TO TENVOORDE FORD, FOR THIS MAKE AND YEAR VAN, THE CIRCUITS
 WERE TOO SMALL
 - SINCE THE CIRCUITS WERE TOO SMALL, I DO NOT KNOW IF THIS CAUSED THE FIRE
 *
 PER CUSTOMER, DEALER SAYS:
 - REPLACED WIRE HARNESS, COOLANT FAN ASSEMBLY, REMOVED HEAD LIGHTS,
 INNER FENDER, REMOVE SCHOUDS, REMOVE WHEEL CONE, BATTERY, AIR BOX, SPEED
 CONTROL ETC.. AND ROAD TESTED VEHICLE
 *
 CUSTOMER SEEKS:
 - TO MAKE ADDITIONAL COMMENTS
 *
 CAC ADVISED:
 - DOCUMENTS COMMENTS
 - INFORMATION FORWARDED TO LEGAL DEPARTMENT
 - FUTURE CONTACT (NO TIME FRAME GIVEN)
 LPA TRIED CONTACTING CUSTOMER AT BUSINESS NUMBER--LPA HAS TOLD THAT NO ONE BY
 THAT NAME WORKED THERE(LPA CONFIRMED NUMBER THAT I HAD DIALED). LPA TRIED
 CONTACTING CUSTOMER AT HOME PHONE NUMBER--NO ANSWER OR ANSWERING MACHINE. LPA
 WILL TRY AGAIN AT ANOTHER TIME. LPA DID SPEAK WITH SERVICE MANAGER BOB
 KNOBLACH WHO ADVISED THAT VEHICLE HAS BEEN REPAIRED AND THAT INSURANCE COMPANY
 PAID ENTIRE REPAIR, EXCEPT FOR \$50 DEDUCTIBLE.
 LPA TRIED CONTACTING CUSTOMER AGAIN. NO ANSWER/ANSWERING MACHINE.

1997/02/18
 ***THIS IS THE CLOSING COMMENT
 AFTER SEVERAL ATTEMPTS TO CONTACT CUSTOMER(LPA HAS TOLD BY SOMEONE AT
 BUSINESS NUMBER THAT CUSTOMER PROVIDED THAT NO ONE BY THAT NAME WORKED THERE).
 NO ANSWER OR ANSWERING MACHINE AT CUSTOMER'S HOME NUMBER. LPA HAS SENT A
 LETTER TO CUSTOMER ADVISING THAT MATTER IS ONE FOR HIM/INSURANCE COMPANY AND
 EXPLAINING SUBROGATION PROCESS. LPA ALSO PROVIDED NUMBER OF 313 446-8930 IN
 CASE CUSTOMER WOULD LIKE TO SPEAK WITH ME DIRECTLY.

1997/03/21
 MICRO ADDED

ENR2-028 2188

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.29.41

2574JS

LEGAL CONTACT

THIN CITIES

58 ZN/TR. CI

CONTACT NBR: 102103354

VEH TYPE: TRUCK

VIN:

2FMDA5140T2

ENGINE: 4

OPENED: 02/17/1997

CLOSED: 02/18/1997

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEH REPL:

CASE TYPE:

ATTY NAME:

CLAIM ANT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

MSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

STATUS: CLOSED

RI:

ZIP:

8910

P & A: 89473

TRANS DATE:

MEANS CODE: A-LQL INVEST-PROD LIABILITY

ATTY MEMO:

AWARD ANT:

MICRO: 4960136

COMMENTS:

1997/02/17

MEM NAVIS: ORIGINAL MEM

CUSTOMER SAYS:

- VEHICLE CAUGHT ON FIRE ON 12/27/96

- NO ONE WAS INJURED

- IT WAS AN ELECTRICAL FIRE, THE FIRE DEPARTMENT ADVISED US NOT TO START THE

VEHICLE ANYMORE

- THE WIRING HARNESS AND COOLING FAN ASSEMBLY WAS REPLACED, THE FIRE WAS

UNDERNEATH THE HOOD

- THE FIRE WAS PUT OUT BY OTHER CITIZENS WHO PUT SNOW ON THE FIRE

- FORD SAID THE FIRE STARTED BECAUSE OF THE SNOW IN THE VEHICLE

- THE INSURANCE COMPANY SAID IT WAS AN ELECTRICAL FIRE

*

PER CUSTOMER, DEALER SAYS:

- THE FIRE STARTED FROM THE SNOW

*

CUSTOMER SEEKS:

- WHAT WILL FORD DO

*

CAC ADVISED:

- WILL FORWARD INFORMATION TO LEGAL DEPARTMENT

- CUSTOMER WILL HEAR FROM LEGAL DEPARTMENT, NO TIME FRAME PROVIDED

EP02-025 2100

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.29.41
 =====
 3999EE LEGAL CONTACT VEH TYPE: TRUCK
 ORLANDO 26 ZN/TR. 82 CONTACT NBR. 107786575 OPENED: 11/19/1996
 VIN: 2FMDAS145T ENGINE: 4 CLOSED: 01/17/1997
 =====
 1996/12/04
 ***** THIS IS THE CLOSING COMMENT
 RECEIVED EAA RESULTS AND PICTURES. FORWARDED TO DARRIN ZIMLICH FOR HANDLING
 1996/12/26
 ADD MICRO

EM02-029 2191

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.29.41

3999EE *****
 ORLANDO 24 ZN/TR: B2 CONTACT NBR: 107786575 VEH TYPE: TRUCK
 VIN: 2FMDA5145TD ENGINE: 4 OPENED: 11/19/1996
 ***** CLOSED: 01/17/1997

 LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] SUITE 140 MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: ORLANDO STATE: FL ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] EXT: [REDACTED]
 MODEL YEAR: 96 MODEL: HINDSTAR
 MILEAGE: 5785 MSD:
 DEALER NAME: MCINERNEYFORD INC SALES CODE: 124224 P & A: 04822
 CAUSAL CODE: 0789 SYMPTOMS: 784143
 ORIGIN: 60 TRANS REGION: 24 TRANS DATE:
 VEH REPL:
 CASE TYPE: 4A-FIRES - ELECTRICAL MEANS CODE: A-101 INVEST-PROD LIABILITY
 ATTY NAME: ATTY MEMO:
 CLAIM AMT: 0 AWARD AMT: 0
 MICRO: 4872719

COMMENTS:

1996/11/19

FAX RECEIVED 11/15/96 BY CONSUMER AFFAIRS

***NAVIS: PROGRAM ***

-FCSD FLEET CONTACT: DARRIN ZIMLICH

-CONTACT: [REDACTED] OR [REDACTED]

-9/9/96-RENTAL CUSTOMER WAS DRIVING AND NOTICED SMOKE COMING FROM UNDER HOOD

-PULLED OVER, AND VEHICLE WAS ON FIRE

-[REDACTED] HAS ESTIMATED THE VEHICLE DAMAGE (WITHOUT TEARING IT APART); VEHICLE IS
 TOTALLED

-VEHICLE IS CURRENTLY AT: 5400 BUTLER NATIONAL DR., ORLANDO; CONTACT JACK
 FORNEY (407)240-4096

-[REDACTED] IS SEEKING BUYBACK

[REDACTED] SAYS:

-RECEIVED THE RUN-AROUND FROM VARIOUS FORD OFFICES; DOES NOT KNOW WHO THE FCSD
 FLEET CONTACT IS FOR THIS CASE, SO HE FAXED THE INFO TO CONSUMER AFFAIRS

-VEHICLE HAS NOT BEEN TAMPERED WITH; WANTS FORD TO INSPECT IT

-[REDACTED] IS CONSIDERED AS A DEALERSHIP; PRA 43250

BRICKA EDWARDS (LEGAL ANALYST) ADVISED:

-ACKNOWLEDGED RECEIPT OF FAX WITH [REDACTED] AND APOLOGIZED FOR THE
 RUN-AROUND HE RECEIVED

-ADVISED HIM THAT I WOULD FIND OUT WHO THE FCSD FLEET CONTACT IS

-ADVISED HIM OF OUR PROCEDURE; HE WILL SEND EAA TO INVESTIGATE THE FIRE, AND
 FORWARD THE RESULTS TO CVO FOR HANDLING

-CONTACTED JACK FORNEY TO GET THE LOCATION OF THE VEHICLE

-CONTACTED DARRIN ZIMLICH AT CVO; HE IS HANDLING THIS CASE

-I CONFIRMED THAT I WILL SEND EAA, AND I WILL ALSO FORWARD ALL OF THE INFO
 THAT I RECEIVED TO HIM

-[REDACTED] CALLED BACK; HE WILL FORWARD HIS ORIGINAL LETTER AND PICTURES
 DIRECTLY TO DARRIN ZIMLICH/CVO BY OVERNIGHT MAIL

OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAX10LTS

0902-025 2182

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.29.41

1729DH

LEGAL CONTACT

VEH TYPE: TRUCK

CINCINNATI

47 ZN/TR: A1

CONTACT NBR: 107107928

OPENED: 06/21/1996

VIN:

2PMDA5140Y

ENGINE: 4

CLOSED: 10/11/1996

LAST NAME:

[REDACTED]

FIRST NAME:

STATUS: CLOSED

TITLE:

[REDACTED]

MI:

ADDRESS:

[REDACTED]

CITY:

HUNT VALLEY

STATE:

MD

ZIP:

HOME PHONE:

[REDACTED]

BUS. PHONE:

[REDACTED]

MODEL YEAR:

96

MODEL:

HINDSTAR

MILEAGE:

1

MSD:

DEALER NAME:

RIVERSIDE FORD INC

SALES CODE:

147012

P & A: 02066

CAUSAL CODE:

04

SYMPTOMS:

704145

ORIGIN:

00

TRANS REGION:

47

TRANS DATE: 06/21/1996

VEH REPL:

CASE TYPE:

2-WITHIN VEHICLE WARRANTY MEANS CODE:

A-LGL INVEST-PROD LIABILITY

ATTY NAME:

[REDACTED]

ATTY MEMO:

CLAIM AMT:

0

AMWD AMT:

0

MICRO: 4662171

COMMENTS:

1996/06/21

***RAVIS-FLEET VEHICLE FLEET FAX FOR CONSUMER AFFAIRS REVIEW; RECEIVED ON

6/21/96 ***DENNIS BOYLE--301-548-0742***

FLEET REPORTS--VEHICLE FIRE FROM ENGINE, BURNED WHOLE FRONT END--EVERYTHING

UNDER HOOD MELTED

-VEHICLE IS AT RIVERSIDE FORD

*

LA MADE OBC TO LINDA MCKNAN WARRANTY SERVICE MANAGER AT 410-771-2429

-NO INJURIES

-ACKNOWLEDGED RECEIPT OF FAX

-WILL ORDER EAA INSPECTION OF VEHICLE AND FORWARD INFO TO DENNIS BOYLE

***SALES CODE HAS BEEN CHANGED FROM 59L004 TO 147012

***REGION CODE HAS BEEN CHANGED FROM 91 TO 47

*

LA MADE OBC TO EAA WATSON

1996/07/11

***THIS IS THE CLOSING COMMENT

***WILL CLOSE AS LA SENT OUT THE COPIES OF THE INSPECTION REPORT AND PHOTOS

TO DENNIS BOYLE IN CVD FLEET VIA REGULAR MAIL--PHONE IS 301-548-0742***THESE

WERE SENT OUT 7/1/96**

1996/07/15

***RETURNED FROM MICRO ***

0902-025 2103

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.29.41
 =====
 6381GM LEGAL CONTACT VEN TYPE: TRUCK
 SDR 10 ZN/TR. N3 CONTACT NBR: 106772838 OPENED: 04/09/1996
 VIN: 2FMDA514XTBA55857 ENGINE: 4 CLOSED: 06/18/1996
 =====

1996/08/05
 LEGAL ANALYST CONTACTED DEALER TO REQUEST RECEIPTS FOR CAR RENTAL, COAT, AND
 FUEL. DEALER TO FAX RECEIPTS.

EM02-020 2194

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.29.41
 =====
 63816M LEGAL CONTACT VEH TYPE: TRUCK
 SDR 10 ZN/TR: NS CONTACT NMR: 106772834 OPENED: 04/09/1996
 VIN: 2FMDA514XTRA ENGINE: 4 CLOSED: 06/18/1996
 =====

1996/04/22
 LEGAL ANALYST CONTACTED DEALERSHIP. PER SERVICE MANAGER, CUSTOMER REQUESTS
 REPAYMENT FOR MILEAGE (1179 MILES ROUND TRIP), RENTAL VEHICLE, AND COAT, VALUE
 UNKNOWN.

*
 LEGAL ANALYST ADVISED CUSTOMER THAT HE WOULD PAY FOR RENTAL, LOOK INTO FUEL
 REIMBURSEMENT, AND UPON RECEIPT FOR COAT, REPLACE IT.

*
 DEALER AWAITING RESPONSE FROM CUSTOMER REGARDING VALUE OF COAT AND WILL
 CONTACT LEGAL AT THAT TIME.

1996/06/18
 ***THIS IS THE CLOSING COMMENT
 NO RESPONSE FROM DEALER OR CUSTOMER.

1996/07/23
 CUSTOMER SAYS:
 - REQUESTING REIMBURSEMENT FOR GAS MILEAGE AND COAT,
 - FAST CONTACT WAS CLOSED SINCE THE DEALER NOR THE CUSTOMER CONTACTED FORD
 REGARDING RECEIPTS (SEE HISTORICAL COMMENTS)
 - 4/28/96 IS WHEN CUSTOMER TURNED IN RECEIPTS
 - HAS NOT HEARD FROM FORD

*
 PER CUSTOMER, DEALER SAYS:
 - SMITH FORD SAYS THAT THEY TURNED EVERYTHING IN AND CUSTOMER SHOULD WAIT FOR
 REIMBURSEMENT

*
 CUSTOMER SEEKS:
 - REIMBURSEMENT FOR COAT AND FUEL

*
 CAC ADVISED:
 - DOCUMENTED AND WILL BE FORWARDED TO LEGAL DEPT

1996/07/30
 NEW NAVIS. ORIGINAL NMR
 CUSTOMER SAYS:
 - STILL WAITING FOR SOMEONE TO CONTACT HIM ABOUT THE VARIOUS REIMBURSEMENTS HE
 HAS TOLD WOULD BE CONSIDERED FOR
 - PLEASE LEAVE MESSAGE ON THE ANSWERING MACHINE IF NOT HOME
 - WILL BE ON VACATION 8/9/96-8/25/96

*
 PER CUSTOMER, DEALER SAYS:
 - FORD SHOULD CONTACT THE CUSTOMER

*
 CUSTOMER SEEKS:
 - VERIFICATION OF STANCE ON THE REIMBURSEMENTS

*
 CAC ADVISED:
 - CONTACT WILL BE REOPENED
 - SOMEONE SHOULD BE IN CONTACT WITH THE CUSTOMER

ENR2-625 2195

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.29.41

63810M

LEGAL CONTACT

VEN TYPE: TRUCK

SDR

ID ZN/YR: N3

CONTACT MBR: 106772038

OPENED: 04/09/1996

VIN:

2FMDA514XTB

ENGINE: 4

CLOSED: 06/18/1996

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEN REPL:

CASE TYPE:

ATTY NAME:

CLAIM ANT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

MSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

STATUS: CLOSED

MI:

ZIP:

P & A: 08014

TRANS DATE:

MEANS CODE: A-LBL INVEST-PROD LIABILITY

ATTY MEMO:

AMARD ANT:

MICRO:

COMMENTS:

1996/04/09

NON LEGAL - FIRE WORK

NON NAVIS, ORIGINAL NON

CUSTOMER SAYS:

- WHILE TRAVELING THE VEHICLE CAUGHT FIRE
- IT STARTED IN THE ENGINE COMPARTMENT NEAR THE BATTERY.
- THE VEHICLE WAS BROUGHT TO THE NEAREST DEALERSHIP.
- THE LINNEUS FIRE DEPT RESPONDED TO THE FIRE

PER CUSTOMER, DEALER SAYS:

- THEY ARE GOING TO TAKE A LOOKED AT IT

CUSTOMER SEEKS:

- REPAIR OF VEHICLE

CAC ADVISED:

- DOCUMENTED AND FORWARDED CONCERN TO THE OOC
- THE REGIONAL LEGAL ANALYST WILL CONTACT CUSTOMER- NO TIME FRAME GIVE
- CONTACT INSURANCE COMPANY IN THE NEAR TIME

1996/04/19

NON SDNH NON

CONTACTED MAUREEN, LEGAL ANALYST. WORK HAS BEEN COMPLETED ON THE VEHICLE AND THE CUSTOMER HAS SOME QUESTIONS. HE WANTS TO KNOW IF HE CAN BE REIMBURSED FOR THE GAS IT TOOK HIM TO COME BACK TO MISSOURI FROM MINNESOTA AND HE RUINED A COAT TRYING TO PUT THE FIRE OUT. BRYDON AT THE DEALERSHIP HAS A RENTAL BILL FOR 12 DAYS, WHO IS RESPONSIBLE FOR THE RENTAL BILL, FORD, INSURANCE COMPANY OR CUSTOMER.

ENR-025 2195

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.29.41

0189JS LEGAL CONTACT VEH TYPE: TRUCK
SOUTHWEST 57 ZM/TR: A2 CONTACT NBR: 105345543 OPENED: 04/07/1995
VIN: 2FMDA514758 ENGINE: 4 CLOSED: 04/21/1995

1995/04/28

THIS IS THE CLOSING COMMENT
G.R.I. REPORT RECEIVED AND REVIEWED. VEHICLE TO BE REPLACED; UNABLE TO
POSITIVELY DETERMINE CAUSE ALTHOUGH HOT SPOT IS IN AREA WHERE RECALLS WERE
PERFORMED AT THE POWER DISTRIBUTION BOX. ZONE MANAGER, RICK OCHOA, ADVISED TO
CONTACT CUSTOMER AND BEGIN RAV PROCESS. SERVICE MANAGER, RUSTY SPENCER, ALSO
NOTIFIED. CUSTOMER TO PAY MILEAGE AND UPGRADE, BUT NOT TITLE, LICENSE AND
DOC FEES. IF HE DOES NOT WANT TO TRADE, A REFUND WILL BE PROCESSED.

1995/04/21

CONTACT CLOSING APPROVED
OK TO CLOSE

1995/05/19

LETTER DATED 5-4-95 ADDRESSED TO ALEX TROTMAN

CUSTOMER WRITES:

-DISATISFIED WITH THE LENGTH OF TIME THAT IT TOOK TO REVIEW FIRE CONCERN

W

PER CUSTOMER DEALERSHIP:

-CUSTOMER WOULD HAVE LIKED LOANER PROVISION WHILE CONCERN WAS BEING
INVESTIGATED

W

CAC ADVISED:

-CSR CONTACTED CUSTOMER AND ADVISED THAT HIS DISATISFACTION WILL BE
DOCUMENTED. CUSTOMER INDICATED HE WOULD WRITE ANOTHER LETTER.

1995/06/02

DUPLICATE LETTER DATED 5/4/95 FOR MICRO ONLY

EP02-025 2107

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.29.41

0109JS

LEGAL CONTACT

VEN TYPE: TRUCK

SOUTHWEST

57 ZN/TR: A2

CONTACT NBR: 105385543

OPENED: 04/07/1995

VIN:

2FMDA51475X

ENGINE: 4

CLOSED: 04/21/1995

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEN REPL:

CASE TYPE:

ATTY NAME:

CLAIM AMT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

MSD:

SALES CODE: 152748

SYMPTOMS: 704345

TRANS REGION:

STATUS: CLOSED

MI:

ZIP: 77445

P & A: 04283

TRANS DATE:

1A-ACCIDENT - NO INJURY

NEARS CODE:

A-101 INVEST-PROD LIABILITY

ATTY MEMO:

AWARD AMT:

0

MICRO: 4900970

COMMENTS:

1995/04/07

HAVIS STATUS: ORIGINAL OWNER

CUSTOMER SAYS:

- 4/4/95 VEHICLE WAS PARKED IN DRIVEWAY AFTER RETURNING HOME FROM WORK.
- NEIGHBOR CALLED TO INDICATE THAT THE VEHICLE WAS ON FIRE.
- FIRE WAS CONFINED TO DASH BOARD AREA.
- INSURANCE COMPANY HAS BEEN CONTACTED AND DETERMINED THAT THE VEHICLE IS TOTALED.
- NO INJURIES INCURRED.
- NO OTHER PROPERTY DAMAGE BEYOND VEHICLE.

* VEHICLE WAS TOWED TO THE DEALERSHIP 4/4/95.

PER CUSTOMER DEALER SAYS:

- TRYING TO CONTACT THE REGIONAL REP.

CUSTOMER SEEKS:

- INVESTIGATION FOR PRODUCT LIABILITY.

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED.
- KEEP IN CONTACT WITH INSURANCE COMPANY.
- UNABLE TO PROVIDE A TIME FRAME OF WHEN FORD WILL BE IN CONTACT.

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.29.41
===== LEGAL CONTACT =====
3704CK SOUTHWEST 57 ZN/TR: 82 CONTACT NBR: 105609279 VEH TYPE: TRUCK
VIN: 2FMDA5149SDH ENGINE: 4 OPENED: 06/09/1995
===== CLOSED: 06/20/1995 =====

1995/06/14

UNIT NOW LOCATED AT METO SALVAGE, 5320 N. SHEPARD, HOUSTON (713)692-8877,
STOCK #S0915. TOM ELLIS, G.R.I. TO INSPECT ON FRIDAY. HE IS IN DETROIT TILL
THURSDAY. ATTEMPTED TO REACH BILL FOLEY, GEICO, BUT GOT A BUSY SIGNAL. WILL
CONTINUE TO CALL HIM.

1995/06/16

CUSTOMER RECONTACTED SL.

CUSTOMER SEEKS:

- UPDATE

*

SL ADVISED:

- BILL FOLEY FROM HIS INSURANCE COMPANY CONTACTED SL ON WEDNESDAY, JUNE 14
- INSPECTOR ON BEHALF OF FORD WAS SCHEDULED TO INSPECT VEHICLE TODAY
- APOLOGIZE FOR FRUSTRATION WITH DELAY

1995/06/19

THIS IS THE CLOSING COMMENT

G.R.I. REP ADVISED REGION BY PHONE OF ORIGIN OF FIRE (POWER DISTRIBUTION BOX)
AND THAT THE VEHICLE HAS NO NON-FORD ADD-ONS. WRITTEN REPORT WITH PICTURES
WILL BE SENT BY EXPRESS MAIL TO REGION ON 6/19. BASED ON HIS INSPECTION, THE
REGION HAS CONTACTED [REDACTED] TO OFFER A REPLACEMENT UNIT. MILEAGE
CHARGES WILL BE WAIVED. HOWEVER, M&M DENNIS WILL BE RESPONSIBLE FOR UPGRADE,
IF ANY. THEY ARE SATISFIED WITH THIS OFFER. SINCE SELLING DEALER OUT OF
BUSINESS, THEY WILL SHOP AROUND AND ADVISE ME WHICH DEALERSHIP THEY WANT TO
USE. AT THAT TIME, THE FORD REP. WILL HANDLE THE TRADE TRANSACTION. REGION
WILL FOLLOW TO A CONCLUSION AND UPDATE FILE ACCORDINGLY.

1995/06/20

CONTACT CLOSING APPROVED

OK TO CLOSE

1995/07/05

TRADE HAS BEEN COMPLETED. CUSTOMER TOOK DELIVERY OF A 1995 VILLAGER THROUGH
BAYNAY LINCOLN-MERCURY.

0902-020 2189

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.29.41
 5704CK LEGAL CONTACT VEH TYPE: TRUCK
 SOUTHWEST 57 2N/TR. 82 CONTACT NBR: 105689279 OPENED: 06/09/1995
 VIN: 2FMDA51495H ENGINE: 4 CLOSED: 06/20/1995
 1995/06/09

CUSTOMER REFERRED TO SL FOR HANDLING BY C. LEE IN C. BURKE'S OFFICE
 CUSTOMER (CORNELIUS DENNIS) SAYS:
 - VEHICLE IN FIRE
 - IS NOT MOVEABLE
 - IS AT: METRO STORAGE
 2406 MAIN ST
 HOUSTON, TEXAS
 (713)523-3338

*
 CUSTOMER SEEKS:
 - RENTAL VEHICLE
 SL ADVISED CUSTOMER:
 - HAVE PASSED INFORMATION ON TO HOUSTON REGIONAL OFFICE AND REQUESTED
 INSPECTOR VIEW VEHICLE
 - LOANER NOT AVAILABLE AT THIS TIME UNTIL AFTER INSPECTOR LOOKS AT VEHICLE
 *
 ATTENTION: IF POSSIBLE, THIS ISSUE NEEDS PRIORITY ATTENTION PER C. BURKE.
 PUBLIC AFFAIRS

1995/06/12
 TRANSFERRED FROM DEALERSHIP AS VEHICLE IS AT SALVAGE YARD AND DEALER IS
 NOT INVOLVED. PER K. CLAYTON, HOUSTON REGIONAL OFFICE.

1995/06/14
 CUSTOMER SAYS:
 -HAS NOT HEARD FROM ANYONE AT FORD REGARDING THE CONCERN

*
 CUSTOMER SEEKS:
 -TO SPEAK TO SOMEONE IN FORD LEGAL REGARDING THE CONCERN
 *

PER CONTACT WITH DAN IN SL WAS ADVISED TO:
 -PROVIDE CUSTOMER WITH PHONE NUMBER TO CONTACT SL FOR FURTHER ASSISTANCE

*
 CAC ADVISED:
 -PROVIDED CUSTOMER WITH PHONE NUMBER FOR SL
 *BILL FOLEY FROM GEICO INSURANCE, CUSTOMER'S INSURANCE COMPANY**
 CALLED SL AND SAYS:

- WANTS TO KNOW IF FORD HAS SENT INSPECTOR YET
 - WANTS TO KNOW IF GEICO SHOULD PAY CLAIM AND SUBROGATE AGAINST FORD

*
 SL ADVISED:
 - WOULD PASS INFORMATION ALONG TO REGIONAL OFFICE LEGAL SPECIALIST WHO
 HANDLES AND REQUEST [REDACTED] BE CALLED BACK
 SL SPOKE WITH K. CLAYTON, LEGAL SPECIALIST, AND ADVISED OF CALL FROM
 BILL FOLEY, GEICO INSURANCE COMPANY, AND [REDACTED] NUMBER.

*
 MS. CLAYTON TO RETURN CALL.

EP02-029 2200

BEGINNING OF CONTACT

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.29.41
 =====
 3704CK LEGAL CONTACT
 SOUTHWEST 57 ZN/TR: 82 CONTACT NBR: 105609279 VEH TYPE: TRUCK
 VIN: 2FMDA5149S ENGINE: 4 OPENED: 06/09/1995
 =====
 LAST NAME: STATUS: CLOSED
 TITLE: MI:
 ADDRESS: FIRST NAME: ZIP: 77089
 CITY: HOUSTON STATE: TX
 HOME PHONE: BUS. PHONE:
 MODEL YEAR: 95 MODEL: WINDSTAR
 MILEAGE: 14000 MSB:
 DEALER NAME: FORD MOTOR COMPANY SALES CODE: 157000 P & A: 68062
 CAUSAL CODE: 02 SYMPTOMS: 704245
 ORIGIN: 80 TRANS REGION: 57 TRANS DATE: 06/09/1995
 VEN REPI:
 CASE TYPE: 4-FIRES - FUEL FED MEANS CODE: A-LGL INVEST-PROD LIABILITY
 ATTY NAME: ATTY MEMO:
 CLAIM AMT: 0 AMT AMT: 0
 MICRO.

COMMENTS:

1995/06/09
 RMFIRE/NO INJURY
 CUSTOMER SAYS:
 -PARKED THE VEHICLE AND WENT TO BUILDING.
 -SMOKE BEGAN TO POUR OUT OF THE HOOD ON THE PASSENGER SIDE.
 -COUGHT FIRE AND BURNED DOWN-IS A TOTAL LOSS.
 -INSURANCE CO IS GEICO-CLAIM # IS
 *
 PER CUSTOMER:
 -NO CONTACT MADE WITH ANY DEALER.
 -THIS DEALER WHICH IS HIS SELLING DEALER IS NO LONGER IN BUSINESS.
 CUSTOMER SEEKS:
 -FORD TO INVESTIGATE FOR LIABILITY.
 -RENTAL ASSISTANCE.
 *
 CAC ADVISED:
 -INFORMATION FORWARDED TO REGIONAL OFFICE FOR INVESTIGATION.
 -WILL BE CONTACTED BY THAT OFFICE.
 -CUSTOMER TO CONTACT INSURANCE CARRIER FOR RENTAL ASSISTANCE.
 -IF FORD IS AT FAULT IN SITUATION, THEN COMPENSATION FOR RENTAL WILL BE
 ADDRESSED AT SUCH TIME WHEN NECESSARY.
 REM ADDCO REM
 CUSTOMER RECONTACTED CAC FOR RENTAL ASSISTANCE
 *
 CAC ADVISED:
 -DOCUMENTED INFO MUST BE REVIEWED BY LEGAL DEPARTMENT BEFORE ASSISTANCE
 PROVIDED
 -CAC CANNOT PROVIDE RENTAL VEHICLE FOR CUSTOMER
 THIS CONTACT HAS BEEN TRANSFERRED FROM DISTRICT 57 TO DISTRICT 57
 PER B FINNEGAN, CUSTOMER REQUESTED DEALER CHANGE, PREVIOUS DEALER OUT OF
 BUSINESS.

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.29.41

7578JH LEGAL CONTACT VEH TYPE: TRUCK
SDR 18 ZH/TR: R2 CONTACT NBR: [REDACTED] OPENED: 01/11/1996
VIN: 2FMDA5140S3 [REDACTED] ENGINE: [REDACTED] CLOSED: 01/15/1996

1996/01/15

NR6ADDCORR

SPOKE WITH [REDACTED] SAYS:

- THAT THE INSURANCE COMPANY HAD THE VEHICLE TOWED SOMEWHERE (CUSTOMER IS NOT SURE WHERE) AND HAS DISMANTLED THE VEHICLE FOR INSPECTION.

LA ADVISED CUSTOMER:

- THAT SINCE VEHICLE HAS BEEN DISMANTLED, CUSTOMER WOULD NEED TO CONTINUE TO WORK THROUGH HER INSURANCE COMPANY.

- IF HER INSURANCE COMPANY FEELS FORD IS AT FAULT, THEY WOULD SUBROGATE.

THIS IS THE CLOSING COMMENT

CLOSED PER PREVIOUS COMMENTS.

EP02-025 2202

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.29.41

7578JH

LEGAL CONTACT

VEH TYPE: TRUCK

SBR

10 ZH/TR, H2

CONTACT NBR: 186443535

OPENED: 01/11/1996

VIN:

2FMDA51405B

ENGINE: 4

CLOSED: 01/15/1996

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

CITY:

CASCO

STATE:

MI

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

95

MODEL:

KINDSTAR

MILEAGE:

8000

MSD:

DEALER NAME:

GAGME ANDSONS INC

SALES CODE:

141589

P & A:

06130

CAUSAL CODE:

02

SYMPTOMS:

784242

784145

ORIGIN:

00

TRANS REGION:

TRANS DATE:

VEH REPL:

CASE TYPE:

48-FIRES - EXHAUST-CAT.CONVERTOR-OTHER

MEANS CODE:

A-LGL INVEST-PROD LIABILITY

ATTY NAME:

ATTY MEMO:

CLAIM AMT:

0

AMARD AMT:

0

MICRO:

COMMENTS:

1996/01/11

NUMBER FROM DIRECTORY ASSISTANCE

CUSTOMER SAYS:

- VEHICLE WAS PARKED AND BEGAN TO FILL WITH SMOKE
- CUSTOMER GOT OUT OF THE VEHICLE
- FLAME CAME FROM UNDER THE HOOD NEAR THE WINDSHIELD
- AFTER THE VEHICLE THEN HAD SEVERAL EXPLOSION AFTER THE FIRE BEGAN
- THERE IS ONLY A FRAME LEFT OF THE VEHICLE

PER CUSTOMER DEALER SAYS:

- DID NOT FIND ANYTHING FOR A RECALL ON THE VEHICLE

CUSTOMER SEEKS:

- TO KNOW IF THERE WAS A RECALL ON HER VEHICLE
- TO KNOW WHY SHE WASN'T INFORMED OF THIS CONCERN WITH THE VEHICLE

CAC ADVISED:

- COMPANY REP WILL CONTACT TO REVIEW CONCERN
- NO TIME FRAME

CUSTOMER ADDS: (OCCURED ON 1-9-96)

- FIRE AND POLICE WERE THERE FOR THE FIRE
- INSURANCE COMPANY IS INVESTIGATING THE FIRE

1996/01/15

REWAIDCONE

LA ATTEMPTED TO CONTACT CUSTOMER - UNAVAILABLE. LEFT A MESSAGE ON ANSWERING MACHINE ADVISING CUSTOMER TO CONTACT ME.

EP02-025 2283

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.29.41
 =====
 3704CK LEGAL CONTACT VEN TYPE: TRUCK
 NEW YORK 15 ZN/TR: CL CONTACT NDR: 105845120 OPENED: 08/10/1995
 VIN: 2FMDAS141S8 ENGINE: 4 CLOSED: 08/25/1995
 =====

1995/08/24
 CAC ADVISED:
 - COMMENTS DO INDICATE AS OF 11:14 OWNER HAS CONTACTED.
 - POSSIBLE THAT REGION WILL BE CALLING HIM TODAY AND JUST DID NOT DO SO.
 - FILE WOULD BE UPDATED AS OF CALL BACK HOWEVER POSITION IS AS GIVEN IN COMMENTS.

1995/08/25
 CONTACT CLOSING APPROVED
 OK TO CLOSE. NJC

1995/09/25
 CUSTOMER SAYS:
 HE DID NOT RECEIVE A PHONE CALL FROM FORD REP
 CONTACTED DEALERSHIP THIS MORNING
 SERVICE MANAGER PROVIDED NUMBER TO CAC FOR POSSIBLE STATUS OF FORD REPS
 DECISION
 WILL CONTACT AN ATTORNEY IF CONCERN IS NOT RESOLVED

CAC ADVISED:
 FORD SUPPORTS INFORMATION PROVIDED BY FORD REP
 CUSTOMER INDICATED HE WOULD LIKE TO TALK WITH FORD REP
 CAC ADVISED:
 PUBLIC PHONE NUMBER IS NOT AVAILABLE
 MEETINGS ARE COORDINATED THROUGH SERVICE MANAGER
 MEETINGS ARE NOT GUARANTEED
 CONTACT SERVICE MANAGER FOR POSSIBLE ASSISTANCE
 CUSTOMER DISCONNECTED THE CALL.

1995/09/27
 PSZH SPOKE WITH CUSTOMER REGARDING THIS MATTER TODAY. CONCERNS REGARDING THE W
 IRING HARNESS HAS BEEN REPAIRED BY THE DEALERSHIP AND THEY ARE ADDRESSING THE
 CONCERN WITH THE TRANSMISSION. VEHICLE IS IN THE SHOP TODAY.
 PSZH HAS OFFERED THE CUSTOMER A \$1,500 OAC FOR CUSTOMER SATISFACTION AND LOYA
 LTY ONLY. CUSTOMER HAS NOT DETERMINED IF HE WILL ACCEPT THE OFFER BUT WILL ADV
 ISE THE DEALERSHIP ON HIS DECISION.

1995/10/10
 CC MICRO ONLY. LETTER DATED 9/25/95 PREDATES LAST CONTACT DATE OF 9/27/95.

1995/10/19
 CC MICRO ONLY. LETTER DATED 9/28/95 PREDATES LAST CONTACT DATE

EMR-425 2294

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.29.41
 =====
 5784CK LEGAL CONTACT VEH TYPE: TRUCK
 NEW YORK 13 2N/TR: C1 CONTACT MBR: 105865120 OPENED: 08/10/1995
 VIN: 2FMDA5141S ENGINE: 4 CLOSED: 08/25/1995
 =====

1995/08/14
 INFO HAS BEEN DOCUMENTED AND WILL BE FORWARDED
 SOMEONE WILL BE GETTING BACK WITH CUSTOMER (DID NOT MENTION A TIME FRAME)

1995/08/15
 CUSTOMER CALLING BACK ABOUT FIRE CONCERN.

*
 PER CUSTOMER, FORD PERSON FROM REGIONAL OFFICE SAID:
 - HE WOULD CALL BACK.

*
 CUSTOMER SEEKS:
 - HE HAS NOT CALLED HIM BACK.
 - HE WANTS TO KNOW WHAT IS HAPPENING WITH THE VEHICLE.
 - HE DOES NOT FEEL SAFE WITH THE VEHICLE AND WANTS TO BE CONTACTED AS SOON AS POSSIBLE.

*
 CAC ADVISED:
 - HE CANNOT PROVIDE A DEFINITE TIME FRAME AS TO WHEN HE WILL BE CONTACTED.
 - HE WILL DOCUMENT HIS CONCERN.

1995/08/18
 CUSTOMER SAYS:
 -CALLS REQUESTING INFORMATION IN REGARDS TO LEGAL CONTACTED OPENED.

*
 CSR ADVISED:
 -ALL NECESSARY INFORMATION HAS BEEN FORWARDED TO REGIONAL OFFICES.
 -FORD REP WILL BE CONTACTING CUSTOMER.
 -NO TIME FRAME GIVEN.

*
 1995/08/24
 PSZH HAS CONTACTED CUSTOMER. VEHICLE HAS BEEN REPAIRED UNDER THE MANUFACTURER'S WARRANTY. CUSTOMER HAD REQUESTED NEW VEHICLE. PSZH INDICATED THAT FORDCO HAS A REPAIR VS REPLACE POLICY UNDER IT'S MANUFACTURER'S WARRANTY. DEALER HAS RETURNED VEHICLE BACK TO CUSTOMER.

THIS IS THE CLOSING COMMENT
 PLEASE CLOSE AS PER PSZH COMMENTS.

CUSTOMER SAYS:
 - HE HAS NOT BEEN CONTACTED BY FORD STILL.

*
 CAC ADVISED:
 - THAT IT SEEMED THAT FORD HAD CONTACTED SOMEONE TO ADVISE TODAY.
 - THAT IT WAS FORDS POSITION THAT VEHICLE WOULD BE REPAIRED AND NOT REPLACED.

*
 CUSTOMER ADDED:
 - NOBODY CONTACTED HIM OR HIS WIFE TODAY.
 - VEHICLE WAS IN DEALER YESTERDAY FOR LEAK IN BRAKE LINE THAT WAS REPAIRED.
 - PARTS ORDERED FOR CONCERN WITH STEERING COLUMN. I HAVE VEHICLE CURRENTLY.

EP02-020 2205

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.29.41

3704CK

LEGAL CONTACT

NEW YORK

13 ZN/TR: C1

CONTACT NBR: 105865120

VEH TYPE: TRUCK

VIN:

2FMDA314158

ENGINE: 4

OPENED: 08/10/1995

CLOSED: 08/25/1995

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEH REPL:

CASE TYPE:

ATTY NAME:

CLAIM AMT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

MSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

MEANS CODE:

ATTY MEMO:

ANARD AMT:

STATUS: CLOSED

NI:

ZIP:

P & A: 20639

704245

TRANS DATE:

0

MICRO: 6191412

COMMENTS:

1995/08/10

CUSTOMER SAYS:

- FIRE OCCURED ON VEHICLE THE WEEK OF 7/31/95.
- THERE WERE FLAMES AND SMOKE VISABLE UNDER HOOD.
- HE ESTINGVISHED FIRE HIMSELF.
- VEHICLE HAS TONED TO DEALER.

*

PER CUSTOMER:

- DEALER ADVISED FIRE STARTED IN THE POWER DISTRIBUTION BOX.
- THIS WAS REPLACED UNDER RECALL IN 2/95.
- THEY ARE REPLACING WIRES.

CUSTOMER SEEKS:

- REPLACEMENT OF VEHICLE SINCE HE IS NOT COMFORTABLE.

*

CAC ADVISED:

- INFORMATION IS FORWARDED TO REGIONAL OFFICE.
- SOMEONE WILL BE IN CONTACT WITH CUSTOMER (NO TIME FRAME GIVEN)

1995/08/14

MMADDCCOMM

MMADDCCOMM

CUSTOMER SAYS:

SOMEONE CALLED HIM ON THURSDAY AFTERNOON FROM NEW YORK REGIONAL OFFICE

*

PER CUSTOMER REG REP:

HE WILL BE LOOKING INTO FURTHER

*

CUSTOMER SEEKS:

TO BE CONTACTED BY REG REP

*

CAC ADVISED:

BEGINNING OF CONTACT

89/28/99

MASTER OWNER RELATIONS SYSTEM II

19.29.41

7020RH PHILADELPHIA 16 ZN/TR: C1 CONTACT NBR: 106927060 VEH TYPE: TRUCK
VIN: 2FMDA5148S ENGINE: 4 OPENED: 05/13/1996
CLOSED: 05/13/1996

LAST NAME: FIRST NAME: STATUS: CLOSED
TITLE: MI:
ADDRESS: CITY: HADDON HILLS STATE: NJ ZIP: 08035
HOME PHONE: BUS. PHONE: MODEL: HINDSTAR
MODEL YEAR: 95 MSB:
MILEAGE: 21312 SALES CODE: 116010 P & A: 01245
DEALER NAME: WINNER FORD SYMPTOMS: 704145
CAUSAL CODE: 02 TRANS REGION: 16 TRANS DATE:
ORIGIN: 00
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: 4572608

COMMENTS:

1996/05/13

DLR FAX- VEHICLE HAD FIRE UNDER HOOD AT TERMINAL BOX- NO OTHER INFOR
THIS IS THE CLOSING COMMENT
CONTACTED SM. CHUCK BELMONT- HAD SMALL FIRE AT JUNCTION TO BOX NEAR FIREWALL-
HE WILL CONTACT CUSTOMER- REPAIRS WILL BE MADE UNDER WARRANTY - NO FURTHER
ACTION

1996/05/15

ADDED MICRO

1996/05/20

RECONTACT BY MR. BELMONT- CUSTOMER HAS TO PAY \$40 FOR MORE COVERED PART OF ESP
- SEEKING PAYMENT BY FMC
ADVISED HIM THAT ESP HAS LIMIT OF \$25 PER DAY- NORMALLY CUSTOMER WOULD GO
THROUGH INS BUT REPAIRS HAVE BEEN DONE AS COURTESY TO CUSTOMER- SHE IS STILL
RESPONSIBLE FOR DIFFERENCE IN RENTAL FEE.
NO FURTHER ACTION

EQ02-025 2267

BEGINNING OF CONTACT

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.29.41

8398HK LEGAL CONTACT VEH TYPE: TRUCK

BOSTON 11 ZH/TR, CONTACT NBR: 105156308 OPENED: 01/31/1995

VIN: 2FMDA51425H000000 ENGINE: 4 CLOSED: 02/09/1995

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

TITLE: [REDACTED] MI:

ADDRESS: [REDACTED]

CITY: E. BOSTON STATE: MA ZIP: [REDACTED]

HOME PHONE: [REDACTED] BUS. PHONE:

MODEL YEAR: 95 MODEL: WINDSTAR

MILEAGE: 9337 MSD:

DEALER NAME: FORD MOTOR COMPANY- SALES CODE: 111000 P & A: 68011

CAUSAL CODE: AS O A SYMPTOMS: 784143

ORIGIN: 00 TRANS REGION: TRANS DATE:

VEH REPL: CB

CASE TYPE: 11-VEHICLE REPLACEMENT - REFUND MEANS CODE: K-VEHICLE REPLACEMENT

ATTY NAME: REQ 02/03 SENT 02/04 ATTY MEMO: 2948062 REV

CLAIM AMT: 14,730 AWARD AMT: 1,251

MICRO: 4190326

COMMENTS:

1995/01/31

VEHICLE REFUND DUE TO FIRE CONCERNS.

1995/02/03

THE FOLLOWING CAUSAL CODE(S) REMOVED FROM CONTACT - 5

FM

VEHICLE IS GOING TO ENGINEERING FOR EVALUATION; TAG 2948062 LOC CODE 10L.

ENG CONTACT: MIKE CAULFIELD 35-72578 OR MIKE PATTEN 39-06356.

1995/02/09

FM

THIS IS THE CLOSING COMMENT

CHECK 007030 FOR \$17961.05 ISSUED TO THE HERTZ CORP

ENR2-025 2208

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.29.41
=====

7481RL	LEGAL CONTACT	VEH TYPE: TRUCK
ORLANDO	24 ZN/TR: D2	CONTACT NBR: 108159664
VIN: 2FMDA514XST	ENGINE: 4	OPENED: 03/03/1997
		CLOSED: 03/19/1997

=====

1997/05/19

***THIS IS THE CLOSING COMMENT

LPA SPOKE TO RON BASHAR (SRVC MGR). HE DETERMINED THAT A WIRE FROM THE ALTERNATOR FUSEBOX WAS LOOSE, AND CAUSED THE FIRE. CUSTOMER PURCHASED THE VEHICLE FROM A BUICK DEALER ON 1/31/97, AND THE FIRE MAY HAVE BEEN CAUSED BY A MODIFICATION. DEALER IS PROVIDING A RENTAL BECAUSE THE WRONG WIRING HARNESS WAS RECEIVED.

-LPA DENIED ASSISTANCE TO CUSTOMER. INSURANCE SHOULD HANDLE.

EN02-026 2289

BEGINNING OF CONTACT

09/20/99 MASTER OWNER RELATIONS SYSTEM 11 19.29.41
 7481RL LEGAL CONTACT VEH TYPE: TRUCK
 ORLANDO 24 ZN/TR: D2 CONTACT NBR: 105159664 OPENED: 03/03/1997
 VIN: 2FMDA514X32 ENGINE: 4 CLOSED: 03/19/1997
 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] NI:
 ADDRESS: [REDACTED]
 CITY: LEESBURG STATE: FL ZIP: [REDACTED]
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED]
 MODEL YEAR: 95 MODEL: MINDSTAR
 MILEAGE: 17000 MSB:
 DEALER NAME: PRESTIGE FORD INC SALES CODE: 124445 F & A: 04932
 CAUSAL CODE: 0709 1103 SYMPTOMS: 704145
 ORIGIN: 60 TRANS REGION: 24 TRANS DATE:
 VEH REPL:
 CASE TYPE: 4A-FIRES - ELECTRICAL MEANS CODE: A-101 INVEST-PROD LIABILITY
 ATTY NAME: ATTY MEMO:
 CLAIM ANT: 0 AMARD ANT: 0
 MICRO:

COMMENTS:

1997/03/03

REK NAVIS: SUBSEQUENT NBR

CUSTOMER SAYS:

- THERE WAS A FIRE UNDER THE HOOD 2.28.97 AT HOME AFTER THE CUSTOMER'S HAD
 BOTTEN OUT OF THE VEHICLE
- CUSTOMER PUT OUT THE FIRE
- THE FIRE WAS ON THE END OF THE FUSE BOX ON THE RIGHT SIDE (AS YOU LOOK UNDER
 THE HOOD)
- CUSTOMER SAYS HIS WIFE DOES NOT WANT THE VEHICLE ANYMORE

PER CUSTOMER, DEALER SAYS:

- DEALERSHIP TOOK VEHICLE IN THIS MORNING TO DO THE REPAIR
- CANNOT AUTHORIZE TO TRADE CUSTOMER OUT OF THE VEHICLE

CUSTOMER SEEKS:

- WHAT CAN FORD DO FOR ME TO ASSIST WITH A TRADE OUT OF THE VEHICLE

CAC ADVISED:

- ADVISED CUSTOMER THAT REGIONAL LEGAL REPRESENTATIVE WILL CONTACT
 CUSTOMER—NO TIME FRAME GIVEN

1997/03/04

ERICKA EDWARDS (LEGAL ANALYST) LEFT MESSAGE ON CUSTOMER'S ANSWERING MACHINE
 REQUESTING HIM TO CONTACT ME AT (313)446-5931 TO DISCUSS THIS CASE. I CAN BE
 REACHED MON-FRI 8:30-5:00 EASTERN TIME

EN02-025 2210

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.29.41

3306BZ LEGAL CONTACT VEH TYPE: TRUCK
PITTSBURGH 44 ZN/TR: A2 CONTACT NBR: 106521929 OPENED: 02/01/1996
VIN: 2FMDA51483B ENGINE: 4 CLOSED: 02/12/1996

1996/02/15

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- REITERATED PREVIOUS LEGL CONCERN
- NEVER TOLD WHAT CAUSED THE FIRE
- HAS BEEN A RECALL REPAIR COMPLETED ON VEHICLE RELATED TO THE DISTR. CAP HARNESS WHICH CAUSED THE FIRE
- FEEL UNSAFE DRIVING THE VEHICLE
- UNHAPPY WITH DECISION
- WILL BE SEEKING LEGAL HELP

*

CUSTOMER SEEKS:

- REPLACEMENT VEHICLE

*

CAC ADVISED:

- CAC SUPPORTS THE DECISION OF THE FORD CSM
- THIS DECISION REPRESENTS FMC'S FINAL POSITION
- DECISION BY CONSUMER AFFAIRS IS FINAL AND FMC SUPPORTS THEIR FINAL DECISION
- DOCUMENTED INFORMATION HOWEVER DECISION IS FINAL
- GAVE CAC ADDRESS

1996/02/28

CSM OF COMLES FORD HOODRIDGE VA -SLO DLR REQ CSM OF MC CRACKIN TO RECONTACT CUST-SOMEONE TLD CUST TO CONTACT SLO DLR-CSM WILL NOT GET INVOLVED AND BACKS CSM IN PA-PLEASE HAVE CSM RECONTACT CUSTOMER-NO PROBLEMS HAVE REOCCURRED SINCE 6/95.

EMC2-828 2211

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.29.41

=====

3306BZ

LEGAL CONTACT

VEH TYPE: TRUCK

PITTSBURGH

44

ZN/TR: A2

CONTACT NBR: 106521929

OPENED: 02/01/1996

VIN:

2FMDA51485BA32527

ENGINE: 4

CLOSED: 02/12/1996

=====

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

CITY:

CRANFERRY TOWNSHIP

STATE:

PA

ZIP:

16066

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

95

MODEL:

MINDSTAR

MILEAGE:

32000

MSD:

DEALER NAME:

MC CRACKIN FORD

SALES CODE: 144007

P & A: 07459

CAUSAL CODE:

02

SYMPTOMS: 704145

ORIGIN:

00

TRANS REGION:

TRANS DATE:

VEH REPL:

CASE TYPE:

4-FIRES - FUEL FED

MEANS CODE:

A-104 INVEST-PROD LIABILITY

ATTY NAME:

ATTY MEMO:

CLAIM ANT:

0

AWARD ANT:

0

MICRO:

COMMENTS:

1996/02/01

-CUSTOMER ALLEGES PRODUCT DEFECT-FIRE-

CUSTOMER SAYS:

-6/21/95 DRIVING DOWN HIGHWAY WHEN POWER DISTRIBUTION BOX CAUGHT FIRE

-VISIBLE FLAMES WERE COMING FROM UNDER THE HOOD

-PULLED TO SIDE OF ROAD

-NO POLICE OR FIRE DEPT CALLED

-OWNER OF GOODYEAR TIREPLACE(NAME N/A) PUT OUT FIRE-CUSTOMER HAS RECEIPT

-HUSBAND WAS DRIVING, CUSTOMER IN PASSENGER SEAT, 3 CHILDREN IN BACK SEAT

-NO INJURIES

-VEHICLE IS IN CUSTOMER POSSESSION

CAC ADVISED:

-INFORMATION DOCUMENTED AND FORWARDED TO APPROPRIATE DEPT

-MAINTAIN CONTACT WITH INSURANCE COMPANY

1996/02/12

THIS IS THE CLOSING COMMENT

CONSUMER AFFAIRS CONTACTED CUSTOMER:

- CUSTOMER HAS SEEKING A REPLACEMENT VEHICLE EVEN THOUGH THE VEHICLE HAS BEEN

REPAIRED SINCE JUNE OF 1995.

- CUSTOMER STATED THAT A FORD REP REVIEWED THE CASE AT THAT TIME AND OFFERED

A \$2000 OAC.

CONSUMER AFFAIRS ADVISED:

- NO FURTHER ASSISTANCE WILL BE OFFERED IN THIS CASE. FORD WILL NOT REPLACE

THE VEHICLE NOR REFUND CUSTOMER.

0902-025 2212

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.29.41

=====

0390JB

LEGAL CONTACT

VEH TYPE: TRUCK

NEW YORK

13

ZH/TR: F1

CONTACT NBR: 106102462

OPENED: 10/06/1995

VIN:

2FMDA514X3DD05547

ENGINE: 4

CLOSED: 10/19/1995

=====

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEH REPL:

CASE TYPE:

ATTY NAME:

CLAIM AMT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

NSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

STATUS: CLOSED

MI:

ZIP:

EXT:

NSD:

P & A:

03671

TRANS DATE:

MEANS CODE: A-LGL INVEST-PROD LIABILITY

ATTY MEMO:

AMOUNT AMT:

0

MICRO:

COMMENTS:

1995/10/06

DEALER REQUEST REVIEW RECEIVED BY LEGAL 10/6/95. SPOKE WITH SERVICE MANAGER AND ADVISED HIM THAT WE WOULD BE SENDING AN EAA INSPECTOR OUT. VEHICLE IS CURRENTLY AT DEALERSHIP.

CUSTOMER ALLEGES FIRE OCCURRED UNDER HOOD OF VEHICLE.

NOTE: PLEASE REFER TO CONTACT #106086235.

PLACED CALL TO EAA INSPECTOR; LEFT MESSAGE TO CALL BACK.

1995/10/12

EAA INSPECTOR CONTACTED. REPORT AND PHOTOS ON FILE. LEFT MESSAGE FOR THE GENERAL MANAGER AT DEALERSHIP REGARDING REPORT IN ORDER TO PROCEED WITH ANY FURTHER ACTION.

1995/10/19

THIS IS THE CLOSING COMMENT

CONTACTED DEALERSHIP AND ADVISED THAT VEHICLE WOULD BE RE-ACQUIRED AND INFORMED THEM TIMEFRAME FOR RAV PROCESS WOULD BE A FEW DAYS. DEALERSHIP WILL FAX RELEASE BACK TO LPA.

EMER-025 2213

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.29.41
=====

7668RH	LEGAL CONTACT	VEH TYPE: TRUCK
PHILADELPHIA 16	ZN/TR: F1	CONTACT NBR: 105835319
VIN: 2FMDA5142SM	ENGINE: 4	OPENED: 08/02/1995
		CLOSED: 09/15/1995

=====

1995/09/12

THIS IS THE CLOSING COMMENT
PURSUANT TO THE PA LEMON LAW, CONSUMERS MUST PROCEED THROUGH DSB BEFORE
SEEKING LEGAL REMEDY. CUSTOMER'S CASE HAS NOT BEEN HEARD BY THE DSE.
NO FURTHER ACTION AT THIS TIME. PLEASE CLOSE.

1995/09/15

CONTACT CLOSING APPROVED
OK TO CLOSE. HJC

DM2-025 2214

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.29.41
 =====
 7668RH LEGAL CONTACT VEN TYPE: TRUCK
 PHILADELPHIA 16 ZN/TR: F1 CONTACT NBR: 185835312 OPENED: 08/02/1995
 VIN: 2PMDA51425 ENGINE: 4 CLOSED: 09/15/1995
 =====

1995/08/09

CUSTOMER SAYS:

- HE HAS NOT RECEIVED CONTACT BY ANYONE FROM FORD.
- ALL THE LOCAL NEWSPAPERS HAVE PRINTED STORIES PERTAINING TO HIS VEHICLE CATCHING ON FIRE.

*

CUSTOMER SEEKS:

- TO KNOW WHO ELSE HE NEEDS TO CONTACT IN AN ATTEMPT TO EXPEDITE THE INVESTIGATION.

*

CAC ADVISED:

- INFORMATION HAS BEEN FORWARDED TO THE APPROPRIATE OFFICE FOR HANDLING.
- CUSTOMER WILL BE CONTACTED FOR FURTHER REVIEW OF THE VEHICLE CONCERN.
- NO TIME FRAME CAN BE GIVEN.

1995/08/14

CUSTOMER SAYS:

- CALLING TO FIND OUT THE STATUS OF THE CASE, HAS BEEN CALLING FOR SOMETIME

*

CUSTOMER SEEKS:

- TO FIND OUT WHAT IS GOING ON WITH HIS CASE

*

CAC ADVISED:

- NO TIME FRAME GIVEN FOR CONTACT
- APOLOGIZED FOR THE DELAY
- NO NEW INFORMATION ON THE CASE

1995/08/18

CUSTOMER SAYS:

- WANTS TO KNOW STATUS OF CASE

*

CAC ADVISED:

- WILL FORWARD
- AS PER OTHER CALLS, A FORD REPRESENTATIVE WILL CONTACT YOU
- NO TIME FRAME GIVEN

1995/08/24

MM ABCO MM MM INSURANCE OFFICE CALLED MM

CUSTOMER SAYS:

- WANTS TO KNOW STATUS OF VEHICLE
- JUST NEEDS ACCURATE MILEAGE OFF VEHICLE

*

CAC ADVISED:

- INFORMATION WILL BE FORWARDED
- CANNOT PROVIDE AN ACCURATE TIME FOR WHEN THE REGION WILL BECOME INVOLVED

MM

CUSTOMER ADDS:

- THE INSPECTOR HAS SEEN THE VEHICLE
- JUST NEEDS THE MILEAGE

ENR-025 2215

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.29.41
 =====
 7668RH LEGAL CONTACT VEH TYPE: TRUCK
 PHILADELPHIA 16 ZN/TR: F1 CONTACT MBR: 105835310 OPENED: 08/02/1995
 VIN: 2FMDA51425H ENGINE: 4 CLOSED: 09/15/1995
 =====

1995/08/03
 PHILADELPHIA REGIONAL OFC
 LEGAL ANALYST CONTACTED MHO ADVISED THE VEHICLE IS AT THE HOTEL. THE CUSTOMER
 SEEKS A LOANER VAN BECAUSE HE IS UNABLE TO FIND A RENTAL AGENCY WITH A VAN IN
 INVENTORY. LEGAL ANALYST ADVISED THE CUSTOMER THAT A FIRE INVESTIGATION MUST
 BE COMPLETED BEFORE ANY RESOLUTION WILL BE OFFERED. REFERRED THE CUSTOMER TO
 HIS INSURANCE COMPANY.

***ADDCCOMM

CUSTOMER SAYS:

- WANTS TO SPEAK TO THE VICE PRESIDENT OF FORD
- WANTS A REPLACEMENT VEHICLE
- REITERATED CONCERN

X

CAC ADVISED:

- INFORMATION HAS BEEN DOCUMENTED
- FIRE INVESTIGATION MUST BE COMPLETED BEFORE RESOLUTION WILL BE OFFERED
- CANNOT GIVE TIME FRAME

X

CUSTOMER ADDS:

- HE WILL CONTACT THE PRESS AS HIS ATTORNEY ADVISED AND FORD WILL HAVE A
 VEHICLE FOR HIM TOMORROW

X

CAC ADVISED:

- CONTACT INSURANCE COMPANY
- FORD REP WILL CONTACT HIM REGARDING CONCERN

1995/08/04

CUSTOMER SAYS:

- NEWS PEOPLE HAVE BEEN CONTACTING CUSTOMER

X

CAC ADVISED:

- CUSTOMER HAS BEEN ADVISED THAT FIRE INVESTIGATION MUST BE DONE IN ORDER TO
 RESOLVE CONCERN
- FORD APOLOGIZES FOR CONCERN
- WAIT UNTIL LEGAL ANALYST CONTACTS YOU FOR INFORMATION REGARDING CONCERN

CUSTOMER BEEPER 917-851-4448

1995/08/07

***ADDCCOMM

CUSTOMER SAYS:

- WOULD LIKE TO KNOW THE STATUS OF CASE

X

CAC ADVISED:

- INFO HAS BEEN FORWARDED TO THE APPROPRIATE OFFICES
- FORD WILL CONTACT CUSTOMER AT THE APPROPRIATE TIME
- CAN NOT GIVE A TIMEFRAME

X

EMO-825 2216

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.29.41

7668RH

LEGAL CONTACT

VEH TYPE: TRUCK

PHILADELPHIA 16 ZM/TR. F1

CONTACT NBR: 105835319

OPENED: 08/02/1995

VIN: 2FMDA31423B

ENGINE: 4

CLOSED: 09/15/1995

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

CITY:

BROOKLYN

STATE:

NY

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

95

MODEL:

HINDSTAR

MILEAGE:

4000

MSD:

DEALER NAME: PACIFIC FORD INC

SALES CODE:

116007

P & A: 01376

CAUSAL CODE:

06

SYMPTOMS:

784145

ORIGIN:

80

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

AMARD AMT:

0

MICRO:

COMMENTS:

1995/08/02

CUSTOMER SAYS:

- AT 6:00AM ON THE MORNING OF 8/2/95, VEHICLE CAUGHT ON FIRE UNDER THE HOOD
- VEHICLE WAS PARKED IN THE PARKING LOT OF THE HARRIS HOTEL IN ATLANTIC CITY NEW JERSEY
- NO ONE WAS INJURED IN THE FIRE AS THEY WERE ALL ASLEEP IN THE HOTEL
- VEHICLE WAS PARKED AT THE HOTEL AT 2:00AM IN THE MORNING AFTER DRIVING ABOUT 150-158 MILES FROM BROOKLYN

PER CUSTOMER DEALERSHIP HAS NOT BEEN NOTIFIED

CUSTOMER SEEKS:

- LOANER VEHICLE WHILE FORD INVESTIGATES

CAC ADVISED:

- FORD WILL BE GETTING IN CONTACT WITH CUSTOMER TO DISCUSS THE INCIDENT
- CAC CAN NOT AUTHORIZE THE ISSUANCE OF A LOANER VEHICLE
- CONTACT INSURANCE COMPANY TO INFORM THEM OF THE INCIDENT
- NO TIME FRAME PROVIDED FOR CONTACT WITH FORD LEGAL DEPT

1995/08/03

CUSTOMER SAYS:

- HE WOULD LIKE TO KNOW THE STATUS OF THE CASE.

CUSTOMER SEEKS:

- HE IS UNSURE WHAT HE SHOULD DO AT THIS TIME.
- HE WOULD LIKE RENTAL ASSISTANCE UNTIL THE SITUATION IS RESOLVED.

CAC ADVISED:

- INFORMATION HAS BEEN FORWARDED AND CUSTOMER SHOULD BE CONTACTED, NO TIME FRAME IS AVAILABLE.

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.29.41
 94685L LEGAL CONTACT VEH TYPE: TRUCK
 NEW YORK 15 ZN/TR: J1 CONTACT NBR: 105714412 OPENED: 07/06/1995
 VIN: 2FMDA51485B ENGINE: 4 CLOSED: 07/28/1995

1995/07/19

CUSTOMER SAYS:

- HAS NOT HEARD FROM FMC ON THIS CONCERN AS OF YET
- SPOKE TO THE FIRE EXAMINER (FROM FMC) WHO INDICATED THAT HE COULD NOT PROVIDE ANY INFO ON THIS CONCERN DUE TO LEGAL REASONS ON 7-17-95
- HAS A FAMILY BUT NO TRANSPORTATION TO MOVE AROUND

■

PER CUSTOMER DEALER SAYS:

- NO DEALER COMMENTS

■

CUSTOMER SEEKS:

- TO KNOW WHAT FMC IS GOING TO DO ABOUT THIS CONCERN

■

CAC ADVISED:

- INFORMATION HAS BEEN FORWARDED TO THE APPROPRIATE OFFICE FOR HANDLING
- ONCE A DECISION HAS BEEN MADE CUSTOMER WILL BE NOTIFIED
- COULD NOT PROVIDE A TIME AS TO WHEN CUSTOMER WOULD BE CONTACTED

1995/07/20

THIS IS THE CLOSING COMMENT

CUSTOMER IS BEING OFFERED A REPLACEMENT VEHICLE. LETTER HAS BEEN SENT TO CUSTOMER TODAY REGARDING THIS MATTER BY NYRO. CUSTOMER IS WORKING WITH DEALERSHIP TO COMPLETE TRANSACTION.
 CONTACT CLOSING APPROVED
 OK TO CLOSE. NJC

EM2-025 2218

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.29.41

=====

9468SL

LEGAL CONTACT

VEH TYPE: TRUCK

NEW YORK

13

ZN/TR: J1

CONTACT NBR: 105714412

OPENED: 07/06/1995

VIN:

2FMDA5140S

ENGINE: 4

CLOSED: 07/20/1995

=====

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

CITY:

STATE:

NJ

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

95

MODEL:

WINDSTAR

MILEAGE:

9700

MSD:

DEALER NAME:

FORD OF ENGLEWOOD I

SALES CODE:

113144

P & A: 03698

CAUSAL CODE:

02

SYMPTOMS:

784143

ORIGIN:

80

TRANS REGION:

TRANS DATE:

VEH REPL:

CASE TYPE:

4-FIRES - FUEL FED

MEANS CODE:

A-L61

INVEST-PROD LIABILITY

ATTY NAME:

ATTY FIRM:

CLAIM AMT:

0

AWARD AMT:

0

MICRO:

COMMENTS:

1995/07/06

CUSTOMER SAYS:

-ON FRIDAY JULY 7, 1995 SMELT RUBBER BURNING AND SAW SMOKE COMING FROM UNDER HOOD

-I LIFTED THE HOOD UP AND FLAMES WERE COMING OUT

-THERE WAS NO PERSONAL INJURY

-INSURANCE CO HAS TOTALED VEHICLE

-VEHICLE IS CURRENTLY AT DEALER

-IS FMC GOING TO DO SOMETHING

■

DEALER SAYS PER CUSTOMER:

-CAN'T DETERMINE CAUSE OF FIRE

■

CUSTOMER SEEKS:

-SOMEONE FROM FORD TO LOOK AT VEHICLE

-TO BRING TO FMC ATTENTION

■

CAC ADVISED:

-INFO DOCUMENTED AND FORWARDED TO REGIONAL OFFICE FOR FORD REPS HANDLING

-CAN'T PROVIDE A TIME FRAME

-A FORD REP WILL CONTACT AND REVIEW CONCERN

CAC ADDCO:

-CORRECTION, ACCIDENT OCCURED FRIDAY JUNE 30, 1995

1995/07/18

INFORMATION FORWARDED TO GRI.

FM2-026 2218

BEGINNING OF CONTACT

09/28/99

MASTER OWNER RELATIONS SYSTEM II

19.29.41

8877MT

LEGAL CONTACT

VEH TYPE: TRUCK

CHICAGO

41 ZN/TR: E1

CONTACT NBR: 185465894

OPENED: 05/02/1995

VIN:

2FMDA5143S

ENGINE: 4

CLOSED: 05/10/1995

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

CITY:

RACINE

STATE:

WI

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

95

MODEL:

WINDSTAR

MILEAGE:

60

NSD:

DEALER NAME:

TOWNE FORD

SALES CODE:

141504

P & A: 06190

CAUSAL CODE:

02

SYMPTOMS:

784145

ORIGIN:

00

TRANS REGION:

TRANS DATE:

VEH REPL:

CASE TYPE:

GB-FIRES - EXHAUST-CAT.CONVERTOR-OTHER

MEANS CODE:

A-LGL INVEST-PROD LIABILITY

ATTY NAME:

ATTY MEMO:

CLAIM AMT:

0

AWARD AMT:

0

MICRO:

COMMENTS:

1995/05/02

380DEALER CONTACTED TO REPORT INCIDENT#8877MT

CONTACT PERSON AT DEALER IS LARRY RUDRY, SR. OR BOB THOMAS, BODY SHOP.

THE VEHICLE IS A SALES UNIT THAT A CUSTOMER WAS TEST DRIVING ON 4/29/95. A

FIRE OCCURED FROM UNDER THE HOOD AND BURNT THE DASH BOARD AND PASSENGER SIDE

OF THE PASSENGER COMPARTMENT. THERE WERE NO INJURIES. THE INCIDENT OCCURED

IN CALDONIA, WI. VEHICLE IS AT DEALER CURRENTLY.

NOTE: THE VEHICLE HAS NOT BEEN SOLD TO A RETAIL CUSTOMER. IT WAS PART OF THE

SALES INVENTORY WHEN THE INCIDENT OCCURED.

1995/05/10

THIS IS THE CLOSING COMMENT

GRI INSPECTED: AREA OF ORIGIN- PASSENGER SIDE INTERIOR DASH AREA. POINT OF

ORIGIN- FAN MOTOR ASSEMBLY SERVICING THE INTERIOR OF THE VEHICLE. SOURCE OF

IGNITION- HEAT FROM MALFUNCTIONING MOTOR ON THE FAN ASSEMBLY. DETERMINATION

HAS INCIDENT WAS THE RESULT A FAILURE IN A FORD COMPONENT. BILL KELLEY, ZONE

MANAGER HAS SUBMITTED RAV REQUEST FOR REPLACEMENT OF DEALER VEHICLE.

NO FURTHER ACTION IS REQUIRED. FMT.

NOTE: WINDSTAR ENGINEERING INSPECTED VEHICLE ON 5/9.

CONTACT CLOSING APPROVED

OK TO CLOSE

0902-020 2220

BEGINNING OF CONTACT

89/20/99

MASTER OWNER RELATIONS SYSTEM II

19.29.41

1926AS

LEGAL CONTACT

VEH TYPE: TRUCK

BOSTON

11 ZN/TR: 77

CONTACT NBR: 105140237

OPENED: 01/26/1995

VIN:

2FMDA514832

ENGINE: 4

CLOSED: 02/01/1995

LAST NAME:

STATUS: CLOSED

TITLE:

FIRST NAME:

MI:

ADDRESS:

(CONNEC

CITY:

STATE:

CT

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

95

MODEL:

MPLEAGE:

6300

MSD:

DEALER NAME:

INTER-STATE FORD TR

SALES CODE:

111901

P & A: 08969

CAUSAL CODE:

06

SYMPTOMS:

704145

ORIGIN:

00

TRANS REGION:

TRANS DATE:

VEN REPL:

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

MEANS CODE:

A-LGL INVEST-PROD LIABILITY

ATTY NAME:

ATTY MEMO:

CLAIM ANT:

0

REWARD ANT:

0

MICRO:

COMMENTS:

1995/01/26

EMPLOYEE SAYS:

- THE VEHICLE CAUGHT ON FIRE WHILE A CUSTOMER WAS RENTING IT.
- DOES NOT KNOW HOW OR UNDER WHAT CONDITIONS THE FIRE OCCURRED.
- RONALD BARTOLUCCI, WAS RENTING THE VEHICLE AT THE TIME OF THE FIRE.
- THINKS IT WAS AN ELECTRICAL FIRE.
- THERE WERE NO INJURIES.

*CAC ADVISED CUSTOMER:

- THE REGIONAL OFFICE WILL CONTACT CUSTOMER TO REVIEW THE CONCERNS.
- CONTACT INSURANCE COMPANY.

1995/02/01

THIS IS THE CLOSING COMMENT

PER PSZM, CONNECTICUT CAR RENTAL COMPANY HAS ALREADY SETTLED THIS MATTER WITH THEIR INSURANCE CARRIER NATIONWIDE. APPARENTLY THE RENTER REPORTED THE VEHICLE STOLEN AND WHEN RECOVERED IT WAS BURNED. NO IDEA AT THIS TIME WHETHER THE FIRE WAS RELATED TO AN OPEN RECALL ON THE UNIT, HOWEVER, HE WILL AWAIT ANY CONTACT FROM NATIONWIDE IF THEY FEEL THAT A DEFECT CAUSED THE FIRE. NO FURTHER ACTION NEEDS TO BE TAKEN AT THIS TIME.

CLOSING COMMENTS ACCEPTED - THANK YOU

CLOSE ACCEPTED

EP82-028 2221

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.29.41
 =====
 0886TH LEGAL CONTACT VEN TYPE: TRUCK
 SOUTHWEST 52 ZN/TR: A1 CONTACT NBR: 105101858 OPENED: 01/16/1995
 VIN: 2FMDA51435BA ENGINE: 4 CLOSED: 01/30/1995
 =====

1995/01/25

- TO DOCUMENT THAT IF THIS IS THE WAY FORD TAKES CARE OF OUR CUSTOMERS, HE IS VERY SURPRISED THAT FORD IS ONE OF THE BIG THREE AUTO MAKERS
- TO DOCUMENT THAT HE IS GOING TO CONTACT CONSUMER AGENCIES SINCE HE HAS NOT BEEN CONTACTED
- HE WOULD LIKE THE REGIONAL OFFICE TO CONTACT HIM WITHIN 24 HOURS OF THIS PHONE CALL

■

CAC ADVISED:

- NO PHONE NUMBER TO THE REGIONAL OFFICE
- CANNOT EXPEDITE REGIONAL CONTACT WITH CUSTOMER
- OTHER COMMENTS DOCUMENTED AND FORWARDED TO THE REGIONAL OFFICE

1995/01/30

TOM ELLIS, FIRE INVESTIGATOR, INSPECTED VEHICLE ON 1/17/95. VEHICLE IS BEING REPLACED BECAUSE IT HAS A TOTAL LOSS. FLAME ON LEFT SIDE OF ENGINE COMPARTMENT AT FENDER SHIELD- CAUSE HAS UNKNOWN

CUSTOMER FORWARDED LETTER THIS DATE FEDERAL EXPRESS. ZONE MANAGER, STEVE FARMER, HAD ALREADY BEEN IN CONTACT WITH CUSTOMER TO ADVISE FMC WOULD BE REPLACING HIS VEHICLE. COPY OF LETTER FORWARDED TO DEALERSHIP, THORNHILL FORD MERCURY AND FORD MOTOR CREDIT.

THIS IS THE CLOSING COMMENT

CLOSE PER PRIOR COMMENTS. NOTE: ON TRADE FORD IS PAYING MILEAGE, TAX, TITLE, AND LICENSE. VEHICLE ONLY HAD 15,000 MILES ON IT. FIRE MAY HAVE BEEN RELATED TO THE CURRENT RECALLS ON THE HINDSTAR. CUSTOMER IS ALSO HIGH VISIBILITY IN THE WAXAHACHIE SCHOOL DISTRICT. FIRE OCCURRED ON THE EVENING OF THE HIGH SCHOOL GYM REDEDICATION FROM THE TORNADOES LAST YEAR. 1,600 PARENTS AND STUDENTS WERE AT THE REDEDICATION AND CAME OUT TO THE PARKING LOT AFTER TO SEE THE HINDSTAR BURNING.

OWNER RELATIONS MANAGER HAD FAX PROVISIONS OF THE TRADE WITH THE RECEIPT AND RELEASE TO THE DEALERSHIP ATTN: ROY PETERMAN. REGIONAL OFFICE POSTAGE MACHINE BROKEN AND MAIL DID NOT GO OUT. THIS IS WHY IT WENT FEDEX TODAY.

■

OWNER RELATIONS MANAGER CALLED ROY PETERMAN ON SATURDAY MORNING TO CONFIRM RECEIVED THE FAX. HE DID AND WOULD CALL MR. MORTON.

■

NOTE: ZONE MANAGER, STEVE FARMER, SPOKE WITH THE CUSTOMER FOR OVER 45 MINUTES ON LAST THURSDAY AND PROVIDED HIM THE OFFER OVER THE PHONE. CUSTOMER HAS EXPLAINED THE PROCESS OF AN INSPECTION AND MAILING OF REPORT TO OUR REGIONAL OFFICE. NORMALLY INSURANCE MATTER, BUT WE WANTED TO REVIEW. HE UNDERSTOOD.

ERR-025 7722

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.29.41
 0086TH LEGAL CONTACT VEH TYPE: TRUCK
 SOUTHWEST 52 ZN/TR: A1 CONTACT NDR: 105101050 OPENED: 01/16/1995
 VIN: 2FMDA5143SR ENGINE: 4 CLOSED: 01/30/1995

1995/01/17

CUSTOMER SAYS:

- STATE FARM INSURANCE ADJUSTOR SAYS THAT HE THINKS THE FIRE WAS CAUSED BY THE FUEL LINE
- DEALER IS PROVIDED THE CUSTOMER A LOANER UNDER HIS ESP
- NOBODY FROM THE DISTRICT OFFICE HAS CONTACTED

CUSTOMER SEEKS:

- VEHICLE TO BE REPLACED AS HE DOES NOT FEEL HE WILL EVER BE SAFE DRIVING IT
- A LOANER VEHICLE UNTIL REPAIR OR REPLACEMENT

CAC ADVISED:

- WILL ADVISE REGIONAL OFFICE OF REQUEST
- CANNOT DETERMINE WHEN REGIONAL OFFICE WILL CONTACT CUSTOMER

1995/01/23

CUSTOMER SAYS:

- HE HAS NOT CONTACTED BY ANYONE FROM FORD MOTOR COMPANY

*

PER CUSTOMER DEALER SAYS:

- CONTACT CAC

*

CUSTOMER SEEKS:

- TO HAVE CONCERNS ADDRESSED AND RESOLVED
- TO HAVE CONTACT FROM REGIONAL OFFICE

*

CAC ADVISED:

- ADDITIONAL CONCERNS HAVE BEEN DOCUMENTED AND FORWARDED TO REGIONAL OFFICE AS WELL
- APOLOGIZE FOR THIS DELAY BUT SOMEONE WILL BE CONTACT WITH YOU
- NO TIME FRAME AVAILABLE

*

CUSTOMER ADDED:

- THE PREVIOUS CSR WAS RUDE AND VERY DISPLEASANT TO HIM

*

CAC ADVISED:

- APOLOGIZED FOR PREVIOUS EXPERIENCE WITH CAC

*

1995/01/25

CUSTOMER RECONTACTED CAC. CUSTOMER SAYS:

- HE HAS NOT BEEN CONTACTED BY THE REGIONAL OFFICE

*

PER CUSTOMER, DEALER SAYS:

- SOMEONE FROM THE REGIONAL OFFICE WILL BE CONTACTING HIM

*

CUSTOMER SEEKS:

- PHONE NUMBER TO THE REGIONAL OFFICE
- EXPEDITION OF CONTACT FROM THE REGIONAL OFFICE
- TO RELAY THAT HE IS FEELING A TREMENDOUS AMOUNT OF STRESS DUE TO INCIDENT
- TO KNOW WHY FORD IS STALLING IN CONTACTING HIM

BEGINNING OF CONTACT

09/20/99

MASTER OWNER RELATIONS SYSTEM II

19.29.41

0886TH

LEGAL CONTACT

VEH TYPE: TRUCK

SOUTHWEST

52 ZM/TR: A1

CONTACT NBR: 105101852

OPENED: 01/16/1995

VIN:

2FMDA51435B

ENGINE: 4

CLOSED: 01/30/1995

LAST NAME:

FIRST NAME:

STATUS: CLOSED

TITLE:

MI:

ADDRESS:

CITY:

GLENH HEIGHTS

STATE:

TX

ZIP:

HOME PHONE:

BUS. PHONE:

MODEL YEAR:

95

MODEL:

MINDSTAR

MILEAGE:

13000

MSD:

DEALER NAME:

THORNHILLFORD-MERCU

SALES CODE:

152459

P & A: 06844

CAUSAL CODE:

02

SYMPTOMS:

784145

ORIGIN:

00

TRANS REGION:

TRANS DATE:

VEH REPL:

CASE TYPE:

4-FIRES - FUEL FED

MEANS CODE:

A-L01 INVEST-PROD LIABILITY

ATTY NAME:

ATTY MEMO:

CLAIM AMT:

0

AWARD AMT:

0

MICRO:

COMMENTS:

1995/01/16

CUSTOMER ALLEGES:

- ON JAN 5 TOOK VEHICLE TO DEALER FOR BURNING SMELL
- DEALER INSPECTED VEHICLE AND UNABLE TO DUPLICATE CONCERN
- ON JAN 13 AT APPROX 5:45 AM AT [REDACTED] IN MAXAHACHIE, TX
- VEHICLE CAUGHT ON FIRE
- FIRE MELTED VEHICLE FROM FRONT BUMPER TO STEERING WHEEL - TIRES, INTERIOR, AND STEERING WHEEL MELTED
- CUSTOMER ONLY OCCUPANT IN VEHICLE WHEN FIRE OCCURRED - NOT INJURED - HAD TROUBLE BREATHING - HAVE NOT RECEIVED ANY MEDICAL TREATMENT
- HAD VEHICLE TOWED TO DEALERSHIP ON 1/16
- UPSET REGARDING CONCERNS
- UNWARE OF RECALL AFFECTING MINDSTARS

PER CUSTOMER, SVC MGR, BRAD LLOYD, SAYS:

- HAVE NOT HAD ANY CONTACT SINCE VEHICLE WAS TOWED TO DEALER
- CONCERNED THAT DEALER HAD JUST INSPECTED VEHICLE AND COULD NOT DUPLICATE ANY CONCERNS
- INFORMED CUSTOMER OF MINDSTAR RECALLS

CUSTOMER SEEKS:

- LOANER VEHICLE IN INTERIM
- REPLACEMENT VEHICLE

CAC ADVISED:

- REGIONAL OFFICE WILL CONTACT CUSTOMER TO REVIEW CONCERNS
- CONTACT INSURANCE COMPANY

CUSTOMER ADDS:

- ALSO HAD CONTENT DAMAGE WITH FIRE - BABY SEAT WAS DESTROYED AS WELL AS OTH

CONTENTS

EM02-025 2224

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.29.41
 =====
 6149KD LEGAL CONTACT VEH TYPE: TRUCK
 CHICAGO 41 ZN/TR: F2 CONTACT HBR: 106965146 OPENED: 05/21/1996
 VIN: 2FMDA514451000000 ENGINE: 4 CLOSED: 06/04/1996
 =====
 1996/05/28
 - NO INJURIES
 - LUGGAGE IN VEHICLE, ALL LUGGAGE DAMAGED = \$2000 (ESTIMATE)
 - VEHICLE NEXT TO VAN DAMAGED - HAVE A REPORT FOR THIS AS WELL - POLICE REPORT
 # 0148100 - [REDACTED] (OWNER OF THE VEHICLE THAT WAS NEXT TO THE
 CUSTOMERS)
 - THEY THINK THAT THE FIRE STARTED UNDER THE HOOD
 - FIRE WAS IN THE CABIN
 - THEY HAVE CONTACTED THEIR INSURANCE COMPANY
 - RENTED A VEHICLE TO GET HOME = \$160
 - THE ENTIRE INSIDE IS COMPLETELY RUINED
 - VEHICLE HAD JUST TURNED OFF THE VEHICLE
 - SAW THAT THERE WAS FLUID DRAINING WATER OR SOMETHING - FLAMES WERE FIRST
 SEEN IN THE HOOD AREA, THEN MOVED INTO THE CABIN AREA.
 *
 PER CUSTOMER, DEALER SAYS:
 - NA
 *
 CUSTOMER SEEKS:
 - TO SEE WHAT FORD IS GOING TO DO ABOUT THIS
 *
 CAC ADVISED:
 - A FORD REP WILL BE IN CONTACT WITH YOU SHORTLY
 1996/06/04

 CUSTOMER SAYS:
 - THAT VEHICLE WAS TOTALED IN THE FIRE.
 - THE INSURANCE COMPANY HAS TAKEN VEHICLE.
 - INSURANCE COMPANY HAS SENT OUT AN APPRAISER AND ADVISED CUSTOMER TO
 CALCULATE LOSS OF OTHER ITEMS IN VEHICLE.
 LA ADVISED CUSTOMER:
 - THAT FIRES ARE NOT COVERED UNDER THE MANUFACTURERS WARRANTY OF FORD ESP.
 - CUSTOMER SHOULD CONTINUE TO WORK WITH HER INSURANCE COMPANY AND IF THEY
 FEEL THAT FORD IS AT FAULT, THEY HAVE THE OPTION TO SUBROGATE.
 *****THIS IS THE CLOSING COMMENT
 CLOSE PER PREVIOUS COMMENTS.

0902-020 2225

BEGINNING OF CONTACT

09/28/99

MASTER OWNER RELATIONS SYSTEM II

19.29.41

6149KD

LEGAL CONTACT

CHICAGO

41 ZN/TR: F2

CONTACT NBR: 106965146

VEH TYPE: TRUCK

VIN:

2FMDA5144S222222

ENGINE: 4

OPENED: 05/21/1996

CLOSED: 06/04/1996

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

CAUSAL CODE:

ORIGIN:

VEH REPL:

ATTY NAME:

CLAIM AMT:

FIRST NAME:

STATE:

BUS. PHONE:

MODEL:

MSD:

SALES CODE:

SYMPTOMS:

TRANS REGION:

MEANS CODE:

ATTY MEMO:

AWARD AMT:

STATUS: CLOSED

MI:

ZIP:

WINDSTAR

P & A: 06176

704100 704300 704242 704145

TRANS DATE:

A-LOL INVEST-PROD LIABILITY

0

MICRO.

COMMENTS:

1996/05/21

CUSTOMER SAYS:

-VEHICLE BURNED UP 5-20-65

-FIRE DEPARTMENT AND POLICE CAME OUT

-NO INJURIES

-LUGGAGE IN VEHICLE

-VEHICLE NEXT TO VAN DAMAGED

-THEY THINK THAT THE FIRE STARTED UNDER THE HOOD

-THEY HAVE CONTACTED THEIR INSURANCE COMPANY

*

PER CUSTOMER, DEALER SAYS:

NO COMMENT

*

CAC ADVISED:

-THAT CONCERNS HAVE BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP

1996/05/28

THE FOLLOWING CAUSAL CODE(S) REMOVED FROM CONTACT - 5001

CUSTOMER SAYS:

- NO INJURIES IN THIS INCIDENT

- THERE WAS ALSO DAMAGE ON THE VEHICLE THAT WAS PARKED NEXT TO THE CUSTOMERS

- CUSTOMER HAS BEEN WAITING FOR A FORD REP TO CALL HER SINCE 5-2196, NO ONE

HAS CALLED, BUT THE CSR HAS NOTED THAT THE INFORMATION IN THE COMPUTER, NEEDED

TO BE ALL UPDATED.

- VEHICLE BURNED UP 5-20-65

- FIRE DEPARTMENT AND POLICE CAME OUT- CLANTON, ALABAMA

- POLICE REPORT # 0140100 IN HER HUSBANDS NAME

0902-025 2228

09/20/99 MASTER OWNER RELATIONS SYSTEM II 19.29.41
 =====
 55726R LEGAL CONTACT VEH TYPE: TRUCK
 WASHINGTON 27 ZN/TR: 01 CONTACT NBR: 105200923 OPENED: 02/13/1995
 VIN: 2FMDA51403B ENGINE: 4 CLOSED: 02/21/1995
 =====
 1995/09/11
 MICRO ADDED

EP02-023 2227

09/20/99 MASTER OWNER RELATIONS SYSTEM 11 19.29.41
 =====
 55720R LEGAL CONTACT VEH TYPE: TRUCK
 WASHINGTON 27 ZN/TR: G1 CONTACT NBR: 105200923 OPENED: 02/13/1995
 VIN: 2FMDA5140534 ENGINE: 4 CLOSED: 02/21/1995
 =====

1995/02/17

CUSTOMER SAYS:

- STILL HAS RECEIVED NO WORD FROM FORD

*

CAC ADVISED:

- SHOWED THAT A LETTER WENT OUT ON THE 14TH STATING AN INSPECTION WILL TAKE PLACE.

- IF HE HAS ANY MORE QUESTIONS, HE SHOULD CONTACT THE SERVICE MANAGER—PER PREVIOUS COMMENTS.

1995/02/20

PER CONVERSATION FROM EAA.

THE VEHICLE IS A TOTAL LOSS (PER INSURANCE CO). FRONT AND DASH ARE BURNT AND THE WINDSHIELD IS MELTED OUT ON THE LEFT SIDE. THE HEADLINER IS BURNT BY THE VISOR PANEL AND SOOT IS THROUGHOUT CAR. THE SPEEDMETER IS DESTROYED AND THE BLOWER MOTOR IS BURNT AND MELTED. THE VEHICLE IS BEYOND BEING ABLE TO DETERMINE THE CAUSE OF THE FIRE. EAA IS FAXING THE INFORMATION.

1995/02/21

FAX RECEIVED FROM EAA. FAX INDICATES THE ENGINE COMPARTMENT AND UNDERNEATH THE INSTRUMENT PANEL WERE COMPLETELY BURNED. IT WAS DIFFICULT TO DETERMINE THE EXACT CAUSE OF THE FIRE. THE OBSERVATIONS CONFIRM THAT A FIRE DID COMPLETELY DESTROY THE ENGINE COMPARTMENT AND UNDERNEATH THE DASH PANEL AREA. CONTACTED THE SERVICE MANAGER. HE INDICATED THAT THE CUSTOMER HAS ALREADY TURNED THIS MATTER OVER TO HIS INSURANCE CARRIER. BECAUSE THE INSURANCE CARRIER IS NOW INVOLVED, IF THE INSURANCE CARRIER FEELS THAT THERE IS FORD LIABILITY THEN THEY HAVE THE OPTION OF FILING A SUBROGATION CLAIM AGAINST FORD MOTOR CO.

THIS IS THE CLOSING COMMENT

LETTER SENT TO THE CUSTOMER ON 2-21-99 ADVISING HIM THAT BECAUSE THE INSURANCE CARRIER HAS BEEN CONTACTED AND THE MATTER HAS BEEN TURNED OVER TO THEM, HE WOULD HAVE TO CONTINUE WORKING THROUGH THEM.

1995/02/22

RECONTACTED THE REGION OFFICER

FORD WILL BE DOING A TRADE-ASSIST. FAXED INFO TO THE REGION OFFICE FOR HANDLING. CONTACTED CUSTOMER AND HE IS SATISFIED.

1995/02/23

HAVE RECEIVED INFO FROM CONSUMER AFFAIRS RE: VEH FIRE.

DEALER HAS SENT VEH INVOICE AND BUYERS ORDER VIA FAX TO R.O.

PREPARED AND MAILED (VIA FEDERAL EXPRESS) RAV OFFER REPORT INCLUDING A COPY OF THE FIRE REPORT AND VEH INVOICE AND BUYERS ORDER.

1995/03/07

MICRO ADDED

1995/04/27

CUSTOMER CONTACTED CONSUMER AFFAIRS. ATTEMPTED TO RECONTACT CUSTOMER - UNAVAILABLE. MESSAGE LEFT FOR HIM TO CONTACT C.A.

1995/07/20

CHECK NUMBER 013605 SENT TO INSURANCE CARRIER FOR RENTAL EXPENSES. \$855.92.

EM02-025 2226

BEGINNING OF CONTACT

09/28/99 MASTER OWNER RELATIONS SYSTEM II 19.29.41

 55726R LEGAL CONTACT VEH TYPE: TRUCK
 WASHINGTON 27 ZH/TR: 01 CONTACT NBR: 105208923 OPENED: 02/13/1995
 VIN: 2FMDA5140S ENGINE: 4 CLOSED: 02/21/1995

 LAST NAME: STATUS: CLOSED
 TITLE: FI:
 ADDRESS: FIRST NAME:
 CITY: BALTIMORE STATE: MD ZIP:
 HOME PHONE: BUS. PHONE:
 MODEL YEAR: 95 MODEL: NINDSTAR
 MILEAGE: 990 MSD:
 DEALER NAME: TOMSON FORD SALES I SALES CODE: 127038 P & A: 00097
 CAUSAL CODE: 02 SYMPTOMS: 698200 704245 704142
 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: 0
 MICRO: 4311117

COMMENTS:

1995/02/13

CUSTOMER SAYS:

- VEHICLE INVOLVED IN A FIRE ON 2/12/95
- NO INJURY TO PASSENGER
- CHECK ENGINE LIGHT FIRST CAME ON. SMOKE CAME INTO PASSENGER COMPARTMENT
- PASSENGER EXITED VEHICLE, VISIBLE FLAMES WERE THEN SEEN IN PASSENGER COMPARTMENT.
- VEHICLE IS CURRENTLY AT DEALERSHIP
- HAS CONTACTED INSURANCE CO.

PER CUSTOMER, DEALERSHIP SAYS:

- NO COMMENTS
- CUSTOMER SEEKING.
- TO LET FORD KNOW ABOUT SITUATION

CAC ADVISED:

- INFORMATION WILL BE FORWARDED TO REGIONAL OFFICE FOR HANDLING.
- WILL BE CONTACTED BY REGIONAL OFFICE AFTER THERE HAS BEEN A REVIEW OF THE INFORMATION.

1995/02/14

CONTACTED SERVICE MANAGER. HE INDICATED THAT THE VEHICLE IS AT THE SHOP. I ADVISED HIM THAT EAA WOULD BE SENT OUT TO INSPECT THE VEHICLE. FAXED THE INFORMATION TO NICK YANICH AT EAA. LETTER SENT TO THE CUSTOMER DATED 2-14-95 ADVISING THAT FORD WOULD BE INSPECTING THE VEHICLE AND TO CONTACT THE SERVICE MANAGER WITH ANY QUESTIONS.

1995/02/14

CUSTOMER SAYS:

- NOONE HAS CONTACTED HIM REGARDING THE LEGAL CONTACT HE MADE 2/13/95

CAC ADVISED:

- FORD NO CO WILL BE CONTACTING HIM WITH REGARDS TO HIS CONTACT, NO DEFINITE DATE CAN BE PROVIDED AT THIS TIME.

```

*****
* 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 : R S T V W
*
* MODELS : WINDSOM
*
* 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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OWNER RELATIONS VOP/BENCHMARKING 09/20/99 FAXLGLO

DN2-025 2251


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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 : R S T V W
*****
MODELS : HINDSTAR
*****
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 SORT FIELDS

XNODYR	MODEL	SYNP_CODE1	SUPL_MICRNR
95	HINDSTAR		
96	HINDSTAR		
98	HINDSTAR		
TOTAL			

1
1
11
1
1
1
4
1
1
2
24

SORT SEQUENCE: (DEFAULT AND FINAL IS CONTACT NUMBER)

1. BY XNODYR	2. BY MODEL
3. BY SYNP_CODE1	4. BY SUPL_MICRNR
5.	6.
7.	8.
9.	

OWNER RELATIONS VOP/BENCHMARKING 89/28/99 FAXLGLTQ

PM2-828 2233

 * 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 : R S T V W

MODELS : KINGS*

CAUSAL CODES: ALL

SYMPTOMS : [REDACTED]

STATES : ALL

DEALERS : ALL

ENGINE CODES: ALL

PLANT CODE : ALL

CASE TYPES : ALL

REGION: ALL ORIGIN: ALL

NOTE: EXCLUDES OWNER DIALOGUE

NOTE: INCLUDES U.S. CUSTOMERS ONLY

OWNER RELATIONS VOP/BENCHMARKING

CONTACT COUNTS BY TYPE

LEGAL	TOTAL
24	24

SORT SEQUENCE: (DEFAULT AND FINAL IS CONTACT NUMBER)

- | | |
|------------------|-------------------|
| 1. BY XMODYR | 2. BY MODEL |
| 3. BY SYMP_CODE1 | 4. BY SUPL_MICRNR |
| 5. | 6. |
| 7. | 8. |
| 9. | |

```

*****
ATTN: OWNER RELATIONS MANAGER
*****
SALES AND SERVICE CONTACTS      COUNTRY: USA
OPENED BETWEEN 09/02/1997 AND 09/19/1999
MODEL YEARS : 1994 1995 1996 1997 1998
MODEL          : ALL
REASON CODES: ALL
SYMPTOMS      : 
WHERE A29VEHLINE EQ 'TA3'

/

*****
OWNER RELATIONS
*****

```

OWNER RELATIONS 09/28/1999 MMFAXPRG

ENR2-928 2238

 * ATTN: OWNER RELATIONS MANAGER *
 *

SALES AND SERVICE CONTACTS COUNTRY: USA
 OPENED BETWEEN 09/02/1997 AND 09/19/1999
 MODEL YEARS : 1994 1995 1996 1997 1998

MODEL : ALL

REASON CODES: ALL

SYMPTOMS :

WHERE A29VEHLINE EQ 'TA3'

 OWNER RELATIONS

CONTACT COUNTS BY TYPE

LEGAL	TOTAL
5	5

SORT SEQUENCE: (DEFAULT AND FINAL IS CASE NUMBER)

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

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.53.40

 9835MH LEGAL ISSUE CASE NBR: 1526232188
 REGION: 71 CALIFORNIA ZONE: C1 OPENED: 08/06/1998
 VIN: 2FMDA5146T ENGINE: 4 CLOSED: 08/18/1998

1998/08/18

14.45.45 WILL EASILY EXCEED \$6000. LPA CONSULTED THE NADA GUIDE AND THE AVERAGE VALUE FOR THE VEHICLE IS \$15375. LPA ALSO CONSULTED WITH TL NSOMERS AND ACHABOT WHO INDICATED THAT THE VEHICLE SHOULD BE SCRAPED. CONTACT THE CUSTOMER AND MAKE AN OFFER FOR THE VEHICLE. IF THE CUSTOMER IS UNWILLING TO

14.46.24 ACCEPT THE OFFER THEN THEY WILL HAVE TO WORK WITH THEIR INSURANCE COMPANY. LPA WILL CONTACT THE CUSTOMER AND EXTEND THE OFFER.

1998/08/21

13.27.17 LPA LEFT A MESSAGE FOR THE CUSTOMER TO RECONTACT

1998/08/25

16.53.07 LPA RECEIVED A RETURN PHONE CALL FROM THE CUSTOMER. LPA ADVISED THE CUSTOMER THE RESULTS OF THE INSPECTION. THE CUSTOMER WAS THEN ADVISED THAT THE VEHICLE WILL NOT BE REPAIRED AND A REPLACEMENT VEHICLE WAS OFFERED. MR FODTE RECONTACT TOMORROW AND ADVISE.

1998/09/03

09.56.14 LPA HAD REQUESTED AND RECEIVED PART OF THE CUSTOMER'S SALES FILE. THE ORIGINAL FACTORY INVOICE WAS MISSING ALONG WITH THE NEW 1998 INVOICE. THE DEALERSHIP INDICATED THE ORIGINAL INVOICE WAS NO LONGER WITH THE FILE. LPA FORWARDED A PROFS NOTE TO S. MULLOUGHEY TO OBTAIN A COPY OF THE CUSTOMER'S INVOICE.

1998/09/08

17.45.01 LPA CONTACT BILL, IN SALES, AT THE DEALERSHIP AND REQUESTED THE FINANCE CO INFORMATION. BILL INDICATED HE DOES NOT KNOW WHO THE VEHICLE WAS FINANCED THROUGH. THEY ARE UNABLE TO ASSIST.

17.46.05 LPA LEFT A MESSAGE FOR THE CUSTOMER TO RECONTACT WITH THE FINANCE CO INFORMATION. ALSO INFORMED HIM THAT LPA WAS ATTEMPTING TO OBTAIN A FACTORY INVOICE THROUGH A CONTACT WITHIN FMC.

18.07.48 LPA RECEIVED A CALL FROM THE CUSTOMER. HE INDICATED THE VEHICLE HAS BEEN PAID IN FULL. THE VEHICLE IS NOT FINANCED. LPA IS CURRENTLY AWAITING THE FACTORY INVOICE.

1998/09/16

13.26.29 LA FAXED CONFIRMATION LETTER OF REPLACEMENT OFFER TO CUSTOMER WITH A COPY CC'ED TO DEALERSHIP AND RAV

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.33.40
 =====
 9835MH LEGAL ISSUE CASE NBR: 1526232188
 REGION: 71 CALIFORNIA ZONE: C1 OPENED: 08/06/1998
 VIN: 2FMDA5146T ENGINE: 4 CLOSED: 09/16/1998
 =====

1998/09/14
 13.28.24 CUSTOMER ACCEPTED OFFER AND WILL WORK WITH DEALERSHIP TO COM
 PLETE TRANSACTION.

13.30.17 FINAL DISPOSITION OF CASE
 RAV FAST HAS BEEN UPLOADED.

1998/09/18
 13.41.32 NONEXECUTIVE OFFICE: HOLLAND CALLER
 - CUSTOMER CONTACTED OUR OFFICE ASKING TO SPEAK WITH DR. GOL
 DSBERRY, CUSTOMER VERY LOUD AND UPSET THAT HE DOES NOT HAVE
 A VEHICLE TO DRIVE. SL INFORMED CUSTOMER THAT BECAUSE THERE
 IS A LEGAL CONTACT OPENED SL IS UNABLE TO INTERCEDE. SL I
 NFORMED THAT HE WILL FORWARD A NOTE LETTING LEGAL KNOW THAT
 U CALLED BUT WE CANNOT GUARANTEE A RETURN PHONE CALL.

1999/02/05
 16.32.03

0902-025 2230

BEGINNING OF CONTACT

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.53.40

SS12AH REGION: 10 SDR LEGAL ISSUE CASE NBR: 1656570129
 VIN: 2FMDA514XT ENGINE: 4 OPENED: 01/12/1999
 CLOSED: 01/12/1999

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: NARCHESTER STATE: IA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 1996 MODEL: HINDSTAR GL WAGON 2HD
 MILEAGE: 61387
 DEALER NAME: J.M. JONES & SONS, SALES CODE: F41701 P & A: 20200
 REASON CODES: 0709 SYMPTOMS: 704145
 ORIGIN: CAC - GENERAL CAC
 ACTION: DR0001- NO ACTION REQUIRED; INFORMATION ONLY

COMMENTS:

1999/01/12
 18.06.41

EM82-025 2249

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 16.53.40
 =====
 3312AH LEGAL ISSUE CASE NBR: 1656570129
 REGION: 18 SDR ZONE: J1 OPENED: 01/12/1999
 VIN: 2FMDA514XYB ENGINE: 4 CLOSED: 01/12/1999
 =====
 1999/01/12
 18.06.41

CUSTOMER SAYS: CALLER HAD FIRE IN VEH ON 01/7/99; ORIGINATE
 D UNDER THE HOOD(FRONT THE ENGINE); NO FIRE OR POLICE REPORT
 NUMBER AVAILABLE ALTHOUGH REPORTED IN DELAWARE COUNTY; NO IN
 JURIES; METROPOLITAN LIFE INS CLAIM ~~XXXXXXXXXX~~ CLAIM IS ON H
 OLD AS PER CALLER PER CUSTOMER. DEALER SAYS: \$7383.07 FOR
 REPAIR CAC ADVISED. - CONSUMER AFFAIR WILL BE FORWARDING
 THIS INFORMATION TO THE EXTENDED SERVICE PLAN DEPARTMENT FOR
 HANDLING - NO TIME FRAME IS AVAILABLE IF YOU HAVE NOT A
 READY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN
 , PLEASE DO SO. INFERENCE CASE ID: 4506

1999/01/20
 18.45.09 LPA ODC TO DEALER SERVICE- HE ADVISED VEHICLE IS CURRENTLY
 AT DEALER FOR REPAIRS-REPAIRS AUTHORIZED BY INSURANCE CO.
 HOWEVER, CUSTOMER WANTS REPAIRS/DAMAGES PAID FOR BY ESP PLAN
 CAUSE/ORIGIN OF FIRE IS UNKNOWN AT THIS TIME; CUSTOMER HAS
 BEEN ADVISED TO CONTINUE TO LET INSURANCE CO. HANDLE HIS
 CLAIM. LPA SENDS CUSTOMER LETTER ADVISING OF SAME. NO FURTHER
 ACTION IS PROPOSED.

1999/02/18
 18.06.13 LPA ADDED MICRO NUMBER 0569 1456

DN02-025 2241

BEGINNING OF CONTACT

09/28/1999 MASTER OWNER RELATIONS SYSTEM III 14.53.40
 =====
 9833NMH LEGAL ISSUE CASE NBR: 1526232188
 REGION: 71 CALIFORNIA ZONE: C1 OPENED: 08/06/1998
 VIN: 2FMDA5146Y1 ENGINE: 4 CLOSED: 08/06/1998
 =====
 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: IRVINE STATE: CA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 1996 MODEL: MINISTAR DL WAGON 2ND
 MILEAGE: 20055
 DEALER NAME: FAIRMAY FORD SALES CODE: F71009 P & A: 05476
 REASON CODES: 0709 SYMPTOMS: 704545
 ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION
 ACTION: LP208 - OPEN LEGAL CONTACT - PRODUCT LIABILITY

COMMENTS:

1998/08/06
 14.37.03 MODEALER REQUEST FOR CONSUMER AFFAIRS REVIEW RECEIVED: 8/5/98
 8/4/98 VEHICLE CAUGHT A FIRE IN THE [REDACTED]
 THE FIRE TOOK PLACE UNDER THE HOOD. THE VEHICLE SUSTAINED
 FRONT END DAMAGE.

14.50.21 LPA CONTACTED THE DEALERSHIP CONTACT, WILL LOVE. HE
 INDICATED THE VEHICLE SUSTAINED DAMAGE AT THE ENGINE AREA
 AND THE FRONT END. THE DAMAGE IS EXTENSIVE BUT REPAIRABLE.
 THEY HAVE PERFORMED A CURSORY OVERVIEW OF THE DAMAGE BUT
 HAVE NOT TORN THE ENGINE APART. VEHICLE MAY POSSIBLY NEED
 A NEW ENGINE. THE CUSTOMER COMPLAINED OF A NO-START CONCERN
 PRIOR TO THE FIRE.
 X

1998/08/13
 11.30.06 LPA ATTEMPTED TO CONTACT THE CUSTOMER PREVIOUSLY BUT THE
 LINE WAS BUSY. LPA CONTACTED THE CUSTOMER TODAY AND THE
 CUSTOMER INDICATED PRIOR TO THE FIRE THE VEHICLE WAS HAVING
 A NO START CONCERN. SHE TOOK THE VEHICLE TO A CHEVRON
 STATION AND THEY LOOKED AT THE BATTERY AND ALTERNATOR AND
 STATED IT WAS FINE. THE VEHICLE WAS THEN TAKEN TO THE FORD
 DEALER. THE INSURANCE CO WAS CONTACTED BUT HAS NOT TAKEN
 ANY ACTION. THEY ARE WAITING ON FORD.

11.30.52 LPA CONTACTED EAA INSPECTOR BY PHONE. HE INDICATED HE WOULD
 INSPECT THE VEHICLE EARLY NEXT WEEK.

1998/08/18
 14.45.45 LPA RECEIVED THE INSPECTION REPORT ALONG WITH THE PHOTOS
 THE REPORT INDICATES THAT THE FIRE STARTED AS A RESULT OF
 A PROBABLE COOLING FAN CIRCUIT SHORT. THE ESTIMATED DAMAGE

09/20/1999 MASTER OWNER RELATIONS SYSTEM III 14.93.48
 =====
 9835MH LEGAL ISSUE CASE NBR: 1525692359
 REGION: 18 SDR ZONE: D2 OPENED: 08/23/1999
 VIN: 2FMYA5140M ENGINE: 4 CLOSED: 08/23/1999
 =====
 1999/08/23
 13.10.07

CUSTOMER SAYS. - THE VEH CAUGHT ON FIRE 8/20/1999 WHILE IT
 WAS PARKED IN THE DRIVEWAY -THEY DO NOT KNOW WHERE THE FIRE
 ORIGINATED - THE VEH IS AT A SERVICE CENTER -THERE WAS A
 FIRE REPORT FILED OUT , THEY SAID THAT THIS STARTED IN THE
 ENGINE - HE HAS FILED A CLAIM W/ THE INSURANCE, THEY WILL NOT
 INVESTIGATE UNTILL FORD LOOKS AT THE VEH - THE VEH IS NOT
 REPAIRABLE - THE VEH WAS BURNT AND BURNT THE OTHER VEH IN
 THE DRIVEWAY - THERE WAS ALSO PROPERTY DAMAGE - AND THERE
 IS ALSO DAMAGE DONE IN THE HOUSE AND THE NEIGHBORS HOUSE. -
 NO INJURIES. PER CUSTOMER, DEALER SAYS. - THEY HAVE CONTACTED
 THE REGIONAL REP AS WELL. 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 IMMEDIATE CASE IS: 74

1999/08/25
 09.01.23 SPOKE WITH CUSTOMER YESTERDAY. DUE TO EXTENT OF DAMAGE TO VEHICLES
 AND HOME'S CASE HAS BEEN REFERRED TO OOC.
 09.11.15 FILE FORWARDED TO OOC.

END-825 2243