

EA02-025

FORD 10/27/03

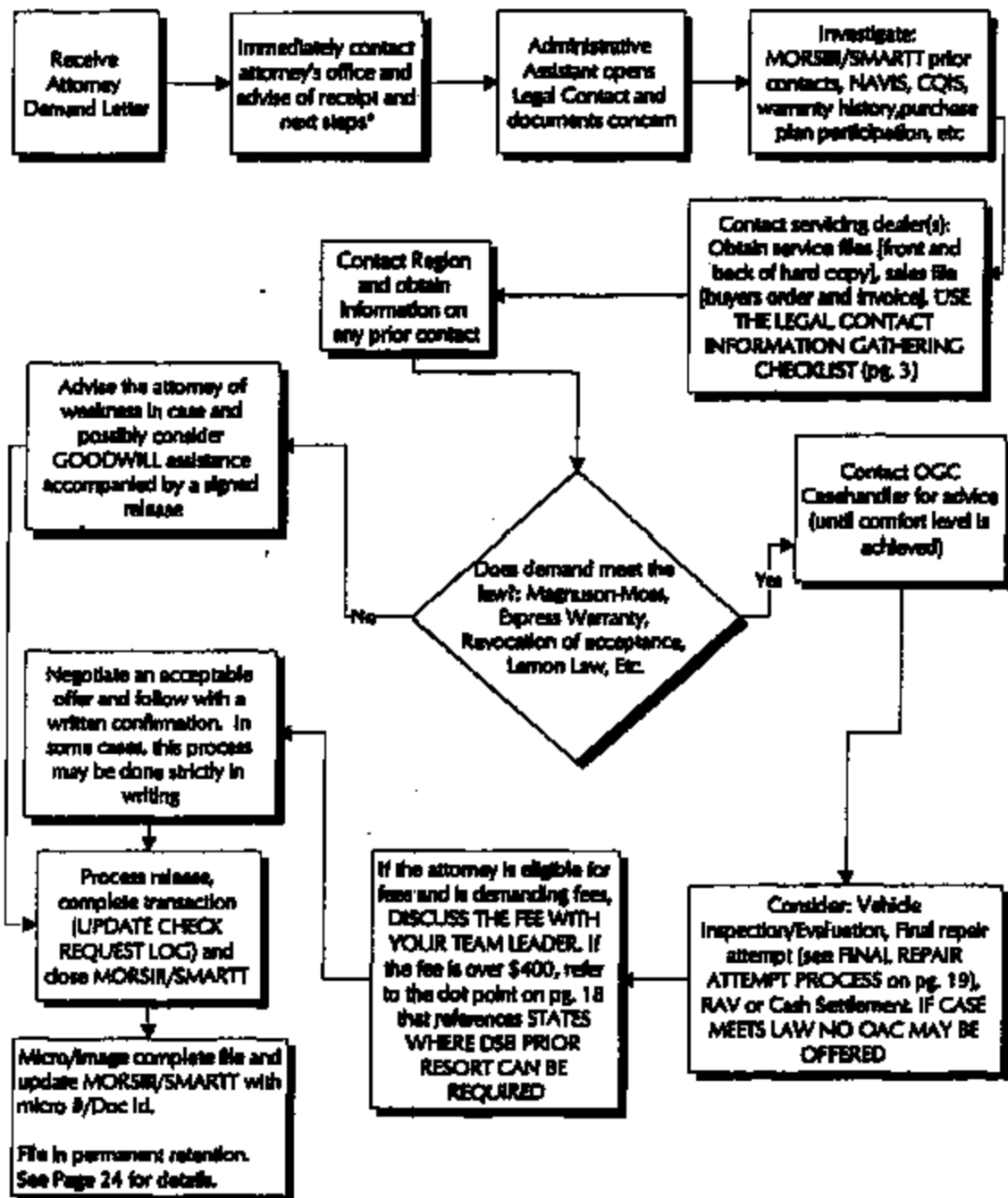
APPENDIX N

BOOK 43

PART 3 OF 4



Attorney Demand Letter Process



*Do not discuss attorney fees at this time



LITIGATION PREVENTION

CASE HANDLING

Attorney Demand Letters

Specific Guidelines

Opening Criteria:

- No criteria

Action Required

- Contact the attorney's office and advise of receipt and next steps (**DO NOT DISCUSS FEES AT THIS TIME**)
- Open a Legal Contact in MORSIII/SMARTT (if personal injury is alleged by the attorney, see the Personal Injury Tab, pg. 11 for instructions)
- Investigate MORSIII/SMARTT prior contacts, NAVIS, OASIS, CQIS, Warranty History
- Contact servicing dealer(s) and obtain sales and service files/information and use the Legal Contact Information Checklist
- Investigate prior Regional contact
- Determine that demand meets law (if not, you may consider goodwill such as OAC or ESP to restore confidence)
- Consider requesting an inspection/evaluation, final repair attempt (see page 19 for process), RAV or cash settlement (**NO OAC IF CASE MEETS LAW**)
- Consider and review attorney's fees (if eligible) with Team Leader or OCC casehandler
- If you are working a case in a state where DSB prior resort can be required (see the chart in Chapter 7, if you are not sure), offer up to \$400 in attorney fees. If the attorney is unwilling to accept \$400 or less, advise him or her that we are unable to resolve the case because the fees are beyond our authority level. Advise the attorney that they will have to have their client's case heard by the DSB and offer to mail an application. Let the attorney know that attorney fees are **NOT** reimbursable through DSB and give them an opportunity to reconsider their position.
- Negotiate settlement with attorney (including fees)
- Process release, complete transaction
- Close contact and case
- Send documentation to microfilm/imaging and update MORSIII/SMARTT with the micro number/Doc Id

EXCEPTION: Two Regions (Los Angeles and San Francisco) have retained Paralegals to handle Attorney Demand (citing various consumer laws) Letters. In these Regions the flowchart on page 23 should be referenced for procedures. (Attorney Demand Letters citing product liability are handled by the General Office Legal Analyst.)



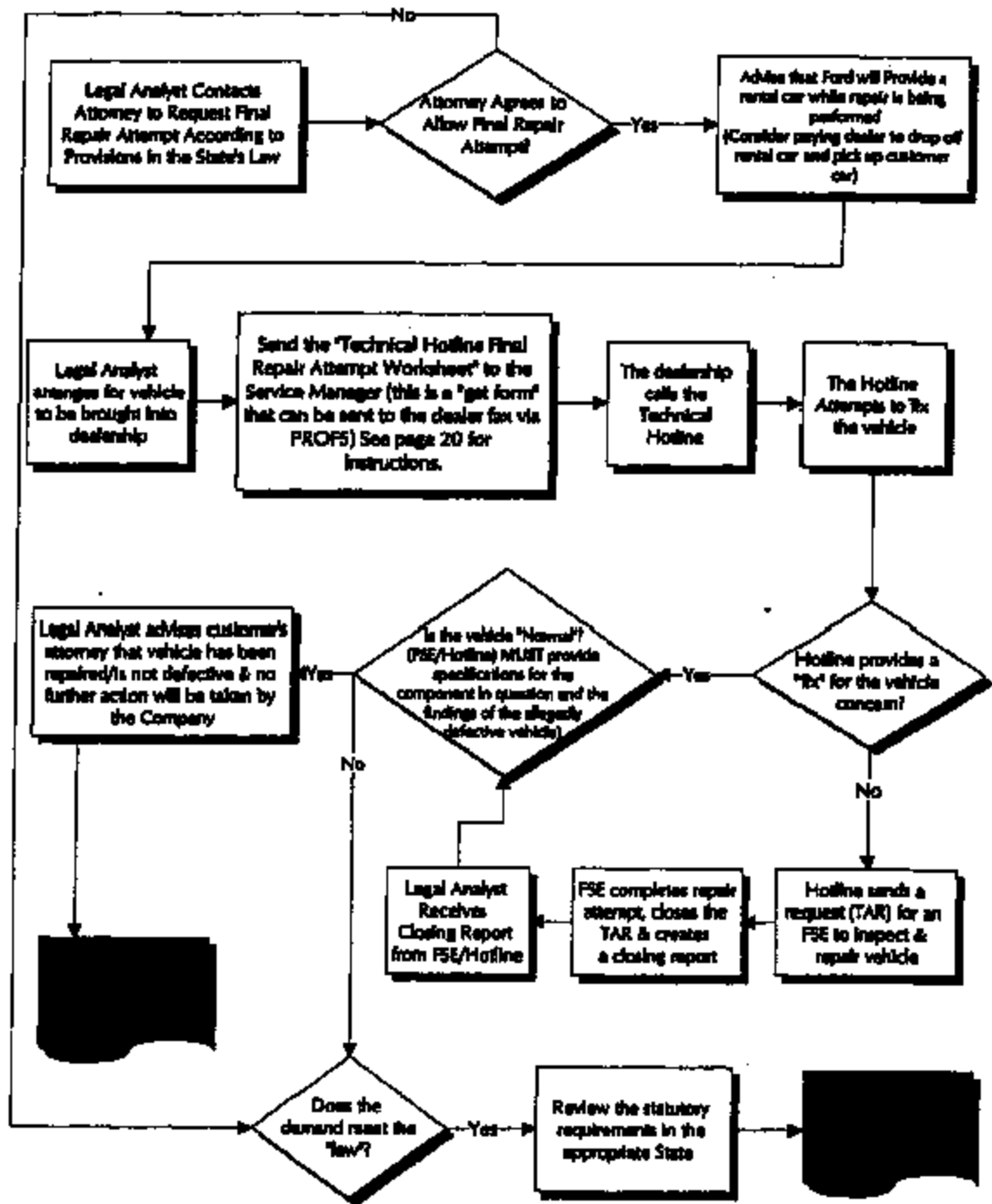
LITIGATION PREVENTION

CASE HANDLING

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ER82-825 2351

Final Repair Attempt Procedure



FINAL REPAIR ATTEMPT PROCEDURE

When a case meets the specific state statute requirements for replacing a vehicle or refunding the purchase price, you need to determine if the state allows the manufacturer a "final repair attempt". Many states will allow the manufacturer one last opportunity to correct the non-conformity(s) that a customer is complaining about.

If the state allows for a final repair attempt, the procedure that you need to follow is detailed in the flowchart on the previous page. One part of the procedure is to send the "Technical Hotline Final Repair Attempt Worksheet" to the Service Manager at the dealership you are working with. Following are details on how to find and use this form:

Technical Hotline Final Repair Attempt Worksheet

This is a "get form" that is located in PROFS. At the Main Menu use the following steps:

1. Type "NOTE" at the prompt in the bottom left corner
2. Press Enter
3. Tab under the "Subject" line and type: .GF FINAL FORM
4. Press Enter
5. You will see the words "PRESS F1 TO GO TO THE TOP OF THE FORM"
6. Press F1
7. The top of your note will be displayed
8. Type in the fax number of the dealership you are sending to, it must look like: FAXAREACODE(FAXNUMBER). For example; FAX313(4469471). No spaces should appear between any of the letters or numbers.
9. Type in the Subject line: ATTENTION, FIRSTNAME LASTNAME, SERVICE MANAGER
10. Fill in the required information in all blank spaces, use F4 to add spaces as needed
11. At the bottom of the form, type: .AK and .CC LNELSON RBONIFAS YOURPROFS. This will allow supervisors at the Hotline to receive copies of the request as they are sent. It will also ensure that you receive a copy for the permanent file, as well as know when the dealership fax received the transmission.

A copy of the worksheet can be found on the next two pages. The required areas have been filled in with CAPITAL LETTERS as an example of how each request should be prepared.

RETURN TO FLOWCHART ON PAGE 19 TO COMPLETE THE FINAL REPAIR PROCESS

To: 4469471 —FAX313
FROM: Michele Sowers USAET(UTC -04:00)
Subject: ATTENTION: DON CONROY, SERVICE MANAGER

TECHNICAL HOTLINE FINAL REPAIR ATTEMPT WORKSHEET

This request is a PRIORITY! Many of these Concerns can be resolved before litigation occurs. If this concern is resolved, a signed release will be on file to protect your dealership and Ford Motor Company from potential future claims regarding this complaint.

DO NOT CONTACT THIS CUSTOMER DIRECTLY! THIS CUSTOMER IS REPRESENTED BY AN ATTORNEY. PLEASE CALL THE LEGAL ANALYST BELOW TO DISCUSS THE NECESSARY STEPS TO FOLLOW.

LEGAL ANALYST INFORMATION

Name: MICHELE SOWERS PROVS ID: MSOWERS
Phone Number: (313) 446-0000 FAX Number: (313) 446-9471

DEALERSHIP INFORMATION

NAME: ABC FORD L/M P&A CODE 0001

CUSTOMER INFORMATION

MORS II Legal Contact #: 107000000
VIN#: 1FMP264F3412 Customer Name:
Mileage: 5,500

Customer Concern & Request:

CUSTOMER IS COMPLAINING OF SEVERE BRAKE PULL TOTHE LEFT EVERY TIME BRAKES ARE DEPRESSED

REPAIR HISTORY SUMMARY

CUSTOMER WAS AT: ABC FORD ON 1/12/96- 500 MILES
ABC FORD ON 2/25/96- 1,235 MILES
123 FORD ON 4/3/96- 2,785 MILES
ABC FORD ON 6/5/96- 4,312 MILES

ACTION REQUESTED

Manufacturer Position:

FORD WOULD LIKE TO EXERCISE A FINAL REPAIR ATTEMPT PER NORTH CAROLINA
LEMON LAW PROVISIONS.

Step 1:

Verify the alleged concern with the vehicle. Check OASIS For service
information.

Step 2:

Please call the Technical Hotline at (800) 826-4694. It is critical that
you follow this script when a technician answers your call:

*My name is BILLY BOB BROWN from ABC FORD. I have a MOES II Legal
Contact * 107000000 and have been directed to call you by
NICHELE SOWERS my Legal Analyst, regarding an unresolved BRAKE PULL
concern. The PROFS ID for recontact is MSOWERS

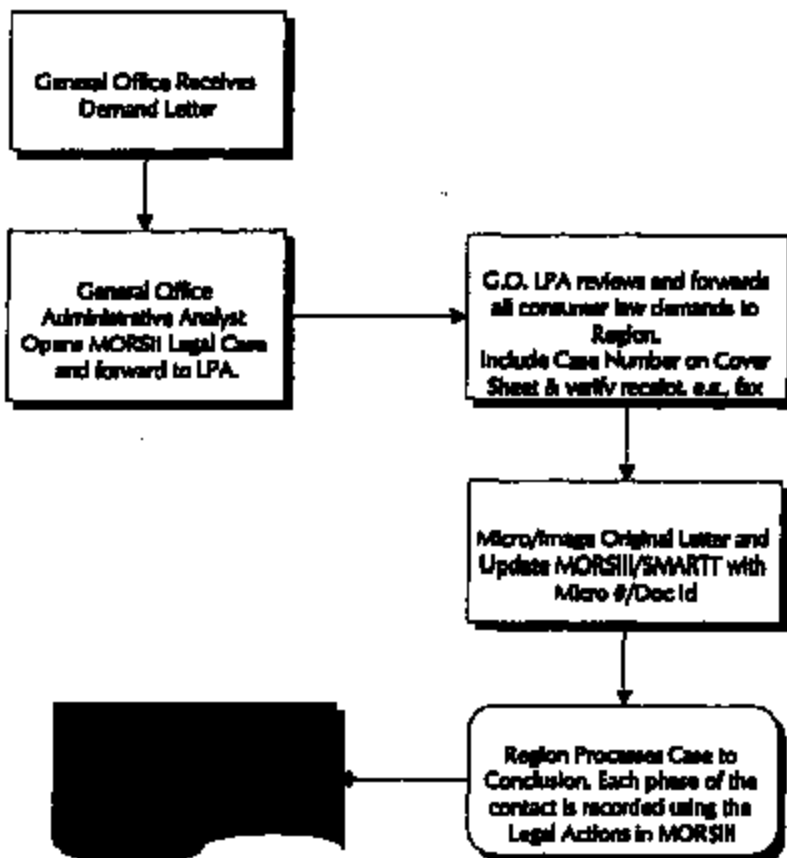
PRESS PF1 TO GO TO TOP OF FORM

Have a Nice Day!
Nichele Sowers
Litigation Prevention Team Leader
Phone: 446-5918 Fax: 446-9471



RDOC

Process for Regions w/Legal Analysts



This Process Applies to:
Los Angeles
San Francisco

NOTE: All product liability demand letters that are received in the Region should be forwarded to their General Office counterpart.



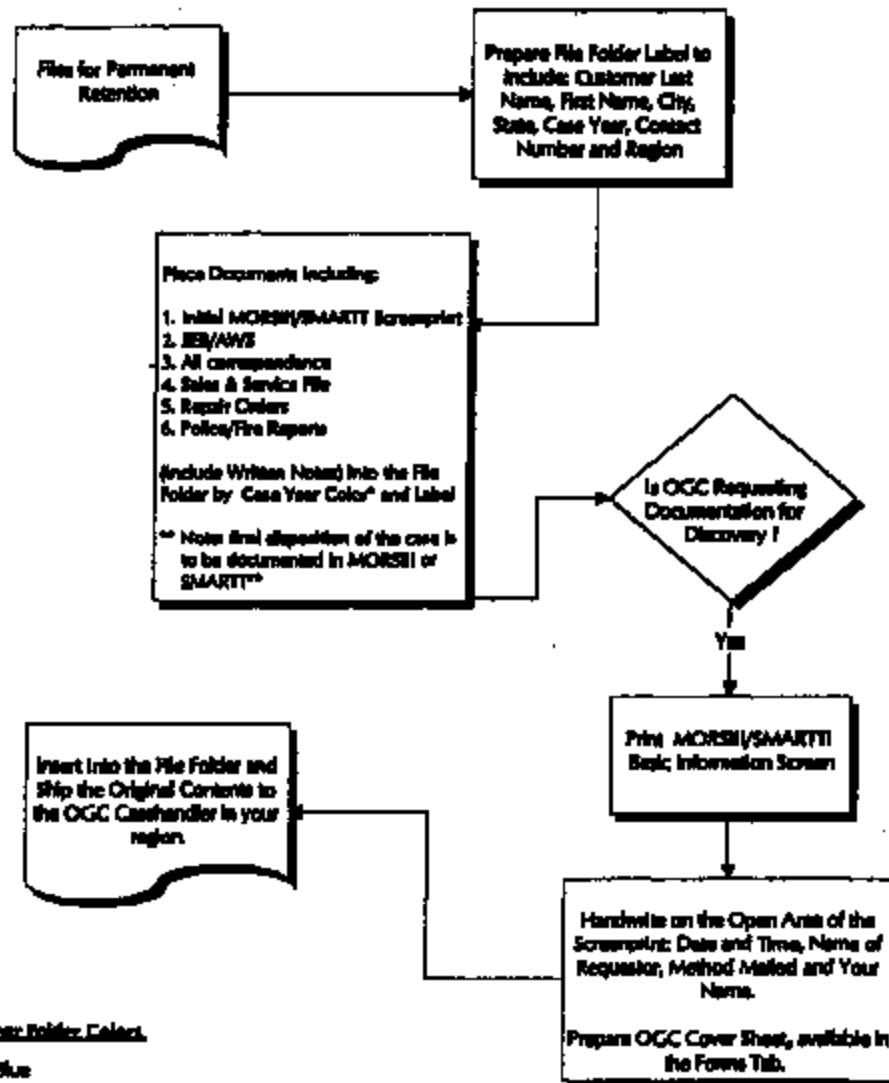
LITIGATION PREVENTION

CASE HANDLING

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ER02-025 2357

Litigation Prevention Case Filing Process



***Case Year Folder Colors**

1996 - Blue
 1997 - Yellow
 1998 - Orange
 1999 - Green
 2000 - Red

Note: Files are destroyed after 5 years of retention

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ERB2-825 2359

Small Claims Court Case Process

- 1) Receive Small Claims complaint from Region, OGC (Airborne Express), court, customer, or dealer.
- 2) Make sure complaint is date/time-stamped for the day you receive it.
- 3) Open region contact in MorsIII, (create 1-time macro for comments section-see attached page for wording). Reason code - CI (small claims), Issue 04, Assign codes, dealer, Action - open an open region contact. Print out MorsIII Issue Detail screen for file.
**If no VIN - can open in smart as non vin issue
- 4) Create paper file/label. In the small claims paper file put the original copy of complaint, print out of MORSIII Issue Detail screen, fax confirmation sheet, and any subsequent or accompanying documentation.
- 5) Enter data (case name, court date, etc.) into SC Tracking Sheet on Excel (w: drive- rengcac/Consumer Intervention/Small Claims), or MY Documents) (Sort this tracking sheet daily by court date for easier follow-up)
- 6) Fax copy of SC complaint with backup paperwork to region, ATTN: OOS person (see list) IF dealer info says SDR region - fax complaint to region of sales code and SDR (use cover sheet in Microsoft Word called Xray) (include VIN#, Contact #, court date if one) GET FAX CONFIRMATION SHEET! (verify it was ok)
- 7) If no word from region, call them within 5 days to discuss status (fight or settle?) If an answer was due - make sure someone does it (Attorney needed to file answer in some areas of Georgia and Indiana. Call Nancy Nowicki -OGC at #42435). Update MORSIII comments/information.
- 8) All cases under \$500.00 should be settled unless there are unusual circumstances for wanting to fight it. Under no circumstances should any case go to default. Region should fight or decide to settle all cases.

If region wants to settle (also see next page for court cases they fight)

- Region contacts Small Claims Analyst who will call the customer regarding a settlement, do a release, a check request, and close the open region issue. Attach a copy of the release (unsigned) to the check request and log in SC check log.
- Send Plaintiff letter confirming the terms of the settlement agreement and the release form. (These forms in w: drive under small claims folder).

- Upon receipt of signed release, send the check to the customer with an award letter asking them to get a Dismissal with Prejudice from the court and forward a copy to you.
 - Document settlement SC Tracking Sheet and close region contact in MOR311. (Put in comments that check request was done and for how much money). Hold file in "waiting for check shelf" until release is returned. After check is sent, the file should be sent to micro, then filed in closed small claims file drawer.
-

If region decides to take claim to court:

- If an attorney is required to appear in court (RI, NM, AR, IL, TN, GA, IN, some KY and some OH) contact Nancy Nowicki in OGC. ANSWERS must be filed by attorney in some areas of GA and IN too). Update MOR311 information if attorney is hired to appear or file an answer.
 - If no counsel is necessary, region OOS assigns local representative (usually CSM) to attend hearing. Document in open region contact and on Tracking sheet the name of the Ford representative who will appear.
 - Court will enter a judgment for or against us, a default judgment, or a dismissal.
 - Follow-up with region, CSM or attorney for outcome.
 - Document outcome of case on SC tracking sheet in Excel, and follow one of the processes below.
-

If case was dismissed:

Document outcome on SC Tracking Sheet and close open region contact. Micro paper file and file in closed.

If judgment is issued in favor of Plaintiff:

Do a check request (attach copy of judgment), record on SC check request log.

Send check with award letter confirming judgment/amount.

Document outcome on SC Tracking Sheet and close region contact. Send paper file to micro, when returned file in closed Small Claims.

If Default Judgment issued:

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April 21, 1999 Rev 1.0

(Means no one from Ford showed up in court), customer gets whatever they were suing for. (Follow procedure for judgment above)

(Keep track of how many of these are on tracking sheet—same regions?)

Small claims macro wording (set this up in MORS III)

****ATTN: OOS - Small claims case, received 00/00/00**

****Court date set for 00/00/00**

****Complaint to follow via fax to OOS in region**

****Region CSM, please review and contact Small Claims Analyst at 313-845-5625 to discuss possible settlement or court appearance. Region please do not close this issue. SC analyst will close after the case is resolved.**

****Note to dealer: If the dealer was named in the suit, dealer would have been served with complaint also. If dealer was not named or served, there is no action required by the dealer.**

If an answer is due instead of a court date, go to macro and change wording. Also fill in court date where zeros are.

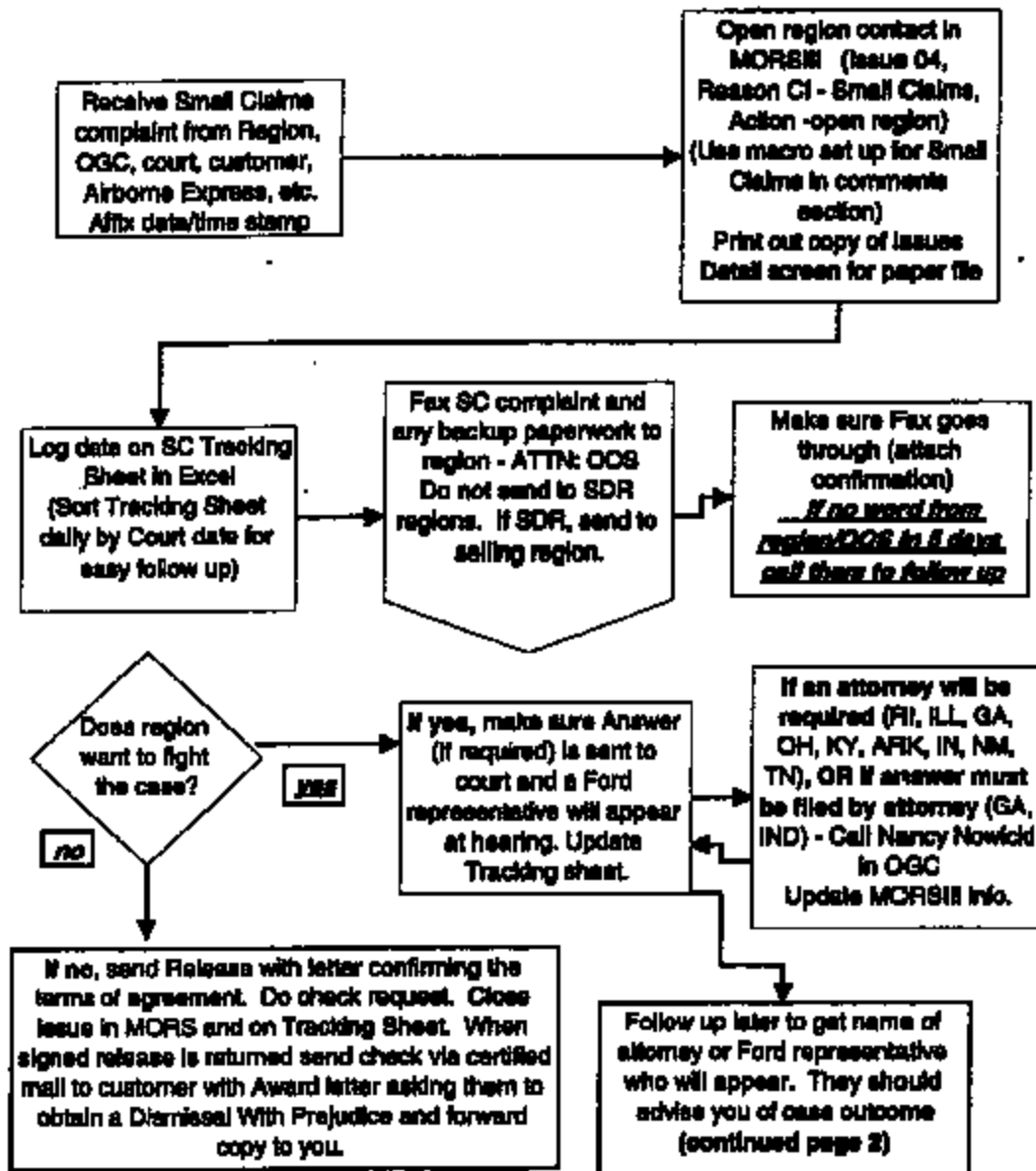
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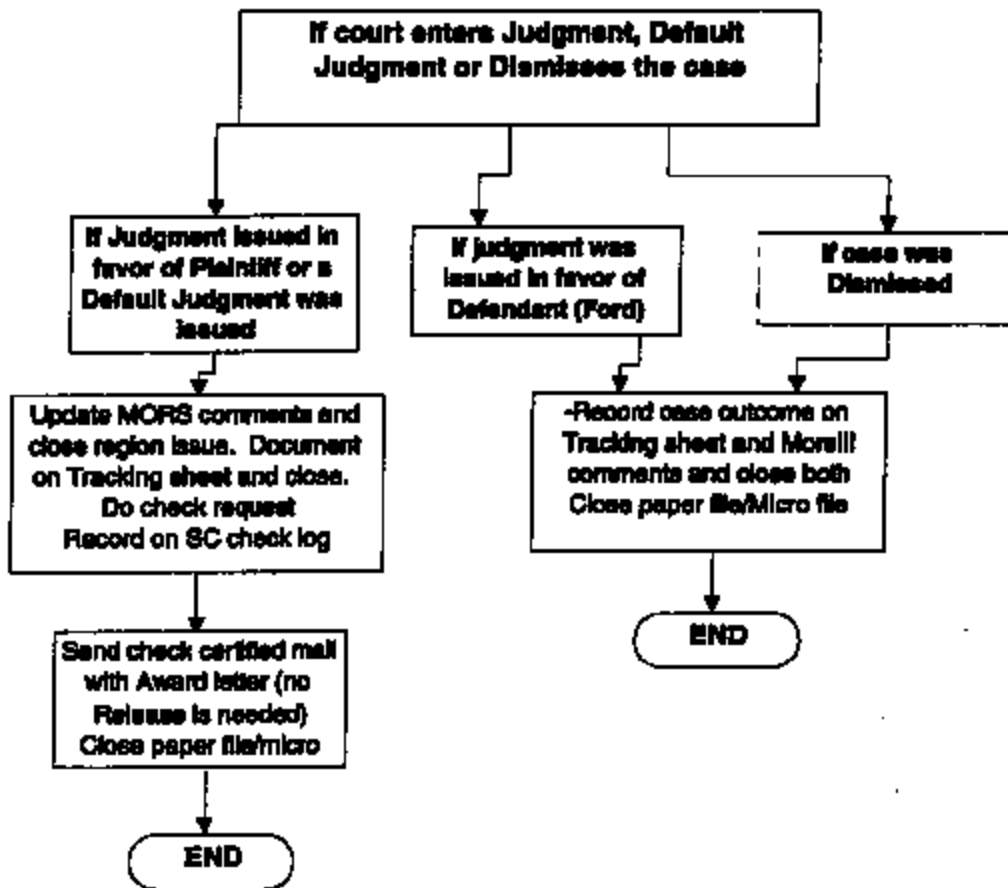
April 21, 1999

Rev 1.0

ER02-025 2362

Small Claims Process







CHAPTER FOUR

- Release 1
- Check Request 4
- Code Generator 8
- RAV (Reacquired Vehicle) Process 9
 . For Refunds and Replacements

June 10, 1998

**RELEASE**

A WRITTEN AND NOTARIZED AGREEMENT SIGNED BY THE CUSTOMER OR THEIR REPRESENTATIVE, WHICH WAIVES THEIR RIGHT TO SEEK FURTHER DAMAGES.

When investigating minor accidents, a determination is made as to whether or not a defect in the manufacturing of the vehicle caused the accident. In some cases it will be determined that a manufacturer's defect caused the alleged accident. If there is no personal injury, repairs to the causal part may be authorized under warranty. Repairs relating to body damage to a vehicle or other related damage may be reimbursed as an after-warranty/goodwill adjustment. In these situations, a release must be obtained from the customer.

The release is a written agreement, signed by the customer, indicating he or she waives the right to seek additional damages from Ford on future claims which may arise from the incident. (For example: A vehicle experiences a parking brake failure and rolls into a telephone pole, denting the door of the vehicle and damaging the pole. Ford agrees to pay for the body damage to the vehicle if the customer signs a release. The customer signs the release and at a later date the city charges the customer for the cost of repairing the damaged pole. The release prohibits the customer from requesting additional compensation from Ford to cover this expense.)

It is important to have the proper parties sign the release. If there were two parties involved in the incident, each person must sign the release form. If this is not done, the other party would still be free to make a claim after the adjustment is made. A release form must be notarized.

Where to find a release:

The releases used by the Litigation Prevention area are stored in two formats. One is as a template which cannot be altered. The template allows the Legal Analyst to tab to each of the required fields and type in appropriate customer information. The template release can be found in the shared files under `W\LEGAL\TEMPLATE\`.

The second format allows the Legal Analyst to alter the text of the release if required. This option should be used only in unusual circumstances when the standardized version does not fit the situation. The releases are found in the shared directory under `W\LEGAL\RELEASES\`.

Several versions of the standard release are available, including ones for repairs, fire, accident, OAC and cash settlements.

A sample of the standard general release can be found on pages 2 & 3.



GENERAL RELEASE OF ALL CLAIMS

Regarding VIN # , I , for the sole and only consideration of Dollars (\$) paid to me, receipt of which is hereby acknowledged, hereby release and discharge Ford Motor Company "Ford" and (dealership), their affiliates, subsidiaries, employees, agents, representatives, successors, assigns, insurers, suppliers and dealers of any of the above, (hereafter collectively "Releasees"), from any and all claims, demands, accounts, actions, proceedings and sums of which I at any time, had or may have or that my spouse, assigns, heirs, executors or administrators hereafter can or may have against said Releasees by reason of any action, omission, event, cause, matter or thing whatsoever, presently known or unknown, suspected or unsuspected, whether or not in litigation and whether or not well-founded in fact or in law, up to and including the date of this Release, and all of the damages, losses, injuries, or consequences which may result, or be alleged to result in the future, even though the same are not presently known and even though there is no reason to believe they may occur.

This Release expressly includes, but shall not be limited to, all such claims, demands or other rights for damages, losses, injuries, or consequences, to person or property or both, that may be based upon or arise out of an accident which occurred on or about within the County of , State of , and I hereby acknowledge full settlement and satisfaction of all claims of whatever kind or character which I have or may have against Releasees by reason of such accident.

It is understood and agreed that in making the Release, I rely wholly upon my own judgment, belief and knowledge, and that no representations or statements made by Releasees, their representatives, or any physician or surgeon employed by them have influenced (me/us) to any extent whatsoever in making the Release.

It is understood and agreed that I and my spouse, assigns, heirs, executors and administrators, shall hold Releasees harmless from and all claims, demands, accounts, actions, sums of money, losses, damages, liens, costs and/or expenses for which Releasees may become liable as a result of the matters released above, and shall indemnify Releasees from any and all associated losses, damages, attorney fees, costs, and interest.

It is further understood and agreed that this settlement is a compromise of doubtful and disputed claims and that payment is not to be construed as an admission of liability upon the part of Releasees, by whom liability is expressly denied.

It is further understood and agreed that all agreements and understandings between the parties hereto are embodied and expressed herein and that the terms of this Release are contractual and not a mere recital.



LITIGATION PREVENTION

SETTLEMENT TECHNIQUES

This Release shall be construed and interpreted under the laws of the State of Michigan.

The parties represent and agree that they will forever keep the terms, amount and existence of this Agreement completely confidential and that they will not hereafter disclose any information concerning this Agreement to anyone.

I HAVE READ THE FOREGOING RELEASE COMPLETELY AND FULLY UNDERSTAND AND VOLUNTARILY ACCEPT IT.

Signed this ____ day of _____, ____

(Name of Customer (s))

Address

Witness

Address

Subscribed and sworn to before me this
_____ day of _____, 1996

(Notary Public)

(Commission Expiration Date)

**CHECK REQUEST**

A check request is processed when a customer, dealer, insurance company, etc. needs to be reimbursed for expenses that cannot be processed through Direct Warranty Entry or a commitment code. The request for reimbursement may be made by the Regional, Fleet Service, OGC, or various other activities within Ford Motor Company in the interest of litigation prevention.

The check request must be accompanied by an "Authorization for Settlements" letter, provided by OGC, which allows settlement on minor property damage claims such as torn clothing, water damage, personal articles, minor fire damage and other product liability claims up to ten thousand dollars (\$10,000). Minor personal injury claims may also be settled up to one thousand dollars (\$1,000).

Whenever possible, original receipts should be included with the request. However, if the originals are not available copies of the receipts are acceptable.

In order to get a check printed, a packet is prepared for the RAV Disbursements Coordinator. It must include:

- One copy of the completed and signed check request form found in the shared files under W:\legal\forms\check.doc
- Checks for attorney fees must be made payable to both the attorney and the customer/client (this includes RAV and non-RAV check requests)
- The original receipts (or legible copies) and one copy of each
- Any supporting documents and one copy of each
- One copy of the appropriate OGC Authorization letter

The check request packet must then be submitted to the Coordinator for processing.

Approximately 7-10 days after submission, a check will be given back to you for mailing. Prior to mailing the check, comments should be added to the MORS II contact which include the check number, dollar amount, requester of the check and reason for the request.

If the request for reimbursement has been submitted by OGC, Be sure they have included a signed release with their request and indicated to whom it should be made payable (for example, State Farm Insurance as Subrogee of James Jones). OGC requires a copy of the check along with a CMS number in order to close their files.



LITIGATION PREVENTION

SETTLEMENT TECHNIQUES

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LITIGATION PREVENTION

SETTLEMENT TECHNIQUES

**REQUEST FOR CHECK
OWNER RELATIONS - FORD CUSTOMER SERVICE DIVISION**

CUSTOMER INFORMATION

DATE: _____ **AMOUNT:** _____

PAYEE:

NAME: _____

ADDRESS: _____

CITY: _____ **STATE:** _____ **ZIP:** _____

OWNER (if different from Payee):

NAME: _____

ADDRESS: _____

CITY: _____ **STATE:** _____ **ZIP:** _____

VEHICLE INFORMATION

YEAR: _____ **MAKE:** _____ **CAR#:** _____

VIN: _____

REASON: _____

ACCOUNTING INFORMATION

Loc Code: 2460 Gen Led: 26W Sub Acc: 99 Sub Div: LS Dept. Net

REQUESTED BY:

APPROVED BY:

Attachment: OCC Letter



Office of the General Counsel

Ford Motor Company
3 Parklane Boulevard
Parklane Towers West, Suite 514
Dearborn, Michigan 48126-2568

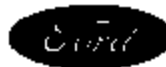
January 9, 1998

Randall W. McClure
Owner Relations Operations
Ford Customer Service Division

Authorization for Settlements

I hereby authorize John Whelan, John S. Flirtosh, James B. Glass, Randall W. McClure, and Jeff Strongin to settle minor property damage claims such as torn clothing, water damage, personal articles, minor fire damage, and other product liability claims, up to TEN THOUSAND DOLLARS (\$10,000) per claim. Minor personal injury claims may also be settled up to one thousand dollars (\$1,000). This authorization and a properly executed release must accompany all requests for drafts to the legal settlement account. This authorization is valid from January 1, 1998 through December 31, 1998.

Richard C. Gwizdz
Counsel
Consumer Litigation



Office of the General Counsel

**Ford Motor Company
3 Parklane Boulevard
Parklane Towers West, Suite 514
Dearborn, Michigan 48126-2568**

January 9, 1998

**Randall W. McClure
Owner Relations Department
Ford Customer Service Division**

Authorization for Settlements

John Whelan, John S. Flintosh, Randall W. McClure, Jeff Strongin and James B. Glass and are hereby authorized to settle minor consumer legal claims, allegedly resulting from failure to repair defects or provide warranty repairs but not involving accident, fire, or personal injury matters, up to TEN THOUSAND DOLLARS (\$10,000) per claim. Claims exceeding \$10,000 are also authorized providing that this office is notified of such claims in a monthly report from the Litigation Prevention Activity. This authorization must accompany all requests for drafts to the legal settlement account and is valid from January 1, 1998 through December 31, 1998.

**Richard G. Gwizdz
Counsel
Consumer Litigation**

**CODE GENERATOR**

A commitment code is generated for any payment to a dealership for non-warranty covered repairs or adjustments (including rental). It is best to have the Service Manager on the phone with you at the time that you generate the commitment code.

- Turn power on. "Ready PO" will appear in display.
 - Press red "S" button; then press "O" button.
- Display will ask for "DLR ID."
 - Use 5 digit dealer P&A code which can be found in MORS II.
 - Press "EXE" button in the lower right corner of the code generator.
- Display will then ask for the last 4 numbers of the claim.
 - This number can be obtained from the Service Manager (check digit at the end of the claim number does not count as one of the last 4).
 - Press "EXE" button.
- Display will then ask for the "REP #."
 - The Service Manager can provide this number (number will vary; usually "A1, 01, or 51").
 - Press "EXE" button.
- Display will then ask for amount.
 - The Service Manager can provide amount. Enter the exact dollar amount. (For example, if the amount is \$214.22, the amount entered into the code generator would be 214.22).
 - Press "EXE" button.
- Generator will then provide a 5 character commitment code which can be provided at that time to the Service Manager.
- Advise the Service Manager to enter P96 into the Program Code and the commitment code in the box on the 1863.

**RAV (REACQUIRED VEHICLE) PROCESS**

To replace or refund (buy-back) a customer's vehicle, the Litigation Prevention Department utilizes the RAVFast database to process these transactions. The RAVFast upload is then managed and processed by RAV Head Quarters (RAVHQ, Phoenix Group).

Key Questions Prior to Replacement or Refund

1. Has the vehicle been inspected on the Company's behalf to make sure no body repairs need to be made?
2. Are there any storage bills that need to be paid by the customer?
3. Are there any towing bills that need to be paid by the customer?
4. Where is the vehicle?
5. Will it be available when the Company comes to pick it up?
6. Is there a lien free title?
 - We must communicate with the attorney to ensure they know the following must be provided:
 - Power of Attorney (signed)
 - Lien Free Title (no surprises)
 - Odometer Statement (signed)

NOTE: Title problems tend to happen only on refunds (not replacements). With replacements, we are normally still in contact with the dealer who ensures the proper documents are signed.

7. Is there any Negative Equity to consider?
 - See worksheet, p. 11

Legal Analyst Responsibilities

1. Explain clearly in RAVFast WHY we're buying back the vehicle.
2. Document IF there is a lien holder. LPA must obtain lender name and account number; RAVHQ will obtain the necessary payoff information.
3. If customer paid cash or loan is paid off, document the lender name, account number and indicate in the comments "customer claims loan paid off" (RAVHQ will confirm loan is paid off).
4. Determine if the vehicle should/can be repaired or should be scrapped; see RAV Disposal.
5. Make sure the upload is as detailed as possible. The more documentation we have, the better. Remember, the process is complete only when RAVHQ has the proper details and documentation.
6. Legal Analysts may be called upon to relay information between RAVHQ and the customer. All negotiations and clarifications are filtered through us or the field (RAV does not talk directly with customers).
7. All revisions to the upload must be in writing. Due to the RAVHQ audit trail, we cannot communicate changes verbally.

Dealer Responsibilities

1. Obtain all required signatures from customer on documents.
2. Inspect vehicle at time of "turn-in"; i.e., RCL guidelines.

**What Happens Next?**

1. The information is uploaded via RAVFast.
2. RAV-HQ audits each entry for the proper documents.
3. RAV-HQ works with the dealer who is handling the RAV.
4. RAV-HQ cuts and distributes checks to appropriate parties.

RAV Disease!

Depending on what is documented in RAVFast, a vehicle may be sent to a repairing facility before going to auction. A disclosure (form 8520) outlining the repairs to be performed may be forwarded directly to the repairing facility.

NOTE: It is best to make a determination to repair or scrap a vehicle early in the RAV process in order to avoid paying scrap costs plus additional interest costs (\$7 per day) when a vehicle has not been sold at auction.

Repair vs. Scrap:

If a vehicle is unrepairable (i.e., the engine has been removed from the vehicle or there is extensive body damage) it would be preferable to scrap. Be sure to document this in RAVFast. For example: "Cost \$10,000 to repair; recommend scrap vehicle".

Second Buy-Back:

If a vehicle is a second buy-back for the same nonconformity, document this information up front in the transaction and be sure to recommend we scrap the vehicle in RAVFast.

Timing:

RAV's goal is to turn vehicles around (from the repairing facility, if required, to vehicle auction) within 14 days (in an effort to minimize costs and to recoup the Company's money).

Additional Information

For additional information (including OAC and ESP) refer to the RAV Manual, Customer Satisfaction Tools.



RAV Operations Negative Equity Worksheet

Background

- Negative equity is to be deducted from all goodwill and prior resolve refunds. Approval of deviations, requesting the payment of negative equity, is to be obtained from RAV Operations.
- In case of mandated decisions (state/court awards), no deviation request is required.
- The easiest way to spot negative equity is when the vehicle purchase price on the buyer's order exceeds the MSRP on the manufacturer's (Ford) invoice.

Calculating Actual Vehicle Purchase Price (Net of Negative Equity)

Option #1

- The best method of determining negative equity is to obtain the dealer's "wash-out" sheet along with the buyer's order. The wash-out sheet will indicate the "Actual Cash Value" (ACV) of the trade-in vehicle. Using the following steps to determine the vehicle's actual purchase price:

⇒ Buyer's Order trade-in value	\$ _____
⇒ ACV	- _____
⇒ Overall Allowance	= _____
⇒ Buyer's order vehicle purchase price	\$ _____
⇒ Over allowance	- _____
⇒ Vehicle Purchase price Net of Negative Equity	= _____

Option #2

- If the dealer "wash-out" sheet cannot be obtained, you will need to compare the vehicle purchase price to the MSRP on Ford's invoice and use the following to calculate the over allowance amount:

⇒ Vehicle's Buyer's Order Purchase Price	\$ _____
⇒ Vehicle MSRP (assumed purchase price)	- _____
⇒ Over Allowance	= _____

NOTE: Option #2 probably underestimates the over allowance amount. To obtain more accurate calculation, locate a Blue Book. If possible look for the date of the buyer's order and subtract the Blue Book value from the buyer's order trade-in value to determine the over allowance \$ amount.

CONFIDENTIAL: This is for Ford Motor Company personnel use only.

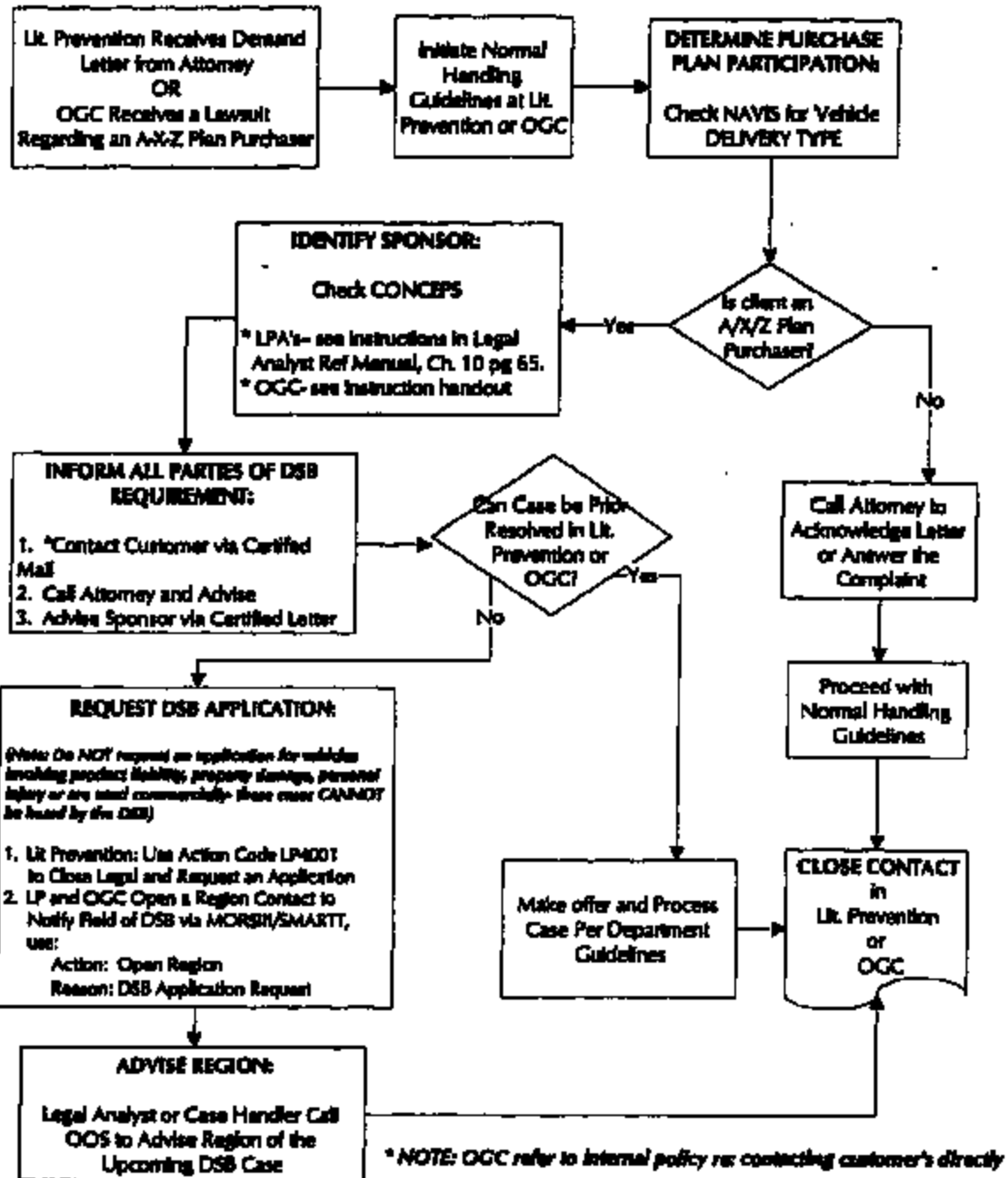


CHAPTER FIVE

April 20, 1998



Litigation Prevention and OGC
A/X/Z Plan Purchaser Handling Process





A-X-Z Plan

BACKGROUND

Specific Guidelines

A significant number of lawsuits/attorney demand letters were being filed by A/X/Z Plan purchasers without offering Ford Motor Company the opportunity to resolve the alleged issue prior to litigation commencing. Ford Motor Company's OGC has reviewed the A/X/Z Plan Guidelines and has made the following change to these purchase privileges:

Effective April 1998, all non-commercial A/X/Z Plan Purchasers must have alleged breach of warranty/warranty law eligible claims heard by The Dispute Settlement Board. Commercial vehicles will continue to be handled as they are currently.

For A/X/Z plan purchases we will continue to open, handle and research a case as we would any other using normal handling guidelines (i.e. acknowledging the customer/attorney letter within 48 hours, getting SER/AWS reports and repair files, etc. in order to determine vehicle eligibility and resolution). There are, however, additional handling requirements for these cases.

DETERMINING PURCHASE PLAN PARTICIPATION

Check NAVIS screen- in the upper section of the screen in the far right column you will see Deliv.Type- this will list plan vehicles and type of plan. The address on the middle of the screen is the address at time of sale and may not be the most current record.

```

NWVPS10          NAVIS Vehicle Inquiry          02/24/98 13:24:34
-----
VEHICLE ID: 1742 (NWVPS00000) VIN: 1FALP9384V0      Div: 1 Status: 809
Vehicle Line: 000      Convoy Deliv: 100200      Orig P-Lvl: 710 Selling Dir: 480051
Order Recpt: 002394 Ship70 Stat:      Curr P-Lvl: 710 Sale Date: 010998
Orig Sched: 091698 Ali-70 Stat: MI      Order Dir: 48001 Demo Date:
Inv Prep: 002396 Orig Int St: 003494 Orig Xls Dir: 48001 Deliv Type: A
Prod Date: 002796 Curr Int St: 003498 Ris Dir Pch: 02710 Sales Pch: 090011
Ali Date: 002796 DirLin Est: 102596 Warr Start: 010998 Cancel MI:
Name Codegn:      P&C Est: 102596 WarrS-Ins:      Sale Status: 0
Orig Pchms: 002796 Advert Est: 102596      -Date- -Dealer-
Curr Pchms: 002796 Shipm DDF: 370007109 Shipped: 003096
W/Manua:      Curr Stock: 002796 480051
Addr:      1st-Prior:
City: ROCHESTER NH248 State: MI      2nd-Prior:
Zip:      W/A-Dept: 011394 3rd-Prior:
V.O. # 1 2 3 4 5 6 7 8
12345234567890123456789012345678901234567890123456789012345678901234
A 12 TH E L3 23 5 P2 L00 9 480051 03 MI
1 2 3 4 5 6
567890123456789012345678901234567890123456789012345678901234567890
MG25 3 01PAL4 5 6 310A 9000K
F1=Help F2=Exit F4=Primary Menu F8=Financial Screen F9=Screen 01
LPR0004
  
```

These three codes trigger A/X/Z Plan handling:

- A- A/Z Plan
- X- X Plan
- F- A/X/Z Plan RCL (Red Carpet Lease)

Note: Other codes may show but do not pertain to this process



A-X-Z Plan

Specific Guidelines

- Press PF3 to exit that screen

```

D000164      D.T.D. Information Display - Primary Menu      03/03/98 10:42:03
=> 15
-----
SEL Description                                SEL Description
-----
1 Daily Sales                                  10 Dealership Facilities
2 Allocation - Schedule -                      11 CONCERN
  Order Book                                   12 Dealer Financial -
3 Dealer Financial                             Dealer/Composite Groups
4 Registration                                 13 RHM Export Sales
5 Contact and Incentive                       14 Plant Identification Number
6 NHTSA Vehicle Inquiry                       (VIN)
7 Rent-A-Car                                  15 Customer Information &
8 OCP/CEL                                      Communication Menu
9 Sign Ordering System                        16 Agency Name Assignment
                                              17 Business Assistance Center
                                              (BAC) Menu
  
```

- Type 15 at the prompt, Press enter
- The following screen will be displayed:

```

CUC0040      Customer Information & Communication Menu      03/03/98 10:44:17
=>
-----
SEL Description                                Menu Keys
-----
1 Customer Profile Selection                  Last Name, ZIP/PC
2 Customer Profile Selection                  VIN
3 Vehicle History                             VIN
  
```

This screen:

- Lists all matches with the selected customer name and zip code
- Provides current owner information
- We currently do not have access to this option

Select 1: If you have customer name and zip, Press Enter

```

CUC0041 013      Customer Profile Selection                  03/24/98 11:39:13
=>
-----
LAST NAME: ? _____ ZIP/PC: ? _____ COUNTRY:
STREET : _____ OR P.O. BOX #: _____
  
```

- Type in customer's last name, zip and street if known, Press Enter
- The following screen will be displayed:



LITIGATION PREVENTION

A-X-Z PLAN PROCESS

A-X-Z Plan

Specific Guidelines

```

CUC0245 013      Customer Profile Selection      03/03/98 10:56:03
***
LAST NAME: SOWERS      ZIP/PC: 48188  COUNTRY: USA
ADDRESS :              OR P.O.BOX #:

- SOWERS      DAVID      J MR
  48040 GIDDENS RD TOLA 499  CANTON      MI
- SOWERS      ERIC      M MR
  48040 GIDDENS RD TOLA 499  CANTON      MI
- SOWERS      FRANCES  A MRS
  48089 GIDDENS RD TOLA 499  CANTON      MI
X SOWERS      MICHELE  L MR
  48618 WICKFIELD DR      CANTON      MI
  
```

- Select the correct customer if more than one is listed, Press Enter
- The following screen will be displayed:

```

CUC0255 043      Customer Profile      03/03/98 11:01:34
***
Name: [REDACTED] MICHELE L
Title: [REDACTED]      Cust Type(R/I): I      Marital Stat:   Gender: F
Address: [REDACTED]
Street2: [REDACTED]
City: CANTON
Country: USA      Language: EN      NY/PC: MI      ZIP/PC: 48188
Phone-N: [REDACTED]      Phone-B: [REDACTED]      Stop All Calls? (Y/N): N
Name Date: 04/10/98      Addy Date: 06/04/86      Deceased/D of NY? (Y/N): N
Keep Arms: SMEN      Addr Src: MOA      Address Available? (Y/N): Y
      Stop All Mail? (Y/N): N

Veh Del Disp
Sal Yr  Model      VIN      Sale Dt  Typ  Cd  NM/YY  Flr  RHP  Assigned  Selling
- 97 ESCORT  1FALP13P8V[REDACTED]  01/21/97  B  F      L      F48426  F48426
- 95 VILLAGE  4M1D421W3Z[REDACTED]  03/08/95  W  F  01/97  L      L49345  L49345
  
```

- The current address of the owner and all vehicles purchased will be displayed.

Select 2: if you have the VIN#, Press Enter

```

CUC0245 013      Customer Profile Selection      02/24/98 14:29:01
***
VIN: 1FALP13P8V[REDACTED] X CURRENT/LAST OWNER  ALL OWNERS(FOR FUTURE USE)
  
```

- Type in the VIN#, Press Enter
- The current address of the owner and all vehicles purchased will be displayed:



LITIGATION PREVENTION

A-X-Z PLAN PROCESS

A-X-Z Plan

Specific Guidelines

CUCUS95 043		Customer Profile		03/03/98 11:01:34			
Name	[REDACTED]	ST Type(B/Z):	I	Navital SSB:	Customer: N		
Address	[REDACTED]	City	CANTON	ST/PV: MI	ZIP/PC: 48106		
Country	USA	Language	EN	Stop All Call? (Y/N):	N		
Phone-N	[REDACTED]	Phone-B	[REDACTED]	Cancelled/O of ST (Y/N):	N		
Name Date: 07/10/93	Addr Date: 08/26/94	Address Mailable? (Y/N):	Y	Stop All Mail? (Y/N):	N		
Name Area: SALES	Addr Area: NOAA	Veh Del Disp					
Sel Yr	Model	VIN	Sale Dt	Typ Cd	MR/VT Pin	MRP Assigned	Selling
97	ESCORT	1FALG33P5V	1/11/97	N 7	L	F48424	F48424
95	VILLAGE	4MCDV1MG8	3/08/95	N 8	L	L48345	L41285

IDENTIFYING SPONSOR

Check CONCEPTS:

Legal Analyst's should follow the instructions in Chapter 10, page 65 of the Legal Reference Manual.

OGC Cashier's have been provided a copy of the instructions mentioned above for their use.

Call the selling dealership:

- Request the sales and service files at this time so they are here if needed.
- Advise them that the customer may be sent a DSB application because of the new A/X/Z Plan requirement and that a region contact may be opened if needed.
- If the system was down and you were unable to identify the Sponsor through CONCEPTS, ask them to check their sales records to see if the sale was to a Ford Employee or to a sponsor.
- If the sale was sponsored ask for name, address and phone number of sponsor.

INFORMING ALL PARTIES OF DSB REQUIREMENT

Communicate with the customer, attorney and/or sponsor:

- Explain that our goal is to resolve the concern(s) to the customer's satisfaction as quickly and directly as possible. If we can resolve it we will be glad to. However, should this matter escalate, the Purchase Plan Privilege requires the use of the Dispute Settlement Board prior to filing suit.
- Employees may access the "A-Plan Interactive Web Site" on the Ford Intranet via Netscape Navigator at: <http://www.aplan.ford.com> for details on A-Plan rules and guidelines.
- Explain that part of the A/X/Z plan agreement is to use the Dispute Settlement Board procedure prior to any legal action regarding any vehicle purchased using one of the plans (see Chapter 7 of the Legal Reference Manual).
- Advise that if customer elects not to use DSB the sponsor involved may lose their A/X/Z plan privilege.
- Advise customer/attorney of DSB dispute resolution procedure. This is to be done in all states where DSB is available whether certified by the state or not.



**A-X-Z Plan
Specific
Guidelines**

- **NOTE:** Sponsor may be contacted through PROFS to get home mailing address and phone.
- **NOTE:** If unable to make phone contact with any of the necessary parties proceed with sending the letter as notification (see below).
- Send a set of letters (Litigation Prevention- letters are located in w:\legal\axz) to customer and/or sponsor as appropriate.
 - Please note: 8 1/2 x 11 paper is used. You will have to manually feed.
 - Include copies of the A/X/Z plan book with each letter.
 - If there is an attorney involved, cc a copy of the letter to the attorney.
 - Send all mailed letters, certified so that documentation is on hand for OGC
 - Fax attorney copies, if possible, keeping the fax confirmation as proof of delivery.

REQUESTING A DSB APPLICATION IF UNABLE TO PRIOR RESOLVE

- Obtain all address information for customer, sponsor and attorney.
 1. Complete document your investigation and events leading up to the DSB request in the Legal contact.
 2. To request that a DSB Application be sent, do the following in MORSEM/SMARTT:
 - Use Action: "Open Region", use the customer name not the attorney's
 - Use Reason Code: "DSB Application" in SMARTT or MORSEM (This will notify the field of a possible DSB case)

ADVISING REGION AND DSB

- Advise DSB area of referral for the A/X/Z plan case and of the case history to date. The DSB team will generate a report and monitor the process.
- Forward copy of our file to DRS that is handling the case.
- The Office Operations Specialist (OOS) in the effected region should be notified of a potential lawsuit and the upcoming DSB case.

FOLLOWING UP ON DSB PACKET

If the customer or attorney calls stating that they never received the DSB packet then PROFS Charlee (CWEAKS) at Phoenix Group to follow up.



LITIGATION PREVENTION

A-Z PLAN PROCESS

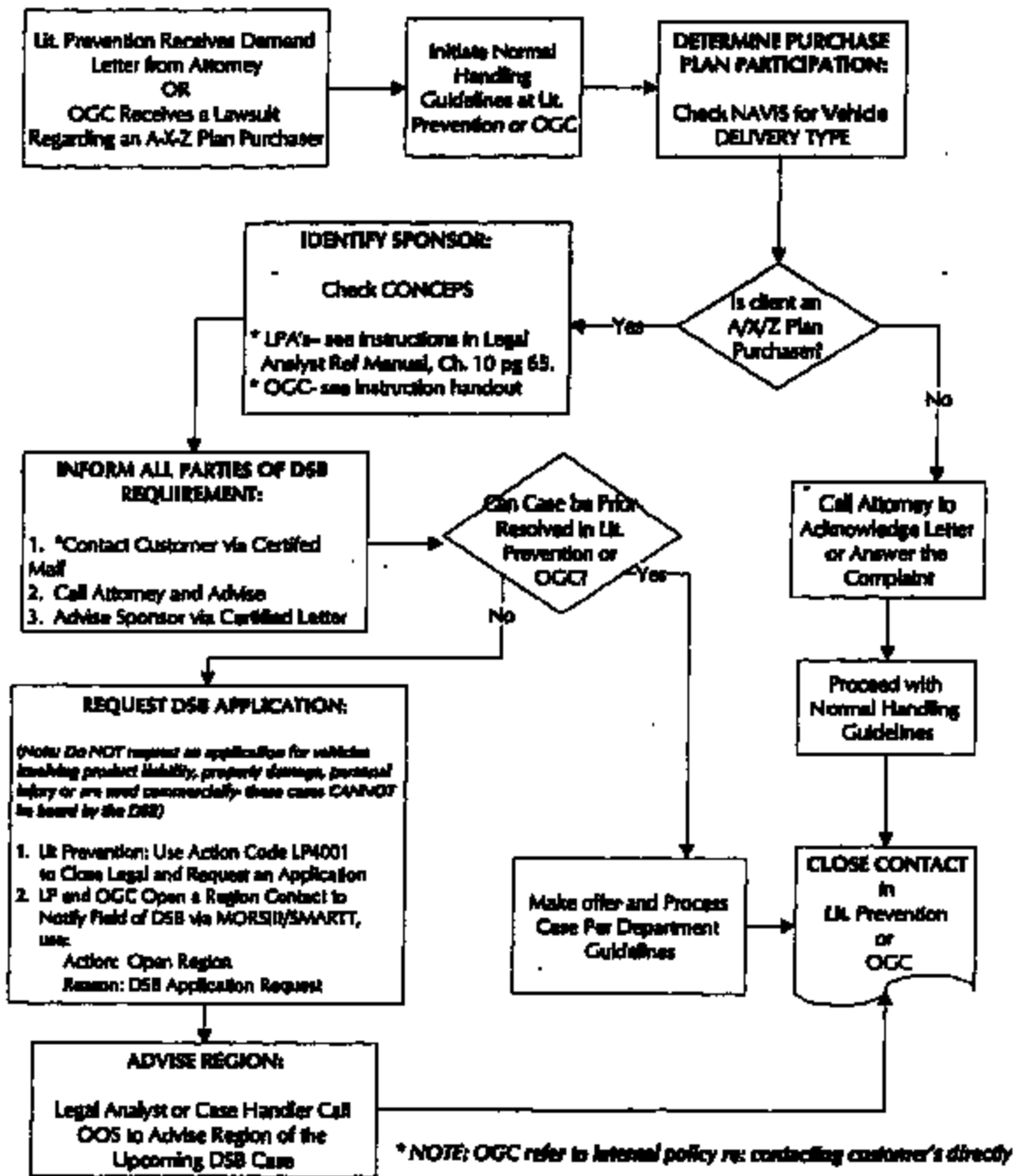


CHAPTER FIVE

April 20, 1995



Litigation Prevention and OGC
A/X/Z Plan Purchaser Handling Process





A-X-Z Plan

BACKGROUND

Specific Guidelines

A significant number of lawsuits/attorney demand letters were being filed by A/X/Z Plan purchasers without offering Ford Motor Company the opportunity to resolve the alleged issue prior to litigation commencing. Ford Motor Company's OGC has reviewed the A/X/Z Plan Guidelines and has made the following change to these purchase privileges:

Effective April 1998, all non-commercial A/X/Z Plan Purchasers must have alleged breach of warranty/warranty law eligible claims heard by The Dispute Settlement Board. Commercial vehicles will continue to be handled as they are currently.

For A/X/Z plan purchasers we will continue to open, handle and research a case as we would any other using normal handling guidelines (i.e. acknowledging the customer/attorney letter within 40 hours, getting SER/AWS reports and repair files, etc. in order to determine vehicle eligibility and resolution). There are, however, additional handling requirements for these cases.

DETERMINING PURCHASE PLAN PARTICIPATION

Check NAVIS screen- In the upper section of the screen in the far right column you will see Deliv.Type- this will list plan vehicles and type of plan. The address on the middle of the screen is the address at time of sale and may not be the most current record.

```

NAVIS10          NAVIS Vehicle Inquiry          03/24/98 13:24:34
***
VEHICLE ID: 1FV0... VIN: 1FALP3384W... Div: 1 Status: 800
Vehicle Line: CDC Convly Deliv: 100294 Orig P-Lvl: 710 Selling Dir: 48051
Order Receipt: 082986 ShipTo Stat: Copy P-Lvl: 710 Sale Date: 018986
Orig Sched: 091696 Rls-To Stat: MI Order Dir: 48051 Demo Date:
Inv Prep: 082398 Orig Int St: 093096 Orig Rls Dir: 48051 Deliv Type: A
Prod Date: 082796 Curr Int St: 083086 Rls Dir FAX: 02710 Sales Prd: 89811
Rls Date: 082796 Distrib St: 182886 Warr Start: 010996 Cancel St:
Memo Comment: PAC Ext: 182596 Warrs-Ind: Sale Status: 0
Orig Pchus: 892796 Advert Ext: 182596 -Date- Dealer-
Curr Pchus: 892796 Klapan 889: 378687189 Shipped: 093096
E/Name: ... Curr Stock: 082796 48081
Addr: ... 1st-Prior:
City: ROCHESTER HILLS State: MI 2nd-Prior:
Zip: ... N/A-Receipt: 011398 3rd-Prior:
V.O.# 1 2 3 4 5 6 7 8
121451234567890123456789012345678901234567890123456789012345678901234
4 A 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20
867890123456789012345678901234567890123456789012345678901234567890
M226 J 817814 8 8 210A 88881
F1=Help F2=Exit F4=Primary Menu F5=Financial Screen F9=Screen 83
LP88154

```

- These three codes trigger A/X/Z Plan handling:
- A- A/Z Plan
 - X- X Plan
 - P- A/X/Z Plan RCL (Red Carpet Lease)
- Note: Other codes may show but do not pertain to this process



LITIGATION PREVENTION

A-X-Z PLAN PROCESS

A-X-Z Plan

- Press PF3 to edit that screen

Specific Guidelines

```

DMP150      S.I.D. Information Display - Primary Menu      03/03/98 10:42:03
--- 15
  
```

SEL Description	SEL Description
1 Daily Sales	10 Dealership Facilities
2 Allocation - Schedule - Order Book	11 CCM/CSF
3 Dealer Financial	12 Dealer Financial - Dealer/Composite Groups
4 Registration	13 MAAC Export Sales
5 Contact and Incentive	14 Fleet Identification Number (FIN)
6 MAAC Vehicle Inquiry	15 Customer Information & Communication Menu
7 Rent-A-Car	16 Aspire Name Assignment
8 QCS/CEL	17 Business Assistance Center (BAC) Menu
9 Sign Ordering System	

- Type 15 at the prompt, Press enter
- The following screen will be displayed:

```

CUCU40      Customer Information & Communication Menu      03/03/98 10:44:17
---
  
```

SEL Description	Next Page
1 Customer Profile Selection	Last Name, ZIP/PC
2 Customer Profile Selection	VIN
3 Vehicle History	VIN

This screen:

- Lists all matches with the selected customer name and zip code
- Provides current owner information
- We currently do not have access to this option

Select 1: If you have customer name and zip, Press Enter

```

CUCU45 013      Customer Profile Selection      03/24/98 13:36:13
---
  
```

LAST NAME: 7 _____ ZIP/PC: 7 _____ COUNTRY: _____
 STREET : _____ OR P.O. BOX #: _____

- Type in customer's last name, zip and street if known, Press Enter
- The following screen will be displayed:



LITIGATION PREVENTION

A-X-Z PLAN PROCESS

A-X-Z Plan

Specific Guidelines

CUC0845 013 Customer Profile Selection 03/03/98 10:06:03

LAST NAME: [REDACTED] STP/PC: [REDACTED] COUNTRY: USA
STREET: [REDACTED] CR P.O. BOX #: [REDACTED]

-	[REDACTED] STROON RD TRLA 499	DAVID CANTON	J MR MI
-	[REDACTED] STROON RD TRLA 499	ERIC CANTON	M MR MI
-	[REDACTED] STROON RD TRLA 499	FRANCES CANTON	A MRS MI
X	[REDACTED] WILKINSON DR	MICHAEL CANTON	L MR MI

- Select the correct customer if more than one is listed, Press Enter
- The following screen will be displayed:

CUC0553 043 Customer Profile 03/03/98 11:01:34

Name: [REDACTED] MICHAEL L
Title: [REDACTED] Cost Type(N/X): Y Marital Sta: _ Gender: F
Street: [REDACTED]
Street2: [REDACTED]
City: CANTON ST/PV: MI ZIP/PC: 40180
Country: USA Language: EN Stop All Calls? (Y/N): N
Phone-N: [REDACTED] Name-E: [REDACTED] Deceased/O of NY (Y/N): N
Name Date: 04/10/93 ADDR Date: 04/04/96 Address Mailable? (Y/N): Y
Name Srs: SALES Addr Srs: MCOA Stop All Mail? (Y/N): N

Veh Del DIND

Sel Yr	Model	VIN	Sale Dt	Typ	Cl	MI/YR	Fla	STP	Assigned	Selling
- 97	BUCCHER	1FALP13P5V[REDACTED]	11/11/97	N	F		L		F48426	F48426
- 95	VILLAGE	4M2V11G3[REDACTED]	03/00/98	N	F	01/87	L		L49345	L49345

- The current address of the owner and all vehicles purchased will be displayed.

Select 2: if you have the VIN#, Press Enter

CUC0845 013 Customer Profile Selection 01/24/98 14:29:41

VIN: 1FALP13P5V[REDACTED] CURRENT/LAST OWNER _ ALL OWNERS (FOR FUTURE USE)

- Type in the VIN#, Press Enter
- The current address of the owner and all vehicles purchased will be displayed:



LITIGATION PREVENTION

A-X-Z PLAN PROCESS

A-X-Z Plan

Specific Guidelines

CUCUSEE 143		Customer Profile		03/03/98 11:01:34						
Name :	[REDACTED]	MICHIGAN								
Title :	[REDACTED]	Cust Type(B/Z) :	2	Marital Sta. :	Gender: M					
Street :	[REDACTED]									
Street2 :	[REDACTED]									
City :	CANTON	St/Pr :	MI	ZIP/PC :	48188					
Country :	USA	Language :	EN	Stop All Calls? :	(Y/N): N					
Phone-N :	[REDACTED]	Phone-B :	[REDACTED]	Deceased/O of BY :	(Y/N): N					
Name Date: 04/10/95	Addr Date: 06/04/86	Address Available? :	(Y/N): Y	Stop All Mail? :	(Y/N): N					
Name Suss: BAKER	Addr Suss: WCGA									
Veh Del Disp										
Sel Yr	Model	VIN	Sale Dt	Typ	Cl	MR/YY	Pm	ESP	Assigned	Selling
97	ESCORT	1FALP13P5WVW132277	01/11/97	N	P		L	F48436	F48436	
95	VILLAGE	4N2DV13M30720377	03/08/95	N	P		L	L48346	L41285	

IDENTIFYING SPONSOR

Check CONCEPTS:

Legal Analysts should follow the instructions in Chapter 10, page 65 of the Legal Reference Manual.

QGC Cashhandler's have been provided a copy of the instructions mentioned above for their use.

Call the selling dealership:

- Request the sales and service files at this time so they are here if needed.
- Advise them that the customer may be sent a DSB application because of the new A/X/Z Plan requirement and that a region contact may be opened if needed.
- If the system was down and you were unable to identify the Sponsor through CONCEPTS, ask them to check their sales records to see if the sale was to a Ford Employee or to a sponsor.
- If the sale was sponsored ask for name, address and phone number of sponsor.

INFORMING ALL PARTIES OF DSB REQUIREMENT

Communicate with the customer, attorney and/or sponsor

- Explain that our goal is to resolve the concern(s) to the customer's satisfaction as quickly and directly as possible. If we can resolve it we will be glad to. However, should this matter escalate, the Purchase Plan Privilege requires the use of the Dispute Settlement Board prior to filing suit.
- Employees may access the "A-Plan Interactive Web Site" on the Ford Intranet via Netscape Navigator at: <http://www.a-plan.ford.com> for details on A-Plan rules and guidelines.
- Explain that part of the A/X/Z plan agreement is to use the Dispute Settlement Board procedure prior to any legal action regarding any vehicle purchased using one of the plans (see Chapter 7 of the Legal Reference Manual).
- Advise that if customer elects not to use DSB the sponsor involved may lose their A/X/Z plan privilege.
- Advise customer/attorney of DSB dispute resolution procedure. This is to be done in all states where DSB is available whether certified by the state or not.



**A-X-Z Plan
Specific
Guidelines**

- **NOTE:** Sponsor may be contacted through PROFS to get home mailing address and phone.
- **NOTE:** If unable to make phone contact with any of the necessary parties proceed with sending the letter as verification (see below).
- Send a set of letters (Litigation Prevention- letters are located in w:\legal\axcz) to customer and/or sponsor as appropriate.
 - Please note: 8 1/2 x 11 paper is used. You will have to manually feed.
 - Include copies of the A/X/Z plan book with each letter.
 - If there is an attorney involved, cc a copy of the letter to the attorney.
 - Send all mailed letters, certified so that documentation is on hand for OGC
 - Fax attorney copies, if possible, keeping the fax confirmation as proof of delivery.

REQUESTING A DSB APPLICATION IF UNABLE TO PRIOR RESOLVE

- Obtain all address information for customer, sponsor and attorney.
 1. Complete document your investigation and events leading up to the DSB request in the Legal contact.
 2. To request that a DSB Application be sent, do the following in MORSII/SMARTT:
 - Use Action: "Open Region", use the customer name not the attorney's
 - Use Reason Code: "DSB Application" in SMARTT or MORSII
(This will notify the field of a possible DSB case)

ADVISING REGION AND DSB

- Advise DSB area of referral for the A/X/Z plan case and of the case history to date. The DSB team will generate a report and monitor the process.
- Forward copy of our file to DRS that is handling the case.
- The Office Operations Specialist (OOS) in the effected region should be notified of a potential lawsuit and the upcoming DSB case.

FOLLOWING UP ON DSB PACKET

If the customer or attorney calls stating that they never received the DSB packet then PROFS Clarice (CWEAKS) at Phoenix Group to follow up.



LITIGATION PREVENTION

A-X-Z PLAN PROCESS



CHAPTER SIX

April 20, 1998

**Description**

Each State has set guidelines that determine when a vehicle is considered to be a "lemon". A summary of each state's law can be found in the United States Lemon Law Summaries resources book. Additionally, a more detailed set of lemon laws can be found in the AAMA Lemon Law Handbook.

Legal Analyst Responsibilities

Each Legal Analyst is responsible for knowing where the lemon law summaries and AAMA handbook can be found. You must also be able to analyze pertinent information to determine if a vehicle has met the law.



LITIGATION PREVENTION

STATE LEMON LAWS

State	Ford Pays Interest	State	Ford Pays Interest
Alabama	Yes	Alabama	No
Alaska	No	Alaska	No
Arizona	Yes	Arizona	No
Arkansas	Yes	Arkansas	Yes
California	Yes	California	Yes
Colorado	No	Colorado	No
Connecticut	Yes (a)	Connecticut	No
Delaware	No	Delaware	Yes (a)
District of Columbia	No	District of Columbia	No (d)
Florida	Yes	Florida	Yes
Georgia	Yes	Georgia	No
Hawaii	No	Hawaii	No
Idaho	No	Idaho	No
Illinois	No	Illinois	Yes
Indiana	Yes (c)	Indiana	Yes
Iowa	Yes	Iowa	Yes
Kansas	No	Kansas	No
Kentucky	Yes	Kentucky	No (d)
Louisiana	No	Louisiana	No
Maine	Yes	Maine	Yes
Maryland	No	Maryland	Yes
Massachusetts	Yes	Massachusetts	Yes
Michigan	No	Michigan	No (b)
Minnesota	No (d)	Minnesota	Yes
Mississippi	No	Mississippi	No
Missouri	No	Missouri	No

List was reviewed by Peggy Bowers at the Office of General Counsel for accuracy on 10/3/85.

- (a) Finance charges incurred by the customer after he/she first notifies the company of the problem
- (b) The consumer is not entitled to a refund without bringing a civil suit



(c) In the Lemon Law summaries, it is incorrectly stated that in Indiana earned interest is not refundable. Peggy Bowers has noted that it needs to be corrected in the next update

(d) Lease interest is refunded.

If each state is weighted equally with all other states, they would each account for 1.86% of the country

Minnesota and Texas combined would have equaled 3.92% of all RAV's in 1994.

Based on 6,406 cases in 1994, 251 cases in MN and TX would have been processed.

6,155 cases would have been in states that interest money was refunded. Assuming a modest \$50 per vehicle: approximately \$308,000 would have been paid in interest.

If indeed, 22 states (43.1%) do not require interest reimbursement, we overpaid interest reimbursement on approximately 2,509 cases $(6,406 * 43.1\%) - 251 = 2,509$
Again assuming \$50 interest reimbursement per vehicle, we potentially overpaid \$125,450 to consumers in 1994 $(2,509 * \$50 = \$125,450)$



CHAPTER SEVEN

April 20, 1998

**Description**

The Dispute Settlement Board (DSB) is a cost-free, independent dispute-settlement program available to owners or lessees of qualified Ford Motor Company vehicles. The following pages will provide an in-depth explanation of the process.

DSB and Lemon Law

In several states, customers must have their concern reviewed by the Dispute Settlement Board prior to Litigation Prevention becoming involved and taking action. Please refer to the state lemon law for instruction.

Decisions made by the DSB are binding on both Ford Motor Company and the dealer(s). DSB decisions are not binding on the customer, who can pursue other remedies beyond DSB.

Legal Analyst Responsibilities

If after reviewing an Attorney Demand Letter, you find that the vehicle is still under Ford Express Written New Vehicle Warranty, the state lemon law requirements have been met and the State requires the use of the DSB prior to pursuing litigation, please use the following procedures:

- Inform the attorney/customer that the concern must first be reviewed by the Dispute Settlement Board. This may be done via telephone and followed up with written confirmation.
- Open an INQ 142B contact which will automatically send an application to the customer. You can also mail one from here if there is sufficient supply.



CHAPTER EIGHT

REDIRECTS

- Small Claims Court 1
- Lemon Law Hearings2
- Miscellaneous 3
 - Insurance Company Subrogation
 - Personal Injury
 - Summons, Court Orders
 - Accepting Service

Printed copies are automatically UNCONTROLLED



April 20, 1998
WJLEGAL\MANUAL\CH 8 REDIRECTS.DOC

SMALL CLAIMS COURT

- Small Claims Court Notifications are considered actual lawsuits and are handled by the Consumer Intervention Activity within Consumer Affairs.
- The date for court hearing is indicated on every filed case. If Ford does not respond to the courts, we will be held responsible due to a default judgment.
- Upon receipt of a Small Claims Notification, please forward to Consumer Intervention (CI).
- CI will gather the appropriate information and open a contact for documentation and tracking purposes. This information will then be faxed to the Regional Office Operations Specialist for review. After the Region has determined whether to fight the case in Small Claims Court or try to prior resolve through a settlement, they will advise CI. The Region is responsible for representing Ford in court if we plan to fight the claim and will advise CI of the outcome. If the decision is to settle, CI will attempt to prior resolve the situation with an award (including court costs). CI will handle all payment processing.



LEMON LAW HEARINGS

- Several states have created a Lemon Law review process. In most cases, rather than take these issues to a court, they are reviewed by a state commission.
- These cases must be handled as ACTUAL LAWSUITS.
- Any decision made at a Lemon Law Hearing is binding on Ford Motor Company and/or the customer.
- Upon receipt of a Lemon Law Hearing Notification, please fax a copy to OGC at: (313) 33-75038. Indicate on the fax cover sheet, "Original to Follow." Send the original copy to:

OGC
Suite 400, FTW
ATTN: Joely Banda

- OGC will contact the appropriate law firm or Office Operations Specialist (OOS) in the region, if necessary.

NOTE: If the notification has an appearance or response date that is less than 10 days from the court date, please call the OGC Case Handler, assigned to the region, and review the situation.

The OGC Case Handler may request faxing an additional copy to the appropriate law firm.

**MISCELLANEOUS REDIRECTS****INSURANCE COMPANY SUBROGATION**

- An insurance company has paid a claim involving an accident or fire. The insurance company has concluded that a product defect caused the concern and is seeking reimbursement from Ford.

The claims should be sent to:

OGC Product Claims
Suite 400
Parklane Towers West (PTW)

NOTE: Occasionally an insurance company will pay a claim involving a warranty item such as paint peeling. OGC does not handle this type of claim. It should be processed in the same manner as any request for assistance made by a third party on behalf of a customer (such as a mother requesting assistance for her daughter).

PERSONAL INJURY

Personal Injury claim: A customer, attorney, insurance company, etc. writes to the company regarding personal injury which they believe is the result of a product defect.

- A MOESRI/SMART Contact involving personal injury claim is created. The type of inquiry created is an OGC Referral (making sure you use the correct description action). The OGC1 and OGC2 letters will be triggered by the system and sent to the customer to request documentation be sent to OGC to substantiate their injury claim. Any attorney letters or insurance company letters would be forwarded to OGC after creating an inquiry for OGC Referral. No letter sent to customer.

If a customer forwards medical bills in conjunction with an injury, they should be forwarded to OGC for their handling.

The claims should be sent to:

OGC Product Claims
Suite 400
Parklane Towers West (PTW)

SUMMONS, COURT ORDERS, ETC.

- It is extremely important to immediately forward all such notices to avoid default judgments. The attached sheet includes the names and addresses at OGC where these documents should be sent. In certain instances it may be necessary to fax the document to OGC prior to sending it via inter-company mail. This is done when the document has been received by Ford Motor Company and was not forwarded to Litigation Prevention in a timely manner. Therefore, be sure to check the date on each document prior to mailing it to OGC.
Note: Often, the summons will be coming from a firm named "CT Services".



Following is an excerpt from an OGC memo that indicates where different types of correspondence should be directed:

New Lawsuits, Subpoenas, and Garnishments

This memorandum reinforces the need for prompt handling of complaints, subpoenas, and garnishments served on the Company to avoid the entry of default judgments or the imposition of other sanctions. This memorandum also addresses recent changes to the process for handling certain third-party subpoenas.

All Office members should ensure that expeditious action is taken to process any complaint, subpoena or garnishment received. (Tax matters are not covered by this memorandum and should continue to be handled as they are now.) Upon receipt of any complaint, subpoena or garnishment, immediately send it to the appropriate location described below:

Complaints

Complaints of any kind should be sent by interoffice mail to:

800 Parklane Towers West
Phone: 24-88864
Facsimile: 33-76036

Subpoenas/Request for Discovery By An Attorney

The Discovery Practice Group will handle third-party subpoenas formerly handled by the Product Litigation and General Litigation Practice Groups. Accordingly, these subpoenas should be sent directly by facsimile and interoffice mail to:

800 Parklane Towers West
Phone: 24-88864
Facsimile: 33-76036

Ford Motor Company Hourly Personnel

Occasionally an attorney will write on behalf of an hourly employee. Issues may involve garnishment of wages, divorce proceedings involving pension plans, etc. If an attorney letter is received on behalf of an hourly employee, send it via Inter-Office Mail to:

Bob Satchian
FOCI, Room 800

Accepting Service

Attorney wants to serve lawsuit papers to Ford Motor Company. Following is the address that should be provided:

Ford Motor Company
Office of the Secretary
Room 1187
The American Road
Dearborn, MI 48121

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LITIGATION PREVENTION

REDIRECTS

April 20, 1998

4

Chapter 8
Rev. 3.0

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ER02-02B 2485



CHAPTER NINE

DLAP (DEALER LITIGATION ASSISTANCE PROGRAM)

April 20, 1998

DLAP (Dealer Litigation Assistance Program)

When dealers and Ford Motor Company are jointly named in a lawsuit, often times the dealership is eligible for protection by Ford Motor Company. The intention of DLAP is to:

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- 1) Provide a joint defense to the dealer in consumer warranty issues.
- 2) Establish a united defense against the plaintiff, thereby reducing legal costs and maintaining good company/dealer relations.

If a dealership requests indemnification, advise them to:

- Consult with their own (dealership) attorney.
- Comply with all answer dates unless an extension of time has been granted by the plaintiff attorney.
- Consult the dealership ROAD MAP manual for further direction
- Send a formal letter, signed by the Dealer Principal, requesting litigation assistance to:

Ford Motor Company
Office of The General Counsel (OGC)
Parklane Towers West
Suite 400
Dearborn, MI 48126
ATTN: Jody Banciu
Fax # : (313) 322-1450

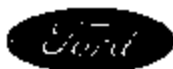
Failure to answer a complaint or petition within the time required by state or federal rule can result in a default judgment against the dealership.

OGC will contact the dealer and advise them of the eligibility of their request.

April 21, 1999
Chapter 9

1

Rev. 3.2



Dr. Ronald E. Goldsberry
Vice President-General Manager
Ford Customer Service Division

Ford Motor Company
300 Renaissance Center
P.O. Box 43861
Detroit, Michigan 48243-3861
December 26, 1994

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ERE2-826 2487

DEALER LITIGATION ASSISTANCE PROGRAM

To: All Ford and Lincoln-Mercury Dealers

CC: FCSD Regional Managers FCSD Owner Relations Managers
Dealer Assistance Center Manager

Subject: Dealer Litigation Assistance Program Replaces former
Consumer Litigation Assistance Program

When Ford initiated the Consumer Litigation Assistance Program in 1980, it did so with several objectives in mind. The primary objective was to provide a joint defense to the dealer in consumer warranty lawsuits. Secondary objectives included establishing a united defense against the plaintiff, reducing legal costs, and maintaining good Company-dealer relations. Ford remains committed to these objectives but recognizes that escalating customer expectations and evolutionary changes in the legal climate, including the advent of Lemon Laws, warrant a fresh approach to the achievement of our shared goals in this arena. Through the combined efforts of the FCSD Owner Relations Operations Department and the Office of the General Counsel, we are pleased to provide a new, improved Dealer Litigation Assistance Program (D.L.A.P.) which will take effect January 1, 1995.

Procedural details and a sample Joint Defense Agreement are attached and should be retained for reference. Previous materials describing the Consumer Litigation Assistance Program should now be discarded.

Related questions may be directed to your FCSD Owner Relations Manager or to the Ford legal assistant coordinating a particular case.

Ron

Background. In recent years, Ford's Office of the General Counsel has employed an in-house approach to resolve consumer warranty lawsuits. Its legal assistants, under the supervision of an attorney, negotiate and settle directly with the plaintiff's attorney, without benefit of Ford's local counsel. In most cases, this method is both expeditious and cost effective. In some instances, however, the fact situation or the demands of the plaintiff's attorney necessitate the hiring of local counsel. The new Dealer Litigation Assistance Program (D.L.A.P.) will provide a framework for joint defense, applicable to both in-house and assigned lawsuits. In either instance, however, the dealer must execute a Joint Defense Agreement (sample attached) before Ford assumes the dealer's defense. As under the former Consumer Litigation Assistance Program, Ford will assume the legal cost to the conclusion of the litigation in D.L.A.P. approved lawsuits upon receipt of an executed Joint Defense Agreement. Costs incurred prior to its execution must be borne by the dealer.

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DEALER LITIGATION ASSISTANCE PROGRAM

Process. The sequence of events under the Dealer Litigation Assistance Program will be as follows:

1. The OGC supervising attorney will determine D.L.A.P. eligibility after reviewing the allegations in the complaint, the service history of the subject vehicle and other available information.
2. The OGC legal assistant and the Ford Customer and Service Division Owner Relations Manager will be advised of the decision.
3. The dealer, in turn, will be advised by the OGC legal assistant within seven (7) days. Until notified by Ford, the dealer must protect his/her own interests.

Caution: Service of legal pleadings requires immediate action. Thus, upon receipt of legal pleadings, affected dealers are urged to (i) consult with their own attorney, and (ii) comply with all answer dates unless an extension of time has been granted by the plaintiff's attorney. Failure to answer a complaint or petition within the time required by state or federal rules can result in a default judgment against the dealership.

Eligibility for D.L.A.P.

Lawsuits eligible under D.L.A.P. include all lawsuits involving general warranty issues brought against Ford and the dealer as co-defendants. Ford will assume 100% of all settlement or judgment costs in approved D.L.A.P. lawsuits.

Exceptions to D.L.A.P. eligibility

1. Lawsuits containing allegations of personal injury, property damage or product liability are not eligible. Consult the Sales & Service Agreement for specific information in these instances.
2. Cross-claims or third party claims filed by the dealer against Ford render a lawsuit ineligible for D.L.A.P. Contact the Owner Relations Manager prior to initiating an adversarial claim.
3. Some allegations of sales fraud may void D.L.A.P. eligibility while others may not. If the customer seeks recovery for alleged violation of a state "lemon law", breach of warranty and/or a state deceptive trade practice statute and there is no substantive evidence to support these allegations, D.L.A.P. may be extended. If, however, the customer alleges that misrepresentations were made by dealer personnel, D.L.A.P. will be denied.

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DEALER LITIGATION ASSISTANCE PROGRAM

Example: The only factual allegation supporting the deceptive trade practice claim is that the dealer's salesperson represented the vehicle to be of good quality when, in fact, it was not. In that instance, D.L.A.P. will be considered for eligibility. If, however, the allegations include a claim that the dealer's salesperson misrepresented the vehicle as an "executive lease vehicle" when, in fact, it was a rental repurchase, D.L.A.P. will not be considered.

D.L.A.P. Governing Principles

1. The dealer and Ford must be named as co-defendants. Small Claims lawsuits are excluded.
2. Ford retains complete authority in determining D.L.A.P. eligibility.
3. Ford will control and execute all strategic decisions including the selection of local counsel, whether and when to settle, and the terms of the settlement, including participation in vehicle replacements. All terms and conditions of a vehicle replacement will comply with FCSD's Required Vehicle Policy & Procedure.
4. Ford reserves the right to terminate a Joint Defense Agreement if, during the litigation, facts surface which create a conflict of interest. Ford will give fourteen (14) days written notice of its intent to withdraw from the Agreement.
5. Ford will obtain releases and dismissals on behalf of the dealer.
6. The dealer must assume all legal costs incurred by his/her counsel prior to the execution of a Joint Defense Agreement.
7. The dealer agrees to cooperate fully, including making witnesses available and providing all relevant documents promptly upon request.
8. The dealer may be asked to contribute to costs incurred in some D.L.A.P. eligible lawsuits which include, but are not limited to, Used Vehicle Sales, Extended Service Plans, dealer recommended conversions and/or modifications.
9. Lawsuits which pivot on non-Ford Extended Service Plans will not be considered.
10. If a claim for punitive damages is present in the lawsuit, both parties agree that in the event an award of punitive damages should be entered against either of them, each will be responsible, without participation by the other, for satisfying any such amount assessed against it.

D.L.A.P. WILL APPLY TO LAWSUITS SERVED AFTER DECEMBER 31, 1994

Attachments

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ERE2-826 2418



JOINT DEFENSE AGREEMENT

CASE NAME: _____ Sampl
CASE NO.: _____
DEALER: _____
FCSO REGION: _____
OGC CONTACT: _____
LOCAL COUNSEL: _____

This Memorandum confirms that an agreement has been reached between Ford Motor Company (Ford) and _____ (hereinafter "Dealer") whereby Ford will (a) assume the Dealer's defense subject to the conditions below, and (b) select counsel to represent both Ford and the interests of the dealership involved in this agreement.

An initial examination of the facts in this case indicates there are no conflicting interests among the parties to this Agreement.

The parties understand this agreement to be

FEES AND ASSESSMENTS: Unless explicitly agreed upon by the parties, Ford will be responsible for 100% of any settlement or money judgment paid in this case, excluding punitive damages assessed against the Dealer and other parties. Additionally, Ford will be responsible for the counsel fees pertaining of this matter from the date of defense execution of this Agreement forward.

CONTROL OF LITIGATION: Ford will have full control of the defense of this case, including strategic decisions, selection of counsel whether and when to settle, the terms of the settlement, whether to proceed to trial as to any appeals.

DEALER FRAUD OR CULPABILITY: If a determination is made that the dealer, or those acting on its behalf or pursuant to its direction, have undertaken fraudulent or other culpable actions that contributed to the filing of this lawsuit, Ford reserves the right to terminate this Agreement.

PUNITIVE DAMAGES EXCLUDED: Although the parties believe there is no factual basis for punitive or exemplary damages in this case, the possibility remains that such claims could be presented in this lawsuit. The parties involved agree that in the event of an award for punitive or exemplary damages, each party is responsible for satisfying any such

D.L.A.P. WILL APPLY TO LAWSUITS SERVED AFTER DECEMBER 31, 1994.



LITIGATION PREVENTION

DLAP

amount assessed against it, on its own, without participation by any other.

PREVIOUS FEES AND EXPENSES: Any expenses, including legal fees incurred by the above dealership, prior to the date of this signed Agreement will be borne solely by the dealership that incurred those expenses.

FULL COOPERATION: The Dealer will cooperate fully with Ford and furnish promptly, upon request, all documents and current personnel necessary to the defense of this action.

CONFLICT OF INTEREST: In the event that conflict should arise, Ford will notify all parties to this Agreement immediately. This Dealer agrees to waive any conflict of interest claims which could arise if Ford should find that a conflict of interest exists between the parties. If at any time the Dealer believes that a conflict exist, it will advise Ford and/or the above counsel in writing in order to initiate a discussion of the dealership's continued representation

LIABILITY EXPRESSLY DENIED: The parties to this Agreement understand that the terms set forth herein represent a compromise between them and are not be considered an admission of liability on the part of either party. On the contrary, any liability on the part of these parties is expressly denied.

This Agreement is to be signed and returned to Ford. A copy of the signed agreement will be forwarded to the Dealer's attention immediately thereafter.

The Dealer's representation takes effect immediately upon receipt of this signed Joint Defense Agreement.

I have read the above and understand and agree to its terms

Dealer Principal or Agent

Date

Ford Motor Company

Date

Sampl
~



CHAPTER TEN

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**NAVIS-NORTH AMERICAN VEHICLE IDENTIFICATION SYSTEM**

This database is utilized to for several different and important reasons. The main focus of this database is to determine ownership status or to determine how a vehicle was scheduled to be built at the factory.

How to login and use NAVIS:

- 1) On a main session screen type IMS2 and press enter.
- 2) Then when prompted to type in your RACF LP ID number (Ex. LPORD54), password and press enter.
- 3) Once done with step 2 then press "ESC" key and type "/FOR NAVIS" and press enter.
- 4) Then press PF2 and you will move to the next screen. Then type in "6" on the main Menu screen and press enter.
- 5) To determine the ownership status refer to the customer's name on the screen. Look to see if the names match or possibly address. **NOTE: Maiden names and other changes may not be reflected on the screen so be sure to question the customer.**
- 6) As far as verifying additional information please refer to the definitions in the next pages.
- 7) To verify vehicle equipment you must use the numbers at the bottom of the screen. Use the ordering guide for the model year you are researching. Match the numbers from the ordering guide to the bottom of screen by reading from the top line for the first number, then the second line for the second number and the third number should be on the last line. If the last line is blank then the option is not on the vehicle. If the last line has a code that cannot be identified from the ordering guide it may be a combo code. Using VOCL, directions for which are on the next page, can help determine what the code is. Please refer to later training pages for additional information. Also, your team leader of the Technical Research Unit can also be of assistance.

Notes:

*Please remember that NAVIS shows how the vehicle was scheduled to be built. Misbuilt vehicles do occur on a rare occasion and this database is simply for reference and is not a definitive guide to how the vehicle was indeed built.



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NAVIS: NORTH AMERICAN VEHICLE IDENTIFICATION SYSTEM

```

NAVIS Vehicle Inquiry          07/23/88 08:41:05
-----
VEHICLE ID: (W17P000000) VIN: (2)           DIV: (4) ST: (4)
Vehicle Line: (1)                           Orig P-URL: (7)   Selling Dir: (8)
Order Receipt: (1)                           Cur P-URL: (8)   Sale Date: (12)
Orig Sched: (1)                             Order St: (15)  Del. Date: (16)
Inv Prep: (1)                               Orig File St: (18) Del. Use: (19)
Prod Date: (1)                              Cur File St: (21)  Sale Pre: (24)
Rls Date: (1)                               Del File St: (23)  Conv. St: (28)
Moto Corpn: (1)                             PA: Ext: (31)    Warrs-Ind: (32) Sale Stat: (32)
Orig Pibus: (1)                             -Quert Ext: (34) -Date -Dealer-
Cur Pibus: (1)                             -Laps: (35)      Shipped: (37)   (10)
/Name: (1)                                  Cur Stock: (40)  (11)
Addr: (1)                                   Int-Price: (43)  (14)
City: (1)                                   Int-Price: (44)  (15)
Zip: (1)                                    Int-Price: (45)  (16)
V-URL: (1)                                  Int-Price: (46)  (17)
114623 188798 214667 90 214667 90 214667 90 214667 90 214667 90 214667 90 214667 90 214667 90
0 0 0 0 1 2 3 4 5 6
8678001184570012402700123 87001123 86780011845700123 87001123 86780011845700123 87001123
F1-Mob F3-Exit F4-P-Line, No. F8-Fing-OLA1 SCREEN F2-SCREEN F2
Enter valid ALPHABETIC and SCROLL ACTION: LPR2123

```

DEFINITION OF REPORT FIELDS

NO.	FIELD NAME	DESCRIPTION
1	VEHICLE ID	The VEHICLE ID consists of the first two positions (World Manufacturer Identifier - WMI) and the last eight positions (Alphabetical model year, plant and base 6) of the vehicle identification number (VIN). Example: If the VIN equals: 1FABP53L2H Enter VIN: 1FH
2	VIN	The full 17 position Vehicle Identification Number (VIN)
	WMI Pos.	World Manufacturer Identifier
	1-3	1F = FORD USA 1ME = USA MERCURY 1LN = USA LINCOLN 2F = FORD CANADA 2ME = MERCURY CANADA 3F = MEXICO FORD
		3MA = MEXICO MERCURY 9B = BRAZIL FORD JC = JAPAN FORD KN = KOREAN FORD LF = TAIWAN MERCURY WF1 = GERMANY MERKUR



SYSTEM		C - ACTIVE BELTS - SAME AS 'B' WITH DRIVER AIR BAG
		P - PASSIVE BELTS (FRONT SEATS) ACTIVE BELTS (REAR SEATS)
		L - ACTIVE BELTS PLUS SHOULDER/LAP BELTS ALL OUTBOARD POSITIONS AND DUAL AIR BAGS
BODY TYPE	5 - 7	SEE ORDERING GUIDE FOR APPROPRIATE CODE
ENGINE TYPE	8	SEE ORDERING GUIDE FOR APPROPRIATE CODE
CHECK DIGIT	9	NUMBER ASSIGNED BY THE COMPUTER FOR CONTROL PURPOSES
PLANT	11	ASSEMBLY PLANT CODES
		A - ATLANTA K - KANSAS CITY W - WAYNE ASSEMBLY
		B - OAKVILLE L - MICHIGAN TRUCK X - ST. THOMAS
		C - ONE. TRK. M - KARMANN Y - WIXOM
		D - IPIRANGA N - NORFOLK Z - ST. LOUIS
		E - NIEHL (GERMANY) P - TWIN CITIES O - HIROSHIMA
		F - DEARBORN R - HERMISILLO 1 - HOFLI
		G - CHICAGO S - ALLEN PARK 2 - CHUNG LI
		H - LORAIN T - EDISON 3&4 - HIROSHIMA
		J - IMMSA (MD) U - LOUISVILLE 5 - ALTO ALLIANCE
		V - KENTUCKY TRK 6 - KIA (S. KOREA)
)
BASE SERIAL NUMBER	12 - 17	VEHICLE PRODUCTION NUMBER. ALL LINCOLN-MERCURY VEHICLES START WITH 6000

- 3 Division Represents the Marketing Division responsible for vehicle.
- 1 - Ford Division Passenger
 - 2 - Ford Division Truck
 - 3 - Lincoln/Mercury Division
 - 4 - Ford of Canada - Passenger and Truck
 - 5 - Fleet Assigned Units - Passenger and Truck (FD Export)



4	Status	Navis codes representing current vehicle status. 100 - Cancelled 200 - Serialized 220 - Submitted to Assy. Plant 250 - Line Set (KTP) 300 - Bucked (Sched to Buck) 400 - Produced 401 - Memo Consignment 420 - Inprt Released at For Ship 425 - Inprt Arrived at For Port 430 - Inprt Shipped - Not Assigned 432 - Inprt Shipped - Assigned 435 - Inprt Landed - Not Assigned 437 - Inprt Landed - Assigned 440 - Modification Center 450 - Released 500 - Released Factory Sale 550 - Crad Sack Fctry Byback 600 - Shipped/Stock 606 - Dealer Demonstrator Stock / Service 750 - Fies sale to dealer 800 - Sold (Retailed) 801 - Demo Retailed (Dealer / (Dealer/Salesman) 802 - Sold to Govt./Company 803 - Sold, Total Loss
5	Vehicle Line	Vehicle line code as assigned by body and engineering (BAO)
6	ConvY Deliv	Reported by final convoy carriers via COPAC system
7	Orig P-Lvl	Code corresponding to the original vehicle price file. Applies to base vehicle and option amounts only. Posted from factory-sale. (release transactions).
8	Selling Dtr.	The region, district, zone, and location code of the dealer that sold the vehicle. This field is updated by ship-to trailer, release-to dealer, transfer-to dealer, and selling dealer.
9	Order Recpt	All orders other than basic or local promotions will have the date that the order was received coded into columns 37-38 of the V.O. record. NAVIS will convert the date at the time the NAVIS Master is established and will never change this field.
10	ShpTo Stat	Dealer location code of the Ship-To Dealer point as reported at order time; or at release time in the Factory-Sale transaction as reported by the Assembly Plants to the Release Finance System.
11	Curr P-Lvl	Code corresponding to the original vehicle price file. Applies to base vehicle and option amounts only. Maintained by the Release Finance System.
12	Sale Date	Reported date the vehicle was delivered to the retail customer. For the company cars, they are calculated as the 15th of the month of production.
13	Orig Sched	Code corresponding to the vehicle original price file for destination and delivery (D-D) amounts only. Posted from factory-sale. (release transactions).
14	Rls-To Stat	State code of the Release-to Dealer mailing address. Posted from factory-sale (release) transaction.
15	Order Dtr	Posted when master record is established on NAVIS Master File. The dealer code should never change.
16	Demo Date	Reported date-into-service for Dealer Demonstrators. (The date is not cleared when Demo is removed from service).
17	Inv Prep	Date the invoice was prepared by the assembly plant

**LITIGATION PREVENTION****COMPUTER DATABASES**

18	Orig Int St	Original Draft Collection Date as reported by the Cash Drafting System										
19	Orig Rls Dir	Original VO 70-71 and VO 73-75 as reported by the Release Finance System										
20	Deliv Type	Code provided in R.D.F. Identifying the type of delivery										
21	Prod Date	Date the vehicle was produced.										
22	Curr Int St	Current Draft Collection Date as reported by the Cash Drafting System										
23	Rls Dir P&A	Dealer's Parts and Accessories Code as reported by Release Finance System. (Zero for Ford of Canada or Company Units).										
24	Sales Prd	Ten-day sales period when the vehicle was reported to the General Sales Office as having been retailed. (Based on Sales from received date.) *Date is read - Disregard the first zero, year, month, period* Y B Q Period Period 1 = 1st 10 Days 2 = 2nd 10 Days 3 = 3rd 10 Days										
25	Rls Date	Latest financial transaction date when vehicle was sold by the assembly plant.										
26	Dirfin Ext	Last day of the extract month a record was generated for payment of Dealer Finance Charges.										
27	Warr Start	Date the vehicle's warranty became effective. Provided as delivery of Demo-into-service date by Divisional Sales Systems or in the case of Company Cars, calculated as the 15th of the month following the month of production. It may also be updated by transactions from FCSD Warranty Systems.										
28	Cancel SI	Cancellation date as reported by the Divisional Sales System										
29	Memo Consign	Date the vehicle left plant, usually for the Body Shop. It remains the property of the company (Not yet factory sold).										
30	P&C Ext	Last day of the extract month a record was generated for payment of Preparation and Conditioning charges. Provided by Monthly Dealer Payment System.										
31	WarrS-Ind	Warranty coverage available on the vehicle as assigned by FCSD										
32	Sale Status	A one digit sale status code assigned by NAVIS from type of sale reported on retail Delivery Form: <table border="0" style="margin-left: 40px;"> <tr> <td>A = Total Loss</td> <td>B = Dealer Stock</td> </tr> <tr> <td>D = Dealer Demo</td> <td>G = Sold</td> </tr> <tr> <td>H = Home Office Reserve</td> <td>I = Sold for Company Svc.</td> </tr> <tr> <td>J = Sold to Government</td> <td>M = Memo Consignment</td> </tr> <tr> <td>X = ODO Mainland</td> <td></td> </tr> </table>	A = Total Loss	B = Dealer Stock	D = Dealer Demo	G = Sold	H = Home Office Reserve	I = Sold for Company Svc.	J = Sold to Government	M = Memo Consignment	X = ODO Mainland	
A = Total Loss	B = Dealer Stock											
D = Dealer Demo	G = Sold											
H = Home Office Reserve	I = Sold for Company Svc.											
J = Sold to Government	M = Memo Consignment											
X = ODO Mainland												
33	Orig FltBus	Financial Transaction Date of the original factory sale of this vehicle.										



LITIGATION PREVENTION

COMPUTER DATABASES

34	Advert Ext	Last day of the extract month a record was generated for payment of Advertising and Holdback charges.
35	Curr Ptlbas	Plant processing date of the last financial-related transaction. (e.g. Factory Sale, Credit)
36	Slsprn SS#	Last four digits (binary) of the Salesman Social Security Number as reported from the Divisional Sales System. 'E' (Blanks) = No Social Security Number Provided. Deal = House deal and no number is necessary. Prior to 8/1/88; 1111 = House Deal 0000-9999 = Appropriate Social Security Number
37	Shipped Date	Reported date that the vehicle was shipped.
38	Shipped Dealer	Dealer location code of the Ship-to Dealer point as reported at order-time in the company CAR or FRAC's Trailer Card; or at release-time in the factory-sale transaction as reported by the assembly plants to the Release Finance System. Note: Ship-to Dealer is now used to pay P&C on FRACS units. Therefore, it doesn't change when the unit is released.
39	T/Name	1 T = Customer's title code - code indicating the vehicle owner's title 1 - Mr. 2 - Mrs. 3 - Miss 4 - Mr. & Mrs. 5 - Doctor (M.D. or Phd.) 6 = Ms. 7 = Title (e.g. J.D. or Capt.) 8 - Foreign Sale - No name, address, city or state 9 - Commercial (Budget Rent-a-car, K-Mart, etc...) 2 Name = Vehicle Owner's first name, middle initial and last name from the CNA file. In the case of a Ford Motor Company-Owned vehicle, the lessee's name, if available, will be displayed. (e.g. Alex Trotman, Harold Poling, etc...)
40	Curr Stock Date	Effective date of current stocking dealer.
41	Current Stock Dealer	Current responsible dealer code.
42	Addr	Vehicle owner's street address, left justified. In the case of a Ford Motor Company-Owned Vehicle, the assigned vehicle representative's tag number and chargeable department number will be displayed.
43	1st Prior Date	Effective date of first prior stocking dealer.
44	1st Prior Dealer	1st prior dealer code.
45	City	Vehicle owner's city, left justified. In the case of a Ford Motor Company-Owned Vehicle, the assigned garage code will be displayed.



46	State	U.S. Post office standard two-character state abbreviation. In the case of a non-U.S. owned vehicle, this field will be blank. For Ford of Canada vehicles, this field contains the standard two-character province code. AB = Alberta BC = British Columbia MB = Manitoba ON = Ontario PQ = Quebec(P.Q.)	NS = Nova Scotia NB = New Brunswick PE = Prince Edward Sound NW = Northwest Territories YT = Yukon Territories
47	2nd Prior Date	Effective date of second prior stocking dealer.	
48	2nd Prior Dealer	2nd prior dealer code.	
49	Zip	Vehicle owner's U.S. or Canadian Zip code	
50	N/A-Rcpt	The date that the owner's name and address was received by the sales system.	
51	3rd Prior Dealer	Effective date of third prior stocking dealer.	
52	3rd Prior Dealer	3rd prior dealer code.	

**VOCI-VEHICLE ORDER CODING INSTRUCTIONS**

Concern: Has this happened to you? When looking up a customer's Vehicle Order Image in NAVIS, there is a code that does not match up to the Source Book. Or there is a paint code listed in NAVIS, but you can't find the description.

Solution: Vehicle Order Coding Instructions (VOCI)

VOCI enables us to decode combination, paint, and all other codes in the Vehicle Order Image found in NAVIS. Instructions are as follows:

1. Enter OfficeVision(PROFS)
2. Type VOCI then Enter
3. Type in the selection of vehicle and year
4. Type the column number that you are decoding

This program is for 1994 to present passenger cars, light trucks, and medium/heavy duty trucks. It will also provide common codes between passenger cars and light trucks. With the utilization of this program, you can decode the customer's Vehicle Order Image with combination codes present in the image. In addition, the last option listed includes paint codes. In order to use this selection, type a "X" next to Paint V.O. Coding Instructions. Then type in the paint code from the NAVIS screen. It will give a description of the paint color. Remember that the same color paint can be described many different ways, depending on vehicle line.

This is to be used in conjunction with NAVIS. If questions should arise, team leaders can arrange for a Technical Research Unit Member to assist the team.

**Example:**

A customer calls up to find out if they have the High Output Air Conditioner on their 1995 Windstar. You look up 057 on the Vehicle Order Image and find a "M". You know that "4" is the code for the High Output Air Conditioner. You get into VOCI and select 1995 Light Truck. You type in "057" and look for the code "M". It tells you that "M = Q+4", which is the combination code for High Output Air Conditioner and Rear Window Defroster.

**SEII-WARRANTY HISTORY REVIEW**

Before you begin using SEII, you will need to logon and set up your printer configuration. Following are the instructions:

Printer Set-Up

1. On a main session screen type "TSO1" and press the Enter key
2. When prompted, type in your RACF LP ID (Ex. LPORD54) and press the Enter key, the next screen will be displayed:

```

----- TSO/E LOGON -----
Enter LOGON parameters below:          RACF LOGON parameters:
Userid  ==> LPORD54

-----
Procedure ==> RACFSTD                    Group Ident ==>
Acct Nbr ==> 90256
Size     ==> 5000
Parform  ==>

-----
Enter an 'S' before each option desired below:
      -Rmail      -Rnotice      -Rreconnect      -OIDcard
PF1/PF13 ==> Help   PF3/PF15 ==> Logoff   PA1 ==> Attention   PA2 ==> Refresh
You may request specific help information by entering a '?' in any entry field

```

3. Type in your password
4. Type in "SEI" at the Command line, press Enter and the next screen will be displayed:

```

ICM***** LAST ACCESS AT 08:07:21 ON WEDNESDAY, AUGUST 28, 1996
LPORD54 LOGON IN PROGRESS AT 10:20:27 ON SEPTEMBER 16, 1996
*****
*** Help Desk Phone # 52-53400 ***
*****
* Volume K71928 was recovered on Tuesday 8/20/96 *
* EN.DSA.NL2.K71928.DATA has a list of datasets that may be *
* missing or back leveled. Datasets that belong to management *
* classes with the backup attribute will be recovered. *
* Datasets converted from tape to disk will be LOPT. GDG s *
* will be recovered in deferred rollin status and if needed *
* in the GDG sphere, the following command should be entered *
* ALTER dataset ROLLIN (using IDCAMS) to place them back in *
* the GDG sphere. Questions- call x04087 or x0544. Thanks. *
*****del 8/27/96*****
SEII

```

5. Press Enter, the following screen will be displayed:



```

SH-II MAIN MENU*****
                                SH-II APPLICATIONS MAIN MENU
                                Put your cursor on your choice and press ENTER or
*****
                                THERE ARE BULLETINS YOU HAVEN'T READ!
*****
                                TBQI
                                -----
                                PRODUCTION (1)
                                TEST (1T)
                                SPECIAL (1S)
                                PROJ(12/12) (1P)

                                CUSTOMER RUN
                                -----
                                PRODUCTION (2)
                                TEST (2T)
                                DEAL DEALER (2D)

                                UTILITIES
                                -----
                                BULLETIN BOARD (BB)
                                HELP (HP)
                                JOB STATUS (ST)

                                OCS
                                -----
                                PRODUCTION (3)
                                TEST (3T)

                                TOW
                                -----
                                PRODUCTION (4)
                                TEST (4T)

                                EXIT
                                -----
                                EXIT TO READY (R)
                                EXIT & LOGOFF (X)
*****
  
```

6. Type "2" and press Enter, the next screen will be displayed:

```

SH-II PROD VERSION
MAIN MENU
                                USE [REDACTED]
                                SH-II CUSTOMER RUN
                                HELP DESK: 52-5340

SELECT OPTION ==>

A - TOP 22 BY TIME IN SERVICE
B - CLAIMS LIST
C - TIME IN SERVICE MATRIX
D - TOP DEALER REPORT
E - PARETO CHARTS
F - PARTS BY CONDITION CODES MATRIX
G - MVQ / TOW AND REPAIR DETAIL
H - CMVQ / TOW AND REPAIR DETAIL
I - VEHICLE HISTORY (SERIAL NUMBER)
J - NCM-CASUAL PARTS REPORT
K - LABOR OPERATIONS REPORT
L - REPLACED PARTS REPORT

                                1 - ARROW SUMMARY REPORTS
                                2 - ARROW LISTING
                                3 - PRINT DEALER CALL SHEET
                                4 - MULTIPLE TIS MATRIX
                                5 - VEHICLE HISTORY
                                6 - FILE CREATION
                                7 - PART MASTER
                                8 - DEALER MASTER
                                9 - ASO REPORTING

                                U - UTILITIES
                                X - EXIT
  
```

7. Type the letter "U" and press Enter, the next screen will be displayed:



```

EE-II
UTILITY MENU                                USER: ██████████
-----
1 - PROCESS MONTHLY ROLLS
2 - CHANGE CUP-OFF DATES
3 - CHANGE USER REPORTS
4 - CHANGE SIX-PACK REPORTS
5 - MAINTAIN PROFILE
6 - DATA MAPPING MAINTENANCE
7 - SYSTEM INITIALIZATION REQUIREMENT

F1=HELP   F3=GOBACK   F4=RESTART   F6=STATUS   F7=UP     F8=DOWN
  
```

8. Type "5" and press Enter, the following screen will be displayed:

```

EE-II                                USER: ██████████
                                PROFILE MAINTENANCE
                                TYPE OVER THE FIELDS BELOW AND PRESS ENTER WHEN COMPLETE
                                OR PRESS F3 TO EXIT
                                PLEASE VERIFY THE INFORMATION IS CORRECT BEFORE PRESSING ENTER
                                DEFAULT PRINTERS
                                -----
                                EV70888_____ - PRINTER A
                                EV70888_____ - PRINTER B
                                (PRESS F1 FOR A LIST OF PRINTERS)
                                LASER DROP AREA
                                -----
                                _____

F1=HELP   F3=GOBACK   F4=RESTART   F6=STATUS
  
```

9. Type in your "TSO1 LANNDSCAPE PRINTER ID" which can be found on a white sticker on top of the laser printer closest to your workstation.
10. Press Enter, the following screen will be displayed:



```

SE-II PROD VERSION
MAIN MENU                                USER: ██████████
                                         SE-II CUSTOMER MENU
-----
HELP DESK: 52-83400
A - TOP 22 BY TIME IN SERVICE           1 - ARROW SUMMARY REPORTS
B - CLAIMS LIST                         2 - ARROW LISTING
C - TIME IN SERVICE MATRIX              3 - FRIEST DEALER CALL SHEET
D - TOP DEALER REPORT                   4 - MULTIPLE TIS MATRIX
E - PARETO CHARTS                       5 - VEHICLE HISTORY
F - PARTS BY CONDITION CODES MATRIX     6 - FILE CREATION
G - MVQ / TOM AND REPAIR DETAIL        7 - PART MASTER
H - CHVQ / TOM AND REPAIR DETAIL       8 - DEALER MASTER
I - VEHICLE HISTORY (SERIAL NUMBER)     9 - ASD REPORTING
J - NON-CASUAL PARTS REPORT
K - LABOR OPERATIONS REPORT
L - REPLACED PARTS REPORT

                                         U - UTILITIES
                                         X - EXIT
F1=HELP          F3=GOBACK          F4=RESTART          F6=STATUS

```

11. Type "X" at the prompt and Press Enter to exit, the following script will appear:

```

LPRRSL4.SPFLOG1.LIST has been deleted.
***

```

12. Press Enter to exit to the main menu:

```

SE-II MAIN MENU*****
*                               SE-II APPLICATIONS MAIN MENU                               *
*                               Put your cursor on your choices and press ENTER or      *
*-----*-----*-----*-----*-----*-----*-----*-----*-----*-----*-----*
*                               THERE ARE BULLETINS YOU HAVEN'T READ:
*
*                               TISQI
*-----*-----*-----*-----*-----*-----*-----*-----*-----*-----*-----*
* PRODUCTION (1)                PRODUCTION (2)                BULLETIN BOARD (BB)
* TEST (1T)                    TEST (2T)                   HELP (HF)
* SPECIAL (1S)                 COAL DEALER (2D)             JOB STATUS (ST)
* PROJ(12/13) (1P)
*
*                               OCS
*-----*-----*-----*-----*-----*-----*-----*-----*-----*-----*-----*
* PRODUCTION (3)                PRODUCTION (4)                EXIT TO READY (R)
* TEST (3T)                    TEST (4T)                   EXIT & LOGOFF (X)
*
*-----*-----*-----*-----*-----*-----*-----*-----*-----*-----*-----*
*

```

13. Type "X" and Press Enter

**How to Run an SEII Report**

Repeat steps 1 through 6. When you get to the screen shown below:

```

SE-II PROD VERSION          USER ██████████
MAIN MENU

SE-II CUSTOMER RUN

HELP DISK: 63-13400

A - TOP 22 BY TIME IN SERVICE      1 - ARROW SUMMARY REPORTS
B - CLAIMS LIST                    2 - ARROW LISTING
C - TIME IN SERVICE MATRIX        3 - PRINT DEALER CALL SHEET
D - TOP DEALER REPORT              4 - MULTIPLE TIS MATRIX
E - PARETO CHARTS                 5 - VEHICLE HISTORY
F - PARTS BY CONDITION CODES MATRIX 6 - FILE CREATION
G - INV / TON AND REPAIR DETAIL    7 - PART MASTER
H - CHRG / TON AND REPAIR DETAIL   8 - DEALER MASTER
I - VEHICLE HISTORY (SERIAL NUMBER) 9 - ASO REPORTING
J - NON-CASUAL PARTS REPORT
K - LABOR OPERATIONS REPORT
L - REPLACED PARTS REPORT

U - UTILITIES
X - EXIT

F1=HELP      F3=GOBACK      F4=RESTART      F5=STATUS

```

- Type the letter "I" and press Enter, the following screen will be displayed:

```

SE-II                               Row 1 to 9 of 20
REPORT: VEHICLE HISTORY (SE-II) TYPE  USER: ██████████

MAKE SELECTION AND PRESS ENTER TO CONTINUE. INPUT ADDITIONAL PLANT
CODE AND SERIAL NUMBERS BY PRESSING F6 OR F7 TO SCROLL BACK.

SERIAL NUMBERS:
_____
_____
_____
_____

F1=HELP      F3=GOBACK      F4=RESTART      F5=STATUS      F7=UP      F8=DOWN

```

- Type in the Model Year of the vehicle
- Type in either "T" for Truck, "C" for Car or "H" for Heavy Truck
- Place an "X" next to VWHS
- Type in the last seven digits of the VIN
- Press Enter



SE-II	OUTPUT SELECTION	YEAR: 96
REPORT: VEHICLE HISTORY (SE-II) TYPE	USER: [REDACTED]	
PRINTER OUTPUT		

PRINT TO DEFAULT PRINTER 8 81004.N		
YOUR DROP AREA FOR LASON (80568) PRINTOUTS IS BENCHBL2		
SELECT ADDITIONAL PRINTER(S)		
CREATE A FILE		

FILE NAME FOR REPORT (OPTIONAL)		
JOB NAME		

OPTIONAL JOB NAME (DEFAULT=LPRINTS41)		
PLACE AN X NEXT TO SELECTION OR ENTER FILE NAME		
F1-HELP	F3-GOBACK	F4-RESTART F6-STATUS

- Place an "X" next to your preferred printer and press Enter

SE-II - LAST CHANCE	YEAR: 96
REPORT: VEHICLE HISTORY (SE-II) TYPE	USER: [REDACTED]

(USE ONLY ALPHA(A-Z) & NUMERIC(0-9) CHARACTERS)	

PRESS ENTER TO SUBMIT THIS JOB	
F1-HELP	F3-GOBACK F4-RESTART F6-STATUS

- On the Report Title Line, type your name, the customer's last name, vehicle model year make- THIS IS VERY IMPORTANT!
- Type an "N" in the next two fields
- Press Enter, the following script will be displayed:



JOB LPRRL54I (JOB10732) SUBMITTED

- Press Enter and the SEI request will begin processing, the following screen will appear:

```

SE-11 PROD VERSION                                USER ██████████
MAIN MENU                                          SE-11 CUSTOMER MENU

-
HELP DESK: 92-55600

A - TOP 22 BY TIME IN SERVICE                    1 - ARROW SUMMARY REPORTS
B - CLAIMS LIST                                  2 - ARROW LISTING
C - TIME IN SERVICE MATRIX                      3 - PRINT DEALER CALL SHEET
D - TOP DEALER REPORT                           4 - MULTIPLE TIS MATRIX
E - PARETO CHARTS                               5 - VEHICLE HISTORY
F - PARTS BY CONDITION CODES MATRIX            6 - FILE CREATION
G - MVI / TOW AND REPAIR DETAIL                7 - PART MASTER
H - CRVU / TOW AND REPAIR DETAIL              8 - DEALER MASTER
I - VEHICLE HISTORY (SERIAL NUMBER)            9 - ABC REPORTING
J - NON-CAUSAL PARTS REPORT
K - LABOR OPERATIONS REPORT
L - REPLACED PARTS REPORT

                                U - UTILITIES
                                X - EXIT
F1=HELP      F3=GOBACK      F4=RESTART      F6=STATUS

```

- Type "X" to exit, the following script will appear:

LPRRL54.SVFLOG1.LIST has been deleted.

- Press Enter and the screen on the following page will be displayed:



```

SEI11 MAIN MENU*****
*                               SE-IT APPLICATIONS MAIN MENU                               *
*                               Put your cursor on your choice and press ENTER or          *
*                               *****                                                 *
*                               THERE ARE BULLETINS YOU HAVEN'T READ!                    *
*                               *****                                                 *
*                               TRQI                                                    *
*                               -----                                                *
*                               PRODUCTION (1)    CUSTOMER REV (2)    UTILITIES          *
*                               TEST (1T)         TEST (2T)            BULLETIN BOARD (BB)   *
*                               SPECIAL (1B)       DEAL DEALER (2D)     HELP (HP)             *
*                               PROJ (12/12) (1P)                                JOB STATUS (ST)      *
*                               *****                                                *
*                               OCMR                                                    *
*                               -----                                                *
*                               PRODUCTION (3)    TOM (4)                EXIT              *
*                               TEST (3T)         TEST (4T)            EXIT TO READY (R)   *
*                               TEST (3T)         TEST (4T)            EXIT & LOGOFF (X)   *
*                               *****                                                *
*                               MENU*****
  
```

Type "X" to exit

SEI Report Processing Time

SEI reports for vehicles that are newer (1-3 model years old), will take 1-2 hours to process. As the vehicles get older, it may take 4-5 hours for the report to run.

Legal Analysts should consider running reports in the morning when possible so that they are available the same day.



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**OASIS**

This database is utilized to for several different and important reasons. Basic vehicle warranty information, 180 day warranty history, to locate Technical Service Bulletins and Special Service Messages, to verify ESP part coverage using base part numbers and vin and for reading broadcast messages sent to Ford and Lincoln-Mercury dealers.

How to logon and use OASIS:

- 1) On a main session screen type IMS3 and press enter.
- 2) Then when prompted to type in your RACF LP ID number (Ex. LPORD54), password and press enter.
- 3) Once done with step 2, type 'B' for the OASIS system and press enter.
- 4) The next screen will ask for a access code. CODE: 410019
- 5) The next screen will be the OASIS Menu.
- 6) At this screen you must select the appropriate menu item and press return.
- 7) Once an item has been selected then follow the directions at the top of the screen.
- 8) For any other questions please refer to information on following pages.
- 9) At any point in the system you may logoff by typing "99" and the system will return you to the basic session screen.



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```

C:\>
YOUR TERMINAL TYPE IS VT100.238
VT100.238

THIS IS A PRIVATE COMPUTER NETWORK ---
UNAUTHORIZED USE WILL RESULT IN PROSECUTION

SHOULD YOU HAVE ANY PROBLEMS PLEASE PHONE THE HELP DESK AT (213)762-3118
ENTER COMMAND TO SELECT YOUR APPLICATION
OR THE CHARACTERS "ENTER" -- "YES" PRESS "ENTER" -- "NO"

```

```

C:\>
SD.060H             (MSG) Logon             07/23/91 12:28:32

Type logon parameters below:                To change password, type:
user id  --->                                New Password --->
password --->                                Press F2 to Change Password

To stop logon, press <Clear> and type /QCL    F2 = New Password

```



SE. DESCRIPTION	SE. DESCRIPTION
B ONIS	B ONIS
C NCES:	C NCES:
D DOES:	D DOES:
E ST-NS	E ST-NS
F ES-S	F ES-S
G NO-C:	G NO-C:
X AppServices	X Nutra application

F2-Exit INS
 DT10001 SESSION READY FOR INPUT
 → B

8/29/98 12:54:26 *** ONIS PARTS AND SERVICE ***
 DEALER INQUIRY

PLEASE ENTER YOUR DEALER PARTS AND ACCOUNTING CODE AND PRESS "ENTER"
 11007



```

      01/23/96 12:06:10J
      -----
      1. VEHICLE INFORMATION
      2. VEHICLE AND CHASSIS NUMBER Y-EXPIRE INFORMATION
      3. LICENSE AND TITLE INFORMATION
      4. EQUIPMENT AND ACCESSORY INFORMATION
      5. CHASSIS PARTS
      6. I.D.E. - ELECTRONIC DEPENDENT LICENSE UNIT
      99. DISCONNECT FROM MENU

      WHICH MENU DO YOU WANT TO VIEW?
      1
  
```

```

      01/23/96 11:06:41J
      -----
      ENTER VIN # OR VEHICLE INFORMATION OR QUIT FOR SHELLSHELL
      * MENU 1-6. MENU SELECTION ALHNS= 99. DVE
      KNEL'09-996110211
  
```



LITIGATION PREVENTION

COMPUTER DATABASES

```

95110211 01/23/96 11:05:30
-955 NSP (RE 2 DOOR SEDAN HATCHBACK BASE
-951 EP1 4FDX-DR V SPEED HT+9 AXLE CODE : 1
-05EN RECAL..S NO RECALLS FOR VEHICLE
-WARRANTY START DATE 12/28/95 B.ILD DATE 10/31/94 9'ACT HI.LAGE
-EXTENDED SERVICE PLAN
NO ACTIVE CONTRACTS FOUND, -STORY MAY BE VIEWED ON ESPE

```

FOR MORE INFO (RTS), . MENU OF 95. BYE



```

SEARCHED BY: [REDACTED]
SERIAL: [REDACTED]
DATE: 07/23/90 13:17:00
OASIS MENU - SPECIAL SER

1. VEHICLE INFORMATION
2. VEHICLE AND 120 DAY WARRANTY REPAIR INFORMATION
3. SERVICE CODE INFORMATION
4. EMP BASE PART NUMBER VERIFICATION
5. BROADCAST MESSAGES
6. E D E R - ELECTRONIC DEALER SERVICE REPORT
99. DISCONNECT FROM OASIS

ENTER SELECTION NUMBER (RTN)
2

```

```

SEARCHED BY: [REDACTED]
SERIAL: [REDACTED]
DATE: 07/23/90 14:00:00
DEALER: ED MITT'S TRUCKS FOR
REPAIR ORDER NUMBER: 18002
REPLACE BATTERY
MESSAGE DATE: 03/30/90
MESSAGE: LG, 103
BATTERY TEST AND RANGE - DIMENSIONS

PART NUMBER    PART DESCRIPTION    QTY  LABOR CP    COMPLETION CODE HIC DES
BAT             NO. 00000001 BATTERY             011  1100  1    LG 0000/0000 BATTERY
                010  1100  1

```

FOR MORE INFO CONTACT V. MELO AT 96. BYE



LITIGATION PREVENTION

COMPUTER DATABASES

```

01/22/86 13:00:19
UNIT: NPSI
1. VEHICLE INFORMATION
2. VEHICLE AND 1-8 DAY WARRANTY REPAIR INFORMATION
3. SERVICE FOR VEHICLE'S
4. FSP AND PART NUMBER INFORMATION
5. TRANSPORT SERVICES
6. FORD ELECTRONIC SERVICE REPORT
99. ASSISTANT FROM DATE

ENTER SELECTION NAME: CRT)
3

```

```

01/22/86 13:00:19
ENTER SERVICE CODE WITH FOR SERIALIZE OF CRT) PO: ME: Y:
1. MENU 1-8. MENU SELECTION NAME: 99. 0YE
L08900

```



```

      01/25/86 19:11:52
PRINT/VIEW
PLEASE HIT ENTER FOR NEW INFORMATION
U. S. MAR. 92. 07E

```

```

      01/25/86 19:11:52
PERSONAL SERVICE "SEARCH" 3=1
THE INFORMATION CONTAINED HEREIN IS UNCLASSIFIED EXCEPT WHERE SHOWN OTHERWISE AND IS NOT TO BE DISTRIBUTED OUTSIDE YOUR AGENCY WITHOUT THE EXPRESS WRITTEN PERMISSION OF THE NATIONAL ARCHIVES AND RECORDS ADMINISTRATION. FOR MORE INFORMATION CONTACT THE NATIONAL ARCHIVES AND RECORDS ADMINISTRATION AT COLLEGE PARK, MARYLAND 20740.
PERSONAL SERVICE "SEARCH" 4=1
CUSTOMER SERVICE "SEARCH" 4=1
PLEASE HIT ENTER FOR NEW INFORMATION
U. S. MAR. 92. 07E

```



LITIGATION PREVENTION

COMPUTER DATABASES

07/25/78 19:14:18

SPECIAL SERVICE MESSAGE 9454

REPORTS OF EXCESSIVE PAINT CHIPPING ON AIRCRAFT -COOL, ROOFS & OTHER FLAT SURFACES ARE BEING INVESTIGATED, ROOT CAUSE IS UNDER INVESTIGATION. REPORTS INDICATE THE CHIPPING AFFECTS THE TOP COAT ONLY AND DOES NOT INCLUDE THE PRIMER. REPAIR THE AFFECTED AREA ONLY. SAND THE AFFECTED AREA TO THE E-COAT (PRIMER), DO NOT BREAK THROUGH THE E-COAT AND REPRIME. THIS MESSAGE WILL BE UPDATED AS NEW INFORMATION BECOMES AVAILABLE.

PLEASE HIT ENTER FOR TEXT INFORMATION
 0- M. MEN. 99. 87E

Printed copies are automatically UNCONTROLLED



LITIGATION PREVENTION

COMPUTER DATABASES

07/23/86 1818210

TECHNICAL SERVICES BULLETIN

T1 86-22-04
PRINT-CIPPING HT LICENSE PLATE EARNICH-VEHICLES B.I.L. THROUGH 7/1/86

T2 86-21-02
S. SUPPLEMENTAL RESTRICTION SYSTEM FOR O-G MODULES-
DISCLOSED ON MARRIED COVERS-PUNCHING RESTRICTIONS

T3 86-01-02
PRINT-IND. PARTICLE REMOVAL-INDUSTRIAL. PUL. OUT-ACID FROM METALIZATION-
ROUGH TEXTURE/PERMANENT METAL (CUMULATIVE INHIBITION-DISCOLORATION/ETCHING)

PLEASE HIT ENTER FOR THE ABSTRACT REQUEST
02 N. MEN. 00. 07E

FOR A THE SUMMARY ENTER THE NUMBER OF THE (ES: T-1)
OR (TTC) FOR NEW SUMMARY N. MEN. 00. 07E

Printed copies are automatically UNCONTROLLED

ER02-025 2444



LITIGATION PREVENTION

COMPUTER DATABASES

FOR MORE INFORMATION ENTER THE NUMBER (RTIP) (EG: T-1)
OR RTIP FOR NEW SYMPTOM N. MEM. 99. 8YE

TECHNICAL SERVICE BULLETIN 98-22-07
THE POINT ISY CH3 AT THE LICENSE PLATE GARAGE, T-15 MAY BE CAUSED BY CONTACT
OF THE GARAGE TO THE 500 INCH DRIVING S/POR WHEN CLOSING THE LIGHTGATE, WITHIN
NUMBER SPACERS ON THE INSIDE LOWER EDGE OF THE LICENSE PLATE GARAGE. THIS WILL
MAINTAIN CLEARANCE BETWEEN THE LICENSE PLATE GARAGE & THE LIGHTGATE. REFER TO
THE FOLLOWING SERVICE PROCEDURE FOR DETAILS.

Printed copies are automatically UNCONTROLLED



LITIGATION PREVENTION

COMPUTER DATABASES

```

ONDISK 01/23/96 13:21:46
ONDISK 01/23/96 13:21:46
1. VEHICLE INFORMATION
2. VEHICLE AND 150 DAY WARRANTY REPAIR INFORMATION
3. SERVICE CODE INFORMATION
4. ESP 3000 PART NUMBER VERIFICATION
5. BROUCCHEST MESSAGES
6. E D E R - ELECTRONIC DEALER SERVICE REPORT
99. DISCONNECT FROM ONDISK

ENTER SELECTION \LINE# RT\
1

```

```

ONDISK 01/23/96 13:21:46
ONDISK 01/23/96 13:21:46
ENTER ESP 3000 PART AND VIN# FOR RELEASED OR VIN# AND VIN
H. MENU 1-6. MENU SELECTION NUMBER 99. BYE
13300

```

Printed copies are automatically UNCONTROLLED



LITIGATION PREVENTION

COMPUTER DATABASES

07/29/86 12132118

* ESP PART NUMBER: 11500 CASE-BATTERY
IS NOT COVERED ON ACTIVE CONTRACT(S)

FOR MORE INFO CONTACT, V. MENU OF SE. BYE

07/29/86 12132128

* ESP PART NUMBER: 9-623 J. L. C. D. CASEY
IS COVERED ON ACTIVE CONTRACT(S)

FOR MORE INFO CONTACT, V. MENU OF SE. BYE

Printed copies are automatically UNCONTROLLED



LITIGATION PREVENTION

COMPUTER DATABASES

01/29/88 10:32:42

BROADCAST MESSAGE 1821
 FROM 1987 P-351, FROM THE 4X2 UNITS *** 17-23-86
 TO CHANGE THE SHOCK MOUNTS - "OUT OF TOUCH" AFTER 5000. BUNTS AT 15-28 MPH.
 CHECK AND VERIFY THE FRONT LOWER SHOCK RUBBER MOUNTS ARE IN PLACE. REMOVE THE
 SHOCK AND WASH THE TOP RUBBER GASKET AND PULL THE SHOCK STRUT OUT UNTIL IT IS ALIGNED
 WITH THE LOWER GASKET TO 52N" U= THROUGH THE SHOCK TOWER HOLE, REINSTALL THE UPPER
 GASKET, INSURE AND NOT NEW TORQUE AS FOLLOWS: 4X 30-1MM, 4X 17-53N".

BROADCAST MESSAGE 1823
 ATTENTION FOR USERS *** 17-22-86
 THE JUNE 86 EITS LOG, COVER LETTER CONTAINED INCORRECT AND CORRECT INFORMATION.
 THE ACTUAL NEW CONTENT WILL BE: REGALLOP: 92800, 92820, 92837, 92826.
 TIB: 95-09, 95-10, 95-21. PC/ED: 1987 AND I. EXTNS: 1987 P.30-250 (2ND FILE-52).
 SERVICE #0004.6; 1987 #80-300. AS A-LOGIZE FOR ANY INCONVENIENCE.

MORE MESSAGES (RT) OR H. HEL. 92, BYE
 1821 4 1823 4

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LITIGATION PREVENTION

COMPUTER DATABASES

```

*****
ORBIT TEST -                               07/27/88 15:28:20
*****

1. VEHICLE INFORMATION
2. VEHICLE AND 100 DAY WARRANTY REPAIR INFORMATION
3. SERVICE CODE INFORMATION
4. ESP ENGINE PART NUMBER VERIFICATION
5. BROADCAST MESSAGES
6. E D E R - ELECTRONIC DEALER SERVICE REPORT
99. DISCONNECT FROM ORBIT

ENTER SELECTION NUMBER (0-9)
99

```

(Last Page)

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EP82-025 2458

**CNACS**

This database is used to determine:

- If a customer has been sent a recall/ONP notice and where it was mailed to
- If there are any other recalls/ONPs that have not been completed

How to logon to CNACS

1. On a main session screen, type "IMS3", and press Enter
2. Type in your RACF LP ID (Ex. LPORD54) and password, press Enter
3. Press the ESC key and type "/FOR RECALL" and then press Enter
4. Type in the user id "OWNERCAC" and the password "OWNER", then press Enter
5. Type "1" for the FILE MAINTENANCE option
6. Type "3" for the VEHICLE DATA option
7. Enter the VIN or LAST NAME and ZIP CODE and press the F1 (Inquiry) key



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**FOCUS**

This database is utilized to locate customers utilizing only the customer's name and state of residence. By inputting the customer's last name, first initial and state of residence the FOCUS database can locate customer.

How to logon and use FOCUS:

- 1) On a main session screen type TSO3, not TS-ZERO-3, and press enter.
- 2) Then when prompted to type in your RACF LP ID number (Ex. LPORD54) and press enter.
- 3) Once the computer moves to the next screen you must enter your RACF password and press enter.
- 4) The FCSD Primary Menu will now be displayed. Select code number 2 (FOCUS) and press enter.
- 5) The FOCUS Menu will then be displayed. You will then select code F for On-Line FOCUS and press enter.
- 6) Then a ">" prompt will appear. You must type "EK ORNAMES" and press enter. Note: There must be a space between the two words.
- 7) The next screen requests you simply press enter.
- 8) The next screen is where you will type the customer's last name, then move to the first initial and lastly the state in which the customer resides. "NOTE: TYPE WHOLE FIRST NAME IF THE LAST NAME IS A COMMON ONE SUCH AS SMITH OR JONES, ETC..."
- 9) The last screen requests you choose a printing option. The fastest is the VIEW function. Place an "X" next to view and press enter. The search for the customer is now in progress. This search can take upwards of 45 Minutes.
- 10) The computer will search the database for a match to the information provided. If there is a match the computer will ask you to press return. Press return and a list of first initials and the last name or names will appear. You can scroll up and down by using the PF7 key to scroll up and the PF8 key to scroll down. ***NOTE: CONTACT NUMBERS LISTED ARE INCORRECT, USE THE CUSTOMER'S LAST NAME AND ZIP CODE IN MORSII TO LOCATE PROPER FILE***
- 11) "NOTE: If the ">" appears immediately after a search is completed that means there was not a match with the information provided.
- 12) To END: Press the enter key until the ">" symbol appears. Type "FIN" and then press enter. The next screen will be the Primary Function Screen again. Type "K" for exit and press enter. This will take you back to the main session screen and allow you to go into whichever database you desire.



```

C:\LITPREVENT\DATA\...
-----
      FROM TERMINAL TYPE IS 47:0223:
                                     YINX03:

      THIS IS "MOTION & JURISDICTION" --
      UNLITM-EXEM USE ALL -EXEM IN PROSECUTION

      SHOULD YOU HAVE ANY PROBLEMS PLEASE FOR THE -ALL CASES AT 6:13766-34:0
      WHICH COMES TO SELECT YOU - PROSECUTION
      ON THE 6-PROSECUTION "PROSEC" -- HAS BEEN "ON ALL" CASES
  
```

```

C:\LITPREVENT\DATA\...
-----
      FROM DATA ENTRY -SERV: -
      LPR-129
  
```




SEARCHED BY: [redacted] DATE: [redacted]

FILES [LITIGATION CENTER - PUBLIC RECORD] 0772370- 24.07.20

CODE	DESCRIPTION	RECOMMENDED-UNIT PRICE
U	Create & Match of Search Ref	*****
U	Documentation	*****
F	On-Line PUBLIC	
H	Help	
L	Print All 'SYSTEM' Allocated Files	
U	Allocate On-Line Files	
F	Printer Selection	
U	File Editor	
A	Exit to Primary Menu	

NO KEY IS ON-LINE -UNUS, type F1X after the '?' to exit -UNUS.

Type the code you want and press 'END' *****

YOUR REPORT NUMBER IS 0772370

SEARCHED BY: [redacted] DATE: [redacted]

FILES [LITIGATION CENTER - PUBLIC RECORD] 0772370- 24.07.20

FILE NO: 0772370- 24.07.20

FILE NAME: [redacted]

FILE TYPE: [redacted]

FILE SIZE: [redacted]

FILE DATE: [redacted]

FILE TIME: [redacted]

FILE USER: [redacted]

FILE GROUP: [redacted]

FILE PERMISSION: [redacted]

FILE ATTRIBUTES: [redacted]

FILE COMMENTS: [redacted]



LITIGATION PREVENTION

COMPUTER DATABASES

SEARCH OF A CUSTOMER FILE FOR SELECTED CUSTOMER NUMBER

LAST NAME	FIRST NAME	ADDRESS	CITY	STATE	ZIP CODE
1 MR.	1	DEFINITION	14478 17711	MTA 17711	CA 91701

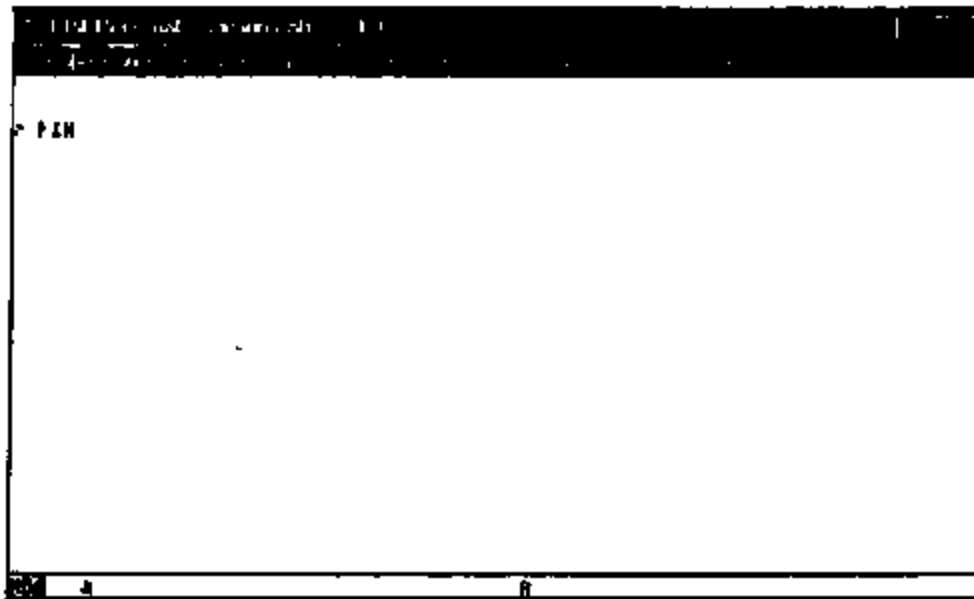
NUMBER OF RECORDS ANALYZED AND NUMBER OF RECORDS RETURNED: 17/20/75 07.56.79
 END OF REPORT

SEARCH OF A CUSTOMER FILE FOR SELECTED CUSTOMER NUMBER

STATE	US:100=H
STATE CODE	NJ=0011
STATE	23:266c1f

7.62.02

END OF REPORT



FEDERAL INFORMATION CENTER - HONOLULU		
DATE/TIME		DATE/TIME
		6/25/86
		15:40:22
CODE	OPTION	DESCRIPTION
1	REPORTING	Provide for FOCUS applications (COIS, FRS, etc.)
2	FOCUS	Access to FOCUS database and documentation
3	READY MODE	Access to FSO 'READY' mode for slow loading, etc.
4	INDEX	Access to FOCUS applications with update capability
5	NOI-FOCUS	Access to several non-FOCUS applications
6	INFORMS MENS	New projects, features, and training materials
7	MAIL BOX	Display, delete, messages and hold down numbers
8	ROSE	Report Management Display System
9	SP	A.LOCATE, INHOUSE, COPY, EDIT, and SEARCH database
X	EXIT	LOOP TO FSO

BATTERY and BATTERY FOCUS files are updated 7/15/86.
 FOCUS FOCUS help desk: (313) 41-68386.

Type the CODE you want and press 'ENTER' to select it

**FMRS-FORD MANAGEMENT REPORTING SYSTEM**

This database's primary function is to obtain 12 or 24 month warranty histories for a Ford or Lincoln-Mercury vehicle.

How to logon and use FMRS:

1. On a main session screen type TSO3, not TS-ZERO-3, and press Enter
2. Then when prompted to type in your RACF LP ID number (Ex. LPORD54) and press Enter
3. Once the computer moves to the next screen you must enter your RACF password and press Enter
4. The FPSD Primary Menu will then be displayed. Select code #1 for reports and press Enter.
5. The Reporting System Option Menu will then appear, choose option #1 and press Enter
6. The announcement screen may or may not appear at this point. If it does, then read it and press Enter to move on and if it isn't then the next screen will appear.
7. The FMRS Primary Menu will then appear. At this point you will select option #3 for warranty and press Enter.
8. At the next menu place a "X" next to the Single/Multiple Dealer Contact Menu and press Enter
9. At the next menu place a "X" next to the 24 Month Warranty Report and press Enter
10. At the prompt for a 12 or 24 month warranty history make your selection as you feel it to be appropriate, usually 24 months is preferred
11. The next menu will prompt you for a vin or vins. Place upto 10 vins on the screen and press enter. Then select the view function with a "X" and press Enter.
12. After the information is shown then exit out of the system using the on screen directions



LITIGATION PREVENTION

COMPUTER DATABASES

CODE	DESCRIPTION	DATE
1	FIELD	07/23/76
2	INVENTORY	10/11/76
3	PROJECTS	
4	REPORTS	
5	UTILITIES	
6	GENERAL	
7	INVENTORY	
8	PROJECTS	
9	REPORTS	
0	UTILITIES	
1	GENERAL	

1. FIELD: Pre-written -OLU applications (FIELD, INVENTORY, etc.)
 2. INVENTORY: Access to FIELD databases and documentation
 3. PROJECTS: Access to IS, "INVENTORY" mode for downloading, etc.
 4. REPORTS: Access to FIELD applications with update capability.
 5. UTILITIES: Access to several non-FIELD applications
 6. GENERAL: No. projects, features, and coding events
 7. INVENTORY: Display important messages and "C.P. check numbers
 8. PROJECTS: Report Management Distribution System
 9. REPORTS: ALLOC, BILLOC, CARRY, DALL, and GENERAL databases
 0. UTILITIES: LUNARY ISU

001-YP L and all other FIELD files are gone. 07/23/76.
 ISU: FIELD help desk: 10/11/76: 44-2000.

use the CODE you want and press 'ENTER' =====> 1

CODE	DESCRIPTION	DATE
1	FIELD	07/23/76
2	INVENTORY	10/11/76
3	PROJECTS	
4	REPORTS	
5	UTILITIES	
6	GENERAL	
7	INVENTORY	
8	PROJECTS	
9	REPORTS	
0	UTILITIES	
1	GENERAL	

1. FIELD: Field Management Reporting System
 2. INVENTORY: Materials Management Inventory
 3. PROJECTS: General Office based activities
 4. REPORTS: N.U.N. Public Reporting System
 5. UTILITIES: Power reduction operations: Utility Tracking System
 6. GENERAL: N"U" report Utility Reporting System
 7. INVENTORY: Global Distribution System
 8. PROJECTS: Project Management Reporting System
 9. REPORTS: General Utility Indicator Reporting System
 0. UTILITIES: Public Information Reporting System
 1. GENERAL: Computer Resource Utilization

R = Return to Inventory menu A = Log-off the Computer

use the code you want and press 'ENTER' =====> 1



```

*ONE (OWNER CONTACT REPORTS (SCREEN 2 OF 2)
ENTR* MN 'X' TO THE LEFT OF DESIRED REPORT OPTION(S)
1. CLAIMS LIST FOR SELECTED OPTIONS MEN. -UPCLIST
2. DUE REJECTED CLM LIST - (M/M)
3. RELEASE & DWTN FLUCTUATION CLMS LIST -UC_HFNDY
4. DUE REJECT VS PAID TIME & MILEAGE CLMS LIST - (M/M)
5. APRS 200-M/31 DWTN PRIP EXR DWTN CLMS LIST-UNITMNT
6. C/SI OWNER DWTN VTY VERIF WORK S-EXT -UP_OWNER
7. CLAIMS LISTED BY C.M. OR COST OPTIONS *END -UP_CLMST
8. REPERT REPAIR BY DIM UNDER UOR SHEET -UP_OR_VS
9. SHIP CONSUMER BY MCC WORK S-EXT -UP_OR_VS
10. POSSIBLY REPLACEMENTS CLMS LIST -UTYPLMCI
11. 24-HOUR INDIVIDUAL VEHICLE REPAIR HST -UP_VHIST
12. APRS INS 3 VTY PRINT C.F.S. COMPARISON -UP_INSCR
13. ACTUAL TIME REPAIR CLMS LIST'S & WORK SHEET - V/H
(4)HELP;(EXIT);(LOGOFF);(F)VRG
(1)TY;(F)TY;(R)NEWS;(P)REDEL;PEP(O)=N
PRESS PFB TO VIEW ADDITIONAL OPTIONS

```

```

11) 24-HOUR INDIVIDUAL VEHICLE REPAIR HISTORY
YOU HAVE THE OPTION OF RUNNING THIS REPORT FOR
THE PRESENT 12 MONTHS, OR (M.L. 3 MONTHS.
ENTE= 'P' FOR PRESENT OR 'M' FOR ALL

```




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**DRIN**

The purpose of this database is for tracking or identifying vehicles that have been ordered through a dealer. The order history or status can be obtained through this database.

How to logon and use DRIN:

1. On a main session screen log onto IMS2.
2. Once logged into IMS2 then clear the screen and type `*/for drin*`
3. On the OPC Inquiry - Main Menu choose option #3.
4. At this point you will be prompted to enter the dealer's sales code replacing the 1 (Ford Dealer) with a "F" or the 3 (Lincoln-Mercury Dealer) with a "L" and then the last five digits of the code.
5. Next, you must enter the item number, which is the dealer order number for this vehicle. This number is typically obtained from the Sales Manager at the dealer.
6. Then the Vehicle ID number should be entered, like in NAVIS, with the first two and last eight digits. *"NOTE: if vin is unavailable it is not necessary, but it is helpful for a quicker search"*
7. Please refer to pages that follow this one on how to read the screen.
8. To END: Press the PF3 key to move to main menu screen and then PF3 one last time to exit. Then hit the ESC key and then type `*/RCL*` to return to the main session screen.



LITIGATION PREVENTION

COMPUTER DATABASES

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ERG2-625 246B



At this screen, clear the screen ('Esc' or 'Pause' keys) and type '/for drin'.

SE	DESCRIPTION	SE	DESCRIPTION
H	CONCEPT	H	CONCEPT
:	Vehicle Location (...S, IN/A)	I	Reparce vehicles (...S, IN/A)
J	Parts Location (...S, IN/A)	J	Reparce pieces (...S, IN/A)
P	PCSD Corporate Applications	P	Applications de la compagnie PCSD
Z	NSD Corporate Applications	Z	Applications de la compagnie NSD

F3=Exit INS
 PF5=END SESSION =END FOR INPUT
 →

F1=sortie 1%
 →

/for drin

