CL-10550089-6869

NOV - 6 2013

October 24, 2013

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

Re: Shattered moon roof in 2013 Ford Edge Sport VIN 2FMDK4AK1DB[redacted]

To Whom It May Concern:

I am writing in regards to a recent situation with my vehicle that was purchased at Danvers Ford in Danvers, MA. On September 9, 2013 I purchased a new 2013 Ford Edge Sport AWD VIN 2FMDK4AK1DB[redacted] (the "Vehicle") in the amount of $45,000. The Vehicle came with a 36,000 mile/3 year warranty.

Since owning the Vehicle, I have driven it only on regular paved roads, mostly to and from work along the same route. On Monday, October 21, 2013 at 6:30am I was driving the Vehicle on my daily route to work along Interstate Route 95-South. The roadway was smooth and free of debris. The weather was clear and the temperature was normal for that hour. As I was driving over the high level bridge in Portsmouth, New Hampshire, I heard a very loud bang. The Vehicle had not struck any object, nor had any object struck the Vehicle. I looked up and saw that the Vehicle's entire moon roof had completely shattered in place. I immediately pulled off the next exit (exit 7 in Portsmouth, NH) and into a Market Basket supermarket parking lot.

When I exited the Vehicle and inspected its exterior, I confirmed that there was no indication that anything had hit my car. Upon closer inspection of the moon roof, I saw that it had cracked into thousands of small pieces, with a consistent appearance across the entire plate of glass, except that, along all four edges, the glass had separated from the center and in some areas had fallen through into the interior of the vehicle. There was no sign of any object having struck the moon roof. There were no localized impact cracks or puncture holes anywhere, yet an approximately three inch strip along all four edges of the moon roof had separated, while the center area stayed intact, but was completely shattered into irregular pieces of about one square inch in area. I have enclosed with this letter four photographs of the roof taken in the supermarket parking lot.

At that time I called my friend, [redacted] and the New Hampshire State Police. The trooper who responded looked at the moon roof and stated that he too could not see any evidence of impact from an object striking the moon roof. [redacted] arrived and followed me as I drove my vehicle directly to the Portsmouth Ford dealership.

Attempt for Reparation.
Upon my arrival at the Ford dealership, the Service Manager, Chris Custidio, looked at my Vehicle's moon roof and agreed that the damage did not appear to be caused by something hitting my car. He said he had never seen anything like this. FMC has documentation of his statement. Mr. Custidio also took pictures of the moon roof and submitted a request to Ford Motor Company to cover the cost of its replacement. The Ford Motor Company immediately denied the dealer's request.

At that point, my friend [redacted] called Ford Motor Company directly asking to speak with an Area Representative. In the meantime, the Portsmouth Ford Service Manager also escalated the request because he felt very strongly that this was not a result of something hitting my moon roof. The request was once again denied.

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SMD

[redacted] has continued to make calls on my behalf the week of 10/21/13 to Ford, speaking with different people, asking how anyone can make a determination without sending someone to inspect the moon roof firsthand. He was repeatedly told for three days that Ford was working on coming up with a resolution to help us out. However, on the evening of Wednesday, October 23, 2013 Ford called and offered to "pay for half" the replacement cost of the moon roof. This is unacceptable.

I have done research and found many occurrences where the moon roofs on other Ford vehicles have shattered in a similar manner. Yet FMC has asserted in our telephone discussions that it has no other record of this ever happening. That contradicts the accounts of other Ford owners who have confirmed in on-line forums that they have contacted FMC with their complaints. I have attached printouts of several of these accounts for your review.

Due to the lack of service from Ford Motor Company, I had to submit a claim through my personal car insurance and pay an out-of-pocket deductible. When speaking with my insurance regarding the outcome of the adjustor's review of my moon roof, they too stated this is due to faulty glass and/or installation and this was not caused by an object striking my vehicle.

Demand for Relief.
The failure of the moon roof on my Vehicle was not caused by any outside agency or force, but rather was entirely caused by a "latent defect" in either the design or the manufacture of the Vehicle and specifically the moon roof on said Vehicle. This latent defect is a breach of Ford Motor Company's warranty. I have incurred and will incur money damages as a direct result of this breach of warranty, including damage to my Vehicle, deprivation of use of the Vehicle and mental and emotional distress caused by the sudden and very loud failure of the moon roof as I operated the Vehicle under normal driving conditions. The Massachusetts Lemon Law, M.G.L. c. 90 §7N *et seq.* requires that Ford Motor Company provide full reparation of the latent defect in my Vehicle. Ford has refused to meet its obligations under the law. Further, Ford Motor Company's unreasonable denial of my request for reparations for this breach of warranty and the Lemon Law constitutes unfair business practices under Massachusetts law M.G.L.c. 93A *et seq.* which authorizes the recovery of treble damages.

I hereby demand that Ford Motor Company immediately reimburse me for all out of pocket expenses I have incurred, including loss of use of my vehicle. If I do not hear affirmatively from you within three business days, I will pursue all legal and equitable relief available to me under the law, including the Massachusetts Consumer Protection law, M.G.L.c.93A which allows for recovery of treble damages.

By copy of this letter, I am notifying the Massachusetts Attorney General's Consumer Protection Division of Ford's unfair and abusive behavior in response to my requests for reparations as well as NHTSA.

Sincerely,

[redacted]

cc: Alan Mulally, CEO, Ford Motor Company
Massachusetts Attorney General's Office – eComplaint filed
National Highway Traffic Safety Administration (NHTSA) – Complaint # 10550089
Danvers Ford

Inside view

SOME PHOTOGRAPHS
HAVE BEEN
DAMAGED DURING
SECURITY
DOCUMENT SCAN

Deaths 0

Source NHTSA Website

Complaint - Structure, Visibility All Complaints

ON JULY 19TH, 2011 WHILE DRIVING SOUTH BOUND ON FOLLY ROAD IN CHARLESTON, SC I WAS SLOWING DOWN TOWARDS THE INTERSECTION W/ FORT JOHNSON ROAD. I WAS TRAVELING APPROXIMATELY 30MPH WHEN I HEARD A VERY LARGE POP OR EXPLOSION LIKE SOUND. AFTER A SECOND OR TWO, I NOTICED SHARDS OF GLASS FALLING OFF THE ROOF OVER THE BACK WINDOW. I PULLED OVER INTO A LOT AND FOUND THE REAR MOST FIXED GLASS ROOF PANEL (OF THE PANORAMIC VISTA ROOF) HAD COMPLETELY SHATTERED. THE LOCAL FORD DEALERSHIP INDICATED THAT FORD WILL NOT TREAT THIS AS A WARRANTY COVERED ITEM. THE VEHICLE WAS BRAND NEW, BOUGHT ONLY 4 DAYS PRIOR TO THE INCIDENT. I HAVE FORMALLY SUBMITTED A COMPLAINT WITH FORD AND AM SUPPOSED TO RECEIVE A RESPONSE IN 15 DAYS. I HAD NO CHOICE BUT TO FILE AN INSURANCE CLAIM IN THE MEANTIME - THE VEHICLE CAN NOT BE DRIVEN AND NEEDS TO BE FIXED. THIS HAS APPARENTLY HAPPENED IN OTHER PANORAMIC VISTA ROOFS FROM FORD, AND JUST LIKE IN THIS CASE IT HAPPENED SPONTANEOUSLY AND WITHOUT ANY IMPACT FROM ANY OBJECT.

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Ford Forum - Enthusiast Forums for Ford Owners > Ford Trucks, Ford Vans & Ford SUV's > Ford Escape

Sunroof glass Defect

Welcome to Ford Forum!

Welcome to **Ford Forum**,

You are currently viewing our forum as a guest, which gives you limited access to view most discussions and access our other features. By joining our community, **at no cost**, you will have access to post topics, communicate privately with other members (PM), respond to polls, upload content and access many other special features. Registration is free, fast and simple, so please **join our community today!**

#1

[redacted]
Junior Member

Join Date: Jul 2009
Posts: 2

Sunroof glass Defect

2008 Ford Escape, possible defect in sunroof glass. Ford taking absolutely NO responsibility, and this is NOT covered by any warrenty, extended or otherwise. I was driving down the road and the sunroof glass exploded without any provocation, no rock, nothing falling from the sky, just a loud and I do mean LOUD pop, followed by crackling sound, glass was completely shattered. It was 80 degrees outside, overcast day, my windows were rolled down, heat was not a factor. After following up with Ford (this vechile is 1.5 years old with 20,000 mi) and being told they will NOT help me, except to charge me $1050.00 to replace just the glass, I started shopping around. Finally had to file a claim w/my insurance provider, and pay the $500 deductible, total cost to repair w/a company that my insurance provider recommended was over $1400. FOR A PIECE OF GLASS!!! This glass of course had to be special ordered from FORD, so I am leary of this lasting more than a year! we will see. In the meantime I am going to work w/my insurance provider to get my premiums down, in preparation for the next time. I do not recommend an escape or other vehicle from FORD that has a sunroof!!! Not worth the hassle.

CIRCOR INTERNATIONAL, INC.
Written Consent in Lieu of a Meeting of the Board of Directors

September 30, 2013

The undersigned, being all of the directors of CIRCOR International, Inc., a Delaware corporation (the "Corporation"), hereby consent to the adoption of the following resolutions and agree that said resolutions shall have the same effect as if duly adopted at a meeting of the Board of Directors held for that purpose.

Amendment to Bylaws of the Corporation

RESOLVED: That the Bylaws of the Corporation be and hereby are amended as reflected on the redlined document attached hereto as Exhibit A; and

FURTHER RESOLVED: That the officers be, and each of them acting singly hereby is, authorized, for and on behalf of the Corporation and in its name, to take or to cause to be taken any and all actions to execute and deliver any and all agreements, certificates, assignments, instruments or other documents and to do any and all things that, in the judgment of such officer or officers, may be necessary or advisable to effectuate the foregoing resolution; such execution and delivery by any such officer or officers of any such agreement, certificate, assignment, instrument or other document or the doing by any of them of any such act (including the authorization of any change in any such agreement, certificate, assignment, instrument or other document) shall be conclusive evidence to establish both the authority of such person to do so from the Corporation and the approval of the Board of Directors.

EXECUTED as of this date set forth above.

____
Jerome D. Brady

____
Scott A. Buckhout

____
David F. Dietz

____
Douglas M. Hayes

____
Norman E. Johnson

____
John A. O'Donnell

____
Peter M. Wilver

Reply to Message

Click here to start a new thread if your message is not a reply.

#138 of 143 2012 Ford F-150 platinum edition 24k miles

by [redacted]

Oct 08, 2013 (8:15 am)

Last week while driving down the road, my moon roof exploded. My grandson was in the car with me. I had never heard of such a thing. I took my truck to the dealer who said they had never heard of such a thing and would put the glass on digital imaging. I filed a complaint with Ford customer care since my new truck is under warranty and then proceeded to file a complaint with NHTSA as well. On the NHTSA site, there are several complaints of the same experience I had. Ford finally has agreed to pay 1/2 of the cost of the roof, but no thank you. I am working to get a recall. I have also contacted Carlite Glass who is the manufacturer of all the glass for Ford. They of course told me they have not received any complaints or ever heard of an issue with exploding moon roofs. I let them know, they have just been made aware of the issue. I offered to send the links or forums that I had Googled with all the complaints, the contact person declined my offer. My service advisor at Ford acknowledged there was no evidence of an impact, which I had already told them and yet they want the customer to file an insurance claim. I explained to them, that is considered FRAUD since there was no impact! Please if you have had an issue, call and complain to the NHTSA and get the investigation going. I have already contacted my local news station as well. It is a safety issue not a monetary issue!!!

Replies to this message:

- [redacted] (Oct 11, 2013 5:33 pm)

pay 1/2 of the cost of the roof, but no thank you. I am working to get a recall. I have also contacted Carlite Glass who is the manufacturer of all the glass for Ford. They of course told me they have not received any complaints or ever heard of an issue with exploding moon roofs. I let them know, they have just been made aware of the issue. I offered to send the links or forums that I had Googled with all the complaints, the contact person declined my offer. My service advisor at Ford acknowledged there was no evidence of an impact, which I had already told them and yet they want the customer to file an insurance claim. I explained to them, that is considered FRAUD since there was no impact! Please if you have had an issue, call and complain to the NHTSA and get the investigation going. I have already contacted my local news station as well. It is a safety issue not a monetary issue!!!

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#140 of 143 **Re: 2012 Ford F-150 platinum edition 24k miles** [redacted] Save Reply

Oct 11, 2013 (5:33 pm)

Replying to: [redacted] (Oct 08, 2013 8:15 am)

"...My service advisor at Ford acknowledged there was no evidence of an impact, which I had already told them and yet they want the customer to file an insurance claim. I explained to them, that is considered FRAUD since there was no impact!..."

If you honestly tell them what happened when you file the claim, it is not fraudulent. I don't know if they will pay - it would depend on the policy - but it is not fraud.

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#141 of 143 **Re: 2012 Ford F-150 platinum edition 24k miles** [redacted] Save Reply

Oct 23, 2013 (11:33 am)

Replying to: [redacted] (Oct 08, 2013 8:15 am)

This just happened to me on Monday. I have a brand new 2013 Ford Edge Sport, was driving over a bridge and BAM, I hear what sounds like a gun shot. Look up to see my panoramic moonroof shattered. Pulled off the next exit and upon closer look all four sides of the roof were shattered to pieces while the center area was entirely cracked but still intact. Called Ford dealership right away, the Service Manager said he's never seen anything like it and took pics to send to FMC. FMC said nope, something definitely hit the glass, and the manager responded and told them absolutely nothing hit the glass. There is no impact crack anywhere and if something did hit the glass then there is no reason why all four sides of the glass would have shattered to pieces. Two days later and we are still waiting to hear if FMC is going to pay for it. Right now they're offering to pay for half, but no, I shouldn't be out any money for this. Like you said, this is a safety issue and I am disgusted that FMC would rather not pay out a couple grand to fix something, if even that much for them, than do the right thing for a customer. From what I understand, once it gets escalated to the Area Rep they usually back down and take care of it, but I shouldn't be fighting this hard. For the service manager to even be taking additional action on my behalf because HE is adamant nothing hit my moon roof speaks volumes. Outcome to be determined.

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Replies to this message:

- [redacted] (Oct 24, 2013 5:54 am)

#142 of 143 **Re: 2012 Ford F-150 platinum edition 24k miles** [redacted] Save Reply

Oct 24, 2013 (5:54 am)

Replying to: [redacted] (Oct 23, 2013 11:33 am)

I sent you an email yesterday. But just to make sure I wanted to post an update that will hopefully benefit you. I fought with Ford for 8 long days on this one. Like you they offered to pay 1/2, I contacted Carlite who distributes the glass to Ford and got them on board. By offering to pay half they are taking some responsibility. Never the less, After emailing all the links concerning this problem to Ford , Carlite and NHTSA, I started getting some attention. I informed Ford that I would sue for the damages which included a rental while they were kicking the can around to see who was going to be responsible. I ended up paying for half and was contacted by Ford executive liaison a few days later. They are reimbursing me and said they are NOW going to check into this. I promise you one thing, THEY ALL ARE AWARE OF THIS NOW. I told them, No one at Ford can say they are not aware because I have made them all aware that this is a problem. Don't give up and don't give in!

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#143 of 143 **FORD DIDN'T DO THE RIGHT THING** by [redacted]

Save Reply

Oct 24, 2013 (6:06 am)

Ford NEVER took responsibility when this happened to my 2013 Ford Escape. I fought them for over a week. I ended up having to put it on my insurance and the dealership picked up the deductible ONLY because I put up such a fight. I've had so many other problems with Ford and they do not care about the customer beyond the sale. Sad really. This will be my last Ford. Good luck in getting them to take responsibility for anything. I agree with the other poster...they are aware! They are just trying to swindle out!

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