



Report# : 8HTBG024 NHL **Received:** 08/20/2008
CCRG/EPRC:S **Reviewed Status:** **Date:** 08/20/2008
Vehicle: 2008,EDGE,SEL PLU,CUV ,2FMDK49C08B **Build Date:** 04/25/2008
Odometer : 2,139 M **Engine:** DURATEC 35 **Calibration:**
Transmission: 6F50 **Axle:** **A/C:** YES
Dealer: USA 10967 Tasca Lincoln Mercury **Phone#:** (508) 336-7200
City: Seekonk **State:** Massachusetts **Country :** USA
Originator: SHAWN PATTERSON
Symptom: 3 04 9 99 CHASS.,SUSPENSION,N/L SUSPENSION ,NOT LISTED
Status:
VFG: V89 RIDE & HANDLING
Additional Symptom: BALLJOINT CAME LOOSE, DAMAGE
Fix: **Causal Component :**
Condition Code:
Hotliner: AROGER59 **Phone:** 313 317-9295 **Regn Cd:** N2 Boston
Engineering: WILLIAM LEIBENGOOD **Phone:** 000 000-0000 **TAR:**
Dir Contact: SHAWN PATTERSON **Phone:** 508 336-7200 **Title Cde:** SF

KOEO:**KOEC:****KOER:**

REPAIR 08/20/2008 03:46PM ALEXANDER ROGERS MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA: DESCRIPTION OF VEHICLE CONCERN: WHEEL FELL OFF VEHICLE
DUE TO BALL JOINT NOT SECURED PROPERLY CAUSING DAMAGE TO FRONT FENDER,
AXLE, AND OTHER SUSPENSION COMPONENTS. DIAGNOSTICS ALREADY COMPLETED:
NONE PARTS REPLACED: NONE AT THIS TIME TECHNICIAN QUESTION: BEING
THAT THE VEHICLE IS A NEW PRODUCTION WITH SUCH LOW MILES AND SUCH A
SEVERE CONCERN WE WANT TO DOUBLE CHECK ANY KNOWN CONCERNS OR
LOOKING
TO SEE IF ANYONE WOULD LIKE TO INSPECT THIS VEHICLE BEFORE WE MAKE OUR
REPAIRS... FORM QUESTION: WERE YOU ABLE TO VERIFY THE CONCERN?
ANSWER: YES FORM QUESTION: IS THERE AN APPROPRIATE PINPOINT TEST IN
THE WSM FOR THIS CONCERN? ANSWER: FORM QUESTION: WAS THE PINPOINT
TEST FOLLOWED? ANSWER: CALL DATA: -VEHICLE BALL JOINT WAS
IMPROPERLY SECURED, PRESUMABLY FROM FACTORY -BALL JOINT CAME LOOSE
AND CAUSED THE WHEEL TO COME OFF DAMAGING SUSPENSION AND BODY
COMPONENTS

RECOMM 08/20/2008 03:46PM ALEXANDER ROGERS MSS - FCSD - TECH SVC HOTLINE
-DO NOT ATTEMPT SERVICE ON THE VEHICLE -FILL OUT AND SUBMIT A REQUEST
FOR CONSUMER AFFAIRS REVIEW FORM, WHICH CAN BE FOUND ON FMC DEALER IF
YOU SEARCH FOR CONSUMER AFFAIRS -AFTER FORM HAS BEEN SUBMITTED, AWAIT

INSTRUCTION FROM CONSUMER AFFAIRS ISM 07-03-017 REQUEST FOR CONSUMERS
AFFAIRS REVIEW FORM PROCESS - REPORTED FIRE, ACCIDENT, & /OR INJURY
HAS OCCURRED DUE TO AN ALLEGED PRODUCT DEFECT

**ADD-ON 08/20/2008 04:18PM WILLIAM LEIBENGOOD MSS - FCSD - TECH SVC
HOTLINE**

ATTEMPTED TO CONTACT DEALER. TECH LEFT FOR DAY.

REPAIR 08/21/2008 09:45AM MARK MCCLELLAND MSS - FCSD - TECH SVC HOTLINE
-VEHICLE IS NO LONGER LOCATED AT THIS DEALERSHIP. SELLING DEALER CAME
TO PICK VEHICLE UP WITH A TOW TRUCK AND TAKE IT BACK TO THEIR SERVICE
CENTER. DEALER IS BAILEYFLOOD FORD: 401-884-4000

Requester: ATAYLO29

Report Summary

Server: FCWS413

Ford Proprietary, Private

21-Aug-2008

Retention: None

Pickett, Sylvia (S.J.)

Alma

From: Hull, Michelle (M.K.)
Sent: Wednesday, August 20, 2008 4:08 PM
To: Pickett, Sylvia (S.J.); Taylor, Alma (A.)
Cc: 'spatterson@tasca.com'
Subject: FW: Dealer Request For Consumer Affairs Review

1978 11868

please open and assign to Alma. Thanks

From: dcpform@ford.com [mailto:dcpform@ford.com]
Sent: Wednesday, August 20, 2008 3:52 PM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review - All Regions

Dealership Name: tasca auto group
Requesting Dealer: tasca auto group
Contact Person: shawn patterson
Telephone: 15083367200x245
Email Address: spatterson@tasca.com
PA Code: 10967
Region: northeast
City: seekonk
Dealer State: MA
Fax Number: 15083368010
WSD: 06/26/2008
Vehicle Year: 2008
Vehicle Model: edge
Vehicle VIN: 2fmdk49c08b [REDACTED]
Mileage: 2139
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: cranston
State: Rhode Island
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: 1 000 000 0000
Customer Region: N2 - Boston
Date of Incident: 08/20/2008
County in which incident occurred: bristol
Is Alleging Defect: Yes
Alleging defect detail: ball joint
Police Report Filed: No
Insurance Company Contacted: N
Coach Builder State: AK - Alaska
Resolution Sought Detail: repair of front fender suspension components , tire etc.

8/20/2008

PE09-031 0004LP

Comments: I would like to speak to someone before repairs are made to vehicle . Shawn Patterson 1-508-336-7200 x245 spatterson@tasca.com

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8/20/2008

PE09-031 0005LP