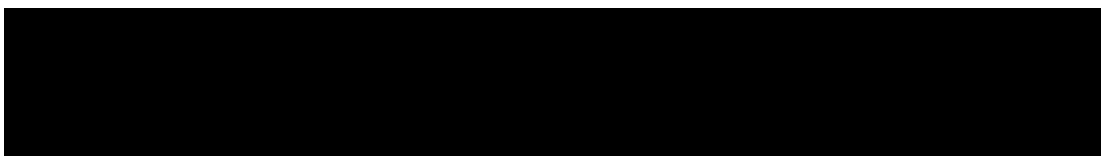


INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)



CASE NUMBER

[REDACTED]

CUSTOMER NAME

[REDACTED]

LP ANALYST

Marcel Miclea

CDSID

mmiclea

CLOSED: **MARCH 12, 2008**

Miclea
PO. 1663410657

Pickett, Sylvia (S.J.)

From: dcpform@ford.com
Sent: Wednesday, March 05, 2008 5:42 PM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review - All Regions

Dealership Name: Country Ford Inc
Requesting Dealer: Country Ford Inc
Contact Person: James Farris
Telephone: 1-662-349-4300
Email Address: j-farri2@dealeremail.com
PA Code: 06000
Region: Memphis
City: Southaven
Dealer State: MS
Fax Number: 1-662996-1062
WSD: 09-25-2007
Vehicle Year: 2007
Vehicle Model: Edge
Vehicle VIN: 2FMDK39C37B [REDACTED]
Mileage: 8128
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: Nesbit
State: Mississippi
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: C3 - Memphis
Incident Involves: Injury
Date of Incident: 03/05/2008
County in which incident occurred: Desoto
Is Alleging Defect: Yes
Alleging defect detail: Sun roof exploded and small chips of the glass scratched her face and got in her hair.
Police Report Filed: No
Insurance Company Contacted: N
Coach Builder State: AK - Alaska
Resolution Sought Detail: Repair of vehicle
Comments: I have contacted the Ford Hotline with this concern. Hotline Contact # 102518231 Spoke with Brad. Customer is very unhappy with the truck.

- glass replaced by supplier
- FSE inspected it

This email was automatically generated. Please do not reply to this email. No one monitors the inbox for this email address.

3/11/2008

EA14-002.1 000003 LP

Action Detail

VIN: 2FMDK39C37E	Year: 2007	Model: EDGE	Case:
Name: MR	Owner Status: Original	WSD: 2007-09-25	
Symptom Desc: ROOF OPTIONS SUN/MOONROOF		Primary Phone:	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: COUNTRY FORD, INC.	
Origin Desc: US CONCERN CASE BASE		P & A Code: 06000	
Action Desc: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP			
Odometer: 8172 MI	Comm Type: INBOUND CUSTOMER EMAIL		
Action Date: 03/07/2008	Action Time: 15:20:02:257	Action Data: No	
Analyst Name: SHIELA SACEDA (SSACEDA)	Analyst: SSACEDA		

COMMENTS: CUSTOMER SAID: 1-3Y96Q5- ACCIDENT HAPPENED ON WEDNESDAY MARCH 5TH, 2008 AT 1:55PM CENTRAL TIME- CAUSE OF THE ACCIDENT, UNKNOWN, NO COLLISION OCCURRED WITH ANYONE OR ANYTHING- NO DAMAGE WITH THE SUNROOF- CUST'S WIFE HEARD A LOUD BOOM, LOOKED UP AND GLASS FROM THE SUNROOF FELL ONTO HER FACE- IMMEDIATELY PULLED ONTO THE NEXT ROAD AND STOPPED- ACCIDENT OCCURRED IN SOUTHAVEN MS, ON CHURCH ROAD, JUST EAST OF TCHULAHOMA RD- THERE WERE MINOR SCRATCHES ON TO CUST'S WIFE'S FACE AND RIGHT ARM- NO POLICE REPORT FILED- HAVE NOT FILED CLAIM WITH THE INSURANCE COMPANY BUT WAS CALLED AND WAS ADVISED TO TAKE THE VEH TO THE DLR FIRST - VEH STILL HAVE A WARRANTY AND HAS A \$500 DEDUCTIBLE ON GLASS REPAIR- VEHICLE IS REPAIRABLE- NEED TO SEE THE OUTCOMES OF THE DLRS FINDINGS BEFORE CONTACTING AN ATTORNEYDEALER SAID: COUNTRY FORD INC95 EAST GOODMAN ROAD SOUTHAVEN, MS 38671TEL:(888) 867-3993FAX:(662) 349-3440- ASSIGNED TO MENTIONED DLRCRC ADVISED: THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. YOU WILL RECEIVE WRITTEN CONTACT WITHIN 10 BUSINESS DAYS. - SENT SRT ADVISING OF THE ABOVEFIRST EMAIL CONTACT OF THE CUST:- PURCHASED VEH FOR WIFE- NEEDS A VEH THAT CAN RELY ON- VEH WAS BOUGHT ON 9/25/07- SON WAS PINNED UP AGAINST THE PASSENGER SIDE DASHBOARD WHEN HE LIFTED UP ON THE LEVER TO MOVE THE BACKREST UP, 4 MONTHS - BACKREST SLID ALL THE WAY FORWARD, GOING OFF TRACK AND STUCK, PINNING THE KID AGAINST THE DASHBOARD- VEH WAS TAKEN TO DLR, HOMER SKELTON FORD, AND WAS TOLD THAT THE PULLEY MECHANISM WAS DEFECTIVE AND NOT CATCHING- COULD HEAR A RUBBING NOISE COMING FROM THE DRIVERS SIDE REAR TIRE WHILE DRIVING, BACK IN JANUARY- TOOK IT VEH BACK TO DLR AND WAS TOLD THAT IT NEEDED A NEW WHEEL HUB BECAUSE OF A BAD BEARING- ON MARCH 5, 2008, CLOSED SUNROOF EXPLODED, CUTTING CUST'S WIFE'S ARM AND FACE WITH GLASS SHARDS WHILE DRIVING DOWN THE ROAD- VEH AT THE DLR, COUNTRY FORD FOR DIAGNOSIS - WIFE COULD HAVE LOST HEY EYESIGHT - PROBLEMS WERE NOT ACCEPTABLE- WOULD LIKE FMC TO HANDLE THIS PROBLEM

Ford Confidential

- left VM for James, SM
- is the vehicle at the dealer?
- injuries?
- status
- TSBS?

Customer Info

Customer: MR [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] NESBIT MS [REDACTED]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email: [REDACTED]

Ford Confidential

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
C3-MEMPHIS	23-MEMPHIS	A	A01	06000	F23406

Dealer Name: COUNTRY FORD, INC.
Dealer Address: 95 EAST GOODMAN ROAD
SOUTHAVEN MS 38671
Dealer Main Phone: 662-349-4300

Position	Employee Name
DEALER/PARTNER	GLEN MITCHELL
PARTS MANAGER	OTIS T HAYNES
SALES MANAGER	TERRY L PIERCE
SALES MANAGER	MICHAEL M TAYLOR
SERVICE MANAGER	JAMES D FARRIS

Ford Confidential

ESP / Recall Information

VIN: 2FMDK39C37B

No ESP Information for this VIN

No Recall Information for this VIN

[PTS Home](#) [Body Shop](#) [Service Managers](#) [Power Stroke](#) [Rotunda](#) [Labor Time](#) [Technical Training](#) [Technical Hotline](#) [Quick Lin](#)

Technical Service Bulletins

2007 EDGE - US (English)

08-2-6

- POPPING/SNAPPING NOISE - FRONT OR REAR 18 INCH WHEELS - TURNING AT SLOW SPEED BELOW 10 MPH (16KM/H)

08-1-7

- INACCURATE FUEL GAUGE INDICATOR - VEHICLE BUILT BEFORE 11/1/2007

07-25-14

- POWER STEERING FLUID LEAKS FROM STEERING RACK AND PUMP ATTACHMENT JOINTS

07-25-8

- NOISE COLD - FRONT HALF SHAFTS - RATCHETING/CLICKING/CREAKING - COLD AMBIENT TEMPERATURES - BELOW 15 DEGREES F (-9 C) BUILT BEFORE 5/1/2007

07-25-4

- ROOF OPENING PANEL SLOW OR STICKING/BINDING OPERATION

07-23-18

- POWER STEERING BELT CHIRP/SQUEAL - COLD

07-21-11

- 6F50 TRANSAXLES BUILT PRIOR TO 10/21/2007 - DTC P0715, P0717, P0718, P0720, P0721, P0722 AND/OR HARSH ENGAGEMENT, NO UPSHIFT, FIFTH GEAR ONLY

07-21-8

- 6F50 TRANSAXLE - DIAGNOSIS AND REPAIR PROCEDURES

07-19-5

- MIL ON DTC P0451

07-17-9

- PCM - BATTERY JUNCTION BOX (BJB)- POSSIBLE MIL ON WITH MULTIPLE DTCS, NO CRANK/NO START, DRIVABILITY SYMPTOMS

07-17-2

- ABS LAMP ON C1165/C1175 AND/OR C1235/C1236

07-16-11

- ROOF OPENING PANEL SQUEAK/RATTLE

07-16-10

- POWER TRANSFER UNIT (PTU) VENT LEAK

07-16-5

- BATTERY JUNCTION BOX (BJB)- POSSIBLE MIL ON WITH MULTIPLE DTCS, NO CRANK/NO START, DRIVABILITY SYMPTOMS

07-11-13

- WHINE/HOOT NOISE - SPEED 50-60 MPH (80-97 KM/H)

07-11-9

- BRAKE DRAG

07-7-6

- PULL/DRIFT

07-5-8

- BATTERY SERVICE - OPERATION OF BATTERY EYE - CHARGING SERVICE TIPS

07-4-3

- LEATHER-WRAPPED STEERING WHEEL - LEATHER COMING LOOSE

07-1-7

- MERCON® ATF REPLACED BY MERCON® V AS A SERVICE FLUID FOR SOME POWER STEERING SYSTEMS

06-25-3

- PIONEER NAVIGATION RADIO - SEEK FUNCTION INOPERATIVE - SERVICE TIP

06-21-7

- AUDIO / NAVIGATION SERVICE AND ORDERING PROCEDURES

06-18-15

- IGNITION DIAGNOSTICS

TSBs found:23