



CASE NUMBER

[REDACTED]

CUSTOMER NAME

[REDACTED]

LP ANALYST

Marcel Miclea

CDSID

mmiclea

CLOSED: **MARCH 12, 2008**

Mielea
PO. 166 5-11065

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

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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 38671 TEL:(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

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- 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]

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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

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ESP / Recall Information

VIN: 2FMDK39C37B [REDACTED]

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

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