

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

[REDACTED]

[REDACTED]



FILE COPY

January 8, 2015

"Without Prejudice"

[REDACTED]
Oakville, Ontario
[REDACTED]

Re: Your letter sent regarding your 2010 Lincoln MKX

Dear Ms. [REDACTED]

I acknowledge receipt of your letter dated December 8, 2014, regarding the above-noted vehicle. I am very sorry to read of Mr. [REDACTED] injury related to the vehicle incident of October 17, 2014, and sincerely hope that he experiences a speedy and full recovery.

Lincoln customer satisfaction and vehicle safety are very important at Ford Motor Company of Canada, Limited and we make every attempt to review concerns expressed about Lincoln vehicles. I have carefully reviewed your letter, our company records relating to your vehicle, and your dialogue shared with our Customer Relationship Centre regarding your concern. I can advise you that at this time there are no recalls or related technical service bulletins on the glass roof.

Generally speaking, insurance companies handle personal injury claims and will investigate accordingly. You may wish to discuss this incident with your insurance company. If the insurance company feels that there is a concern that should be brought to the manufacturer's attention, it may contact the manufacturer to review the results of its investigation. I require that it provide appropriate documentation, which would include a report from an expert in failure analysis to support its claim. Your insurance company is the best place to consult regarding your entitled benefits. You may want to review your requested compensation with them.

At this time there is insufficient information to conclude that a manufacturing defect with the glass roof existed at the time of your incident. Should you obtain a diagnosis of your vehicle's glass roof, and are willing to forward us a copy we would gladly review it and respond accordingly. Alternatively, if you feel there is still a concern with your vehicle and would like to have it inspected, I recommend that you contact a Lincoln dealership in your region, to schedule an appointment.

I regret the circumstances that prompted your letter but appreciate the time you have taken to write to us regarding this matter.

Respectfully yours,

Gilles Barriere
Product Liability Analyst

LEGAL FILE LOG
FORD MOTOR COMPANY OF CANADA, LIMITED
OAKVILLE, ONTARIO

(FORD CONFIDENTIAL)

LEGAL FILE NUMBER		CRC CASE #	
DATE IN (M/D/Y)	<u>Dec 16, 2014</u>	DATE OF LOSS (M/D/Y)	<u>Oct 17, 2014</u>
SE TYPE	<u>CL</u>	REGION	<u>E</u>
FILE RETENTION BOX #			
LEGED			
CURENCE	<u>SUN ROOF GLASS injury</u>		
	<u>cut finger</u>		
ALLEGATION CODE (S)	<u>G504</u>		

CUSTOMER AND VEHICLE INFORMATION

NAME			
SURANCE COMPANY			
W FIRM			
AR	<u>2010</u>	MODEL	<u>MYK</u>
WARRANTY START DATE	<u>FEB 12, 2010</u>		
N	<u>26MDJ8JCTAG</u>	ODOMETER	<u>149279</u>
LLING DEALER	<u>Brock Ford</u>	DEALER CODE	<u>138440</u>
RVICING DEALER		DEALER CODE	

LEGAL ACTION (complete in red*)

COURT TYPE (SCC or SUP)*		COURT LOCATION*	
ATE ISSUED*		DATE SERVED*	
CLOSED DATE*			
POSITION			
LAIMED AMOUNT \$		SETTLEMENT AMOUNT \$	
GN OFF		DESTRUCTION DATE	

Case**General Info**

Overview

Case Number	[REDACTED]	Status	Resolved
Priority	Medium	Owner	FOC Tier 2 CCT
Expected Resolution Date		Status Reason	Resolved Closed
Input Channel	Phone		

Close Case

Close Case Info

Resolution Type	Comments
Closure Type	

Customer Info

Advanced Search

Search On	Contact	Search By
-----------	---------	-----------

Customer Name	[REDACTED]	Caller Type
Customer Home Phone	[REDACTED]	Use for Reply-To
Customer Business Phone	[REDACTED]	Customer Delegate
Customer Mobile Phone	[REDACTED]	Customer Delegate Phone
Vehicle Purchase Status	Original Owner	Relationship
Current CLP LTV Score	N/S	

Customer Scores

Loyalty Score
CLP LTV Score N/S
In-Market 62
Likelihood to Service

Defector Score
Dissat Score
ESP Score
Service Segments

Dealer Info

Dealer Info

Dealer Name		Dealer Service Manager	
Dealer PA Code		More than one Service Manager	No
Dealer Phone Number		Service Mgr Phone	
Dealer Contact		Portal Status	No New Message
FMCC Branch Code			

Vehicle Info

Vehicle Info

VIN	 2LMDJ8JC7AB [REDACTED]	Mileage	105,000
Copy VIN	2LMDJ8JC7AB [REDACTED]	Mileage Units	Kilometers
Warranty Start Date	2/12/2010	Hours in Service	
Vehicle Modifications	No	Converted Mileage	
Days Out of Service		Number of Repairs	
Original Selling Dealer	Brock Ford Sales Inc.	Original Selling PA	B8440

Vehicle Specification

Vehicle Specification Full Path	 2010 > LINCOLN > MKX > J8J - AWD 4-DR MPV	Engines Specification	 3.5L 4V DOHC VCT SMPI V6 GAS
Model Year	 2010	Transmissions Specification	 6 SPD AUTO TRANS 6F
Make	 LINCOLN		
Model / Vehicle Line	 MKX		
Body Style	 J8J - AWD 4-DR MPV		

Case Classification

Classification

Responsible Team  [Lincoln Canada Concierge](#)

Case Classification Full Path  [ESP/ESC Coverage > Reimbursement Request > Repair/Rental](#)

Case Classification Level 1  [ESP/ESC Coverage](#)

Case Classification Level 2  [Reimbursement Request](#)

Case Classification Level 3  [Repair/Rental](#)

Case Classification Level 4

Classification

Initial Contact Target	Initial Contacted	No
Case Closure Target	Initial Contact Date	1/6/2015 5:00 PM

Symptom Code

Symptom Code  [Lighting/Glass/Vision > Windows/Glass > Roof Sunscreen > Appearance](#)

Level 1  [Lighting/Glass/Vision](#)

Level 2  [Windows/Glass](#)

Level 3  [Roof Sunscreen](#)

Level 4  [Appearance](#)

Miscellaneous Info

Miscellaneous Info**Master Case**

Caller Authorization Code 0003784627

Stars ID

Tech Hotline No

FSA Number**Campaign Number**

Repair Order Number

Contract Info

Ford Credit Contract #

Form Letter Code

ESP Contract #

Non-Ford ESP

No

Activities**All Activities**

☐	Subject	Activity Type	Activity Status	Priority	Date Created
☐	Case Resolution	Case Resolution	Completed	Normal	11/25/2014 3:4
☐	Close Case	Close Case	Completed	Normal	11/25/2014 3:4
☐	Transfer / Escalate	Transfer/Escalation	Completed	Normal	11/25/2014 3:3
☐	Re-Open Case	Re-Open Case	Completed	Normal	11/25/2014 3:3
☐	CALL From - 6133544709	Phone Call	Completed	Normal	11/21/2014 2:0
☐	Case Resolution	Case Resolution	Canceled	Normal	11/21/2014 1:1
☐	Close Case	Close Case	Completed	Normal	11/21/2014 1:1
☐	CALL To - 9058421020	Phone Call	Completed	Normal	11/21/2014 1:1
☐	CALL From - 9058421020	Phone Call	Completed	Normal	11/21/2014 12

1 - 9 of 9 (0 selected) Page 1

Notes & Article**Notes**

☐ **Title: Note created on 11/21/2014 01:12 PM by Mildred Forbes, Default Team: Lincoln Canada Concierge**

Note created on 11/21/2014 1:12 PM by Mildred Forbes

Edited 11/25/2014 3:39 PM by FordCRMAppUserAccount
CRM

OBC to Client;
Client was advised to contact Product liability in writing at:
Product Liability
One Canadian Road
PO Box 2000
Oakville, Ontario L5K 0C8

☐ **Title: Note created on 11/21/2014 12:30 PM by Mildred Forbes, Default Team: Lincoln Canada Concierge**

Note created on 11/21/2014 12:30 PM by Mildred Forbes

Edited 11/25/2014 3:39 PM by FordCRMAppUserAccount
CRM

Client can be contacted at 905-842-1020 ext 1 and then 1

☐ **Title: Note created on 11/21/2014 12:26 PM by Mildred Forbes, Default Team: Lincoln Canada Concierge**

Note created on 11/21/2014 12:26 PM by Mildred Forbes

Edited 11/25/2014 3:39 PM by FordCRMAppUserAccount
CRM

IBC from client:

Client called to say that while he was on his way to Florida and stopped at the gas station, right after he left the gas station, his sunroof exploded. Client said that he got in touch with his insurance which is State Farm and they put a claim with Coast Cadillac who in turn had the vehicle repaired at Howard Lincoln in Sarasota, Florida.

Client said that the glass cost was \$804.19, his rental \$52.89 and had a deductible for \$300 (US dollar)

Client also stated that he thinks that he has a piece of glass still stuck in his thumb and does not know how he is going to take care of yet.

Client is seeking the reimbursement for his \$300.00 US deductible.

Client says that dealer said: N/A

CSM advised:

I truly apologize for this terrifying incident and I am very pleased to know that you are fine. I will discuss the situation with my Manager and will get back to you as soon as I have an answer.

Article

Article

Admin Info

Admin Info

Created By  Mildred Forbes
Created On 11/21/2014 12:09 PM
Begin Date 11/21/2014
Title [REDACTED]

Modified By  Mildred Forbes
Modified On 11/25/2014 3:41 PM
Case Type
Source Created By

December 8th, 2014

RECEIVED DEC 16 2014

To whom it may concern,

On October 17th, 2014 we were travelling in our 2010 MKX Lincoln on I75 south just past the #350 exit in Florida when there was a loud 'bang'. Our sunroof was shattered and sprayed tiny glass splinters all over the interior of the car and us. There were no major injuries but Darryl did cut his finger on a small sliver of glass. We observed that the bridge at exit #350 was fenced with barbed wire on top making it clear that no one had been able to drop anything off the bridge and I did not see anyone there after quickly looking back. I made sure the driver was not injured. We safely stopped and checked the roof but could not clearly see a point of impact as the roof was shattered and the 4 corners of glass were missing. We were able to slowly continue to our destination in Sarasota, Florida where we immediately put a claim through our insurance.



MAIN
PHONE:
(941) 922-1571

Coast
CADILLAC-VOLVO-INFINITI COMPANY
2200 BEE RIDGE ROAD • SARASOTA, FLORIDA 34239
STATE OF FLORIDA REGISTRATION: MV-09603
www.sunsetautogroup.com

SERVICE
PHONE:
(941) 923-1849



01011CDBC8493431

FOR INFORMATION REGARDING REPAIRS

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	NAME: MICHAEL	AGE: 395	TAG NO: 1544	INVOICE DATE: 10/22/14	INVOICE NO: [REDACTED]
[REDACTED]	LABOR RATE: 45CF18	VEHICLE ID: 10/LINCOLN TRUCK/MKX/AWD 4DR SUV	DELIVERY DATE: 10/20/14	DELIVERY MILES: [REDACTED]	STOCK NO: [REDACTED]
SARASOTA, FL [REDACTED]	VEHICLE ID NO: 2 L M D J 8 J C 7 A B	DELIVERY DATE: 10/20/14	DELIVERY MILES: [REDACTED]	PRODUCTION DATE: [REDACTED]	PRODUCTION MILES: [REDACTED]
[REDACTED]	FT. NO. [REDACTED]	RD. NO. [REDACTED]	10/20/14	MILEAGE OUT: [REDACTED]	MO: 94686
COMMENTS: [REDACTED]					

LABOR & PARTS
J# 1 62CDZ1 BODY SHOP LABOR TECH(S): 315 0.00
REPAIR AS PER ESTIMATE
GULF COAST AUTO GLASS REPLACED SUNROOF PANEL

JOB # 1 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	
JOB # 1	130448	W085856	10/22/14	REPLACE SUNROOF GLASS		1065.60
TOTAL - SUBLET						1065.60

COMMENTS:
STATE FARM CLAIM # 60-5F28-82501
DELETED OPERATION(S):
62CDZP1 REFINISH LABOR

RECOMMENDATIONS:
STATE FARM

TOTALS:

"This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal." [s.559.904(4)]	TOTAL LABOR...	0.00
"The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185]."	TOTAL PARTS...	0.00
*****	TOTAL SUBLET...	1065.60
YOU MAY SOON BE RECEIVING A SURVEY FROM GENERAL MOTORS OR VOLVO CUSTOMER RELATIONS. THIS SURVEY IS OUR REPORT CARD. IF FOR ANY REASON YOU CANNOT ANSWER THE QUESTIONS AS *COMPLETELY SATISFIED* OR *EXCELLENT SERVICE*, PLEASE CONTACT THOMAS HAYES AT 941-922-1571.	TOTAL G.O.G...	0.00
*****	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	74.60
	TOTAL INVOICE \$	1140.20

METHOD OF PAYMENT () CASH () CHECK () M/C-VISA () DISC () AM EXP

CUSTOMER SIGNATURE

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

I ACKNOWLEDGE AND APPROVE OF ALL WORK PERFORMED, INCLUDING ANY ADDITIONAL WORK THAT MAY HAVE BEEN ADDED ON THE ORIGINAL WORK ORDER. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS INVOICE AND I HAVE REVIEWED THE TERMS AND CONDITIONS LISTED ON THE REVERSE SIDE OF THIS PAGE.

COAST CADILLAC
2200 BEE RIDGE RD
SARASOTA, FL 34239

10/22/2014

16:02:41

MID

TID

CREDIT CARD

MC SALE

CARD #

INVOICE

SEQ #:

Batch #:

Approval Code:

Entry Method:

Mode:

Swiped

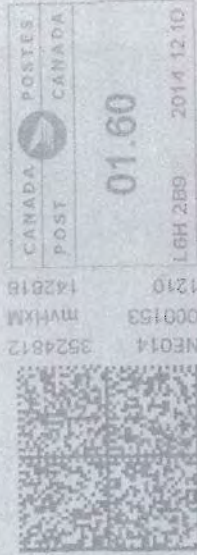
Online

SALE AMOUNT

\$300.00

CUSTOMER COPY

Darryl R Demille Ins Agcy Ltd
Darryl Demille CFP®, Agent
1226 White Oaks Boulevard
Oakville, ON L6H 2B9
Bus 905 842 1020



Product Liability
1 Canadian Rd
OAKVILLE, Ontario
L6K-0E8



Case



General Info

Overview

Case Number	[REDACTED]	Status	Resolved
Priority		Owner	FOC Tier 1 Inbound
Expected Resolution Date		Status Reason	Resolved Closed
Input Channel	Phone		

Close Case

Close Case Info

Resolution Type	Close Issue	Comments
Closure Type	Resolved	

Customer Info

Advanced Search

Search On	Contact	Search By
-----------	---------	-----------

Customer Name	[REDACTED]	Caller Type
Customer Home Phone	[REDACTED]	Use for Reply-To
Customer Business Phone	[REDACTED]	Customer Delegate
Customer Mobile Phone		Customer Delegate Phone
Vehicle Purchase Status	Original Owner	Relationship
Current CLP LTV Score	N/S	

Customer Scores

Loyalty Score		Defector Score	
CLP LTV Score	N/S	Dissat Score	
In-Market	60	ESP Score	
Likelihood to Service		Service Segments	
Loyalty Segment - Mexico			

Dealer Info

Dealer Info

Dealer Name	 City Ford Sales Ltd.		
Dealer PA Code	B6220	Dealer Service Manager	 WILLIAM HARRISON
Dealer Phone Number	(780) 454-2000	More than one Service Manager	No
Dealer Contact		Service Mgr Phone	
		Portal Status	No New Message
FMCC Branch Code			

Vehicle Info

Vehicle Info

VIN	 2FMDK4JC5DBC [REDACTED]	Mileage	27,500
Warranty Start Date	7/12/2013	Mileage Units	Kilometers
Vehicle Modifications	No	Hours in Service	
Original Selling Dealer	Westlock Ford Sales Ltd	Converted Mileage	
Original Selling PA	B6272	Days Out of Service	
		Number of Repairs	

Vehicle Specification

Vehicle Specification Full Path	 2013 > FORD > EDGE > K4J - SEL AWD 4-DR MPV		
Model Year	 2013	Engines Specification	 3.5L 4V DOHC VCT SMPI V6 GAS

Make	 FORD	Transmissions Specification	 6 SPD AUTO TRANS 6F
Model / Vehicle Line	 EDGE		
Body Style	 K4J - SEL AWD 4-DR MPV		

Case Classification

Classification

Responsible Team	 FOC Tier 1 Inbound
Case Classification Full Path	 Vehicle Concern > Repair Assistance > No repair / Warranty Denied > General/Other
Case Classification Level 1	 Vehicle Concern
Case Classification Level 2	 Repair Assistance
Case Classification Level 3	 No repair / Warranty Denied
Case Classification Level 4	 General/Other

Classification

Initial Contact Target	Initial Contacted	No
Case Closure Target	9/21/2015 5:00 PM	Initial Contact Date

Symptom Code

Symptom Code	 Lighting/Glass/Vision > Windows/Glass > Sun/Moon Roof > OTHER
Level 1	 Lighting/Glass/Vision
Level 2	 Windows/Glass
Level 3	 Sun/Moon Roof
Level 4	 OTHER

Miscellaneous Info

Miscellaneous Info

Master Case

Caller Authorization Code 0005845729

Stars ID

Tech Hotline No

FSA Number

Campaign Number

Repair Order
Number

Contract Info

Ford Credit Contract
#

Form Letter Code

ESP Contract #

Non-Ford ESP No

Activities

All Activities

☐	Subject	Activity Type	Activity Status	Priority	Date Created
☐	 CALL To - 66417	Phone Call	Completed	Normal	8/10/2015 1:52...
☐	 Close Case	Close Case	Completed	Normal	8/7/2015 12:16...
☐	 Case Resolution	Case Resolution	Completed	Normal	8/7/2015 12:16...
☐	 CALL To - 7804542000	Phone Call	Completed	Normal	8/7/2015 12:02...

1 - 4 of 4 (0 selected)

Page 1

Notes & Article

Notes

Title: Note created on 08/10/2015 02:12 PM by Roddy Point-Du-Jour, Default Team: FOC Tier 1 Inbound

CUST SAYS: The sunroof exploded while I was driving on the highway. It's at a ford dlr right now and the warranty claim has been denied because they can't see the ford logo on the sun roof, When I asked them where the ford logo is, it is supposed to be in the center. They tell me the tech has to open the headliner and take the picture. I'm wondering why, because this makes no sense to me. I have no idea what they're talking about and I don't understand why I'm being declined. It's going to cost me \$1000 for the glass only, now they're telling me if there's glass in the track it will be \$5000. I need to contact someone about it, because to me it is a safety issue and if I wasn't an experience driver, I could have been in an accident as a result of the defective product. PER CUST DLR SAYS: N/A: CRC ADV: Regrettably, since the dlr has already appealed the decision and Ford has still refused to pay for the repairs, there's no more assistance that we can provide at the CRC level. I provided the address for the product liability dept.

Roddy Point-Du-Jour 8/10/2015 2:12 PM

Title: Note created on 08/07/2015 12:16 PM by Amy Raszipovits, Default Team: FOC Tier 1 Inbound

CUST SAYS Last week the sunroof exploded on her while driving. She pulled the veh off to the side and looked at it. All 4 corners were blown out and by the time she got home Contacted the dlr. She does not see how this issue could be due to rock chips. She is seeking further assistance from FoC. Advised cust to contact SA Jordana as she is going to submit cust photos under appeal. No guarantee this will change the decision because a factory defect must be determined. PER CUST, DLR SAYS Dlr says they submitted a claim but the claim was denied saying issue was due to rock chips. CRC ADVISES Obc to the dlr. SA is Jordana. Claim got denied. The dlr explained that this could be due to rocks hitting the glass. Dlr would be willing to submit the cust photos under appeal.

Amy Raszipovits 8/7/2015 12:16 PM

Article

Article

Admin Info

Admin Info

Created By	 Amy Raszipovits	Modified By	 Amy Raszipovits
Created On	8/7/2015 12:03 PM	Modified On	8/7/2015 12:16 PM
Begin Date	8/7/2015	Case Type	
Title	[REDACTED]	Source Created By	

Case



General Info

Overview

Case Number	[REDACTED]	Status	Resolved
Priority		Owner	FOC Tier 1 Email
Expected Resolution Date		Status Reason	Resolved Closed
Input Channel	Email		

Close Case

Close Case Info

Resolution Type	Close Issue	Comments
Closure Type	Resolved	

Customer Info

Advanced Search

Search On	Contact	Search By
-----------	---------	-----------

Customer Name	[REDACTED]	Caller Type
Customer Home Phone	[REDACTED]	Use for Reply-To
Customer Business Phone	[REDACTED]	Customer Delegate
Customer Mobile Phone		Customer Delegate Phone
Vehicle Purchase Status	Original Owner	Relationship
Current CLP LTV Score	N/S	

Customer Scores

Loyalty Score

Defector Score

CLP LTV Score N/S

Dissat Score

In-Market

ESP Score

Likelihood to Service

Service Segments

Loyalty Segment -
Mexico**Dealer Info**

Dealer Info

Dealer Name  City Ford Sales Ltd.

Dealer PA Code B6220

Dealer Service Manager  WILLIAM HARRISON

Dealer Phone Number (780) 454-2000

More than one Service Manager No

Dealer Contact

Service Mgr Phone

Portal Status No New Message

FMCC Branch Code

Vehicle Info

Vehicle Info

VIN  2FMDK4JC5DB [REDACTED] Mileage 23,500

Warranty Start Date 7/12/2013 Mileage Units Kilometers

Vehicle Modifications No Hours in Service

Original Selling Dealer Westlock Ford Sales Ltd Converted Mileage

Original Selling PA B6272 Days Out of Service

Number of Repairs

Vehicle Specification

Vehicle Specification  2013 > FORD > EDGE > K4J - SEL AWD 4-DR MPV
Full PathModel Year  2013Engines Specification  3.5L 4V DOHC VCT SMPI V6 GAS

Make	 FORD	Transmissions Specification	 6 SPD AUTO TRANS 6F
Model / Vehicle Line	 EDGE		
Body Style	 K4J - SEL AWD 4-DR MPV		

Case Classification

Classification

Responsible Team	 FOC Tier 1 Email
Case Classification Full Path	 Vehicle Concern > Repair Assistance > No repair / Warranty Denied > General/Other
Case Classification Level 1	 Vehicle Concern
Case Classification Level 2	 Repair Assistance
Case Classification Level 3	 No repair / Warranty Denied
Case Classification Level 4	 General/Other

Classification

Initial Contact Target	Initial Contacted	No
Case Closure Target	Initial Contact Date	

Symptom Code

Symptom Code	 Lighting/Glass/Vision > Windows/Glass > Sun/Moon Roof > OTHER
Level 1	 Lighting/Glass/Vision
Level 2	 Windows/Glass
Level 3	 Sun/Moon Roof
Level 4	 OTHER

Miscellaneous Info

Miscellaneous Info

Master Case

Caller Authorization Code 0005823440

Stars ID

Tech Hotline No

FSA Number

Campaign Number

Repair Order
Number

Contract Info

Ford Credit Contract
#

Form Letter Code

ESP Contract #

Non-Ford ESP No

Activities

All Activities

☐	Subject	Activity Type	Activity Status	Priority	Date Created
☐	Close Case	Close Case	Completed	Normal	8/21/2015 3:43..
☐	Case Resolution	Case Resolution	Completed	Normal	8/21/2015 3:43..
☐	Ford of Canada CAS-7645...	E-mail	Completed	Normal	8/21/2015 3:39..
☐	Customer Support Email fr...	E-mail	Completed	Normal	8/4/2015 1:02 P.

1 - 4 of 4 (0 selected)

Page 1

Notes & Article

Notes

Title: Ford of Canada [REDACTED]
Email Created On: 8/21/2015 3:39:52 PM **From:** FOC Tier 1 Email - English To: [REDACTED] **Subject:** Ford of Canada [REDACTED]

[REDACTED] Hello [REDACTED] Thank you for contacting Ford of Canada, my name is LeeAnna and I am pleased to assist you. I have reviewed your email regarding the sun roof concerns on your 2013 Ford Edge. I apologize for any inconvenience this has caused. I am sorry for the delay in response to your e-mail; due to high call volume we have been assisting on the phones. We thank you for taking the time to let us know about your frustration with our inability to assist you in this matter. Feedback such as yours allows us to examine our practices and policies to ensure that we meet or exceed the expectations of our customers. We regret that we have not been able to satisfy you on this occasion, but your concerns have been documented for future reference. As previously communicated to you on 07-August-2015 via phone and 10-August-2015 via phone, we feel that every consideration has been given to this matter and was appropriately addressed in our prior responses. Regrettably, we are unable to provide you with an alternate response. Thank you for contacting Ford of Canada. Sincerely, [REDACTED] Customer Relationship Centre Ford of Canada Sometimes e-mail communication does not allow us to gain additional information that may be helpful in responding to your inquiry. Should you feel that we have not adequately addressed your question or questions please contact the Customer Relationship Centre via telephone Monday through Friday between the hours of 8:30am and 8:00pm. You can reach the Customer Relationship Centre at (800)565-3673. Hearing impaired callers with access to a TDD may contact (800)232-5952. Should you need it in the future, your reference number is [REDACTED]. In addition, you can try online support at www.ford.ca. Here you can find answers to frequently asked questions and links to other key product and service information. Ford Confidentiality: ----- For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, Social Insurance Number, DOB, etc. Thank you. ----- Original Message -----
----- From: FORD OF CANADA - CONTACT US (GENERIC) Received: 8/4/2015 1:01 PM To: 818640 ALBERTA LTD 818640 ALBERTA LTD; FOC Tier 1 Email - English Subject: Customer Support Email from Ms [REDACTED] Title: Ms First Name [REDACTED] Last

Name: [REDACTED] Street Address: [REDACTED] City: Edmonton Province: AB Postal Code: T5Y2S5 Day Time Selected: NO Day Time Phone: [REDACTED] Ext: Day Time Call Timing - From: To: EST Evening Time Selected: NO Evening Time Phone: [REDACTED] Ext: Evening Time Call Timing - From: To: EST Cell Time Selected: NO Cell Phone: [REDACTED] Ext: Cell Phone Call Timing - From: To: EST Email Only: NO Email Address [REDACTED] Vehicle VIN: [REDACTED] Vehicle Year: 2013 Vehicle: Model Edge SEL Current Mileage: 23,500 Dealership : City Ford Edmonton Owner Relation: Self Comments: On Friday July 31, 2015 I was driving on the highway with only one vehicle approximately 500m behind me. The time was 8pm and it was 24 degrees Celsius according to the vehicle read out. Air conditioning was on low and my sunroof and liner were closed (thank goodness!) all of a sudden I heard an explosion and realized my sunroof had burst. I pulled over and all four corners of the moveable sunroof were shattered and gaping holes remained. I had no choice but to drive it home to Edmonton about an hour at 100km. When I got home there was also a large hole in the centre of the moveable sunroof. I believe there is a defect somewhere causing this problem. As it was the long weekend the service departments were not open. Today I ordered a sunroof at a cost of \$1008.42 and it will take three days to arrive. Then I can make an appointment for an all day installation. I will be without a vehicle for at minimum one week. The dealership says it is not covered under warranty. My insurance has limited glass coverage so it is not covered. I believe there is something faulty and it should be covered under warranty. Please advise if there is any recourse. By the way a rock chip on the highway with only 300km on odometer cracked the windshield and I had to get it replaced. The only good thing about that situation is the new glass doesn't make my skin feel like it is burning every time the sun is shining; side windows still feel like sun magnified and is burning my skin.

FordCRMAppUserAccount CRM 8/21/2015 3:43 PM

Article

Article

Admin Info

Admin Info

Created By	 FordCRMAppUserAccount CRM	Modified By	 LeeAnna Gulley
Created On	8/4/2015 1:02 PM	Modified On	8/21/2015 3:43 PM
Begin Date	8/4/2015	Case Type	
Title	[REDACTED]	Source Created By	

Received: 08/07/2015

Caller Information - [REDACTED]

Caller Name (Last, First): [REDACTED] **Title:** TECHNICIAN
Email: [REDACTED] **Pref. Language:**
Caller Type: N/A
Dealer (Geo/Mkt, Sub, P&A): CAN,,B6220 City Ford Sales Ltd.
Dealer Phone: 780-454-2000
FIN Code: [REDACTED] **FIN Name:**
Address: [REDACTED] **Phone:**
City : [REDACTED] **State:**
Zip: [REDACTED] **P.O. Box :**

OASIS Information - [REDACTED]

OASIS WAS NOT CONTACTED IN THE LAST 5 DAYS

Vehicle Information - [REDACTED]

VIN : 2FMDK4JC5DB [REDACTED] **Odometer :** 27854 Miles
Vehicle : 2013 EDGE, AWD, SEL, CUV **Build Date :** 05/10/2013
Delivering Dealer : [REDACTED] **Claim Date :** 08/07/2015
R.O/Claim Number : [REDACTED] **Body Conversion :**
Wrrnty St. Date : 07/12/2013
Vehicle Weight : 5580 LB
Engine : 3.5L 4V DOHC VCT SMPI V6 GAS **Build Date :**
Build Shift : [REDACTED] **Plant :**
Exchange : N **Serial Number :** [REDACTED]
Calibration : DQ11A70 A **Part Nbr :** DS 908 AA
Transmission : 6 SPD AUTO (6F50) **Build Date :**
Build Shift : [REDACTED] **Plant :**
Exchange : N **Serial Nbr. :** 1 [REDACTED]
Model Nbr. : DQ11A70 **Part Nbr :**
Axle : 3.39 FINAL DRIVE RATIO **Build Date :**
Build Shift : [REDACTED] **Plant :**
Exchange : [REDACTED] **Serial Number :**
Axle Id Tag : [REDACTED] **LH/RH Drive :**
Emission : [REDACTED]

Component	Family Code	Feature Code	Family Description	Feature Description
Tire Vendor				
Front Tire	D3I	CA	D3I- ????????????????????	P245/50R20 BSW A/S H-RATED
Rear Tire				
Exterior Paint	PN3	KP	PN3- ????????????????	WHITE PLATINUM TRI-COAT

Concern Information - [REDACTED]

Symptom Code: 771603-LT/GL/VI WINDOWS/GLASS SUN ROOF APPEARANCE
Additional Symptom: sunroof glass shattered
EO:
EC:
EB:
EB:
Symptom Verified:
Comeback:
Tow In:
Self Test Run:
Causal Condition:
How When Code:
Base Timing:
CCC:
Difficulty To Diagnose:
of Like Concerns: 0000
Responsible Activity :
Engineering Severity :
Road Test :
Repair Attempts :

Intermittent :
MIL On :
Quits on Road :
Outside Temp. :
Restart :
Computed Timing :
Grid Location :
WCC :
Level of Assistance :
Repair Effectiveness % :
Customer Severity % :
Test Stand :
Repair Prior :
Causal Factor :

Routing Code :
Component Feature :
8D Required :
8D Closed Date :

Component Location :
Quality Alert # :
8D Number :

Concern Description -

CONCER 08/07/2015 09:37AM DAVID POIRIER MSS - FCSD - TECH SVC HOTLINE

RO#: RO Date:07/08/2015 12:00:00 AM Warranty Type:New Vehicle Warranty
SPW Install Mileage: SPW Install Date: 1. Please describe customers concern. sunroof glass exploded 2. What is the intended repair, list all components needed for repair? replace glass 3. Provide any additional details necessary.
Please include any available technical information that you believe will help process your prior approval request. cannot take glass logo pic because sun shade closed and full of glass.

RECOMM 08/07/2015 09:37AM DAVID POIRIER MSS - FCSD - TECH SVC HOTLINE

Marty, The close up and additional images provided show that the sunroof glass has shattered. Per your comments the glass logo is not readable at this point. As per page 3A-12 of the Warranty and Policy Manual, broken glass is not covered under warranty unless a defect in factory materials or workmanship causing the breakage has been identified and corrected. DIPA Additional Information Required

CONCER 08/07/2015 03:11PM

CUST CONTACTED FORD , THEY ASKED TO RESUBMITT, HERE IS SUBMISSION.

RECOMM 08/07/2015 03:22PM KYLE SMITH MSS - FCSD - TECH SVC HOTLINE

Marty, Thank you for the update, however, after reviewing this information There is no new evidence to indicate the glass was broken by a warrantable causal part therefore, replacement of the Sunroof Glass(500A18) is non-warrantable. DIPA Not Approved

Potential Safety/Emission:

Serviceability Concern :

Contact Last Name :

Phone :

Consultant Last Name :

Phone :

Contact Information -

First Name :

Email :

First Name :

Email :

goerz

N/A

Customer Last Name :

Home Phone :

Email :

City :

Customer Information -

First Name :

Work Phone :

Country :

State :

Finalize Call -

Reason for call :

Addl. Explanation :

Requester: RSTODOLA

PRINT REPORT

Server: FCVWS962

Ford Proprietary, Private

Copyright © 2013 Ford Motor Company | All rights reserved.

23-Sep-2015

Retention: None

Report Number: [REDACTED]
[Print](#) [Close](#)



Report Number: [REDACTED]

Print

Close



Report Number [REDACTED]
[Print](#) [Close](#)



Report Number: [REDACTED]

Print

Close



RECEIVED SEP 23 2015

September 21, 2015

The Honourable Lisa Raitt
Minister of Transport
Tower C – 330 Sparks Street
Ottawa, Ontario, Canada
K1A 0N5

Re: Safety Concern Sunroof Ford Edge

I am writing to advise you of a safety concern on the Ford Edge 2013 Panoramic Sunroof. Additionally, I am requesting a recall to replace these existing sunroofs with glass that does not shatter when broken, before someone is killed or maimed.

On July 31, 2015 I was driving in my 2013 Ford Edge SEL on highway 44 south bound towards the town of Westlock, Alberta, Canada. It was approximately 8pm, the temperature outside was 24C degrees Celsius and sunny, the air conditioning and fan setting was on low inside the vehicle. The sunroof was closed, as was the inside roof liner, and all the windows of the vehicle. I was travelling at 100 kilometers per hour. The only vehicle around was approximately 500 meters behind me.

I heard what sounded like an explosion going off above my head and could then hear air entering the vehicle. I drove approximately 10 minutes into Westlock where I pulled over to investigate. All four corners of the front panel of the sunroof were broken. There was no evidence of any other damage. I took pictures and proceeded home to Edmonton, Alberta, approximately 100 kilometers. During this time I could hear glass crackling and falling above my head onto the roof liner, which I did not open. Upon reaching home there was a large circle of glass also missing from the sunroof that had fallen in pieces onto the liner. As it was the long weekend the Ford Dealer Service Center was closed until August 4, 2015.

On August 4th I made an appointment with a Ford Dealer Service Center to have the sunroof replaced. There was no warranty on the glass of this vehicle and I was told by two different Ford Service Departments the sunroof must have been weakened by a rock chip. I purchased this vehicle new from a Ford Dealership and am not aware of any rock chips in the sunroof. There were approximately 27,700 kilometers on the vehicle at the time of the incident. I seldom use the sunroof, perhaps 5-10 times since purchased.

I was told it was important the Ford Technician assess to see if there was a Ford logo on the glass - the glass was intact where the Ford logo would be visible but I was told they could only view it from the inside of the vehicle. I was quoted \$1052 plus labour and tax to repair. I was told it would cost an additional \$5000.00 to replace the tracs of the sunroof if glass got inside of them and the only way the technician could see the Ford logo was from inside the vehicle. If he opened the roof

liner all the glass would fall inside the vehicle and potentially cost an additional \$5000 to repair. This was the original sunroof and I am not aware of any damage prior to the glass exploding for no apparent reason. I believe Ford has found a loop hole to deny proof of the glass being original and identified as a hazard. Could they not have used a light to illuminate where the Ford logo would be to determine from the exterior that it is the original glass?

Furthermore, when I picked up my vehicle the Ford Technician told me I might want to get the sunroof tinted. I asked why would I pay to tint a sunroof that is already tinted? He replied, "to prevent the same thing from happening again". The replacement glass although tempered like the original, is not like a windshield in that it shatters when broken. I was also told the Panoramic Sunroof glass has been changed in the new vehicles to prevent this exact problem. To me this proves there is a problem, Ford is aware, and Ford is refusing to correct this safety issue; I assume, because it will cost a lot of money to do so.

Ford refused to cover the repairs because they could not see the Ford logo on the glass. I will print and attach a copy of the email stating as much. I have been respectful and reasonable in my dealings with all Ford employees. I was without a vehicle from July 31st to August 11, 2015. It took 8 days to receive expedited glass.

I contacted the Ford Canada Customer Service Center on August 10, 2015. The representative listened to what happened, asked if it caused an accident or if anyone was injured. I was told it was not covered under warranty as the appeal had been rejected. When I said it was a safety issue, the response was "you said there was no accident and nobody got hurt". I stated my daughter is a second driver on my vehicle and does not have the same driving experience as I do and that loud exploding glass could have very easily caused her to veer off the road or into oncoming traffic if there was any. What if the roof liner was open and thousands of pieces of glass fell onto my self and occupants of the vehicle? What about any vehicles around me being sprayed with exploding glass? I have read of this happening to other Ford vehicles online; as well as, Hyundai sunroof's exploding spontaneously. Dealing with Ford Canada has not been easy. I am not allowed to talk to the warranty department, nor the safety department. I was given a mailing address for the Product Liability department when I asked to speak to the safety department. This company has systematically ignored my concerns.

This is my second Ford vehicle, first brand new vehicle, and I chose Ford for safety reasons. The cost of this vehicle was \$38,954.25. The cost of replacing the sunroof was \$1386.11. What value does Ford place on my family's life?

I am asking for a recall of these dangerous sunroofs before someone is killed or maimed. Please investigate this concern. I paid a lot of money for a safe vehicle and that is what was promised when I asked about the safety features of the vehicle prior to purchase. I was not informed of any problem with the glass in the panoramic sunroof.

Truly,



Page 3 of 3

Enc: 12

CC: Ford Motor Co. Ltd
Product Liability
The Canadian Road
Canadian Road
PO Box 2000
Oakville, Ontario, Canada
L6K 0C8

Fwd: Sunroof

[REDACTED]
Re: [REDACTED] (1/1/15)

Sent from my iPad

Begin forwarded message:

From: [REDACTED]
To: "jordan.ashley@alcan.com" <jordan.ashley@alcan.com>
Subject: Fwd: Sunroof

Hello [REDACTED]

I was driving at 100km on Friday, July 31, 2015 at 8pm on Hwy 44 southbound towards Westlock. I heard an explosion sound and realized the sunroof had exploded. The sunroof was closed as was the inside liner. There was one vehicle approx 500 meters behind me, no over passes, no vehicles coming towards me. It was 24 degrees Celsius outside and I had the air conditioning on low. I drove another 10 minutes into town and stopped at a gas station and took these pictures. I then drove approx 100km home to Edmonton. When I reached home the centre of the sunroof was broken out. I heard the glass crackling all the way home.

I do not believe this damage was due to a rock chip as I have had rock chips and they will create a long crack and have never exploded like this before. In fact I had to replace the windshield within 3 months of purchase for a rock chip on the highway that cracked across the drivers side view. I'm not sure what kind of glass you are using but the original windshield magnified the sun and made my skin feel like it was burning; that sensation stopped when the new windshield was installed.

I do not utilize the sunroof often, probably 5 times (maximum 10 times) since I purchased the vehicle new. I did notice that when I first utilized the sunroof I only had to press the open/close button once for the liner and once for the sunroof and it would open all the way. After a couple of uses I had to hold the open/close until the liner and then again for the sunroof to open/close all the way.

I believe the costs for the new sunroof should be covered in full as I believe there was some kind of fault in the sunroof. It is fortunate the liner and sunroof were closed or glass would have fell on us and may have caused an accident.

Thank you for your assistance in this matter.

Truly,
[REDACTED]

Sent from my iPad

Re: Sunroof2

[REDACTED]
Mon 08-10-10 4:44 PM

To [REDACTED]

Mr. [REDACTED]

Hope this will help clarify things for you.

Sincerely,
Jordana

Interior / Exterior

Request Form Summary

VIN 2FMDK4JC5DB [REDACTED]
Vehicle Model 2013 EDGE
Repair Order Number 536594
Repair Order Date Aug 07 2015
Line Number of R.O. a
Hotline Contact ID 108984977
Request Date Aug 07 2015 09:20:21
Request Status Not Approved
Prior Approval Code
Repair Already Completed Request No

Request Form Details

- 1. Please describe customers concern.**
sunroof glass exploded
- 2. What is the intended repair, list all components needed for repair?**
replace glass
- 3. Provide any additional details necessary.**
Please include any available technical information that you believe will help process your prior approval request.
cannot take glass logo pic because sun shade closed and full of glass.

Comment History

Comment From: Ford
Comment Date: Aug 07 2015 09:37:06
Marty,

The close up and additional images provided show that the sunroof glass has shattered. Per your comments the glass logo is not readable at this point. As per page 3A-12 of the Warranty and Policy Manual, broken glass is not covered under warranty unless a defect in factory materials or workmanship causing the breakage has been identified and corrected.

Comment From: DEALER
Comment Date: Aug 07 2015 15:11:31
CUST CONTACTED FORD. THEY ASKED TO RESUBMIT, HERE IS SUBMISSION.

Comment From: Ford
Comment Date: Aug 07 2015 15:22:47
Marty,
Thank you for the update, however, after reviewing this information There is no new evidence to indicate the glass was broken by a warrantable causal

part; therefore, replacement of the Sunroof Glass(500A18) is non-warrantable.

On Fri, Aug 7, 2015 at 12:15 PM, Kat S <[REDACTED]> wrote:

Here are the pictures from when I arrived home

Sent from my iPad

Begin forwarded message:

From: Katrina Starkell [REDACTED]

Date: August 7, 2015 at 10:19:29 AM MDT

To: Katrina Starkell [REDACTED]

Subject: Sunroof2



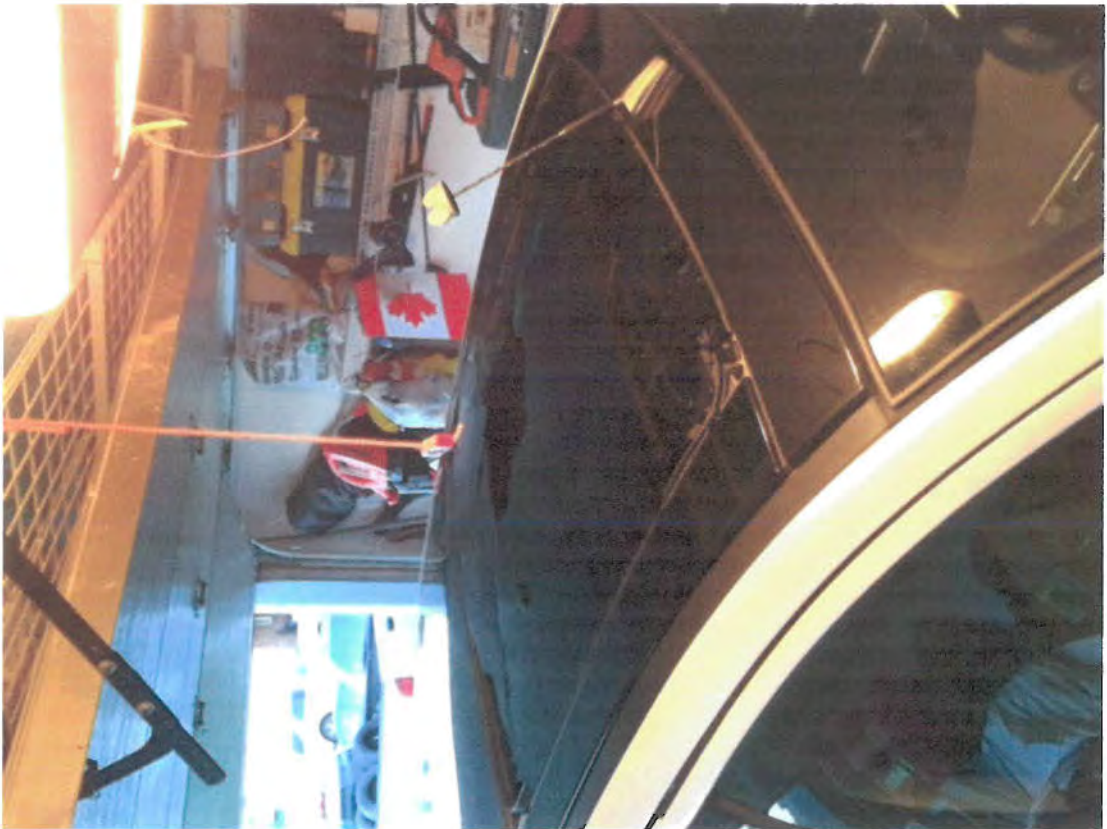
Sent from my iPhone

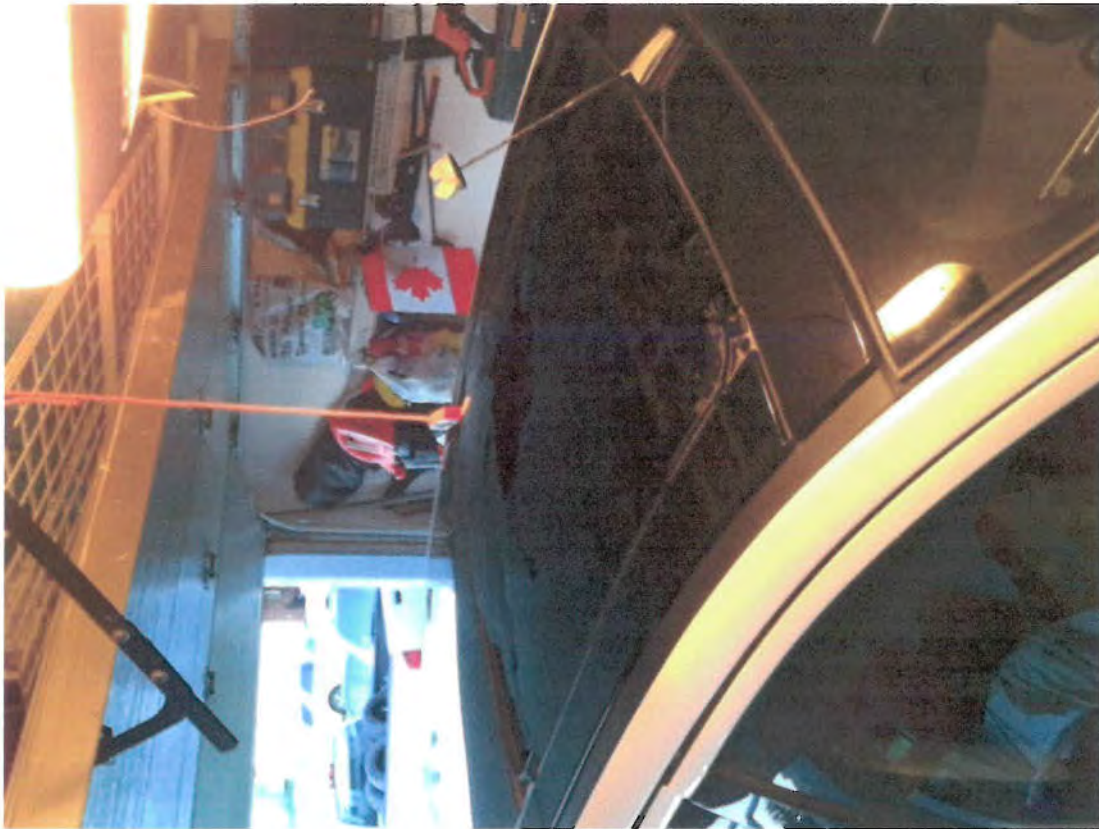












Sent from my iPhone

Edmonton, AB

R:595183.437484
Destination: Canada

CANADA POSTES	
POST CANAD	
Date 2015.09.21	Portage - Par 10.80
EDMONTON AB T5Y2C0	0.062 kg
1.00	
6011746	0595183 043741



Ltr other
Letter (Autre)

Do not cover chev
Ne couvrez pas le chev

Ford Motor Company, Ltd.
Attn: Product Liability Dept.
The Canadian Road
Canadian Road
PO Box 2000
Oakville, ON, Canada
L6K 0C8



REGISTERED RECOMMANDÉ
CPC Tracking Number | Numéro de repérage de la SCP



RN 107 770 108 C
RN 107 770 108 C