

NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

CL-11181850-6787

February 11, 2019

NOTICE OF VEHICLE SAFETY COMPLAINT

RE: Remanufactured Engines installed with safety defects
Pilot Engines Inc.
960 W. Dodson Mill Rd.
Pilot Mountain, NC 27041

Dear safety Committee:

I am writing you to report the above named engine manufacturing facility who installs their product into passenger vehicles in-house for consumer use.

This company sold me an engine completely remanufactured for my GM Tahoe and I have had nothing but problems with their materials and workmanship beginning on the day it was released back to me.

- 1) The engine light was on and the engine specialist could not properly diagnose the engine management system, the engine was not running properly as outlined in [40 CFR 1068.120 Requirements for rebuilt engines]. Diagnostic codes indicated "LEAN on Bank 1, and Lean on Bank 2", the company reports this is an Oxygen sensor problem and not their concern.
- 2) Their "product" leaks engine coolant at an alarming rate of one-quart every fifty (50) miles requiring frequent refilling of the overflow tank. (Unacceptable)
- 3) Lubricating oil leaks from timing cover and oil pan area on front of engine, this was observed after one-hundred miles due to improper installation of new timing cover. I have spoken with an agent of Dorman Products (the timing cover manufacturer) who stated incorrect assembly is the most common reason to leak engine oil.
- 4) The engine in question leaks coolant into the lubricating oil, this is confirmed by oil analysis, sample was drawn fifty-miles after completing an oil change (Report Attached). During the last oil change, the oil was very thick with foam on top and resembled gear oil.

Engine rebuilder has refused to remedy any of the problems with their Re-Manufactured Engine and/or defective materials or defective workmanship. Rebuilder also installed said engine into a consumer vehicle and reports there is nothing wrong the engine installed into my vehicle.

Several professionals have reported to me that DOT Vehicle Safety Regulations prohibit any vehicle upon public roads that are leaking engine oil, engine coolant, contaminated engine oil that may lead to a disabled vehicle. Experts also agree that antifreeze in the engine oil may cause the engine to seize up and create a traffic hazard.

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I am reporting these safety concerns to your agency because I have reason to believe this is a common occurrence with this engine manufacturing facility, whom is unwilling to ensure their product meets current federal safety standards.

Please investigate Pilot Engines, Inc. because I believe their business ethics needs evaluation for compliance. I may be only one consumer, but there is a lot of things wrong with the engine installed in my vehicle and it has only been driven 2,693 miles and is completely worthless with all the defects as a result of defective workmanship.

Sincerely;



Attachments

Pilot Engines, Inc.



960 W Dodson Mill Road
Pilot Mountain NC 27041
pilotenginesinc.com
336-368-5495

Warranty Registration Certificate

Certificate of Installation

Name

Address

City/State/Zip

Telephone : land

Make of Vehicle

Chevy

YEAR

97

color/body style

Black / Tahoe

Mileage at time of installation

194314

no tenths

long block/short block

carb

tbi

infi

sfi

diesel

passenger car

light truck

full sized truck

SUV

minivan

full sized van

industrial

commercial

marine

other

DATE OF PURCHASE

10-22-13

Pilot Engines, Inc. installer ID

MD

Engine part #(size)

fwd rwd 4x4

CODE #

40783

Note:



www.huffonline.com

925 East Main Street • Wytheville, VA 24382

Ph: 276-228-2131 • Fx: 276-228-2133

888-606-3318

Sales Hours:

Mon-Fri: 8:00 AM - 6:00 PM

Sat: 8:00 AM - 4:00 PM

Service and Parts Hours:

Mon-Fri: 7:30 AM - 5:30 PM

MIL

WYTHEVILLE, VA

VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
1GNEK13R1V		197128	197128	12/27/18 08:50	12/27/18	
VEHICLE DESCRIPTION				TAG NO.	STATUS	
1997 CHEVROLET TAHOE K150 (BLACK)					COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES
						Cash
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT
				MICHELLE HESTER (286)		

YOU WILL RECEIVE A SURVEY, IF FOR ANY REASON YOU CANNOT GRADE US
 COMPLETELY SATISFIED PLEASE CALL JD KOGER SERVICE MANAGER (276)228-
 2111 OR EMAIL jdkoger@huffonline.com

SERVICE HOURS: M-F 7:30AM - 6:00PM
 PARTS HOURS: M-F 8:00AM - 5:00PM

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount	
A *	10		A13		Customer	\$95.00	
Concern	DRIVEABILITY; CUST STATES CHECK COOLANT - HAVE TO ADD BUT DONT SEE ANY LEAKS						
Cause	CHECKED PERFORMED PINPOINT TEST AND COOLANT PRESSURE TEST FOUND LEAK AT A HEATER HOSE CLOSE TO THE INTAKE AT THE CLAMP.						
Correction	REMOVED THE BAD PART OF THE HOSE AND INSTALLED A NEW CLAMP						
Part Number		Description			Qty.	Unit Price	Ext. Price
5051210		CLAMP			1	\$1.00	\$1.00
Parts Total...						\$1.00	
Line Total...						\$96.00	
B *	11		A13		Customer	\$22.00	
Concern	ENGINE MINOR; CUST STATES CAN SEE OIL LEAKING ON TIMING COVER						
Cause	CHECKED FOUND OIL LEAK TO BE COMING FROM FRONT COVER						
Correction	RECOMMEND REPLACING FRONT COVER AND OIL PAN GASKET PARTS AND LABOR TO REPLACE \$1254.00						
Line Total...						\$22.00	

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
 (DATE)



OIL REPORT

LAB NUMBER: [REDACTED]
REPORT DATE: 1/11/2019
CODE: [REDACTED]

UNIT ID: 97 TAHOE
CLIENT ID: [REDACTED]
PAYMENT: CC: AmEx

UNIT

MAKE/MODEL: GM 5.7L 350 CID V-8
FUEL TYPE: Gasoline (Unleaded)
ADDITIONAL INFO: Reman engine

OIL TYPE & GRADE: 15W/40
OIL USE INTERVAL: Miles

CLIENT

[REDACTED]
WYTHEVILLE, VA [REDACTED]

PHONE: [REDACTED]
FAX: [REDACTED]
ALT PHONE: [REDACTED]
EMAIL: [REDACTED]

COMMENTS

[REDACTED] Thanks for the notes. You're losing coolant and we found where it's going - into the oil. Potassium and sodium show coolant. Most of the copper and silicon are probably from the initial wear-in of new parts and harmless sealers used during assembly. Some of the extra copper could show extra brass/bronze wear, but it isn't unusual to find it high like this during wear-in so it's hard to be sure. The viscosity was low and there was some fuel, but neither is harmful at this level. Change this oil and inspect the cooling system carefully. Use 2K miles or less until the leak is fixed.

ELEMENTS IN PARTS PER MILLION	MI/HR on Oil		UNIT / LOCATION AVERAGES						UNIVERSAL AVERAGES
	MI/HR on Unit	2,793							
	Sample Date	12/20/2018							
	Make Up Oil Added								
	ALUMINUM	3		6					6
	CHROMIUM	2		1					1
	IRON	34		18					32
	COPPER	113		2					10
	LEAD	12		4					11
ELEMENTS IN PARTS PER MILLION	TIN	0	UNIT / LOCATION AVERAGES	1					2
	MOLYBDENUM	7		35					62
	NICKEL	0		0					1
	MANGANESE	2		0					3
	SILVER	0		0					0
	TITANIUM	0		0					0
	POTASSIUM	35		3					4
	BORON	3		47					45
	SILICON	43		12					22
	SODIUM	620		66					46
	CALCIUM	1150		1617					1948
	MAGNESIUM	453		92					228
	PHOSPHORUS	853		689					796
	ZINC	996		883					948
	BARIUM	0		0					1

Values
Should Be*

PROPERTIES	SUS Viscosity @ 210°F	62.2	67-78					
	cSt Viscosity @ 100°C	10.84	12.2-15.3					
	Flashpoint in °F	375	>380					
	Fuel %	TR	<2.0					
	Antifreeze %	POS	0.0					
	Water %	0.0	0.0					
	Insolubles %	0.2	<0.6					
	TBN							
	TAN							
	ISO Code							

* THIS COLUMN APPLIES ONLY TO THE CURRENT SAMPLE

416 E. PETTIT AVE. FORT WAYNE, IN 46806 (260) 744-2380 www.blackstone-labs.com

WYTHEVILLE VA

GREENSBORO NC 274
PIEDMONT TRIAD AREA
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1200 NEW JERSEY AVENUE SE
WEST BUILDING
WASHINGTON DC 20590

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