

## OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: Follow up to ODI Complaint -----11330181 -----  
**Date:** Thursday, July 30, 2020 4:50:24 PM  
**Attachments:** [REDACTED]

---

**From:** [REDACTED]  
**Sent:** Thursday, July 30, 2020 2:36 PM  
**To:** EVOQ (NHTSA) <EVOQ@dot.gov>; DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** Re: Follow up to ODI Complaint -----11330181 -----

**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Hi,

Hereby is included the revisions to the form:

1. Purchased date: December 18, 2019
2. Dealers Name: Jaguar & Land Rover North Atlanta 1505 Mansell RD Alpharetta GA 30009 Tel. 770-587-2000
3. Engine no Cyls: 5.0 L V8
4. Fuel: Gasoline
5. Transmission: Automatic
6. Powertrain: RWD
7. Description: TL\* THE CONTACT OWNS A 2015 FORD MUSTANG. THE CONTACT STATED THAT WHEN HIS DAUGHTER WOULD DRIVE THE VEHICLE, SHE COULD SMELL A BURNING RUBBER ODOR EMITTING FROM THE VEHICLE. WHILE THE CONTACT'S DAUGHTER WAS DRIVING AT 50 MPH, SHE NOTICED WHITE SMOKE COMING FROM THE ENGINE WITHOUT WARNING. THE DRIVER IMMEDIATELY PULLED AND CALLED HER FATHER. THE CONTACT HAD THE VEHICLE TOWED TO AN INDEPENDENT MECHANIC (MAINSTREET AUTOMOTIVES) LOCATED IN 540 N MAIN ST. ALPHARETTA GA 30009 TEL 770-442-9500 WHO DISCOVERED THAT THE VALVE COVER GASKET HAD CAUSED OIL TO SPILL OVER THE MANIFOLD CAUSING THE SMOKE AND LEADING TO A FIRE. THE CONTACT THEN CALLED ANGELA KRAUSE FORD (1575 MANSELL RD, ALPHARETTA, GA 30009) WHERE THEY INFORMED HIM THAT THERE WERE NO RECALLS ON THE VEHICLE VIN AND REFERRED HIM TO THE MANUFACTURER. THE MANUFACTURER HAD BEEN NOTIFIED OF THE FAILURE ON A CONFERENCE CALL THE CUSTOMER DID WITH THE DEALER SERVICE MANAGER AND MANUFACTURER. THE MANUFACTURER INFORMED HIM THAT THE DEALER WOULD HAVE TO PERFORM A DIAGNOSTIC TO DETERMINE THE CAUSE OF THE FAILURE. THE MANUFACTURER STATED THAT THEY MAY OFFER

FINANCIAL ASSISTANCE IF THE FAILURE WAS DETERMINED TO BE LINKED TO NHTSA ID Number: 10167184 (ENGINE AND ENGINE COOLING) MANUFACTURER COMMUNICATION NUMBER TSB 19-2309, WHICH DID NOT INCLUDE HIS VEHICLE VIN AS PER THE DEALER, BUT BASED ON THE RECALL 10167184 IT DOES INCLUDED THE YEAR, MAKE, MODEL AND ENGINE SIZE. THE DEALER SERVICE MANAGER MENTIONED THAT THE CUSTOMER WILL HAVE TO PAY FOR THE SERVICE SINCE THE VIN HAD NO RECALLS LISTED. THE CUSTOMER STATED THAT THERE IS A NHTSA RECALL CAMPAIN ACTIVE FOR THE SAME CAR, YEAR AND MODEL AND THEY DID NOT WANT TO REPAIR THE VEHICLE UNDER WARRANTY. VEHICLE HAD YET TO BE REPAIRED. THE FAILURE MILEAGE WAS 56,000.

Thanks for your help,

[REDACTED]

[REDACTED]

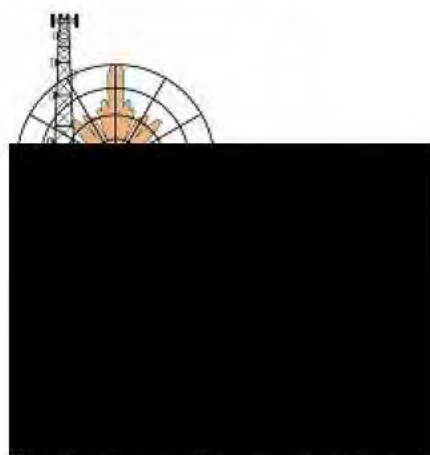
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



The information in this message and any attachment contains proprietary, confidential, and privileged or subject to the work product doctrine and thus protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited.

If you have received this communication in error, please notify me immediately by replying to this message and deleting it and all copies and backups thereof. Thank you.

---

**From:** EVOQ (NHTSA) <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)>

**Sent:** Friday, July 17, 2020 11:25 AM

**To:** [REDACTED]

**Subject:** FW: Follow up to ODI Complaint -----11330181 -----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation