

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

From: [REDACTED]
To: [EVOO \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11446380
Date: Friday, February 11, 2022 1:43:19 PM
Attachments: [REDACTED]

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[REDACTED]
Subject: tracking number assigned by NHTSA for this issue is 11446380.
To: nhtsa.webmaster@dot.gov

Good Afternoon,

This is to update tracking number 11446380, please see attachments. Lindsay Ford still has my 2015 Ford Fusion for repairs to remove and replace engine short block due to misfires in cylinder 1. The dealer is telling me this occurred due to a Ford design flaw. If this is a Ford design flaw this should be a recalled item. I would like to understand why this is taking so long and will Ford be required to recall their vehicles with this type of "design" flaw?

Thank you,

[REDACTED]
Sent from [Mail](#) for Windows
[REDACTED]

[REDACTED]
ASRC Federal Holding Company
Quality Control Analyst
[REDACTED]

7000 Muirkirk Meadows Drive, Beltsville, MD 20705

[REDACTED] Purpose Driven. Enduring Commitment.

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Thank you for allowing us to help you maintain your vehicle. In our effort to help you keep your vehicle operating at peak performance, we have assembled this customized Action Plan that addresses the needs of your vehicle. Please review its contents and let your advisor know which services you would like us to perform today. If you have any questions or concerns please don't hesitate to contact us. We are here to help you.

ROCKVILLE, MD

Mike Douglas
Service Consultant

B. Stamm
Certified Technician



Original Customer Requests

The following is what you requested we perform or investigate regarding your vehicle:

- ✓ A. PERFORM OIL / FILTER AND TIRE ROTATION INCLUDES FORD QUALITY MULTI POINT INSPECTION, UP TO 6QRTS
- ✓ B. CUSTOMER STATES CAR IS STALLING OUT RANDOMLY AND RUNS ROUGH. THEN IT WILL START AND RUN NORMALLY. BEEN GOING ON A FEW MONTHS. CAR IS DUE FOR OIL CHANGE AND LIGHT FOR CHANGE OIL REQUIRED. NOT SURE IF RELATED. (Car runs rough in morning then run normally. Performed diagnosis. Found misfires in cylinder 1 previously and coolant level low.)
- ✓ Remove and replace engine short block, Head gasket kit, engine gasket kit, head bolts (x10), yellow coolant,
- ✓ C. PERFORM FORD MULTI POINT EXPRESS INSPECTION



Package Results

Lindsay Ford Multipoint Inspection

Failed Task	Observation	Recommendation	Done
Measure rear brake lining thickness	2 mm	Replace rear brake pads and replace rear brake rotors	

Passed Task	Observation	Recommendation	Done
Measure front brake lining thickness	7 mm or greater: Inspect brakes next service		
Perform battery performance test	Battery passes performance test		
Left front tire tread depth	Left front tire tread measures 7/32" or greater: Inspect tire next service		
Left rear tire tread depth	Left rear tire tread measures 7/32" or greater: Inspect tire next service		
Right front tire tread depth	Right front tire tread measures 7/32" or greater: Inspect tire next service		
Right rear tire tread depth	Right rear tire tread measures 7/32" or greater: Inspect tire next service		
Check and adjust front tire pressure	*Front tire pressure was set to manufacturer specification - Check tire pressures monthly		

Passed Task	Observation	Recommendation	Done
Check and adjust rear tire pressure	*Rear tire pressure was set to manufacturer specification - Check tire pressures monthly		
Fill windshield washer fluid	Found washer fluid level low: Filled to proper level		
Left rear tire tread depth (Inner with dual wheels)	Left rear tire tread measures 7/32" or greater: Inspect tire next service		
Right rear tire tread depth (Inner with dual wheels)	Right rear tire tread measures 7/32" or greater: Inspect tire next service		
Perform battery performance test Battery #2:	Battery #2 is good		

Passed Tasks		
✓ Inspect exhaust system for leaks, damage, and loose parts	✓ Inspect wheel bearings	✓ Inspect axles, driveshaft(s) U-joints and CV joints/boots
✓ Inspect engine mounts	✓ Inspect transmission mounts	✓ Inspect fuel tank, lines, and connections
✓ Inspect hazard light operation	✓ Inspect brake light operation	✓ Inspect reverse light operation
✓ Inspect taillight, turn signal, side marker, and license plate lights	✓ Inspect taillight, turn signal, and side marker assemblies for cracks and damage	✓ Inspect headlight low and high beam operation
✓ Inspect wiper and washer operation	✓ Check horn operation	✓ Inspect heating and air conditioning operation
✓ Inspect dash and interior lights	✓ Measure front brake lining thickness	✓ Inspect brake system components (Rotors, Calipers etc.)
✓ Inspect instrument cluster warning lamps	✓ Perform battery performance test	✓ Inspect battery terminals and cables
✓ Inspect drive belts	✓ Inspect all hoses and clamps	✓ Inspect steering components
✓ Inspect front suspension components	✓ Inspect rear suspension components	✓ Inspect engine for oil leaks
✓ Inspect transmission for leaks	✓ Inspect brake system for leaks	✓ Inspect cooling system for leaks
✓ Inspect fog/driving lights (in applicable vehicles)	✓ Inspect steering system for leaks	✓ Inspect sway bar components
✓ Left front tire tread depth	✓ Left rear tire tread depth	✓ Right front tire tread depth
✓ Right rear tire tread depth	✓ Check and adjust front tire pressure	✓ Check and adjust rear tire pressure
✓ Windshield for cracks, chips and pitting	✓ Inspect hood struts	✓ Inspect front differential for leaks (in applicable vehicles)
✓ Inspect rear differential for leaks (in applicable vehicles)	✓ Inspect transfer case for leaks (in applicable vehicles)	✓ Inspect wiper blades
✓ Inspect wheels for damage	✓ Inspect air cleaner element	✓ Time and Mileage based recommendations
✓ Check engine performance	✓ Check engine oil level and condition	✓ Check transmission fluid level and condition

- ✓ Check brake fluid level and condition
- ✓ Check engine coolant level and condition
- ✓ Check power steering fluid level and condition
- ✓ Fill windshield washer fluid
- ✓ Left rear tire tread depth (Inner with dual wheels)
- ✓ Right rear tire tread depth (Inner with dual wheels)
- ✓ Inspect cabin air (HEPA/micro) filter (in applicable vehicles)
- ✓ Tire recommendations based on overall tire wear and condition
- ✓ Perform battery performance test Battery #2:



Additional Information

Below is information we feel would help you better understand some of the reasons for taking preventive maintenance steps -- steps that help to ensure the reliability and safety of your vehicle for you and your family.

** The following section may contain instructions for servicing various components of your vehicle. These are an overview of the process that will be performed by a skilled technician in our shop. They are not intended to be a guide for a "do-it-yourself" operation.

Brake pad/shoe replacement

AI-77

Operation Description:

Remove the wheels. For disc brakes, remove the brake caliper and then remove the brake pads. Inspect the rotors for signs of damage or excessive wear. Replace or resurface the rotor as necessary. Inspect the brake caliper and brake hoses for damage and leaks. Replace the brake pads. For drum brakes, remove the brake drum. Remove the brake shoes. Inspect the brake hardware, wheel cylinders and hoses for damage. Inspect the brake drum for damage, or excessive wear. Replace or resurface the drum as necessary. Clean the brake drum and backing plate. Replace the brake shoes. Reinstall the brake drum. Adjust the brakes as necessary. Reinstall the wheels and torque the lug nuts to the vehicle manufacturer's specifications.



Damaged brake rotor from metal-to-metal contact

Significance:

This repair is all about safety. Your vehicle's brake system is only as good as your brake pads and/or brake shoes. The safety of you and your family depends on your brake system working properly and stopping your vehicle - every time. Aside from the obvious safety issues, neglecting the maintenance of your brake pads and shoes can cause the friction material on your brake pads and shoes to completely wear out. This can cause the steel backing on your brake pads or shoes to contact the rotors or drums and will destroy the rotors or drums, leaving you with an expensive repair bill.



New brake pads

Advantage:

There are no shortcuts when it comes to your vehicle's brakes. Having a professional automotive technician check and service brakes on a regular basis is essential to your safety behind the wheel. Maintaining your brake system by replacing your brake pads and shoes before they are completely worn out will help keep your brakes working properly and save you money by avoiding unexpected damage to your brake components caused by metal to metal contact.



Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Cost	Deferred	Approved
A. PERFORM OIL / FILTER AND TIRE ROTATION INCLUDES FORD QUALITY MULTI POINT INSPECTION, UP TO 6QRTS		\$79.99		X
B. CUSTOMER STATES CAR IS STALLING OUT RANDOMLY AND RUNS ROUGH. THEN IT WILL START AND RUN NORMALLY. BEEN GOING ON A FEW MONTHS. CAR IS DUE FOR OIL CHANGE AND LIGHT FOR CHANGE OIL REQUIRED. NOT SURE IF RELATED.				X
Remove and replace engine short block, Head gasket kit, engine gasket kit, head bolts (x10), yellow coolant, (Car runs rough in morning then run normally. Performed diagnosis. Found misfires in cylinder 1 previously and coolant level low.)		\$5,869.99		
C. PERFORM FORD MULTI POINT EXPRESS INSPECTION				X
Subtotal		\$5,949.98		\$79.99
Inspection Recommendations	Status	Cost	Deferred	Approved
Replace rear brake pads and replace rear brake rotors (2 mm)	Fail	\$707.09		See AI-77
Subtotal		\$707.09		
Totals, Taxes and Fees		Cost	Deferred	Approved
Estimate Subtotal		\$6,657.07	\$0.00	\$79.99
Shop Fee		\$99.00		
Tax		\$133.08		
Estimate Total		\$6,889.15		
For "See AI-" items  see the "Additional Information" section 				

1.6 Liter
Customer Number: [REDACTED]

Invoice No: [REDACTED]

INVOICE



Drive right.
LINDSAY
FORD OF WHEATON

11250 VEIRS MILL RD
WHEATON, MD 20902
301-949-4060 & FAX: 301-949-3170
www.elindsay.com

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ROCKVILLE, MD

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

Email: email [REDACTED]

SERVICE ADVISOR: 902799 MICHAEL ANDREW

SERVICE ADVISOR: [REDACTED]

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
INGOT SILV	15	FORD FUSION		3FA6POHD7FR [REDACTED]	[REDACTED]	29112 / 29112		[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
28NOV14	21JUL14		31DEC21 WAIT		157.95	CASH	31DEC21	
R.O. OPENED		READY		OPTIONS: SOLD-STK: [REDACTED] ENG:99D 1.5L ECOBOOST ENGINE TRN:44W_6-SPD_AUTO_TRANSMISSION AXL:202A				
09:19 31DEC21		12:07 31DEC21						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A PERFORM OIL / FILTER AND TIRE ROTATION INCLUDES FORD QUALITY MULTI POINT INSPECTION, UP TO 6QRTS CAUSE: MAINTENANCE OIL AND FILTER SERVICE FOCUS, FUSION, ESCAPE, ECO SPORT, RAPTOR, C MAX, BRONCO OILROT6 PERFORM OIL / FILTER AND TIRE ROTATION INCLUDES FORD QUALITY MULTI POINT INSPECTION, UP TO 6QRTS 902800 CPC							
						38.95	38.95
				1 FL*910S*B12 KIT - ELEMENT & GASKET - OIL F	6.55	6.55	6.55
				5 XO*5W20*BSP MOTORCRAFT SAE 5W-20 API GF-5	6.05	6.05	30.25
PARTS:	36.80	LABOR:	38.95	OTHER:	0.00	TOTAL LINE A:	75.75
29112 0.50 completed service							

B CUSTOMER STATES CAR IS STALLING OUT RANDOMLY AND RUNS ROUGH. THEN IT WILL START AND RUN NORMALLY. BEEN GOING ON A FEW MONTHS. CAR IS DUE FOR OIL CHANGE AND LIGHT FOR CHANGE OIL REQUIRED. NOT SURE IF RELATED. MISC DEFAULT 902800 CPC							
						170.00	170.00
PARTS:	0.00	LABOR:	170.00	OTHER:	0.00	TOTAL LINE B:	170.00

29112 1.00 performed EEC test diagnosis. Found previous misfires in cylinder 1 in mode 6 of PCM. Found coolant level low. pressure tested cooling system, found cylinder 1 coolant intrusion. Recommend short block replacement. Customer declined repairs at this time							
C PERFORM FORD MULTI POINT EXPRESS INSPECTION CAUSE: F 99PX PERFORM FORD MULTI POINT EXPRESS INSPECTION 902800 ISP							
						(N/C)	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

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Manufacturer Special Policy Adjustment Programs: Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.		DESCRIPTION	TOTALS
*SHOP SUPPLY COSTS: We have added a charge equal to 14% of the total cost of labor and parts, not to exceed \$100.00, to the Repair Order for shop supplies used in connection with this repair. A waste disposal charge may apply not to exceed \$5.00.		LABOR AMOUNT	
WARRANTY STATEMENT: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.		PARTS AMOUNT	
I hereby acknowledge that the Dealership is not responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond its control (please direct questions relating to the extent of the Dealership's responsibility or insurance coverage to a Dealership Representative). By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.		GAS, OIL, LUBE	
DATE		SUBLET AMOUNT	
CUSTOMER SIGNATURE		MISC. CHARGES *	
AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	