

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOO \(NHTSA\)](#)
Subject: FW: ODI 11521054
Date: Thursday, June 8, 2023 4:28:12 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Thursday, June 8, 2023 1:29 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: ODI 11521054

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.

Attached is the receipt from my engine replacement, the document you requested back and the information between Power Ford and Ford Motor Company.

[REDACTED]
[REDACTED]
[REDACTED]
Albuquerque, NM [REDACTED]

Sent from [Mail](#) for Windows

01-115 21054



U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received 08-MAY-2023	Repository <input type="checkbox"/>
Reference No. 11521054	

OWNER INFORMATION (Type or Print)

Name	[Redacted]			Daytime Telephone Number	[Redacted]	E-mail Address	[Redacted]
Address	[Redacted]			Evening Telephone Number			
City	Albuquerque	State	NM	ZIP Code	[Redacted]		

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2FMPK4K96JB [Redacted]	MAKE FORD	Model EDGE	Model Year 2018
Date Purchased 6/2019	Dealer's Name and Telephone Number CarMax		Engine: No. Cylinders 4
Original Owner <input type="checkbox"/>	Dealer's City Albuquerque Santa Fe	STATE NM	Fuel Type: Gas
Transmission Type Auto	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 01-JAN-2023

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 060000 ENGINE AND ENGINE COOLING, 060000 ENGINE (PWS)	Failure Mileage 68000.0	Failure Speed
---	----------------------------	---------------

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM1 9ABCD35)	<input type="checkbox"/> Original Requirement <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police #
--	---	---------------------------	------------------	-------------------------

Narrative Description of Incident(s), Crash(es), Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

The contact owns a 2018 Ford Edge. The contact stated that while driving at an undisclosed speed, there was smoke coming from ^{tail pipe} underneath the hood of the vehicle with the check engine warning light illuminated. The vehicle was taken to an independent mechanic, where it was diagnosed that the spark plugs needed to be replaced. The vehicle was repaired; however, the failure reoccurred. The vehicle was taken back to the independent mechanic, where it was diagnosed that the coil pack needed to be replaced. The vehicle was repaired; however, the failure reoccurred, and the contact noticed that she needed to refill the coolant reservoir more frequently. The vehicle was then taken to a local dealer, where it was diagnosed that the engine needed to be replaced. The vehicle was not repaired. The contact related the failures to TSB: 22-2133 (Coolant in Cylinders, White Exhaust Smoke and/or Illuminated MIL). The manufacturer was made aware of the failure and advised the contact to file a complaint with the NHTSA Hotline. The approximate failure mileage was 68,000. Code P0303

Smoked when starting (very bad) ran rough until coolant cleared cyl.
FMC - has paid about half of the bill to have engine replaced.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

00111521054



POWERFORD

1101 Montano Rd NE Albuquerque NM US 87107 www.myforddealer.com

Customer Pay Invoice

\$4,086.33

RO# : [REDACTED] Tag# : [REDACTED]

Check-in: Thu Apr 6, 2023 | 8:10 AM

Customer



Albuquerque, NM [REDACTED]

Billing-Customer

Same as Customer

Vehicle

2018 Ford Edge
2FMPK4K96JB [REDACTED]
70,986 Mi In / 72,964 Mi
Out

Service Advisor

Albert Lopez
246241
(505) 449 - 1227

1. Q99PX Complimentary Multipoint Inspection Customer Pay \$0.00

Job added by Ben Wayland on Thu Apr 6, 2023 | 8:10 AM

1.Perform Multipoint inspection

Q99PX -Complimentary Multipoint Inspection

Labor \$0.00

1. Performed Multipoint Inspection

2. CEL Customer states CEL on Customer Pay \$1,583.22

Job added by Ben Wayland on Thu Apr 6, 2023 | 8:10 AM

1.REFER TO LINE 4

CEL -Check engine light, wrench indicator, warning light

Labor \$0.00

1. REFER TO LINE 4

Parts

\$1,583.22

CORE - CORE 1 - \$250.00

Part Note: customer is asking to keep the core per albert

F2GZ 6K682C - TURBOCHARGER ASY 1 - \$1,068.33

FB5Z 6L092C - TUBE ASY - DRAIN 1 - \$67.76 **SOR**

SOR No

Requested By

SOR Date

SOR Qty

[REDACTED]

Albert Lopez

15 May 2023

1

F2GZ 6K679A - PIPE - OIL FEED 1 - \$68.20

BB5Z 6C683A - FILTER ASY 1 - \$12.05

DA8Z B620A - BELT 1 - \$25.74

Repairs are covered by a limited warranty for 36 month or 36,000 miles. Learn more at familywarranty.com.
Select from other Documents Edit Content
Last Page

Tekion Corp 2023



Customer Copy v1 | Page 1 of 4
Tue Jun 6, 2023 | 4:29 PM

DDI 11521031

Customer Pay Invoice
\$4,086.33

RO# : [REDACTED] Tag# : [REDACTED]

Customer
[REDACTED]

Vehicle
2018 Ford Edge
2FMPK4K96JB [REDACTED]

Service Advisor
Albert Lopez
246241

DA8Z 8620G - V-BELT 1 - \$91.14 **SOR**

SOR No	Requested By	SOR Date	SOR Qty
[REDACTED]	Albert Lopez	05 Jun 2023	1

3. GAS Customer states on cold start vehicle misfires Customer Pay \$0.00

Job added by Ben Wayland on Thu Apr 6, 2023 | 8:10 AM

1.REFER TO LINE 4

GAS -Gasoline & Hybrid engines

Labor \$0.00

1. REFER TO LINE 4

4. 222229e Customer states exhaust blows white smoke out of exhaust on cold start Warranty Pay \$2,376.64

Job added by Ben Wayland on Thu Apr 6, 2023 | 8:10 AM

1.FMC HAS AUTH \$3,564.96 CLP P11 MSPA766676

Warranty Split

Deductible \$2,376.64

Warranty Taxable Payable \$3,564.96

Warranty Non-Taxable Payable \$0.00

Deductible Tax \$0.00

Warranty Payable Tax \$0.00

222229e -222229e Labor \$0.00

1. VERIFIED CUSTOMER CONCERN, CEL ON, MISFIRE ON START UP, AND WHITE SMOKE FROM EXHAUST ON COLD START. IDS HOOK UP, P0303 PRESENT, PERFORMED SD OASIS, FOUND TSB 22-2229, PERFORMED SERVICE PROCEDURE, FOUND COOLAND IN CYLINDER 3, REMOVED AND REPLACED LONG BLOCK, REMOVED AND REPLACED ALL ONE TIME USE PARTS, TORQUED ALL FASTENERS TO SPEC, FILLE OIL AND

Repairs are covered by a limited warranty for 36 month or 36,000 miles. Learn more at familywarranty.com.
Select from other Documents Edit Content
Last Page

Tekion Corp 2023



001 11521054

Customer Pay Invoice

\$4,086.33

RO#

Tag# :

Customer

Vehicle

Service Advisor

2018 Ford Edge

Albert Lopez

2FMPK4K96JB

246241

COOLANT TO SPEC, RESET KAM, CLEARED CMDTCS AND RESET MISFIRE MONITOR, PERFORMED POST REPAIR TEST DRIVE, CONCERN NO LONGER PRESENT AT THIS TIME, ALL GOOD AT THIS TIME, MO: 72924MI

2. 222229e

Parts

J2GZ 6006E - SERVICE ENGINE ASY 1

Part Note: J2GZ-6006-E SERIAL#: J1248027

KX6Z 8678A - KIT - TENSION PULLEY 1

J2GZ 6079C - KIT - ENGINE INSTALLATION GASK 1 **SOR**

SOR No	Requested By	SOR Date	SOR Qty
	Albert Lopez	11 May 2023	1

W520214S440 - NUT 1

W704474S437 - STUD 1

VC 13G - ANTI-FREEZE 1

XO 5W30Q1SP - MOTORCRAFT SAE 5W-30 API GF-6A 6

TA 26 - ADHESIVE 1

1S7Z 6375D - FLYWHEEL ASY 1 **SOR**

SOR No	Requested By	SOR Date	SOR Qty
	Albert Lopez	11 May 2023	1

1S7Z 68752AA - GASKET 1

3M4Z 8255A - GASKET 1

AA5Z 9C587A - ROLLER - TAPPET 1

BB5Z 2A572B - GASKET - VACUUM PUMP 1

CJ5Z 8255A - SEAL - THERMOSTAT 1

CJ5Z 9439A - GASKET - INTAKE MANIFOLD 4

EJ7Z 9276B - GASKET 1

F2GZ63600A58A - WASHER - GUIDE 1

W712458S900 - STUD 4

Repairs are covered by a limited warranty for 36 month or 35,000 miles. Learn more at familywarranty.com. Select from other Documents Edit Content

Last Page



Tekion Corp 2023

OD 1-11521054
CHARLENE ORTEGA

Case



Case Details

Case Number [REDACTED]
Status Active **Status Reason** In Progress
Case Classification Dealer - Vehicle Concern > CSM Assistance Request > Financial Assistance
- Repair

Vehicle Details

VIN 2FMPK4K96JB [REDACTED]
Vehicle Classification
Mileage 70986 **Mileage Unit** Miles
Hours in Service **Selling Dealer** Sunnyvale FL/EAN
Code Holdings-49ST

Symptoms Details

Symptom Full Path Start/Run/Move > Running > Smoke From Exhaust > White
Symptom Level 1 Start/Run/Move
Symptom Level 2 Running
Symptom Level 3 Smoke From Exhaust
Symptom Level 4 White

Customer Details

First Name [REDACTED]

Home Phone [REDACTED]

Business Phone [REDACTED]

Email Address 1 [REDACTED]

Last Name [REDACTED]

Address Line 1 [REDACTED]

Address Line 2 [REDACTED]

City ALBUQUERQUE

State NM

Zip [REDACTED]

QPI-11521059

Marketing Score

CLV Score

80

Vehicle Ownership

Vehicle	Vehicle Classification	Purchase Status	Current Owner ?
2FMPK4K96JB [REDACTED]	K4K - EDGE AWD TITANIUM	Subsequent Owner	No

Task

Subject

Additional Info needed from Dealer: CAS- [REDACTED]

Task Type

Additional Info needed from Dealer

Regarding

Duration

30

Priority

Normal

Description

Note Created on 5/9/2023 6:04:15 PM

OBPM to DLR- FMC has authorized \$3,564.96 towards repairs.

An approval code has been generated in the FLL Request form based on the following participation:

- Customer Share: \$2,376.64
- FPS generated P11 Approval Code MSPA766676

Please contact the customer to advise of the decision.

Note Created on 5/9/2023 1:03:42 AM

001-11521054

CXS – Tiffany Washington
twashi67@ford.com
866-631-3788 Ext 79653

IBC FROM CUST / *Customer says that previous agent was super super rude. Customer says engine needs to be rebuilt and they needs financial assistance. Customer says vehicle is getting antifreeze into the cylinder. Vehicle runs rough and failure codes are coming up also. Customer says they have purchased several Ford vehicles and doesn't know why.*

CXS AGENT INFORMED CUSTOMER THAT DEALERSHIP IS WORKING WITH FORD TO GET HER FINANCIAL ASSISTANCE TOWARDS REPAIRS.

CLV: 80

Dealership: POWER FORD

VIN: 2FMPK4K96JB [REDACTED]

MILEAGE: 71,000

NEXT STEPS/ NOTE CASE

Transfer call to #: [REDACTED]

Legacy/Concern Agent:

Ford Motor Company ®
Tiffany Washington
Customer Experience Specialist, Ford CXS Inquiry Team
MON-FRI 11:30AM- 8:00 PM (CST)
twashi67@ford.com | www.ford.com
office: 866-631-3788 ext. 79653

Note Created on 5/2/2023 6:58:56 PM

*WEB*Customer has N/A LTV score. Awaiting assistance. Can you verify if any assistance can be made for customer? Terry Wayland Fixed Operations Director Power Ford.

Note Created on 5/2/2023 5:03:14 PM

11521054

Andrea Morehead/Ext.79862/amorehe1@ford.com:

IBC from cust calling for an update and to speak with an agent who makes decisions. CXS redirected cust to dlr.

Next Steps: Document recontact

Ford Motor Company®

Andrea Morehead - INQ PVT

amorehe1@ford.com | www.ford.com

office: 866-631-3788 ext. 79862

Note Created on 5/2/2023 3:13:00 PM

*WEB*The customer called asking for an update, have you guys made a decision yet?

Note Created on 4/13/2023 1:59:49 PM

IBPM from DLR- you could look at the tsb for the labor published by FORD!! parts attached

Note Created on 4/11/2023 9:46:14 PM

OBPM to DLR- Additional information is required to move forward with this request.

Please provide the following documents,

A detailed estimate including a list of parts with part numbers and labor op codes.

After all of this is complete, we can move forward to the next step.

Note Created on 4/11/2023 9:41:50 PM

11521054

Case Number : [REDACTED]
 Customer : [REDACTED]
 Business Phone : [REDACTED]
 Home Phone : [REDACTED]
 Mobile Phone : [REDACTED]
 LTV Score : [REDACTED]
 Vehicle Purchase Status : Subsequent Owner
 Ford Credit Contract Number : [REDACTED]
 Part Number : [REDACTED]
 Dealer Name : Power Ford
 Dealer P&A : 20351
 Dealer phone : 5057666600
 VIN : 2FMPK4K96JB [REDACTED]
 Year : 2018
 Make : FORD
 Model : EDGE
 Mileage : 70986
 Engine Specification : [REDACTED]
 Transmission Specification : [REDACTED]
 Warranty Start Date : 2018-01-25
 Open Recall/FSA : ;
 ESP : [REDACTED]
 Hotline Contact : [REDACTED]
 Warranty History : [REDACTED]

Financial Assistance

Subject	Financial Assistance Request for [REDACTED]	Regarding	[REDACTED]
Dealer	PowerFord	Customer Type	Retail
Repair Order Number	[REDACTED]	Causal Part Number	[REDACTED]
Repair Order Open Date	04/06/2023	Repair Order Closed Date	[REDACTED]
Mileage at Repair Order Open	70986	Hours in Service	[REDACTED]
Requestor Name	ALBERT LOPEZ	Requestor Job Role	Service Advisor

11/20/18

Requestor
Email



Requestor
Information

Does the customer
perform retail
service or
purchase parts
from your
dealership? No

Is this a
visiting
owner? Repair No
Order Open
Date

Are the repairs
already No
completed

If Yes, Repairs
completed at No
Ford/Lincoln
Dealer?

Has the dealer
reviewed the No
maintenance
history?

Required
maintenance No
performed at
the appropriate
intervals for
the effected
component?

Does the vehicle
have a No
Ford/Lincoln
ESP

Was the
service and
maintenance No
performed at a
Ford/Lincoln
dealership?

Are there any
vehicle No
modifications?

Describe
Modification

Total Claim
Amount 5941.60

Total
Ford/Lincoln 3564.96
Claim Amount

Vehicle 2FMPK4K96JB

Year 2018

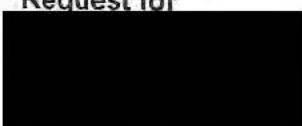
Make FORD
Warranty Start
Date 01/25/2018

Model EDGE

Fuel Type Gas

Mileage Units Miles

Cost Details
for Financial
Assistance
Request for

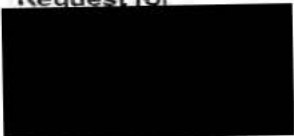


11021007

Name Cost Details for Financial Assistance Request for [REDACTED]
 Snapshot
Remedy Type Repair (Parts & Labor)
Customer Share Amount 2376.64
Ford/Lincoln Share Amount 3564.96
Program Code
Approval Status Approve

Loyalty Assistance Financial Assistance Request for CAS-[REDACTED]
RO Line Number 4
Dealer Share Amount 0.00
Total Amount 5941.60
Is Snapshot ? Yes
Approval Code MSPA766676

Cost Details for Financial Assistance Request for



Name Cost Details for Financial Assistance Request for [REDACTED]
Remedy Type Repair (Parts & Labor)
Customer Share Amount 2376.64
Ford/Lincoln Share Amount 3564.96
Program Code
Approval Status Approve

Loyalty Assistance Financial Assistance Request for CAS-[REDACTED]
RO Line Number 4
Dealer Share Amount 0.00
Total Amount 5941.60
Is Snapshot ? No
Approval Code MSPA766676