

March 4, 2024

Mr. James D. Farley, Jr.  
Ford Motor Company  
1 American Rd  
Dearborn, MI 48126

Mr. James D. Farley, Jr.,

I am writing to you to raise an issue I am currently experiencing with my 2017 Lincoln MKC, and Ford and Lincoln's response to it. Please note that I have cc'd and sent physical copies of this letter to Dianne Craig of Lincoln Motor Company, the National Transportation Safety Board (NTSB), the National Highway Traffic Safety Administration (NHTSA), and my lawyer, Raymond Kutch Esq. of Thompson, Coe, Cousins & Iron, LLP. I have also opened a case with Lincoln [REDACTED] and filed a complaint with the NHTSA (#11574725).

I purchased my 2017 Lincoln – my first ever car – on November 6, 2017, at West Point Lincoln in Houston, TX, as part of Ford's partnership with Shell [REDACTED] VIN #5LMCJ1C98H [REDACTED]. With regular maintenance and care, and only 34,500 miles in that time, it has been in overall great working condition. However, two weeks ago, on February 19, 2024, just 3.5 months after my car's warranty ended, the check engine light came on; a cylinder and spark plug required \$770 worth of repairs. Just one week later, the check engine light came on again. Diagnostics showed it was the same issue as a week early, and after further investigation (including a \$166 gasket test), I was told there was a known defect with my car's type of engine (coolant intrusion, subject of TSB 19-2346), and that the only fix was a total engine replacement.

I have continued to be disappointed in learning that this has been a long-known and widespread defect with Ford 2.0L EcoBoost engines manufactured between 2017-2019, resulting in the need for complete engine replacement and the mentioned TSB that should have led to a recall. Despite all of this, and that my car has been well maintained and has only 34,500 miles on it, Lincoln has insisted that there is no assistance that can be provided to me due to my warranty ending just 3.5 months earlier. I'd like to stress that this issue has been known by Ford/Lincoln since at least 2019, and has likely been impacting my vehicle since it was under the full, original manufacturer's warranty.

A well-known issue, common enough to warrant a TSB, that requires complete engine replacement after less than 35,000 miles, also warrants a recall. That Lincoln has refused any assistance is beyond reprehensible. My Lincoln, not yet 6.5 years old and not even at 35,000 miles, no longer has any value as I am unable to trade it in or sell it due to this defect, and doing so would leave my vulnerable to a lawsuit as the defect would be readily reported in a Carfax report. I loved my car and would have been a repeat Lincoln customer (I have been tracking Lincoln's plans for an EV SUV for years), yet now, the Lincoln brand too has lost all value, and I cannot see how I could ever buy a Ford or Lincoln again.

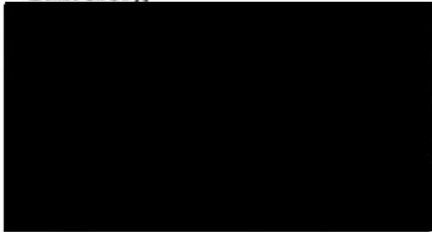
Both Ford and Lincoln are iconic names in the American auto industry, and I was proud to purchase an American-made car when I bought my MKC. Yet I write to you now saddened by the lack of

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care and responsibility shown in not standing behind the product you've sold me, which is now worthless due to a defect that your company has known about for years, yet refuses to fix.

I will continue to work with Ford and Lincoln in hopes that they will do the right thing and fix the defect, even if it does so only at the assistance of the NHTSA and/or NTSB. In the meantime, I will continue to consult with my lawyer, Raymond Kutch, Esq. (cc'd), including joining the class action suit already taking place for this issue.

Sincerely,



CC: Dianne Craig, Lincoln Motor Company  
National Transportation Safety Board (NTSB)  
National Highway Traffic Safety Administration (NHTSA)  
Raymond Kutch, Esq., Thompson, Coe, Cousins & Iron, LLP

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NEF

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