

From: [REDACTED]
To: [EVOQ \(NHTSA\); DataQuality, DataQuality \(NHTSA\)](#)
Subject: Re: Follow up to ODI Complaint ---11576642
Date: Monday, April 8, 2024 3:02:57 PM
Attachments: [REDACTED]

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.

Hello,

Attached please find a diagnostic report done by Ford on the engine. Note the low milage (35,087) and the comment that without "replacing or rebuilding" the engine, "the car will not be able to function and will be left useless". This was done by a Ford technician at a Ford dealership.

Thank you,
[REDACTED]

On Thu, Mar 21, 2024 at 9:17 AM EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

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

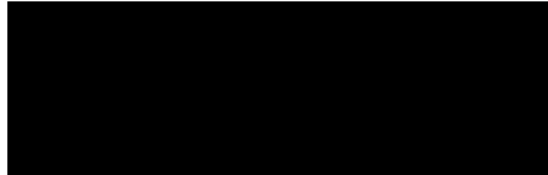
NHTSA/Office of Defects Investigation

Sterling McCall Ford

oxtime

Automobile Status Report

Prepared For



2017 Lincoln MKC

Date March 27, 2024

VIN 5LMCJ1C98HU

Mileage 35087

RO#

Service Advisor

Erick Gonzalez

erickgonzalez@sterlingmccallford.com

Sterling McCall Ford
6445 Southwest Fwy
Houston, TX 77074

Sterling McCall Ford Service Commitment

Excellence at every turn... and every straightaway

Our dealership's primary goal is to satisfy every customer at every opportunity. You visit our service department regularly, and we have developed a number of ways to make your visit more comfortable and informative. We know that you want straight answers, and that's the only way we will deliver it to you.

We understand that your knowledge of your vehicle and its necessary repairs is probably not on par with the understanding that your technician has. In order to be sure that his findings and reporting is as clear and concise as possible, we use this Vehicle Information Booklet as a tool to help us communicate your vehicle's condition to you.

Our technicians are the most qualified to work on your vehicle. They have trained extensively, and partake in continuing education regularly to be sure that they are up to date on any changes and improvements handed down from the manufacturer. Our service advisors strive to make your experience with us a pleasant one. They are here to attend to your automotive needs as well as communicate effectively with your technician and you.

Please make yourself comfortable in our waiting area. Watch some TV, use your laptop with our free WI-FI access or just relax and enjoy the quiet. Our courtesy shuttle can take you shopping, to a movie or home if you prefer.

We appreciate your business and will continue to strive for excellence in everything we do for you.

Multi-Point Inspection Form

RO: [REDACTED]
 VIN 5LMCJ1C98HU [REDACTED]

Advisor Erick Gonzalez
 Technician Reynaldo Cuevas
 Created On 3/27/2024

Checked and OK at this time May Require Future Attention Requires immediate attention

Interior / Exterior

- Bulbs and Lights
- Windshield Washer Spray / Wiper Operation / Wiper Blades / Including Rear (if applicable)
- Windshield / Window Condition
- Upholstery / Carpet / Floor Mats / Mirrors / Trim
- Emergency Brake Adjustment
- Horn Operation
- Fuel Tank Cap Gasket
- Clutch Operation (if equipped)
- Cabin/HEPA Filter (if equipped)

Battery Performance

- Battery Terminals / Cables / Mountings
- Check Condition of Battery (Storage Capacity Test if Applicable)

Under Hood

- Fluids: Oil / Coolant / Power Steering / Brake Fluid / Washer
- Engine Air Filter
- Belts / Tensioners (condition and adjustment)
- Cooling System Hoses / Heater Hoses / Air Conditioning Hoses and Connections
- Radiator Core / Air Conditioning Condenser (if equipped)

Under Vehicle

- Shock Absorbers / Suspension
- Steering Gear Box / Linkage and Boots / Ball Joints / Dust Covers
- Muffler / Exhaust Pipes / Mountings
- Engine Oil and/or Fluid Leaks
- Drive Shaft Boots / Constant Velocity Boots / U-joints / Transmission Linkage (if equipped)
- Transmission / Differential / Transfer Case (Check Fluid Level, Fluid Condition and Fluid Leaks)
- Fuel Lines and Connections / Fuel Tank Band / Fuel Tank Vapor Vent System Hoses
- Inspect Nuts and Bolts on Body Chassis

Tread Depth (measured in 1/32")



- LF 4
- RF 4
- LR 6
- RR 6
- Spare Tire (if applicable)
- LF/RF Tire Pressure 35
- LR/RR Tire Pressure 35

Abnormal Wear Pattern of Tires

- LF Outer Wear
- RF Outer Wear
- LR
- RR

Check Brake Linings (measured in millimeters)

- LF 6
- RF 6
- LR 6
- RR 6

Initial Concerns

■ Red: requires immediate attention.

The service(s) listed below are the recommendations made by your technician **Reynaldo C** as the repair necessary to resolve your initial concern.

Yellow: in need of attention soon.

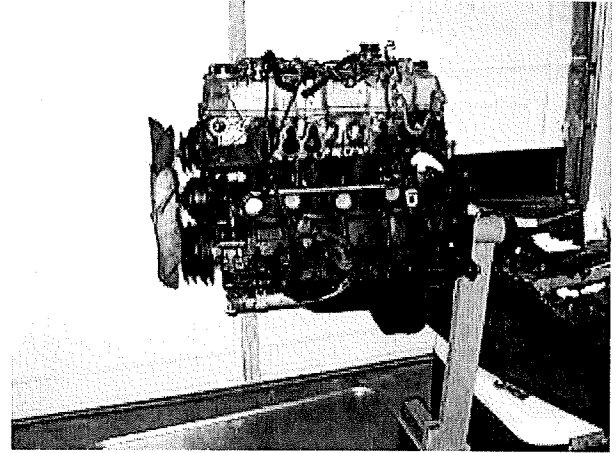
Engine Rebuild/Replace: VERIFIED CONCERN, CK AND INSP VEHICLE OF EXTERIOR COOLANT LEAKS NONE FOUND. RUN EEC SELF TEST HAS CODE P0301 AND P0316 CYL 1 MISFIRE. SUSPECT COOLANT INTRUSION ON CYL 1, REMOVE SPARK PLUGS 1 AND 2. PRESSURE TEST COOLING SYSTEM FOUND CYL 1 COMPROMISED COOLANT LEAKING INTO THE CYLINDER CAUSING MISFIRE AND CHECK ENGINE LIGHT TO COME ON. ENGINE LONG BLOCK REPLACEMENT IS NEEDED. DIAGNOSE/REPLACE LONGBLOCK

Item Description

This is the entire process needed to either rebuild or replace the vehicle's engine. This is a process needed when the vehicle's engine is in need of serious repair.

Reason

Without replacing or rebuilding a damaged engine, the car will not be able to function and will be left useless.



Additional Service Recommendations

In the process of inspecting your vehicle for safety and reliability, your technician **Reynaldo C** made the following observations and recommends that you do the necessary repairs to resolve these issues.

■ Red: requires immediate attention.

■ Yellow: in need of attention soon.

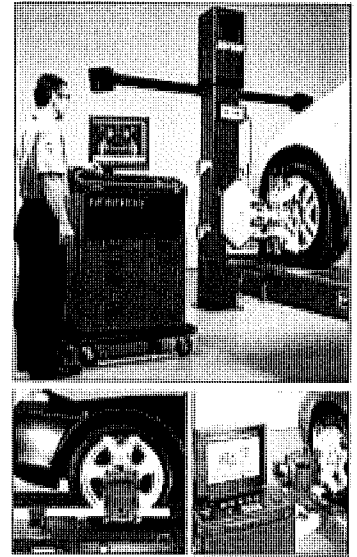
*Alignment: PERFORM 4 WHEEL ALIGNMENT

Item Description

Alignment is one of the key maintenance factors in getting the most tread life and performance from your tires. In addition, wheel alignment provides safe, predictable vehicle control as well as a smooth and comfortable ride that's free of pulling or vibration. Today's modern suspensions require a precise four-wheel alignment that can only be achieved through a modern alignment system. This applies to both front and rear wheel drive vehicles. Aligning a car or truck involves the adjustment of the vehicle's suspension, not the tires and wheels. The direction and the angles that the tires point in after the alignment is complete, however, are critically important. There are four factors involved in setting the alignment to specification: caster, camber, toe and ride height.

Reason

If not done, you will see uneven or rapid tire wear, pulling or drifting away from a straight line, and wandering on a straight level road. It can also cause extra load on certain suspension components, making them more likely to fail.



Alignment

*Tires - 2: MOUNT & BALANCE FRONT 2 TIRES

Item Description

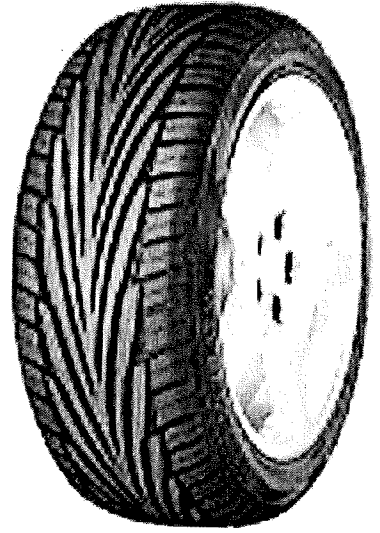
A tire is a round component made of rubber and reinforced with chords or belts made of several choices of materials. The tire is filled with air or nitrogen and surrounds a wheel's rim to transfer a vehicle's load from the axle through the wheel to the ground and to provide traction on the road's

surface. With only four small contact patches between you and the road you want them to be as good as they can possibly be.

Reason

According to most states' laws, tires are legally worn out when they have worn down to $2/32$ " of remaining tread depth. As a tire wears it's important to realize that the tire's ability to perform in rain and snow will be reduced. With $2/32$ " of remaining tread depth, resistance to hydroplaning in the rain at highway speeds has been significantly reduced, and traction in snow has been virtually eliminated. If rain and wet roads are a concern, you should consider replacing your tires when they reach approximately $4/32$ " of remaining tread depth.

If snow-covered roads are a concern, you should consider replacing your tires when they reach approximately $6/32$ " of remaining tread depth to maintain good mobility. Because tread depth is such an important element for snow traction, winter tires usually start with noticeably deeper tread depths than typical All-Season or summer tires. Some winter tires even have a second series of "wear bars" molded in their tread pattern indicating approximately $6/32$ " remaining tread depth to warn you when your tires no longer meet the desired tread depth.



Tires

Repair Estimate

PREPARED FOR




Service Advisor
Erick Gonzalez (430333)
erickgonzalez@sterlingmccallford.com

Date 03/27/2024 02:32 PM
2017 Lincoln MKC
VIN 5LMCJ1C98HU [REDACTED]
Mileage 35,087
RO# [REDACTED]

Service Name	Price
[Primary]: S100 : NOT SURE WHAT YOUR VEHICLE NEEDS? PLEASE TELL US WHAT YOU CAN. 0 CUSTOMER STATESCUSTOMER STATES CHECK ENGINE LIGHT HAS SEEN COOLANT GO DOWN ASSELL	\$0.00
Engine Rebuild/Replace: VERIFIED CONCERN, CK AND INSP VEHICLE OF EXTERIOR COOLANT LEAKS NONE FOUND. RUN EEC SELF TEST HAS CODE P0301 AND P0316 CYL 1 MISFIRE. SUSPECT COOLANT INTRUSION ON CYL 1, REMOVE SPARK PLUGS 1 AND 2. PRESSURE TEST COOLING SYSTEM FOUND CYL 1 COMPROMISED COOLANT LEAKING INTO THE CYLINDER CAUSING MISFIRE AND CHECK ENGINE LIGHT TO COME ON. ENGINE LONG BLOCK REPLACEMENT IS NEEDED. DIAGNOSE/REPLACE LONGBLOCK	\$7538.91
[Primary]: XTDFT : 10%25 OFF AFTERNOON APPOINTMENTS MON - SAT 1PM - 4PM NO	\$0.00
[Primary]: 99PX : AUTOMATICALLY PERFORMED DURING EVERY SERVICE VISIT. MULTI-POINT INSPECTION	\$0.00
*Alignment: PERFORM 4 WHEEL ALIGNMENT	\$109.05
*Tires - 2: MOUNT & BALANCE FRONT 2 TIRES	\$38.00
Printed on March 27, 2024	
Quote expires on April 26, 2024	

Subtotal \$7685.96
Shop Charges \$39.00
Tax \$346.21
Total \$8071.17

 **Sterling McCall Ford**
6445 Southwest Fwy
Houston, TX 77074

