INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: DataQuality, DataQuality (NHTSA)
To: EVOQ (NHTSA)
Subject: FW: ID 11591757
Date: Wednesday, June 12, 2024 8:01:26 AM
Attachments: [redacted]

From: [redacted]
Sent: Tuesday, June 11, 2024 12:08 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: ID 11591757

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,

Thank you for the email.

I am attaching an invoice for service performed last August for piston #2 in the amount of $8,500. In addition, I am attaching a second estimate dated May 31, 2024 for another $8,200 for piston #2. I have declined this service because I am not confident that this will fix the problem, especially knowing that Ford is aware of it and has not addressed the problem.

Please let me know if there is anything else you need.

Thanks again.

[redacted]

ID: 11591757

Walt's Garage
208 E Ann Street
Punta Gorda, FL 33950
(941) 637-8988
walt@waltsgaragepg.com
https://www.waltsgaragepg.com

Invoice for RO # [redacted]
Service Advisor: Nick Gursky
Posted Date: 08/31/23 at 02:27 PM EDT
Client: [redacted]
Vehicle: 2017 Ford Fusion SE

[redacted]	**2017 Ford Fusion SE 2.0L 4Cyl GAS Turbocharged** VIN: 3FA6P0H93HR[redacted] License: [redacted] Color: Silver Odometer In: 62544 / Out: 62544	RO [redacted] Time-In: 08/28/23 at 08:21 AM EDT Promised Time-Out: 08/28/23 at 03:45 PM EDT Save Parts: No

Client concerns:

- losing coolant
- balance tires
- overall check

1 - Minimum diagnostic charge — **TECH: P Z**

Labor:	Todays modern vehicle is full of computers and can bus data systems and can be quite complex, and require years of education to properly understand. This charge represents the minimum we can accept to have a skilled technician examine your vehicle and make the proper recommendations.	$79.00

✓ **Approved on 08/28/23 at 08:21 AM EDT** — *Subtotal $79.00 + est. Tax $5.53* — **$84.53**

2 - Technician Notes — **TECH: P Z**

Labor:	*See all photos in inspection tab above* -Check engine light on with misfire code will need further diagnostic tests to figure out why it's missing will need diag. -Fluid is not easily accessible but recommending a service based on mileage and lack of history. Transmission services are recommended at 50k miles then every 30k miles after to ensure transmission valves do not get build-up causing hard shifts or slipping. If performed within intervals comes with/keeps warranty coverage on transmission. -Recommend brake fluid service based on condition and lack of service history -Overdue by mileage to do an induction service, this service cleans your intake ports of carbon as well as cleaning your fuel injection system out. This service is recommended every 15k miles to keep your engine running smoothly and efficiently. -Cabin air filter is not easily accessible, because of this and due to the condition of engine air filter I believe it likely needs replaced as well. -Pressurize cooling system and inspect for coolant leaks, no external leaks found suspect possible head gasket due to no visible leaks and miss fire code. Will inspect further to verify. -Drive belts are fraying recommend replacing both belts a/c belt is a stretch belt. -With the belts being replaced it's recommended to do the tensioner pulley as well -evap cleaning recommended -PRESSURE TEST COOLING SYSTEM AND FOUND NO EXTERNAL LEAKS, ECM CODE P0302 INDICATING CYL #2 MISFIRING, REMOVED CYL#2 SPARK PLUG AND INSPECTED WITH BORE SCOPE AND FOUND COOLANT LEAKING INTO CYL#2. CONCLUSION HEAD GASKET LEAKING. THIS IS A COMMON PROBLEM WITH THE ECO BOOST ENGINES. WILL REQUIRE HEAD GASKET REPLACEMENT. WOULD ALSO RECOMMEND IF REPAIR MADE THAT THE SPARK PLUGS, THERMOSTAT, BELTS BE REPLACED AS WELL	$0.00
Fee:	Shop Supplies	$0.00

✓ **Approved on 08/28/23 at 11:17 AM EDT** — *0* — **0**

ID: 1159/757

3 - Replace Head Gasket — TECH: P Z

Labor:	Remove & Replace Cylinder Head Gasket			$2,887.76
Parts:	Engine Cylinder Head Gasket	1	$122.95	$122.95
	Engine Cylinder Head Bolt Set	1	$148.66	$148.66
	Engine Valve Cover Gasket Set	1	$92.20	$92.20
	Engine Intake Manifold Gasket Set	1	$27.00	$27.00
	Coolant	2	$14.95	$29.90
	Spark Plug	4	$8.09	$32.36
	Thermostat Housing Seal	1	$26.85	$26.85
	Stud	2	$8.76	$17.52

✓ **Approved on 08/28/23 at 11:17 AM EDT** — *Subtotal $3,385.20 + est. Tax $236.96* — **$3,622.16**

4 - Replace Drive Belts and Tensioner — TECH: P Z

Labor:	Remove & Replace Drive Belt Tensioner and Belts			$206.33
Parts:	Accessory Drive Belt	1	$30.93	$30.93
	Serpentine Belt	1	$101.23	$101.23
	Accessory Drive Belt Tensioner Assembly	1	$183.80	$183.80
Fee:	Shop Supplies			$15.67

✓ **Approved on 08/28/23 at 11:17 AM EDT** — *Subtotal $537.96 + est. Tax $37.66* — **$575.62**

5 - Synthetic blend oil change — TECH: P Z

Labor:	Perform oil and filter change service			$52.40
Parts:	Oil filter	1	$8.95	$8.95
	Synthetic blend oil	5	$3.95	$19.75
Discounts:	Package Price Adjustment on Labor			-$25.30
	Package Price Adjustment on Parts			-$13.85

✓ **Approved on 08/28/23 at 11:17 AM EDT** — *Subtotal $41.95 + est. Tax $2.94* — **$44.89**

6 - Additional Oil — TECH: P Z

Labor:	Additional Oil			$0.00
Part:	5w30 Synthetic Blend Oil	1	$3.95	$3.95

✓ **Approved on 08/28/23 at 11:17 AM EDT** — *Subtotal $3.95 + est. Tax $0.28* — **$4.23**

7 - Rear Brake Pads & Rotors — TECH: P Z

Labor:	Rear Pads and Rotors. When it comes to safety, your brake system is one of the most important parts of your vehicle. Pressing on the brake pedal will cause your brake pads to squeeze the brake rotor and create friction. This friction is what slows the vehicle. The friction applied to brake pads gradually wears them down until they become thin. This erosion process can be accelerated by a number of factors, including the type of material your pads are made from, how often you drive on hills, how frequently you brake, how sharply you brake, and how tightly your wheel lugs are screwed. Once pads are too thin to use, your car becomes dangerous to drive. It is best practice to replace rotors with brake pads because pads and rotors wear together. Not doing rotors can cause vibrations, pulsations, overheating and brake fade.			$222.70
Part:	Disc Brake Pad and Rotor / Drum Brake Shoe and Drum Kit	1	$185.48	$185.48

✓ **Approved on 08/28/23 at 11:17 AM EDT** — *Subtotal $408.18 + est. Tax $28.57* — **$436.75**

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8 - Mount and Balance 2 Tires (Rear Tires) **TECH: P Z**

Note: -These Kelly tires are rated for 65,000 miles and are not currently in stock. They would take about 1 day to arrive once the order is placed.

Labor:	Mount and balance 2 tires. Scan and verify TPMS sensor operation. Install new tire and valve stem where applicable, clean and seal tire to wheel, set tire pressure to proper inflation. Computer spin balance tire and wheel. Mount and torque wheel lug nuts to manufacturers torque specifications. Perform final road test as required. Please note all wheels require lug nuts re-torque within 25 miles. Ask you service consultant for details. Keeping your tires properly inflated and reotated will assist in maximizing tire wear life and vehicle handeling			$65.50
Part:	Edge Touring A/S - 235/45/18 - 94V - Tire #1 - 1PLH0JAUR1023, Tire #2 - 1PLH0JAUR1023	2	$175.12	$350.24
Fees:	Road Hazard			$52.54
	F.S. 403.718 MANDATES A $1.00 FEE FOR EACH NEW TIRE SOLD IN THE STATE OF FLORIDA			$2.00
	Tire Disposal Fee			$6.00

✓ **Approved on 08/28/23 at 11:17 AM EDT** *Subtotal $476.28 + est. Tax $35.34* **$511.62**

9 - Valve Cover Gasket **TECH: P Z**

Labor:	A valve cover gasket seals the valve cover to the top portion of the engine cylinder head. The gasket prevents motor oil from leaking out as it travels around the camshafts, rockers and valves. In addition, many spark plug ports are sealed by the valve cover gasket.			$0.00
Fee:	Shop Supplies			$0.00

✓ **Approved on 08/28/23 at 11:17 AM EDT** 0 **0**

10 - BG Evaporator Cleaning **TECH: P Z**

Labor:	PROBLEM: The ventilation system of an automobile blows air to heat or cool the passenger compartment. The air has to pass through the evaporator system, where debris collects and obstructs the free flow of air. Grease, road grime, dirt, nicotine residue and other debris plug up the space between the fins on the evaporator core making it harder to push air through the ventilation system. These pockets of debris can collect moisture and freeze while the A/C is running. Repeated freezing and thawing expands and contracts the coils in the evaporator core which can cause refrigerant leaks and require replacement of the core. SOLUTION: BG Frigi-Clean® is a unique cleaning solution designed to quickly and effectively remove accumulated debris, road grime and nicotine residue from your vehicle's A/C evaporator system when used as directed by a trained service technician. It foams up to completely fill the evaporator core where it removes contaminants, thus providing better air flow, cooler air when cooling, and cleaner air all year. • Restores A/C system efficiency • Removes foul odors and obstructions • Freshens interior air • Biodegradable, non-toxic, and non-corrosive			$65.50
Part:	Evaporator Cleaner	1	$57.63	$57.63
Fee:	Shop Supplies			$3.69

✓ **Approved on 08/28/23 at 11:17 AM EDT** *Subtotal $126.82 + est. Tax $8.88* **$135.70**

11 - Cabin Air Filter **TECH: P Z**

Labor:	The cabin air filter in a vehicle helps remove harmful pollutants, including pollen and dust, from the air you breathe within the car. This filter is often located behind the glovebox and cleans the air as it moves through the vehicle's HVAC system			$26.20
Parts:	Frigi Fresh kills bacteria and freshens car's air conditioning systems. Will help eliminate musty odors that have been generated from cars ventilation system.	1	$11.88	$11.88
	Cabin Air Filter	1	$44.40	$44.40

✓ **Approved on 08/28/23 at 11:17 AM EDT** *Subtotal $82.48 + est. Tax $5.77* **$88.25**

FD: 11591757

12 - BG Brake System Service — TECH: P Z

Labor:	Removes old & contaminated brake fluid from master cylinder, brake lines, ABS module & calipers. The service effectively extracts and replaces brake fluid from the vehicle, replacing the old fluid with BG Premium Brake Fluid. Service is performed according to OEM procedures. Upon completion, the system is inspected for leaks, and test driven.			$70.00
Parts:	DOT 4 Ultra-Dry Premium Brake Fluid	1	$20.00	$20.00
	Brake Service Kit	1	$35.00	$35.00

✓ Approved on 08/28/23 at 11:17 AM EDT — **$125.00**

13 - BG Fuel / Air Induction Service — TECH: P Z

Labor:	This service is the safest, and most effective way to remove accumulated carbon deposits from a vehicles air intake system including intake manifold, throttle body, intake valves, fuel injectors and combustion chamber on MPI gasoline engines. Install BG 44K into the fuel tank. The system then is serviced with a specialized chemical and tooling for the best results, restoring lost performance, power and fuel efficiency by cleaning the air intake and fuel systems. The vehicle is checked, and test driven. Recommended every 15K miles.			$100.00
Parts:	Intake Service Kit	1	$60.00	$60.00
	Intake Service Kit	1	$60.00	$60.00

✓ Approved on 08/28/23 at 11:17 AM EDT — **$220.00**

14 - BG Transmission Service — TECH: P Z

Labor:	Perform full system fluid exchange using specialized equipment that utilizes the vehicle transmission pump to safely and effectively exchange the ATF. A safe pre-cleaner is first added to the system to remove deposits and to clean the transmissions internal filter/ screen. The system is transfused with new, OE spec full synthetic ATF that is fortified and conditioned to extend the life of the automatic transmission. The system is inspected for leaks and the vehicle is test driven.			$131.00
Parts:	Quick Clean for Transmissions	1	$20.00	$20.00
	Transmission Service Kit	1	$40.00	$40.00
	ATF Fluid	1	$120.00	$120.00

✓ Approved on 08/28/23 at 11:17 AM EDT — **$311.00**

15 - Technician Notes — TECH: P Z

	See all photos in inspection tab above		
Labor:	-AFTER TURO REMOVED I FOUND OIL & COOLANT INSIDE TURBO CHARGER THIS INDICATES INTERNAL SEALS IN TURBO ARE LEAKING AND CAN CAUSE SERERE DAMAGE TO ENGINE. RECOMMEND REPLACING TURBO CHARGER TO AVOID COSTLY REPAIRS		$0.00
Fee:	Shop Supplies		$0.00

✓ Approved on 08/29/23 at 09:58 AM EDT — 0 — **0**

16 - Replace Turbocharger Assembly — TECH: P Z

Labor:	Remove & Replace Turbocharger Assembly			$0.00
Parts:	New Turbocharger Assembly	1	$1,366.88	$1,366.88
	New Turbocharger Mounting Gasket	1	$33.53	$33.53
	New Turbo Exhaust Gasket	1	$6.05	$6.05
	New Lower Turbo Gasket	1	$1.55	$1.55

✓ Approved on 08/29/23 at 09:58 AM EDT — *Subtotal $1,408.01 + est. Tax $98.56* — **$1,506.57**

17 - Quality Check — TECH: L C

Labor:	Test drive results: The vehicle is operating as it should now and is ready to be picked up!		$0.00

✓ Approved on 08/31/23 at 09:59 AM EDT — 0 — **0**

ID: 11591757

RO Discounts			
Discount:	AAA		-$75.00
		Subtotal	**-$75.00**

Warranty: From the date of delivery for a period of 24 months or 24,000 miles, whichever comes first, this firm will repair free of charge any defects in material and workmanship to the repairs stated on the invoice. All warranty work can be performed at any one of over 17,000 Napa Autocare Centers nationwide. This does not include towing charges or customer supplied parts (CUSTOMER SUPPLIED PARTS - ZERO WARRANTY, ZERO EXCEPTIONS). A storage fee of $25 per day will be charged 96 hours after notification that work is complete. Neglect/abuse of vehicle will immediately void any and all warranties. All estimates are based off of a flat rate based on current recommended labor guides. This estimate includes a separate charge for shop supplies or hazardous/other waste removal. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.

Other person permitted to authorize repairs: NAME_____ PHONE _____

Save old parts? YES/NO Intended Payment Method: CASH / CREDIT CARD / CHECK

Thank you for the opportunity to earn your business. Please note that all prices, labor rates and labor times are accurate as of the date of this quote, but are subject to change.

F.S. 403.718 MANDATES A $1.00 FEE FOR EACH NEW TIRE SOLD IN THE STATE OF FLORIDA

F.S. 403.7185 MANDATES A $1.50 FEE FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE OF FLORIDA

Total Repair Order & Signature:

Total Jobs:	$7,165.08
Total Fees:	$79.90
Discounts:	-$114.15
Subtotal:	**$7,130.83**
Taxes:	$455.72
Grand Total:	**$7,586.55**
BALANCE DUE:	**$0.00**

X

✔ PAID

Completed Transactions					
08/31/23	[redacted]	$7,586.55	Credit Card Payment	Visa***[redacted] Auth: 83199g	Visa

ID: 1159 1757

Walt's Garage
208 E Ann Street
Punta Gorda, FL 33950
(941) 637-8988
walt@waltsgaragepg.com
https://www.waltsgaragepg.com

Estimate for RO [redacted]

Service Advisor: Roger Pratt
Posted Date: 05/31/24 at 03:01 PM EDT
Client: [redacted]
Vehicle: 2017 Ford Fusion SE

[redacted]	**2017 Ford Fusion SE 2.0L 4Cyl GAS Turbocharged** VIN: 3FA6P0H93HR[redacted] License: [redacted] Color: Silver Odometer In: 69552 / Out: 69552	RO[redacted] Time-In: 05/28/24 at 01:30 PM EDT Save Parts: No

Client concerns:

- tony scanned
- #2 piston not firing
- appt05/31 key drop

1 - Courtesy Inspection — **TECH: A S**

Labor:	Perform Courtesy Inspection		$0.00
✓ **Approved on 05/30/24 at 02:05 PM EDT**		*0*	**0**

2 - Minimum Diagnostic Charge — **TECH: A S**

Labor:	Todays modern vehicle is full of computers and can bus data systems and can be quite complex, and require years of education to properly understand. This charge represents the minimum we can accept to have a skilled technician examine your vehicle and make the proper recommendations.		$79.00
✓ **Approved on 05/31/24 at 08:14 AM EDT**		*Subtotal $79.00 + est. Tax $5.53*	**$84.53**

ID: 11591757

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN.

I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED $100.

_____ I REQUEST A WRITTEN ESTIMATE

_____ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS TO NOT EXCEED $_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL

_____ I DO NOT REQUEST A WRITTEN ESTIMATE

SIGNED _____ DATE _____

Warranty: From the date of delivery for a period of 24 months or 24,000 miles, whichever comes first, this firm will repair free of charge any defects in materials and workmanship to the repairs stated on the invoice. All warranty work can be performed at any one of over 17,000 Napa Autocare Centers nationwide. This does not include towing charges or customer supplied parts (CUSTOMER SUPPLIED PARTS - ZERO WARRANTY, ZERO EXCEPTIONS). A storage fee of $25 per day will be charged 96 hours after notification that work is complete. Neglect/abuse of vehicle will immediately void any and all warranties. All estimates are based off of a flat rate based on current recommended labor guides. This estimate includes a separate charge for shop supplies or hazardous/other waste removal. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.

Other person permitted to authorize repairs: NAME_____ PHONE _____

Save old parts? YES/NO Intended Payment Method: CASH / CREDIT CARD / CHECK

Thank you for the opportunity to earn your business. Please note that all prices, labor rates and labor times are accurate as of the date of this quote, but are subject to change.

F.S. 403.718 MANDATES A $1.00 FEE FOR EACH NEW TIRE SOLD IN THE STATE OF FLORIDA

F.S. 403.7185 MANDATES A $1.50 FEE FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE OF FLORIDA

Total Repair Order & Signature:

Total Jobs:	$79.00
Total Fees:	$0.00
Subtotal:	**$79.00**
Taxes:	$5.53
Grand Total:	**$84.53**
BALANCE DUE:	**$0.00**

✔ PAID

X

Completed Transactions

05/31/24	[redacted]	$84.53	Credit Card Payment	Visa*** [redacted] Auth: 018977	Visa

Declined Jobs:

1 - Technician Notes

✘ Declined on 05/31/24 at 12:23 PM EDT	0	0

ID: 11591757

2 - Remove and Replace Engine Assembly
Note: Part is 1 business day. Repair takes about 1 week to perform.

✘ **Declined on 05/31/24 at 12:23 PM EDT** *Subtotal $7,711.05 + est. Tax $539.77* **$8,250.82**