

[REDACTED]
Hampton, VA [REDACTED]

March 27, 2024

To Whom It May Concern:

This is a letter concerning Lincoln Motor Company and the issue of a prone problem and cost of repairing an oil pan gasket leak which lead to the redesign of the oil pan, valve cover and gaskets.

I appreciate your time and attention in assisting with a reasonable resolution to the issue addressed with the information enclosed.

Thank you.

Respectfully,

[REDACTED]

[REDACTED]
Hampton, VA [REDACTED]

March 28, 2024

The Lincoln Motor Company
P.O. Box 6248
MD 4S-B
Dearborn, MI 48126

Dear Marcel Jomaa, Concierge Service Manager,

Case no. Lincoln
[REDACTED]

I received your response to my letter concerning the oil leak and repair cost of my 2017 Lincoln MKZ. I was not surprised by your reply, only addressing the warranty and not the main issue.

This is not a warranty issue, because this is about a known engineering design issue. I found in my research Lincolnforums.com, in 2015 this engine(s) type was discovered to have an oil leaking problem. Lincoln in my opinion and in fact continued to mass produce this engine(s) and passed the oil leak issue on to unaware consumers, who either are loyal Lincoln buyers, or like me, a first time Lincoln owner.

Some cases on the Lincoln forum, the leak returned. I do not know, if the repair was made during the warranty, but the oil leak problem did return. It appears after repeated failures, Lincoln had to design a new oil pan, valve covers and gaskets.

March 22nd, I asked my mechanic who services my other vehicle was he aware of certain Lincolns and Fords having oil leak issues. He was not and his reply, "That should have been recalled, if it was redesigned."

In my letter, I asked a question why a recall was not issued. Of course, the question was not addressed, but again you are pointing out your decision is based on Out of Warranty. You also, wrote "Client satisfaction is a primary objective of Lincoln Motor Company, etc."

I would like for you to answer these questions and tell me where the satisfaction is and who is being satisfied, so I can have a full and complete understanding, why Lincoln strongly feels and you backing the decision you have made. The owner is responsible for correcting Lincoln's engineering engine design flaw from 2015, which can cost the owner 4 times the cost resulting into over a \$2500 repair that should be approximately averaging \$650 on a normal repair in the replacement of an oil pan gasket for an oil pan leak, which has extended from the bottom to the top.

I would appreciate you addressing each question below with a full explanation:

1. When did Lincoln first know in 2015 their engine(s) design was prone to leak oil?
2. What steps did Lincoln take to correct the engine(s) oil leak in models during and after 2015?

3. Did Lincoln decide it would only repair the engine(s) during the warranty and some after the warranty and concluded, the company felt the engine oil leak cost, should be fully up to the owner to endure the 4 times the cost of making this repair?
4. Did Lincoln tell its dealerships, even with automobiles that were buybacks, only to repair known issues and not to repair or inspect the engine(s) of certain Lincoln models which would and could be subjected or showed early signs of an engine oil leak?
5. Did Lincoln at any time report its finding to the National Highway Traffic Safety Administration?
6. Did Lincoln at any time report its finding to the Federal Trade Commission?
7. Did Lincoln decide the safety and financial debt to the consumer is more important than loss profit?
8. Does Lincoln feel it would be better profit wise, to only repair the engine oil leaks found during the warranty over during a recall on all models with the engine(s) known for leaking, because the recall would be a significant cost and reduce Lincoln's profits?
9. Does Lincoln feel they have no role or responsibility before, during and after the sale of a vehicle new or used, with the knowledge the installation of an engine prone to leaking oil during and after 2015, because it would have delayed production and sale of a vehicle to the market?
10. Why did Lincoln not notify owners, their model with the engine(s) prone to leak oil, to look out for or to simply schedule service and take the vehicle to their local Lincoln dealership service center for an oil leak inspection, which would and could have been noticed during the warranty or shortly after. Was this to avoid the cost again and not lower Lincoln's profit expectations?
11. What year was the new oil pan, valve covers and gaskets designed and manufactured?
12. Why should Lincoln dealership service centers profit from Lincoln's engine(s) engineering design flaw and have the vehicle owner with the burden of paying the price?
13. Will Lincoln Motor Company release the minutes from all meetings where the discussion of how the company would resolve and/or neglect the engine(s) oil leak problem?
14. How many complaints directly to Lincoln and from BBB have been received concerning the engine oil leak?
15. How much profit loss would Lincoln Motor Company encounter with the amount of labor involved and cost of replacement parts to repair all models affected with a recall?

This is unfortunately of both parties involved in this issue. Lincoln still has a responsibility to provide safe and a reliable product to the consumer. Oil leaks can cause fires, which can lead to accidents, injuries, deaths, and in this case a financial burden.

If Lincoln and Ford owners have made this repair of the engine oil leak, replacing oil pan, covers and/or gaskets and a repeat of the repair. I strongly feel, if they have receipts or can prove the repair were made at their expense, there should be some type of reimbursement to the owner.

I am fully aware my 2017 Lincoln MKZ is out of warranty and I have the responsibility of maintenance, but what I strongly feel I should not be responsible for, is the known facts, Lincoln has, had and have knowledge of the engine(s) oil leak for several years and continued to produce and install this engine(s) in its automobile and now passing this 4 times the cost on to unexpected, unknowingly and creating financial debt to owners because of the permanently known fact, the engine(s) has a history of leaking oil, which lead or forced Lincoln to redesign the oil pan, valve cover and gaskets.

Knowingly producing an engine(s) that can cause these circumstances and limiting the repair to a warranty, in my strongly voiced opinion falls under negligence. I do not know the law, but I will be investigating to see if this falls under a class action and/or recall.

I will be waiting for a clear explanation and answers to all my questions, so I can find the Lincoln Motor Company satisfaction in trying to convince \$2500 versus \$650 is satisfaction.

I have enclosed a copy of the estimated financial burden Lincoln's decision has and will cause on its owners and me.

This letter has been sent to the following organization, agency, business, offices etc. listed below.

Thank you for your time and attention.

Respectfully

Encl:

Mail:

NHTSA
1200 New Jersey Ave. S.E.
West Building
Washington, DC 20590
Ann E. Carlson, Acting Administrator

BBB of Greater Hampton Roads
586 Virginia Drive
Norfolk, VA 23505

BBB of Detroit & Eastern Michigan
20300 W. Twelve Mile Rd.
Suite 202
Southfield, MI 48076-6409

Attorney General of Virginia
202 North 9th St.
Richmond, VA 23219
Jason S. Miyares

Department of Attorney General
525 W. Ottawa St.
Lansing, MI 48906

Bureau of Consumer Protection
Federal Trade Commission
600 Pennsylvania Ave., N.W.
Washington, DC 20580

Justin W. Williams United States
Attorney's Building
2100 Jamieson Ave.
Alexandria, VA 22314
Jessica D. Aber, U.S. Attorney

Wynne Ford
1020 W Mercury Blvd
Hampton, VA 23666 US
757-838-0222

CUSTOMER NO.		SERVICE ADVISOR	LorieLogs	PAG NO.	3972	INVOICE DATE		INVOICE NO.	
		HOURLY RATE	UCEN	MILEAGE IN	44866	COLOR	GRAY	STOCK NO.	
		YEAR/MAKE/MODEL	2017 Lincoln MKZ			DELIVERY DATE	01/01/2017	MILEAGE OUT	
		VEHICLE IDENTIFICATION NO.	3LN6L5FC4HR			SELLING DEALER NO.		IN SERVICE DATE	
		CELL		R		R.O. DATE	02/23/2024	FLEET NO.	
TEL HOME		TEL BUSINESS		COMM N					

LINE	OP CODE	DESCRIPTION	HOURS	ESTIMATE
# A	MISC	Labor: CHECK FOR OIL LEAK. INTERNET APPT CHECK FOR OIL LEAK. INTERNET APPT	0.00	129.95
		Misc		0.00
		Discount		(0.00)
		Line Total		129.95
# B	SI	Labor: STATE INSPECTION OF ANY VEHICLES INCLUDING MOTOR STATE INSPECTION OF ANY VEHICLES INCLUDING MOTOR	0.30	20.00
		Misc		0.00
		Discount		(0.00)
		Line Total		20.00
# C	MISC	Labor: OIL AND FILTER CHANGE OIL AND FILTER CHANGE	0.00	34.60
		Misc		0.00
		Discount		(0.00)
		Line Total		34.60
# D	99P	Labor: INSPECTION OF YOUR VEHICLE INCLUDING: TIRE INSPECTION, INSPECTION OF YOUR VEHICLE INCLUDING: TIRE INSPECTION,	0.00	0.00
		Misc		0.00
		Discount		(0.00)
		Line Total		0.00
# E	EN33	Labor: Oil Pan - Replace Oil Pan - Replace	4.00	672.00
		Parts:		
		KT4Z*6675*F, OIL PAN, Qty 1.00, CP, \$201.73 ea		201.73
		FT4Z*6626*A, GASKET, Qty 1.00, CP, \$3.41 ea		3.41
		*W714265*S442, NUT, Qty 4.00, CP, \$1.19 ea		4.76
		BL3Z*9450*A, GASKET, Qty 1.00, CP, \$38.74 ea		38.74
		XO*5W30*BSP, MOTORCRAFT SAE..., Qty 6.00, CP, \$4.38 ea		26.28
		FL*2062A*B12, KIT - ELEMENT &..., Qty 1.00, CP, \$15.91 ea		15.91
		Misc		0.00
		Discount		(0.00)
		Line Total		962.83

Wynne Ford
1020 W Mercury Blvd
Hampton, VA 23666 US
757-838-0222

CUSTOMER NO.	[REDACTED]		SERVICE ADVISOR	LorieLogsdon	TAG NO.	3972	INVOICE DATE		INVOICE NO.	
	[REDACTED]		HOURLY RATE	[REDACTED]	MILEAGE IN	44866	COLOR	GRAY	STOCK NO.	
	[REDACTED]		YEAR/MAKE/MODEL	2017 Lincoln MKZ			DELIVERY DATE	01/01/2017	MILEAGE OUT	
HAMPTON, VA	[REDACTED]		VEHICLE IDENTIFICATION NO.	3LN6L5FC4HR			SELLING DEALER NO.		BI SERVICE DATE	
	[REDACTED]		CELL	[REDACTED]	RO #	[REDACTED]	D. DATE	02/23/2024	FLEET NO.	
TEL HOME	[REDACTED]		TEL BUSINESS	[REDACTED]		COMMENTS				

# F	EN17	Labor:		
		Valve Covers - Replace		
		Valve Covers - Replace	7.20	1209.60
		Parts:		
		-W718748-S450B, STUD, Qty 2.00, CP, \$5.25 ea		10.50
		FT4Z*6582*F, COVER - CYLINDER HEAD, Qty 1.00, CP, \$178.05 ea		178.05
		FT4Z-6582-G, COVER, Qty 1.00, CP, \$177.87 ea		177.87
		Misc		0.00
		Discount		(0.00)
		Line Total		1576.02

~~\$ 2538.85~~

Subtotal	2723.40
Shop Charges	46.87
Sales Tax	39.44
Total	2809.71

Printed On 02/23/2024 9:19:36 AM

Estimate Expires on 03/24/2024

[REDACTED]
Hampton, Virginia [REDACTED]

February 26, 2024

Lincoln
330 Town Center Drive
Dearborn, Michigan 48126
Customer Relations Department

To Whom It May Concern:

On February 22, I took my 2017 Lincoln MKZ to Wynne Ford located in Hampton, Virginia for an oil change, state inspection and to check for an oil leak, I noticed a few days prior to my appointment date.

Later, during the evening I received a called from Lorie, my service advisor. She told me the inspection and oil change were completed. When it came to the oil leak, she informed me the leak was from the oil pan and went on to tell me, the oil gasket and the oil pan needed to be replaced. Then she says, also the valve covers, and gasket needed to be replaced as well. She went on to explain, the cost for the pan and valve cover was over \$2400 (twenty-four hundred dollars). She further explained that oil pan as well as the valve covers have a **new design**, this is why they require replacement and not just the gaskets.

Of course, I was left with my mouth wide open, trying to understand from what I know about car repairs, I have never heard the pan and covers would need replacing from a leaking gasket. *This in my opinion is truly a design and/or manufacturing error of Lincoln.*

On February 23, I go in to pick up my MKZ. Lorie and I discuss the overall assessment of the finding and repair. We both felt that I should reach out to Lincoln and have the matter discussed in finding a common ground solution in addressing responsibilities with such a costly unseen repair. I was also, informed, Lincoln and Ford have some issues with what type of service repairs that are made on their brand from the sister cooperation. It may require, I take my MKZ to a Lincoln service center which is in Norfolk, Virginia, because the Newport News, Virginia Lincoln dealership has been closed which was much closer.

I had Wynne Ford, do the recall on the brakes, that is when I discovered the Newport News Lincoln dealership had been closed and the appointment time frame for the Norfolk Lincoln dealership was over a month to have the recall serviced.

My 2017 MKZ (vin 3LN6L5FC4HR [REDACTED] at time of service 44866 and has less than 45000 miles. Why is anything leaking? I have enclosed a copy of the repair notice.

This Lincoln MKZ was a buy back when I purchased it from Charlotte, North Carolina Lincoln dealership. I was informed all repairs had been made. If Lincoln had knowledge at the time before purchasing the oil pan and valve covers were prone to leak, why were they not replaced and/or recall not issued?

I strongly feel Lincoln has responsibility in assisting in the cost of this repair and I would like to discussion this repair cost issue with a Lincoln representative.

I can be reached from the information provided below:

Email: [REDACTED] (Subject: MKZ Repair)

Phone: [REDACTED] (cell)
[REDACTED] (home)

I am looking forward in hearing from you to discuss this finding and coming to a resolution.

Thank you for your time and attention.

Respectfully

[REDACTED]

Encl:

March 14th, 2024

[REDACTED]
Hampton, VA [REDACTED]

Lincoln
[REDACTED]

Dear [REDACTED]

We have received your inquiry regarding your vehicle and appreciate the time you have taken to bring this matter to our attention.

We sincerely regret that you are experiencing a concern with your 2017 MKZ. Client satisfaction is a primary objective of Lincoln Motor Company, and we try to make every attempt to ensure that our owners are satisfied. We recognize the importance of retaining client confidence in us after the purchase.

Although warranties are designed to cover unpredictable situations which may occur, we are always willing to consider individual requests for assistance beyond the warranty period. We hope you understand, however, that we must place limits on our post-warranty adjustment policy. We regret to advise you that your vehicle is beyond those limits, and we are not able to assist you with the cost of this repair at this time.

Thank you for contacting Lincoln Motor Company.

Sincerely,

Marcel Jomaa
Concierge Service Manager



L I N C O L N

