

From:

[REDACTED]

[REDACTED]

Kalamazoo, MI [REDACTED]

Primary Phone: [REDACTED]

Secondary Phone: [REDACTED]

Primary Email: [REDACTED]

Secondary Email [REDACTED]

To:

Office of Defects Investigation (ODI)

National Highway Traffic Safety Administration (NHTSA)

1200 New Jersey Avenue SE

Washington, DC 20590

**Subject: Formal Complaint – Systemic Engine Defect in 2017 Lincoln MKC (VIN: [REDACTED])**

Dear NHTSA Defects Investigation Team,

I am writing to formally report a serious mechanical and safety-related issue involving my **2017 Lincoln MKC**, and to urge your agency to expand its investigation into **systemic engine failures** in Ford and Lincoln vehicles equipped with the **2.3L EcoBoost engine**.

On 19-MAY-2025 my vehicle was diagnosed with **coolant intrusion into cylinder 3**, resulting in a catastrophic engine failure. The recommended solution is a complete **long block engine replacement**, with a repair estimate exceeding **\$9,000—not including labor or service fees**. I have learned that this failure is part of a **known but inconsistently acknowledged manufacturing defect** involving **thin or improperly cast cylinder walls** that allow coolant to enter the combustion chamber.

While my vehicle's VIN is not included in existing technical service bulletins or recalls, I have documented that the **mechanical failure, diagnostic outcome, and repair recommendation are identical** to those that are.

This poses a major **safety concern**, as coolant intrusion and engine failure can result in:

- Sudden loss of power while driving
- Engine overheating and possible fire hazard
- Loss of steering or braking control if failure occurs under load

I am a [REDACTED], and the sudden failure of this vehicle has left me in an extremely vulnerable and potentially unsafe situation. I am unable to safely transport my child, get to work, or afford the enormous financial burden imposed by a defect that appears to have originated during manufacturing.

To date, I have:

- Submitted a complaint to the **Better Business Bureau**
- Escalated my case to the **Executive Relations department at Ford/Lincoln**
- Requested support from **Zeigler Lincoln of Kalamazoo** (the diagnosing dealership)
- Contacted the **Michigan Attorney General** to seek lemon law assistance
- Filed a preliminary complaint through NHTSA's online portal

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I respectfully ask that your team consider expanding investigation and recall efforts to **include additional VINs and production runs affected by this engine design flaw**. A defect of this nature should not be borne by the consumer, especially when it directly impacts safety and essential transportation.

Thank you for your time, and for your continued oversight in protecting American drivers. I welcome a follow-up or case acknowledgment and would be happy to provide further documentation upon request.

Sincerely,

A solid black rectangular redaction box covering the signature area.

From:

[REDACTED]  
Kalamazoo, MI [REDACTED]  
Primary Phone [REDACTED]  
Secondary Phone [REDACTED]  
Primary Email [REDACTED]  
Secondary Email [REDACTED]  
Re: 2017 Lincoln MKC – VIN [REDACTED]

To:

Center for Auto Safety – [info@autosafety.org](mailto:info@autosafety.org)  
**Center for Auto Safety**  
1825 Connecticut Avenue NW  
Suite 621 Washington, DC 20009

**Request for Support – Systemic Engine Defect in 2017 Lincoln MKC (VIN: [REDACTED])**

Dear Center for Auto Safety Team,

I am reaching out to formally report a serious and unresolved engine failure in my **2017 Lincoln MKC** and to request your assistance in tracking and advocating for action on what appears to be a **systemic manufacturing defect** in Ford/Lincoln vehicles equipped with the **2.3L EcoBoost engine**.

In May 2025, my vehicle was diagnosed by Zeigler Lincoln of Kalamazoo with **coolant intrusion into cylinder 3**—a failure that requires a **complete long block engine replacement**, estimated at over **\$9,000**, not including labor or service costs. After extensive research and discussions with dealership staff, I learned that this exact failure has been documented in multiple Ford and Lincoln vehicles due to **thin or inconsistently cast cylinder walls**, which allow coolant to breach into the combustion chamber and ultimately destroy the engine.

Although similar failures in the 2.3L EcoBoost engine have been addressed in recent years through technical service bulletins and isolated recalls (e.g., 2023 Rangers, Broncos, and Mustangs), my VIN is not included in any of those efforts—even though the failure, diagnostics, and risks are identical.

**To date, I have:**

- Filed a formal complaint with **NHTSA**
- Submitted a claim to the **Better Business Bureau**
- Escalated the case to **Ford/Lincoln Executive Relations**
- Reached out to **Zeigler Lincoln** requesting dealership advocacy
- Contacted the **Michigan Attorney General's Office**
- Reported the issue to the **FTC**
- Sent communication to **Ford CEO Jim Farley's office**

Despite all of this, I have not received meaningful support or acknowledgment of the widespread nature of this failure. I'm asking the Center for Auto Safety to:

- Document this failure as part of your engine defect database
- Track related complaints involving 2.3L EcoBoost engines across Ford/Lincoln models
- Consider advocating for a **broader investigation or recall** protecting other affected consumers who are being left behind.

Sincerely,

[REDACTED]  
[REDACTED] 2017 Lincoln MKC Engine Failure

From:

[REDACTED]  
Kalamazoo, MI [REDACTED]

Primary Phone [REDACTED]

Secondary Phone [REDACTED]

Primary Email [REDACTED]

Secondary Email [REDACTED]

To:

Consumer Protection Division

Office of the Michigan Attorney General

P.O. Box 30213

Lansing, MI 48909

**Subject: Request for Lemon Law Assistance – 2017 Lincoln MKC (VIN: [REDACTED])**

Dear Attorney, General Nessel and the Consumer Protection Division,

I am writing to respectfully request guidance and support in obtaining **lemon law legal assistance** regarding a major, unresolved issue with my **2017 Lincoln MKC**, which has experienced complete engine failure due to what I have discovered to be a **systemic manufacturing defect**.

Recently, my vehicle was diagnosed with **coolant intrusion into cylinder 3**, requiring a complete **long block engine replacement** estimated at over **\$9,000 (excluding labor)**. After consulting with technicians and performing research, I've learned that this issue is **linked to a known manufacturing defect** in certain Ford and Lincoln 2.3L EcoBoost engines, where **thin or inconsistently cast cylinder walls** allow coolant to seep into the engine block, eventually leading to total engine failure.

Although my vehicle's VIN is not currently covered under any Ford/Lincoln recall or technical service bulletin, the mechanical failure is **identical** to those that are—and is now placing me in serious financial jeopardy.

As a [REDACTED] I rely on this vehicle to support my family and maintain employment. Without it, I am at risk of losing my livelihood. I have already pursued multiple avenues to resolve this issue:

- Filed a formal defect complaint with **NHTSA**
- Submitted a detailed claim to the **Better Business Bureau (BBB)**
- Contacted **Ford/Lincoln Executive Relations**
- Reached out to **Zeigler Lincoln of Kalamazoo**, where the vehicle was diagnosed and has been serviced regularly
- Called **Lincoln Customer Support** multiple times and requested escalation

Despite these efforts, no resolution has been made. I am now seeking help connecting with a **Michigan-based lemon law attorney** who may be willing to take my case **pro bono or on contingency**, as I am unable to afford legal representation at this time.

This appears to be a widespread issue affecting many consumers, and I would be grateful for any assistance your office can provide in helping me pursue a fair and just outcome.

Thank you for your time and advocacy on behalf of Michigan residents. I look forward to your response.

Sincerely,

[REDACTED]  
[REDACTED] 2017 Lincoln MKC Engine Failure

From:

[REDACTED]  
Kalamazoo, MI [REDACTED]  
Primary Phone: [REDACTED]  
Secondary Phone: [REDACTED]  
Primary Email: [REDACTED]  
Secondary Email: [REDACTED]

To:  
FTC Consumer Response Center  
Federal Trade Commission  
600 Pennsylvania Avenue NW  
Washington, DC 20580

**Subject: Formal Complaint – Misleading Warranty Practice and Systemic Engine Defect in 2017 Lincoln MKC (VIN: [REDACTED])**

Dear FTC Consumer Protection Team,

I am writing to file a formal complaint regarding potential deceptive warranty practices and a systemic manufacturing defect involving my **2017 Lincoln MKC**, produced by **Lincoln Motor Company**, a division of **Ford Motor Company**.

Recently, my vehicle was diagnosed by an authorized Lincoln dealership (Zeigler Lincoln of Kalamazoo) with **coolant intrusion into cylinder 3**, resulting in a **complete engine failure**. The required repair is a **long-block engine replacement**, estimated at over **\$9,000 (excluding labor and additional service costs)**.

After researching the issue and consulting with professional technicians, I discovered that this failure is consistent with a known but narrowly acknowledged defect in **Ford and Lincoln 2.3L EcoBoost engines**, specifically the use of **thin or inconsistently cast cylinder walls**, which allow coolant to seep into the combustion chamber. This defect ultimately leads to catastrophic engine failure.

While Ford has issued service bulletins and recalls for similar issues, **my vehicle's VIN is excluded**, despite presenting **identical mechanical symptoms** and requiring the same corrective action. The exclusion of VINs like mine from warranty coverage or goodwill assistance—despite known manufacturing flaws—constitutes a **deceptive and inconsistent application of warranty and product defect disclosures**.

I am a [REDACTED] and the unexpected loss of this vehicle has caused me significant financial and personal hardship. Despite maintaining the vehicle properly and servicing it at the dealership, I have been offered no reasonable remedy or support.

I have already taken the following steps:

- Filed a complaint with **NHTSA**
- Submitted a case to the **Better Business Bureau**
- Reached out to **Zeigler Lincoln** for dealership-level advocacy
- Sent a detailed letter to **Ford/Lincoln Executive Relations**
- Contacted the **Michigan Attorney General's Office** for lemon law assistance

I believe Ford/Lincoln may be engaging in **misleading practices by failing to fully disclose the risk** of this known manufacturing issue, **selectively applying warranty support**, and **leaving consumers unprotected** despite their vehicles suffering the same defect as those that are covered.

Thank you for your time and commitment to consumer protection. I would be grateful for any review or investigation the FTC can initiate regarding this matter. I am happy to provide further documentation upon request.

Sincerely,  
[REDACTED]

From:

[REDACTED]  
Kalamazoo, MI [REDACTED]

Primary Phone: [REDACTED]

Secondary Phone: [REDACTED]

Primary Email: [REDACTED]

Secondary Email: [REDACTED]

Re: 2017 Lincoln MKC – VIN: [REDACTED]

To:

National Consumer Law Center (NCLC) at [consumerlaw@nclc.org](mailto:consumerlaw@nclc.org)

Attn: Consumer Law Division

7 Winthrop Square, 4th Floor

Boston, MA 02110-1245

Subject: Request for Assistance – Engine Defect and Warranty Abuse in 2017 Lincoln MKC (VIN: [REDACTED])

Dear NCLC Consumer Law Team,

I'm reaching out to respectfully request assistance, guidance, or referral regarding what I believe to be a case of systemic engine failure and potential warranty abuse by Ford Motor Company (Lincoln division) related to my 2017 Lincoln MKC. In May 2025, my vehicle experienced catastrophic engine failure due to coolant intrusion into cylinder 3, diagnosed by an authorized Lincoln dealership. The required repair full long block engine replacement—is estimated at over \$9,000, not including labor.

This issue has been linked to a known defect in Ford/Lincoln 2.3L EcoBoost engines, specifically involving thin or improperly cast cylinder walls that allow coolant to breach into the combustion chamber. Ford has acknowledged similar issues through technical service bulletins and limited recalls, but my VIN is not included—despite identical symptoms, diagnostics, and repair recommendations.

As a [REDACTED] I cannot afford this repair and feel abandoned by a system I trusted. I have maintained this vehicle according to all guidelines and have pursued every avenue I could:

- Filed a complaint with NHTSA
- Reported the case to the Better Business Bureau
- Escalated to Ford/Lincoln Executive Relations and CEO Jim Farley's office
- Contacted Zeigler Lincoln of Kalamazoo, the servicing dealership
- Filed reports with the FTC, Michigan Attorney General, and DIFS
- Reached out to Center for Auto Safety and consumer media teams

I am now seeking legal advocacy to determine whether this qualifies under warranty abuse, misrepresentation, or latent defect liability. If the National Consumer Law Center offers case review, advice, or referral to consumer protection attorneys or legal clinics, I would be extremely grateful. Please let me know if there is any documentation you would need to evaluate this case further. I'm happy to provide diagnostics, service records, and correspondence with the manufacturer. Thank you for your time and for the invaluable work NCLC does on behalf of consumers.

Sincerely,

[REDACTED]  
Phone: [REDACTED]

Email: [REDACTED]

VIN: [REDACTED]

Address: [REDACTED], Kalamazoo, MI [REDACTED]

[REDACTED] 2017 Lincoln MKC Engine Failure

From:

[REDACTED]  
Kalamazoo, MI [REDACTED]

Primary Phone: [REDACTED]

Secondary Phone: [REDACTED]

Primary Email: [REDACTED]

Secondary Email: [REDACTED]

To:

Jeff Jones, Lincoln Sales Manager

Joe Borst, Pre-Owned Sales Manager

Virginia Johns, Pre-Owned Sales Assistant Manager

Brandon Hass, Business Manager

Troy Kablitz, Sales Consultant

Zeigler Lincoln of Kalamazoo

4201 Stadium Drive

Kalamazoo, MI 49008

Subject: Urgent Request for Support – Engine Failure in 2017 Lincoln MKC (VIN [REDACTED])

Dear Zeigler Lincoln Team,

I'm reaching out with urgency, sincerity, and a deep sense of hope for assistance regarding my 2017 Lincoln MKC. Your service department recently diagnosed the vehicle with **coolant intrusion into cylinder 3**, a catastrophic failure now requiring a **complete long block engine replacement** quoted at **over \$9,000—not including labor, fluids, or other services**.

As a [REDACTED] **to support my family**, this situation isn't just a mechanical setback—it's a crisis. Without a vehicle, I am literally one step away from being unable to get to work, earn a living, or safely care for my child. I've done everything expected of me as an owner: maintain the vehicle through your dealership, addressed all issues promptly, and remained committed to the Lincoln brand through years of loyal ownership.

I've since learned this failure is not unique. Many vehicles equipped with the **2.3L EcoBoost engine** have experienced similar issues due to **thin or inconsistently cast cylinder walls**, which can cause coolant intrusion and long block failure. While my VIN isn't currently listed under existing recalls or bulletins, the failure—and the consequences—are undeniably the same.

I have already taken the following actions to try and find resolution:

- **Filed a complaint with NHTSA** for safety-related defect investigation
- **Submitted a formal case to the BBB**
- **Written to the Executive Relations team at Ford/Lincoln**
- **Made several calls to Ford/Lincoln Customer Support**, all documented
- **Collected and organized my full service and repair history**

And now, I am asking you to advocate on my behalf.

You've seen my vehicle firsthand. You've diagnosed the problem. You know I've maintained a service relationship with Zeigler and made every good faith effort to protect my investment. I am respectfully requesting:

- A written service statement confirming your diagnosis
- Any technical service bulletins, internal communications, or support files that can assist my case
- Your direct support in contacting Ford/Lincoln to request a **goodwill repair, cost-sharing plan, or warranty relief**

I've had **such confidence in your team** that I've referred **to five customers** who've purchased vehicles from Zeigler Lincoln over the past four years. That's not just loyalty—it's belief in your professionalism and commitment to doing right by your customers. Please help me keep that belief intact.

If I am unable to secure support through this avenue, I will be contacting the **Michigan Attorney General** and working with a **lemon law attorney** who has already offered to take my case **pro bono** due to the nature and scale of this issue.

I don't want to go down that road. I want to resolve this professionally and respectfully—with the dealership I've trusted for years standing beside me.

Thank you for your time, your leadership, and hopefully, your advocacy.

Sincerely

[REDACTED]

CUSTOMER #:



\*INVOICE\*

DUPLICATE 1  
PAGE 1

SERVICE ADVISOR: 7209 MICHAEL GUIDEBECK

MICHIGAN REPAIR FACILITY  
REGISTRATION NUMBER: F-117197

KALAMAZOO, MI  
HOME  
BUS

CONT  
CELI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	17	LINCOLN MKC			84207/84207	TB080

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10MAY22 DD			WAIT 20MAY25		0.00	CASH	19MAY25

R.O. OPENED	READY	OPTIONS: SOLD-STK:HUL34486 DLR:10928 ENG:2.3_Liter_Ecoboost				
07:39 19MAY25	15:34 19MAY25					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A COMPLETED DIGITAL MULTI-POINT INSPECTION AND THIS HAS BEEN SENT TO YOU ELECTRONICALLY BY EMAIL OR TEXT.  
 99P COMPLETED DIGITAL MULTI-POINT INSPECTION AND THIS HAS BEEN SENT TO YOU ELECTRONICALLY BY EMAIL OR TEXT.  
 8452 BRYANT, DANIEL LIC#: M294997  
 CLM10 0.00 0.00

84207 PERFORM MULTI POINT INSPECTION  
 \*\*\*\*\*  
 B Diagnosis of customer's one concern: CUSTOMER STATES THAT HER CHECK ENGINE LIGHT IS BACK ON.  
 F100 QUOTED LONG BLOCK REPLACEMENT AT \$9,065.32)  
 8452 BRYANT, DANIEL LIC#: M294997  
 IPOL (N/C)

84207 VERIFIED CUSTOMER CONCERN. FOUND COOLANT INTRUSION ON CYLINDER 3. RECOMMEND REPLACING LONG BLOCK ASSEMBLY. CUSTOMER DECLINED REPAIR AT THIS TIME.  
 \*\*\*\*\*

\*\*\*\*\*  
 ESTIMATE: 174.00 19MAY25 07:39 SA: 7209  
 CONTACT:  
 \*\*\*\*\*

# CUSTOMER

PLEASE SEE THE REVERSE SIDE OF THIS REPAIR INVOICE FOR THE WARRANTY STATEMENT AND DISCLAIMER AND OTHER IMPORTANT INFORMATION.				*SHOP SUPPLY COST: We have added a charge equal to 15% of the total cost of labor, not to exceed \$75.00 to the Repair Order for shop supplies used in connection with this repair.		DESCRIPTION	TOTALS
Original Estimate (Parts & Labor)	Authorized Additional Costs	New Total Amount Agreed Upon	Authorized By (Name & Manner)	Date & Time		LABOR AMOUNT	0.00
\$	\$	\$				PARTS AMOUNT	0.00
Revised Estimate						GAS, OIL, LUBE	0.00
\$						SUBLET AMOUNT	0.00
ALL PARTS ARE NEW ORIGINAL EQUIPMENT MANUFACTURER UNLESS OTHERWISE INDICATED.				*HAZARDOUS WASTE DISPOSAL COST: We have added a charge equal to \$ to the Repair Order for the disposal of hazardous waste materials.		MISC. CHARGES *	0.00
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.				- CERTIFICATION - ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A. 300)		TOTAL CHARGES	0.00
DATE	CUSTOMER SIGNATURE			Company Authorized Representative (Full Signature Required)		LESS DISCOUNTS	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00

05/19/25 05:54PM

HAROLD ZEIGLER L/M

History Report for Vehicle: [REDACTED]

Customer#: [REDACTED]  
Customer Name: [REDACTED]

RO Number: [REDACTED]

Open Date: 04/07/25 Mileage: 82769 Service Logon: HZ-S  
Close Date: 04/07/25 SA Number: 7209 Cashier: mikeym

Line Code: A Comeback: N Booker ID: 7209  
Complaint: F100 F100 - Paint chipping on driver side A pillar. Z-guard

Labor Type: CLM10 Technician Number: 3311  
Op Code: 100 Comeback RO Number:

Description: PICTURES TAKEN AND SUBMITTED TO CUSTOMER'S PAINT PROTECTION WARRANTY, WARRANTY DENIED CLAIM, PEELING IS NOT COVERED

Labor\$: 0.00  
Parts\$: 0.00  
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 7209  
Complaint: 99P COMPLETED DIGITAL MULTI-POINT INSPECTION AND THIS HAS BEEN SENT TO YOU ELECTRONICALLY BY EMAIL OR TEXT.

Labor Type: CLM10 Technician Number: 3311  
Op Code: 99P Comeback RO Number:

Description: COMPLETED DIGITAL MULTI-POINT INSPECTION AND THIS HAS BEEN SENT TO YOU ELECTRONICALLY BY EMAIL OR TEXT.

Labor\$: 0.00  
Parts\$: 0.00  
Miscellaneous\$: 0.00

Labor Type: CLM10 Technician Number: 3311  
Op Code: RTIRE Comeback RO Number:  
Description: TIRE TREAD DEPTH 3/32 OR LESS REQUIRES IMMEDIATE ATTENTION

Labor\$: 0.00  
Parts\$: 0.00  
Miscellaneous\$: 0.00

Labor Type: CLM10 Technician Number: 3311  
Op Code: YBK Comeback RO Number:  
Description: BRAKE PAD THICKNESS BETWEEN 3MM AND 5MM SEE SERVICE CONSULTANT FOR DETAILS

Labor\$: 0.00  
Parts\$: 0.00  
Miscellaneous\$: 0.00

Line Code: C Comeback: N Booker ID: 7209  
Complaint: CEL Check Engine Light Diagnosis Service

Labor Type: CEMP Technician Number: 3311  
Op Code: 100 Comeback RO Number:

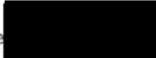
Description: REPLACED ALL 4 SPARK PLUGS AND #3 COIL ASSEMBLY

Labor\$: 190.00  
Parts\$: 112.41  
Miscellaneous\$: 0.00

Story for Line B, Version Number 1

82768 PERFORM MULTI POINT INSPECTION FRONT TIRE TREAD /32 REAR TIRE TREAD /32 FRONT BRAKES MM REAR BRAKES MM

History Report for Vehicle



Customer Name



Story for Line B, Version Number 2

82768 PERFORM MULTI POINT INSPECTION FRONT TIRE TREAD 4/32 REAR TIRE TREAD 3/32 FRONT BRAKES 6MM REAR BRAKES 4MM VEHICLE REAR TIRES ARE AT 30%, VEHICLE FRONT TIRES AT 40% VEHICLE REAR BRAKES ARE AT 40% VEHICLE IS DUE FOR A CABIN AIR FILTER REPLACEMENT

Story for Line C, Version Number 1

82768 CODE CA DID NOT VERIFY CUSTOMERS CONCERN OF CEL ON. FOUND HISTORY CODES FOR MISFIRES. REPLACED ALL FOUR SPARK PLUGS AND CYL 3 COIL. CLEARED CODES AND VERIFY NO MISFIRES.

Estimate Information

Labor:  
Parts:  
Miscellaneous: 174.00  
Lube:  
Sublet:  
Tax:  
Total: 174.00  
Date/Time: 04/07/25 07:06:42  
Changed By: 7209 GUIDEBECK, MICHAEL  
Contacted:

Labor: 174.99  
Parts:  
Miscellaneous:  
Lube:  
Sublet:  
Tax:  
Total: 174.99  
Date/Time: 04/07/25 07:06:42  
Changed By: 7209 GUIDEBECK, MICHAEL  
Contacted:

History Report for Vehicle: [REDACTED]

Customer# [REDACTED]  
Customer Name [REDACTED]

RO Number: [REDACTED]

Open Date: 12/20/24 Mileage: 78829 Service Logon: HZ-S  
Close Date: 12/20/24 SA Number: 7209 Cashier: lpotter

Line Code: A Comeback: N Booker ID: 7209

Complaint: DIAG DIAGNOSIS OF CUSTOMER'S ONE CONCERN: CUSTOMER STATES THAT HER ABS, TRACTION CONTROL, AND HILL START ASSIST LIGHTS ARE ON AGAIN. CUSTOMER WAS HERE A COUPLE OF MONTHS AGO FOR THE SAME ISSUE AND HAD A CONNECTOR REPAIRED. A MONTH BEFORE THAT SHE HAD A PARKING BRAKE SWITCH REPLACED FOR THE SAME ISSUE. CUSTOMER HAS DRIVEN 2,500 MILES SINCE ORIGINAL REPAIR. DEALER SHIP MY BE USING CLP FUNDS TO ASSIST.

Cause: .

Labor Type: WLM94 Technician Number: 3311  
Op Code: 2219D45WR Comeback RO Number:  
Description: ABS - DIAGNOSTIC PIN POINT TEST/GUIDED ROUTINES - L WIRE REPAIR  
Labor\$: 169.99  
Parts\$: 74.39  
Miscellaneous\$: 0.00

Labor Type: WLM94 Technician Number: 3311  
Op Code: 10732A Comeback RO Number:  
Description: TRAY - BATTERY - REPLACE (10723/10732) - L  
Labor\$: 97.11  
Parts\$: 0.00  
Miscellaneous\$: 0.00

Labor Type: WLM94 Technician Number: 3311  
Op Code: 2219D Comeback RO Number:  
Description: ANTI-LOCK BRAKE SYSTEM - DIAGNOSIS - L  
Labor\$: 38.84  
Parts\$: 0.00  
Miscellaneous\$: 0.00

Labor Type: WLM94 Technician Number: 3311  
Op Code: 2219D45 Comeback RO Number:  
Description: ABS - DIAGNOSTIC PIN POINT TEST/GUIDED ROUTINES - L  
Labor\$: 155.37  
Parts\$: 0.00  
Miscellaneous\$: 0.00

Labor Type: WLM94 Technician Number: 3311  
Op Code: M1 Comeback RO Number:  
Description: MT14S411 ADDITIONAL TIME FOR WIRE REPAIR  
Labor\$: 194.21  
Parts\$: 0.00  
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 7209  
Complaint: LPS LINCOLN PRIORITY SERVICE INCLUDES MOTORCRAFT SYNTHETIC BLEND OIL AND FILTER CHANGE ROTATE TIRES CHECK AND SET AIR PRESSURE AND MULTI POINT INSPECTION

Labor Type: CLM10 Technician Number: 3311  
Op Code: LPS Comeback RO Number:

History Report for Vehicle: [REDACTED]

Customer# [REDACTED]

Customer Name [REDACTED]

Description: LINCOLN PRIORITY SERVICE INCLUDES MOTORCRAFT SYNTHETIC BLEND OIL AND FILTER CHANGE ROTATE TIRES CHECK AND SET AIR PRESSURE AND MULTI POINT INSPECTION

Labor\$: 59.99  
Parts\$: 44.42  
Miscellaneous\$: 0.00

Story for Line A, Version Number 1

78829 VERIFY CUSTOMERS CONCERN EEC QUICK TEST FOUND C0031 IN ABS MODULE. GUIDED DIAG AND PPT AB FOUND DAMAGE TO HARNESS FOR LEFT FRONT WHEEL SPEED SENSOR FOUND POOR REPAIR ATTEMPTS AND A KNIFE USED TO REMOVED HARNESS PROTECTOR. IN REPAIR LOCATION A5/BU. FOUND DAMAGE TO CKT VCA03 AND RCA19 BETWEEN CONNECTORS C150 AND C135. REMOVED WHEEL LINER AND REMOVED BATTERY AND BATTERY TRAY TO ACCESS ABS MODULE CONNECTOR. REMOVED DAMAGED CKTS FROM ABS CONNECTOR AND BUILT NEW HARNESS FOR LEFT FRONT WHEEL SPEED SENSOR. INSTALLED NEW CONNECTOR ONTO WHEEL SPEED SENSOR AS DAMAGE WAS ALSO PRESENT TO CONNECTOR. INSTALLED BATTERY TRAY, BATTERY AND WHEEL LINER. CLEARED CODES AND VERIFY OPERATION OF ABS SYSTEM.

Story for Line B, Version Number 1

78829 CHANGE ENGINE OIL , ENGINE OIL FILTER, CHECK AND TOP OFF FLUIDS, VISUALLY INSPECT VEHICLE UNDERCARRIAGE AND SUSPENSION ROTATE TIRES SET TIRE PRESSURE SEE BELOW FOR TIRE TREAD AND BRAKE PAD MEASUREMENTS

Estimate Information

Labor:  
Parts:  
Miscellaneous: 169.00  
Lube:  
Sublet:  
Tax:  
Total: 169.00  
Date/Time: 12/20/24 07:59:07  
Changed By: 7209 GUIDEBECK, MICHAEL  
Contacted:

Labor: 169.99  
Parts:  
Miscellaneous:  
Lube:  
Sublet:  
Tax:  
Total: 169.99  
Date/Time: 12/20/24 07:59:07  
Changed By: 7209 GUIDEBECK, MICHAEL  
Contacted:

05/19/25 05:54PM

HAROLD ZEIGLER L/M

History Report for Vehicle: [REDACTED]

Customer# [REDACTED]

Customer Name [REDACTED]

RO Number: [REDACTED]

Open Date: 10/02/24  
Close Date: 10/02/24

Mileage: 76263  
SA Number: 7690

Service Logon: HZ-S  
Cashier: gfrei

Line Code: A

Comeback: N

Booker ID: 7690

Complaint: F100 CUSTOMER REPORTS WARNINGS ARE COMING BACK ON. CHECK AND ADVISE. CHECK ENGINE LIGHT, TRACTION CONTROL, ABS ETC AND HILL ASSIST NOT AVAILABLE MESSAGE COMING ON. JUST HAD SERVICED FRIDAY FOR THIS CONCERN. CHECK AND ADVISE. LIGHTS CAME ON WHEN TURNING LEFT OUT OF DRIVEWAY AND STEERING SEEMED STIFF.

Labor Type: CLM10  
Op Code: F100

Technician Number: 3311  
Comeback RO Number:

Description: CUSTOMER REPORTS WARNINGS ARE COMING BACK ON. CHECK AND ADVISE. CHECK ENGINE LIGHT, TRACTION CONTROL, ABS ETC AND HILL ASSIST NOT AVAILABLE MESSAGE COMING ON. JUST HAD SERVICED FRIDAY FOR THIS CONCERN. CHECK AND ADVISE. LIGHTS CAME ON WHEN TURNING LEFT OUT OF DRIVEWAY AND STEERING SEEMED STIFF.

Labor\$: 0.00

Parts\$: 0.00

Miscellaneous\$: 0.00

Story for Line A, Version Number 1

76263 CODE BA VERIFY CUSTOMERS CONCERN FOUND DTC C0031 NOW STORED IN ABS MODULE. FOUND OPEN CKT TO LEFT FRONT WHEEL SPEED SENSOR. REPAIRED OPEN. CLEARED CODES. TEST DROVE AND VERIFY LIGHT DID NOT RETURN.

Estimate Information

Total: 0.00

Date/Time: 10/02/24 07:41:01

Changed By: 7690 Notbohm,Alyssa

Contacted:

History Report for Vehicle

Customer#:
Customer Name:

RO Number:

Open Date: 09/23/24 Mileage: 76137 Service Logon: HZ-S
Close Date: 09/27/24 SA Number: 7690 Cashier: lpotter

Line Code: A Comeback: N Booker ID: 7690
Complaint: 100 CUSTOMER REPORTS SERVICE ADVANCE TRACK and hill assist AND SEVERAL OTHER WARNING MESSAGES ARE ON, CHECK AND ADVISE,

Labor Type: CLM10 Technician Number: 3311
Op Code: 100 Comeback RO Number:
Description: CUSTOMER REPORTS SERVICE ADVANCE TRACK and hill assist AND SEVERAL OTHER WARNING MESSAGES ARE ON, CHECK AND ADVISE,
Labor\$: 349.90
Parts\$: 100.00
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 7690
Complaint: Battery Diagnosis Service Went to get vehicle and battery was dead Jumped and charge tested and found battery cause of concern

Labor Type: CLM10 Technician Number: 3311
Op Code: RB Comeback RO Number:
Description: Battery Diagnosis Service Went to get vehicle and battery was dead Jumped and charge tested and found battery cause of concern
Labor\$: 49.99
Parts\$: 279.92
Miscellaneous\$: 0.00

Story for Line A, Version Number 1
76137 CODE CA COULD NOT VERIFY CUSTOMERS CONCERN, FOUND ONLY CODES FOR PARKING BRAKE SWITCH. REMOVED AND REPLACED SWITCH AND CLEARED CODES. FOUND BATTERY NEED REPLACEMENT.

Story for Line A, Version Number 2
76137 CODE CA COULD NOT VERIFY CUSTOMERS CONCERN, FOUND ONLY CODES FOR PARKING BRAKE SWITCH. C2002, REMOVED AND REPLACED SWITCH AND CLEARED CODES. FOUND BATTERY NEED REPLACEMENT.

Story for Line B, Version Number 1
76137 CODE F REPLACED BATTERY.

Estimate Information
Labor: 109.99
Parts: 279.92
Miscellaneous:
Lube:
Sublet:
Tax: 16.80
Total: 406.71
Date/Time: 09/26/24 10:06:47
Changed By: 7690 Notbohm,Alyssa
Contacted:

Labor: 60.00

HAROLD ZEIGLER L/M

05/19/25 05:54PM

History Report for Vehicle: [REDACTED]

Customer#: [REDACTED]

Customer Name: [REDACTED]

Parts:

Miscellaneous:

Lube:

Sublet:

Tax:

Total: 60.00

Date/Time: 09/23/24 08:29:35

Changed By: 7690 Notbohm, Alyssa

Contacted:

History Report for Vehicle: [REDACTED]

Customer#: [REDACTED]  
Customer Name: [REDACTED]

RO Number: [REDACTED]

Open Date: 06/13/24      Mileage: 73044      Service Logon: HZ-S  
Close Date: 06/13/24      SA Number: 7690      Cashier: jordynb

Line Code: A      Comeback: N      Booker ID: 7690  
Complaint: 1P CHANGE ENGINE OIL AND FILTER LUBE CHASSIS IF NECESSARY

Labor Type: CLM10      Technician Number: 2228  
Op Code: 1P      Comeback RO Number:  
Description: CHANGE ENGINE OIL AND FILTER LUBE CHASSIS IF NECESSARY  
Labor\$: 23.88  
Parts\$: 44.42  
Miscellaneous\$: 0.00

Labor Type: CLM10      Technician Number: 2228  
Op Code: DFL2      Comeback RO Number:  
Description: DRIVE FOR LIFE - \$2 DONATION.  
Labor\$: 0.00  
Parts\$: 0.00  
Miscellaneous\$: 0.00

Labor Type: CLM10      Technician Number:  
Op Code: 9997      Comeback RO Number:  
Description: OIL DISPOSAL  
Labor\$: 0.00  
Parts\$: 0.00  
Miscellaneous\$: 1.50

Labor Type: CLM10      Technician Number:  
Op Code: 9997      Comeback RO Number:  
Description: \$2.00 DONATION TO THE DRIVE FOR LIFE FOUNDATION  
Labor\$: 0.00  
Parts\$: 0.00  
Miscellaneous\$: 2.00

Story for Line A, Version Number 1

73044 CHANGE ENGINE OIL AND FILTER CHECK AND FILL FLUIDS FRONT TIRE TREAD DEPTH: 5/32 REAR TIRE TREAD DEPTH: 5/32 FRONT BRAKES: 3MM REAR BRAKES: 3MM \*\*ESTIMATE GIVEN TO SERVICE ADVISOR FOR FRONT AND REAR BRAKE PADS AND ROTORS.\*\*

Story for Line A, Version Number 2

73044 CHANGE ENGINE OIL AND FILTER CHECK AND FILL FLUIDS FRONT TIRE TREAD DEPTH: 5/32 REAR TIRE TREAD DEPTH: 5/32 FRONT BRAKES: 3MM REAR BRAKES: 3MM \*\*ESTIMATE GIVEN TO SERVICE ADVISOR FOR FRONT AND REAR BRAKE PADS AND ROTORS.\*\* FRONT BRAKE PADS AND ROTORS (PARTS, LABOR AND TAXES \$513.00) REAR BRAKE PADS AND ROTORS (PARTS, LABOR AND TAXES \$477.00)

Estimate Information

Labor:  
Parts:  
Miscellaneous: 75.00  
Lube:  
Sublet:  
Tax:  
Total: 75.00

HAROLD ZEIGLER L/M

05/19/25 05:54PM

History Report for Vehicle: [REDACTED]

Customer# [REDACTED]

Customer Name [REDACTED]

Date/Time: 06/13/24 08:05:17

Changed By: 7690 Notbohm,Alyssa

Contacted: [REDACTED]

Labor:

Parts:

Miscellaneous:

Lube:

Sublet:

Tax:

Total: 0.00

Date/Time: 06/13/24 08:05:17

Changed By: 7690 Notbohm,Alyssa

Contacted:

History Report for Vehicle

Customer#: [REDACTED]  
Customer Name: [REDACTED]

RO Number [REDACTED]

Open Date: 12/29/23 Mileage: 67663 Service Logon: HZ-S  
Close Date: 12/29/23 SA Number: 7690 Cashier: lpotter

Line Code: A Comeback: N Booker ID: 7690  
Complaint: 100 CUSTOMER STATES NOISE COMING FROM FRONT PASSENGER SIDE OF THE VEHICLE, CHECK AND ADVISE

Labor Type: CLM10 Technician Number: 8452  
Op Code: 100 Comeback RO Number:  
Description: SEE COMMENTS  
Labor\$: 60.00  
Parts\$: 0.00  
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 7690  
Complaint: 100 23S28 BATTERY MONITOR SENSOR BMS POWER CIRCUIT IN-LINE FUSE INSTALLATION  
Cause: .

Labor Type: WLM94 Technician Number: 8452  
Op Code: 23S28B Comeback RO Number:  
Description: nstall Battery Monitor Sensor (BMS) power circuit in-line  
Labor\$: 113.05  
Parts\$: 26.13  
Miscellaneous\$: 0.00

Story for Line A, Version Number 1  
67663 COULD NOT DUPLICATE CONCERN. TEST DROVE VEHICLE DID NOT HEAR ANY ABNORMAL NOISE. GOT SERVICE WRITER TO GET BETTER DESCRIPTION OF NOISE AND CUSTOMER STATED A WHIRRING NOISE. WENT ON ANOTHER TEST DRIVE AND DID NOT HEAR A WHIRRING NOISE. NO PROBLEM FOUND

Story for Line B, Version Number 1  
67663 COMPLETED 23S28. INSTALLED IN LINE FUSE.

Estimate Information

Labor:  
Parts:  
Miscellaneous: 60.00  
Lube:  
Sublet:  
Tax:  
Total: 60.00  
Date/Time: 12/29/23 09:24:45  
Changed By: 7690 Notbohm,Alyssa  
Contacted:

History Report for Vehicle: [REDACTED]

Customer#: [REDACTED]  
Customer Name: [REDACTED]

RO Number: [REDACTED]

Open Date: 12/27/23 Mileage: 67574 Service Logon: HZ-S  
Close Date: 12/27/23 SA Number: 7690 Cashier: lpotter

Line Code: A Comeback: N Booker ID: 7690  
Complaint: LPS LINCOLN PRIORITY SERVICE INCLUDES MOTORCRAFT SYNTHETIC BLEND OIL AND FILTER CHANGE ROTATE TIRES,CHECK AND SET AIR PRESSURE AND MULTI POINT INSPECTION

Labor Type: CLM10 Technician Number: 3311  
Op Code: LPS Comeback RO Number:  
Description: LINCOLN PRIORITY SERVICE INCLUDES MOTORCRAFT SYNTHETIC BLEND OIL AND FILTER CHANGE ROTATE TIRES,CHECK AND SET AIR PRESSURE AND MULTI POINT INSPECTION  
Labor\$: 30.00  
Parts\$: 231.30  
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 7690  
Complaint: 100 CUSTOMER STATES HEATED PASSENGER SEAT IS INOP

Labor Type: CLM10 Technician Number: 3311  
Op Code: 100 Comeback RO Number:  
Description: SEE COMMENTS  
Labor\$: 60.00  
Parts\$: 0.00  
Miscellaneous\$: 0.00

Story for Line A, Version Number 1  
67574 CHANGE ENGINE OIL , ENGINE OIL FILTER, CHECK AND TOP OFF FLUIDS, VISUALLY INSPECT VEHICLE UNDERCARRIAGE AND SUSPENSION ROTATE TIRES SET TIRE PRESSURE SEE BELOW FOR TIRE TREAD AND BRAKE PAD MEASUREMENTS TIRES 6/32 BRAKES 6MM FRONT 4MM REAR, RECOMMEND BRAKE INSP NEXT SERVICE.

Story for Line B, Version Number 1  
67574 CODE BA VERIFY CUSTOMERS CONCERN, FOUND BOTH TEDS OPEN RECOMMEND HEATED SEAT TEDS.

Story for Line B, Version Number 2  
67574 CODE BA VERIFY CUSTOMERS CONCERN, FOUND BOTH TEDS OPEN RECOMMEND HEATED SEAT TEDS. ESTIMATE GIVEN TO SERVICE ADVISOR. ESTIMATE - PARTS, LABOR AND TAXES \$760.00

Estimate Information

Labor:  
Parts:  
Miscellaneous: 130.00  
Lube:  
Sublet:  
Tax:  
Total: 130.00

Date/Time: 12/27/23 09:58:38  
Changed By: 7690 Notbohm,Alyssa  
Contacted: [REDACTED]

Labor:  
Parts:

05/19/25 05:54PM

HAROLD ZEIGLER L/M

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History Report for Vehicle: [REDACTED]

Customer [REDACTED]  
Customer Name [REDACTED]

Miscellaneous: 70.00  
Lube:  
Sublet:  
Tax:  
Total: 70.00  
Date/Time: 12/27/23 09:58:38  
Changed By: 7690 Notbohm, Alyssa  
Contacted:

05/19/25 05:54PM

HAROLD ZEIGLER L/M

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History Report for Vehicle [REDACTED]

Customer# [REDACTED]  
Customer Name [REDACTED]

RO Number: [REDACTED]

Open Date: 09/18/23      Mileage: 64960      Service Logon: HZ-S  
Close Date: 09/19/23      SA Number: 7690      Cashier: alys

Line Code: A      Comeback: N      Booker ID: 7690  
Complaint: 100 23S28 BATTERY MONITOR SENSOR BMS POWER CIRCUIT IN-LINE FUSE INSTALLATION

Labor Type: CLM10      Technician Number: 3311  
Op Code: NWD      Comeback RO Number:

Description: NO WORK DONE  
Labor\$: 0.00  
Parts\$: 0.00  
Miscellaneous\$: 0.00

Story for Line A, Version Number 1  
64960 NO WORK PERFORMED WAITING ON THE SECOND PART FOR THE RECALL TO BE PERFORMED

History Report for Vehicle: [REDACTED]

Customer#: [REDACTED]  
Customer Name: [REDACTED]

RO Number: [REDACTED]

Open Date: 06/21/23 Mileage: 62287 Service Logon: HZ-S  
Close Date: 06/21/23 SA Number: 5882 Cashier: clutec

Line Code: A Comeback: N Booker ID: 5882  
Complaint: LPS LINCOLN PRIORITY SERVICE INCLUDES MOTORCRAFT SYNTHETIC BLEND OIL AND FILTER CHANGE ROTATE TIRES,CHECK  
AND SET AIR PRESSURE AND MULTI POINT INSPECTION

Labor Type: CLM10 Technician Number: 3311  
Op Code: LPS Comeback RO Number:  
Description: LINCOLN PRIORITY SERVICE INCLUDES MOTORCRAFT SYNTHETIC BLEND OIL AND FILTER CHANGE ROTATE TIRES,CHECK AND SET  
AIR PRESSURE AND MULTI POINT INSPECTION

Labor\$: 30.00  
Parts\$: 36.10  
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 5882  
Complaint: 99P PERFORM MULTI-POINT INSPECTION

Labor Type: CLM10 Technician Number: 3311  
Op Code: 99P Comeback RO Number:  
Description: PERFORM MULTI-POINT INSPECTION

Labor\$: 0.00  
Parts\$: 0.00  
Miscellaneous\$: 0.00

Story for Line A, Version Number 1  
62287 CHANGE ENGINE OIL , ENGINE OIL FILTER, CHECK AND TOP OFF FLUIDS, VISUALLY INSPECT VEHICLE UNDERCARRIAGE AND  
SUSPENSION ROTATE TIRES SET TIRE PRESSURE SEE BELOW FOR TIRE TREAD AND BRAKE PAD MEASUREMENTS

Story for Line B, Version Number 1  
62287 PERFORM MULTI POINT INSPECTION FRONT TIRE TREAD 7/32 REAR TIRE TREAD 6/32 FRONT BRAKES 6MM REAR BRAKES 6MM WILL NEED  
LUG NUTS AT NEXT OIL CHANGE.

Estimate Information

Labor:  
Parts:  
Miscellaneous: 70.00  
Lube:  
Sublet:  
Tax:  
Total: 70.00

Date/Time: 06/21/23 06:55:21  
Changed By: 5882 MAYER,BRITTANY  
Contacted:

From



Kalamazoo, MI



To:

Office of Defects Invest (ODI)  
National Hwy Traffic Safety Admin (NHTSA)  
1200 New Jersey Ave SE  
WASHINGTON, DC 20590