



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



November 13, 2025

[REDACTED]
Kalamazoo, MI [REDACTED]

NEF-109 rrr
Ref. No. 11675804

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2017 Lincoln MKC vehicle. The National Highway Traffic Safety Administration's (NHTSA) mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. We reviewed our database to identify whether a safety defect trend exists with coolant intrusion causing engine failures in MY 2017 Lincoln MKC vehicles. At this time, NHTSA has not identified sufficient evidence to open a safety defect investigation or to initiate a recall. However, we entered your information into the agency's database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf.

We are aware of three Ford technical service bulletins (TSB), No.19-2346, No. 19-2208, and No. 22-2220, that address an issue with coolant intrusion into cylinder bores in certain MY 2016 through MY 2019 Lincoln MKC vehicles equipped with 2.0L EcoBoost engines. This problem may cause catastrophic engine failures in these vehicles. However, the issuance of a TSB by a manufacturer does not necessarily mean that a vehicle contains a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Manufacturers may issue these types of actions at their discretion to address a known problem unrelated to motor vehicle safety and to restore customer satisfaction. While NHTSA continuously monitors manufacturer TSB's to identify potential vehicle safety issues for which a recall is necessary, the agency does not otherwise regulate TSB's. Thus, the manufacturer remains responsible for all aspects of TSB's including the nature and scope of the repair and the vehicle make, model and years at issue.

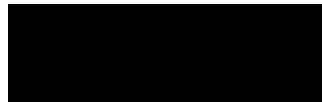
We encourage you to continue to work with Ford and a local dealer to explore the potential for an amicable resolution to your problem. You may ask your dealership for a meeting with a Ford representative regarding your problem. You indicated that you contacted the Michigan Attorney General and the Better Business Bureau Autoline. You may also consider contacting the Federal Trade Commission (FTC). The FTC regulates and investigates warranty and dealership

problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are two ways to contact the FTC: by toll free telephone at 877-FTC-HELP; and by using the internet complaint form at ftc.gov/complaint.

While researching your problem we identified an open recall on your vehicle. NHTSA Safety Recall Campaign No. 25V572 addresses a problem with the rearview camera, which may display a distorted, inverted, or blank image when the vehicle is in reverse (enclosed). This recall affects certain MY 2015 through MY 2019 Lincoln MKC vehicles. The remedy for Recall 25V572 is currently not available. We encourage you to contact Ford and your dealer for the latest update on the recall.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,



Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement

Enclosure

Looking for more information on this vehicle?

NHTSA offers more safety information based on a vehicle's year, make and model. Check safety ratings, recommended technologies and other safety issues.

[Learn More →](#)

2017

LINCOLN MKC



VIN: [REDACTED]

Recall data refreshed on Nov 10,2025

1 Unrepaired Recalls

associated with this VIN

Sep 08,2025

Manufacturer Recall Number 25S89

NHTSA Recall Number 25V572

Recall Status Recall Incomplete, remedy not yet available

Summary

ON YOUR VEHICLE, THE REAR-VIEW CAMERA COULD DISPLAY A BLANK OR DISTORTED IMAGE ON THE CENTER DISPLAY SCREEN WHEN THE VEHICLE IS IN REVERSE. YOU MAY ALSO RECEIVE A MESSAGE THAT THE REAR-VIEW CAMERA IS UNAVAILABLE ON THE CENTER DISPLAY SCREEN.

Safety Risk

A REAR-VIEW CAMERA THAT DISPLAYS A BLANK OR DISTORTED IMAGE WHILE IN REVERSE CAN REDUCE OR DISTORT THE DRIVERS VIEW OF WHAT IS BEHIND THE VEHICLE, INCREASING THE RISK OF A CRASH.

Remedy

PARTS ARE NOT AVAILABLE. FORD MOTOR COMPANY IS WORKING TO PROVIDE PARTS FOR THIS REPAIR. WHEN THE REMEDY BECOMES AVAILABLE, FORD MOTOR COMPANY WILL

NOTIFY YOU VIA MAIL TO SCHEDULE A SERVICE APPOINTMENT WITH YOUR DEALER FOR REPAIRS TO BE COMPLETED FREE OF CHARGE.

Manufacturer's Notes

IF YOU HAVE ANY QUESTIONS REGARDING THIS RECALL, OR BELIEVE ANY OF THIS INFORMATION IS INACCURATE, PLEASE CONTACT FORD DIRECTLY AT 800-392-3673 OR LINCOLN AT 800-521-4140.

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner,
please contact the NHTSA Vehicle Safety Hotline at: **1-888-327-4236** or TTY: **1-888-275-9171** or file an online complaint with NHTSA.

Where's my VIN?

Every vehicle has a unique **vehicle identification number**, often referred to as a VIN. Look on the lower left of your car's windshield for your 17-character VIN. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.

What information will display in the search results?

- When searching by license plate or VIN, you'll learn if a specific vehicle needs to be repaired as part of a recall.
- When searching by a vehicle's year, make and model, or for car seats, tires or equipment, you'll get general results for recalls, investigations, complaints and manufacturer communications.

What will the license plate and VIN search show?

- An unrepaired recall for a vehicle from **certain manufacturers**.
- If the vehicle has no unrepaired recalls, you will see the message: "0 unrepaired recalls associated with this VIN."