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

Appendix H – VOQ Vehicle History Details

One VOQ describes a customer's vehicle that lost motive power due to the electric throttle body.

One VOQ describes a customer's vehicle that did not lose motive power but will not start. The vehicle exhibited a check engine light. Warranty covered the replacement of the vehicle's water pump and coolant stand-pipe. A subsequent repair record indicates vehicle's coolant bottle was replaced which was paid for by the customer.

Six VOQs describe vehicles that stall but the cause of the stall is unknown or ambiguous. Warranty history on these vehicles indicates that:

- One vehicle exhibited a coolant leak and the coolant stand-pipe was replaced
- One vehicle exhibited a check engine light and the coolant stand-pipe was replaced
- One vehicle exhibited a check engine light and a connector was not seated properly
- One vehicle needed a water pump and thermostat replacement which was paid for by the customer
- Two vehicles have no warranty history related to coolant leaks or loss of motive power

One VOQ describes a vehicle that exhibited an overheat message and a coolant leak. The water pump was replaced in a warranty repair three years prior to the VOQ submission. There have been no warranty repairs since.

One VOQ describes a vehicle that received an overheat message at a red light. The customer paid for a water pump replacement one week after submitting the VOQ.

Four VOQs describe vehicles going into an FMEM mode.

- One vehicle needed a coolant stand-pipe replacement which was paid for by warranty two months after the VOQ was submitted
- One vehicle needed a thermostat replacement which was paid for by the customer
- One vehicle has no warranty history related to coolant leaks or engine overheat
- One VOQ describes a vehicle that exhibited an overheat message and a faulty coolant stand-pipe. The customer paid for the coolant stand-pipe replacement. Before this repair, warranty records indicate that the vehicle had a thermostat replacement, a previous coolant stand-pipe replacement and two coolant bottle replacements.

Twenty-six VOQs describe a loss of motive power and mention a coolant failure or engine overheat.

- Two VOQs describe problems two months apart on the same vehicle. Both VOQs describe high temperature warnings. A warranty repair was submitted ten days after the second VOQ and indicates a coolant leak and a hose replacement.
- One VOQ describes a vehicle where the coolant light kept coming on. A warranty repair with the same date as the VOQ indicates an electrical issue. The customer paid for several other repairs in the three years prior to the VOQ submission including replacing a thermostat, a water pump, and two coolant bottles.
- One VOQ describes several instances where the overheat message kept coming on. Two weeks after the VOQ was submitted the customer paid for a hose replacement. Two previous warranty repairs indicate a water pump and coolant bottle replacement.
- One VOQ describes a vehicle that received overheat messages on several occasions and the coolant system was leaking. The vehicle has three warranty reports. One

warranty repair was done after the VOQ was submitted in which the coolant bottle was replaced. Two previous warranty repairs indicate a water pump and a coolant stand-pipe replacement.

- One VOQ describes an overheat condition. Over a year prior to the VOQ submission there was a warranty repair on the vehicle that indicates the vehicle had a coolant leak and the water pump was replaced. A separate repair indicates that the customer paid for a coolant bottle replacement.
- One VOQ describes a vehicle that got an engine overheat message. Eight months prior to the VOQ submission a warranty repair replaced the thermostat on the vehicle.
- One VOQ describes a vehicle that is leaking coolant. Two years prior to the VOQ submission a warranty report indicates the vehicle had a coolant leak and the coolant bottle was replaced.
- One VOQ describes a vehicle with a coolant leak and a check engine light. Three weeks after the VOQ submission the customer paid for a hose replacement but the vehicle does not have prior warranty or repair history.
- One VOQ describes a vehicle with an engine overheat message. The customer recently paid for two separate repairs. One repair replaced the water pump and thermostat and another repair replaced the coolant stand-pipe. The customer also paid for a coolant bottle replacement three years prior to these repairs.
- One VOQ describes a vehicle that has a coolant leak. However, the warranty report on this vehicle indicates an oil leak, not a coolant leak.
- One VOQ describes a vehicle that overheated. The owner was advised that engine wires needed to be replaced. This vehicle has no related warranty or repair history.
- One VOQ describes a vehicle with a low coolant warning and the vehicle was unable to restart. The cylinder head was already cracked. The vehicle has no related warranty or repair history.
- One VOQ describes a vehicle with a vehicle overheat message and an oil leak but has no related warranty or repair history.
- One VOQ describes a vehicle with a coolant leak and a burnt sensor from overheating but has no related warranty or repair history.
- One VOQ describes a vehicle that had multiple instances of shutting down, losing electrical power and engine overheat. This vehicle has no related warranty or repair history.
- Ten VOQs describe vehicles that exhibited one or more of the following symptoms but have no related warranty or repair history: a low coolant warning, an engine overheat warning, a check engine light, a coolant leak, a coolant issue and/or engine overheat.