SAC
**Springfield Auto Care** EXAMPLE SHOP
service@springfield-auto-care.example



# 2013 Ford Explorer at 112,000 mi

1FM5K7D80DG123456

| MODEL / CHASSIS | ENGINE | MILEAGE | DRIVETRAIN |
|---|---|---|---|
| Explorer · Explorer XLT 3.5 V6 FWD | Ford 3.5L and 3.7L Duratec / Cyclone V6 (non-turbo) | 112,000 mi | FWD |
| **BUILD MONTH** | **REPORT DATE** | **MODE** | **PREPARED FOR** |
| Not entered (door jamb) | October 28, 2026 | Shop | Sample Owner |

VIN check: check digit valid; model-year code 'D' = 2013, matches the year entered. The VIN doesn't record the build month. Sample report: synthetic VIN.

1 · SUMMARY

## What this car needs, in order

Each item compares this car's mileage with when owners and shops report the part failing. It is not an inspection: our technician decides what the car actually needs.

**1**
inspection recommended now

**0**
to plan in the next 30,000 miles · plus 2 factory maintenance items

**0**
to watch or check at each service

**Safety recalls NHTSA lists for this model year (8 of 11)**

- **21V-746** · Suspension · rear toe link (salt states, repeat repair): A rear toe link fracture can result in a loss of steering control, increasing the risk of a crash.
- **21V-537** · Suspension · rear toe link (salt states): A rear toe-link fracture can result in a loss of steering control, increasing the risk of a crash.
- **20V-675** · Suspension · rear toe link (salt states, repeat repair): A rear toe link fracture can result in a loss of steering control, increasing the risk of a crash.
- **19V-435** · Suspension · rear toe link: A rear toe link can crack, changing how the vehicle handles without warning and raising the risk of a crash.
- **15V-812** · Fuel system · fuel delivery module crack: A fuel leak in the presence of an ignition source may result in a fire.
- **14V-286** · Steering · electric power steering connection: If the vehicle experiences a loss of power steering assist it will require extra steering effort at lower speeds, increasing the risk of a vehicle crash.
- **13V-227** · Fuel system · fuel delivery module crack: A fuel leak in the presence of an ignition source may result in a fire.
- **13V-109** · Fuel system · fuel tank seam: A fuel leak in the presence of an ignition source may result in a fire.

A model-year list, not a VIN check. The full report lists the others. Repairs are free at a Ford dealer if open. Check this VIN at nhtsa.gov/recalls.

**Step 0 · Free:** run the VIN at nhtsa.gov/recalls and ask a Ford dealer for a campaign printout. Read the build month (MM/YY) on the driver's door-jamb label.

## Recommended now at the next service — $140

### Inspection: check now, while it's cheaper to fix — $140

inspection EXAMPLE

**Internal water pump (coolant into the oil)**: Past the range (60,000–100,000 mi, the middle half of 245 owner reports) · if it fails: $2,000–$4,100

Known weak point for this engine, not a finding on your car. The inspection shows whether yours has early signs.

## Next 12 months up to about 124,000 mi

Nothing scheduled here.

## Within the next 30,000 miles up to 142,000 mi

Nothing else enters its reported range in this window.

## Watch inspect at each service, fix on condition, or optional

Nothing scheduled here.

Recommended now

**$140**

Springfield Auto Care prices (example)

Planned through 142,000 mi

**From $568**

Now + next 12 months + next 30,000 miles, with the factory maintenance on this report if the records don’t show it done. Excludes “watch” and optional items.

Prices are Springfield Auto Care's estimates for typical parts and labor. They don't include tax, shop supplies or disposal fees, and may change after inspection or if part prices change. Not a written repair estimate: Springfield Auto Care confirms the price and gets your OK before any work.

Bundled jobs are priced together because the labor overlaps. Routine service (oil, brakes, tires) isn't included; factory fluid and spark plug intervals are listed below.

FACTORY MAINTENANCE

# Scheduled maintenance from 112,000 mi to 142,000 mi

The maker's normal schedule for this car. Service history isn't known here, so an item is shown at its next interval mark; skip it if the records show it was done.

| ITEM | INTERVAL | THIS CAR | OUR PRICE |
|---|---|---|---|
| **Spark plugs**<br>Replace spark plugs every 100,000 mi (Ford 2011-2019 owner-manual 'Other Maintenance Items' table.) | every 100,000 mi | **Was due at 100,000 mi (check records)** [M5][M6][M7][M8][M9][M10][M11][M12] | **$249** |
| **Engine coolant**<br>First change at 6 years or 100,000 mi, then every 3 years or 50,000 mi. | first at 100,000 mi, then every 50,000 mi or 3 years | **Was due at 100,000 mi and by age (check records)** [M5][M6][M7][M8][M9][M10][M11][M12] | **From $179** |
| **Automatic transmission fluid**<br>Change automatic transmission fluid (and filter where fitted) every 150,000 mi. | every 150,000 mi | Next at 150,000 mi [M5][M6][M7][M8][M9][M10][M11] | — |

M1. 2007 Ford/Lincoln/Mercury Scheduled Maintenance Guide OFFICIAL
https://www.fordservicecontent.com/Ford_Content/catalog/owner_guides/07frdmg1e.pdf

M2. 2008 Ford/Lincoln/Mercury Scheduled Maintenance Guide OFFICIAL
https://www.fordservicecontent.com/Ford_Content/catalog/owner_guides/08frdmg3e.pdf

M3. 2009 Ford/Lincoln/Mercury Scheduled Maintenance Guide OFFICIAL
https://www.fordservicecontent.com/Ford_Content/catalog/owner_guides/09frdmg2e.pdf

M4. 2010 Ford/Lincoln/Mercury Scheduled Maintenance Guide OFFICIAL
https://www.fordservicecontent.com/Ford_Content/catalog/owner_guides/10frdmg2e.pdf

M5. 2011 Ford Explorer Owner's Guide (Scheduled Maintenance) OFFICIAL
https://www.fordservicecontent.com/Ford_Content/catalog/owner_guides/11expog4e.pdf

M6. 2016 Ford Explorer Owner's Manual (Scheduled Maintenance) OFFICIAL
https://www.fordservicecontent.com/Ford_Content/Catalog/owner_information/2016-Explorer-Owners-Manual-version-3_OM_EN-US_02_2016.pdf

M7. 2018 Ford Explorer Owner's Manual (Scheduled Maintenance) OFFICIAL
https://www.fordservicecontent.com/Ford_Content/Catalog/owner_information/2018-Ford-Explorer-Owners-Manual-version-3_om_EN-US-EN-CA_04_2018.pdf

M8. 2011 Ford Edge Owner's Guide (Scheduled Maintenance) OFFICIAL
https://www.fordservicecontent.com/Ford_Content/catalog/owner_guides/11edgog3e.pdf

M9. 2019 Ford Edge Owner's Manual (Scheduled Maintenance) OFFICIAL
https://www.fordservicecontent.com/Ford_Content/Catalog/owner_information/2019-Ford-Edge-Owners-Manual-version-1_om_EN-US_07_2018.pdf

M10. 2016 Ford Flex Owner's Manual (Scheduled Maintenance) OFFICIAL
https://www.fordservicecontent.com/Ford_Content/Catalog/owner_information/2016-Flex-Owners-Manual-version-1_om_EN-US_11_2015.pdf

M11. 2011 Ford Taurus Owner's Guide (Scheduled Maintenance) OFFICIAL
https://www.fordservicecontent.com/Ford_Content/catalog/owner_guides/11tauog3e.pdf

M12. 2019 Ford Mustang Owner's Manual (Scheduled Maintenance) OFFICIAL
https://www.fordservicecontent.com/Ford_Content/Catalog/owner_information/2019-Ford-Mustang-Owners-Manual-version-2_om_EN-US_01_2019.pdf

M13. 2011 Ford Mustang Owner's Guide (Scheduled Maintenance) OFFICIAL
https://www.fordservicecontent.com/Ford_Content/catalog/owner_guides/11musog3e.pdf

M14. 2011 Lincoln MKX Owner's Guide (Scheduled Maintenance) OFFICIAL
https://www.fordservicecontent.com/Ford_Content/catalog/owner_guides/11mkxog2e.pdf

M15. 2012 Lincoln MKS Owner's Guide (Scheduled Maintenance) OFFICIAL
https://www.fordservicecontent.com/Ford_Content/catalog/owner_guides/12mksog1e.pdf

M16. 2011 Ford F-150 Owner's Guide, Scheduled Maintenance (manualsdir.com copy) SHOP/RETAILER
https://www.manualsdir.com/manuals/602142/ford-2011-f-150-v2.html?page=434

M17. 2013 Ford F-150 Owner's Manual, Scheduled Maintenance (manualsdir.com copy) SHOP/RETAILER
https://www.manualsdir.com/manuals/602060/ford-2013-f-150-v3.html?page=422

M18. 2016 Ford F-150 Owner's Manual (Scheduled Maintenance) OFFICIAL
https://www.fordservicecontent.com/Ford_Content/Catalog/owner_information/2016-F150-Owner-Manual-version-3_om_EN-US_02_2017.pdf

M19. 2018 Ford F-150 Owner's Manual (Scheduled Maintenance) OFFICIAL
https://www.fordservicecontent.com/Ford_Content/Catalog/owner_information/2018-Ford-F-150-Owners-Manual-version-5_om_EN-US_09_2018.pdf

M20. 2019 Ford F-150 Owner's Manual (Scheduled Maintenance) OFFICIAL
https://www.fordservicecontent.com/Ford_Content/Catalog/owner_information/2019-Ford-F-150-Owners-Manual-version-1_om-EN-US_09_2018.pdf

M21. 2019 Ford Transit Owner's Manual (Scheduled Maintenance) OFFICIAL
https://www.fordservicecontent.com/Ford_Content/Catalog/owner_information/2019-Ford-Transit-Owners-Manual-version-2_om_EN-US_01_2019.pdf

M22. 2024 Ford Transit Owner's Manual (Scheduled Maintenance) OFFICIAL
https://www.fordservicecontent.com/Ford_Content/Catalog/owner_information/2024_Ford_Transit_Owners_Manual_version_1_om_EN-US.pdf

## WHERE 112K SITS FOR EACH WEAK POINT

| # | WEAK POINT | REPORTED RANGE | THIS CAR |
|---|---|---|---|
| 1 | Internal water pump (coolant into the oil) | 60,000–100,000 mi (middle half of 245 owner complaints that state a mileage) COMPUTED FROM NHTSA DATA | ● Past the range |

Colors compare mileage with reported failures, not the car's condition. Red: past the range. Amber: inside or approaching. Green: below, or not listed for a recall.

2 · RECALLS AND BULLETINS

# Recalls to check for this 2013 Ford Explorer

Safety recall repairs are free at Ford dealers. Nothing here can tell whether a recall is open or already done on this VIN; only the official VIN lookup or a dealer can.

**Official VIN check (2 minutes)**

1. Go to nhtsa.gov/recalls and enter 1FM5K7D80DG123456.
2. Note every recall shown as “Recall incomplete” and keep a screenshot.
3. Ask a Ford dealer for a campaign printout; it also lists completed campaigns.

### 3.5L / 3.7L DURATEC V6 RECALLS WE TRACK

NHTSA lists no engine-specific recall campaign for the 3.5L / 3.7L Duratec V6 as of 2026-10-28. Recalls on the rest of the car are in the model-year list below.

### EVERY RECALL NHTSA LISTS FOR THE 2013 FORD EXPLORER (11)

| RECALL | COMPONENT | WHAT CAN HAPPEN (NHTSA, SHORTENED) |
|---|---|---|
| **21V-746** | Suspension · rear toe link (salt states, repeat repair) | A rear toe link fracture can result in a loss of steering control, increasing the risk of a crash. Details |
| **21V-537** | Suspension · rear toe link (salt states) | A rear toe-link fracture can result in a loss of steering control, increasing the risk of a crash. Details |
| **20V-675** | Suspension · rear toe link (salt states, repeat repair) | A rear toe link fracture can result in a loss of steering control, increasing the risk of a crash. Details |
| **19V-435** | Suspension · rear toe link | A rear toe link can crack, changing how the vehicle handles without warning and raising the risk of a crash. Details |
| **15V-812** | Fuel system · fuel delivery module crack | A fuel leak in the presence of an ignition source may result in a fire. Details |
| **14V-286** | Steering · electric power steering connection | If the vehicle experiences a loss of power steering assist it will require extra steering effort at lower speeds, increasing the risk of a vehicle crash. Details |
| **13V-227** | Fuel system · fuel delivery module crack | A fuel leak in the presence of an ignition source may result in a fire. Details |
| **13V-109** | Fuel system · fuel tank seam | A fuel leak in the presence of an ignition source may result in a fire. Details |
| **24V-031** | Body · A-pillar trim clips | A detached trim piece can fall off the vehicle, becoming a road hazard and increasing the risk of a crash. Details |
| **15V-171** | Doors · interior handle return spring | If the interior handle spring unseats, the door can unlatch in a side crash. Details |
| **13V-270** | Doors · child safety locks | If the child lock is deactivated, the door could be unlocked and opened from the inside which could lead to personal injury to an unrestrained child. Details |

Source: NHTSA recalls API, fetched 2026-10-27 and combined across NHTSA model names: EXPLORER. Safety categories (air bags, fire, brakes, stalling, roll-away and loss of control) are listed first; listings whose NHTSA text names another engine, or an aftermarket part, go last. OFFICIAL
Left out of this list (EXPLORER): 17E-048 (a service wheel-hub part number listed in error for the 4x2 rear axle) is a replacement-part recall and is left out of this sample; a VIN check would show it if it applied.

## SERVICE ACTIONS, BULLETINS AND WARRANTY PROGRAMS

| CAMPAIGN | WHAT IT SAYS | THIS CAR |
|---|---|---|
| **Transit 3.5L PFDi cam timing codes (2020–2021)** | Ford TSB 21-2224: some 2020–2021 Transit vans with the non-turbo 3.5L set a check-engine light with cam timing codes P0011–P0022; the fix is a PCM software update, not engine parts. OFFICIAL [9] | Software update (check the VIN) |

4 · THE 1 WEAK POINTS

# Each weak point, one card each

Every figure carries its source. Retailer part numbers are shown only when the retailer lists them for this chassis (U502). Left out because they apply to other models, years, engine sizes or body codes: Coolant pump leak, 2011–2014 Mustang 3.7L; Electronic throttle body (stalling, reduced power); Thermostat housing coolant leak, Transit 3.7L.

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## 1 Internal water pump (coolant into the oil)

Past the range

Severity: Critical: rare, but can badly damage the engine · 1376 mentions in counted NHTSA complaints COMPUTED FROM NHTSA DATA

At 112,000 mi this car is past the reported range (60,000–100,000 mi (middle half of 245 owner complaints that state a mileage)). If the original parts are still fitted, have them checked and plan for them. Range: 60,000–100,000 mi (middle half of 245 owner complaints that state a mileage) COMPUTED FROM NHTSA DATA [1]




Applies to: Front-drive and AWD V6 models (Edge, Explorer, Flex, Taurus, Fusion Sport, MKX, MKT, MKS, MKZ, Continental)

### WHAT FAILS FORUM/BLOG [2][4]

On the front-drive and AWD models (Edge, Explorer, Flex, Taurus, Fusion Sport and Lincolns), the water pump sits inside the engine and is driven by the timing chain. Lawsuits allege its seals let coolant leak past the bearing into the oil pan. Because the pump sits behind the timing cover, most of the cost is labor. On the 2011–2014 Mustang 3.7L, the Ford pump bulletin is a 1.1-hour job.

### SYMPTOMS

- Coolant level dropping with no outside leak
- Milky or tan oil
- Overheating
- Coolant smell from the front of the engine

### IF IT'S LEFT TOO LONG

Coolant in the oil can wipe out the bearings and ruin the engine.

### IS IT WORTH DOING EARLY? OUR ESTIMATE

Yes. Check coolant level and oil condition at every service; on high-mileage transverse models consider replacing the pump with the timing chain before it fails.

### ESTIMATED REPAIR COST

| | |
|---|---|
| Water pump replacement, 2019 Explorer (RepairPal estimate) | **Our price is in the plan above**<br>ask us for a written quote |
| Owner-reported repair bills in NHTSA complaints (n=48) | **$2,000–$4,100**<br>COMPUTED FROM NHTSA DATA [1]<br>reported range for the bill after a failure |

Where the numbers come from: Computed from 48 NHTSA owner complaints that quote a repair bill for this problem (middle half of the bills; median $2,960). Examples: ODI 11154700, 11301304, 11614802, 11548178. Owner-reported, often dealer prices; not shop quotes.

### PARTS FOR U502

- Ask your parts supplier for the OE part number for this VIN.

QUESTIONS TO ASK US

- Water pump ever replaced? With the timing chain?
- Any coolant top-ups?
- Oil ever milky?

5 · ALSO REPORTED, NOT RANKED

## Other themes in 3.5L / 3.7L Duratec V6 owner complaints

Every NHTSA complaint theme with 10 or more counted reports is either a weak point above or explained here.

| THEME | COMPLAINTS | WHY IT ISN'T A WEAK POINT |
|---|---|---|
| **Steering / suspension** | 5,340 | Mostly Explorer steering and suspension complaints, not the engine. |
| **Transmission / PTU** | 2,081 | Counts transmission and AWD transfer unit complaints; not an engine fault. |
| **Stalling** | 1,455 | Mixed causes; many describe the throttle body (see that weak point). |

# How this report is built

**Inputs.** VIN, model year, model, mileage and build month (if entered). Model and engine are checked with NHTSA's vPIC decoder.

**Mileage positions.** Below: more than 10,000 miles before the reported range. Approaching: within 10,000. Inside: in the range, or past the start of an open-ended range. Past: beyond the top of the range. These bands are our rules, not an industry standard.

**The plan.** Critical items inside or past their range go first; high-severity items follow, and jobs that share labor are bundled. At most three jobs land in “Recommended now”. Leaks that are cheap to watch are fixed on condition; inspections are asked for at each service.

**Costs.** Published independent-shop ranges from shop quotes, retailer prices and owner reports. Shop prices come from the issuing shop. The worst-case cost of every item failing is not shown: it isn't an expected cost.

**Labels.** `OFFICIAL` NHTSA/Ford documents · `SHOP/RETAILER` parts prices and shop articles · `FORUM/BLOG` owner forums and blogs · `COMPUTED FROM NHTSA DATA` our analysis of NHTSA data · `OUR ESTIMATE` ours.

**NHTSA complaint data.** Pulled Oct 27, 2026 from NHTSA's complaints API for Explorer, Edge, Flex, Taurus, MKX, MKT and MKS complaints that do not mention a turbo or four-cylinder; F-150, Mustang and MKZ complaints that mention the V6, 3.5L or 3.7L; 2010–2012 Fusion complaints that mention the 3.5L or Sport; 2017–2020 Continental complaints that mention the 3.7L or V6; 2015–2019 Transit complaints that mention the 3.7L; 2020–2025 Transit gas complaints that do not mention the EcoBoost, a turbo, the diesel or the electric van (the non-turbo 3.5L is the base engine); all Taurus X and Sable 2008–2009. Counts under-count where a nameplate has several engines: 31,000 complaints. Some of these nameplates were sold with other engines too. For some we kept only complaints whose text names this engine (which under-counts); for others we left out complaints that name another engine or a hybrid (so a few about other engines can remain). Themes are keyword matches on the complaint text. `COMPUTED FROM NHTSA DATA`

| THEME | COMPLAINTS | IN THIS REPORT |
|---|---|---|
| Steering / suspension | 5,340 | Also reported |
| Transmission / PTU | 2,081 | Also reported |
| Stalling | 1,455 | Also reported |
| Water pump / coolant loss | 1,376 | Item 1 |
| Throttle body / loss of power | 1,099 | Other years or engine sizes |
| Thermostat housing | 30 | Other years or engine sizes |

Limits: complaints are self-reported and not adjusted for cars sold; keyword matching over- and under-counts; owners rarely file safety complaints about oil seeps, so leaks look rarer than they are.

SOURCES

1. NHTSA owner complaints for 2011–2019 Explorer, 2007–2018 Edge, 2009–2019 Flex, 2008–2019 Taurus, Taurus X, Sable, MKX, MKT, MKS (non-turbo), MKZ V6, V6 F-150 (2011–2017), V6 Mustang (2011–2017) and Transit (3.7L 2015–2019; non-turbo 3.5L 2020–2025), 2010–2012 Fusion 3.5L, 2017–2020 Continental 3.7L, pulled Oct 27–28, 2026 (ODI numbers in the cost notes) OFFICIAL
https://www.nhtsa.gov/report-a-safety-problem#complaints

2. 8020 Automotive: The 3 most common Ford 3.5 V6 Cyclone engine problems FORUM/BLOG
https://8020automotive.com/the-3-most-common-ford-3-5-v6-cyclone-engine-problems/

3. RepairPal: 2019 Ford Explorer water pump replacement estimate (updated Oct 16, 2025), via search extract Oct 27, 2026 SHOP/RETAILER
https://www.repairpal.com/estimator/ford/explorer/2019/water-pump-replacement-cost

4. Ford Authority: New Ford water pump class action lawsuit filed in New York (Oct 2022; 3.0L/3.5L/3.7L Duratec V6 internal pump) FORUM/BLOG
https://fordauthority.com/2022/10/new-ford-water-pump-class-action-lawsuit-filed-in-new-york

5. Ford TSB 16-0074: 2011–2014 Mustang 3.7L: coolant pump leakage due to air entering the system (2016-04-21), filed with NHTSA OFFICIAL
https://static.nhtsa.gov/odi/tsbs/2016/MC-10183775-9999.pdf

6. Ford Customer Satisfaction Program 16B23: 2011–2012 Edge/MKX 3.5L/3.7L and 2011–2012 Mustang 3.7L: electronic throttle body replacement (2016-09-29), filed with NHTSA OFFICIAL
https://static.nhtsa.gov/odi/tsbs/2016/MC-10109086-9999.pdf

7. Ford TSB 21-2408: 2015–2019 Transit 3.7L with block heater: repeat coolant leak from the thermostat housing (2021-11-18), filed with NHTSA OFFICIAL
https://static.nhtsa.gov/odi/tsbs/2021/MC-10203655-0001.pdf

8. Tekmetric: average auto repair labor rates by state, 2026 SHOP/RETAILER
https://tours.tekmetric.com/answers/average-auto-repair-labor-rates-by-state-2026

9. Ford TSB 21-2224: some 2020 Transit with the 3.5L Duratec (PFDi) and 2021 Transit built to Jul 1, 2021: check-engine light with cam timing codes P0011–P0022; reprogram the PCM (2021-07-19), filed with NHTSA (10199525) OFFICIAL
https://www.nhtsa.gov/?nhtsaId=10199525

This report contains no affiliate links; retailer prices are quoted as price sources only. Found an error? Email hello@repairahead.com.

PLEASE READ

# Important

**Based on public records and published repair costs. Not a diagnosis or a guarantee. Your technician's inspection decides what your car needs. Confirm recalls with a dealer using your VIN.**

**Informational only.** This report is not a mechanical inspection, a diagnosis, or professional, legal or financial advice. It was issued by Springfield Auto Care using RepairAhead data; the inspection findings and prices are the shop's.

### Reported ranges and estimates, not predictions

Failure mileages are reported ranges compiled from public owner complaints, manufacturer bulletins, recalls and repair-shop reports. Costs are estimates. Parts can fail earlier, later or not at all, and other problems can occur. Statistics from owner complaints describe past reports to NHTSA; NHTSA has not reviewed or endorsed this analysis.

### Safety issues go to a dealer

If you notice overheating, a burning or fuel smell, smoke, a brake-assist problem, stalling or loss of power, pull over when it's safe and contact a Ford dealer or qualified shop. Safety recall repairs are free at Ford dealers. Confirm recalls for this VIN at nhtsa.gov/recalls.

### No warranty

Provided “as is”, without warranties of any kind, under the Terms of Use at repairahead.com/terms.

### Trademarks and independence

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Based on public records and published repair costs. Not a diagnosis or a guarantee. Your technician's inspection decides what your car needs. Confirm recalls with a dealer using your VIN.