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

2013 Ford Explorer · Explorer XLT 3.5 V6 FWD · FWD

1FM5K7D80DG123456

ODOMETER IN: 112,000 | DOOR-JAMB BUILD (MM/YY) | RO # | TECHNICIAN / DATE

A · RECALLS AND CAMPAIGNS TO VERIFY (DEALER PRINTOUT OR NHTSA.GOV)

21V-746 · Suspension · rear toe link (salt states, repeat repair)	☐ Open ☐ Done ☐ N/A
21V-537 · Suspension · rear toe link (salt states)	☐ Open ☐ Done ☐ N/A
20V-675 · Suspension · rear toe link (salt states, repeat repair)	☐ Open ☐ Done ☐ N/A
19V-435 · Suspension · rear toe link	☐ Open ☐ Done ☐ N/A
15V-812 · Fuel system · fuel delivery module crack	☐ Open ☐ Done ☐ N/A
14V-286 · Steering · electric power steering connection	☐ Open ☐ Done ☐ N/A
13V-227 · Fuel system · fuel delivery module crack	☐ Open ☐ Done ☐ N/A
13V-109 · Fuel system · fuel tank seam	☐ Open ☐ Done ☐ N/A

B · INSPECTION POINTS, IN PLAN ORDER

1. Internal water pump (coolant into the oil)

Check now · Past the range (60,000–100,000 mi, the middle half of 245 owner reports)

Check coolant level and oil for milky residue	☐ OK ☐ Watch ☐ Fix
Cooling-system pressure test	☐ OK ☐ Watch ☐ Fix
Oil analysis for glycol	☐ OK ☐ Watch ☐ Fix

Oil: clean / milky

Parts (U502): Ask your parts supplier for the OE part number for this VIN.

FACTORY MAINTENANCE DUE BY 142,000 MI (ASK FOR RECORDS)

Spark plugs · every 100,000 mi · was due at 100,000 mi (check records) · $249	☐ Done (records) ☐ Due ☐ Quoted
Engine coolant · first at 100,000 mi, then every 50,000 mi or 3 years · was due at 100,000 mi and by age (check records) · From $179	☐ Done (records) ☐ Due ☐ Quoted

C · ALSO REPORTED FOR THE 3.5L / 3.7L DURATEC V6, QUICK CHECKS

- **Steering / suspension** (5340 complaints): Mostly Explorer steering and suspension complaints, not the engine.
- **Transmission / PTU** (2081 complaints): Counts transmission and AWD transfer unit complaints; not an engine fault.
- **Stalling** (1455 complaints): Mixed causes; many describe the throttle body (see that weak point).

WHAT TO SAY AT THE COUNTER (ADVISOR)

1. Internal water pump (coolant into the oil)
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. At 112,000 mi your car is past the usual range, so if the original part is still fitted it is worth checking. Our price is $2,100, before tax and shop supplies.
Ask: have you noticed coolant level dropping with no outside leak, or milky or tan oil?

Adjust after the inspection. The report is not a diagnosis or a guarantee, so say what the technician found, not what the report predicts.

NOTES FOR THE ADVISOR

Record findings here (OK / Watch / Fix and measurements); the advisor adjusts the quote before the handout is printed or sent.

Reference only. Follow Ford repair procedures and your shop's judgment.