

PE13-018

FORD

8-23-2013

APPENDIX G

Engineering Review

7

AND

8 PAGE 312

PE13-018

FORD

8-23-2013

APPENDIX G

Engineering Review

7

From: Oyafuso, Kevin (K.G.)
Sent: Wednesday, January 04, 2012 11:12 AM
To: Nowaczyk, Rick (R.J.); Stawiecki, Bob (R.)
Cc: Osepchook, William (W.R.); Atkinson, Bill (B.W.); Todisco, Ronald (R.J.); Sims, Ivan (I.D.); McCoy, Jim (D.); Dixon, Mark (M.R.)
Subject: RE: 20074873-Request has been assigned to RNOWACZY

Bob,
Based off our recent conversation, when the truck returns to the dealer for the new plugs, please inspect the air induction system for any water/moisture, especially in the intercooler.

Ivan,
Bob S.(FSE) did mention this customer commented of the loss of power/misfire occurs more often in rain/high humidity conditions.

Regards,
Kevin Oyafuso
Ford Motor Company - North America Engineering
PD / Powertrain Integration Management - C&C Quality
Vehicle Operations General Office (VOGO)
17000 Oakwood, Allen Park, MI , 48101
6-Sigma Garage, Office 4B
Phone (313) 805-4908 (koyafuso@ford.com)

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, January 04, 2012 10:44 AM
To: Stawiecki, Bob (R.)
Cc: Osepchook, William (W.R.); Atkinson, Bill (B.W.); Todisco, Ronald (R.J.); Oyafuso, Kevin (K.G.)
Subject: RE: 20074873-Request has been assigned to RNOWACZY

Thanks Bob.

I have added the same comments to the Escalated TFOAM.

From: Stawiecki, Bob (R.)
Sent: Wednesday, January 04, 2012 10:41 AM
To: Nowaczyk, Rick (R.J.)
Cc: Osepchook, William (W.R.); Atkinson, Bill (B.W.); Todisco, Ronald (R.J.); Oyafuso, Kevin (K.G.)
Subject: FW: 20074873-Request has been assigned to RNOWACZY

FYI , CQIS has been updated

From: tfosys@ford.com [mailto:tfosys@ford.com]
Sent: Friday, December 09, 2011 10:10 AM
To: Todisco, Ronald (R.J.); Stawiecki, Bob (R.); Nowaczyk, Rick (R.J.)
Subject: 20074873-Request has been assigned to RNOWACZY

This is an auto generated e-mail from Technical Field Operations Assignment Management System, Please do not

reply.

Please click [here](#) to access this request

Additional Comments

Request Details

Additions and/or changes made to the request are highlighted in red.

Tracking Number	20074873
Status	Assigned
Currently assigned to	RNOWACZY
Request Type	Escalated FSE Support Request (from FSE to CSE)
Request Source	Field Service Engineer
If Other request source, please explain	
Primary contact	Robert Stawiecki
Primary contact's phone number	774-285-9272
Primary contact's email address	rstawiec@ford.com
Technician Name	N/A
Technician certified in relevant speciality	N/A
Dealership Name	PLACE MOTOR, INC.
P&A Code	09082
Facing Region (SDR separate from Contact Regions)	A1 - SELECT DEALER
Geographic Region (SDR combined with Contact Region)	N2 - BOSTON
FCSD Sales Zone	A11
FCSD Technical Zone	T08
VIN	1FTFX1ET5BF [REDACTED]
Vehicle year/model	2011,F150 4X4 ,F150 ,SUP CAB,STYSD
Vehicle mileage	8,998
Repair Order (R.O) #	N/A
Customer Name	GRANGER LYNCH CORP
Vehicle Down?	Yes
GCQIS Report #	BF3GB001
TAR Open?	Yes
CuDL Case #	1455832801
Priority	High
Request description	5 50 3 39,DRVLIN,RUNS ROUGH,CRUISE/ STEADY SPEED,INTERMITTENT LACK OF POWER BLACK SMOKE-----FSE escalation assigned to Rick Nowaczyk----RNOWACZY ---Updated By--- CPIERMA2--12/09/2011 10:02:30 AM--
GCQIS Comments	06/29/2011 5:54PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE; WEB FORM DATA - CONCERN: CUSTOMER STATES THAT WHEN HE MAKES A FULL THROTTLE ACCELERATION THE TRUCK HESITATES AND WONT REV OVER 2000 RPMS AT TIMES. MOST OFTEN HE DRIVES ON THE HIGHWAY WITH THE CRUISE ON AND THEN SLOWS FOR A RAMP TO SWITCH

HIGHWAYS. WHEN HE PUTS IT TO THE FLOOR TO BLEND IN WITH TRAFFIC IT HESITATES AND RUNS ROUGH. IF HE LETS OFF AND STEPS ON IT AGAIN IT WILL BE OK. I DO NOT HAVE THE TRUCK HERE NOW. I WENT FOR A ROAD TEST WITH HIM AND COULD NOT DUPLICATE SO HE TOOK THE TRUCK. I DROVE IT LAST NIGHT 60 MILES AND IT WAS FINE.
DIAGNOSTICS: SCANNED FOR CODES

PARTS REPLACED:: NONE

TECH

QUESTION: LOOKING FOR ANY INPUT OPN THIS CONCERN.

WHAT IS BARO

PID READING? NOT MEASURED

WHAT IS THE MEASURED MECHANICAL FUEL PRESSURE? NOT MEASURED

06/29/2011 5:54PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE;

PAUL,

VERIFY G105 GROUND IS PROPERLY ATTACHED AND CLEAN. VOLTAGE DROP GROUND WITH THE VEHICLE RUNNING.

INSPECT FOR POOR FUEL QUALITY.

ESTABLISH BASELINE SENSOR VALUES. APP%,

BARO, CAC T, CHT, DTCNT,

EQ_RAT11, EQ_RAT21, ETC_ACT, ETC_DSD, FRP,

FRP_DSD, F_VCV#, GEAR, IAT,

IAT2, KNOCK_1, KNOCK_2, LOAD, LONGFT1,

LONGFT2, MAP (VOLTAGE AND

PRESSURE), O2S11_CUR, O2S21_CUR, RPM,

RUNTM, SHRTFT1, SHRTFT2,

SPARKADV, TCC, TFT, TIP PRES V,

TIP PRS BOOST, TIP PRS DSD, TP1, TP2,

TR, TURBO UNDER, TURBO WGate, VCTADV,

VCTADV2, VCTADVERR, VCTADVERR2

AND VSS KOEO, IDLE 2500 RPM AND DURING

THE CONCERN. COMPARE SENSORS TO

REFERENCE VALUES IN SECTION 6 OF THE

PC/ED.

07/02/2011 11:08AM

SYMPTOM 6 11 0 00 CHANGED TO 5 57 0 00 BY CS012093

07/28/2011 1:27PM DALE BARRETT MSS - FCSD -
TECH SVC HOTLINE;
CONTACTED PAUL SCHLESINGER TO DISCUSS
THE VEHICLE CONCERN.

07/28/2011 1:27PM DALE BARRETT MSS - FCSD -
TECH SVC HOTLINE;
MONITOR THE EXHAUST COLOR SMOKE ON
HARD ACCELERATION, SLIGHT BLACK
SMOKE IS NORMAL. IF SMOKE IS BLUE INSPECT
THE TAILPIPES FOR OIL
DEPOSITS. IF OILY CHECK FOR FAILED TURBO
SEALS. INSPECT ALL TURBO
TUBES FOR LOOSE CLAMPS THAT MAY LIMIT
BOOST. THIS VEHICLE IS EQUIPPED
WITH BOA (BRAKE OVER ACCELERATOR) THAT
WILL CUT ENGINE POWER IF
VEHICLE IS 2 FOOTED.

12/05/2011 09:37AM CASEY WAGONER MSS -
FCSD - TECH SVC HOTLINE;
07/27/2011 11:49AM XHUANG35
WEB FORM DATA - CONCERN: CUSTOMER
STATES, MIL ON, BLOWING BLUE
SMOKE. DIAGNOSTICS: REPEAT REPAIR,
RETRIEVED CMDTCS AND KOEO, PASS.
CHECKED MODE 6, PID MONITOR, AND
FOUND VIRTUALLY NOTHING. CUSTOMER
PREVIOUSLY STATED WHEN PROBLEM
HAPPENS, HE IS ON A HIGHWAY INTERCHANGE
AND AT WOT. PREVIOUS
ATTEMPTS COULD NOT DUPLICATE. SENT IDS
LOGGED
DATA TO HOTLINE,
AGAIN. PARTS REPLACED:: PREVIOUSLY
REPLACED COILS
AND PLUGS. TECH
QUESTION: ANY OTHER IDEAS?

12/05/2011 09:37AM CASEY WAGONER MSS -
FCSD - TECH SVC HOTLINE;
07/27/2011 11:49AM XHUANG35
JUSTIN, PLEASE VERIFY IF ANY DTC
PRESENT. IT IS NECESSARY TO CONTACT
HOTLINE BY PHONE IS USING THE
CONTACT ID# IN RED ON TOP OF THE FORM TO
DISCUSS THIS CONCERN.
PLEASE HAVE ALL DIAGNOSTIC TEST RESULTS
READY TO
DISCUSS.

12/05/2011 09:37AM CASEY WAGONER MSS -
FCSD - TECH SVC HOTLINE;
DEALER 09082, , , USA CHANGED TO 09137, , ,
USA BY CWAGONE1

12/05/2011 09:38AM CASEY WAGONER MSS -
FCSD - TECH SVC HOTLINE;
07/28/2011 10:44AM DALE BARRETT MSS - FCSD -
TECH SVC HOTLINE
CUSTOMER STARTS VEHICLE BLOW BLUE
SMOKE AND LACKS POWER AT TIMES.
CUSTOMER STATES THE CHECK ENGINE LIGHT
WAS ON, NO STORED CODES IN THE
PCM. DATA RECORDINGS WERE SENT TO THE
HOTLINE. ON THE 1ST
DEALERSHIP
VISIT TECH STATES A FORD ENGINEER
CONTACTED HIM A DAY
AFTER THE 1ST
REPAIR.

12/05/2011 09:38AM CASEY WAGONER MSS -
FCSD - TECH SVC HOTLINE;
07/28/2011 10:44AM DALE BARRETT MSS - FCSD -
TECH SVC HOTLINE
THE
RECORDINGS WILL BE RETRIEVED AND
REVIEWED. A HOTLINE
REPRESENTATIVE
WILL CONTACT YOU BY PHONE TO DISCUSS
THE RECORDINGS

12/05/2011 09:40AM CASEY WAGONER MSS -
FCSD - TECH SVC HOTLINE;
08/17/2011 05:21PM LAWRENCE STANLEY MSS -
FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: CUSTOMER
STATES LOOSES POWER AND FEELS LIKE
IT IS RUNNING ON 3 CYLENDERS
INTERMANTENT. WAS FINE UNTIL MONDAY
WHEN
WE HAD HEAVY RAIN DIAGNOSTICS: GOT
TRUCK ON FIRST VISIT AND
ROADTEST, NPF. LET MANAGER AND ADVISOR
DRIVE WITH NPF. TESTED CODES
NPF. HOOK UP VDR AND LET CUSTOMER
DRIVR. CAME BACK WITH RECORDINGS.
FOUND PO306 IN PENDING HISTORY. ALSO
FOUND ABS AND EPAS CODES. NOT
SURE IF I AM CHASING A INTERMANT PO306

MISFIRE OR ABS/EPAS CODES
DERATING ENGINE. HAS BEEN AT ANOOTHER
DEALER FOR CONCERN AND
SPARKPLUGS AND COILS WERE REPLACED.
SENT RECORDINGS TO YOU. PLEASE
ADVIZE PARTS REPLACED:: NONE TECH
QUESTION: PLEASE INSPECT DATA
SENT AND LET US KNOW WHAT YOU THINK

12/05/2011 09:40AM CASEY WAGONER MSS -
FCSD - TECH SVC HOTLINE;
08/17/2011 05:21PM LAWRENCE STANLEY MSS -
FCSD - TECH SVC HOTLINE
SEAN, RECOMMEND TO INSPECT GROUND G105
WHICH IS ON THE REAR OF THE LH
(DRIVERS SIDE) CYLINDER HEAD. A PREVIOUS
REPORT HAS INDICATED THAT
IT
WAS EASIER TO VIEW THE GROUND IF THE
VEHICLE WAS RAISED ON A
HOIST.
PLEASE ENSURE THAT THIS GROUND IS CLEAN
AND PROPERLY
SECURED, AS WE
HAVE SIMILAR REPORTS FOR THIS CONCERN
BEING RESOLVED
WITH
CLEANING/SECURING THIS GROUND.
ADDITIONALLY RECOMMEND
REPLACING
THE AFFECTED IGNITION COIL AND
INSPECTING/REPLACING THE
SPARK PLUG AS
NECESSARY, CLEARING KAM AND RE-
EVALUATING THIS
CONCERN. AS FOR
THESE RECORDINGS IT IS NOT GENERALLY
OUR PRACTICE
TO VIEW THESE
RECORDINGS UNLESS ABSOLUTELY
NECESSARY DUE TO TIME
CONSTRAINTS. IF
FURTHER DIAGNOSTIC DIRECTION IS
REQUIRED IT WILL BE
NECESSARY TO
CONTACT THE TECHNICAL HOTLINE BY PHONE
USING THE
CONTACT ID NUMBER IN
RED AT THE LEFT UPPER CORNER OF THIS
FORM.
PLEASE HAVE ALL OF YOUR

FINDINGS AVAILABLE AND READY TO DISCUSS WITH THE SERVICE ENGINEER WHEN YOU CALL IN.

12/05/2011 09:40AM CASEY WAGONER MSS - FCSD - TECH SVC HOTLINE;
ODOMETER 4278 M CHANGED TO 8998 M BY CWAGONE1

12/05/2011 09:40AM CASEY WAGONER MSS - FCSD - TECH SVC HOTLINE;
DEALER 09137, , , USA CHANGED TO 09082, , , USA BY CWAGONE1

12/05/2011 09:41AM CASEY WAGONER MSS - FCSD - TECH SVC HOTLINE;
10/12/2011 05:33PM LAWRENCE STANLEY MSS - FCSD - TECH SVC HOTLINE
SEAN STATED THAT THIS VEHICLE IS EXPERIENCING THE SAME CONCERN AS BEFORE, WITH DTC P0306 BEING IN MEMORY. THE TRUCK IS NOT AS OF YET AT THE DEALERSHIP, SO NO OTHER TESTS HAVE BEEN PERFORMED. G105 WAS TIGHTENED AT THE COIL AND PLUG WERE REPLACED ON NUMBER 6 CYLINDER OM THE LAST VISIT.

12/05/2011 09:41AM CASEY WAGONER MSS - FCSD - TECH SVC HOTLINE;
10/12/2011 05:33PM LAWRENCE STANLEY MSS - FCSD - TECH SVC HOTLINE
SEAN, RECOMMEND RE-INSPECTING THE G105 TIGHTEN TO 16FT LBS PLUS AN ADDITIONAL 45 DEGREES. ALSO CHECK THE LOW SIDE FUEL PRESSURE WITH A MECHANICAL FUEL GAUGE 62-73 PSI. ADDITIONALLY PERFORM THE HIGH PRESSURE TEST USING THE IDS AS WELL AS AN INJECTOR FLOW TEST. IF NO CONCERNS WERE NOTED, RECOMMEND REPLACING NUMBER 6 FUEL INJECTOR AS WE HAVE PAST REPORTS FOR THIS TYPE CONCERN BEING CAUSED BY A FAULTED FUEL INJECTOR.

12/05/2011 09:49AM CASEY WAGONER MSS - FCSD - TECH SVC HOTLINE;
WEB FORM DATA -
CONCERN:CUST STATES TRUCK WILL BE

CRUSING AT HIGHWAY SPEEDS THEN START TO SKIP, BLACK SMOKE,LACKS POWER.

DIAGNOSTICS:
HAVE NEVER VERIFIED CONCERN. SM, ADVISORS,AND I NEVER GOT IT TO DO IT. THIS VISIT PULLED CODE P0430. SENT DATA TO HOTLINE. ON OOUTHER VISITS HAVE ALWAYS PULLED P0306. INSPECT AND TORQUE GROUND PER HOTLINE. HAS HAD SAME PROBLEM SINCE TRUCK WAS NEW

PARTS REPLACED:ON PREVIOUS VISITS HAVE REPLACED #6 COIL,PLUG,INJECTOR AND OOUTHER DEALER REPLACED BANK 2 CAT. ON LAST VISIT HAVE REPLACED INJECTOR AND CUST SAID IT WAS OK UP UNTIL LAST WEEK.

TECH QUESTION:CUSTOMER DOES NOT WANT TRUCK ANYMORE. REQUEST FSE TO INSPECT.

12/05/2011 09:49AM CASEY WAGONER MSS - FCSD - TECH SVC HOTLINE;
SEAN,
WE HAVE ESCALATED THIS CONCERN FOR ADDITIONAL REVIEW. A REPRESENTATIVE SHOULD CONTACT YOU BY PHONE OR THROUGH THIS HOTLINE ASSISTANCE REQUEST WITHIN ONE (1) BUSINESS DAY WITH ADDITIONAL INFORMATION OR RECOMMENDATIONS TO ASSIST IN THE RESOLUTION OF THIS VEHICLE CONCERN.

12/05/2011 09:49AM CASEY WAGONER MSS - FCSD - TECH SVC HOTLINE;
NOTE TO ESCALATION TEAM,

THIS REPORT IS BEING ESCALATED DUE TO THE LACK OF POWER AND BLACK SMOKE CONCERN REPEATING AFTER SEVERAL REPAIR ATTEMPTS. A PREVIOUS CUDL CASE WAS OPENED AND CLOSED FOR THIS CONCERN. THE TECH STATES THAT THE CUSTOMER NO LONGER WANTS THE VEHICLE.

THE
BANK 2 CATALYST, CYLINDER 6 PLUG, COIL,
AND INJECTOR HAVE BEEN
REPLACED. GROUND G105 HAS BEEN
PROPERLY TORQUED.

THE TECHNICIAN HAS
NEVER BEEN ABLE TO DUPLICATE THE
CUSTOMER'S CONCERN.

THIS IS THE
SECOND DEALER TO WORK ON THIS VEHICLE.

PLEASE ASSIST THE
TECHNICIAN IN DETERMINING THE ROOT
CAUSE OF THIS CONCERN.

12/05/2011 09:49AM CASEY WAGONER MSS -
FCSD - TECH SVC HOTLINE;
SYMPTOM 5, 57, 0, 00 CHANGED TO 5, 50, 3, 39
BY CWAGONE1

12/05/2011 09:50AM CASEY WAGONER MSS -
FCSD - TECH SVC HOTLINE;
CONSULTED JORDAN DODDS.

12/05/2011 10:40AM JORDAN DODDS MSS - FCSD -
TECH SVC HOTLINE;
THE ESCALATION TEAM HAS REVIEWED THIS
REPORT AND AN OBC HAS BEEN
PLACED TO THE DEALER TO DISCUSS THIS
MATTER IN GREATER DETAIL. SEAN
STATES THAT THE CONCERN CANNOT BE
DUPLICATED AT THIS TIME. THE COIL,
PLUG AND INJECTOR WAS REPLACED DURING
A PREVIOUS VISIT. ADDITIONALLY,
THE P0306 FAULT WAS NOT PRESENT DURING
TESTING WHILE A P0430 WAS.

12/05/2011 10:40AM JORDAN DODDS MSS - FCSD -
TECH SVC HOTLINE;
SEAN,
THIS CONCERN HAS BEEN FORWARDED FOR
FURTHER REVIEW. YOU WILL BE
CONTACTED WITHIN 1 BUSINESS DAY WITH
FURTHER DIRECTION ON THIS CONCERN

12/06/2011 11:21AM JORDAN DODDS MSS - FCSD -
TECH SVC HOTLINE;
THE ESCALATION TEAM HAS REVIEWED THIS
REPORT AND AN OBC HAS BEEN

PLACED TO THE DEALER TO ADVISE FSE INVOLVEMENT HAS BEEN IMPLEMENTED.

12/06/2011 11:21AM JORDAN DODDS MSS - FCSD -
TECH SVC HOTLINE;

SEAN,

WE'VE REFERRED THIS CONCERN TO THE FIELD SERVICE ENGINEER (FSE) IN YOUR MARKET AREA. THE FSE SHOULD CONTACT YOU OR DEALERSHIP MANAGEMENT (SERVICE MANAGER OR SERVICE DIRECTOR) WITHIN ONE (1) BUSINESS DAY. IF THE FSE DOES NOT CONTACT YOU DIRECTLY, PLEASE CONSULT WITH DEALERSHIP MANAGEMENT TO DISCUSS FURTHER RECOMMENDATIONS AND STEPS TO ASSIST IN THE RESOLUTION OF THIS VEHICLE CONCERN.

12/06/2011 11:21AM JORDAN DODDS MSS - FCSD -
TECH SVC HOTLINE;

A TAR HAS BEEN OPENED AT THE REQUEST OF THE HOTLINE DUE TO THE LACK OF PROGRESS WITH THIS ON GOING CONCERN. THIS VEHICLE EXHIBITS A REPEAT P0430 WHICH WAS PREVIOUSLY ACCOMPANIED BY A P0306. THE CATALYST HAS BEEN REPLACED FOR THIS CONDITION BEFORE. THE CUSTOMER STATES THAT THE VEHICLE WILL INTERMITTENTLY LACK POWER AND BLACK SMOKE WILL BLOW OUT FROM THE EXHAUST. THE DEALERSHIP HAS NOT BEEN SUCCESSFUL IN DUPLICATING THIS CONDITION. GROUND G105 HAS BEEN TORQUED TO THE PROPER SPECIFICATION PER HOTLINE REQUEST. ALL SENSOR VALUES WERE INCONCLUSIVE. THE TECHNICAL HOTLINE AND ENGINEER IS AWARE OF THIS CONCERN. HOWEVER, THERE IS CURRENTLY NO FIX INFORMATION IN REGARDS TO THIS MATTER. PLEASE CONTACT RICK NOWACZYK FOR ADDITIONAL ASSISTANCE WITH THIS MATTER.

12/09/2011 09:57AM ROBERT STAWIECKI (FSE)
MSS - FCSD - REG - BOSTON;
ON SITE VISIT. P0430 IN MEMORY. NO DRIVEABILITY SYMPTOMS AT THIS TIME. POWER BALANCE IS GOOD. KOER IS A PASS. O2 SENSORS ARE NORMAL. CUSTOMER

STATES IT WILL BE OK FOR A MONTH AT A TIME BUT THEN SKIP AND LOOSE POWER. UNABLE TO DUPLICATE AT THIS TIME.ETC ACT VS DESIRED IS LESS THAN 3 DEGREES.APP READINGS ARE NORMAL.DEALER PERSONEL STATE THAT CUSTOMER IS THREATENING BUYBACK.

FSE Comments

Initial Contact Date

Person Contacted

Dealership visit planned?

Visit date, if planned

Did Visit Occur?

Concern Summary for Technical Assistance Contact Report

Inspection Comments for Technical Assistance Contact Report

Primary Root cause for Technical Assistance Contact Report

Other Root Causes

Please explain if "Other" is root cause

Recommendation for Technical Assistance Contact Report

Missing tools/equipment(if identified)

Missing tools/equipment ordered during visit?

Total hours spent on request

0.0

Created by

RSTAWIEC

Created date

12/07/2011 11:11:40 AM EST

Last Revised by

RTODISCO

Last revised date

12/09/2011 10:09:45 AM EST

This e-mail notification has been generated by: RTODISCO

Thank you..

From: McClung, Shannon (S.T.)
Sent: Thursday, October 04, 2012 12:59 PM
To: Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.)
Subject: RE: 20089486-Request has been assigned to SSIC1

Yes, this one is a Final Repair attempt. I'll open that now.

Regards,

Shannon T. McClung
Field Service Engineer
Cell: 407-637-7763

-----Original Message-----

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, October 04, 2012 12:57 PM
To: McClung, Shannon (S.T.); Dobbs, Dan (K.D.)
Subject: RE: 20089486-Request has been assigned to SSIC1

Shannon,

If this vehicle is going buyback/last repair attempt, please open an Escalated TFOAM. We are trying to assist the field with Buybacks cases currently. Thanks...

-----Original Message-----

From: McClung, Shannon (S.T.)
Sent: Thursday, October 04, 2012 12:52 PM
To: Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.)
Subject: RE: 20089486-Request has been assigned to SSIC1

Dan, Rick,

Any chance we could have a part at the dealership from the new service stock by 10/19?

Regards,

Shannon T. McClung
Field Service Engineer
Cell: 407-637-7763

-----Original Message-----

From: McClung, Shannon (S.T.)
Sent: Tuesday, October 02, 2012 8:22 AM
To: Dobbs, Dan (K.D.)
Subject: Re: 20089486-Request has been assigned to SSIC1

Ok, thanks. We'll need to schedule an appointment soon. (The date can be a couple weeks from now, but we need to actually schedule the appointment in the next day or so - you know how these legal things go!) Please let me know, thank you.

Shannon McClung
FSE - Ford Motor Company
407-637-7763

-----Original Message-----

From: Dobbs, Dan (K.D.)
To: Shannon T. McClung
Subject: RE: 20089486-Request has been assigned to SSIC1
Sent: Oct 2, 2012 8:07 AM

Trying we were stiff armed by Engineering for any more. PS&L is trying to help out.

From: McClung, Shannon (S.T.)
Sent: Monday, October 01, 2012 5:03 PM
To: McDonagh, Scot (S.M.)
Cc: Dobbs, Dan (K.D.)
Subject: RE: 20089486-Request has been assigned to SSIC1

This sounds like good news?

Regards,

Shannon T. McClung
Field Service Engineer
Cell: 407-637-7763

From: White, Eric (E.)
Sent: Monday, October 01, 2012 5:02 PM
To: McDonagh, Scot (S.M.); Kramer, Michael (M.T.)
Cc: Nowaczyk, Rick (R.J.); McClung, Shannon (S.T.); Dobbs, Dan (K.D.); Tyler, Jim (J.S.)
Subject: RE: 20089486-Request has been assigned to SSIC1

2011-2012MY: BL34-9L440-AE 336 pcs shipped from Valeo today. Working on getting an additional 10 pcs air shipped.

2013MY: DL34-9L440-AC Timing TBD

Eric White
(PS&L) Field Fix / Critical Parts / FSA
Ford Customer Service Division
Ph: 313. 337. 3157

From: McDonagh, Scot (S.M.)
Sent: Monday, October 01, 2012 12:49 PM
To: Kramer, Michael (M.T.); White, Eric (E.)
Cc: Nowaczyk, Rick (R.J.); McClung, Shannon (S.T.); Dobbs, Dan (K.D.); Tyler, Jim (J.S.)
Subject: RE: 20089486-Request has been assigned to SSIC1

Understood- Will ask Eric to advise if he has received timing from Valeo when FCSD will receive Service CACs.

2011-2012MY: BL3

-----Original Message Truncated-----

From: McClung, Shannon (S.T.)
Sent: Friday, October 12, 2012 12:15 PM
To: Nowaczyk, Rick (R.J.)
Subject: RE: 20089844-Request Saved

Rick,

Just an FYI that I closed the GCQIS report associated with this CAC replacement final repair attempt. I drove the vehicle for 30 miles on country roads and highway. On the highway I had the cruise set at 72, and performed a couple of slow down and tip ins when I exited and reentered the highway to turn around. No issues, but unfortunately it was a beautiful 66 degree morning with clear skies and low humidity in the Florida panhandle.

Regards,

Shannon T. McClung

Field Service Engineer

Cell: 407-637-7763

From: Nowaczyk, Rick (R.J.)
Sent: Monday, October 08, 2012 10:35 AM
To: White, Eric (E.)
Cc: McClung, Shannon (S.T.)
Subject: FW: 20089844-Request Saved
Importance: High

Eric,

Can you answer the FSE's (Shannon McClung) question below?

From: McClung, Shannon (S.T.)
Sent: Monday, October 08, 2012 10:30 AM
To: Nowaczyk, Rick (R.J.)
Subject: RE: 20089844-Request Saved

Rick,

Regarding the Final Repair Attempt in this email string, the customer dropped off their vehicle at the dealership today. The dealership has placed the emergency order for the new CAC part level . . . **Can you provide an estimate of when the supplier can get a part to us?** Thank you!

Regards,

Shannon T. McClung

Field Service Engineer

Cell: 407-637-7763

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, October 04, 2012 3:30 PM
To: McClung, Shannon (S.T.)
Subject: RE: 20089844-Request Saved

Yes, Have them place an Emergency order in the system for part# BL3Z-6K775-B

From: McClung, Shannon (S.T.)
Sent: Thursday, October 04, 2012 3:26 PM
To: Nowaczyk, Rick (R.J.)
Subject: RE: 20089844-Request Saved

Rick,

Got your message, and relayed the info to the dealership. Can they order now, and how long would the part take to arrive?? Just found out when I called the service manager that the customer had a bad condensation episode with the truck, and is bringing it in this afternoon or tomorrow morning. Putting him in a rental, and the days out of service are going to start racking up. Thanks!!

Regards,

Shannon T. McClung

Field Service Engineer

Cell: 407-637-7763

From: tfosys@ford.com [mailto:tfosys@ford.com]
Sent: Thursday, October 04, 2012 2:02 PM
To: Nowaczyk, Rick (R.J.); McClung, Shannon (S.T.)
Subject: 20089844-Request Saved

This is an auto generated e-mail from Technical Field Operations Assignment Management System, Please do not reply.

Please click [here](#) to access this request

Additional Comments

Request Details

Additions and/or changes made to the request are highlighted in red.

Tracking Number	20089844
Status	Assigned
Currently assigned to	RNOWACZY
Request Type	Escalated FSE Support Request (from FSE to CSE)
Request Source	Field Service Engineer
If Other request source, please explain	
Primary contact	Shannon McClung
Primary contact's phone number	407-637-7763
Primary contact's email address	
Technician Name	
Technician certified in relevant speciality	

Dealership Name	TALLAHASSEE FORD LINCOLN
P&A Code	04044
Facing Region (SDR separate from Contact Regions)	S3 - ORLANDO
Geographic Region (SDR combined with Contact Region)	S3 - ORLANDO
FCSD Sales Zone	A04
FCSD Technical Zone	T07
VIN	1FTFW1ETXCF [REDACTED]
Vehicle year/model	F-150
Vehicle mileage	4,044
Repair Order (R.O) #	N/A
Customer Name	
Vehicle Down?	No
GCQIS Report #	CITBE012
TAR Open?	Yes
CuDL Case #	
Priority	High
Request description	<p>***FSE requesting assistance with obtaining part for 3.5L CAC condensation issue.*** 5 50 2 39,DRVLIN,RUNS ROUGH,ACCELERATION,INTERMITTENT MISFRES ON ACCELERATION CEL ---Updated By-- -SSIC1--10/04/2012 01:06:17 PM-- Please assign to Rick Nowaczyk (RNOWACZY) ---Updated By--- BCAINES--10/04/2012 01:52:10 PM--</p>
GCQIS Comments	<p>09/20/2012 12:13PM SEAN FRENCH MSS - FCSD - TECH SVC HOTLINE; WEB FORM DATA - CONCERN:CHECK ENGINE LIGHT ON, RUNS ROUGH ON ACCELERATION</p> <p>DIAGNOSTICS: TSB 12-6-4 HAS ALREADY BEEN PERFORMED AND THE CUSTOMER IS STILL EXPERIENCING THE CONCERN AFTER DRIVING LONG DISTANCES AND CUSTOMER ACCELERATES MODERATLEY THE ENGINE MISFIRES AND RUNS ROUGH.</p> <p>PARTS REPLACED:INSTALLED CAC SHIELD AND REPROGRAMMED PCM AS PER TSB 12-6-4</p> <p>TECH QUESTION:TSB DID NOT CORRECT THE CONCERN. WHAT NEXT?</p> <p>----- 09/20/2012 12:13PM SEAN FRENCH MSS - FCSD - TECH SVC HOTLINE; DAVID,</p> <p>EVEN THOUGH TSB: 12-6-4 HAS BEEN</p>

PERFORMED MISFIRES CAN STILL OCCUR DUE TO CAC CONDENSATION. WHEN DRIVING CONDITIONS ARE IDEAL: (WHEN ACCELERATION IS REQUESTED FOLLOWING AN EXTENDED CRUISE DURING WET OR HUMID WEATHER), CONDENSATION CAN STILL BUILD UP WITHIN THE CAC RESULTING IN MISFIRES. TO VALIDATE A CONDENSATION CONCERN RECOMMEND DUPLICATING THE MISFIRES, PULL THE VEHICLE OVER AND INSPECT THE CAC SYSTEM AND THROTTLE BODY INLET FOR CONDENSATION OR WATER DROPLETS. ENGINEERING IS CURRENTLY GETTING READY TO RELEASE AN UPDATED FIX FOR THIS CONCERN. PLEASE MONITOR OASIS FOR UPDATED FIX INFORMATION.

 10/04/2012 1:02PM SHANNON MCCLUNG (FSE)
 MSS - FCSD - REG - ORLANDO;
 FL MVDNCUSTOMER STATE: RUNS ROUGH
 ON ACCELERATION AND LOSING POWER

 10/04/2012 1:02PM SHANNON MCCLUNG (FSE)
 MSS - FCSD - REG - ORLANDO;
 TECH ASSIST REFERRAL HAS BEEN OPENED

FSE Comments

Initial Contact Date

Person Contacted

Dealership visit planned?

Visit date, if planned

Did Visit Occur?

Concern Summary for Technical Assistance Contact Report

Inspection Comments for Technical Assistance Contact Report

Primary Root cause for Technical Assistance Contact Report

Other Root Causes

Please explain if "Other" is root cause

Recommendation for Technical Assistance Contact Report

FSE to make sure that the dealer has an Emergency order in the parts system under part# BL3Z- 6K775-B. Working with PS&L to have a CAC drop shipped from the packager to the dealer for this vehicle. Also make sure dealer swaps over the defector to the new CAC with two new push pins. ---Updated By--- RNOWACZY--10/04/2012 02:02:18 PM--

Missing tools/equipment(if identified)

Missing tools/equipment ordered during visit?

Total hours spent on request

0.0

Created by

SSIC1

Created date

10/04/2012 01:06:17 PM EST

Last Revised by

RNOWACZY

Last revised date

10/04/2012 02:02:18 PM EST

This e-mail notification has been generated by: RNOWACZY
Thank you..

From: McDonagh, Scot (S.M.)
Sent: Friday, March 08, 2013 9:55 AM
To: Nowaczyk, Rick (R.J.)
Subject: RE: 2012 F150 3.5L Random Misfire While Driving (CQIS Report#CH1CE017)

THANKS

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Friday, March 08, 2013 9:55 AM
To: McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Dixon, Mark (M.R.)
Cc: Dobbs, Dan (K.D.)
Subject: RE: 2012 F150 3.5L Random Misfire While Driving (CQIS Report#CH1CE017)

Ok, FAV request is kicked off and active under DTC P0236.

From: McDonagh, Scot (S.M.)
Sent: Friday, March 08, 2013 9:50 AM
To: Oyafuso, Kevin (K.G.)
Cc: Nowaczyk, Rick (R.J.); Dixon, Mark (M.R.)
Subject: RE: 2012 F150 3.5L Random Misfire While Driving (CQIS Report#CH1CE017)

Rick reminded me of enclosed TAR you worked on. Is this the same Sensor/Connector we are now investigating for P0236 ?

PS- Rick is kicking off P0236 FAV for us

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, February 06, 2013 9:12 AM
To: Oyafuso, Kevin (K.G.); McDonagh, Scot (S.M.); Dixon, Mark (M.R.); Hughes, Scott (S.R.); Clark, Jason (J.)
Cc: Nowaczyk, Rick (R.J.)
Subject: FW: 2012 F150 3.5L Random Misfire While Driving (CQIS Report#CH1CE017)
Importance: High

FYI, Thanks to the engineering team for all their help on this vehicle. Not sure how the dealer overlooked the TIP sensor in this case. I did find where in the GCQIS report that the dealer stated they cleaned the TIP sensor which resolved the concern temporarily. Thanks again for all your help!

From: Michnya, James (J.J.)
Sent: Wednesday, February 06, 2013 8:39 AM
To: Nowaczyk, Rick (R.J.)
Subject: Re: 2012 F150 3.5L Random Misfire While Driving (CQIS Report#CH1CE017)

I will update and close out the report, but we just confirmed with customer, no more problems with the vehicle. Thanks again.
James

From: Michnya, James (J.J.)
Sent: Wednesday, February 06, 2013 08:31 AM
To: Nowaczyk, Rick (R.J.)
Subject: Re: 2012 F150 3.5L Random Misfire While Driving (CQIS Report#CH1CE017)

I need to update the report, but I think we fixed it. It was so broke the last time I looked at it, I was able to see what was wrong. The tip pid was showing an unusually low voltage and pressure. Ran pinpoint test DN for it, and found a lack of vref. Eventually found the fault was at the connector itself, not the pin fit, but the wire was weak where it attaches to the pin. We repaired this and so far , so good. Amazing how bad it ran without this one input. James

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, February 06, 2013 07:53 AM
To: Michnya, James (J.J.)
Subject: RE: 2012 F150 3.5L Random Misfire While Driving (CQIS Report#CH1CE017)

Any updates on this vehicle?

From: Michnya, James (J.J.)
Sent: Tuesday, January 29, 2013 9:04 AM
To: Nowaczyk, Rick (R.J.)
Subject: Re: 2012 F150 3.5L Random Misfire While Driving (CQIS Report#CH1CE017)

Going to dealer on thursday

From: Nowaczyk, Rick (R.J.)
Sent: Tuesday, January 29, 2013 08:55 AM
To: Michnya, James (J.J.); Oyafuso, Kevin (K.G.)
Cc: McDonagh, Scot (S.M.); Dixon, Mark (M.R.); Hughes, Scott (S.R.); Clark, Jason (J.)
Subject: RE: 2012 F150 3.5L Random Misfire While Driving (CQIS Report#CH1CE017)

Any status updates on this vehicle?

From: Michnya, James (J.J.)
Sent: Wednesday, January 23, 2013 3:55 PM
To: Oyafuso, Kevin (K.G.); Nowaczyk, Rick (R.J.)
Cc: McDonagh, Scot (S.M.); Dixon, Mark (M.R.); Hughes, Scott (S.R.); Clark, Jason (J.)
Subject: Re: 2012 F150 3.5L Random Misfire While Driving (CQIS Report#CH1CE017)

Thanks for that feedback, I will work on that. James

From: Oyafuso, Kevin (K.G.)
Sent: Wednesday, January 23, 2013 02:23 PM
To: Nowaczyk, Rick (R.J.)
Cc: McDonagh, Scot (S.M.); Dixon, Mark (M.R.); Hughes, Scott (S.R.); Michnya, James (J.J.)
Subject: RE: 2012 F150 3.5L Random Misfire While Driving (CQIS Report#CH1CE017)

Rick/James,

Were the DTCs P025E and P0246 resolved? I couldn't tell if anything was found that indicated these codes were fixed and what caused them to set. The p0246 is a circuit code for the wastegate solenoid, the other is a boost sensor A fault. We know there are some aftermarket programmers that keep putting in a 2011 strategy/calibration that doesn't line up with the hardware in 2012 and 2013MY GTDI P415s. Could you have the tech send his latest session for this vehicle? or do you have one? If this is related to the CAC misfire concern, please verify how customer drives vehicle. We can't do anything more at this time for CAC misfires if all the know fixes have been applied (latest calibration is loaded, installed revised CAC and deflector plate). Recommend getting mode 6 and mode 9 data, log data to session and send session to hotlne server. I'd like to see how the PCM got programmed and if the CAT code is on the verge of setting again (due to CAT damage from misfire). Can someone get a recording of concern if this is repeatable?

If you can do a recording , here are the parameter lists - there are two - one for pre/post drive and one for the flight recorder. Let me know if you have any comments/questions, my cell phone number is below. If you don't have a VDR then just use the datalogger for both. The Flight recorder pids are the more important ones during a drive.

Pre-drive snap shot - use ids datalogger to get a snap shot of these parameters - If you have time, grab these again after the drive, most of these will not be captured with the flight recorder configuration below. Might want to review and log mode 6/mode 9 data to the session - misfire and cat efficiency results

IDS datalogger pids (pre and post drive look):

CLRDIST, CLRWRMUP, ETCDIAG_CODE, KNK_CNTR_CYL(1-6), KNK_RATE_LRND, MFF_INGEAR, MFF_LOAD, MFF_RPM, MFF_RUN, MFF_SOAK, MFF_TCC_LOCK, MFF_THR_ANG, MFF_TRIP, MFF_VSS, OCTADJ_R_LRND, MP_LRN, DIST_BRKOVRD.

Flight Recorder pids:

Use these for the flight recorder, use 50s recording length (good for 4 events) and 40/10 pre/post trigger
APP (PER), BARO (PRESS), CHT (TEMP), CYL_(1-6)_ACCL,DTCCNT, EQ_RAT11 (RATIO), EQ_RAT21 (RATIO), ETC_ACT, EVAPCP, FLI, FRP (PRESS), FRP_DSD, FTP_H20 (NUM), GEAR, IAT2 (TEMP), KNK_RATE_LRND, KNOCK_1, KNOCK_2, KNOCK_SPRK, LOAD (PER), LONGFT1, LONGFT2, MAP (PRESS), MFF_TRIP, NUM_MISFIRE, O2S11_CUR, O2S21_CUR, RPM, RUNTM, SHRTFT1, SHRTFT2, SPARKADV, SYNC, TQ_CNTRL,TIP_PRS-Boost, TR, TURBO_BPASS, TURBO_BPASS_2, TURBO_WGATE, VCT_EXH_ACT2, VCT_INT_ACT2, VCT_EXH_DSD, VCT_INTK_DSD,VPWR, VSS

Regards,
Kevin Oyafuso
Ford Motor Company
PD / Powertrain Integration Management - C&C Quality
Vehicle Operations General Office (VOGO)
17000 Oakwood Blvd, Allen Park, MI 48101
6-Sigma Garage, Office 4B
(313) 805-4908 (koyafuso@ford.com)

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, January 23, 2013 1:16 PM
Cc: McDonagh, Scot (S.M.); Dixon, Mark (M.R.); Hughes, Scott (S.R.); Michnya, James (J.J.)
Subject: 2012 F150 3.5L Random Misfire While Driving (CQIS Report#CH1CE017)
Importance: High

To: Oyafuso, Kevin (K.G.)

Kevin,

We have a FSE (James Michnya) is requesting some assistance with a 2012 F150 3.5l random misfire on all cylinders. The FSE has installed new Spark Plugs and Ign. Coils...no change.

Any repair suggestions for this FSE?

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, January 23, 2013 1:10 PM
To: Nowaczyk, Rick (R.J.)
Subject: Report Summary for the CQIS Report#CH1CE017

Attachments : 0

Report# :	CH1CE017 NHL	Received:	08/27/2012
CCRG/EPRC:		Date:	
Vehicle:	2012,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET9CF [REDACTED]	Build Date:	12/12/2011
Odometer :	28,888 M	Engine:	3.5L-GTDI
Transmission:	6R80E	Axle:	3800F3.31C
Dealer:	USA 04612 Bill Dobson Ford of Washington	A/C:	YES
City:	Washington	State:	Indiana
Originator:	TRISTAN BURTON	Phone#:	(812) 254-3673
Symptom:	5 50 3 02 DRV PERF,RUNS ROUGH,CRUISE/STEADY,ALWAYS		
Status:			
VFG:	V52 DRIVEABILITY		
Additional Symptom:	RANDOM MISFIRE WHILE DRIVING		
Fix:	Causal Component :		
Condition Code:			

Hotliner: DCHATFIE	Phone: 313 317-6315	Regn Cd: G3 Cincinnati
Engineering:	Phone:	TAR: 30-60
Dlr Contact: TRISTAN BURTON	Phone: 000 000-0000	Title Cde: T

DTCs:
KOEO:P0246 P025E
KOEC:
KOER:

Comments

:

REPAIR 08/27/2012 03:20PM DAVID CHATFIELD MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:ENGINE RANDOMLY MISSFIRE ON ALL CYLINDERS,
ACCELERATION, CRUISING, UPHILL, DOWNHILL, AND EVRYTHING IN BETWEEN.
MIL IS NOT ON. DIAGNOSTICS: RAN SELF TEST HAS CODE FOR RANDOM
MISSFIRE. LOOKED AT PIDS IN DATALOGGER TO SEE ANY PATTERNS AND NOTICED
THAT WHEN THE ENGINE WOULD START TO MISS THE PID: FRPDS# WOULD SPIKE
FROM ABOUT 800PSI TO 198PSI WHILE THE PID: FRP STAYED CONSTANT AND DID
NOT FLUCUATE AT 796PSI. ALSO THE WASTE GATES PID, TIP PID, AND LOAD
PID ARE FLUCUATING RAPIDLY. BLEW OUT WASTEGATE AND SOLENOID VACUUM
LINES. TRIED TO CONTROL WASTE GATES AT IDLE AND THE PID WILL CHANGE
VALUES BUT THE WASTE GATES DO NOT MOVE. PARTS REPLACED:SWAPPED TIP
SENSOR AND WASTEGATE SOLENOID WITH KNOWN GOOD ONES. TECH
QUESTION:SINCE THE FRPDS# IS USUALLY WHAT IS DESIRED, DOES THAT MEAN
THAT THE PCM IS TRYING TO TAKE FUEL AWAY? IF SO WHY DOES THE FRP NOT
FLUCUATE WITH THE FRPDS#? OR AM I LOOKING AT A PROBLEM WITH THE WASTE
GATES? OR IS THERE MORE TESTING THAT CAN BE DONE?

RECOMM 08/27/2012 03:20PM DAVID CHATFIELD MSS - FCSD - TECH SVC HOTLINE
TRISTAN, THIS CONCERN IS MOST LIKELY DUE TO A INCORRECT LOAD VALUE
INTERPRETED BY THE PCM. IF A RECORDING CAN BE ACQUIRED AND IT CAN BE
DETERMINED THAT THE TIP SENSOR IS ERRATIC FIRST AND THE LOAD AND
WASTEGATES FOLLOW AND ARE A RESULTS OF A SPIKE IN TIP, IT IS
RECOMMENDED TO REMOVE THE CAC INTAKE TUBE AND INSPECT THE CHARGE AIR
COOLER, TUBE AND THROTTLE BODY PLATES FOR SIGNS OF WATER. IF FOUND, IT
WILL BE NECESSARY TO CLEAN THE TUBE AND THROTTLE BODY. REMOVE THE CAC
AND DRAIN THE WATER FORM THE COOLER. RE EVALUTE THE CONCERN AFTER THE
SYSTEM IS DRY. IF THE CONCERN IS RESOLVED, ENGINEERING IS AWARE OF THE
CONDENSATION BUILD-UP CONCERN IN THE CAC AND IS WORKING TOWARD A
REPAIR. OASIS WILL REFLECT REPAIR DIRECTION WHEN IT BECOMES
AVAILABLE. IF THERE ARE NO SIGNS OF WATER IN THE CAC SYSTEM, IT IS
RECOMMENDED TO OBTAIN A FUEL SAMPLE AND CHECK FOR SIGNS OF
CONTAMINATION AND/OR EXCESSIVE ETHANOL. DRAIN A SAMPLE OF THE FUEL
THROUGH A COFFEE FILTER OR PAINT STRAINER LOOKING FOR CONTAMINATES.
MEASURE THE ACTUAL AMOUNT OF ETHANOL IN THE FUEL. USING A CLEAR
BOTTLE, FILL IT HALFWAY WITH WATER, MARK THE LINE, ADD THE SAME AMOUNT
OF FUEL FROM THE VEHICLE, MIX TOGETHER, AND ALLOW TO SEPARATE. THE
ETHANOL WILL COMBINE WITH THE WATER INCREASING THE WATER LEVEL. AN
INCREASE OF WATER LEVEL UP TO 10% IS NORMAL GASOLINE. ANY MORE THAN
10% IS AN E85 MIX. IF CONTAMINATES OR EXCESSIVE ETHANOL IS VERIFIED,
THE FUEL SYSTEM WILL NEED TO BE DRAIN, CLEANING AND KNOWN GOOD FUEL

INSTALL. IF THE ABOVE CHECKS PROVE OK, REMOVE AND INSPECT THE SPARK PLUGS FOR SIGNS OF CRACKING OR FOULING, IF THE SPARK PLUGS ARE QUESTIONABLE, REPLACE ALL 6 SPARK PLUGS, RESET KAM AND RETEST.

REPAIR 08/27/2012 05:30PM DAVID CHATFIELD MSS - FCSD - TECH SVC HOTLINE

I REMOVED THE CAC. LOOKS LIKE I DO HAS MOISTURE PRESENT, BUT IT LOOKS LIKE I HAVE OIL PRESENT IN THE CAC ALSO. ABOUT A TEASPOON OF A MILKY BROWN MIXTURE. THROTTLE BODY DOES HAVE SPOTTING INSIDE WERE IT IS PROBABLY SUCKING IN THE MIXTURE. THE TUBE FROM THE CAC TO THE THROTTLE BODY AND THE DRIVER SIDE TURBO TUBE HAVE AN OILY RESIDUE IN THEM. SHOULD THERE BE OIL IN THE CAC, OR THESE TUBES?

RECOMM 08/27/2012 05:30PM DAVID CHATFIELD MSS - FCSD - TECH SVC HOTLINE

TRISTAN, YES, A SMALL AMOUNT OF OIL WOULD BE ACCEPTABLE. THE ENGINES CRANKCASE-PCV SYSTEM IS VENTED INTO THE BANK 2 CAC TUBE AND WILL MIGRATE TO THE CAC AND THROTTLE PLATE. AS THE VEHICLE HAS BEEN CONFIRMED TO HAVE A SMALL AMOUNT OF CONDENSATION BUILD-UP PRESENT, PLEASE DRAIN AND CLEAN THE OIL AND WATER FROM THE CAC AND AIR INTAKE SYSTEM AND PERFORM < "" td "">

href 'HTTP://WWW.FORDTECHSERVICE.DEALERCONNECTION.COM/VDIRS/SPUBS/ANUM Q.ASP?FLAVOR DEALERS&SZARTICLE 12-6-4' TARGET '_BLANK'>TSB 12-6-4

IF THE CAC DEFLECTOR IS NOT IN PLACE. RE EVALUTE THE VEHICLE CONCERNS AFTER THE RECOMMENDATIONS. PLEASE FEEL FREE TO UPDATE THIS REQUEST WITH ADDITIONAL INFORMATION IF FURTHER ASSISTANCE IS REQUIRED.

REPAIR 09/10/2012 11:24AM JACOB MORFITT MSS - FCSD - TECH SVC HOTLINE

WE HAVE THIS VEHIVLE BACK AGAIN. MULTIPLE MISSIFRE CODES. WE ALSO HAVE P0246, P025E NOW. THIS VEHICLE HAS BEEN HERE MULTIPLE TIMES. CUSTOMER IS FRUSTRATED. SHOULD WE DO NORMAL DIAG ON THESE 2 CODES, OR DO YOU ALL HAVE ANY IDEAS.

RECOMM 09/10/2012 11:24AM JACOB MORFITT MSS - FCSD - TECH SVC HOTLINE

TRISTAN, IT WOULD BE RECOMMENDED TO ADDRESS THE DTC'S THAT ARE PRESENT FIRST AND RE-EVALUATE THE CONCERN. ADDITIONALLY, IT IS UNCLEAR IF THE PREVIOUS RECOMMENDATIONS HAVE BEEN PERFORMED. IF NOT ALREADY PROCEED WITH PERFORMING OF < "" td "">

href 'HTTP://WWW.FORDTECHSERVICE.DEALERCONNECTION.COM/VDIRS/SPUBS/ANUM Q.ASP?FLAVOR DEALERS&SZARTICLE 12-06-04' TARGET '_BLANK'>TSB 12-06-04

. IF FURTHER ASSISTANCE IS REQUIRED WHEN PERFORMING THE RECOMMENDED PROCEDURES PLEASE CONTACT THE HOTLINE BY PHONE REFERENCING

THE RED CONTACT ID AT THE TOP OF THIS REQUEST.

REPAIR 09/10/2012 12:21PM DAVID CHATFIELD MSS - FCSD - TECH SVC HOTLINE

WE DID THE TSB 12-06-04

RECOMM 09/10/2012 12:21PM DAVID CHATFIELD MSS - FCSD - TECH SVC HOTLINE

TRISTAN, AS PREVIOUSLY STATED THIS CONDITION IS MOST LIKELY DUE TO EXCESSIVE CONDENSATION BUILD-UP IN THE CAC, EVEN AFTER TSB 12-6-4 HAS BEEN PERFORMED. THE WATER/OIL MIX WILL CONTAMINATE THE TIP (BOOST PRESSURE SENSOR) AND CAUSE A LOAD CALCULATION ERROR BY THE PCM AND RANDOM MISFIRES. ALSO, UNDER HARD ACCELERATION, THE WATER CAN BE INJECTED INTO THE ENGINE CAUSING CONDENSATION INDUCED MISFIRES AS WELL. R PLEASE REMOVE THE BOOST PRESSURE SENSOR FROM THE CAC TUBE IN FRONT OF THE THROTTLE BODY AND INSPECT FOR SIGNS OR OIL/WATER CONTAMINATIONS. IF FOUND, SUBSTITUTE A KNOWN GOOD SENSOR, RESET KAM AND RE EVALUATE. IF THE CONCERN IS RESOLVED, REMOVE THE CHARGE AIR COOLER AND PERFORM THE CLEANING PROCEDURE AS OUTLINED IN THE ONLINE WSM SECTION 303-12 AND REPLACE THE BOOST PRESSURE SENSOR. ENGINEERING IS IN THE PROCESS OF VALIDATING A REPAIR FOR EXCESSIVE CONDENSATION BUILD-UP IN THE CAC AND REPAIR DIRECTION IS ANTICIPATED SOON. OASIS WILL REFLECT A REPAIR ONCE IT BECOMES AVAILABLE.

REPAIR 11/06/2012 11:35AM SHAWN FERRET MSS - FCSD - TECH SVC HOTLINE

WEB FORM DATA - CONCERN:VEHICLE MISSES UNDER LOAD ON ALL CYLINDERS. DIAGNOSTICS: WE HAVE INSTALLED A NEW CAC AND DEFLECTER IN THE PAST. WE HAVE DROVE THE VEHICLE WITH IDS HOOKED UP AND CAN WATCH THE MISSES. THEY ARE MINOR, BUT IRRATATING. PARTS REPLACED:NO CODES AT THIS TIME. WE NEVER GOT P0430. WE HAVE REPLACED CAC, DEFLECTOR. BOOST PRESSURE SENSOR TECH QUESTION:WE HAVE BEEN UNABLE TO REPAIR THIS VEHICLE, WE HAVE WORKED WITH HOTLINE IN THE PAST ON THIS. CUSTOMER IS REARDY TO INITIATE BUYBACK IF WE CANT REPAIR. IS THERE A FIX FOR THIS YET?

RECOMM 11/06/2012 11:35AM SHAWN FERRET MSS - FCSD - TECH SVC HOTLINE

BILL, MISFIRES ASSOCIATED WITH MOISTURE IN THE CHARGED AIR COOLER (CAC) WOULD ONLY AFFECT BANK 2, AND ONLY BE PRESENT AFTER AN EXTENDED CRUISE, AND ARE OFTEN NOT ABLE TO BE DUPLICATED. SINCE YOUR MISFIRES ARE ON ALL CYLINDERS AND CAN BE READILY DUPLICATED, DO NOT SUSPECT THEY RELATE TO CAC CONDENSATION. IT IS NOTED THAT THERE WAS PREVIOUSLY A P025E AND P0246. IF THESE DTCS ARE STILL PRESENT, IT IS RECOMMENDED TO FOCUS ON THE P0246 FIRST, AS THIS IS A CIRCUIT DTC FOR THE WASTEGATE SOLENOID. SINCE YOU HAVE SWAPPED THE SOLENOID ALREADY, YOU CAN REMOVE IT AND MAKE SURE THERE IS NO CONTAMINATION IN THE LINES THAT COULD CAUSE A REPEAT FAILURE. IF YOU REFER TO PAGE 25-9 OF THE WIRING DIAGRAM YOU CAN SEE THE TCWRVS CIRCUIT VE824 YE-GN. THIS CIRCUIT CAN BE CHECKED FOR SHORTS OR OPENS, YOU CAN VERIFY THERE IS

BATTERY VOLTAGE AVAILABLE TO THE WASTEGATE SOLENOID, AND YOU CAN INSPECT PIN FIT AT THE SOLENOID. IF YOU ARE STILL GETTING EXCESS OIL RESIDUE IN THE CAC, IT IS RECOMMENDED TO REPLACE THE PCV VALVE, CLEAN THE RESIDUAL OIL, AND RE-EVALUATE. IF YOU WILL TO DISCUSS THIS FURTHER, PLEASE CONTACT THE HOTLINE BY PHONE AT 1-800-826-4694 USING THE HOTLINE ID LISTED ON THE HAR FORM, ON THE UPPER LEFT HIGHLIGHTED IN RED. IT WOULD HELP TO HAVE INFORMATION AVAILABLE ABOUT THE NUMBER AT TIMES THE VEHICLE HAS BEEN TO THE DEALERSHIP FOR THIS CONCERN, AND THE AMOUNT OF TIME THE VEHICLE SPENT AT THE DEALER EACH VISIT.

AUDIT 11/06/2012 11:35AM SHAWN FERRET MSS - FCSD - TECH SVC HOTLINE

ODOMETER 22634 M CHANGED TO 28888 M BY SFERRET

REPAIR 11/06/2012 12:38PM TONY ROMANO MSS - FCSD - TECH SVC HOTLINE

VEHILCE HAS BEEN IN HERE 4 TIMES. ITS HARD TO BE SURE ON HOW MANY DAYS EXACTLY WE HAD IT, BECAUSE WE ORDERED PARTS SOMETIMES AND LET THEM HAVE IT BACK. A GOOD ESTIMATE WOULD BE 10 OR 11 DAYS OVER 4 VISITS

RECOMM 11/06/2012 12:38PM TONY ROMANO MSS - FCSD - TECH SVC HOTLINE

BILL, ENSURE THE LATEST CAC WAS INSTALLED PER < "" td "">
HREF 'HTTP://WWW.FORDTECHSERVICE.DEALERCONNECTION.COM/VDIRS/SPUBS/ANUM
Q.ASP?FLAVOR DEALERS&SZARTICLE 12-10-19' TARGET '_BLANK'>TSB 12-10-19
. CHECK FOR ANY EXCESSIVE BACK PRESSURE IN THE EXHAUST. THE
EXHAUST BACK PRESSURE SHOULD NOT EXCEED 3 PSI DURING 3 TO 4 MOMENTARY
SNAPS OF THE THROTTLE TO WIDE OPEN THROTTLE (WOT) IN NEUTRAL OR PARK.
THE BACK PRESSURE SHOULD ALSO NOT EXCEED 8 PSI ON A FULL THROTTLE
ACCEL. ENSURE THERE IS NO WATER IN THE FUEL AND FUEL QUALITY IS NOT
A CONCERN. MONITOR THE FUEL TRIMS AND UEGO EQ_RAT FOR ANY CONCERNS
BEFORE ANY MISFIRING STARTS. MISFIRES WILL DRIVE THE INDICATION LEAN.
BECAUSE NO CODES ARE SETTING FOR THE MISFIRES AND SOME OF THE
MISFIRE TEST PROCEDURES ARE NOT CLEAR, PLEASE CALL THE TECHNICAL
HOTLINE AT 1-800-826-4694 USING THE HOTLINE ID LISTED ON THE HAR FORM,
ON THE UPPER LEFT HIGHLIGHTED IN RED AFTER PERFORMING CHECKS AS
RECOMMENDED. AFTER TESTING HAS BEEN COMPLETED

REPAIR 11/06/2012 01:50PM WILLIE HOUSTON MSS - FCSD - TECH SVC HOTLINE

NORRIS DAVIS CALLED AND STATED THAT THE VEHICLE HAS MISFIRES ON BANK TWO WHEN ACCELERATING AFTER DRIVING AT HIGHWAY SPEEDS. HE HAS DETECTED VERY INTERMITTENT MISFIRES ON BANK ONE CYLINDERS. THE TIP BOOST SENSOR HAS BEEN REMOVED AND INSPECTED AND FOUND TO BE CONTAMINATED WITH A FOAMY OILY SUBSTANCE. THE CAC WAS CLEANED PREVIOUSLY WHICH RESULTED IN A TEMPORARY REPAIR OF THIS CONCERN.

RECOMM 11/06/2012 01:50PM WILLIE HOUSTON MSS - FCSD - TECH SVC HOTLINE

NORRIS, THE CAC MISFIRE CONDITION THAT IS ADDRESSED IN TSB 12-10-19 WILL OCCUR UNDER EXTENDED DRIVING CONDITIONS AT HIGHWAY SPEEDS UNDER LOW BOOST CONDITIONS. IF THE TIP SENSOR IS CONTAMINATED, PERFORM THE CAC CLEANING PROCEDURE SHOWN IN SECTION 303 OF THE ONLINE WSM AND REPLACE THE TIP SENSOR AGAIN. ENSURE TO ORDER THE CAC PART NUMBER LISTED IN THE TSB AS STOCK AVAILABLE CHARGE AIR COOLERS ARE NOT THE MOST CURRENT PART AVAILABLE.

REPAIR 12/12/2012 09:45AM ADAM HEBERT MSS - FCSD - TECH SVC HOTLINE

THIS VEHICLE IS BACK AGAIN. WE ARE GETTING A RANDOM MISSIFRE UNDER LOAD. CUSTOMER IS WANTING A BUYBACK. FORD CUSTOMER SERVICE CALLED ME AND ASKED ME TO UPDATE HOTLINE WITH THIS INFORMATION. THANK YOU

RECOMM 12/12/2012 09:45AM ADAM HEBERT MSS - FCSD - TECH SVC HOTLINE

WE HAVE ESCALATED THIS CONCERN TO THE TECHNICAL SERVICE HOTLINE'S ESCALATED HANDLING TEAM FOR ADDITIONAL REVIEW. A SERVICE ENGINEER FROM THIS TEAM WILL CONTACT YOU BY PHONE OR THROUGH THIS HOTLINE ASSISTANCE REQUEST WITHIN ONE (1) BUSINESS DAY TO PROVIDE ADDITIONAL INFORMATION AND/OR RECOMMENDATIONS TO ASSIST IN THE RESOLUTION OF THE CUSTOMER'S CONCERN. OUR TEAM AT THE HOTLINE WILL CONTINUE TO WORK WITH YOU AND YOUR DEALERSHIP TO HELP GET THE CONCERN RESOLVED AND THE VEHICLE BACK TO THE CUSTOMER IN A TIMELY MANNER. IF WE HAVE EXHAUSTED ALL OF OUR RESOURCES AND ARE STILL UNABLE TO RESOLVE THE CUSTOMER'S CONCERN THROUGH THESE ADDITIONAL STEPS, THE HOTLINE WILL ALERT YOUR FIELD SERVICE ENGINEER BY OPENING A TECHNICAL ASSISTANCE REQUEST. PLEASE BE PREPARED TO DISCUSS ALL DIAGNOSTICS PERFORMED AND TEST RESULTS WITH THE TECHNICAL SERVICE HOTLINE SERVICE ENGINEER IN MORE DETAIL. THANK YOU IN ADVANCE.

ESCLHD 12/12/2012 09:45AM ADAM HEBERT MSS - FCSD - TECH SVC HOTLINE

THIS CONCERN IS BEING ESCALATED DUE TO THE TIME DOWN, LENGTH OF THE CONCERN AND EXHAUSTION OF HOTLINE RESOURCES. CUSTOMER IS ACTIVELY SEEKING VEHICLE BUYBACK.

REPAIR 12/13/2012 10:38AM DAVID STENDARDO MSS - FCSD - TECH SVC HOTLINE

CONTACTED DEALER THROUGH OUTBOUND CALL AND SPOKE WITH SERVICING TECHNICIAN NORRIS EDWARDS AND SERVICE ADVISOR SCOTT EDWARDS. THE VEHICLE HAS BEEN RETURNED TO THE CUSTOMER OUT OF NECESSITY AS IT IS A DAVIESS COUNTY SHERIFF'S DEPARTMENT UNIT. WHEN THE VEHICLE RETURNED ON THE LAST VISIT, THERE WERE SEVERAL MISFIRE DTC'S PRESENT: P0300, P0301, P0305 AND P0306. THE LATEST TIP SENSOR WAS REPLACED BACK ON 11/2012 AND THE CONCERN IS STILL PRESENT. TECH HAS PERFORMED INJECTOR FLOW TESTING WITH NO ISSUES NOTED AND THE MISFIRE WAS PRIMARILY ON THE L/S. SPARK PLUGS AND COILS WERE NOT TESTED. IT WAS SAID THAT WHEN THE

CAC IS REMOVED AND CLEANED OR REPLACED, THE CONCERN IS RESOLVED FOR ABOUT 2 WEEKS, THEN RETURNS.

RECOMM 12/13/2012 10:38AM DAVID STENDARDO MSS - FCSD - TECH SVC HOTLINE

****WE'VE REFERRED THIS CONCERN TO THE FIELD SERVICE ENGINEER (FSE) IN YOUR MARKET AREA. THE FSE SHOULD CONTACT YOU OR DEALERSHIP MANAGEMENT (SERVICE MANAGER OR SERVICE DIRECTOR) WITHIN ONE (1) BUSINESS DAY. IF FSE DOES NOT CONTACT YOU DIRECTLY, PLEASE CONSULT WITH DEALERSHIP MANAGEMENT TO DISCUSS FURTHER RECOMMENDATIONS AND STEPS TO ASSIST IN THE RESOLUTION OF THIS VEHICLE CONCERN.****

TAR 12/13/2012 10:38AM DAVID STENDARDO MSS - FCSD - TECH SVC HOTLINE

****NOTE TO FSE: I AM REQUESTING TECHNICAL ASSISTANCE ON THIS VEHICLE DUE TO A REPEAT CONCERN OF RANDOM MISFIRES THAT REMAIN AFTER SEVERAL REPAIR ATTEMPT USING DIRECTED TSB'S AND CUSTOMER SEEKING BUYBACK IN CUDL(8124866812)** VEHICLE INITIALLY BROUGHT TO THE DEALER FOR A RANDOM MISFIRE. TECH CONFIRMED THAT THERE WAS SOME MOISTURE IN THE INTAKE SYSTEM AND WAS DIRECTED TO PERFORM TSB 12-06-04 AT THE TIME TO RESOLVE THE CONCERN AND IT WAS CORRECTED FOR A SHORT TIME. THE VEHICLE RETURNED AGAIN WITH THE SAME CONCERN A MONTH LATER WITH A P0246/P025E ALSO SETTING. TECH WAS DIRECTED TO RESOLVE THE DTC'S SETTING AS WELL AS REPLACE THE TIP SENSOR DUE TO CONTAMINATION AND CLEAN THE CAC. THE VEHICLE RETURNED AGAIN WITH A P0430 AND THE DEALER PERFORMED TSB 12-10-19 AS DIRECTED AND THE TIP SENSOR WAS REPLACED AGAIN DUE TO CONTAMINATION. THE VEHICLE THEN RETURNED YET AGAIN WITH THE SAME SYMPTOMS OF MISFIRING UNDER LIGHT LOADS WITH THE CONFIRMATION OF MISFIRES ON THE L/S WITH A P0300, P0301, P0305 AND P0306 SETTING. FUEL INJECTOR TESTING WAS PERFORMED WITH NO FAULTS AND NO OTHER MISFIRE DIAGNOSTICS WERE PERFORMED AS OF YET. THE TECH STATED THAT EVERY TIME THE CAC SYSTEM IS CLEANED, THE CONCERN IS RESOLVED FOR ABOUT 2 WEEKS. THE COUNTY HAS SEVERAL OTHER TRUCKS OF THE SAME CONFIGURATION AND THE LATEST TSB HAS CORRECTED THOSE UNITS, BUT NOT THIS ONE. REVIEW THE CONCERN WITH THE DEALER. COORDINATE A VISIT WITH THE DEALER/CUSTOMER DUE TO THE VEHICLE NOT BEING AT THE DEALER. PROVIDE ADDITIONAL DIAGNOSTICS AND INSPECTIONS TO HELP IDENTIFY A POSSIBLE CAUSE. ENSURE THAT THERE ARE NO SECONDARY IGNITION ISSUES PRESENT AS WELL. REPAIR ATTEMPTS: 3 ESTIMATE OF TOTAL DAYS OUT OF SERVICE: 15(TECH CERTIFIED)**

ADD-ON 12/19/2012 08:06AM JAMES MICHNYA(FSE) MSS - FCSD - REG - CINCINNATI

Initial Contact Date : 12/14/2012

Person Contacted : scott, sm

Dealership Visit Planned on : 12/19/2012

- REPAIR 12/19/2012 02:06PM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE**
SPOKE TO FSE JAMES MICHNYA IS REGARDS TO THE CONCERN WITH THIS VEHICLE. JAMES STATED THERE WAS 1 MISFIRE COUNT STORED IN MODE 6. JAMES WAS CURRENTLY ROAD TESTING THE VEHICLE DURING THE PHONE CALL AND STATED THAT AN INTERMITTENT BUCK WAS FELT DURING AN ACCELERATION EVENT.
- RECOMM 12/19/2012 02:06PM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE**
JAMES, IF A RANDOM MISFIRE IS SUSPECTED, RECOMMEND CHECKING FUEL QUAILTY FOR ANY CONCERNS. IF A FUEL CONCERN IS SUSPECTED, RECOMMEND SWAPPING WITH A KNOWN GOOD FUEL SOUCE AND RE-EVALUATE TEH CONCERN.
- ADD-ON 01/04/2013 11:30AM JAMES MICHNYA(FSE) MSS - FCSD - REG - CINCINNATI**
RECOMMEND TO REPLACE ALL SPARK PLUGS AND COILS, WHICH WERE INSTALLED. INSTRUCTED SM TO CALL ME BACK IF CONCERN RETURNS.
- ADD-ON 01/22/2013 03:36PM JAMES MICHNYA(FSE) MSS - FCSD - REG - CINCINNATI**
CONCERN WAS NOT REPAIRED WITH PLUGS AND COILS. STILL HAS RANDOM MISFIRES.
- REPAIR 01/23/2013 11:56AM MICHAEL HINDERER MSS - FCSD - TECH SVC HOTLINE**
DESCRIPTION OF VEHICLE CONCERN: THIS VEHICLE HAS BEEN IN FOR MULTIPLE REPAIRES. IT KEEPS COMING UP WITH RANDOM MISSFIRE CODES. OUR FSE HAS LOOKED AT THIS VEHICLE, AND WE ATTEMPTED A REPAIR. STILL HAVE RANDOM MISSIFRE. CUSTOMER HAS REQUESTED A BUYBACK. FORD SAID NO. AMANDA AT CUSTOMER RELATIONS TOLD ME TO OPEN YET ANOTHER HOTLINE, TO FIX THIS TRUCK. DIAGNOSTICS ALREADY COMPLETED: TODAY WE JUST SCANNED IT. CODE P0300 PARTS REPLACED: IN THE PAST, WE HAVE CHANGED CAC, CAT CONVERTERS,DEFLECTER FOR CAC, BOOST PRESSURE SENSOR,PCV VALVE, INNER COOLER SENSOR. WE HAVE RUN COMPRESSION TEST.-OK UNDER THE DIRECTION OF THE FSE WE REPLACED ALL COILPACK AND PLUGS. TECH'S QUESTION: AMANDA THE CUSTOMER SERVICE REP SAID WE NEED TO OPEN THIS HOTLINE TO GET FURTHER ENGINEERING ASSISTANCE. I DO NOT HAVE THE VEHICLE IN MY SHOP TODAY. CUSTOMER IS PRETTY IRATE. THIS CUSTOMER HAS PURCHASED 4 TO 6 VEHICLES A YEAR FROM US.
- RECOMM 01/23/2013 11:56AM MICHAEL HINDERER MSS - FCSD - TECH SVC HOTLINE**
SCOTT, IN REVIEWING THE PREVIOUS REPORTS, IT WAS RECOMMENDED TO DRAIN AND FLUSH THE FUEL TANK AND LINES BUT IT IS NOT STATED IF THIS HAS BEEN PERFORMED. VERIFY THERE ARE NO AFTERMARKET MODIFCATIONS OR ACCESSORIES ON THIS VEHICLE. GIVEN THE FSE WAS PREVIOUSLY INVOLVED, RECOMMEND TO CONTINUE WORKING TO RESOLVE THIS CONCERN WITH YOUR FSE.

From: McDonagh, Scot (S.M.)
Sent: Wednesday, January 23, 2013 8:54 AM
To: Nowaczyk, Rick (R.J.)
Cc: Sowards, John (J.); Steslicki, Michael (M.E.); Dobbs, Dan (K.D.)
Subject: RE: 2013 MY 3.5L GTDI P415 Misfire Daily AWS Claims (Post 9/18/12 Vehicle Build Date) - (1/22/13)

Not P0234. Need the Reports for CAC Misfire

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, January 23, 2013 8:53 AM
To: McDonagh, Scot (S.M.)
Cc: Sowards, John (J.); Steslicki, Michael (M.E.); Dobbs, Dan (K.D.)
Subject: RE: 2013 MY 3.5L GTDI P415 Misfire Daily AWS Claims (Post 9/18/12 Vehicle Build Date) - (1/22/13)

Scot,

I have already sent the 12 GCQIS reports to you on 1/14/2012 (see attachment).

<< Message: RE: New Emerging Concern 3.5L GTDI P0234 DTC Over Boost >>

From: McDonagh, Scot (S.M.)
Sent: Wednesday, January 23, 2013 8:46 AM
To: Nowaczyk, Rick (R.J.)
Cc: Sowards, John (J.); Steslicki, Michael (M.E.)
Subject: FW: 2013 MY 3.5L GTDI P415 Misfire Daily AWS Claims (Post 9/18/12 Vehicle Build Date) - (1/22/13)

Can you provide the (12) Emerging Concern CQIS Reports ?

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: McDonagh, Scot (S.M.)
Sent: Wednesday, January 23, 2013 8:43 AM
To: Fodera, Jas (J.J.); Dixon, Mark (M.R.)
Cc: McNamara, Patrick (P.S.); Stanley, Daniel (D.J.); Baker, Ron (R.)
Subject: RE: 2013 MY 3.5L GTDI P415 Misfire Daily AWS Claims (Post 9/18/12 Vehicle Build Date) - (1/22/13)

Correct- P415 GTDI CAC Misfire Emerging Concern is at 48% QSF Threshold

Continued Moisture In CAC Misfire Aft Updated CAC

Concern Title:

Quality Team: F-150

Status: Emerging **Open Date:** 15/Jan/2013 **VIN Count:** 12 << OLE
Object: Picture (Device Independent Bitmap) >> **Threshold:** 25 % of **Threshold:** 48%

Function: Powertrain **Days Open:** 8

PCE: **Last Updated:** 17/Jan/2013 8:22:08 AM

Functional Champion: JMCCOY Engineering **Contact:**
MKRAMER1

<< File: tsb12-11-15.pdf >>

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Fodera, Jas (J.J.)
Sent: Wednesday, January 23, 2013 7:12 AM
To: McDonagh, Scot (S.M.); Dixon, Mark (M.R.)
Cc: McNamara, Patrick (P.S.); Stanley, Daniel (D.J.); Baker, Ron (R.)
Subject: RE: 2013 MY 3.5L GTDI P415 Misfire Daily AWS Claims (Post 9/18/12 Vehicle Build Date) - (1/22/13)

Scot/Mark,

With a Production Date of 04-OCT-2012, shouldn't this 2013 vehicle have had the new CAC?

Jas Fodera
Powertrain Installations - Exhaust Systems
Phone: 1-313-621-2854
e-Mail: jfodera@ford.com
Building #2, MD-1232, Cube 23M02

From: McNamara, Patrick (P.S.)
Sent: Tuesday, January 22, 2013 12:41 PM
To: Fodera, Jas (J.J.)
Subject: RE: 2013 MY 3.5L GTDI P415 Misfire Daily AWS Claims (Post 9/18/12 Vehicle Build Date) - (1/22/13)

New CAC?

Thank You, Patrick McNamara

Powertrain Exhaust Engineering Supervisor
Certified Six Sigma Black Belt
Desk: 313 84 58798, Cell: 313 516 6721
BLDG2 23H02, pmcnamar @ ford.com

From: Fodera, Jas (J.J.)
Sent: Tuesday, January 22, 2013 7:35 AM
To: Steslicki, Michael (M.E.); Baker, Ron (R.); Singh, Sunny (T.K.)
Cc: Stanley, Daniel (D.J.); McNamara, Patrick (P.S.)
Subject: FW: 2013 MY 3.5L GTDI P415 Misfire Daily AWS Claims (Post 9/18/12 Vehicle Build Date) - (1/22/13)

I hot requested 1FTFW1ET3DF [REDACTED] (row 25 in the attached .xlsx file)

Server: **AWS Prod**
Claims loaded through: **21-JAN-2013**

Claim Detail Report

Note: All costs are in US dollars

Model Year 2013; **Claim Key** 790299

Vehicle Information

Model Year: 2013
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/F6-F150/LINCOLN MARK LT [04-13]
Warranty Start Date: 31-DEC-2012
Production Date: 04-OCT-2012
VIN: 1FTFW1ET3DF [REDACTED]

Dealer Information:

Dealer Name ROD BAKER FORD SLS INC
Dealer Code: 01705 - *
Address: 16101 S. LINCOLN HIGHWAY
City: PLAINFIELD
State: IL Zip Code: 60586
Country: USA Region Code: NA

Claim Information

Document Number: 02647451
Repair Date: 14-JAN-2013
Distance: 2301
TIS: 1
AWS Load Date: 17-JAN-2013

Expense Information

Customer Paid Amount: .00
Deductible Amount: .00
Dealer Paid Amount: .00
Labor Cost: 117.67
Misc. Expense Amount: .00
Part Markup Amount: 182.51
Material Cost: 547.52

Phone: (815)436-5681

Total Cost Gross: 665.19

Cust. Concern Code: E29 - CHECK ENGINE LIGHT TROUBLE

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: VERIFIED MIL ON. P0430. FOLLOWED TSB 12-11-15. REPLACED LEFT SIDE CATALYST CONVEROTOR AND INTERCOOLER ASSEMBLY. CLEARED CODES. ROAD TEST, OK.

Customer Comment: CK ENGINE LITE ON.

Labor Op Code Labor Op Description Labor Op Cost

121115B 117.67

Causal Flag	Full Part Number PREF BASE SUFF	Part Description	Part CPSC	Part Quantity	Extended Amount
N	* W711281 S300		031202	4	3.00
N	BL3Z 5E212 E	CONVERTER CATALYTIC	031202	1	313.92
Y	DL3Z 6K775 B	COOLER ASSY	031202	1	230.60

DTC Sections: Mil. Light On Y

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
Y	KC	P0430	CATALYST SYSTEM EFFICIENCY BELOW THRESHOLD (BANK 2)	1	CATALYST (SYSTEM)
N	KO	PASS	SYSTEM PASS	27	NO-FAULT CODES
N	KR	PASS	SYSTEM PASS	27	NO-FAULT CODES

Jas Fodera

Powertrain Installations - Exhaust Systems

Phone: 1-313-621-2854

e-Mail: jfodera@ford.com

Building #2, MD-1232, Cube 23M02

From: Steslicki, Michael (M.E.)

Sent: Tuesday, January 22, 2013 5:57 AM

To: Ahmed, Masood (M.); Bailey, Owen (O.R.); Boerger, Jim (J.G.); Bollman, Wes (W.); Cervenian, Neil (N.J.); Cockerill, Al (C.A.); Crudo, Frank (F.J.); Dame, Andrew (A.C.); Dixon, Mark (M.R.); Dobbs, Dan (K.D.); Dumler, Jeff (J.D.); Early, Curt (C.G.); Fodera, Jas (J.J.); Galas, Dean (C.K.); Heck, Kevin (K.C.); Holland, Del (D.); Holmes, Douglas (D.A.); Hwang, Sheng-Jiaw (S.J.); Klomp, Karl (K.R.); Langley, Scott (C.S.); Liebling, Doug (D.E.); Mazuchowski, James (J.A.); McCoy, Jim (D.); McDonagh, Scot (S.M.); McNamara, Patrick (P.S.); Merrell, Robert (R.J.); Miller, Brian (B.J.); Moore, Andrew (R.); Morrow, Bill (N.W.); Nevels, Laurence (L.); Nowaczyk, Rick (R.J.); Osepchook, William (W.R.); Oyafuso, Kevin (K.G.); Parnell, Bill (W.); Reno, George (G.L.); Ridolfi, Dominic (D.R.); Ronzi, Bill (W.C.); Ruppert, Dave (D.R.); Saad, Thomas (T.J.); Schiltges, Dave (D.); Siddall, Stephen (S.); Sims, Ivan (I.D.); Skurko, Jennifer (J.J.); Smith, Craig (C.A.); Sparks, Douglas (D.S.); Stanley, Daniel (D.J.); Treusch, Christopher (C.J.); Wagers, Sue (S.K.); Wodzisz, Ken (K.R.); Zimlich, Mary (M.)

Subject: 2013 MY 3.5L GTDI P415 Misfire Daily AWS Claims (Post 9/18/12 Vehicle Build Date) - (1/22/13)

Four new claims from the last four days

- (2) CAC
- (1) CAC & Catalytic Converter
- (1) Diag - Misfire

<< File: 2013 MY 3.5L GTDI P415 Misfire Claims Post 9-18-12.xlsx >>

Mike Steslicki
Quality Analyst
Ford Motor Company
Powertrain Engineering
(313) 805-9888

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, October 04, 2012 3:04 PM
To: White, Eric (E.)
Cc: Nowaczyk, Rick (R.J.)
Subject: RE: CAC buy back dealers?

Importance: High

Eric,

P/A Codes#

07539
01300
04044
06004
09804
09846
20555

From: White, Eric (E.)
Sent: Thursday, October 04, 2012 2:19 PM
To: Nowaczyk, Rick (R.J.)
Subject: RE: CAC buy back dealers?

We need to have the orders in the system ASAP. Otherwise the remaining stock will get shipped out to the depots.

Eric White

(PS&L) Field Fix / Critical Parts / FSA
Ford Customer Service Division
Ph: 313. 337. 3157

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, October 04, 2012 1:53 PM
To: White, Eric (E.)
Subject: RE: CAC buy back dealers?

Sorry, Eric I am still in the 1:00 meeting. Have to report out for someone that is out today. I am sending e-mails to the FSE's on the escalated cases to insure the dealers have emergency orders in the parts system. I will get with you after the meeting.

From: White, Eric (E.)
Sent: Thursday, October 04, 2012 1:11 PM
To: Nowaczyk, Rick (R.J.)
Subject: CAC buy back dealers?

Rick,

Do you know what dealers you are dealing with for potential buy backs right now. You mentioned that you had 3 dealers? Do you know the dealer codes so I can check to see if they have orders in the system.

Regards,

Eric White

(PS&L) Field Fix / Critical Parts / FSA

Ford Customer Service Division

Ph: 313. 337. 3157

From: Clark, Jason (J.)
Sent: Thursday, October 18, 2012 3:05 PM
To: Oyafuso, Kevin (K.G.); Doss, Jacob (J.E.)
Cc: Nowaczyk, Rick (R.J.); McDonagh, Scot (S.M.); Dixon, Mark (M.R.)
Subject: RE: CAC concern hotline # CHFBH010 VIN 1FTFW1ET5CF [REDACTED]

I called the dealer at phone # 903 455 7222 and spoke with Patrick Bogan, the service manager. He explained that they did not have to replace the sensor they just had the clean it. There was debris that looked like scaling from past water contamination on the sensor. He did not record codes but reported that during the power balance test the vehicle was missing on 4 of the 6 cylinders. Vehicle had loss of power and misfires however the tech did not check boost pressure.

Jason Clark

Technical SME | Ford Customer Service Division | Customer Care Team
321-435-1131 (direct) | 866.508.4457 (fax) jclar380@ford.com

From: Oyafuso, Kevin (K.G.)
Sent: Thursday, October 18, 2012 2:25 PM
To: Doss, Jacob (J.E.); Clark, Jason (J.)
Cc: Nowaczyk, Rick (R.J.); McDonagh, Scot (S.M.); Dixon, Mark (M.R.)
Subject: RE: CAC concern hotline # CHFBH010 VIN 1FTFW1ET5CF [REDACTED]

Jason, Rick

Can the dealer or you send us the sensor? We can HOT process part back if the dealer hangs on to the part (TIP sensor).

Was there an indication of loss off power with a boost pressure code? Any dtcs? Might want to check mode 6 data for catalyst performance (O2 storage capacity), if it was misfiring we might see a shift in the test results.

From: Doss, Jacob (J.E.)
Sent: Thursday, October 18, 2012 2:10 PM
To: Oyafuso, Kevin (K.G.)
Subject: FW: CAC concern hotline # CHFBH010 VIN 1FTFW1ET5CF [REDACTED]

Kevin,
FYI, On some of these are coming back after the revised CAC>

Jake
Jacob Doss
Customer Resolution Specialist
Customer Relationship Center
Phone 321-435-1482
Fax 888-392-8683
jdoss@ford.com

From: Clark, Jason (J.)
Sent: Thursday, October 18, 2012 1:37 PM
To: Nowaczyk, Rick (R.J.)
Cc: Doss, Jacob (J.E.); Bashir, Asad (S.); Mitchell, Patrick (P.J.); Picco, Henry (H.); Body Engineering AVA Calendar (0); Chatfield, David (D.)
Subject: CAC concern hotline # CHFBH010 VIN 1FTFW1ET5CF [REDACTED]

Rick,

I just received an update from a dealer that had pre ordered and installed the new charge air cooler part# BL3Z-6K775-B. Just wanted to get this out to you in case you had not seen something like this yet. This may be a part to check even before a revised charge air cooler is ordered as the deflector plate may have worked to begin with. If the pressure sensor was contaminated from the first condensation concern then a new charge air cooler may not be needed.

The dealer installed the new intercooler – test drove it and had the same problem. Brought the vehicle back in and inspected the turbo-inlet-pressure sensor. I guess with water building up they noticed some contamination on it and replaced it and drove the truck an additional 100miles with no concern present. Dealer said the concern would reappear in 2-3 minutes of driving previously. I guess the dealer is waiting to find out if the deflector shield is supposed to be put on the new intercooler or not, but they did leave it on.

Jason Clark

Technical SME | Ford Customer Service Division | Customer Care Team
321-435-1131 (direct) | 866.508.4457 (fax) jclar380@ford.com

From: McDonagh, Scot (S.M.)
Sent: Thursday, October 18, 2012 2:35 PM
To: Oyafuso, Kevin (K.G.); Doss, Jacob (J.E.)
Cc: Nowaczyk, Rick (R.J.)
Subject: RE: CAC concern hotline # CHFBH010 VIN 1FTFW1ET5CF [REDACTED]

What is the Service base part number for turbo-inlet-pressure sensor ?

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Oyafuso, Kevin (K.G.)
Sent: Thursday, October 18, 2012 2:25 PM
To: Doss, Jacob (J.E.); Clark, Jason (J.)
Cc: Nowaczyk, Rick (R.J.); McDonagh, Scot (S.M.); Dixon, Mark (M.R.)
Subject: RE: CAC concern hotline # CHFBH010 VIN 1FTFW1ET5CF [REDACTED]

Jason, Rick

Can the dealer or you send us the sensor? We can HOT process part back if the dealer hangs on to the part (TIP sensor).

Was there an indication of loss off power with a boost pressure code? Any dtcs? Might want to check mode 6 data for catalyst performance (O2 storage capacity), if it was misfiring we might see a shift in the test results.

From: Doss, Jacob (J.E.)
Sent: Thursday, October 18, 2012 2:10 PM
To: Oyafuso, Kevin (K.G.)
Subject: FW: CAC concern hotline # CHFBH010 VIN 1FTFW1ET5CF [REDACTED]

Kevin,
FYI, On some of these are coming back after the revised CAC>

Jake
Jacob Doss
Customer Resolution Specialist
Customer Relationship Center
Phone 321-435-1482
Fax 888-392-8683
jdoss@ford.com

From: Clark, Jason (J.)
Sent: Thursday, October 18, 2012 1:37 PM
To: Nowaczyk, Rick (R.J.)
Cc: Doss, Jacob (J.E.); Bashir, Asad (S.); Mitchell, Patrick (P.J.); Picco, Henry (H.); Body Engineering AVA Calendar (0); Chatfield,

David (D.)

Subject: CAC concern hotline # CHFBH010 VIN 1FTFW1ET5CF [REDACTED]

Rick,

I just received an update from a dealer that had pre ordered and installed the new charge air cooler part# BL3Z-6K775-B. Just wanted to get this out to you in case you had not seen something like this yet. This may be a part to check even before a revised charge air cooler is ordered as the deflector plate may have worked to begin with. If the pressure sensor was contaminated from the first condensation concern then a new charge air cooler may not be needed.

The dealer installed the new intercooler – test drove it and had the same problem. Brought the vehicle back in and inspected the turbo-inlet-pressure sensor. I guess with water building up they noticed some contamination on it and replaced it and drove the truck an additional 100miles with no concern present. Dealer said the concern would reappear in 2-3 minutes of driving previously. I guess the dealer is waiting to find out if the deflector shield is supposed to be put on the new intercooler or not, but they did leave it on.

Jason Clark

Technical SME | Ford Customer Service Division | Customer Care Team
321-435-1131 (direct) | 866.508.4457 (fax) jclar380@ford.com

From: White, Eric (E.)
Sent: Monday, October 22, 2012 3:14 PM
To: Nowaczyk, Rick (R.J.)
Subject: RE: CAC Emergency Order P/A Codes

Rick,
There were only two that I did not see emergency orders for.

Eric White

(PS&L) Field Fix / Critical Parts / FSA
Ford Customer Service Division
Ph: 313. 337. 3157

From: Nowaczyk, Rick (R.J.)
Sent: Monday, October 22, 2012 2:16 PM
To: White, Eric (E.)
Cc: Nowaczyk, Rick (R.J.)
Subject: CAC Emergency Order P/A Codes
Importance: High

Eric,

Here are the current dealers that need CAC's ASAP to prevent a buyback that should have Emergency orders placed in the system.

- 04182 (No order)
- 09685 (should ship today)
- 01423 (should ship today)
- 03781 (No order)
- 04924 (shipped 10/19)
- 05677 (shipped 10/19)
- 02865 (should ship today)
- 04735 (shipped 10/19)
- 02739 (should ship today)

Regards,
Rick Nowaczyk
FCSD Product Concern Engineer
F-150, Freestar/Monterey, Ford GT, Th!nk
E-mail: rnowaczy@ford.com
Diagnostic Service Center-I, Allen Park
PH# 313-322-7251

From: McDonagh, Scot (S.M.)
Sent: Tuesday, November 01, 2011 3:14 PM
To: Nowaczyk, Rick (R.J.)
Cc: Dobbs, Dan (K.D.); Oyafuso, Kevin (K.G.)
Subject: RE: Can we discontinue F150 Ecoboost Bank 2 Coil & Plug Replacements?

Yes- I would discontinue the practice of replacing all Bank2 COPs & Plugs. Let Kevin and the Misfire Team handle on case by case basis via the FAVs you are providing. Clean date at CEP for G105 torque is 6/1/11. Have any of the vehicles the Hotline recommended COP & Plug replacements on repeated ? I'm still not clear on the P415 Misfire QSF closure plan. We are running the R12 SR1 FMEM/Enhanced Misfire detection calibration in our trucks.

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Tuesday, November 01, 2011 2:40 PM
To: McDonagh, Scot (S.M.)
Cc: Dobbs, Dan (K.D.)
Subject: FW: Can we discontinue F150 Ecoboost Bank 2 Coil & Plug Replacements?

Scot,

Do you agree with this direction from engine engineering ignition system?

From: Harmon, Derek (D.M.)
Sent: Tuesday, November 01, 2011 2:31 PM
To: Nowaczyk, Rick (R.J.); Dodds, Jordan (J.)
Subject: FW: Can we discontinue F150 Ecoboost Bank 2 Coil & Plug Replacements?

FYI.

From: Siddall, Stephen (S.)
Sent: Tuesday, November 01, 2011 12:28 PM
To: Harmon, Derek (D.M.)
Cc: Donahue, Francis (Fran.); Langley, Scott (C.S.); Wagner, Glen (G.C.); Morrow, Bill (N.W.)
Subject: Can we discontinue F150 Ecoboost Bank 2 Coil & Plug Replacements?

Derek,

It appears the Hotline is still advising dealers to check torque on ground stud G105, & replace bank 2 (cyl's 4, 5, & 6) ignition coils & plugs for certain F150 Ecoboost driveability concerns.

All of the sets of Bank 2 Coils & Plugs we've received from these repairs have been TNI.

Therefore can we have the Hotline discontinue advising the dealers to replace the set of bank 2 coils & plugs (unless of course normal diagnostics lead them to this)?

I can't comment one way or the other on the G105 torque check; that's outside my area.

Please let me know if you have questions or want to discuss.

Thanks for considering.

Regards,
Steve Siddall
Ford Motor Co, Engine Engineering
Ignition Current Model Quality
Building 1, Cube 12D104
Phone: 313-205-2047
Email: ssiddall@ford.com

CONFIDENTIALITY NOTICE: This e mail message including attachments, if any, is intended only for the person or entity to which it is addressed and may contain confidential and /or privileged material. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e mail and destroy all copies of the original message. If you are the intended recipient but do not wish to receive communications through this medium, please so advise the sender immediately.

From: Dripps, David (D.S.)
Sent: Wednesday, October 17, 2012 8:57 PM
To: Nowaczyk, Rick (R.J.)
Subject: RE: Customer Feedback on New CAC's Installed

I'll ask the dealer and see if they can recall. He didn't speak English very well and was hard to understand.

David S. Dripps
Field Service Engineer
Atlanta, Georgia
Southeast Region
678-358-8458



From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, October 17, 2012 8:36 PM
To: Dripps, David (D.S.)
Subject: RE: Customer Feedback on New CAC's Installed

Dave, did you have a name of the person from the plant that called?

From: Dripps, David (D.S.)
Sent: Wednesday, October 17, 2012 7:51 PM
To: Nowaczyk, Rick (R.J.); Powers, Kurtis (K.S.)
Cc: Johnson, Jim (J.S.); Christoff, Donald (D.A.); Hammer, Richard (R.M.); Hall, Christopher (C.)
Subject: RE: Customer Feedback on New CAC's Installed

I am hearing of no further incidence in 1FTFW1ET9CK [REDACTED].

I also installed two more on 10/9. One was for a customer that had really elevated the concern. The second one was for the shop foreman at one of the dealers. He had purchased his brand new and it was acting up almost every day, and was making him pull over in heavy traffic. There have been no further reports of the concern on any of the three trucks.

The dealers ordered the CAC from the depot through the normal parts channel. On the customer unit installed 10/9, someone from the plant called the dealer and told them they were charging back the CAC and they shouldn't have installed it. I happened to be there as the call came in and I explained to the agent what was going on and he seemed to accept it.

David S. Dripps
Field Service Engineer
Atlanta, Georgia
Southeast Region
678-358-8458

<< OLE Object: Picture (Device Independent Bitmap) >>

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, October 17, 2012 4:59 PM
To: Powers, Kurtis (K.S.)
Cc: Johnson, Jim (J.S.); Christoff, Donald (D.A.); Dripps, David (D.S.); Hammer, Richard (R.M.); Hall, Christopher (C.)
Subject: RE: Customer Feedback on New CAC's Installed

Ok, thank you. I will give the feedback to engineering.

From: Powers, Kurtis (K.S.)
Sent: Wednesday, October 17, 2012 4:20 PM
To: Nowaczyk, Rick (R.J.)
Cc: Johnson, Jim (J.S.); Christoff, Donald (D.A.); Dripps, David (D.S.); Hammer, Richard (R.M.); Hall, Christopher (C.)
Subject: RE: Customer Feedback on New CAC's Installed

Hi Rick,
1FTFW1ET0CF [REDACTED] is still doing good, no issues with a misfire. The customer does state he feels like he has lost a little power at the top end (high way speeds) and also stated that his fuel economy has decreased a little.

Regards,
Kurtis Powers
Field Service Engineer, Miami Region
(313) 805-0087

<< OLE Object: Picture (Device Independent Bitmap) >>

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, October 17, 2012 4:11 PM
To: Powers, Kurtis (K.S.); Dripps, David (D.S.); Hammer, Richard (R.M.); Hall, Christopher (C.)
Cc: Johnson, Jim (J.S.); Christoff, Donald (D.A.)
Subject: Customer Feedback on New CAC's Installed
Importance: High

Field Team,

Any feedback from the customers on the following VIN#?

- 1FTFW1ET9CF [REDACTED] - FSE Rick Hammer
- 1FTFW1ET4BF [REDACTED] - FSE Rick Hammer
- 1FTFX1ET8CK [REDACTED] - FSE Chris Hall
- 1FTFW1ET9CK [REDACTED] FSE Dave Dripps
- 1FTFW1ET0CF [REDACTED] FSE Kurtis Powers

Regards,
Rick Nowaczyk
FCSD Product Concern Engineer

F-150, Freestar/Monterey, Ford GT, Th!nk
E-mail: rnowaczy@ford.com
Diagnostic Service Center-I, Allen Park
PH# 313-322-7251

From: Ricks, Kevin (K.J.)
Sent: Wednesday, October 17, 2012 5:38 PM
To: Nowaczyk, Rick (R.J.); Sparks, Douglas (D.S.); Kramer, Michael (M.T.)
Cc: Dobbs, Dan (K.D.)
Subject: RE: Customer Feedback on New CAC's Installed

Good feedback we will be interested in comments related to customer perceptions.

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, October 17, 2012 4:47 PM
To: Sparks, Douglas (D.S.); Kramer, Michael (M.T.)
Cc: Ricks, Kevin (K.J.); Dobbs, Dan (K.D.)
Subject: FW: Customer Feedback on New CAC's Installed
Importance: High

Doug and Mike,

Please see feedback comments from the field below from one of the 12 CAC installed.

From: Powers, Kurtis (K.S.)
Sent: Wednesday, October 17, 2012 4:20 PM
To: Nowaczyk, Rick (R.J.)
Cc: Johnson, Jim (J.S.); Christoff, Donald (D.A.); Dripps, David (D.S.); Hammer, Richard (R.M.); Hall, Christopher (C.)
Subject: RE: Customer Feedback on New CAC's Installed

Hi Rick,
1FTFW1ET0CF [REDACTED] is still doing good, no issues with a misfire. The customer does state he feels like he has lost a little power at the top end (high way speeds) and also stated that his fuel economy has decreased a little.

Regards,
Kurtis Powers
Field Service Engineer, Miami Region
(313) 805-0087

<< OLE Object: Picture (Device Independent Bitmap) >>

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, October 17, 2012 4:11 PM
To: Powers, Kurtis (K.S.); Dripps, David (D.S.); Hammer, Richard (R.M.); Hall, Christopher (C.)
Cc: Johnson, Jim (J.S.); Christoff, Donald (D.A.)
Subject: Customer Feedback on New CAC's Installed
Importance: High

Field Team,

Any feedback from the customers on the following VIN#?

1FTFW1ET9CF [REDACTED] – FSE Rick Hammer
1FTFW1ET4BF [REDACTED] FSE Rick Hammer
1FTFX1ET8CK [REDACTED] - FSE Chris Hall
1FTFW1ET9CK [REDACTED] FSE Dave Dripps
1FTFW1ET0CF [REDACTED] 1 - FSE Kurtis Powers

Regards,
Rick Nowaczyk
FCSD Product Concern Engineer
F-150, Freestar/Monterey, Ford GT, Th!nk
E-mail: rnowaczy@ford.com
Diagnostic Service Center-I, Allen Park
PH# 313-322-7251

From: Dripps, David (D.S.)
Sent: Thursday, October 18, 2012 10:28 AM
To: Nowaczyk, Rick (R.J.); Powers, Kurtis (K.S.)
Cc: Johnson, Jim (J.S.); Christoff, Donald (D.A.); Hammer, Richard (R.M.); Hall, Christopher (C.)
Subject: Re: Customer Feedback on New CAC's Installed

One of the one's we installed (not on the list) the cac on called in complaining it is bucking and skipping today. But I think he is now talking About the surge from exhaust valve timing as that is what they sent me recordings of some time ago. I'm going to go drive it Tuesday and find out what is going on. Is there any update on the surge? He did have the misfire issue previously.
David Dripps

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, October 17, 2012 04:59 PM
To: Powers, Kurtis (K.S.)
Cc: Johnson, Jim (J.S.); Christoff, Donald (D.A.); Dripps, David (D.S.); Hammer, Richard (R.M.); Hall, Christopher (C.)
Subject: RE: Customer Feedback on New CAC's Installed

Ok, thank you. I will give the feedback to engineering.

From: Powers, Kurtis (K.S.)
Sent: Wednesday, October 17, 2012 4:20 PM
To: Nowaczyk, Rick (R.J.)
Cc: Johnson, Jim (J.S.); Christoff, Donald (D.A.); Dripps, David (D.S.); Hammer, Richard (R.M.); Hall, Christopher (C.)
Subject: RE: Customer Feedback on New CAC's Installed

Hi Rick,

1FTFW1ETOCF [REDACTED] is still doing good, no issues with a misfire. The customer does state he feels like he has lost a little power at the top end (high way speeds) and also stated that his fuel economy has decreased a little.

Regards,
Kurtis Powers
Field Service Engineer, Miami Region
(313) 805-0087

<< OLE Object: Picture (Device Independent Bitmap) >>

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, October 17, 2012 4:11 PM
To: Powers, Kurtis (K.S.); Dripps, David (D.S.); Hammer, Richard (R.M.); Hall, Christopher (C.)
Cc: Johnson, Jim (J.S.); Christoff, Donald (D.A.)
Subject: Customer Feedback on New CAC's Installed
Importance: High

Field Team,

Any feedback from the customers on the following VIN#?

1FTFW1ET9CF [REDACTED] – FSE Rick Hammer

1FTFW1ET4BF [REDACTED] - FSE Rick Hammer

1FTFX1ET8CK [REDACTED] FSE Chris Hall

1FTFW1ET9CK [REDACTED] – FSE Dave Dripps

1FTFW1ET0CF [REDACTED] FSE Kurtis Powers

Regards,
Rick Nowaczyk
FCSD Product Concern Engineer
F-150, Freestar/Monterey, Ford GT, Th!nk
E-mail: rnowaczy@ford.com
Diagnostic Service Center-I, Allen Park
PH# 313-322-7251

From: Dripps, David (D.S.)
Sent: Wednesday, October 24, 2012 8:18 AM
To: Nowaczyk, Rick (R.J.); Powers, Kurtis (K.S.)
Cc: Johnson, Jim (J.S.); Christoff, Donald (D.A.); Hammer, Richard (R.M.); Hall, Christopher (C.)
Subject: RE: Customer Feedback on New CAC's Installed

He said the concern is still occurring after the CAC. Here is the VIN and CQIS: 1FTFW1ET1CF[REDACTED]; CHBBT007

Here is what I wrote in the report (CUDL, CQIS) after the inspection:

INSPECTED VEHICLE. CUSTOMER REPORTING THE REVISED CHARGE AIR COOLER DID NOT RESOLVE THE CONCERN OF THE VEHICLE MISSING ON A LONG CRUISE. I CHECKED FOR DTCS AND ALL MODULES PASSED. THERE WERE NO MISFIRE OR ANY OTHER CODES IN MEMORY. THE SYMPTOM DESCRIBED ALWAYS GENERATES ANY OF THE FOLLOWING: P0304, P0305, P0306, P0316. NONE WERE PRESENT THIS VISIT. THOSE DTCS WOULD BE PRESENT IN MEMORY FOR 80 DRIVE CYCLES. I ALSO CHECKED THE MODE 6 MEMORY BANK AND IT DIDN'T SHOW ANY CYLINDERS AS HAVING A MISS, OR A DTC PENDING. EVERYTHING WAS CLEAN AND DID NOT SUPPORT AN EVENT. I TEST DROVE THE TRUCK 80 MILES ON THE INTERSTATE AND DID NOT EXPERIENCE AN EVENT. I RESET THE FUEL ECONOMY COMPUTER ONCE I WAS ON THE INTERSTATE AND UPON RETURNING IT SHOWED 20.1 MPG, AND THAT WAS WITH SEVERAL WIDE OPEN ACCELERATIONS. ENGINEERING REPORTS AND FEEDBACK ARE SHOWING THE REVISED CAC AS AN EFFECTIVE REPAIR. NO EVIDENCE AVAILABLE TODAY TO SUPPORT THE VENT AS DESCRIBED IS STILL OCCURING.

David S. Dripps
Field Service Engineer
Atlanta, Georgia
Southeast Region
678-358-8458

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, October 18, 2012 10:45 AM
To: Dripps, David (D.S.); Powers, Kurtis (K.S.)
Cc: Johnson, Jim (J.S.); Christoff, Donald (D.A.); Hammer, Richard (R.M.); Hall, Christopher (C.)
Subject: RE: Customer Feedback on New CAC's Installed

Ok, please confirm that it's not the moisture CAC issue. As for the surge engineering is still investigating and gathering data recordings from the field and local engineering vehicles.

From: Dripps, David (D.S.)
Sent: Thursday, October 18, 2012 10:28 AM
To: Nowaczyk, Rick (R.J.); Powers, Kurtis (K.S.)
Cc: Johnson, Jim (J.S.); Christoff, Donald (D.A.); Hammer, Richard (R.M.); Hall, Christopher (C.)
Subject: Re: Customer Feedback on New CAC's Installed

One of the one's we installed (not on the list) the cac on called in complaining it is bucking and skipping today. But I think he is now talking About the surge from exhaust valve timing as that is what they sent me recordings of some time ago. I'm going to go drive it Tuesday and find out what is going on. Is there any update on the surge? He did have the misfire issue previously.
David Dripps

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, October 17, 2012 04:59 PM
To: Powers, Kurtis (K.S.)
Cc: Johnson, Jim (J.S.); Christoff, Donald (D.A.); Dripps, David (D.S.); Hammer, Richard (R.M.); Hall, Christopher (C.)
Subject: RE: Customer Feedback on New CAC's Installed

Ok, thank you. I will give the feedback to engineering.

From: Powers, Kurtis (K.S.)
Sent: Wednesday, October 17, 2012 4:20 PM
To: Nowaczyk, Rick (R.J.)
Cc: Johnson, Jim (J.S.); Christoff, Donald (D.A.); Dripps, David (D.S.); Hammer, Richard (R.M.); Hall, Christopher (C.)
Subject: RE: Customer Feedback on New CAC's Installed

Hi Rick,

1FTFW1ET0CF [REDACTED] is still doing good, no issues with a misfire. The customer does state he feels like he has lost a little power at the top end (high way speeds) and also stated that his fuel economy has decreased a little.

Regards,
Kurtis Powers
Field Service Engineer, Miami Region
(313) 805-0087

<< OLE Object: Picture (Device Independent Bitmap) >>

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, October 17, 2012 4:11 PM
To: Powers, Kurtis (K.S.); Dripps, David (D.S.); Hammer, Richard (R.M.); Hall, Christopher (C.)
Cc: Johnson, Jim (J.S.); Christoff, Donald (D.A.)
Subject: Customer Feedback on New CAC's Installed
Importance: High

Field Team,

Any feedback from the customers on the following VIN#?

1FTFW1ET9CF [REDACTED] – FSE Rick Hammer

1FTFW1ET4BF [REDACTED] - FSE Rick Hammer

1FTFX1ET8CK [REDACTED] FSE Chris Hall

1FTFW1ET9CK [REDACTED] – FSE Dave Dripps

1FTFW1ET0CF [REDACTED] FSE Kurtis Powers

Regards,
Rick Nowaczyk
FCSD Product Concern Engineer
F-150, Freestar/Monterey, Ford GT, Th!nk
E-mail: nowaczy@ford.com
Diagnostic Service Center-I, Allen Park
PH# 313-322-7251

From: Hall, Christopher (C.)
Sent: Thursday, October 18, 2012 8:25 AM
To: Nowaczyk, Rick (R.J.); Powers, Kurtis (K.S.)
Cc: Johnson, Jim (J.S.); Christoff, Donald (D.A.); Dripps, David (D.S.); Hammer, Richard (R.M.)
Subject: RE: Customer Feedback on New CAC's Installed

Rick,

Below is the reply on received from my dealer and the vin in question;

Chris,

The new CAC installed on 9/28 (ro 35366) . The vehicle returned with a code 430 and p0301 on 10/3 after 125 miles ro (35447) . Per hotline we replace the left hand cat conv. and cylinder #1 coil. The vehicle returned on 10/9 after 64 miles with a p0430 (ro 35744) and was traded in at that time . We cleared the code and have driven over 350 miles so far without a fault.

If you have any other questions, don't hesitate to call me.

Mark J. Anderson
Nick Nicholas Ford

Regards,

Chris Hall

Field Service Engineer
Ford Customer Service Division
Orlando Region
cell-727-643-9285

"Fix it right every time with Rotunda!"



From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, October 17, 2012 4:59 PM
To: Powers, Kurtis (K.S.)
Cc: Johnson, Jim (J.S.); Christoff, Donald (D.A.); Dripps, David (D.S.); Hammer, Richard (R.M.); Hall, Christopher (C.)
Subject: RE: Customer Feedback on New CAC's Installed

Ok, thank you. I will give the feedback to engineering.

From: Powers, Kurtis (K.S.)
Sent: Wednesday, October 17, 2012 4:20 PM
To: Nowaczyk, Rick (R.J.)
Cc: Johnson, Jim (J.S.); Christoff, Donald (D.A.); Dripps, David (D.S.); Hammer, Richard (R.M.); Hall, Christopher (C.)
Subject: RE: Customer Feedback on New CAC's Installed

Hi Rick,
1FTFW1ET0CF [REDACTED] is still doing good, no issues with a misfire. The customer does state he feels like he has lost a little power at the top end (high way speeds) and also stated that his fuel economy has decreased a little.

Regards,
Kurtis Powers
Field Service Engineer, Miami Region
(313) 805-0087

<< OLE Object: Picture (Device Independent Bitmap) >>

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, October 17, 2012 4:11 PM
To: Powers, Kurtis (K.S.); Dripps, David (D.S.); Hammer, Richard (R.M.); Hall, Christopher (C.)
Cc: Johnson, Jim (J.S.); Christoff, Donald (D.A.)
Subject: Customer Feedback on New CAC's Installed
Importance: High

Field Team,

Any feedback from the customers on the following VIN#?

1FTFW1ET9CF [REDACTED] - FSE Rick Hammer
1FTFW1ET4BF [REDACTED] - FSE Rick Hammer
1FTFX1ET8CK [REDACTED] - FSE Chris Hall
1FTFW1ET9CK [REDACTED] FSE Dave Dripps
1FTFW1ET0CF [REDACTED] - FSE Kurtis Powers

Regards,
Rick Nowaczyk
FCSD Product Concern Engineer
F-150, Freestar/Monterey, Ford GT, Th!nk
E-mail: rnowaczy@ford.com
Diagnostic Service Center-I, Allen Park
PH# 313-322-7251

From: Dobbs, Dan (K.D.)
Sent: Thursday, October 18, 2012 9:16 AM
To: Johnson, Jim (J.S.); Dodds, Dave (D.C.)
Cc: Nowaczyk, Rick (R.J.); Ricks, Kevin (K.J.)
Subject: RE: Customer Feedback on New CAC's Installed

If this happens again let me know. The plants make outbounds all of the time, but are not supposed to do anything beyond data collection.

When engineering has a warranty issue they bring it to me to handle. If somebody is playing off script I will get it stopped.

From: Johnson, Jim (J.S.)
Sent: Thursday, October 18, 2012 9:12 AM
To: Dodds, Dave (D.C.)
Cc: Dobbs, Dan (K.D.)
Subject: FW: Customer Feedback on New CAC's Installed

FYI, already handled.

From: Dripps, David (D.S.)
Sent: Thursday, October 18, 2012 9:11 AM
To: Johnson, Jim (J.S.)
Subject: FW: Customer Feedback on New CAC's Installed

FYI

David S. Dripps
Field Service Engineer
Atlanta, Georgia
Southeast Region
678-358-8458

<< OLE Object: Picture (Device Independent Bitmap) >>

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, October 17, 2012 9:09 PM
To: Dripps, David (D.S.)

Subject: RE: Customer Feedback on New CAC's Installed

Yeah, if it's no trouble. We don't need the plant or engineering calling up dealers telling them they are going to be charged back on repair. The decision on charge back resides with the Warranty Team and not the plant/engineering.

From: Dripps, David (D.S.)
Sent: Wednesday, October 17, 2012 8:57 PM
To: Nowaczyk, Rick (R.J.)
Subject: RE: Customer Feedback on New CAC's Installed

I'll ask the dealer and see if they can recall. He didn't speak English very well and was hard to understand.

David S. Dripps
Field Service Engineer
Atlanta, Georgia
Southeast Region
678-358-8458

<< OLE Object: Picture (Device Independent Bitmap) >>

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, October 17, 2012 8:36 PM
To: Dripps, David (D.S.)
Subject: RE: Customer Feedback on New CAC's Installed

Dave, did you have a name of the person from the plant that called?

From: Dripps, David (D.S.)
Sent: Wednesday, October 17, 2012 7:51 PM
To: Nowaczyk, Rick (R.J.); Powers, Kurtis (K.S.)
Cc: Johnson, Jim (J.S.); Christoff, Donald (D.A.); Hammer, Richard (R.M.); Hall, Christopher (C.)
Subject: RE: Customer Feedback on New CAC's Installed

I am hearing of no further incidence in 1FTFW1ET9CK [REDACTED]

I also installed two more on 10/9. One was for a customer that had really elevated the concern. The second one was for the shop foreman at one of the dealers. He had purchased his brand new and it was acting up almost every day, and was making him pull over in heavy traffic. There have been no further reports of the concern on any of the three trucks.

The dealers ordered the CAC from the depot through the normal parts channel. On the customer unit installed 10/9, someone from the plant called the dealer and told them they were charging back the CAC and they shouldn't have installed it. I happened to be there as the call came in and I explained to the agent what was going on and he seemed to accept it.

David S. Dripps
Field Service Engineer
Atlanta, Georgia
Southeast Region
678-358-8458

<< OLE Object: Picture (Device Independent Bitmap) >>

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, October 17, 2012 4:59 PM
To: Powers, Kurtis (K.S.)
Cc: Johnson, Jim (J.S.); Christoff, Donald (D.A.); Dripps, David (D.S.);
Hammer, Richard (R.M.); Hall, Christopher (C.)
Subject: RE: Customer Feedback on New CAC's Installed

Ok, thank you. I will give the feedback to engineering.

From: Powers, Kurtis (K.S.)
Sent: Wednesday, October 17, 2012 4:20 PM
To: Nowaczyk, Rick (R.J.)
Cc: Johnson, Jim (J.S.); Christoff, Donald (D.A.); Dripps, David (D.S.);
Hammer, Richard (R.M.); Hall, Christopher (C.)
Subject: RE: Customer Feedback on New CAC's Installed

Hi Rick,
1FTFW1ET0CF [REDACTED] is still doing good, no issues with a misfire. The customer does state he feels like he has lost a little power at the top end (high way speeds) and also stated that his fuel economy has decreased a little.

Regards,
Kurtis Powers
Field Service Engineer, Miami Region
(313) 805-0087

<< OLE Object: Picture (Device Independent Bitmap) >>

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, October 17, 2012 4:11 PM

To: Powers, Kurtis (K.S.); Dripps, David (D.S.); Hammer, Richard (R.M.);
Hall, Christopher (C.)
Cc: Johnson, Jim (J.S.); Christoff, Donald (D.A.)
Subject: Customer Feedback on New CAC's Installed
Importance: High

Field Team,

Any feedback from the customers on the following VIN#?

1FTFW1ET9CF [REDACTED] - FSE Rick Hammer
1FTFW1ET4BF [REDACTED] - FSE Rick Hammer
1FTFX1ET8CK [REDACTED] - FSE Chris Hall
1FTFW1ET9CK [REDACTED] FSE Dave Dripps
1FTFW1ET0CF [REDACTED] FSE Kurtis Powers

Regards,
Rick Nowaczyk
FCSD Product Concern Engineer
F-150, Freestar/Monterey, Ford GT, Think
E-mail: rnowaczy@ford.com
Diagnostic Service Center-I, Allen Park
PH# 313-322-7251

From: McDonagh, Scot (S.M.)
Sent: Thursday, October 04, 2012 2:59 PM
To: Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.); White, Eric (E.)
Cc: Williams, Christopher (C.M.); Hughes, Scott (S.R.); Dixon, Mark (M.R.)
Subject: RE: Disgruntled Texas Customer

Importance: High

Have we received the (336) 11-12MY BL34-9L440-AE CACs from Valeo ?



Report Summary for the 03016 Re...
Report Summary for the 03016 Re...

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Hughes, Scott (S.R.)
Sent: Thursday, October 04, 2012 2:42 PM
To: McDonagh, Scot (S.M.)
Cc: Williams, Christopher (C.M.)
Subject: Disgruntled Texas Customer

Scot

As part of our call backs we ran across a 3.5L GTDI customer who is very upset with his CAC. He is very aware of concerns based on internet search. He has the deflector shield, but no impact to issue.

I'd like to see if his VIN can get on priority for the next batch of "new" CAC and if we can have an FSE call him to discuss timing and arrange an appointment at his dealer when it is available.

1FTVX1ET8CK [REDACTED]

His name is Steve Foster and his dealer is Heart of Texas Ford, 110 S. Bridge St, Brady, Texas 76825.

Any help that you can provide would be appreciated. Please let me know if you can support. Thanks.

Scott Hughes
313.805.4966

From: McDonagh, Scot (S.M.)
Sent: Thursday, October 04, 2012 2:55 PM
To: McDonagh, Scot (S.M.)
Subject: Report Summary for the CQIS Report#CITAI179

Attachments : 0

Report# : CITAI179 CACVOC--or-- C1 00006029992M
CCRG/EPRC: **Reviewed Status:**
Vehicle: 2012,F150 4X4 ,F150 ,SUP CAB,STYSD
,1FTVX1ET8CK [REDACTED] **Build Date:** 06/06/2012
Odometer : 4,500 M **Engine:** 3.5L-GTDI **Calibration:**
Transmission: 6R80E **Axle:** 3800F3.73L **A/C:** YES
Dealer: USA 09438 Heart of Texas Ford, Inc. **Phone#:** (325) 597-2124
City: Brady **State:** Texas **Country :** USA
Originator:
Symptom: 4 42 7 00 ST/RN/MV,MOVING,UPSHIFT QUAL,UNKNOWN
Status:
VFG: V48 GOOD AUTOMATIC TRANSMISSION
Additional Symptom:
Fix: **Causal Component :**
Condition Code:
Cust: STEVEN FOSTER **Home Phone:** (000) 000 - 0000
Work Phone: (000) 000 - 0000 **Region:** C1 Dallas
Case Status: **Date:** 00 / 00 / 0000 **Vehicle Paint:** BLUE FLAME

DTCs:
KOEO:
KOEC:
KOER:

Comments :

OWNREL *****CUST T STATES***** VEH SWITCHES IRRADICALLY BETWEEN 4TH 5TH AND 6TH GEAR- STATES DLR TOLD HIM CODES READ MISFIRE IN CYLINDERS--CUST STATES FEELS LIKE MISFIRE--VEH JUMPS AND SHAKES- ANY LOAD IN BED OR TRAILER MAKES PROBLEM SO MUCH WORSE--HAS BEEN TO DLR SEVERAL TIMES AND THEY DO THINGS BUT CANT FIX--VEH AT DLR---CUST

STATES HAS BEEN AT DLR SINCE LATE AUGUST---CUST REQUESTS
BUYBACK---***** **DLR SAYS*****HEART OF TEXAS FORD, INC.
SCHEDULE SERVICE 110 S. BRIDGE STREETBRADY TX 76825(325) 597-2124
*****CRC STATES*****" I HAVE DOCUMENTED YOUR
CONCERNS AND AM SENDING YOUR INFORMATION TO OUR CUSTOMER CARE
SOLUTIONS TEAM. YOU WILL BE CONTACTED BY A SPECIALIST TO DISCUSS YOUR
ISSUE BY CLOSE OF BUSINESS TOMORROW. THIS DOES NOT GUARANTEE THAT FORD
WILL BUYBACK YOUR VEHICLE. FORD'S COMMITMENT IS TO HONOR THE NEW
VEHICLE LIMITED WARRANTY.BEST TIME THE EARLIER THE BETTER BUT ANYTIME
IS OK--BEST # 3257324499--VEH AT DLR

OWNREL CSM ROB EXT 77700 3.5 GAS WSD 06-28-2012 MILEAGE 4500 LTV
70 OBC TO DLR DLR HAS WORKED WITH HOTLINE PLEASE REFERENCE
REPORT CIEDU012 THEY REPLACED FUEL PUMP FOUND BAD GAS AND
FOUND MOISTURE IN CAC TUBE CSM SPOKE WITH TECH SME CSM SEEKING
FSE ASSIST VEH AT DLR CUST SEEKING BUYBACK PER TIERI
DOCUMENTATION

OWNREL CSM ROB EXT 77700 OBC TO CUST NO ANSWER CSM LEFT V/M CSM
WILL ATTEMPT AGAIN 09-24

OWNREL - TECH SME JASON - REQUESTING FSE ASSISTANCE.

OWNREL CSM ROB EXT 77700 OBC TO DLR FSE HAS NOT CONTACTED DLR YET
OBC TO CUST CSM ADVISED THAT CSM IS TRYING TO GET AN FSE TO DLR TO
CONFIRM CUST NEEDS TO KNOW TO KNOW WHATS GOING ON CSM WILL F/U
09-26

OWNREL CSM ROB EXT 77700 OBC TO DLR CSM RETURNING CALL CUST IS UPSET
ABOUT FUEL CHARGE AT DLR DOESN'T FEEL ITS RIGHT CSM SPOKE WITH
CUST CSM ADVISED COMPANY POLICY NOT TO PAY FOR FUEL CUST DOESN'T
THINK ITS RIGHT CSM ADVISED WILL RESEARCH IF CSM IS MISSING
ANYTHING THAT WOULD ALLOW TO PAY FOR FUEL CSM RESEARCHED FMC
DOES NOT PAY FOR FUEL OBC TO CUST CSM LEFT V/M ON NUMBER CSM
CONTACTED DLR AGAIN CUST HADN'T LEFT YET DLR HANDED PHONE TO
CUST CSM OFFERED PREMIUM MAINT PLAN 3/45 CSM ADVISED THAT WAS
ALTERNATIVE TO GAS CSM ALSO ADVISED THAT KEEP CUST IN CONTACT WITH
DLR CUST ACCEPTS CSM WILL LOAD IN RAV CSM WILL F/U 10-03

OWNREL CSM ROB EXT 77700 CSM SPOKE WITH COM LYNN COM BELIEVES SHE
SHOULD ASSIST WITH RENTAL FOR TRIP OUT OF TOWN CSM SPOKE WITH S/M
DAVID S/M ADVISED THAT HE IS WORKING ON FINDING A LOANER VEH FOR
CUST CSM WILL F/U 10-04

OWNREL CSM ROB EXT 77700 OBC TO DLR CSM RETURNING V/M S/M ADVISED
THAT CUST WAS SEEKING A LOANER VEH AT CUST EXPENSE CSM ADVISED THAT
CSM OFFERING AS A 1 TIME GOOD WILL GESTURE OBC TO CUST CSM
ADVISED THAT CSM IS WILLING TO OFFER A LOANER AS A ONE TIME GOOD WILL

GESTURE CSM ADVISED THAT HAVING A LOANER VEH AT CUST EXPENSE IS NOT NORMAL OPERATION NOR IS THERE ANY PROVISION FOR RENTAL VEH UNDER THE NVLW CUST UNDERSTANDS BUT FEELS HIS VEH IS INOP CSM ADVISED THAT VEH IS OPERATIVE UNDER CERTAIN DRIVING CONDITIONS CSM ADVISED THAT VEH IS OPERATING AS DESIGNED CUST SAYS THAT IT IS NOT OPERATING NORMAL CSM RE-ADVISED ENGINEERING IS WORKING TO RESOLVE CONCERN CSM ADVISED CUST THAT IF CUST GETS A DATE SET IN STONE AND NEEDS ALTERNATE TRANSPORTATION THAT CSM WILL HONOR THAT REQUEST 1 TIME CSM ADVISED WILL RESEARCH CONCERN FURTHER CSM SPOKE WITH TECH SME JASON SME ADVISED NO FURTHER RESEARCH OR FURTHER STEPS DETERMINATION HAS BEEN MADE BY FSE OBSERVATION CSM CLOSING CASE UNTIL CUST HAS A TRIP TO TAKE AND NEEDS ALTERNATE VEH

From: McDonagh, Scot (S.M.)
Sent: Thursday, October 04, 2012 2:55 PM
To: McDonagh, Scot (S.M.)
Subject: Report Summary for the CQIS Report#CIEDU012

Attachments : 0

Report# :	CIEDU012 NHL	Received:	09/05/2012
CCRG/EPRC:		Date:	
Vehicle:	2012,F150 4X4 ,F150 ,SUP CAB,STYSD ,1FTVX1ET8CK [REDACTED]	Build Date:	06/06/2012
Odometer :	4,711 M	Engine:	3.5L-GTDI
Transmission:	6R80E	Axle:	3800F3.73L
Dealer:	USA 09438 Heart of Texas Ford, Inc.	Calibration:	
City:	Brady	A/C:	YES
State:	Texas	Phone#:	(325) 597-2124
Country :	USA	Phone#:	
Originator:	FRED DAVILA		
Symptom:	2 27 Q 68 AID/INFO,WNG IND/MESS/C,ENGINE IMAGE,STAYS ON		
Status:			
VFG:	V29 CHECK ENGINE LIGHT		
Additional Symptom:	RANDOM MISFIRES		
Fix:	Causal Component :		
Condition Code:			
Hotliner: SMASSE16	Phone: 313 317-4491	Regn Cd: C1 Dallas	
Engineering:	Phone:	TAR:	
Dlr Contact: FRED DAVILA	Phone: 000 000-0000	Title Cde: T	

DTCs:
KOEO:P0300
KOEC:
KOER:

Comments

:

REPAIR 09/05/2012 03:44PM STEPHEN MASSEY MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:CHECK ENGINE LIGHT ON AND JERKS IN 5TH AND
6TH WHILE DRIVING LOADED AND UNLOADED DIAGNOSTICS: IDS TESTS POWER
BALANCE TEST PARTS REPLACED:NONE TECH QUESTION:LOOKING FOR KNOWN

CONCERNS. ONLY DTC IS P0300 POWER BALANCE SHOWS RANDOM MISSFIRE ON DIFFERENT CYLINDERS IT DOES NOT STAY ON A SPECIFIC CYLINDER SO SWAPPING COILS PER SSM WILL NOT HELP MUTCH.

RECOMM 09/05/2012 03:44PM STEPHEN MASSEY MSS - FCSD - TECH SVC HOTLINE

FRED, RECOMMEND TO MONITOR AND RECORD ALL ENGINE RELATED PIDS ON THE IDS DURING THE CONCERN. COMPARE YOUR RESULTS TO SECTION 6 OF THE PC/ED. THIS WILL HELP IDENTIFY WHICH COMPONENT OR SYSTEM MAY BE CAUSING THIS CONCERN. DURING THE CONCERN, PLEASE MONITOR FUEL PRESSURE. LOW SIDE FUEL PRESSURE SHOULD BE 63-73 PSI WITH THE ENGINE RUNNING. IF FUEL PRESSURE IS OK, RECOMMEND TO PERFORM A HIGH AND LOW PRESSURE FUEL SYSTEM TEST USING THE IDS. IF THE TESTS PASS, RECOMMEND TO VERIFY IF EXHAUST BACK PRESSURE IS EXCESSIVE. BACK PRESSURE SHOULD BE NO MORE THAN 3 PSI AFTER 4 WOT SNAPS IN THE STALL, AND NO MORE THAN 8 PSI AFTER WOT SNAPS UNDER LOAD. IF BACK PRESSURE IS EXCESSIVE, DETERMINE WHERE IS RESTRICTION IS OCCURRING AND REPAIR AS NECESSARY. IF BACK PRESSURE IS OK, PLEASE VERIFY THE FUEL QUALITY. TAKE A FUEL SAMPLE AND INSPECT FOR SIGNS OF CLOUDINESS OR DEBRIS. PLEASE ALSO VERIFY IF THE ETHANOL CONTENT IS EXCESSIVE. IF ANY FUEL CONCERNS ARE FOUND, PLEASE DRAIN, CLEAN, AND DRY THE FUEL TANK. IF NO CONCERNS ARE FOUND, PLEASE INSPECT THE CAC TUBING AND THROTTLE BODY FOR SIGNS OF WATER/ WATER SPOTS. DUE TO THE EFFICIENCY OF THE CHARGE AIR COOLER, THERE MAY BE SOME CONDITIONS WHERE SOME CONDENSATION BUILDS IN THE CAC, EVEN WITH THE CAC SHIELD IN PLACE. IF EVIDENCE OF WATER IS PRESENT, PLEASE CONTINUE TO MONITOR OASIS FOR UPDATES. ENGINEERING IS CURRENTLY INVESTIGATING THIS CONCERN.

REPAIR 09/19/2012 10:36AM BRETT FENNING MSS - FCSD - TECH SVC HOTLINE

FRED STATED HE MONITORED FUEL PRESSURE ON LOW SIDE AND IT WAS BOUNCING AROUND AT IDLE BUT WOULD STABILIZE ONCE GIVEN THROTTLE. NOTICED FUEL LOOKED CONTAMINATED, DRAINED FUEL TANK AND REFILLED WITH A GOOD FUEL SOURCE. WHEN CHECKING THE FUEL FOR E85 THE SAMPLE SHOWED 0% INCREASE. TOOK A SAMPLE FROM ANOTHER VEHICLE AND THAT SAMPLE DID SHOW AN INCREASE OF AROUND 10% ETHANOL. ALSO REPLACED THE LOW SIDE FUEL PRESSURE DUE TO EXCESSIVE LEAK DOWN. VEHICLE HAS RETURNED SINCE WITH SAME CONCERN ABOUT A BUCKING A JERKING WHILE PULLING TRAILER IN 5TH AND 6TH GEAR. SINCE THE VEHICLE IS NOW BACK THE CONCERN CANNOT BE DUPLICATED.

RECOMM 09/19/2012 10:36AM BRETT FENNING MSS - FCSD - TECH SVC HOTLINE

FRED, THIS VEHICLE WOULD HAVE BEEN EQUIPPED WITH THE CHARGE AIR COOLER(CAC) DEFLECTOR AND LATEST CALIBRATION FROM THE FACTORY (TSB 12-6-4). IT IS POSSIBLE THAT A CHARGE AIR COOLER CONDENSATION MISFIRE MAY BE OCCURRING EVEN WITH CAC DEFLECTOR INSTALL. NOT ALL F-150

GTDI MISFIRES ARE RELATED TO MOISTURE BUILD-UP IN THE CHARGE AIR COOLER. IT WILL FIRST BE NECESSARY TO DETERMINE IF THE MISFIRE IS RELATED TO ACTUAL CONDENSATION OR RELATED TO ANOTHER COMPONENT/SYSTEM.

IF THE CONCERN CAN BE DUPLICATED DURING A ROAD TEST ON A REGULAR BASIS, THEN IT IS MOST LIKELY NOT A CONDENSATION CONCERN. IT IS RECOMMENDED TO MONITOR THE FOLLOWING PIDS APP(%), BARO(PRESS), CHT(TEMP), CYL_(1-6)_ACCL, EQ_RAT11 (RATIO), EQ_RATIO21 (RATIO), FRP (PRESS), FRP_DSD, GEAR, KNK_CNTR_CYL (1-6), KNK_RATE_LRND, LOAD, LONGFT1, LONGFT2, MAP(PRESS), NUM_MISFIRE, OCTADJ_R_LRND, O2S11_CUR, O2S21_CUR, RPM, RUNTM, SHRTFT1, SHRTFT2, TQ_CNTRL, TR, VPWR, VREF, VSS, TIP_PRS-BOOST AND TIP_PRS_DSD TO SEE IF A FAULT CAN BE VERIFIED. THIS IS A LOT OF THINGS TO MONITOR. IF THE MISFIRE/S CAN BE ISOLATED TO A SPECIFIC CYLINDER/S SWAP THE IGNITION COMPONENTS (SPARK PLUG AND IGNITION COIL) WITH A KNOWN GOOD CYLINDER. IF THE MISFIRE FOLLOWS THE COMPONENT SWAP, REPLACE THE FAULTY COMPONENT AND RETEST. IF THE MISFIRE DOES NOT FOLLOW THE COMPONENT SWAP, PERFORM A RELATIVE COMPRESSION TEST. IF ANY RELATIVE COMPRESSION ISSUES ARE NOTED, PLEASE PERFORM A MANUAL COMPRESSION TEST TO FURTHER ISOLATE THE CAUSE OF THIS CONCERN. IF NO COMPRESSION ISSUES ARE NOTED, INSPECT THE FUEL QUALITY OF THIS VEHICLE. IF ANY FUEL QUALITY ISSUES ARE NOTED, PLEASE DRAIN THE FUEL TANK, FILL THE VEHICLE WITH KNOWN GOOD FRESH FUEL AND RETEST FOR THE MISFIRE. IF NO FUEL QUALITY ISSUES ARE PRESENT, PERFORM A HIGH PRESSURE FUEL SYSTEM TEST WITH THE IDS. IF THE TEST INDICATES A CONCERN WITH AN INJECTOR, REPLACE THE DAMAGED FUEL INJECTOR ON THE MISFIRING CYLINDER, AND RETEST FOR THIS CONCERN. ALSO MONITOR FRP_ACT AND FRP_DSD, THESE PIDS SHOULD REMAIN WITHIN 50 PSI OF EACH OTHER. IF THE PIDS VARY BY MORE THAN 50 PSI A FUEL SYSTEM CONCERN IS PRESENT. IF THE CONCERN CAN ONLY BE DUPLICATED UNDER EXTENDED DRIVING, LOADED CONDITIONS, EXTREMELY HUMID OR RAINING CONDITIONS AFTER A HARD ACCELERATION EVENT, THEN IT IS MOST LIKELY DUE TO CAC CONDENSATION. RECOMMEND INSPECTING THE THROTTLE PLATE AND CAC INTAKE TUBE FOR SIGNS OF WATER OR WATER STAINS. IF THIS IS FOUND THE CONCERN IS LIKELY DUE TO CAC CONDENSATION. ENGINEERING IS IN THE PROCESS OF VALIDATING A REPAIR FIX FOR CAC CONDENSATION, BUT NO RELEASE DATE HAS BEEN PROVIDED. PLEASE CONTINUE TO MONITOR OASIS FOR UPDATES.

REPAIR 09/20/2012 12:32PM TONY ROMANO MSS - FCSD - TECH SVC HOTLINE

FRED CALLED TO ADVISE HE HAS RECORDINGS AND HE UPLOADED THEM WHILE ON THE PHONE. HE DID NOT SEE CONCRETE EVIDENCE OF MOISTURE IN THE INTAKE SYSTEM. HE DID HAVE A SPIKE DOWNWARD ON THE FRP_DSD PID HE WAS CONCERNED WITH AS IT HAPPENED DURING THE CONCERN.

RECOMM 09/20/2012 12:32PM TONY ROMANO MSS - FCSD - TECH SVC HOTLINE

SUGGESTED TO CHECK FOR ANY MOISTURE OR EVIDENCE OF MOISTURE IN THE CAC AND IF FOUND PERFORM THE CLEANING PROCEDURE IN SECTION 303-12 INTAKE AIR DISTRIBUTION AND FILTERING UNDER GENERAL PROCEDURES. ADVISE THE CUSTOMER THAT ENGINEERING IS AWARE OF THE CONCERN AND A RESOLUTION SHOULD BE AVAILABLE SOON.

From: White, Eric (E.)
Sent: Thursday, October 04, 2012 3:39 PM
To: McDonagh, Scot (S.M.); Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.)
Cc: Williams, Christopher (C.M.); Hughes, Scott (S.R.); Dixon, Mark (M.R.)
Subject: RE: Disgruntled Texas Customer

Scot,
The packager has received some of the material. These hot dealers must get emergency orders placed in the system ASAP to have them filled by the packager, otherwise this material will ship onto the depots. I do not see orders in the system for the subject dealer in the reports you previously attached.

From: McDonagh, Scot (S.M.)
Sent: Thursday, October 04, 2012 2:59 PM
To: Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.); White, Eric (E.)
Cc: Williams, Christopher (C.M.); Hughes, Scott (S.R.); Dixon, Mark (M.R.)
Subject: RE: Disgruntled Texas Customer
Importance: High

Have we received the (336) 11-12MY BL34-9L440-AE CACs from Valeo ?

<< Message: Report Summary for the CQIS Report#CITAI179 >> << Message: Report Summary for the CQIS Report#CIEDU012 >>

[Scot G. McDonagh](#)
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Hughes, Scott (S.R.)
Sent: Thursday, October 04, 2012 2:42 PM
To: McDonagh, Scot (S.M.)
Cc: Williams, Christopher (C.M.)
Subject: Disgruntled Texas Customer

Scot

As part of our call backs we ran across a 3.5L GTDI customer who is very upset with his CAC. He is very aware of concerns based on internet search. He has the deflector shield, but no impact to issue.

I'd like to see if his VIN can get on priority for the next batch of "new" CAC and if we can have an FSE call him to discuss timing and arrange an appointment at his dealer when it is available.

1FTVX1ET8CK [REDACTED]

His name is Steve Foster and his dealer is Heart of Texas Ford, 110 S. Bridge St, Brady, Texas 76825.

Any help that you can provide would be appreciated. Please let me know if you can support. Thanks.

Scott Hughes
313.805.4966

From: Barrett, Malcolm (M.C.)
Sent: Thursday, October 11, 2012 4:57 PM
To: Hughes, Scott (S.R.); Nowaczyk, Rick (R.J.); White, Eric (E.); McDonagh, Scot (S.M.); Dobbs, Dan (K.D.)
Cc: Williams, Christopher (C.M.); Dixon, Mark (M.R.); Hanson, Chris (C.); Castleberry, Brett (B.A.)
Subject: RE: Disgruntled Texas Customer

Part has been located and will arrive at dealer tomorrow PM.

Cust Apt is Tuesday FSE (Brett) to validate repair and test drive.

I will follow up with customer Thursday/Friday time frame.

MALCOLM BARRETT

Technical Support Operations Manager
Ford Motor Company
Memphis, Houston & Dallas Regions
Cell (281) 788-0908 Fax (866) 755-2740
e-mail mbarret3@ford.com

From: Hughes, Scott (S.R.)
Sent: Thursday, October 04, 2012 4:54 PM
To: Nowaczyk, Rick (R.J.); White, Eric (E.); McDonagh, Scot (S.M.); Dobbs, Dan (K.D.); Barrett, Malcolm (M.C.)
Cc: Williams, Christopher (C.M.); Dixon, Mark (M.R.); Hanson, Chris (C.)
Subject: RE: Disgruntled Texas Customer

Thank you Rick.

Malcom Are you the FSE for this region? Is it possible for you to call this customer and explain the process that will occur in order to update this vehicle? This customer has a very dim view of our company right now and, I believe, needs some direct contact with someone that can help him. He feels he has gotten a run around. I think he'd like to hear he is a priority now.

Please let me know if this is possible. I can provide the name/number we used for the GQRS call-back.

Thanks again.

Scott Hughes
313.805.4966

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, October 04, 2012 4:07 PM
To: White, Eric (E.); Hughes, Scott (S.R.); McDonagh, Scot (S.M.); Dobbs, Dan (K.D.); Barrett, Malcolm (M.C.)
Cc: Williams, Christopher (C.M.); Dixon, Mark (M.R.); Hanson, Chris (C.); Nowaczyk, Rick (R.J.)

Subject: RE: Disgruntled Texas Customer
Importance: High

Yeah, I will work with the Region. We have been using our Escalated TFOAM process to manage these hot cases.

Malcolm, the attached GCQIS report is a customer that very.. very.. upset with this CAC moisture issue. Can we get this placed under the Escalated TFOAM process. We would need to have the dealer order new CAC (Part# BL#Z-6K775-B) under Emergency order through the parts system and get the customer in for the repair.

<< Message: Report Summary for the CQIS Report#CIEDU012 >>

From: White, Eric (E.)
Sent: Thursday, October 04, 2012 3:53 PM
To: Hughes, Scott (S.R.); McDonagh, Scot (S.M.); Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.)
Cc: Williams, Christopher (C.M.); Dixon, Mark (M.R.)
Subject: RE: Disgruntled Texas Customer

The dealer must place an emergency order in the system.

From: Hughes, Scott (S.R.)
Sent: Thursday, October 04, 2012 3:48 PM
To: White, Eric (E.); McDonagh, Scot (S.M.); Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.)
Cc: Williams, Christopher (C.M.); Dixon, Mark (M.R.)
Subject: RE: Disgruntled Texas Customer

Can we change that? Is it possible to have the FSE for this area see that this VIN/Customer has a part reserved and shipped to his dealer for his vehicle?

What do I need to do to get priority for this vehicle?

From: White, Eric (E.)
Sent: Thursday, October 04, 2012 3:39 PM
To: McDonagh, Scot (S.M.); Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.)
Cc: Williams, Christopher (C.M.); Hughes, Scott (S.R.); Dixon, Mark (M.R.)
Subject: RE: Disgruntled Texas Customer

Scot,
The packager has received some of the material. These hot dealers must get emergency orders placed in the system ASAP to have them filled by the packager, otherwise this material will ship onto the depots. I do not see orders in the system for the subject dealer in the reports you previously attached.

From: McDonagh, Scot (S.M.)
Sent: Thursday, October 04, 2012 2:59 PM
To: Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.); White, Eric (E.)
Cc: Williams, Christopher (C.M.); Hughes, Scott (S.R.); Dixon, Mark (M.R.)
Subject: RE: Disgruntled Texas Customer
Importance: High

Have we received the (336) 11-12MY BL34-9L440-AE CACs from Valeo ?

<< Message: Report Summary for the CQIS Report#CITAI179 >> << Message: Report Summary for the CQIS Report#CIEDU012 >>

[Scot G. McDonagh](#)
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Hughes, Scott (S.R.)
Sent: Thursday, October 04, 2012 2:42 PM
To: McDonagh, Scot (S.M.)
Cc: Williams, Christopher (C.M.)
Subject: Disgruntled Texas Customer

Scot

As part of our call backs we ran across a 3.5L GTDI customer who is very upset with his CAC. He is very aware of concerns based on internet search. He has the deflector shield, but no impact to issue.

I'd like to see if his VIN can get on priority for the next batch of "new" CAC and if we can have an FSE call him to discuss timing and arrange an appointment at his dealer when it is available.

1FTVX1ET8CK [REDACTED]

His name is Steve Foster and his dealer is Heart of Texas Ford, 110 S. Bridge St, Brady, Texas 76825.

Any help that you can provide would be appreciated. Please let me know if you can support. Thanks.

Scott Hughes
313.805.4966

From: Dripps, David (D.S.)
Sent: Wednesday, February 15, 2012 8:19 AM
To: Osepchook, William (W.R.); Oyafuso, Kevin (K.G.)
Cc: Cockerill, Al (C.A.); Sims, Ivan (I.D.); McCoy, Jim (D.); Nowaczyk, Rick (R.J.); Dodds, Jordan (J.)
Subject: RE: Ecoboost Random Miss Final Repair Attempt/ Duvall Ford Company, Inc. USA 00484/ 2011 F150 4X4 VIN : 1FTFW1ET3BF[REDACTED] GCQIS : BLZDW003
Attachments: DSC00630.JPG; DSC00632.JPG; DSC00633.JPG; DSC00634.JPG; DSC00635.JPG; DSC00636.JPG; DSC00639.JPG; DSC00641.JPG; DSC00642.JPG; DSC00645.JPG; DSC00646.JPG; DSC00652.JPG; DSC00654.JPG; DSC00660.JPG; DSC00661.JPG; DSC00664.JPG; DSC00666.JPG; DSC00667.JPG; DSC00672.JPG; 00484 FORDSERVICE 02142012 113437.zip; 00484 FORDSERVICE 02142012 142604.zip

Greetings, I test drove the above VIN referenced truck on two test drives yesterday that were about an hour each. The ambient temperature was 37 degrees and it was either raining or misting until the last 20 minutes or so of the second ride where it started to clear up. I did not feel the truck acting up. Attached are a number of recordings which may or may not be of value, as I did not get the misfire. In the previous session of the ids it had cleared codes of P0300, P0304, P0305, P0306.

We removed the CAC and there was water present but no oil (see photos). I was able to recover by dumping it out around 5 ml. I would say the water in there was most likely at least double that as some spilled and some did not come out.

David S. Dripps
Field Service Engineer
Atlanta, Georgia
Southeast Region
678-358-8458

From: Osepchook, William (W.R.)
Sent: Monday, January 23, 2012 8:12 AM
To: Oyafuso, Kevin (K.G.)
Cc: Dripps, David (D.S.); Cockerill, Al (C.A.); Sims, Ivan (I.D.); McCoy, Jim (D.); Nowaczyk, Rick (R.J.); Dodds, Jordan (J.)
Subject: RE: Ecoboost Random Miss Final Repair Attempt/ Duvall Ford Company, Inc. USA 00484/ 2011 F150 4X4 VIN : 1FTFW1ET3BF[REDACTED] GCQIS : BLZDW003

The spark plug change will not help this issue.

From: Oyafuso, Kevin (K.G.)
Sent: Friday, January 20, 2012 4:14 PM
To: Osepchook, William (W.R.)
Cc: Dripps, David (D.S.); Cockerill, Al (C.A.); Sims, Ivan (I.D.); McCoy, Jim (D.); Nowaczyk, Rick (R.J.); Dodds, Jordan (J.)
Subject: FW: Ecoboost Random Miss Final Repair Attempt/ Duvall Ford Company, Inc. USA 00484/ 2011 F150 4X4 VIN : 1FTFW1ET3BF[REDACTED] GCQIS : BLZDW003

Bill,
do you want to send out new plugs to David (FSE in GA)?

David,
i don't remember if you guys sent us results of CAC inspection , was it clean and dry?

Regards,
Kevin Oyafuso
Ford Motor Company - North America Engineering
PD / Powertrain Integration Management - C&C Quality
Vehicle Operations General Office (VOGO)
17000 Oakwood, Allen Park, MI , 48101
6-Sigma Garage, Office 4B
Phone (313) 805-4908 (koyafuso@ford.com)

From: Dripps, David (D.S.)
Sent: Friday, January 20, 2012 4:01 PM
To: Oyafuso, Kevin (K.G.); Nowaczyk, Rick (R.J.); Cockerill, Al (C.A.)
Cc: Dodds, Jordan (J.); Dixon, Mark (M.R.); Osepchook, William (W.R.); Sims, Ivan (I.D.); Stawiecki, Bob (R.); McDonagh, Scot (S.M.)
Subject: RE: Ecoboost Random Miss Final Repair Attempt/ Duvall Ford Company, Inc. USA 00484/ 2011 F150 4X4 VIN : 1FTFW1ET3BF[REDACTED] GCQIS : BLZDW003

I just spoke to the dealer, the customer says he is leaving on his trip the first week in February. I would like to see if we can get his truck in at some point next week. Based on your input, I will inspect the inside of the CAC for water/oil and dump it out if present.

Is there anything that can be sent to the dealer to install, or a field action I can perform next week to clean this up to the point he can take it on his trip?

Thanks for all of your help on this,

David S. Dripps
Field Service Engineer
Atlanta, Georgia
Southeast Region
678-358-8458

From: Oyafuso, Kevin (K.G.)
Sent: Tuesday, January 17, 2012 4:35 PM
To: Nowaczyk, Rick (R.J.); Dripps, David (D.S.); Cockerill, Al (C.A.)
Cc: Dodds, Jordan (J.); Dixon, Mark (M.R.); Osepchook, William (W.R.); Sims, Ivan (I.D.); Stawiecki, Bob (R.); McDonagh, Scot (S.M.)
Subject: RE: Ecoboost Random Miss Final Repair Attempt/ Duvall Ford Company, Inc. USA 00484/ 2011 F150 4X4 VIN : 1FTFW1ET3BF[REDACTED] GCQIS : BLZDW003

You can send the new parts, but if there is water inside CAC there isn't a "permanent" corrective action at this time. We can try to do the same thing that Bob Stawiecki did on a truck he was looking into. If there is a combination of oil and water in the CAC then please call, we'll need to discuss if PCV needs a mod.

p.s. our FL buyback has the same oil and water mix in the CAC, inspected today after vehicle came in from it's drive route with drivability symptoms.

From: Nowaczyk, Rick (R.J.)
Sent: Friday, January 13, 2012 4:40 PM
To: Dripps, David (D.S.); Cockerill, Al (C.A.); Oyafuso, Kevin (K.G.)
Cc: Dodds, Jordan (J.); Dixon, Mark (M.R.)
Subject: RE: Ecoboost Random Miss Final Repair Attempt/ Duvall Ford Company, Inc. USA 00484/ 2011 F150 4X4 VIN : 1FTFW1ET3BF [REDACTED] GCQIS : BLZDW003
Importance: High

Kevin,

Dave is going to check the CAC for water. However, this customer is very upset. Can we send this FSE the ground jumper for the G105 and New level spark plugs?

What are your thoughts?

From: Dripps, David (D.S.)
Sent: Friday, January 13, 2012 4:03 PM
To: Cockerill, Al (C.A.)
Cc: Dodds, Jordan (J.); Nowaczyk, Rick (R.J.)
Subject: RE: Ecoboost Random Miss Final Repair Attempt/ Duvall Ford Company, Inc. USA 00484/ 2011 F150 4X4 VIN : 1FTFW1ET3BF [REDACTED] GCQIS : BLZDW003

Jordan, I haven't heard anything back. I don't think there is an action available at this time.

David S. Dripps
Field Service Engineer
Atlanta, Georgia
Southeast Region
678-358-8458

From: Dripps, David (D.S.)
Sent: Wednesday, January 11, 2012 9:38 PM
To: Cockerill, Al (C.A.)
Cc: Dodds, Jordan (J.); Nowaczyk, Rick (R.J.)
Subject: Ecoboost Random Miss Final Repair Attempt/ Duvall Ford Company, Inc. USA 00484/ 2011 F150 4X4 VIN : 1FTFW1ET3BF [REDACTED] GCQIS : BLZDW003

Greetings, Al.

I was wondering if you could offer any relief for the attached vehicle concern. This is a random Misfire on a 2011 ecoboost. We are told this is under investigation and current actions will not result in concern resolution.

The customer has given us a final repair attempt. I'm told he uses the truck to take his terminally ill Alzheimers wife to Atlanta for treatment and also complains that he only gets 17 mpg on the freeway. He has given us an opportunity to repair this vehicle but it must be done before he embarks on a lengthy cross country trip with his camper as he feels it will leave him stranded or cause other problems when it acts up while towing. He wants the truck fixed or bought back before he goes.

Is there anything I can do in the next two weeks to resolve this? The ground below checked out okay. Thanks,

David S. Dripps
Field Service Engineer
Atlanta, Georgia
Southeast Region
678-358-8458

From: System on behalf of [mailto:CQIS@ford.com]
Sent: Wednesday, January 11, 2012 11:37 AM
To: Christoff, Donald (D.A.); Dripps, David (D.S.); Johnson, Jim (J.S.); McCall, Kris (K.J.); Wenzel, Derek (D.T.); Middleton, Greg (H.); Hammer, Richard (R.M.); Jackson, Robert (R.P.); Sonnen, Stuart (S.J.); Triplette, Wesley (.)
Cc: Dodds, Jordan (J.); Harmon, Derek (D.M.); Baker, Zachary (Z.)
Subject: TAR OPEN AT Duvall Ford Company, Inc. USA 00484 Phone : (706) 782-4231 FOR SMITH, KEVIN ON 2011 F150 4X4 VIN : 1FTFW1ET3BF [REDACTED] GCQIS : BLZDW003

A request for technical assistance has been OPENED for :

SMITH, KEVIN SD
USA 00484 Name : Duvall Ford Company, Inc.

By : US-TECHNICAL SERVICE HOTLINE

Unit Down :

With a concern on :

2011 F150 4X4
VIN :1FTFW1ET3BF [REDACTED]

It is filed under GCQIS report number : BLZDW003

Following TECH ASSIST REFERRAL procedure, the dealership has been notified that someone from the Region will contact them in the near future. This letter is notification of the referral. The report will be in GCQIS for your review.

https://www.gcqis.dealerconnection.com/gcqis/asp/WBRES_RptSummaryUpdMain.asp?rptnbr BLZDW003

THANK YOU , FRO! ! M THE US-TECHNICAL SERVICE HOTLINE

Attachments :

Report# :	BLZDW003 NHL	Received:	12/26/2011
CCRG/EPRC:		Date:	
Vehicle:	2011,F150 4X4,1FTFW1ET3BF [REDACTED]	Build Date:	10/08/2011
Odometer :	1,577 M	Engine:	3.5L-GTDI
Engine Serial Number:	11C116401096	Calibration:	BF613C0A
Transmission:	6R80E	Axle:	3800F3.55L
Transmission Serial Number:	101128219333	A/C:	YES
Dealer:	USA 00484 Duvall Ford Company, Inc.	Phone#:	(706) 782-4231

City: Clayton **State:** Georgia **Country :** USA
Originator: KENNETH BROKAW
Symptom: 554239 DRV PERF,LACK/LOSS PWR ,ACCEL,INTERMITTENT
Status:
VFG: V52 DRIVEABILITY
Additional Symptom: CEL FLASHES
Fix: **Causal Component :**
Condition Code:

!!

Hotliner: SFERRET **Phone:** 313 317-9124 **Regn Cd:** S1 Atlanta
Engineering: **Phone:** **TAR:** OPEN
Dlr Contact: KENNETH BROKAW **Phone:** 000 000-0000 **Title Cde:** T

REPAIR **12/26/2011 05:17PM SHA!! WN FERRET MSS - FCSD - TECH SVC HOTLINE**
WEB FORM DATA - CONCERN:CEL FLASHES AND VEHICLE MISFIRES DURING
HARD
HIGHWAY ACCELERATION INTERMITTENTLY. POWER BALANCE SHOWS
CLYINDERS
NUMBER 4 AND 5 MISFIRING WHEN IT HAPPENS. CYLINDER 6 DID NOT SHOW
UP
ON OUR TEST DRIVE BUT WAS SET IN MEMORY. DIAGNOSTICS: PULL CODES,
MONITER POWER BALANCE PARTS REPLACED:NONE TECH QUESTION:HAVE
THERE BEEN ANY OTHER SIMILAR CONCERNS WITH ECOBOOST F150? IVE
SEEN A
TSB FOR BROKEN PORCELAIN ON SPARK PLUGS FOR AN ECOBOOST MOTOR
BUT THAT
WAS ON OTHER VEHICLE APPLICATIONS. IT SEEMS STRANGE THAT ITS ONLY
MISFIRING ON ONE BANK AND VERY INTERMITTENTLY. ANY ASSISTANCE
WILL BE
APPRECIATED.

RECOMM **12/26/2011 05:17PM SHAWN FERRET MSS - FCSD - TECH SVC HOTLINE**
KENNETH, THIS CONCERN IS CURRENTLY UNDER INVESTIGATION AND WILL
REQUIRE THE FOLLOWING QUESTIONS TO BE ANSWERED: 1) CAN G105 BE
LOOSENED USING ONLY FINGER PRESSURE? 2) IF G105 CANNOT BE LOOSENED
BY HAND, CAN IT BE TIGHTENED USING ONLY A SOCKET AND A 6-8 3/8 DRIVE
EXTENSION (NO RATCHET)? G105 IS THE GROUND FOR THE BANK 2 IGNITION
COILS LOCATED ON THE BACK OF THE LEFT SIDE CYLINDER HEAD. IT IS 13MM
AND MOST EASILY ACCESSED FROM UNDER THE VEHICLE. AFTER CHECKING
G105,
TORQUE IT TO 10NM PLUS AN ADDITIONAL 45 DEGREES AND UPDATE THIS

FORM

WITH THE ANSWERS. IF G105 IS OK, TAKE A FUEL SAMPLE AND CHECK FOR CLOUDINESS, DEBRIS, AND ETHANOL CONTENT. CHECK FOR ETHANOL BY FILLING

A CONTAINER HALF WAY WITH WATER AND MARKING THE LEVEL. ADD A FUEL

SAMPLE TO THE REMAINING HALF AND MIX. AFTER ALLOWING THE MIXTURE TO

SETTLE IF THE WATER LINE RISES MORE THAN 10% THERE IS EXCESSIVE ETHANOL IN THE FUEL. CONTINUE WITH ATTEMPTS TO DUPLICATE THE CONCERN. MONITOR FRP AND FRP_DSD DURING THE CONCERN TO SEE IF A FUEL

SYSTEM CONCERN IS CAUSING THE MISFIRES.

REPAIR

12/27/2011 11:27AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE

G105 WAS SECURE. I TOOK MULTIPLE FUEL SAMPLES, FUEL WAS NOT CLOUDY OR

DIRTY AND ETHANOL CONTENT WAS NOT EXCESSIVE. COULD NOT DUPLICATE

CONCERN ON SECOND TEST DRIVE. MONITORING FRP AND FRP_DSD SHOWED NO

CONCERNS OTHER THAN THE FRP SIGNAL SEEMED 'CHOPPY'. IT FOLLOWED FRP_DSD VERY CLOSELY BUT WHEN ACCELERATING SIGNAL WAS NOT AS SMOOTH AS

IT WAS WHEN YOU WERENT ON THE GAS.

RECOMM

12/27/2011 11:27AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE

KENNETH, -SOME FLUCTUATION OF THE FRP READING IS A NORMAL CHARACTERISTIC OF A GTDI ENGINE DUE TO THE MECHANICAL ACTION OF THE

HIGH PRESSURE PUMP. THIS ACTION CREATES NORMAL PULSATIONS IN THE FUEL

LINE AND WILL CAUSE THE READING TO FLUCTUATE SOME. IF FRP IS FOLLOWING FRP_DSD CLOSELY, WOULD NOT SUSPECT A CONCERN WITH THE FUEL

SYSTEM AT THIS TIME. -AT THIS TIME, IT IS RECOMMENDED TO ENSURE G105 IS CLEAN & TIGHT, AND RELEASE THE VEHICLE TO THE CUSTOMER. PLEASE

CONTINUE TO MONITOR OASIS FOR UPDATES ON THIS ISSUE. WE APPRECIATE YOUR RESPONSES TO THE QUESTIONS, THIS INFORMATION IS IMPORTANT.

REPAIR

01/10/2012 10:55AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE

DESCRIPTION OF VEHICLE CONCERN: VEHICLE HAS INTERMITTANT MISFIRE ON

CYLINDERS 4 ,5 ,6 I HAVE ALREADY E MAILED YOU ABOUT THIS TRUCK AND SPOKE WITH MY FSE A COUPLE OF TIMES HE HAS EXPLAINED THAT FORD IS

WORKING ON THIS ISSUE CUST BOUGHT THIS TRUCK WITH EXPECTATIONS OF PULLING HIS CAMPER ACROSS COUNTRY IN FEB CUST HAS STARTED LEMON LAW

AND HAS SENT ME A FINAL REPAIR OPPORTUNITY NOTICE DIAGNOSTICS ALREADY COMPLETED: WE HAVE CKED THE GROUND ,CKED THE FUEL AND FUEL

PRESSURE ANY UPDATES ON REPAIR PARTS REPLACED: NONE TECH'S QUESTION: ANY HELP ? DTC: P0306 MODULE: PCM DTC: PO304 MODULE: P0305

RECOMM

01/10/2012 10:55AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE
KEVIN, WE HAVE ESCALATED THIS CONCERN FOR ADDITIONAL REVIEW. A REPRESENTATIVE SHOULD CONTACT YOU BY PHONE OR THROUGH THIS HOTLINE

ASSISTANCE REQUEST WITHIN ONE (1) BUSINESS DAY WITH ADDITIONAL INFORMATION OR RECOMMENDATIONS TO ASSIST IN THE RESOLUTION OF THIS

VEHICLE CONCERN.

ESCLHD

01/10/2012 10:55AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE

EH DUE TO CUSTOMER STATES LEMON LAW, HAS SENT FINAL REPAIR OPPORTUNITY

NOTICE (ACCORDING TO SERVICE DIRECTOR, AS OF NOW THERE IS NOTHING IN

CUDL TO BACK THIS UP) // CONSULTED JDODDS6

AUDIT

01/10/2012 10:55AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE

ODOMETER 1143 M CHANGED TO 1577 M BY DRIDOLF2

REPAIR

01/11/2012 11:36AM JORDAN DODDS MSS - FCSD - TECH SVC HOTLINE

THE ESCALATION TEAM HAS REVIEWED THIS REPORT AND AN OBC HAS BEEN PLACED TO THE DEALER TO DISCUSS THIS CONCERN IN GREATER DETAIL. KEVIN

WAS ADVISED THAT FSE INVOLVEMENT HAS BEEN IMPLEMENTED AT THIS TIME.

RECOMM

01/11/2012 11:36AM JORDAN DODDS MSS - FCSD - TECH SVC HOTLINE

KEVIN, WE'VE REFERRED THIS CONCERN TO THE FIELD SERVICE ENGINEER (FSE) IN YOUR MARKET AREA. THE FSE SHOULD CONTACT YOU OR DEALERSHIP

MANAGEMENT (SERVICE MANAGER OR SERVICE DIRECTOR) WITHIN ONE (1) BUSINESS DAY. IF THE FSE DOES NOT CONTACT YOU DIRECTLY, PLEASE CONSULT

WITH DEALERSHIP MANAGEMENT TO DISCUSS FURTHER RECOMMENDATIONS AND

STEPS TO ASSIST IN THE RESOLUTION OF THIS VEHICLE CONCERN.

TAR

01/11/2012 11:36AM JORDAN DODDS MSS - FCSD - TECH SVC HOTLINE

A TAR HAS BEEN OPENED AT THE REQUEST OF THE HOTLINE DUE TO A POTENTIAL BUY BACK CASE. THE VEHICLE OWNER HAS SUPPLIED THE DEALER WITH A "FINAL REPAIR OPPORTUNITY NOTICE". THIS VEHICLE EXHIBITS A BANK TWO MISFIRE CONDITION WHICH IS DIFFICULT TO DUPLICATE. THIS CONCERN IS CURRENTLY UNDER ENGINEERING INVESTIGATION. GROUND G105 FOR THE BANK TWO IGNITION COILS HAS BEEN INSPECTED AND TORQUED TO THE PROPER SPECIFICATION. NO EVIDENCE OF WATER INTRUSION HAS BEEN UNIDENTIFIED. THE FUEL PRESSURE IS WITHIN SPECIFICATIONS AND DOES NOT CONTAIN EXCESSIVE ETHANOL. IF FURTHER DIRECTION OR ASSISTANCE IS NEEDED, PLEASE CONTACT PCE RICK NOWACZYK. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 1 ESTIMATED DAYS OUT OF SERVICE: 10

This email was generated by the server FCWS686











Large, faint, vertically oriented embossed text in the center of the surface. The text is difficult to decipher but appears to be arranged in several lines.

10101

10101



10101













From: Stawiecki, Bob (R.)
Sent: Wednesday, January 25, 2012 9:24 AM
To: Oyafuso, Kevin (K.G.); Nowaczyk, Rick (R.J.); Dripps, David (D.S.); Cockerill, Al (C.A.)
Cc: Dodds, Jordan (J.); Dixon, Mark (M.R.); Osepchook, William (W.R.); Sims, Ivan (I.D.); McDonagh, Scot (S.M.); Atkinson, Bill (B.W.); Todisco, Ronald (R.J.)
Subject: RE: Ecoboost Random Miss Final Repair Attempt/ Duvall Ford Company, Inc. USA 00484/ 2011 F150 4X4 VIN : 1FTFW1ET3BF[REDACTED] GCQIS : BLZDW003

Just a heads up . Our truck has returned to the dealer with same complaint. I will be inspecting it this AM. We had very humid and unseasonably warm weather this weekend.

From: Oyafuso, Kevin (K.G.)
Sent: Tuesday, January 17, 2012 4:35 PM
To: Nowaczyk, Rick (R.J.); Dripps, David (D.S.); Cockerill, Al (C.A.)
Cc: Dodds, Jordan (J.); Dixon, Mark (M.R.); Osepchook, William (W.R.); Sims, Ivan (I.D.); Stawiecki, Bob (R.); McDonagh, Scot (S.M.)
Subject: RE: Ecoboost Random Miss Final Repair Attempt/ Duvall Ford Company, Inc. USA 00484/ 2011 F150 4X4 VIN : 1FTFW1ET3BF[REDACTED] GCQIS : BLZDW003

You can send the new parts, but if there is water inside CAC there isn't a "permanent" corrective action at this time. We can try to do the same thing that Bob Stawiecki did on a truck he was looking into. If there is a combination of oil and water in the CAC then please call, we'll need to discuss if PCV needs a mod.

p.s. our FL buyback has the same oil and water mix in the CAC, inspected today after vehicle came in from it's drive route with drivability symptoms.

From: Nowaczyk, Rick (R.J.)
Sent: Friday, January 13, 2012 4:40 PM
To: Dripps, David (D.S.); Cockerill, Al (C.A.); Oyafuso, Kevin (K.G.)
Cc: Dodds, Jordan (J.); Dixon, Mark (M.R.)
Subject: RE: Ecoboost Random Miss Final Repair Attempt/ Duvall Ford Company, Inc. USA 00484/ 2011 F150 4X4 VIN : 1FTFW1ET3BF[REDACTED] GCQIS : BLZDW003
Importance: High

Kevin,

Dave is going to check the CAC for water. However, this customer is very upset. Can we send this FSE the ground jumper for the G105 and New level spark plugs?

What are your thoughts?

From: Dripps, David (D.S.)
Sent: Friday, January 13, 2012 4:03 PM
To: Cockerill, Al (C.A.)
Cc: Dodds, Jordan (J.); Nowaczyk, Rick (R.J.)
Subject: RE: Ecoboost Random Miss Final Repair Attempt/ Duvall Ford Company, Inc. USA 00484/ 2011 F150 4X4 VIN : 1FTFW1ET3BF[REDACTED] GCQIS : BLZDW003

Jordan, I haven't heard anything back. I don't think there is an action available at this time.

David S. Dripps
Field Service Engineer
Atlanta, Georgia
Southeast Region
678-358-8458

From: Dripps, David (D.S.)
Sent: Wednesday, January 11, 2012 9:38 PM
To: Cockerill, Al (C.A.)
Cc: Dodds, Jordan (J.); Nowaczyk, Rick (R.J.)
Subject: Ecoboost Random Miss Final Repair Attempt/ Duvall Ford Company, Inc. USA 00484/ 2011 F150 4X4 VIN : 1FTFW1ET3BF [REDACTED] GCQIS : BLZDW003

Greetings, Al.

I was wondering if you could offer any relief for the attached vehicle concern. This is a random Misfire on a 2011 ecoboost. We are told this is under investigation and current actions will not result in concern resolution.

The customer has given us a final repair attempt. I'm told he uses the truck to take his terminally ill Alzheimers wife to Atlanta for treatment and also complains that he only gets 17 mpg on the freeway. He has given us an opportunity to repair this vehicle but it must be done before he embarks on a lengthy cross country trip with his camper as he feels it will leave him stranded or cause other problems when it acts up while towing. He wants the truck fixed or bought back before he goes.

Is there anything I can do in the next two weeks to resolve this? The ground below checked out okay. Thanks,

David S. Dripps
Field Service Engineer
Atlanta, Georgia
Southeast Region
678-358-8458

From: System on behalf of [mailto:CQIS@ford.com]
Sent: Wednesday, January 11, 2012 11:37 AM
To: Christoff, Donald (D.A.); Dripps, David (D.S.); Johnson, Jim (J.S.); McCall, Kris (K.J.); Wenzel, Derek (D.T.); Middleton, Greg (H.); Hammer, Richard (R.M.); Jackson, Robert (R.P.); Sonnen, Stuart (S.J.); Triplette, Wesley (.)
Cc: Dodds, Jordan (J.); Harmon, Derek (D.M.); Baker, Zachary (Z.)
Subject: TAR OPEN AT Duvall Ford Company, Inc. USA 00484 Phone : (706) 782-4231 FOR SMITH, KEVIN ON 2011 F150 4X4 VIN : 1FTFW1ET3BF [REDACTED] GCQIS : BLZDW003

A request for technical assistance has been OPENED for :

SMITH, KEVIN SD
USA 00484 Name : Duvall Ford Company, Inc.

By : US-TECHNICAL SERVICE HOTLINE

Unit Down :

With a concern on :

2011 F150 4X4

VIN :1FTFW1ET3BF

It is filed under GCQIS report number : BLZDW003

Following TECH ASSIST REFERRAL procedure, the dealership has been notified that someone from the Region will contact them in the near future. This letter is notification of the referral. The report will be in GCQIS for your review.

https://www.gcqis.dealerconnection.com/gcqis/asp/WBRES_RptSummaryUpdMain.asp?rptnbr BLZDW003

THANK YOU , FRO!! M THE US-TECHNICAL SERVICE HOTLINE

Attachments :

Report# :	BLZDW003 NHL	Received:	12/26/2011
CCRG/EPRC:		Reviewed Status:	Date:
Vehicle:	2011,F150 4X4,1FTFW1ET3BF	Build Date:	10/08/2011
Odometer :	1,577 M	Engine:	3.5L-GTDI
		Calibration:	BF613C0A
Engine Serial Number:	11C116401096		
Transmission:	6R80E	Axle:	3800F3.55L
		A/C:	YES
Transmission Serial Number:	101128219333		
Dealer:	USA 00484 Duvall Ford Company, Inc.	Phone#:	(706) 782-4231
City:	Clayton	State:	Georgia
		Country :	USA
Originator:	KENNETH BROKAW		
Symptom:	554239 DRV PERF,LACK/LOSS PWR ,ACCEL,INTERMITTENT		
Status:			
VFG:	V52 DRIVEABILITY		
Additional Symptom:	CEL FLASHES		
Fix:	Causal Component :		
Condition Code:			

!!

Hotliner: SFERRET	Phone: 313 317-9124	Regn Cd: S1 Atlanta
Engineering:	Phone:	TAR: OPEN
Dlr Contact: KENNETH BROKAW	Phone: 000 000-0000	Title Cde: T

REPAIR **12/26/2011 05:17PM SHA!! WN FERRET MSS - FCSD - TECH SVC HOTLINE**
 WEB FORM DATA - CONCERN:CEL FLASHES AND VEHICLE MISFIRES DURING
 HARD
 HIGHWAY ACCELERATION INTERMITTENTLY. POWER BALANCE SHOWS
 CLYINDERS

NUMBER 4 AND 5 MISFIRING WHEN IT HAPPENS. CYLINDER 6 DID NOT SHOW UP

ON OUR TEST DRIVE BUT WAS SET IN MEMORY. DIAGNOSTICS: PULL CODES, MONITOR POWER BALANCE PARTS REPLACED:NONE TECH QUESTION:HAVE THERE BEEN ANY OTHER SIMILAR CONCERNS WITH ECOBOOST F150? IVE SEEN A

TSB FOR BROKEN PORCELAIN ON SPARK PLUGS FOR AN ECOBOOST MOTOR BUT THAT

WAS ON OTHER VEHICLE APPLICATIONS. IT SEEMS STRANGE THAT ITS ONLY MISFIRING ON ONE BANK AND VERY INTERMITTENTLY. ANY ASSISTANCE WILL BE

APPRECIATED.

RECOMM

12/26/2011 05:17PM SHAWN FERRET MSS - FCSD - TECH SVC HOTLINE

KENNETH, THIS CONCERN IS CURRENTLY UNDER INVESTIGATION AND WILL REQUIRE THE FOLLOWING QUESTIONS TO BE ANSWERED: 1) CAN G105 BE LOOSENED USING ONLY FINGER PRESSURE? 2) IF G105 CANNOT BE LOOSENED BY HAND, CAN IT BE TIGHTENED USING ONLY A SOCKET AND A 6-8 3/8 DRIVE EXTENSION (NO RATCHET)? G105 IS THE GROUND FOR THE BANK 2 IGNITION COILS LOCATED ON THE BACK OF THE LEFT SIDE CYLINDER HEAD. IT IS 13MM AND MOST EASILY ACCESSED FROM UNDER THE VEHICLE. AFTER CHECKING G105,

TORQUE IT TO 10NM PLUS AN ADDITIONAL 45 DEGREES AND UPDATE THIS FORM

WITH THE ANSWERS. IF G105 IS OK, TAKE A FUEL SAMPLE AND CHECK FOR CLOUDINESS, DEBRIS, AND ETHANOL CONTENT. CHECK FOR ETHANOL BY FILLING

A CONTAINER HALF WAY WITH WATER AND MARKING THE LEVEL. ADD A FUEL

SAMPLE TO THE REMAINING HALF AND MIX. AFTER ALLOWING THE MIXTURE TO

SETTLE IF THE WATER LINE RISES MORE THAN 10% THERE IS EXCESSIVE ETHANOL IN THE FUEL. CONTINUE WITH ATTEMPTS TO DUPLICATE THE CONCERN. MONITOR FRP AND FRP_DSD DURING THE CONCERN TO SEE IF A FUEL

SYSTEM CONCERN IS CAUSING THE MISFIRES.

REPAIR

12/27/2011 11:27AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE

G105 WAS SECURE. I TOOK MULTIPLE FUEL SAMPLES, FUEL WAS NOT CLOUDY OR

DIRTY AND ETHANOL CONTENT WAS NOT EXCESSIVE. COULD NOT DUPLICATE

CONCERN ON SECOND TEST DRIVE. MONITORING FRP AND FRP_DSD SHOWED NO

CONCERNS OTHER THAN THE FRP SIGNAL SEEMED 'CHOPPY'. IT FOLLOWED

FRP_DSD VERY CLOSELY BUT WHEN ACCELERATING SIGNAL WAS NOT AS SMOOTH AS

IT WAS WHEN YOU WERENT ON THE GAS.

RECOMM

12/27/2011 11:27AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE

KENNETH, -SOME FLUCTUATION OF THE FRP READING IS A NORMAL CHARACTERISTIC OF A GTDI ENGINE DUE TO THE MECHANICAL ACTION OF THE HIGH PRESSURE PUMP. THIS ACTION CREATES NORMAL PULSATIONS IN THE FUEL LINES AND WILL CAUSE THE READING TO FLUCTUATE SOME. IF FRP IS FOLLOWING FRP_DSD CLOSELY, WOULD NOT SUSPECT A CONCERN WITH THE FUEL SYSTEM AT THIS TIME. -AT THIS TIME, IT IS RECOMMENDED TO ENSURE G105 IS CLEAN & TIGHT, AND RELEASE THE VEHICLE TO THE CUSTOMER. PLEASE

CONTINUE TO MONITOR OASIS FOR UPDATES ON THIS ISSUE. WE APPRECIATE YOUR RESPONSES TO THE QUESTIONS, THIS INFORMATION IS IMPORTANT.

REPAIR

01/10/2012 10:55AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE

DESCRIPTION OF VEHICLE CONCERN: VEHICLE HAS INTERMITTANT MISFIRE ON CYLINDERS 4 ,5 ,6 I HAVE ALREADY E MAILED YOU ABOUT THIS TRUCK AND SPOKE WITH MY FSE A COUPLE OF TIMES HE HAS EXPLAINED THAT FORD IS WORKING ON THIS ISSUE CUST BOUGHT THIS TRUCK WITH EXPECTATIONS OF PULLING HIS CAMPER ACROSS COUNTRY IN FEB CUST HAS STARTED LEMON LAW AND HAS SENT ME A FINAL REPAIR OPPORTUNITY NOTICE DIAGNOSTICS ALREADY COMPLETED: WE HAVE CKED THE GROUND ,CKED THE FUEL AND FUEL

PRESSURE ANY UPDATES ON REPAIR PARTS REPLACED: NONE TECH'S QUESTION: ANY HELP ? DTC: P0306 MODULE: PCM DTC: PO304 MODULE: P0305

RECOMM

01/10/2012 10:55AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE

KEVIN, WE HAVE ESCALATED THIS CONCERN FOR ADDITIONAL REVIEW. A REPRESENTATIVE SHOULD CONTACT YOU BY PHONE OR THROUGH THIS HOTLINE ASSISTANCE REQUEST WITHIN ONE (1) BUSINESS DAY WITH ADDITIONAL INFORMATION OR RECOMMENDATIONS TO ASSIST IN THE RESOLUTION OF THIS VEHICLE CONCERN.

ESCLHD

01/10/2012 10:55AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE

EH DUE TO CUSTOMER STATES LEMON LAW, HAS SENT FINAL REPAIR OPPORTUNITY

NOTICE (ACCORDING TO SERVICE DIRECTOR, AS OF NOW THERE IS NOTHING IN

CUDL TO BACK THIS UP) // CONSULTED JDODDS6

AUDIT **01/10/2012 10:55AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE**

ODOMETER 1143 M CHANGED TO 1577 M BY DRIDOLF2

REPAIR **01/11/2012 11:36AM JORDAN DODDS MSS - FCSD - TECH SVC HOTLINE**

THE ESCALATION TEAM HAS REVIEWED THIS REPORT AND AN OBC HAS BEEN PLACED TO THE DEALER TO DISCUSS THIS CONCERN IN GREATER DETAIL. KEVIN

WAS ADVISED THAT FSE INVOLVEMENT HAS BEEN IMPLEMENTED AT THIS TIME.

RECOMM **01/11/2012 11:36AM JORDAN DODDS MSS - FCSD - TECH SVC HOTLINE**

KEVIN, WE'VE REFERRED THIS CONCERN TO THE FIELD SERVICE ENGINEER (FSE) IN YOUR MARKET AREA. THE FSE SHOULD CONTACT YOU OR DEALERSHIP

MANAGEMENT (SERVICE MANAGER OR SERVICE DIRECTOR) WITHIN ONE (1) BUSINESS DAY. IF THE FSE DOES NOT CONTACT YOU DIRECTLY, PLEASE CONSULT

WITH DEALERSHIP MANAGEMENT TO DISCUSS FURTHER RECOMMENDATIONS AND

STEPS TO ASSIST IN THE RESOLUTION OF THIS VEHICLE CONCERN.

TAR **01/11/2012 11:36AM JORDAN DODDS MSS - FCSD - TECH SVC HOTLINE**

A TAR HAS BEEN OPENED AT THE REQUEST OF THE HOTLINE DUE TO A POTENTIAL

BUY BACK CASE. THE VEHICLE OWNER HAS SUPPLIED THE DEALER WITH A "FINAL

REPAIR OPPORTUNITY NOTICE". THIS VEHICLE EXHIBITS A BANK TWO MISFIRE

CONDITION WHICH IS DIFFICULT TO DUPLICATE. THIS CONCERN IS CURRENTLY

UNDER ENGINEERING INVESTIGATION. GROUND G105 FOR THE BANK TWO IGNITION

COILS HAS BEEN INSPECTED AND TORQUED TO THE PROPER SPECIFICATION. NO

EVIDENCE OF WATER INTRUSION HAS BEEN UNIDENTIFIED. THE FUEL PRESSURE

IS WITHIN SPECIFICATIONS AND DOES NOT CONTAIN EXCESSIVE ETHANOL. IF FURTHER DIRECTION OR ASSISTANCE IS NEEDED, PLEASE CONTACT PCE RICK NOWACZYK. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 1 ESTIMATED DAYS OUT OF

SERVICE: 10

From: Dripps, David (D.S.)
Sent: Friday, January 20, 2012 4:17 PM
To: Oyafuso, Kevin (K.G.); Osepchook, William (W.R.)
Cc: Cockerill, Al (C.A.); Sims, Ivan (I.D.); McCoy, Jim (D.); Nowaczyk, Rick (R.J.); Dodds, Jordan (J.)
Subject: RE: Ecoboost Random Miss Final Repair Attempt/ Duvall Ford Company, Inc. USA 00484/ 2011 F150 4X4 VIN : 1FTFW1ET3BF[REDACTED] GCQIS : BLZDW003

I did not look at it yet. He was going to drop it off at the dealer and borrow another truck from them for his ride to Atlanta but did not show up, so I can't speak for the condition. I'm hoping to consolidate the visit, but if this info needs to be known in advance, I may try to get him in early next week and give you that feedback while the truck stays there pending actions.

David S. Dripps
Field Service Engineer
Atlanta, Georgia
Southeast Region
678-358-8458

From: Oyafuso, Kevin (K.G.)
Sent: Friday, January 20, 2012 4:14 PM
To: Osepchook, William (W.R.)
Cc: Dripps, David (D.S.); Cockerill, Al (C.A.); Sims, Ivan (I.D.); McCoy, Jim (D.); Nowaczyk, Rick (R.J.); Dodds, Jordan (J.)
Subject: FW: Ecoboost Random Miss Final Repair Attempt/ Duvall Ford Company, Inc. USA 00484/ 2011 F150 4X4 VIN : 1FTFW1ET3BF[REDACTED] GCQIS : BLZDW003

Bill,
do you want to send out new plugs to David (FSE in GA)?

David,
i don't remember if you guys sent us results of CAC inspection , was it clean and dry?

Regards,
Kevin Oyafuso
Ford Motor Company - North America Engineering
PD / Powertrain Integration Management - C&C Quality
Vehicle Operations General Office (VOGO)
17000 Oakwood, Allen Park, MI , 48101
6-Sigma Garage, Office 4B
Phone (313) 805-4908 (koyafuso@ford.com)

From: Dripps, David (D.S.)
Sent: Friday, January 20, 2012 4:01 PM
To: Oyafuso, Kevin (K.G.); Nowaczyk, Rick (R.J.); Cockerill, Al (C.A.)
Cc: Dodds, Jordan (J.); Dixon, Mark (M.R.); Osepchook, William (W.R.); Sims, Ivan (I.D.); Stawiecki, Bob (R.);

McDonagh, Scot (S.M.)

Subject: RE: Ecoboost Random Miss Final Repair Attempt/ Duvall Ford Company, Inc. USA 00484/ 2011 F150 4X4 VIN : 1FTFW1ET3BF [REDACTED] GCQIS : BLZDW003

I just spoke to the dealer, the customer says he is leaving on his trip the first week in February. I would like to see if we can get his truck in at some point next week. Based on your input, I will inspect the inside of the CAC for water/oil and dump it out if present.

Is there anything that can be sent to the dealer to install, or a field action I can perform next week to clean this up to the point he can take it on his trip?

Thanks for all of your help on this,

David S. Dripps
Field Service Engineer
Atlanta, Georgia
Southeast Region
678-358-8458

From: Oyafuso, Kevin (K.G.)
Sent: Tuesday, January 17, 2012 4:35 PM
To: Nowaczyk, Rick (R.J.); Dripps, David (D.S.); Cockerill, Al (C.A.)
Cc: Dodds, Jordan (J.); Dixon, Mark (M.R.); Osepchook, William (W.R.); Sims, Ivan (I.D.); Stawiecki, Bob (R.); McDonagh, Scot (S.M.)
Subject: RE: Ecoboost Random Miss Final Repair Attempt/ Duvall Ford Company, Inc. USA 00484/ 2011 F150 4X4 VIN : 1FTFW1ET3BF [REDACTED] GCQIS : BLZDW003

You can send the new parts, but if there is water inside CAC there isn't a "permanent" corrective action at this time. We can try to do the same thing that Bob Stawiecki did on a truck he was looking into. If there is a combination of oil and water in the CAC then please call, we'll need to discuss if PCV needs a mod.

p.s. our FL buyback has the same oil and water mix in the CAC, inspected today after vehicle came in from it's drive route with drivability symptoms.

From: Nowaczyk, Rick (R.J.)
Sent: Friday, January 13, 2012 4:40 PM
To: Dripps, David (D.S.); Cockerill, Al (C.A.); Oyafuso, Kevin (K.G.)
Cc: Dodds, Jordan (J.); Dixon, Mark (M.R.)
Subject: RE: Ecoboost Random Miss Final Repair Attempt/ Duvall Ford Company, Inc. USA 00484/ 2011 F150 4X4 VIN : 1FTFW1ET3BF [REDACTED] GCQIS : BLZDW003
Importance: High

Kevin,

Dave is going to check the CAC for water. However, this customer is very upset. Can we send this FSE the ground jumper for the G105 and New level spark plugs?

What are your thoughts?

From: Dripps, David (D.S.)
Sent: Friday, January 13, 2012 4:03 PM
To: Cockerill, Al (C.A.)

Cc: Dodds, Jordan (J.); Nowaczyk, Rick (R.J.)

Subject: RE: Ecoboost Random Miss Final Repair Attempt/ Duvall Ford Company, Inc. USA 00484/ 2011 F150 4X4 VIN : 1FTFW1ET3BF [REDACTED] GCQIS : BLZDW003

Jordan, I haven't heard anything back. I don't think there is an action available at this time.

David S. Dripps
Field Service Engineer
Atlanta, Georgia
Southeast Region
678-358-8458

From: Dripps, David (D.S.)

Sent: Wednesday, January 11, 2012 9:38 PM

To: Cockerill, Al (C.A.)

Cc: Dodds, Jordan (J.); Nowaczyk, Rick (R.J.)

Subject: Ecoboost Random Miss Final Repair Attempt/ Duvall Ford Company, Inc. USA 00484/ 2011 F150 4X4 VIN : 1FTFW1ET3BF [REDACTED] GCQIS : BLZDW003

Greetings, Al.

I was wondering if you could offer any relief for the attached vehicle concern. This is a random Misfire on a 2011 ecoboost. We are told this is under investigation and current actions will not result in concern resolution.

The customer has given us a final repair attempt. I'm told he uses the truck to take his terminally ill Alzheimers wife to Atlanta for treatment and also complains that he only gets 17 mpg on the freeway. He has given us an opportunity to repair this vehicle but it must be done before he embarks on a lengthy cross country trip with his camper as he feels it will leave him stranded or cause other problems when it acts up while towing. He wants the truck fixed or bought back before he goes.

Is there anything I can do in the next two weeks to resolve this? The ground below checked out okay. Thanks,

David S. Dripps
Field Service Engineer
Atlanta, Georgia
Southeast Region
678-358-8458

From: System on behalf of [mailto:CQIS@ford.com]

Sent: Wednesday, January 11, 2012 11:37 AM

To: Christoff, Donald (D.A.); Dripps, David (D.S.); Johnson, Jim (J.S.); McCall, Kris (K.J.); Wenzel, Derek (D.T.); Middleton, Greg (H.); Hammer, Richard (R.M.); Jackson, Robert (R.P.); Sonnen, Stuart (S.J.); Triplette, Wesley (.)

Cc: Dodds, Jordan (J.); Harmon, Derek (D.M.); Baker, Zachary (Z.)

Subject: TAR OPEN AT Duvall Ford Company, Inc. USA 00484 Phone : (706) 782-4231 FOR SMITH, KEVIN ON 2011 F150 4X4 VIN : 1FTFW1ET3BF [REDACTED] GCQIS : BLZDW003

A request for technical assistance has been OPENED for :

SMITH, KEVIN SD
USA 00484 Name : Duvall Ford Company, Inc.

By : US-TECHNICAL SERVICE HOTLINE

Unit Down :

With a concern on :

2011 F150 4X4

VIN :1FTFW1ET3BF [REDACTED]

It is filed under GCQIS report number : BLZDW003

Following TECH ASSIST REFERRAL procedure, the dealership has been notified that someone from the Region will contact them in the near future. This letter is notification of the referral. The report will be in GCQIS for your review.

https://www.gcqis.dealerconnection.com/gcqis/asp/WBRES_RptSummaryUpdMain.asp?rptnbr BLZDW003

THANK YOU , FRO!! M THE US-TECHNICAL SERVICE HOTLINE

Attachments :

Report# :	BLZDW003 NHL	Received:	12/26/2011		
CCRG/EPRC:		Reviewed Status:	Date:		
Vehicle:	2011,F150 4X4,1FTFW1ET3BF [REDACTED]	Build Date:	10/08/2011		
Odometer :	1,577 M	Engine:	3.5L-GTDI	Calibration:	BF613C0A
Engine Serial Number:	11C116401096				
Transmission:	6R80E	Axle:	3800F3.55L	A/C:	YES
Transmission Serial Number:	101128219333				
Dealer:	USA 00484 Duvall Ford Company, Inc.		Phone#:	(706) 782-4231	
City:	Clayton	State:	Georgia	Country :	USA
Originator:	KENNETH BROKAW				
Symptom:	554239 DRV PERF,LACK/LOSS PWR ,ACCEL,INTERMITTENT				
Status:					
VFG:	V52 DRIVEABILITY				
Additional Symptom:	CEL FLASHES				
Fix:	Causal Component :				
Condition Code:					

!!

Hotliner: SFERRET

Phone: 313 317-9124

Regn Cd: S1 Atlanta

Engineering:

Phone:

TAR: OPEN

Dlr Contact: KENNETH BROKAW

Phone: 000 000-0000

Title Cde: T

REPAIR

12/26/2011 05:17PM SHA!! WN FERRET MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:CEL FLASHES AND VEHICLE MISFIRES DURING HARD
HIGHWAY ACCELERATION INTERMITTENTLY. POWER BALANCE SHOWS CLYINDERS
NUMBER 4 AND 5 MISFIRING WHEN IT HAPPENS. CYLINDER 6 DID NOT SHOW UP
ON OUR TEST DRIVE BUT WAS SET IN MEMORY. DIAGNOSTICS: PULL CODES, MONITER POWER BALANCE PARTS REPLACED:NONE TECH QUESTION:HAVE THERE BEEN ANY OTHER SIMILAR CONCERNS WITH ECOBOOST F150? IVE SEEN A
TSB FOR BROKEN PORCELAIN ON SPARK PLUGS FOR AN ECOBOOST MOTOR BUT THAT
WAS ON OTHER VEHICLE APPLICATIONS. IT SEEMS STRANGE THAT ITS ONLY MISFIRING ON ONE BANK AND VERY INTERMITTENTLY. ANY ASSISTANCE WILL BE
APPRECIATED.

RECOMM

12/26/2011 05:17PM SHAWN FERRET MSS - FCSD - TECH SVC HOTLINE
KENNETH, THIS CONCERN IS CURRENTLY UNDER INVESTIGATION AND WILL REQUIRE THE FOLLOWING QUESTIONS TO BE ANSWERED: 1) CAN G105 BE LOOSENED USING ONLY FINGER PRESSURE? 2) IF G105 CANNOT BE LOOSENED BY HAND, CAN IT BE TIGHTENED USING ONLY A SOCKET AND A 6-8 3/8 DRIVE EXTENSION (NO RATCHET)? G105 IS THE GROUND FOR THE BANK 2 IGNITION COILS LOCATED ON THE BACK OF THE LEFT SIDE CYLINDER HEAD. IT IS 13MM AND MOST EASILY ACCESSED FROM UNDER THE VEHICLE. AFTER CHECKING G105,
TORQUE IT TO 10NM PLUS AN ADDITIONAL 45 DEGREES AND UPDATE THIS FORM
WITH THE ANSWERS. IF G105 IS OK, TAKE A FUEL SAMPLE AND CHECK FOR CLOUDINESS, DEBRIS, AND ETHANOL CONTENT. CHECK FOR ETHANOL BY FILLING
A CONTAINER HALF WAY WITH WATER AND MARKING THE LEVEL. ADD A FUEL
SAMPLE TO THE REMAINING HALF AND MIX. AFTER ALLOWING THE MIXTURE TO
SETTLE IF THE WATER LINE RISES MORE THAN 10% THERE IS EXCESSIVE ETHANOL IN THE FUEL. CONTINUE WITH ATTEMPTS TO DUPLICATE THE CONCERN. MONITOR FRP AND FRP_DSD DURING THE CONCERN TO SEE IF A FUEL
SYSTEM CONCERN IS CAUSING THE MISFIRES.

REPAIR

12/27/2011 11:27AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE
G105 WAS SECURE. I TOOK MULTIPLE FUEL SAMPLES, FUEL WAS NOT CLOUDY

OR

DIRTY AND ETHANOL CONTENT WAS NOT EXCESSIVE. COULD NOT DUPLICATE

CONCERN ON SECOND TEST DRIVE. MONITORING FRP AND FRP_DSD SHOWED NO

CONCERNS OTHER THAN THE FRP SIGNAL SEEMED 'CHOPPY'. IT FOLLOWED FRP_DSD VERY CLOSELY BUT WHEN ACCELERATING SIGNAL WAS NOT AS SMOOTH AS

IT WAS WHEN YOU WERENT ON THE GAS.

RECOMM

12/27/2011 11:27AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE

KENNETH, -SOME FLUCTUATION OF THE FRP READING IS A NORMAL CHARACTERISTIC OF A GTDI ENGINE DUE TO THE MECHANICAL ACTION OF THE

HIGH PRESSURE PUMP. THIS ACTION CREATES NORMAL PULSATIONS IN THE FUEL

LINES AND WILL CAUSE THE READING TO FLUCTUATE SOME. IF FRP IS FOLLOWING FRP_DSD CLOSELY, WOULD NOT SUSPECT A CONCERN WITH THE FUEL

SYSTEM AT THIS TIME. -AT THIS TIME, IT IS RECOMMENDED TO ENSURE G105 IS CLEAN & TIGHT, AND RELEASE THE VEHICLE TO THE CUSTOMER. PLEASE

CONTINUE TO MONITOR OASIS FOR UPDATES ON THIS ISSUE. WE APPRECIATE YOUR RESPONSES TO THE QUESTIONS, THIS INFORMATION IS IMPORTANT.

REPAIR

01/10/2012 10:55AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE

DESCRIPTION OF VEHICLE CONCERN: VEHICLE HAS INTERMITTANT MISFIRE ON

CYLINDERS 4 ,5 ,6 I HAVE ALREADY E MAILED YOU ABOUT THIS TRUCK AND SPOKE WITH MY FSE A COUPLE OF TIMES HE HAS EXPLAINED THAT FORD IS WORKING ON THIS ISSUE CUST BOUGHT THIS TRUCK WITH EXPECTATIONS OF PULLING HIS CAMPER ACROSS COUNTRY IN FEB CUST HAS STARTED LEMON LAW

AND HAS SENT ME A FINAL REPAIR OPPORTUNITY NOTICE DIAGNOSTICS ALREADY COMPLETED: WE HAVE CKED THE GROUND ,CKED THE FUEL AND FUEL

PRESSURE ANY UPDATES ON REPAIR PARTS REPLACED: NONE TECH'S

QUESTION: ANY HELP ? DTC: P0306 MODULE: PCM DTC: PO304 MODULE: P0305

RECOMM

01/10/2012 10:55AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE

KEVIN, WE HAVE ESCALATED THIS CONCERN FOR ADDITIONAL REVIEW. A REPRESENTATIVE SHOULD CONTACT YOU BY PHONE OR THROUGH THIS HOTLINE

ASSISTANCE REQUEST WITHIN ONE (1) BUSINESS DAY WITH ADDITIONAL

INFORMATION OR RECOMMENDATIONS TO ASSIST IN THE RESOLUTION OF THIS VEHICLE CONCERN.

ESCLHD

01/10/2012 10:55AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE

EH DUE TO CUSTOMER STATES LEMON LAW, HAS SENT FINAL REPAIR OPPORTUNITY

NOTICE (ACCORDING TO SERVICE DIRECTOR, AS OF NOW THERE IS NOTHING IN

CUDL TO BACK THIS UP) // CONSULTED JDODDS6

AUDIT

01/10/2012 10:55AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE

ODOMETER 1143 M CHANGED TO 1577 M BY DRIDOLF2

REPAIR

01/11/2012 11:36AM JORDAN DODDS MSS - FCSD - TECH SVC HOTLINE

THE ESCALATION TEAM HAS REVIEWED THIS REPORT AND AN OBC HAS BEEN PLACED TO THE DEALER TO DISCUSS THIS CONCERN IN GREATER DETAIL. KEVIN

WAS ADVISED THAT FSE INVOLVEMENT HAS BEEN IMPLEMENTED AT THIS TIME.

RECOMM

01/11/2012 11:36AM JORDAN DODDS MSS - FCSD - TECH SVC HOTLINE

KEVIN, WE'VE REFERRED THIS CONCERN TO THE FIELD SERVICE ENGINEER (FSE) IN YOUR MARKET AREA. THE FSE SHOULD CONTACT YOU OR DEALERSHIP

MANAGEMENT (SERVICE MANAGER OR SERVICE DIRECTOR) WITHIN ONE (1) BUSINESS DAY. IF THE FSE DOES NOT CONTACT YOU DIRECTLY, PLEASE CONSULT

WITH DEALERSHIP MANAGEMENT TO DISCUSS FURTHER RECOMMENDATIONS AND

STEPS TO ASSIST IN THE RESOLUTION OF THIS VEHICLE CONCERN.

TAR

01/11/2012 11:36AM JORDAN DODDS MSS - FCSD - TECH SVC HOTLINE

A TAR HAS BEEN OPENED AT THE REQUEST OF THE HOTLINE DUE TO A POTENTIAL

BUY BACK CASE. THE VEHICLE OWNER HAS SUPPLIED THE DEALER WITH A "FINAL

REPAIR OPPORTUNITY NOTICE". THIS VEHICLE EXHIBITS A BANK TWO MISFIRE

CONDITION WHICH IS DIFFICULT TO DUPLICATE. THIS CONCERN IS CURRENTLY

UNDER ENGINEERING INVESTIGATION. GROUND G105 FOR THE BANK TWO IGNITION

COILS HAS BEEN INSPECTED AND TORQUED TO THE PROPER SPECIFICATION. NO

EVIDENCE OF WATER INTRUSION HAS BEEN UNIDENTIFIED. THE FUEL PRESSURE

IS WITHIN SPECIFICATIONS AND DOES NOT CONTAIN EXCESSIVE ETHANOL. IF

FURTHER DIRECTION OR ASSISTANCE IS NEEDED, PLEASE CONTACT PCE RICK
NOWACZYK. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 1 ESTIMATED DAYS
OUT OF
SERVICE: 10

This email was generated by the server FCWS686

From: Sims, Ivan (I.D.)
Sent: Wednesday, February 15, 2012 11:10 AM
To: Osepchook, William (W.R.)
Subject: RE: Ecoboost Random Miss Final Repair Attempt/ Duvall Ford Company, Inc. USA 00484/ 2011 F150 4X4 VIN : 1FTFW1ET3BF [REDACTED] GCQIS : BLZDW003

Bill,
Your giving good guidance and coaching to David in your responses. Thanks.

BTW, did that redundant ground service strap ever get issued? If no, I'm good with that because we were always worried about creating more problems installing the strap with the difficult to reach ground fasteners.

IVAN D. SIMS
Hardware/Controls Interface Section
Component Design C Department, GEE
Phone: 313 805 9971

From: Osepchook, William (W.R.)
Sent: Wednesday, February 15, 2012 10:15 AM
To: Dripps, David (D.S.); Oyafuso, Kevin (K.G.)
Cc: Cockerill, Al (C.A.); Sims, Ivan (I.D.); McCoy, Jim (D.); Nowaczyk, Rick (R.J.); Dodds, Jordan (J.)
Subject: RE: Ecoboost Random Miss Final Repair Attempt/ Duvall Ford Company, Inc. USA 00484/ 2011 F150 4X4 VIN : 1FTFW1ET3BF [REDACTED] GCQIS : BLZDW003

Dave,

This may not have been enough drive time to build up condensate to have the event.

Your findings are consistent with what we are seeing. There are a lot of factors that lead to a misfire event.

The vehicle that had the misfire event after it sat all weekend; may have had enough residual condensation left from the last drive cycle to occur on the next drive cycle.

I agree that driver inputs also plays a factor in this situation.

From: Dripps, David (D.S.)
Sent: Wednesday, February 15, 2012 10:02 AM
To: Osepchook, William (W.R.); Oyafuso, Kevin (K.G.)
Cc: Cockerill, Al (C.A.); Sims, Ivan (I.D.); McCoy, Jim (D.); Nowaczyk, Rick (R.J.); Dodds, Jordan (J.)
Subject: RE: Ecoboost Random Miss Final Repair Attempt/ Duvall Ford Company, Inc. USA 00484/ 2011 F150 4X4 VIN : 1FTFW1ET3BF [REDACTED] GCQIS : BLZDW003

Yes, I held the truck at around 1700 rpms for over 20 minutes and then hit the accelerator hard and it didn't do it. Also tried coming to a stop after a cruise and hitting it hard and nothing happened. I took recordings of it when I floored it a couple times. One time the customer dropped it off at the dealer on a Friday and it sat all weekend. The service manager fired it up Monday morning and only made it less than a quarter of a mile and it started missing real bad and

he put his foot to the floor on it and said it last several hundred yards and just quit doing it. They had the ids up on power balance and saw the 4,5,6 dropping out and it set the codes. The customer says it doesn't necessarily have to be on a long cruise, that it might do it a couple times close together and one time it was so bad he had to pull over and restart it.

One thing I can relate from past experience with a similar issue with the 6.4 diesels is that the customer description of when and what happened did not necessarily match the conditions or event that engineering was expecting. However, once a new style CAC was installed on those vehicles, the trucks never did it again. I will also say I had a 2008 6.4 diesel and put 25,000 miles on it and never had it do it one time, but my manager had one and his did it all of the time. It probably has to do with the driver. On this truck, I had the service manager drive it the first time out since he got it to do it before and I monitored the pids, and he kept it very steady for a long period before coming to a stop and taking off. I took it out by myself the second time and went on a long cruise out and back.

David S. Dripps
Field Service Engineer
Atlanta, Georgia
Southeast Region
678-358-8458

From: Osepchook, William (W.R.)
Sent: Wednesday, February 15, 2012 9:47 AM
To: Dripps, David (D.S.); Oyafuso, Kevin (K.G.)
Cc: Cockerill, Al (C.A.); Sims, Ivan (I.D.); McCoy, Jim (D.); Nowaczyk, Rick (R.J.); Dodds, Jordan (J.)
Subject: RE: Ecoboost Random Miss Final Repair Attempt/ Duvall Ford Company, Inc. USA 00484/ 2011 F150 4X4 VIN : 1FTFW1ET3BF[REDACTED] GCQIS : BLZDW003

Hi Dave,

Typically the issue will occur during heavy accel after long freeway cruise during the right weather conditions. Sounds like you had the right weather conditions.....did you do any heavy accel events after a long cruise?

During long cruise (right weather conditions) condensate builds up in the tubes of the CAC. If condensate has built up in the tubes, during a heavy accel event, the condensate will be stripped of the fins and ingested into the engine. The engine will allow some condensate to be ingested without a noticeable event. The amount of condensate build up (based on weather conditions and length of steady speed) will determine if the misfire event will happen.

Hope this helps.

From: Dripps, David (D.S.)
Sent: Wednesday, February 15, 2012 8:19 AM
To: Osepchook, William (W.R.); Oyafuso, Kevin (K.G.)
Cc: Cockerill, Al (C.A.); Sims, Ivan (I.D.); McCoy, Jim (D.); Nowaczyk, Rick (R.J.); Dodds, Jordan (J.)
Subject: RE: Ecoboost Random Miss Final Repair Attempt/ Duvall Ford Company, Inc. USA 00484/ 2011 F150 4X4 VIN : 1FTFW1ET3BF[REDACTED] GCQIS : BLZDW003

Greetings, I test drove the above VIN referenced truck on two test drives yesterday that were about an hour each. The ambient temperature was 37 degrees and it was either raining or misting until the last 20 minutes or so of the second ride where it started to clear up. I did not feel the truck acting up. Attached are a number of recordings which may or may not be of value, as I did not get the misfire. In the previous session of the ids it had cleared codes of P0300, P0304, P0305, P0306.

We removed the CAC and there was water present but no oil (see photos). I was able to recover by dumping it out around 5 ml. I would say the water in there was most likely at least double that as some spilled and some did not come out.

David S. Dripps
Field Service Engineer
Atlanta, Georgia
Southeast Region
678-358-8458

From: Osepchook, William (W.R.)
Sent: Monday, January 23, 2012 8:12 AM
To: Oyafuso, Kevin (K.G.)
Cc: Dripps, David (D.S.); Cockerill, Al (C.A.); Sims, Ivan (I.D.); McCoy, Jim (D.); Nowaczyk, Rick (R.J.); Dodds, Jordan (J.)
Subject: RE: Ecoboost Random Miss Final Repair Attempt/ Duvall Ford Company, Inc. USA 00484/ 2011 F150 4X4 VIN : 1FTFW1ET3BF[REDACTED] GCQIS : BLZDW003

The spark plug change will not help this issue.

From: Oyafuso, Kevin (K.G.)
Sent: Friday, January 20, 2012 4:14 PM
To: Osepchook, William (W.R.)
Cc: Dripps, David (D.S.); Cockerill, Al (C.A.); Sims, Ivan (I.D.); McCoy, Jim (D.); Nowaczyk, Rick (R.J.); Dodds, Jordan (J.)
Subject: FW: Ecoboost Random Miss Final Repair Attempt/ Duvall Ford Company, Inc. USA 00484/ 2011 F150 4X4 VIN : 1FTFW1ET3BF[REDACTED] GCQIS : BLZDW003

Bill,
do you want to send out new plugs to David (FSE in GA)?

David,
i don't remember if you guys sent us results of CAC inspection , was it clean and dry?

Regards,
Kevin Oyafuso
Ford Motor Company - North America Engineering
PD / Powertrain Integration Management - C&C Quality
Vehicle Operations General Office (VOGO)
17000 Oakwood, Allen Park, MI , 48101
6-Sigma Garage, Office 4B
Phone (313) 805-4908 (koyafuso@ford.com)

From: Dripps, David (D.S.)
Sent: Friday, January 20, 2012 4:01 PM
To: Oyafuso, Kevin (K.G.); Nowaczyk, Rick (R.J.); Cockerill, Al (C.A.)
Cc: Dodds, Jordan (J.); Dixon, Mark (M.R.); Osepchook, William (W.R.); Sims, Ivan (I.D.); Stawiecki, Bob (R.); McDonagh, Scot (S.M.)

Subject: RE: Ecoboost Random Miss Final Repair Attempt/ Duvall Ford Company, Inc. USA 00484/ 2011 F150 4X4 VIN : 1FTFW1ET3BF[REDACTED] GCQIS : BLZDW003

I just spoke to the dealer, the customer says he is leaving on his trip the first week in February. I would like to see if we can get his truck in at some point next week. Based on your input, I will inspect the inside of the CAC for water/oil and dump it out if present.

Is there anything that can be sent to the dealer to install, or a field action I can perform next week to clean this up to the point he can take it on his trip?

Thanks for all of your help on this,

David S. Dripps
Field Service Engineer
Atlanta, Georgia
Southeast Region
678-358-8458

From: Oyafuso, Kevin (K.G.)
Sent: Tuesday, January 17, 2012 4:35 PM
To: Nowaczyk, Rick (R.J.); Dripps, David (D.S.); Cockerill, Al (C.A.)
Cc: Dodds, Jordan (J.); Dixon, Mark (M.R.); Osepchook, William (W.R.); Sims, Ivan (I.D.); Stawiecki, Bob (R.); McDonagh, Scot (S.M.)
Subject: RE: Ecoboost Random Miss Final Repair Attempt/ Duvall Ford Company, Inc. USA 00484/ 2011 F150 4X4 VIN : 1FTFW1ET3BF[REDACTED] GCQIS : BLZDW003

You can send the new parts, but if there is water inside CAC there isn't a "permanent" corrective action at this time. We can try to do the same thing that Bob Stawiecki did on a truck he was looking into. If there is a combination of oil and water in the CAC then please call, we'll need to discuss if PCV needs a mod.

p.s. our FL buyback has the same oil and water mix in the CAC, inspected today after vehicle came in from it's drive route with drivability symptoms.

From: Nowaczyk, Rick (R.J.)
Sent: Friday, January 13, 2012 4:40 PM
To: Dripps, David (D.S.); Cockerill, Al (C.A.); Oyafuso, Kevin (K.G.)
Cc: Dodds, Jordan (J.); Dixon, Mark (M.R.)
Subject: RE: Ecoboost Random Miss Final Repair Attempt/ Duvall Ford Company, Inc. USA 00484/ 2011 F150 4X4 VIN : 1FTFW1ET3BF[REDACTED] GCQIS : BLZDW003
Importance: High

Kevin,

Dave is going to check the CAC for water. However, this customer is very upset. Can we send this FSE the ground jumper for the G105 and New level spark plugs?

What are your thoughts?

From: Dripps, David (D.S.)
Sent: Friday, January 13, 2012 4:03 PM
To: Cockerill, Al (C.A.)
Cc: Dodds, Jordan (J.); Nowaczyk, Rick (R.J.)

Subject: RE: Ecoboost Random Miss Final Repair Attempt/ Duvall Ford Company, Inc. USA 00484/ 2011 F150 4X4 VIN : 1FTFW1ET3BF [REDACTED] GCQIS : BLZDW003

Jordan, I haven't heard anything back. I don't think there is an action available at this time.

David S. Dripps
Field Service Engineer
Atlanta, Georgia
Southeast Region
678-358-8458

From: Dripps, David (D.S.)
Sent: Wednesday, January 11, 2012 9:38 PM
To: Cockerill, Al (C.A.)
Cc: Dodds, Jordan (J.); Nowaczyk, Rick (R.J.)
Subject: Ecoboost Random Miss Final Repair Attempt/ Duvall Ford Company, Inc. USA 00484/ 2011 F150 4X4 VIN : 1FTFW1ET3BF [REDACTED] GCQIS : BLZDW003

Greetings, Al.

I was wondering if you could offer any relief for the attached vehicle concern. This is a random Misfire on a 2011 ecoboost. We are told this is under investigation and current actions will not result in concern resolution.

The customer has given us a final repair attempt. I'm told he uses the truck to take his terminally ill Alzheimers wife to Atlanta for treatment and also complains that he only gets 17 mpg on the freeway. He has given us an opportunity to repair this vehicle but it must be done before he embarks on a lengthy cross country trip with his camper as he feels it will leave him stranded or cause other problems when it acts up while towing. He wants the truck fixed or bought back before he goes.

Is there anything I can do in the next two weeks to resolve this? The ground below checked out okay. Thanks,

David S. Dripps
Field Service Engineer
Atlanta, Georgia
Southeast Region
678-358-8458

From: System on behalf of [mailto:CQIS@ford.com]
Sent: Wednesday, January 11, 2012 11:37 AM
To: Christoff, Donald (D.A.); Dripps, David (D.S.); Johnson, Jim (J.S.); McCall, Kris (K.J.); Wenzel, Derek (D.T.); Middleton, Greg (H.); Hammer, Richard (R.M.); Jackson, Robert (R.P.); Sonnen, Stuart (S.J.); Triplette, Wesley (.)
Cc: Dodds, Jordan (J.); Harmon, Derek (D.M.); Baker, Zachary (Z.)
Subject: TAR OPEN AT Duvall Ford Company, Inc. USA 00484 Phone : (706) 782-4231 FOR SMITH, KEVIN ON 2011 F150 4X4 VIN : 1FTFW1ET3BF [REDACTED] GCQIS : BLZDW003

A request for technical assistance has been OPENED for :

SMITH, KEVIN SD
USA 00484 Name : Duvall Ford Company, Inc.

By : US-TECHNICAL SERVICE HOTLINE

Unit Down :

With a concern on :

2011 F150 4X4

VIN : 1FTFW1ET3BF [REDACTED]

It is filed under GCQIS report number : BLZDW003

Following TECH ASSIST REFERRAL procedure, the dealership has been notified that someone from the Region will contact them in the near future. This letter is notification of the referral. The report will be in GCQIS for your review.

https://www.gcqis.dealerconnection.com/gcqis/asp/WBRES_RptSummaryUpdMain.asp?rptnbr BLZDW003

THANK YOU , FRO!! M THE US-TECHNICAL SERVICE HOTLINE

Attachments :

Report# :	BLZDW003 NHL	Received:	12/26/2011		
CCRG/EPRC:		Reviewed Status:	Date:		
Vehicle:	2011,F150 4X4,1FTFW1ET3BF [REDACTED]	Build Date:	10/08/2011		
Odometer :	1,577 M	Engine:	3.5L-GTDI	Calibration:	BF613C0A
Engine Serial Number:	11C116401096				
Transmission:	6R80E	Axle:	3800F3.55L	A/C:	YES
Transmission Serial Number:	101128219333				
Dealer:	USA 00484 Duvall Ford Company, Inc.	Phone#:	(706) 782-4231		
City:	Clayton	State:	Georgia	Country :	USA
Originator:	KENNETH BROKAW				
Symptom:	554239 DRV PERF,LACK/LOSS PWR ,ACCEL,INTERMITTENT				
Status:					
VFG:	V52 DRIVEABILITY				
Additional Symptom:	CEL FLASHES				
Fix:	Causal Component :				
Condition Code:					

!!

Hotliner: SFERRET

Phone: 313 317-9124

Regn Cd: S1 Atlanta

Engineering:

Phone:

TAR: OPEN

Dlr Contact: KENNETH BROKAW

Phone: 000 000-0000

Title Cde: T

REPAIR 12/26/2011 05:17PM SHA!! WN FERRET MSS - FCSD - TECH SVC HOTLINE

WEB FORM DATA - CONCERN:CEL FLASHES AND VEHICLE MISFIRES DURING HARD HIGHWAY ACCELERATION INTERMITTENTLY. POWER BALANCE SHOWS CLYINDERS NUMBER 4 AND 5 MISFIRING WHEN IT HAPPENS. CYLINDER 6 DID NOT SHOW UP ON OUR TEST DRIVE BUT WAS SET IN MEMORY. DIAGNOSTICS: PULL CODES, MONITER POWER BALANCE PARTS REPLACED:NONE TECH QUESTION:HAVE THERE BEEN ANY OTHER SIMILAR CONCERNS WITH ECOBOOST F150? IVE SEEN A TSB FOR BROKEN PORCELAIN ON SPARK PLUGS FOR AN ECOBOOST MOTOR BUT THAT WAS ON OTHER VEHICLE APPLICATIONS. IT SEEMS STRANGE THAT ITS ONLY MISFIRING ON ONE BANK AND VERY INTERMITTENTLY. ANY ASSISTANCE WILL BE APPRECIATED.

RECOMM

12/26/2011 05:17PM SHAWN FERRET MSS - FCSD - TECH SVC HOTLINE
KENNETH, THIS CONCERN IS CURRENTLY UNDER INVESTIGATION AND WILL REQUIRE THE FOLLOWING QUESTIONS TO BE ANSWERED: 1) CAN G105 BE LOOSENED USING ONLY FINGER PRESSURE? 2) IF G105 CANNOT BE LOOSENED BY HAND, CAN IT BE TIGHTENED USING ONLY A SOCKET AND A 6-8 3/8 DRIVE EXTENSION (NO RATCHET)? G105 IS THE GROUND FOR THE BANK 2 IGNITION COILS LOCATED ON THE BACK OF THE LEFT SIDE CYLINDER HEAD. IT IS 13MM AND MOST EASILY ACCESSED FROM UNDER THE VEHICLE. AFTER CHECKING G105, TORQUE IT TO 10NM PLUS AN ADDITIONAL 45 DEGREES AND UPDATE THIS FORM WITH THE ANSWERS. IF G105 IS OK, TAKE A FUEL SAMPLE AND CHECK FOR CLOUDINESS, DEBRIS, AND ETHANOL CONTENT. CHECK FOR ETHANOL BY FILLING A CONTAINER HALF WAY WITH WATER AND MARKING THE LEVEL. ADD A FUEL SAMPLE TO THE REMAINING HALF AND MIX. AFTER ALLOWING THE MIXTURE TO SETTLE IF THE WATER LINE RISES MORE THAN 10% THERE IS EXCESSIVE ETHANOL IN THE FUEL. CONTINUE WITH ATTEMPTS TO DUPLICATE THE CONCERN. MONITOR FRP AND FRP_DSD DURING THE CONCERN TO SEE IF A FUEL SYSTEM CONCERN IS CAUSING THE MISFIRES.

REPAIR

12/27/2011 11:27AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE
G105 WAS SECURE. I TOOK MULTIPLE FUEL SAMPLES, FUEL WAS NOT CLOUDY OR DIRTY AND ETHANOL CONTENT WAS NOT EXCESSIVE. COULD NOT

DUPLICATE

CONCERN ON SECOND TEST DRIVE. MONITORING FRP AND FRP_DSD SHOWED NO

CONCERNS OTHER THAN THE FRP SIGNAL SEEMED 'CHOPPY'. IT FOLLOWED FRP_DSD VERY CLOSELY BUT WHEN ACCELERATING SIGNAL WAS NOT AS SMOOTH AS

IT WAS WHEN YOU WERENT ON THE GAS.

RECOMM

12/27/2011 11:27AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE

KENNETH, -SOME FLUCTUATION OF THE FRP READING IS A NORMAL CHARACTERISTIC OF A GTDI ENGINE DUE TO THE MECHANICAL ACTION OF THE

HIGH PRESSURE PUMP. THIS ACTION CREATES NORMAL PULSATIONS IN THE FUEL

LINE AND WILL CAUSE THE READING TO FLUCTUATE SOME. IF FRP IS FOLLOWING FRP_DSD CLOSELY, WOULD NOT SUSPECT A CONCERN WITH THE FUEL

SYSTEM AT THIS TIME. -AT THIS TIME, IT IS RECOMMENDED TO ENSURE G105 IS CLEAN & TIGHT, AND RELEASE THE VEHICLE TO THE CUSTOMER. PLEASE

CONTINUE TO MONITOR OASIS FOR UPDATES ON THIS ISSUE. WE APPRECIATE YOUR RESPONSES TO THE QUESTIONS, THIS INFORMATION IS IMPORTANT.

REPAIR

01/10/2012 10:55AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE

DESCRIPTION OF VEHICLE CONCERN: VEHICLE HAS INTERMITTANT MISFIRE ON

CYLINDERS 4 ,5 ,6 I HAVE ALREADY E MAILED YOU ABOUT THIS TRUCK AND SPOKE WITH MY FSE A COUPLE OF TIMES HE HAS EXPLAINED THAT FORD IS WORKING ON THIS ISSUE CUST BOUGHT THIS TRUCK WITH EXPECTATIONS OF PULLING HIS CAMPER ACROSS COUNTRY IN FEB CUST HAS STARTED LEMON LAW

AND HAS SENT ME A FINAL REPAIR OPPORTUNITY NOTICE DIAGNOSTICS ALREADY COMPLETED: WE HAVE CKED THE GROUND ,CKED THE FUEL AND FUEL

PRESSURE ANY UPDATES ON REPAIR PARTS REPLACED: NONE TECH'S QUESTION: ANY HELP ? DTC: P0306 MODULE: PCM DTC: PO304 MODULE: P0305

RECOMM

01/10/2012 10:55AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE

KEVIN, WE HAVE ESCALATED THIS CONCERN FOR ADDITIONAL REVIEW. A REPRESENTATIVE SHOULD CONTACT YOU BY PHONE OR THROUGH THIS HOTLINE

ASSISTANCE REQUEST WITHIN ONE (1) BUSINESS DAY WITH ADDITIONAL INFORMATION OR RECOMMENDATIONS TO ASSIST IN THE RESOLUTION OF THIS

VEHICLE CONCERN.

ESCLHD

01/10/2012 10:55AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE

EH DUE TO CUSTOMER STATES LEMON LAW, HAS SENT FINAL REPAIR OPPORTUNITY

NOTICE (ACCORDING TO SERVICE DIRECTOR, AS OF NOW THERE IS NOTHING IN

CUDL TO BACK THIS UP) // CONSULTED JDODDS6

AUDIT

01/10/2012 10:55AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE

ODOMETER 1143 M CHANGED TO 1577 M BY DRIDOLF2

REPAIR

01/11/2012 11:36AM JORDAN DODDS MSS - FCSD - TECH SVC HOTLINE

THE ESCALATION TEAM HAS REVIEWED THIS REPORT AND AN OBC HAS BEEN PLACED TO THE DEALER TO DISCUSS THIS CONCERN IN GREATER DETAIL. KEVIN

WAS ADVISED THAT FSE INVOLVEMENT HAS BEEN IMPLEMENTED AT THIS TIME.

RECOMM

01/11/2012 11:36AM JORDAN DODDS MSS - FCSD - TECH SVC HOTLINE

KEVIN, WE'VE REFERRED THIS CONCERN TO THE FIELD SERVICE ENGINEER (FSE) IN YOUR MARKET AREA. THE FSE SHOULD CONTACT YOU OR DEALERSHIP

MANAGEMENT (SERVICE MANAGER OR SERVICE DIRECTOR) WITHIN ONE (1) BUSINESS DAY. IF THE FSE DOES NOT CONTACT YOU DIRECTLY, PLEASE CONSULT

WITH DEALERSHIP MANAGEMENT TO DISCUSS FURTHER RECOMMENDATIONS AND

STEPS TO ASSIST IN THE RESOLUTION OF THIS VEHICLE CONCERN.

TAR

01/11/2012 11:36AM JORDAN DODDS MSS - FCSD - TECH SVC HOTLINE

A TAR HAS BEEN OPENED AT THE REQUEST OF THE HOTLINE DUE TO A POTENTIAL

BUY BACK CASE. THE VEHICLE OWNER HAS SUPPLIED THE DEALER WITH A "FINAL

REPAIR OPPORTUNITY NOTICE". THIS VEHICLE EXHIBITS A BANK TWO MISFIRE

CONDITION WHICH IS DIFFICULT TO DUPLICATE. THIS CONCERN IS CURRENTLY

UNDER ENGINEERING INVESTIGATION. GROUND G105 FOR THE BANK TWO IGNITION

COILS HAS BEEN INSPECTED AND TORQUED TO THE PROPER SPECIFICATION. NO

EVIDENCE OF WATER INTRUSION HAS BEEN UNIDENTIFIED. THE FUEL PRESSURE

IS WITHIN SPECIFICATIONS AND DOES NOT CONTAIN EXCESSIVE ETHANOL. IF FURTHER DIRECTION OR ASSISTANCE IS NEEDED, PLEASE CONTACT PCE RICK NOWACZYK. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 1 ESTIMATED DAYS

OUT OF
SERVICE: 10

This email was generated by the server FCWS686

From: White, Eric (E.)
Sent: Thursday, October 11, 2012 11:05 AM
To: Nowaczyk, Rick (R.J.)
Cc: Hall, Christopher (C.)
Subject: RE: ** Emergency Ordered CAC** 20090129 Request has been assigned to CHALL48

The order has been referred to the packager. They've been advise of the urgency.

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, October 11, 2012 7:52 AM
To: White, Eric (E.)
Cc: Hall, Christopher (C.); Nowaczyk, Rick (R.J.)
Subject: ** Emergency Ordered CAC** 20090129-Request has been assigned to CHALL48
Importance: High

Eric,

Have a small request. The FSE (Chris Hall) has only 10 days to repair the vehicle listed below. Could you help bump this one to the front of the line on Emergency orders lists for CAC?



SMMPCHLA

Emergency Orders By Customer

10/11/12 07:

==>

ANALYST

CUSTOMER CODE: 04735

A			Order	Line	Dor	Order
C	SERVICE PART	B/O DATE	Number	Nbr	Nbr	Status
-	-----	-----	-----	----	-----	-
	BL3Z- 6K775-B	10/10/12	H48284	6	71010	N

From: Hall, Christopher (C.)
Sent: Thursday, October 11, 2012 7:34 AM
To: Nowaczyk, Rick (R.J.)
Subject: FW: 20090129-Request has been assigned to CHALL48
Importance: High

Rick,

My dealer's order is highlighted in bold and underlined.

A CUST ORDER Dor Rf Promise X Order B/O Suplr Referl b O r
C CODE NUMBER B/O Date Nbr Cd Date S Qty Pdc Loc Date o T g

04572	M71283	10/09/12	57850	1A	10/11/12	1	1	AF1KA	H751B	10/10/12	P	E	B
04572	R77579	10/05/12	57820	1A	10/10/12	1	1	AF1KA	H751B	10/09/12	P	E	B
<u>04735</u>	<u>H48284</u>	<u>10/10/12</u>	<u>71010</u>			<u>1</u>	<u>1</u>	<u>AF1KA</u>			<u>2</u>	<u>E</u>	<u>B</u>
05948	R26578	10/04/12	10040	1A	10/09/12	1	1	AF1KA	H751B	10/06/12	P	E	B
05965	S49484	10/10/12	10102	1A	10/12/12	1	1	AF1KA	H751B	10/11/12	2	E	B
07815	R39779	10/05/12	10051	1A	10/09/12	1	1	AF1KA	H751B	10/06/12	P	E	B
07904	J06282	10/08/12	10053	1A	10/10/12	1	1	AF2FA	H751B	10/09/12	P	E	B
08155	S08179	10/05/12	08179	1A	10/09/12	1	1	AF1YA	H751B	10/06/12	P	E	B
08316	S80184	10/10/12	58300	1A	10/12/12	1	1	AF1KA	H751B	10/11/12	2	E	B
10939	S53283	10/09/12	25930	1A	10/11/12	1	1	AF2FA	H751B	10/10/12	P	E	B

Regards,
Chris Hall
Field Service Engineer
Ford Customer Service Division
Orlando Region
cell 727 643 9285
"Fix it right every time with Rotunda!"
From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, October 10, 2012 4:38 PM
To: Hall, Christopher (C.)
Subject: RE: 20090033 Request Saved

Yes, the dealer needs to order the part under Emergency order. Once the dealer has the part ordered in the system, let me know and I will get with PS&L to see if they can bump this one ahead of the line.

From: Hall, Christopher (C.)
Sent: Wednesday, October 10, 2012 4:18 PM
To: Nowaczyk, Rick (R.J.)
Subject: FW: 20090033 Request Saved

Rick,

I asked my dealer to order the BL3Z 6K775 B, do you know if anything special has to be done in order to get the part, like ordering it vehicle down as the vehicle is not at the dealer, but the customer just filed lemon law? I have 10 days to arrange a final repair attempt. I already had an escalated TFOAMS open, but the dealer nor I have been sent the part?

Regards,

Chris Hall
Field Service Engineer
Ford Customer Service Division
Orlando Region
cell 727 643 9285

"Fix it right every time with Rotunda!"

From: tfosys@ford.com [mailto:tfosys@ford.com]
Sent: Wednesday, October 10, 2012 3:55 PM
To: Christoff, Donald (D.A.); Espinosa, Tanya (T.); Hall, Christopher (C.)
Subject: 20090129-Request has been assigned to CHALL48

This is an auto generated e mail from Technical Field Operations Assignment Management System, Please do not reply.

Please click [here](#) to access this request

Additional Comments

Request Details

Additions and/or changes made to the request are highlighted in red.

Tracking Number	20090129
Status	Assigned
Currently assigned to	CHALL48

Request Type	Repair Assistance (TAR); Document in GCQIS
Request Source	CRC Consumer Affairs Team
If Other request source, please explain	
Primary contact	TANYA ESPINOSA
Primary contact's phone number	866 567 6518 X 77441
Primary contact's email address	TESPINO2@FORD.COM
Technician Name	
Technician certified in relevant speciality	
Dealership Name	NICK NICHOLAS FORD LINCOLN
P&A Code	04735
Facing Region (SDR separate from Contact Regions)	A1 SELECT DEALER
Geographic Region (SDR combined with Contact Region)	S3 ORLANDO
FCSD Sales Zone	A01
FCSD Technical Zone	T08
VIN	1FTFW1ET6CF [REDACTED]
Vehicle year/model	2012
Vehicle mileage	15,000
Repair Order (R.O) #	
Customer Name	[REDACTED]
Vehicle Down?	No
GCQIS Report #	
TAR Open?	
CuDL Case #	1431612752
Priority	Medium
Request description	**FL MVDN**CUSTOMER STATES: WHEN DRIVING ON THE HIGHWAY FOR A LONG PERIOD OF TIME, WHEN ATTEMPTING TO PASS A VEHICLE OR ACCELERATE THE VEHICLE HAS A SEVERE LOSS OF POWER AND IT GOES NOWHERE AND THE VEHICLE SHAKES BADLY. CONSUMER ADVISED THAT THE VEHICLE TRANSMISSION WILL NOT SHIFT PROPERLY WHEN IN TOW MODE. **FSE PLEASE PROVIDE AVAILABLE DATE FOR FRA** Updated By TESPINO2 10/10/2012 02:39:10 PM
GCQIS Comments	
FSE Comments	
Initial Contact Date	
Person Contacted	
Dealership visit planned?	
Visit date, if planned	
Did Visit Occur?	
Concern Summary for Technical Assistance Contact Report	

Inspection Comments for Technical Assistance Contact Report

Primary Root cause for Technical Assistance Contact Report

Other Root Causes

Please explain if "Other" is root cause

Recommendation for Technical Assistance Contact Report

Missing tools/equipment(if identified)

Missing tools/equipment ordered during visit?

Total hours spent on request

0.0

Created by

TESPINO2

Created date

10/10/2012 02:39:10 PM EST

Last Revised by

DCHRIST2

Last revised date

10/10/2012 03:55:29 PM EST

This e mail notification has been generated by: DCHRIST2

Thank you..

From: Hughes, Scott (S.R.)
Sent: Sunday, October 28, 2012 6:59 PM
To: Baum, Joe (J.M.); Smith, Craig (C.A.)
Subject: RE: Emerging Issue



From: 200128-11:50
To: 071000-11:50

I think it might be related to this vehicle. We are trying to get IDS recording to see if it is CBV cycling or lugging boost (high load / poor combustion) concern. We will send a recorder if necessary.

From: Baum, Joe (J.M.)
Sent: Sunday, October 28, 2012 4:03 PM
To: Smith, Craig (C.A.)
Cc: Hughes, Scott (S.R.)
Subject: Emerging Issue

Craig, do you know what the new surge emerging issue is?

12	F 150	2011 2012	06920120060 3.5L GTDI Repeat Surge Post TSB 12 6 4	POW	JBAUM CSMITH24 RNOWACZY	CC:Complaints of repeat surge after performing TSB 12 6 4. CA:Possible calibration concern SC:TBD PC:TBD ST: Oct/25: Engineering still working to collect ADR data.
----	-------	--------------	--	-----	-------------------------------	---

Joe Baum

Chief Engineer
Powertrain Calibration & NVH
Cell (313) 805-8846

From: McDonagh, Scot (S.M.)
Sent: Wednesday, October 24, 2012 8:24 AM
To: Hughes, Scott (S.R.); Smith, Craig (C.A.); Whitehead, Joseph (J.P.)
Subject: FW: 2012 F-150 3.5L GTDI Repeat Misfire at Highway Speeds (VIN: 1FTFW1ET1CF[REDACTED])
Importance: High

INFO

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, October 24, 2012 7:55 AM
To: Oyafuso, Kevin (K.G.); Corning, Dan (D.C.)
Cc: Nowaczyk, Rick (R.J.); Dixon, Mark (M.R.); Sparks, Douglas (D.S.); McDonagh, Scot (S.M.)
Subject: FW: 2012 F-150 3.5L GTDI Repeat Misfire at Highway Speeds (VIN: 1FTFW1ET1CF[REDACTED])
Importance: High

Kevin,

FSE (Dan Corning) has a Escalated Field case for repeat misfire at highway speeds. The FSE had the dealer install the new CAC, which I believe resolved one of the symptoms for the misfire. However, it appears the customer may be experiencing the surge at light throttle 6th gear going up hills.

Dan, do you have any IDS recordings you can send Kevin?

From:
Sent: Wednesday, October 24, 2012 7:03 AM
To: Nowaczyk, Rick (R.J.)
Subject: 2012 F-150 VIN: 1FTFW1ET1CF[REDACTED] - FLoF

Rick,

This unit has an Escalated FSE Support TFOAM. It has continued problems with an intermittent random miss after the new CAC was installed. no DTCs. Any additional ideas you may have would be appreciated.

Thanks,
Dan Corning
Ford Motor Company
Field Service Engineer
(615) 579 1032

From: Corning, Dan (D.C.)
Sent: Wednesday, October 24, 2012 12:21 AM
To: Corning, Dan (D.C.)
Subject: Report Summary for the CQIS Report#CGTB5003

Attachments : 0

Report# : CGTB5003 NHL **Received:** 07/20/2012
CCRG/EPRC: **Reviewed Status:** **Date:**
Vehicle: 2012,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET1CF [REDACTED] **Build Date:** 01/09/2012
Odometer : 11,736 M **Engine:** 3.5L-GTDI **Calibration:** CF613C0A
Transmission: 6R80E **Axle:** 3800F3.31C **A/C:** YES
Dealer: USA 06004 Ford Lincoln of Franklin **Phone#:** (615) 794-4585
City: Franklin **State:** Tennessee **Country :** USA
Originator: PHILLIP RITER
Symptom: 5 50 2 39 DRV PERF,RUNS ROUGH,ACCEL,INTERMITTENT
Status:
VFG: V52 DRIVEABILITY
Additional Symptom: RUNS ROUGH
Fix:Y **Causal Component :** THROTTLE BODY AND MOTOR ASY -- RPL
Condition Code:

Hotliner: BGRAHA43 **Phone:** 313 248-8050 **Regn Cd:** C3 Memphis
Engineering: **Phone:** **TAR:** 0-30
Dlr Contact: PHILLIP RITER **Phone:** 000 000-0000 **Title Cde:** OT

DTCs:
KOEO:
KOEC:
KOER:

Comments

:

REPAIR 07/20/2012 10:19AM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:VEHICLE HAS A MISS AT HIGHWAY SPEEDS ON LIGHT
ACCEL GOING UP HILLS DIAGNOSTICS: #3 MISFIRE ON ROAD TEST-SWAP #3
COILS,MISFIRE CHANGED CYLINDERS.REPLACE #3 COIL AND ROAD
TESTED,INTERMINENT RANDOM MISFIRE BUT NOT AS EXTREME AS AN IGNITION
MISFIRE,MONITORED MODE 6 DATA-0 MISFIRES,REMOVED CAC TUBES AND
INSPECTED FOR WATER OR CONDENSATION-NONE PRESENT,PERFORMED TSB
12-06-04.CONCERN STILL PRESENT. PARTS REPLACED:#COIL COIL,PCM

REPROGRAM TECH QUESTION:ANY KNOWN CONCERNS

RECOMM 07/20/2012 10:19AM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE

PHILLIP, WITH THE MISFIRE BEING RANDOM, SUGGEST TO TAKE A FUEL SAMPLE AND CHECK FOR ANY CONTAMINATION IN THE FUEL. SUGGEST TO PERFORM A FUEL PRESSURE TEST WITH A MECHANICAL PRESSURE GAUGE AND VERIFY PROPER LOW SIDE FUEL PRESSURE. NORMAL LOW SIDE PRESSURE FOR THIS VEHICLE IS 62-73 PSI. COMPARE FRP_ACT WITH FRP_DSD DURING CONCERN. IF THE LOW SIDE PRESSURE IS LOW, A CONCERN WITH THE LOW SIDE PUMP IS SUSPECTED. IF THE CONCERN IS ON THE HIGH PRESSURE SIDE, THE HIGH PRESSURE PUMP IS SUSPECTED. VERIFY THE MISFIRE PROFILE HAS RE-LEARNED. THE MLP_LRND PID SHOULD INDICATE IT HAS. IF NOT CHECK THE IDS FOR THE RELEARN AUTOMATED PROCEDURE PER SSM 21703. NO REPORTS ARE IN OUR DATA BASE FOR THIS CONCERN.

REPAIR 07/24/2012 10:52AM DAVID CHATFIELD MSS - FCSD - TECH SVC HOTLINE

CHECKED FUEL QUALITY-OK,CHECKED ETHANOL CONTENT-10%,MPLRND-YES,LOW PRESSURE FUEL READING-55 TO 70 IDLE WITH RAPID FLUCTUATION,64 PSI AT 1500RPM,HIGH PRESSURE 214,FRP DSD 207.WHATS NEXT?COULD WE STILL HAVE CALIBRATION ISSUES FOR ENGINEERING TO INVESTIGATE?MISFIRE TEST DETECTS NO MISFIRES AT THIS TIME

RECOMM 07/24/2012 10:52AM DAVID CHATFIELD MSS - FCSD - TECH SVC HOTLINE

PHILLIP, IF THE INTERPRETED MISFIRE OCCURS IN A HIGH TRANSMISSION GEAR (6TH) UNDER A HEAVY LOAD WITH A DOWNSHIFT, THIS CONDITION MAY WELL BE A NORMAL CHARACTERISTIC. AT THIS TIME, PLEASE USE THE IDS AND COMMAND THE TORQUE CONVERTER UNLOCKED DURING THE EVENT. IF THE CONCERN IS ALLEVIATED, THEN THE CONDITION IS MOST LIKELY NORMAL. IT WOULD BE RECOMMENDED TO COMPARE TO A LIKE VEHICLE WITH LIKE MILEAGE DURING THE CONDITION TO DETERMINE IF THE CONCERN IS A NORMAL OPERATING CHARACTERISTIC. IF THE CONCERN IS VERIFIED TO A LIKE VEHICLE TO BE ABNORMAL, IT IS RECOMMENDED TO MONITOR THE FOLLOWING PID'S APP(%), BARO(PRESS), CHT(TEMP), CYL_(1-6)_ACCL, EQ_RAT11 (RATIO), EQ_RATIO21 (RATIO), FRP (PRESS), FRP_DSD, GEAR, KNK_CNTR_CYL (1-6), KNK_RATE_LRND, LOAD, LONGFT1, LONGFT2, MAP(PRESS), NUM_MISFIRE, OCTADJ_R_LRND, O2S11_CUR, O2S21_CUR, RPM, RUNTM, SHRTFT1, SHRTFT2, TQ_CNTRL, TR, VPWR, VREF, VSS TO SEE IF A FAULT CAN BE VERIFIED. PLEASE FEEL FREE TO UPDATE THIS REPORT WITH THE UPDATED PID INFORMATION IF THE CONCERN CAN BE DUPLICATED.

REPAIR 07/25/2012 01:16PM SHAWN FERRET MSS - FCSD - TECH SVC HOTLINE

RUDY VICE CALLED AND STATED THE VEHICLE HAS A MISFIRE/BUCKING/JERKING THAT OCCURS UNDER MODERATE LOAD IN 6TH, 5TH, AND 3RD GEAR. SEVERAL

RECORDINGS WERE TAKEN OF THE CONCERN. FUEL TRIMS ARE OK. THE ISSUE OCCURS AROUND 1800 RPM. CYLINDER 5 WILL DROP UP TO 75% ON POWER BALANCE DURING THE CONCERN. THE ISSUE ONLY HAPPENS WITH THE TORQUE CONVERTER LOCKED. FRP ALWAYS MATCHES FRP_DSD.

RECOMM 07/25/2012 01:16PM SHAWN FERRET MSS - FCSD - TECH SVC HOTLINE

RUDY, RECOMMEND TO SWAP CYLINDER 5 COIL AND PLUG TO KNOWN GOOD CYLINDERS ON BANK 1 AND SEE IF THE MISFIRE CHANGES ON POWER BALANCE. PERFORM A HIGH PRESSURE FUEL SYSTEM TEST USING THE IDS TO VALIDATE THE INJECTORS ARE WORKING PROPERLY. REVIEW THE RECORDINGS AND MONITOR TCC_SLIP_ACT AND TCC_SLIP_DSD, ALONG WITH RPM COMPARED TO TSS TO SEE IF THE TORQUE CONVERTER IS MOMENTARILY SLIPPING DURING THE ISSUE. MONITOR THE WASTEGATE AND BYPASS VALVE PIDS TO DETERMINE IF THE BUCKING IS CONSISTENT WITH A CHANGE IN STATE.

REPAIR 08/09/2012 04:40PM ROBERT ABERCROMBIE MSS - FCSD - TECH SVC HOTLINE

RUDY MADE RECORDINGS OF THIS CONCERN AND NOTED THE FUEL TRIMS ARE -9 TO 10%. HE PERFORMED A FUEL SYSTEM TEST AND MONITORED THE FRP AND DESIRED AS THEY WERE THE SAME AT CRUISE. HE NOTED AT STEADY ACCELERATION CYLINDER ONE OR TWO AT A TIME WOULD SHOW A CONCERN IN CYLINDER CONTRIBUTION. HE ALSO NOTED A FLUCTUATION IN THE WAST GATE SOLENOIDS.

RECOMM 08/09/2012 04:40PM ROBERT ABERCROMBIE MSS - FCSD - TECH SVC HOTLINE

RUDY, RECOMMEND TO MONITOR THE MAP AND YIP_PRS_BOOST PID. LOOK FOR A SPIKE OR DIP IN THIS PID. IF NOTED THIS CAN AFFECT THE WAST GATE SOLENOIDS AND CAUSE MISFIRES. REPLACE THE TIP SENSOR AND RE EVALUATE.

REPAIR 08/14/2012 09:55AM DAVID CHATFIELD MSS - FCSD - TECH SVC HOTLINE

RUDY CALLED TO DISCUSS THE SURGE CONCERN IN GREATER DETAIL. HE STATED THAT HE CONFIRMED A V-SHAPE DIP IN TIP ON THE ROAD TEST. HE INSTALLED A TIP SENSOR FORM A DONOR VEHICLE OFF OF THE LOT AND RE EVALUTE. HE STATED AT FIRST THE CONCERN WAS GONE, BUT AFTER MULTIPLE ROAD TEST THE CONCERN HAS RE APPEARED. AT THE TIME OF THE CONCERN, THE TIP WITH DROP, MAP WILL BE STEADY, WASTE GATE WILL FLUCTUATE BETWEEN 25-55%, LOAD IS BETWEEN 70-90. THE CONCERN HAPPENS DURING LIGHT TIP-IN LIGHT LOAD SLIGHT GRADE AT APPROXIMATELY 65 MPH IN 6TH GEAR.

RECOMM 08/14/2012 09:55AM DAVID CHATFIELD MSS - FCSD - TECH SVC HOTLINE

RUDY, AS PER OUR DISCUSSION, PLEASE NAVIGATE TO THE AIR MANAGEMENT SELECT OF DATALOGGER AND MONITOR ETC_ACT AND ETC_DSD. PLEASE ENSURE THAT DURING THE CONCERN THESE PID DO NOT VARY MORE THAN 3 DEGREES. IF THERE IS A DISCREPANCY IN THESE PIDS DURING THE CONCERN, INSTALL A KNOWN GOOD ETB AND RE EVALUTE. ADDITIONALLY, WE HAVE ESCALATED THIS CONCERN FOR ADDITIONAL REVIEW. A REPRESENTATIVE SHOULD CONTACT YOU BY

PHONE OR THROUGH THIS HOTLINE ASSISTANCE REQUEST WITHIN ONE (1) BUSINESS DAY WITH ADDITIONAL INFORMATION OR RECOMMENDATIONS TO ASSIST IN THE RESOLUTION OF THIS VEHICLE CONCERN.

ESCLHD 08/14/2012 09:55AM DAVID CHATFIELD MSS - FCSD - TECH SVC HOTLINE

NOTE TO EH TEAM: THIS VEHICLE IS BEING ESCALATED DUE TO LACK OF PROGRESS AND DOWN TIME IN EXCESS OF 27 DAYS. VEHICLE HAS HAD PREVIOUS REPAIR (TSB 12-6-4) IN JULY FOR A LIKE CONCERN.

REPAIR 08/15/2012 10:35AM WILLIE HOUSTON MSS - FCSD - TECH SVC HOTLINE

AN OBC WAS MADE TO THE DEALER TO DISCUSS THIS CONCERN WITH RUDY. HE WAS NOT AVAILABLE FOR THE TELEPHONE CALL. I SPOKE TO TRACY WHO STATED THAT THE VEHICLE HAS BEEN AT THE DEALER FOR 27 DAYS AND THIS IS THE SECOND REPAIR ATTEMPT.

RECOMM 08/15/2012 10:35AM WILLIE HOUSTON MSS - FCSD - TECH SVC HOTLINE

TRACY, DUE TO THE EXCESSIVE DOWNTIME, WE'VE REFERRED THIS CONCERN TO THE FIELD SERVICE ENGINEER (FSE) IN YOUR MARKET AREA. THE FSE SHOULD CONTACT YOU OR DEALERSHIP MANAGEMENT (SERVICE MANAGER OR SERVICE DIRECTOR) WITHIN ONE (1) BUSINESS DAY. IF THE FSE DOES NOT CONTACT YOU DIRECTLY, PLEASE CONSULT WITH DEALERSHIP MANAGEMENT TO DISCUSS FURTHER RECOMMENDATIONS AND STEPS TO ASSIST IN THE RESOLUTION OF THIS VEHICLE CONCERN.

TAR 08/15/2012 10:35AM WILLIE HOUSTON MSS - FCSD - TECH SVC HOTLINE

NOTE TO FSE: WE ARE REQUESTING TECHNICAL ASSISTANCE ON THIS VEHICLE DUE TO EXCESSIVE DOWNTIME. THE VEHICLE CAME TO THE DEALER FOR A SURGE AT CRUISE UNDER LIGHT TIP IN. THE TECHNICIAN HAS REPLACED A COIL PACK AND PERFORMED TSB 12-06-04 WITH NO CHANGE TO THE CONCERN. HE HAS NOTED A DOWNWARD SPIKE IN TIP-BOOST WHEN THE CONCERN OCCURS AND WAS INSTRUCTED TO MONITOR ETB_ACT AND ETB_DSD PIDS DURING THE CONCERN. UPON ESCALATION CONTACT HE WAS UNAVAILABLE FOR THE PHONE CALL. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 2 ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 27

ADD-ON 08/16/2012 11:00AM DAN CORNING(FSE) MSS - FCSD - REG - MEMPHIS

FSE WENT TO THE DEALERSHIP 8/15/12 AND TEST DROVE THE UNIT. VERIFIED CONCERN. SYMPTOM: DURING A WARM ENGINE CRUISE AT 60+ MPH IN 6TH GEAR WITH TORQUE CONVERTER LOCKED. ACCELERATE LIGHTLY TO LOAD DRIVELINE WITHOUT DOWNSHIFTING. INTERMITTENTLY, THE ENGINE WILL SURGE AND MISS.

ADD-ON 08/16/2012 11:06AM DAN CORNING(FSE) MSS - FCSD - REG - MEMPHIS

USED IDS TO MONITOR ECT-ACT VS ETC-DSD. THE TWO PIDS WERE NORMALLY WITHIN 3 DEGREES OF ONE ANOTHER BUT OBSERVED MOMENTARY WIDE VARIANCE WHILE ENGINE MISS OCCURRED. (30 DEGREE VARIATION) AT THE SAME TIME, TIP-PRS BECOMES RAGGED DURING ENGINE MISS.

ADD-ON 08/16/2012 11:22AM DAN CORNING(FSE) MSS - FCSD - REG - MEMPHIS
 TO DATE, THE DEALERSHIP HAS REPLACED THE THROTTLE BODY OFF A DONOR UNIT (THE ONE THEY PULLED FROM A DONOR UNIT WASN'T THE SAME P/N), TIP SENSOR, ALL SPARK PLUGS AND ALL COILS. RECOMMENDATION: I REQUESTED THE DEALERSHIP RESEARCH THE CORRECT THROTTLE BODY PART NUMBER IF THE ONE THEY INSTALLED WAS INCORRECT, INSTALL THE CORRECT ONE. ALSO, I ASKED THEM TO CHECK EXHAUST BACKPRESSURE ON BOTH BANKS DUE TO AN UNUSUAL "HISS" NOISE I HEARD ON LIGHT ACCEL.

REPAIR 08/16/2012 03:16PM ROBERT ABERCROMBIE MSS - FCSD - TECH SVC HOTLINE
 FSE: DAN CORNING CALLED IN TO DISCUSS THE CONCERN IN FURTHER DETAIL. HE HAS THE TECH PERFORMING AN EXHAUST BACK PRESSURE TEST. THE AC TSB WAS ALREADY PERFORMED AND DURING THE CONCERN THE AMBIENT TEMP WAS HOT AND DRY.

RECOMM 08/16/2012 03:16PM ROBERT ABERCROMBIE MSS - FCSD - TECH SVC HOTLINE
 IF THE CONCERN CAN BE DUPLICATED DURING A ROAD TEST ON A REGULAR BASIS, THEN IT IS MOST LIKELY NOT A CONDENSATION CONCERN. IT IS RECOMMENDED TO MONITOR THE FOLLOWING PID'S APP(%), BARO(PRESS), CHT(TEMP), CYL_(1-6)_ACCL, EQ_RAT11 (RATIO), EQ_RATIO21 (RATIO), FRP (PRESS), FRP_DSD, GEAR, KNK_CNTR_CYL (1-6), KNK_RATE_LRND, LOAD, LONGFT1, LONGFT2, MAP(PRESS), NUM_MISFIRE, OCTADJ_R_LRND, O2S11_CUR, O2S21_CUR, RPM, RUNTM, SHRTFT1, SHRTFT2, TIP_PRS-BOOST, TQ_CNTRL, TR, VPWR, VREF, VSS.

ADD-ON 08/28/2012 03:32PM DAN CORNING(FSE) MSS - FCSD - REG - MEMPHIS
 DEALERSHIP REPLACED TIP SENSOR AND THROTTLE BODY. EXTENSIVE TEST DRIVE VERIFIED CONCERN RESOLVED.

AUDIT 08/28/2012 03:32PM DAN CORNING(FSE) MSS - FCSD - REG - MEMPHIS
 TECH ASSIST REFERRAL HAS BEEN CLOSED

ADD-ON 10/05/2012 09:35AM JIM BROUSE(STI) MSS - FCSD - REG - MEMPHIS
 JIM BROUSE WENT TO THE DEALERSHIP 10.4.12 YESTERDAY AFTERNOON AND SAT WITH THE SERVICE MANAGER AND SUCCESSFULLY PUT IN AN EMERGENCY PARTS ORDER.
 THANKS

REPAIR 10/16/2012 06:11PM DAVID STENDARDO MSS - FCSD - TECH SVC HOTLINE
 TECH CALLING IN AFTER THE UPDATED CAC (FOBL3Z-6K775-B) WAS INSTALLED AND THE CONCERN OF RANDOM MISFIRING WAS STILL PRESENT UNDER MODERATE LOADS. WHEN MONITORING THE POWER BALANCE, IT WAS NOTED THAT THE TRUCK WILL MISFIRE ON #6, THEN #1, THEN #3. THERE ARE NO DTC'S SETTING AT THIS TIME. THE TECH INSPECTED THE THROTTLE PLATE AND THERE WERE NO SIGNS OF WATER PRESENT.

TAR 10/16/2012 06:11PM DAVID STENDARDO MSS - FCSD - TECH SVC HOTLINE

****NOTE TO FSE: I AM REQUESTING TECHNICAL ASSISTANCE ON THIS VEHICLE DUE TO A RECURRING MISFIRE/BUCK/JERK SENSATION AFTER THE UPDATED CAC WAS INSTALLED AND CUSTOMER SEEKING BUY BACK IN CUDL** PLEASE VERIFY ABOVE DIAGNOSTICS AND REPAIRS PERFORMED. TECH REPLACED THE CAC WITH FOBL3Z-6K775-B AS DIRECTED BY ENGINEERING AND THE CONCERN WAS SAID TO BE STILL PRESENT WITH NO DTC'S SETTING. THE CONCERN WAS SAID TO HAVE IMPROVED BY ABOUT 75%, BUT STILL THERE NONE THE LESS. THE SHOP FOREMAN IS CONCERNED WITH BUYBACK AS WELL THE CUSTOMER BEING IN CONTACT THE CRC. WHEN MONITORING POWER BALANCE, IT WAS SAID THAT THE MISFIRE WILL START ON #6, THEN #1, THEN #3. THE THROTTLE PLATE DOES NOT SHOW ANY MOISTURE STAINING. REVIEW THE CONCERN WITH THE TECHNICIAN AFTER THE MOST RECENT DIRECTED REPAIR WITH AN UPDATED PART AND PROVIDE AN APPROPRIATE DIRECTION BASED ON FINDINGS. REPAIR ATTEMPTS: 2 ESTIMATE OF TOTAL DAYS OUT OF SERVICE: 45(TECH DIESEL CERTIFIED)**

RECOMM 10/16/2012 06:11PM DAVID STENDARDO MSS - FCSD - TECH SVC HOTLINE
ADVISED TECH THAT THERE WERE PAST FSE INVOLVEMENT AND WITH THE MENTION OF BUY BACK IN CUDL, THE FSE WILL NEED TO BE INVOLVED AGAIN TO ASSIST WITH THIS CONCERN.

****WE'VE REFERRED THIS CONCERN TO THE FIELD SERVICE ENGINEER (FSE) IN YOUR MARKET AREA. THE FSE SHOULD CONTACT YOU OR DEALERSHIP MANAGEMENT (SERVICE MANAGER OR SERVICE DIRECTOR) WITHIN ONE (1) BUSINESS DAY. IF FSE DOES NOT CONTACT YOU DIRECTLY, PLEASE CONSULT WITH DEALERSHIP MANAGEMENT TO DISCUSS FURTHER RECOMMENDATIONS AND STEPS TO ASSIST IN THE RESOLUTION OF THIS VEHICLE CONCERN.****

AUDIT 10/16/2012 06:11PM DAVID STENDARDO MSS - FCSD - TECH SVC HOTLINE
TECH ASSIST REFERRAL HAS BEEN REOPENED

REPAIR 10/18/2012 11:51AM BRETT FENNING MSS - FCSD - TECH SVC HOTLINE
DAN(FSE) RECEIVED UPDATED CHARGE AIR COOLER AND WAS IDENTICAL TO ORIGINAL CHARGE AIR COOLER. VEHICLE WAS STILL MISFIRING WITH THE UPDATED CHARGE COOLER INSTALLED. WAS LOOKING TO CONTACT RICK NOAWACZYK
IN REGARDS TO THE CONCERN.

RECOMM 10/18/2012 11:51AM BRETT FENNING MSS - FCSD - TECH SVC HOTLINE
DAN, RICK NOWACZYK CAN BE REACHED AT (313)322-7251.

ADD-ON 10/19/2012 12:01PM DAN CORNING(FSE) MSS - FCSD - REG - MEMPHIS
WORKED WITH JIM BROUSE (STI) YESTERDAY TO TRY AND DIAG THE CONCERN. THE NEW CAC HAS BEEN INSTALLED WITH NO IMPROVEMENT. THE ENGINE HAS A RANDOM MISS ON ACCELERATION. SOMETIMES THE CONCERN DOES NOT HAPPEN AT ALL, SOMETIMES THE ENGINE MISS IS BAD ENOUGH THAT IT'S DIFFICULT TO

ACCELERATE THE VEHICLE. THE DEALERSHIP HAS ALREADY REPLACED ALL SPARK PLUGS AND COILS AND PERFORMED THE HIGH PRESSURE FUEL SYSTEM TEST MULTIPLE TIMES (PASSES EVERY TIME) AND HAS PERFORMED EVERY TEST (AND MORE) SEEN ABOVE. JIM BROUSE AND I TEST DROVE THE UNIT WHILE MONITORING DATALOGGER. AFTER A COUPLE HOURS OF DRIVING, THE CONCERN BEGAN TO HAPPEN FREQUENTLY. EVEN WHEN THE ENGINE BEGAN MISSING CONSTANTLY, THERE WAS NO DTC SET. OTHER THAN THE ENGINE GOING A BIT LEAN, NO ROOT CAUSE WAS VERIFIED. CALLED PVT RICK NOWACZYK TO REVIEW.

ADD-ON 10/19/2012 12:02PM DAN CORNING(FSE) MSS - FCSD - REG - MEMPHIS

AT THIS POINT, NO CLEAR DIAGNOSIS HAS BEEN IDENTIFIED.

From: McDonagh, Scot (S.M.)
Sent: Friday, February 08, 2013 8:13 AM
To: Nowaczyk, Rick (R.J.); Oyafuso, Kevin (K.G.)
Cc: Dixon, Mark (M.R.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

[REDACTED] - Customer is willing to let us install ADR in vehicle. Do you have Avitek recorder we can send to FSE ?

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, February 07, 2013 4:15 PM
To: McDonagh, Scot (S.M.)
Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

FYI,

From: Shekleton, James (J.)
Sent: Thursday, February 07, 2013 3:42 PM
To: Nowaczyk, Rick (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick,

The news has forecasted a big snow storm coming out here. Consequently, the customer would like his vehicle back. So, the customer will return to the dealership when the details of coordinating the shipment of the recorder are worked out.

Additionally, there is a good chance that I will be unavailable for a couple of weeks in the near future. My wife and I are expecting our second child any day and I will be out for two weeks following. As a contingency plan, one of my Boston region colleagues will pick up wherever we leave off. Ideally, the recorder should be shipped directly to the dealership. If this is not an option, it should be shipped to the Boston Training Facility and then we can have it shipped to the dealership.

Please call me if you have any questions regarding this.

Jim Shekleton
Field Service Engineer

Ford Customer Service Division
Boston Region
Mobile: (201) 788 7004
Fax: 1 888 410 2801
Email: jsheklet@ford.com

This e-mail and any attachments is intended only for the use of the person or persons addressed hereto and may contain legally privileged and/or confidential information. If you are not the intended recipient of this e-mail, you are hereby notified that any dissemination, distribution or copying of this e-mail, and any attachments, is strictly prohibited. If you have received this e-mail in error, please notify me via return e-mail and permanently delete the original and any copy of any e-mail and any printout.

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, February 07, 2013 12:17 PM
To: McDonagh, Scot (S.M.)
Cc: Shekleton, James (J.)
Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Scot,

Would you be able to ship this dealer a VDR to have the customer capture the misfire issue?

From: Shekleton, James (J.)
Sent: Thursday, February 07, 2013 11:07 AM
To: Nowaczyk, Rick (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Rick,

The dealership is in the process of obtaining the manual compression readings from the other cylinders. The customer would likely be willing to obtain a recording of the event (if it takes place again). However, the dealership is not willing to release one of their two VCM2 for the length of time it could take to obtain a reading. Is there a possibility for engineering to send a recorder to the dealership to use?

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, February 07, 2013 8:40 AM
To: Shekleton, James (J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Yes, it can be.

From: Shekleton, James (J.)
Sent: Thursday, February 07, 2013 8:36 AM
To: Nowaczyk, Rick (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone :

(860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Is the amount of water in the picture an expected amount?

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, February 06, 2013 4:40 PM
To: Shekleton, James (J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

James,

Unfortunately, I don't have access to the file server to look at IDS recordings. I am currently in the process to try and get that access. Regarding the water in the CAC, there will always be some level of water/moisture in the CAC. There is no way to eliminate this moisture completely from accumulating as it's part of the fundamentals of heating up air and cool it down the moisture will fall out of suspension. The New CAC helped the engine manage this water ingestion by scrapping more of the moisture of the CAC internal tubes during a cruise state so it wouldn't overcome the engine under a hard acceleration. However, if the conditions are right there can still be an elevated amount of moisture accumulating that the new CAC can't control. I can't read the compression gauge per the attached pictures they are too blurry. I'm not concerned with relative compression readings and manual compression on 5/6 are at 130, but what are the remain cylinders readings?

I would recommend the vehicle be released to the customer and possibly see if the customer would be willing to make a recording when the concern happens.

From: Shekleton, James (J.)
Sent: Wednesday, February 06, 2013 2:45 PM
To: Nowaczyk, Rick (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick,

I have received an update from the customer from my previously supplied direction. The vehicle was driven again and the concern was not duplicated. The power balance performed at idle compares to the power balance performed at highway speed. The relative compression shows 1% low on cylinders 4 and 5. Manual compression on cylinders 5 and 6 shows 130 psi on each. I have attached everything that I have received from the dealership. Some are pictures of IDS screens and others are pictures of diagnostic results.

A brief description of the items I have attached:

- The CAC pictures reveal water in the CAC
- Cylinder 5 and 6 pictures show the gauge from completing the manual compression on each cylinder
- The pdf shows a screen shot of the relative compression readings on IDS
- "IDS SessionArchive~#1#####CFA98351~12~P415~3.5L~FILE 148928~1 pwr balance" is the IDS session from today where the technician performed the power balance, relative compression, and confirmed the PCM is at the latest level.

- “IDS SessionArchive~ 1 CFA98351~12~P415~3.5L~FILE 148909~1” is the IDS session that reveals cylinder 6 having 1 misfire count in mode 6 data.
- “Ecoboost F150 Saybrook A” is the IDS session that was performed by the Boston Training Instructor that was on site for this concern on 2/5/13.

Please let me know as soon as you can if the customer should pick up their vehicle.

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, February 06, 2013 12:10 PM
To: Shekleton, James (J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Ok, please keep me in the loop.

From: Shekleton, James (J.)
Sent: Wednesday, February 06, 2013 10:51 AM
To: Nowaczyk, Rick (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

That’s the trouble with this whole situation. We couldn’t duplicate the concern yesterday and the only questionable things that we found were G104 and G105. The only way to know if the concern is resolved is by driving the vehicle. Additionally, the vehicle must be driven through the exact scenario that the customer noticed this concern: rain conditions for a couple days. The customer drives roughly 100 miles a day, majority of it being highway.

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, February 06, 2013 10:46 AM
To: Shekleton, James (J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Did tightening the grounds resolve the concern?

From: Shekleton, James (J.)
Sent: Wednesday, February 06, 2013 10:25 AM
To: Nowaczyk, Rick (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Sorry, I forgot to include this in the email I just sent. G105 was loose. It couldn’t be turned by hand but it required VERY little effort to turn with a 1/4” ratchet. The technician verified that G104 was loose too. He indicated that he could move it by hand. However, it was not drastically loose. Both grounds were properly tightened.

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, February 06, 2013 9:01 AM
To: Shekleton, James (J.)
Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone :

(860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Importance: High

James, please open an Escalated TFOAM on this vehicle. Thanks.

From: Oyafuso, Kevin (K.G.)

Sent: Wednesday, February 06, 2013 8:40 AM

To: Sparks, Douglas (D.S.); Ronzi, Bill (W.C.); Dixon, Mark (M.R.)

Cc: Andersen, Erik (E.); Dixon, Mark (M.R.); Nowaczyk, Rick (R.J.); McDonagh, Scot (S.M.); Selthofer, Adam (A.); Dobbs, Dan (K.D.); Hughes, Scott (S.R.)

Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Spoke with James Shekleton, FSE. He wasn't with the vehicle when I spoke with him but I did ask about customer drive cycle and if there was any IDS session data that could help determine if this is CAC related misfire or something else going on. I requested IDS session data, not sure what we'll see if the tech cleared codes, also inspect CAC and use data logger to look at misfire FF. FSE did mention that one of the ign coils grounds was not tight and tech needs to inspect the other bank.

Regards,

Kevin Oyafuso

Ford Motor Company - North America Engineering

PD / Powertrain Integration Management - C&C Quality

Vehicle Operations General Office (VOGO)

17000 Oakwood, Allen Park, MI , 48101

6-Sigma Garage, Office 4B

Phone (313) 805-4908 (koyafuso@ford.com)

From: Sparks, Douglas (D.S.)

Sent: Tuesday, February 05, 2013 3:42 PM

To: Ronzi, Bill (W.C.); Dixon, Mark (M.R.); Oyafuso, Kevin (K.G.)

Cc: Andersen, Erik (E.)

Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

[REDACTED]

Please contact dealer or FSE to get more information. I would like to know if there are signs of CAC induced misfire or if this is clearly another root cause (i.e. ground, coil, other).

Thank you,

Douglas S. Sparks

P/T Quality and PVT Manager FNA

P/T Integration and Program Management (PTIM)

dsparks3@ford.com 313-805-6096

Administrative Assistant: Tina Tessadri

tessadr 313 594-1115

From: Shekleton, James (J.)
Sent: Tuesday, February 05, 2013 3:21 PM
To: Nowaczyk, Rick (R.J.); Ronzi, Bill (W.C.); McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Hughes, Scott (S.R.)
Cc: Dobbs, Dan (K.D.); Andersen, Erik (E.); Dixon, Mark (M.R.); Ricks, Kevin (K.J.); Sparks, Douglas (D.S.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

The revised CAC was replaced on 11/12/13. Since this was installed, there has been no issues until recently.

The customer briefly visited the dealership on 2/1/13. At that time, the dealership verified through mode 6 data that cylinder 6 had one misfire count.

Today, after test driving the vehicle, mode 6 data revealed one misfire count on cylinder 2. Prior to driving the vehicle, G105 was tightened as it was noticed to be loose.

From: Nowaczyk, Rick (R.J.)
Sent: Tuesday, February 05, 2013 3:08 PM
To: Ronzi, Bill (W.C.); McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Hughes, Scott (S.R.)
Cc: Shekleton, James (J.); Dobbs, Dan (K.D.); Andersen, Erik (E.); Dixon, Mark (M.R.); Ricks, Kevin (K.J.); Sparks, Douglas (D.S.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Bill,

I will have to let the FSE (James Shekleton) answer the question on which is cylinder misfiring.

Regarding the CAC repair, per the attached AWS claim the new CAC was installed back on Nov. 12-2012

Server: AWS QA
Claims loaded through: 31-JAN-2013

Claim Detail Report

Note: All costs are in US dollars

Model Year 2012; **Claim Key** 2763250

Vehicle Information

Model Year: 2012
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE

Claim Information

Document Number: 04124201
Repair Date: 12-NOV-2012
Distance: 12080
TIS: 6
AWS Load Date: 15-NOV-2012

Vehicle Line: T/F6-F150/LINCOLN MARK LT [04-13]
 Warranty Start Date: 31-MAY-2012
 Production Date: 21-FEB-2012
 VIN: 1FTFW1ET7CF [REDACTED]

Expense Information

Dealer Information:

Dealer Name SAYBROOK FORD, INC.
 Dealer Code: 08844 - *
 Address: ONE FORD DRIVE
 City: OLD SAYBROOK
 State: CT Zip Code:06475
 Country: USA Region Code: NA
 Phone: (860)388-1293

Customer Paid Amount: .00
 Deductible Amount: .00
 Dealer Paid Amount: .00
 Labor Cost: 74.99
 Misc. Expense Amount: .00
 Part Markup Amount: 53.58
 Material Cost: 187.52
 Total Cost Gross: 262.51

Cust. Concern Code: D41 - ENGINE HESITATES/SURGES AT STEADY SPEED
 Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: VERIFIED CUSTOMER CONCERN DURING ROAD TEST CH ECKED OASIS AND PERFORMED TSB 12 10 19 CHECKE D FOR DTC PASS CHECKED CAC DEFLECTOR YES NEED ED TO INSTALL NEW CAC AND ORIGONAL AIR DEFLEC TOR ROAD TEST OK

Customer Comment: INSPECT FOR HESITATION CRUISING ALONG ON HWAY

Labor Op Code Labor Op Description Labor Op Cost

121019A 74.99

<u>Causal Flag</u>	<u>Full Part Number</u>	<u>Part Description</u>	<u>Part CPSC</u>	<u>Part Quantity</u>	<u>Extended Amount</u>
Y	BL3Z 6K775 B	COOLER ASSY	031202	1	187.52

DTC Sections: Mil. Light On N

<u>Flag</u>	<u>Test Type</u>	<u>Malfunction Cd</u>	<u>Malfunction Cd Description</u>	<u>Monitor Cd</u>	<u>Monitor Cd Description</u>
N	KOEC	PASS	SYSTEM PASS	27	NO-FAULT CODES
N	KOEO	PASS	SYSTEM PASS	27	NO-FAULT CODES
N	KOER	PASS	SYSTEM PASS	27	NO-FAULT CODES

Any comments? You can contact

From: Ronzi, Bill (W.C.)
Sent: Tuesday, February 05, 2013 2:36 PM
To: Nowaczyk, Rick (R.J.); McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Hughes, Scott (S.R.)
Cc: Shekleton, James (J.); Dobbs, Dan (K.D.); Andersen, Erik (E.); Dixon, Mark (M.R.); Ricks, Kevin (K.J.); Sparks, Douglas (D.S.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick,

One note says misfire on cyl #2 and another says misfire on cyl #6. Can you clarify/confirm?

Pls also confirm the date when the new CAC was installed. Appears that it was just installed recently on 2/1/2013. If new CAC was installed on 2/1 has customer already had a repeat in the 3 days since then?

Thanks,
Bill Ronzi

From: Nowaczyk, Rick (R.J.)
Sent: Tuesday, February 05, 2013 2:23 PM
To: McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Hughes, Scott (S.R.)
Cc: Shekleton, James (J.); Dobbs, Dan (K.D.); Andersen, Erik (E.); Ronzi, Bill (W.C.); Dixon, Mark (M.R.); Nowaczyk, Rick (R.J.); Ricks, Kevin (K.J.)
Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Engineering Team,

Please see comments below from the FSE regarding my previous note from yesterday?

From: Shekleton, James (J.)
Sent: Tuesday, February 05, 2013 2:07 PM
To: Nowaczyk, Rick (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick,

Have you heard anything regarding this? I haven't seen anything come through my email.

I had a Boston training instructor visit the dealership today regarding this vehicle. Per ISM 12-08-016, G105 was confirmed to be slightly loose and tightened appropriately. After doing so, the vehicle was driven and mode 6 data revealed one misfire on cylinder 2 and not cylinder 6. The technicians are tightening the ground for the opposite bank prior to moving forward. This customer is very upset and was on the verge of pursuing buyback when the first TAR was opened in October 2012. At that time TSB 12-10-19 was performed.

Is there any specific direction that engineering would like me to perform? Obtain a recording? Inspect specific locations? Installed more current part numbers?

From: Nowaczyk, Rick (R.J.)
Sent: Monday, February 04, 2013 1:01 PM
To: McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Dixon, Mark (M.R.); Hughes, Scott (S.R.)
Cc: Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.); Shekleton, James (J.)
Subject: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Engineering Team,

Here is a 2012 F-150 3.5L with what appears to be a continued CAC Misfire after the latest updates. The FSE (James Shekleton is CC: on the note) looking for further digestion. Dealer has not been able to replicate the concern. Customer does state the concern only happens after an extended cruise at highway speed then go to WOT vehicle losses power mode 6 data shows #6 cylinder.

What are the next steps, should we have the FSE get some VDR data?

From: Shekleton, James (J.)
Sent: Monday, February 04, 2013 11:26 AM
To: Nowaczyk, Rick (R.J.)
Cc: Raboin, Matt (M.)
Subject: FW: TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick,

I left you a voicemail regarding this TAR and concern on this 2012 F 150. I was reviewing the "Emerging Detailed Reports" and "Emerging Reports >75% of QSF Threshold" that Jason Kahn sends out. Line 20 of the Truck and SUV tab in the "Emerging Detailed Reports" is where I have some questions.

There are no DTCs set in this truck and mode six data shows one misfire on cylinder 6.

At your earliest convenience, please call me regarding this concern. Thank you.

Jim Shekleton

Field Service Engineer
Ford Customer Service Division
Boston Region
Mobile: (201) 788 7004
Fax: 1 888 410 2801
Email: jsheklet@ford.com

This e-mail and any attachments is intended only for the use of the person or persons addressed hereto and may contain legally privileged and/or confidential information. If you are not the intended recipient of this e-mail, you are hereby notified that any dissemination, distribution or copying of this e-mail, and any attachments, is strictly prohibited. If you have received this e-mail in error, please notify me via return e-mail and permanently delete the original and any copy of any e-mail and any printout.

From: CQIS, Help (.)

Sent: Monday, February 04, 2013 9:44 AM

To: Jakob, Diana (D.); Paff, Curtis (C.L.); Shekleton, James (J.); Avery, Kevin (K.); Raboin, Matt (M.); Stawiecki, Bob (R.); Todisco, Ronald (R.J.); Atkinson, Bill (B.W.); Wynn, David (D.); Yurowski, Daniel (D.E.); Clark, John (J.J.); Manning, Justin (J.E.); Tomaso, James (J.C.); Krawczyk, Kevin (R.); Palmer, Ken (L.); Peters, Paul (P.); Koulakjian, Robert (J.)

Cc: Barrett, Dale (D.); Barrett, Dale (D.); Harmon, Derek (D.M.); Stendardo, David (D.); Mceachern, Matthew (M.); Johnson, Seth (S.); Houston, Willie (W.)

Subject: TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

A request for technical assistance has been REOPENED for :

MUNCASTER , DAVID T
08844--USA Name : SAYBROOK FORD, INC.

By : US-TECHNICAL SERVICE HOTLINE

Unit Down :

The dealer requires additional assistance to resolve a concern on :

2012 F150 4X4 ,F150 ,SUP CRW,STYSD
VIN :1FTFW1ET7CF [REDACTED]

It is filed under GCQIS report number : CJBB6001

Following TECH ASSIST REFERRAL procedure, the dealership has been notified that someone from the Region will contact them in the near future. This letter is notification of the referral. The report will be in GCQIS for your review.

https://www.gcqis.dealerconline.com/gcqis/asp/WBRES_RptSummaryUpdMain.asp?rptnbr_CJBB6001

THANK YOU , FROM THE US-TECHNICAL SERVICE HOTLINE

Attachments : 0

Report# :	CJBB6001 NHL	Received:	10/02/2012
CCRG/EPRC:		Reviewed Status:	Date:
Vehicle:	2012,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET7CF [REDACTED]	Build Date:	02/21/2012
Odometer :	19,142 M	Engine:	3.5L-GTDI Calibration: CF613K0A
Transmission:	6R80E	Axle:	3800F3.31C A/C: YES
Dealer:	USA 08844 Saybrook Ford, Inc.	Phone#:	(860) 388-3572
City:	Old Saybrook	State:	Connecticut Country : USA
Originator:	BRANDON RYAN		
Symptom:	5 54 2 39 DRV PERF,LACK/LOSS PWR ,ACCEL,INTERMITTENT		
Status:			

VFG: V52 DRIVEABILITY
Additional Symptom: RUNS ROUGH PASSING

Fix:Y **Causal Component :** COOLER ASSY -- RPL

Condition Code:

Hotliner: PJACOB45 **Phone:** 000 000-0000 **Regn Cd:** N2 Boston

Engineering: **Phone:** **TAR:** OPEN

Dlr Contact: **Phone:** **Title Cde:** T

REPAIR 10/02/2012 09:04AM PHIL JACOBS MSS - FCSD - TECH SV! C ! HOTLINE
WEB FORM DATA - CONCERN:CUSTOMER COMPLAINING ABOUT ACCELERATING ON
HIGHWAY TO PASS AND LOSING ALL POWER WITH LITTLE TO NO THROTTLE
RESPONSE, HAS TO PULL OVER, SHUT ENGINE OFF AND RESTART AND THEN IS
FINE. HAPPENED TO HIM TWICE LAST WEEK. I HAVENT BEEN ABLE TO DUPLICATE
YET. DIAGNOSTICS: ALREADY PERFORMED TSB#12-06-04. REPLACED LEFT
SIDE CAT, REPROGRAM TO LATEST LEVEL AND INSTALL CAC SHIELD. DID THIS
TSB A COUPLE OF WEEKS AGO. WHEN TRUCK CAME BACK TODAY, RESCANNED AND
HAS NO CODES. PARTS REPLACED:LEFT SIDE CAT, INSTALL CAC SHIELD AND
REPROGRAM. TECH QUESTION:ANY OTHER FIXES FOR THIS CONCERN

RECOMM 10/02/2012 09:04AM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE
BRANDON, VERIFY WITH THE CUSTOMER IF THE CONCERN TYPICALLY OCCURS ON
RAINY OR HUMID DAYS. IF THIS IS THE CASE, INSPECT THE THROTTLE BODY
AND THE CAC SYSTEM FOR SIGNS OF WATER SPOTS. DUE TO THE EFFICIENCY OF
THE CHARGE AIR COOLER, THERE MAY BE SOME CONDITIONS WHERE SOME
CONDENSATION BUILDS IN THE CAC, DUE TO HUMID AIR BEING COMPRESSED BY
THE TURBOCHARGERS AND THEN COOLED BY THE CAC. WHEN THE
HUMID/COMPRESSED AIR IS COOLED BY THE CAC, IT CAUSES THE WATER GRAINS
! TO SEPARATE FROM THE AIR AND COLLECT ON THE CAC FINS. THE WATER IS
THEN DRAWN INTO THE ENGINE, TYPICALLY RESULTING IN A BANK 2 MISFIRE.
ENGINEERING IS CURRENTLY DEVELOPING A REPAIR FOR THIS CONCERN THAT
SHOULD BE AVAILABLE DURING THE 4TH QUARTER OF THIS YEAR. IF THE
CUSTOMER STATES THAT THE CONCERN WILL OCCUR UNDER ANY WEATHER
CONDITIONS AND SIGNS OF WATER WERE NOT FOUND IN THE THROTTLE BODY OR
CAC SYSTEM, ATTEMPT TO DUPLICATE THE CONCERN WHILE MONITORING THE
FOLLOWING PID'S TO HELP DETERMINE THE CAUSE OF THE CONCERN; APP(%),
BARO(PRESS), CHT(TEMP), CYL_(1-6)_ACCL, EQ_RAT11 (RATIO), EQ_RATIO21
(RATIO), FRP (PRESS), FRP_DSD, GEAR, KNK_CNTR_CYL (1-6),
KNK_RATE_LRND, LOAD, LONGFT1, LONGFT2, MA! P(! PRESS), NUM_MISFIRE,
OCTADJ_R_LRND, O2S11_CUR, O2S21_CUR, RPM, RUNTM, SHRTFT1, SHRTFT2,

TQ_CNTRL, TR, VPWR, VREF, VSS. IF THE MISFIRES CAN BE ISOLATED TO A SPECIFIC CYLINDER, SWAP THE IGNITION COILS AND THE SPARK PLUGS WITH KNOWN GOOD CYLINDERS AND RETEST. REPLACE THE AFFECTED IGNITION COMPONENTS IF THE MISFIRE FOLLOWS THE COMPONENT. IF THE CONCERN STILL PERSIST AFTER IGNITION COIL SWAP AND COMPRESSION TESTS DO NOT INDICATE A CONCERN, REPLACE THE INJECTOR FOR THE MISFIRING CYLINDER(S).

REPAIR

10/02/2012 12:20PM DAVID STENDARDO MSS - FCSD - TECH SVC HOTLINE

REMOVED CAC TUBE FROM THROTTLE BODY TO COOLER, FOUND WATER INTRUSION

IN TUBE AND COOLER. I KNOW ENGINEERING IS WORKING ON A FIX FOR THIS BUT WHAT SHOULD WE DO IN THE MEAN TIME. REPLACE COOLER FOR NOW? CUSTOMER IS NOT TO HAPPY AS IS.

RECOMM

10/02/2012 12:20PM DAVID STENDARDO MSS - FCSD - TECH SVC HOTLINE

BRANDO, NO SERVICE ACTIONS SHOULD BE PERFORMED AT THIS TIME, AS A REPLACEMENT CAC WILL RESULT IN THE SAME CONCERN DUE TO THE REPLACEMENT

PART BEING EXACTLY THE SAME. AT THIS POINT, THE ONLY PROCEDURE TO BE PERFORMED WOULD BE CLEANING OF THE CAC AS PER SECTION 303-12 INTAKE AIR DISTRIBUTION AND FILTERING / CHARGE AIR COOLER (CAC) CLEANING IN THE ONLINE WSM. KEEP IN MIND THAT THIS IS NOT A REPAIR FOR THE CONCERN AT HAND, JUST A CLEANING OF ANY WATER OR OIL SLUDGE BUILD UP.

REPAIR

10/10/2012 03:23PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

SPOKE TO FSE TOLD TO MONITOR AND RECORD ETC ACTUAL AND ETC DESIRED FOUND UNDER HEAVY ACCEL DIFFERENCE WAS @ 4 DEGRESS WAS TOLD THAT I COULD TRY A THROTTLE BODY BUT WILL NOT FIX CONCERN. DID RECHECK INTERCOOLER AGAIN DEFFINETLY WATER IN INTERCOOLER AND WATER SIGNS IN CAC TUBES.CUSTOMER DOES DRIVE MOSTLY HIGHWAY MILES.

!!

RECOMM

10/10/2012 03:23PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

BRANDON, THE FORD TECHNICAL HOTLINE HAS REVIEWED YOUR REQUEST AND HAS DETERMINED THAT IT IS NECESSARY TO DISCUSS THIS MATTER VERBALLY OVER THE TELEPHONE. YOU WILL BE CONTACTED SHORTLY BY A FORD TECHNICAL HOTLINE REPRESENTATIVE.

REPAIR

10/10/2012 03:34PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

AN OUT BOUND CALL WAS PLACED TO THE DEALER; SPOKE TO SERVICE STEVEN MOSSBERG. THE CUSTOMER IS UPSET WITH THE VEHICLE PERFORMANCE (HESITATION ON ACCELERATION). VEHICLE IS PRESENTLY AT THE DEALER, OUT OF SERVICE FOR 17 DAYS.

RECOMM

10/10/2012 03:34PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

STEVEN, TECHNICAL ASSISTANCE HAS BEEN REQUESTED BY THE HOTLINE FOR THIS VEHICLE. THE FSE IN YOUR AREA SHOULD CONTACT THE DEALER MANAGEMENT (SERVICE MANAGER OR SERVICE DIRECTOR) WITHIN 1 BUSINESS DAY

TO DISCUSS AND ASSIST IN THE RESOLUTION OF THIS VEHICLE CONCERN.

TAR 10/10/2012 03:34PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

NOTE TO FSE: TECHNICAL ASSISTANCE HAS BEEN REQUESTED BY THE HOTLINE FOR THIS VEHICLE DUE TO THE DAYS OUT OF SERVICE AND LACK OF PROGRESS IN REPAIRING A HESITATION ON ACCELERATION AFTER A HIGHWAY CRUISE. WATER HAS BEEN FOUND IN THE CAC, THE CAC DEFLECTOR IS INSTALLED, PCM AT THE LATEST LEVEL. THE VEHICLE HAS AN OPEN CUDL REQUESTING BUY BACK. PLEASE ASSIST THE TECHNICIAN IN RESOLVING THE VEHICLE CONCERN. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 3 ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 17

ADD-ON 10/19/2012 11:15AM ROBERT STAWIECKI(FSE MSS - FCSD - REG - BOSTON

VERIFIED COMPLAINT AND ADVISED CUSTOMER TO PERFORM OCCASIONAL HARD ACCELS AFTER LONG CRUISE. CUSTOMER IS UNWILLING TO DRIVE BECAUSE HE SAYS HE FEARS FOR HIS SAFETY.HAD TECH REPLACE THROTTLE BODY BECAUSE RECORDING SHOWED 4 DEGREE VARIANCE FROM ACTUAL VS. DESIRED. MODIFIED CAC WITH WICK INSTALLED IN BASE TO TRY TO REMOVE WATER FROM IT. DEALER WILL ADVISE ME IF SUCCESSFUL.

ADD-ON 11/09/2012 09:20AM ROBERT STAWIECKI(FSE MSS - FCSD - REG - BOSTON

SCHEDULED FOR 11/14

ADD-ON 12/11/2012 11:35AM ROBERT STAWIECKI(FSE MSS - FCSD - REG - BOSTON

CAC REPLACED. CUSTOMER REPORTS NO PROBLEMS

AUDIT 12/11/2012 11:35AM ROBERT STAWIECKI(FSE MSS - FCSD - REG - BOSTON

TECH ASSIST REFERRAL HAS BEEN CLOSED

REPAIR 02/01/2013 10:17AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE

WEB FORM DATA - CONCERN: HESITATION, BUCKING, LACK OF POWER ON ACCELERATION MAINLY AFTER CRUISE THAN ACCELERATE AND AFTER IT RAINS DIAGNOSTICS: HOOK -UP IDS AND SCAN, NO CODES. MODE 6 DATA SHOWED #6 WITH ONLY 1 COUNT FOR LAST 10 DRIVE CYCLES PARTS REPLACED: PERFORM TSB# 12-10-19. INSTALLED NEW CAC, DEFLECTOR PLATE AND REPROGRAM PCM. ALSO REPLACED #6 COIL AND PLUG. REPLACED ETB PER ENGINEER FROM PREVIOUS REPAIR. TECH QUESTION: ANY NEW FIXES FOR THIS CONCERN OR ANOTHER ROUTE TO TAKE?

RECOMM 02/01/2013 10:17AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE

DAVID, SINCE THE TSB 12-10-19 HAS ALREADY BEEN COMPLETED, AND THIS CONDITION CONTINUES, PLEASE INSPECT THE FUEL QUALITY OF THIS VEHICLE.

POOR FUEL QUALITY CAN INDUCE RUNNING MISFIRE RELATED ISSUES. IF THE FUEL SAMPLE INDICATES ANY ISSUES, PLEASE COMPLETELY DRAIN THE FUEL TANK. FILL THE VEHICLE WITH KNOWN GOOD FRESH FUEL, AND REEVALUATE. IF NO FUEL QUALITY ISSUES ARE DISCOVERED, PLEASE INSPECT THE THROTTLE INLET PRESSURE (TIP) SENSOR FOR ANY CONCERNS. A CONTAMINATED TIP SENSOR CAN INDUCE THIS CONDITION. IF A LIKE UNIT IS AVAILABLE, PLEASE SWAP THE TIP SENSOR WITH A KNOWN GOOD UNIT, AND REEVALUATE. ADDITIONALLY, WE HAVE ESCALATED THIS CONCERN TO THE TECHNICAL SERVICE HOTLINE'S ESCALATED HANDLING TEAM FOR ADDITIONAL REVIEW. A SERVICE ENGINEER FROM THIS TEAM WILL CONTACT YOU BY PHONE OR THROUGH THIS HOTLINE ASSISTANCE REQUEST WITHIN ONE (1) BUSINESS DAY TO PROVIDE ADDITIONAL INFORMATION AND/OR RECOMMENDATIONS TO ASSIST IN THE RESOLUTION OF THE CUSTOMER'S CONCERN. OUR TEAM AT THE HOTLINE WILL CONTINUE TO WORK WITH YOU AND YOUR DEALERSHIP TO HELP GET THE CONCERN

!!
RESOLVED AND THE VEHICLE BACK TO THE CUSTOMER IN A TIMELY MANNER. IF WE HAVE EXHAUSTED ALL OF OUR RESOURCES AND ARE STILL UNABLE TO RESOLVE THE CUSTOMER'S CONCERN THROUGH THESE ADDITIONAL STEPS, THE HOTLINE WILL ALERT YOUR FIELD SERVICE ENGINEER BY OPENING A TECHNICAL ASSISTANCE REQUEST. PLEASE BE PREPARED TO DISCUSS ALL DIAGNOSTICS PERFORMED AND TEST RESULTS WITH THE TECHNICAL SERVICE HOTLINE SERVICE ENGINEER IN MORE DETAIL. THANK YOU IN ADVANCE.

ESCLHD **02/01/2013 10:17AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE**
106074185 CONCERN RE-ESCALATED DUE TO PAST FSE INVOLVEMENT. THE RUNNING ROUGH IN HUMID (RAINING) CONDITION CONTINUES. TSB 12-10-19 HAS BEEN COMPLETED.

AUDIT **02/01/2013 10:17AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE**
ODOMETER 9531 M CHANGED TO 19142 M BY MMESSIN4

REPAIR **02/04/2013 09:39AM DALE BARRETT MSS - FCSD - TECH! S! VC HOTLINE**
AN OUT BOUND CALL WAS PLACED TO THE DEALER; SPOKE TO TECHNICIAN DAVID MUNCASTER. THE TECHNICIAN HAS NOT DUPLICATED THE CONCERN. CUSTOMER STATES AFTER STEADY STATE CRUISE IN RAINY CONDITIONS FOR EXTENDED PERIODS OF TIME THE VEHICLE WILL LOSE POWER ON HARD ACCELERATION. THE LOST POWER EVENT WILL NOT RE-OCCUR UNTIL THE VEHICLE IS DRIVEN AGAIN AT A STEADY STATE CRUISE. VEHICLE HAS THE LATEST UPDATED CAC AND PCM SOFTWARE. !!

TAR **02/04/2013 09:39AM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE**
NOTE TO FSE: TECHNICAL ASSISTANCE IS BEING REQUESTED BY THE HOTLINE

DUE TO THE DAYS OUT OF SERVICE AND LACK OF PROGRESS IN REPAIRING A
LOSES POWER CONCERN. CUSTOMER STATES AFTER STEADY STATE CRUISE IN
RAINY CONDITIONS FOR EXTENDED PERIODS OF TIME THE VEHICLE WILL LOSE
POWER ON HARD ACCELERATION. THE LOST POWER EVENT WILL NOT RE-OCCUR
UNTIL! T! HE VEHICLE IS DRIVEN AGAIN AT A STEADY STATE CRUISE. VEHICLE
HAS THE LATEST UPDATED CAC AND PCM SOFTWARE. THE VEHICLE WAS TECH
ASSISTED FOR THIS ISSUE 10/10 12. PLEASE ASSIST THE TECHNICIAN IN
RESOLVING THE VEHICLE CONCERN. ESTIMATED NUMBER OF DAYS OUT OF
SERVICE: 18 ESTIMATED NUMBER OF REPAIR ATTEMPTS: 4

RECOMM

02/04/2013 09:39AM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

DAVID, TECHNICAL ASSISTANCE HAS BEEN REQUESTED FOR THIS VEHICLE BY
THE TECHNICAL HOTLINE. THE FSE IN IN YOUR AREA WILL CONTACT THE
SERVICE MANAGER OR SERVICE DIRECTOR WITHIN 1 BUSINESS DAY TO ASSIST IN
REPAIRING THE VEHICLE CONCERN.

ADD-ON

02/04/2013 09:44AM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

RE-OPENING TAR

AUDIT

02/04/2013 09:44AM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

TECH ASSIST REFERRAL HAS BEEN REOPENED

This email was generated by the server ECCWS686

From: McDonagh, Scot (S.M.)
Sent: Wednesday, February 13, 2013 9:56 AM
To: Nowaczyk, Rick (R.J.); Hughes, Scott (S.R.); Oyafuso, Kevin (K.G.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Sorry- Buried with E-Mail

Dealer Name SAYBROOK FORD, INC.

Dealer Code: 08844 - *

Address: ONE FORD DRIVE

City: OLD SAYBROOK

State: CT Zip Code:06475

Country: USA Region Code: NA

Phone: (860)388-1293

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, February 13, 2013 9:29 AM
To: McDonagh, Scot (S.M.); Hughes, Scott (S.R.); Oyafuso, Kevin (K.G.)
Cc: Shekleton, James (J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Scot,

I sent you the attached note yesterday. Indicating that the FSE James Shekleton was out of the office.

From: McDonagh, Scot (S.M.)
Sent: Wednesday, February 13, 2013 8:54 AM
To: Hughes, Scott (S.R.); Oyafuso, Kevin (K.G.)
Cc: Nowaczyk, Rick (R.J.); Shekleton, James (J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Thanks- I think this is intermittent CAC moisture

Rick- Looks like Jim Shekleton is out until 2/25 ?

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Hughes, Scott (S.R.)
Sent: Wednesday, February 13, 2013 8:12 AM
To: McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Smith, Craig (C.A.); Whitehead, Joseph (J.P.)
Cc: Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.); Sparks, Douglas (D.S.); Ricks, Kevin (K.J.); Dixon, Mark (M.R.); Ronzi, Bill (W.C.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

I can send a TGW control tec recorder. Do we think this is 6th gear lugging highway roughness (consistent) or repeat CAC moisture (intermittent) concern?

Please let me know where/who

From: McDonagh, Scot (S.M.)
Sent: Wednesday, February 13, 2013 7:49 AM
To: Oyafuso, Kevin (K.G.); Hughes, Scott (S.R.); Smith, Craig (C.A.); Whitehead, Joseph (J.P.)
Cc: Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.); Sparks, Douglas (D.S.); Ricks, Kevin (K.J.); Dixon, Mark (M.R.); Ronzi, Bill (W.C.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Can we install data recorder in enclosed 12MY P415 GTDI ? Vehicle has Misfire Surge complaint W/O DTCs. PCA CAC was installed on 11/12/12. High level discussions in progress regarding republishing TSB 12-10-19 to state vehicle must exhibit Misfire DTC or P0430 before replacing CAC. Customer is willing to work with engineering. Please advise. Thanks

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, February 07, 2013 4:15 PM
To: McDonagh, Scot (S.M.)
Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

FYI,

From: Shekleton, James (J.)
Sent: Thursday, February 07, 2013 3:42 PM
To: Nowaczyk, Rick (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick,

The news has forecasted a big snow storm coming out here. Consequently, the customer would like his vehicle back. So, the customer will return to the dealership when the details of coordinating the shipment of the recorder are worked out.

Additionally, there is a good chance that I will be unavailable for a couple of weeks in the near future. My wife and I are expecting our second child any day and I will be out for two weeks following. As a contingency plan, one of my Boston region colleagues will pick up wherever we leave off. Ideally, the recorder should be shipped directly to the dealership. If this is not an option, it should be shipped to the Boston Training Facility and then we can have it shipped to the dealership.

Please call me if you have any questions regarding this.

Jim Shekleton

Field Service Engineer
Ford Customer Service Division
Boston Region
Mobile: (201) 788 7004
Fax: 1 888 410 2801
Email: jsheklet@ford.com

This e-mail and any attachments is intended only for the use of the person or persons addressed hereto and may contain legally privileged and/or confidential information. If you are not the intended recipient of this e-mail, you are hereby notified that any dissemination, distribution or copying of this e-mail, and any attachments, is strictly prohibited. If you have received this e-mail in error, please notify me via return e-mail and permanently delete the original and any copy of any e-mail and any printout.

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, February 07, 2013 12:17 PM
To: McDonagh, Scot (S.M.)
Cc: Shekleton, James (J.)
Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Scot,

Would you be able to ship this dealer a VDR to have the customer capture the misfire issue?

From: Shekleton, James (J.)
Sent: Thursday, February 07, 2013 11:07 AM

To: Nowaczyk, Rick (R.J.)

Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Importance: High

Rick,

The dealership is in the process of obtaining the manual compression readings from the other cylinders. The customer would likely be willing to obtain a recording of the event (if it takes place again). However, the dealership is not willing to release one of their two VCM2 for the length of time it could take to obtain a reading. Is there a possibility for engineering to send a recorder to the dealership to use?

From: Nowaczyk, Rick (R.J.)

Sent: Thursday, February 07, 2013 8:40 AM

To: Shekleton, James (J.)

Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Yes, it can be.

From: Shekleton, James (J.)

Sent: Thursday, February 07, 2013 8:36 AM

To: Nowaczyk, Rick (R.J.)

Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Is the amount of water in the picture an expected amount?

From: Nowaczyk, Rick (R.J.)

Sent: Wednesday, February 06, 2013 4:40 PM

To: Shekleton, James (J.)

Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

James,

Unfortunately, I don't have access to the file server to look at IDS recordings. I am currently in the process to try and get that access. Regarding the water in the CAC, there will always be some level of water/moisture in the CAC. There is no way to eliminate this moisture completely from accumulating as it's part of the fundamentals of heating up air and cool it down the moisture will fall out of suspension. The New CAC helped the engine manage this water ingestion by scrapping more of the moisture of the CAC internal tubes during a cruise state so it wouldn't overcome the engine under a hard acceleration. However, if the conditions are right there can still be an elevated amount of moisture accumulating that the new CAC can't control. I can't read the compression gauge per the attached pictures they are too blurry. I'm not concerned with relative compression readings and manual compression on 5/6 are at 130, but what are the remain cylinders readings?

I would recommend the vehicle be released to the customer and possibly see if the customer would be willing to make a recording when the concern happens.

From: Shekleton, James (J.)
Sent: Wednesday, February 06, 2013 2:45 PM
To: Nowaczyk, Rick (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick,

I have received an update from the customer from my previously supplied direction. The vehicle was driven again and the concern was not duplicated. The power balance performed at idle compares to the power balance performed at highway speed. The relative compression shows 1% low on cylinders 4 and 5. Manual compression on cylinders 5 and 6 shows 130 psi on each. I have attached everything that I have received from the dealership. Some are pictures of IDS screens and others are pictures of diagnostic results.

A brief description of the items I have attached:

- The CAC pictures reveal water in the CAC
- Cylinder 5 and 6 pictures show the gauge from completing the manual compression on each cylinder
- The pdf shows a screen shot of the relative compression readings on IDS
- "IDS SessionArchive~#1#####CFA98351~12~P415~3.5L~FILE 148928~1 pwr balance" is the IDS session from today where the technician performed the power balance, relative compression, and confirmed the PCM is at the latest level.
- "IDS SessionArchive~ 1 CFA98351~12~P415~3.5L~FILE 148909~1" is the IDS session that reveals cylinder 6 having 1 misfire count in mode 6 data.
- "Ecoboost F150 Saybrook A" is the IDS session that was performed by the Boston Training Instructor that was on site for this concern on 2/5/13.

Please let me know as soon as you can if the customer should pick up their vehicle.

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, February 06, 2013 12:10 PM
To: Shekleton, James (J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Ok, please keep me in the loop.

From: Shekleton, James (J.)
Sent: Wednesday, February 06, 2013 10:51 AM
To: Nowaczyk, Rick (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

That's the trouble with this whole situation. We couldn't duplicate the concern yesterday and the only questionable things that we found were G104 and G105. The only way to know if the concern is resolved is by driving the vehicle. Additionally, the vehicle must be driven through the exact scenario that the customer noticed this concern: rain conditions for a couple days. The customer drives roughly 100 miles a day, majority of it being highway.

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, February 06, 2013 10:46 AM
To: Shekleton, James (J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Did tightening the grounds resolve the concern?

From: Shekleton, James (J.)
Sent: Wednesday, February 06, 2013 10:25 AM
To: Nowaczyk, Rick (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Sorry, I forgot to include this in the email I just sent. G105 was loose. It couldn't be turned by hand but it required VERY little effort to turn with a 1/4" ratchet. The technician verified that G104 was loose too. He indicated that he could move it by hand. However, it was not drastically loose. Both grounds were properly tightened.

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, February 06, 2013 9:01 AM
To: Shekleton, James (J.)
Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

James, please open an Escalated TFOAM on this vehicle. Thanks.

From: Oyafuso, Kevin (K.G.)
Sent: Wednesday, February 06, 2013 8:40 AM
To: Sparks, Douglas (D.S.); Ronzi, Bill (W.C.); Dixon, Mark (M.R.)
Cc: Andersen, Erik (E.); Dixon, Mark (M.R.); Nowaczyk, Rick (R.J.); McDonagh, Scot (S.M.); Selthofer, Adam (A.); Dobbs, Dan (K.D.); Hughes, Scott (S.R.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Spoke with James Shekleton, FSE. He wasn't with the vehicle when I spoke with him but I did ask about customer drive cycle and if there was any IDS session data that could help determine if this is CAC related misfire or something else going on. I requested IDS session data, not sure what we'll see if the tech cleared codes, also inspect CAC and use data logger to look at misfire FF. FSE did mention that one of the ign coils grounds was not tight and tech needs to inspect the other bank.

Regards,
Kevin Oyafuso
Ford Motor Company - North America Engineering
PD / Powertrain Integration Management - C&C Quality
Vehicle Operations General Office (VOGO)
17000 Oakwood, Allen Park, MI , 48101
6-Sigma Garage, Office 4B
Phone (313) 805-4908 (koyafuso@ford.com)

From: Sparks, Douglas (D.S.)
Sent: Tuesday, February 05, 2013 3:42 PM
To: Ronzi, Bill (W.C.); Dixon, Mark (M.R.); Oyafuso, Kevin (K.G.)
Cc: Andersen, Erik (E.)
Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Mark/Kevin,

Please contact dealer or FSE to get more information. I would like to know if there are signs of CAC induced misfire or if this is clearly another root cause (i.e. ground, coil, other).

Thank you,

Douglas S. Sparks

P/T Quality and PVT Manager FNA
P/T Integration and Program Management (PTIM)
dsparks3@ford.com 313-805-6096

Administrative Assistant: Tina Tessadri
ttessadr 313 594-1115

From: Shekleton, James (J.)
Sent: Tuesday, February 05, 2013 3:21 PM
To: Nowaczyk, Rick (R.J.); Ronzi, Bill (W.C.); McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Hughes, Scott (S.R.)
Cc: Dobbs, Dan (K.D.); Andersen, Erik (E.); Dixon, Mark (M.R.); Ricks, Kevin (K.J.); Sparks, Douglas (D.S.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

The revised CAC was replaced on 11/12/13. Since this was installed, there has been no issues until recently.

The customer briefly visited the dealership on 2/1/13. At that time, the dealership verified through mode 6 data that cylinder 6 had one misfire count.

Today, after test driving the vehicle, mode 6 data revealed one misfire count on cylinder 2. Prior to driving the vehicle, G105 was tightened as it was noticed to be loose.

From: Nowaczyk, Rick (R.J.)
Sent: Tuesday, February 05, 2013 3:08 PM
To: Ronzi, Bill (W.C.); McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Hughes, Scott (S.R.)
Cc: Shekleton, James (J.); Dobbs, Dan (K.D.); Andersen, Erik (E.); Dixon, Mark (M.R.); Ricks, Kevin (K.J.); Sparks, Douglas (D.S.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Bill,

I will have to let the FSE (James Shekleton) answer the question on which is cylinder misfiring.

Regarding the CAC repair, per the attached AWS claim the new CAC was installed back on Nov. 12-2012

Server: AWS QA
Claims loaded through: 31-JAN-2013

Claim Detail Report

Note: All costs are in US dollars

Model Year 2012; Claim Key 2763250

Vehicle Information

Model Year: 2012

Market Derived: F - FORD

Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)

Version/Series: T/AM-150 SERIES

Drive Type: T/E-4 WHL L/H PART TIME DRIVE

Vehicle Line: T/F6-F150/LINCOLN MARK LT [04-13]

Warranty Start Date: 31-MAY-2012

Production Date: 21-FEB-2012

VIN: 1FTFW1ET7CF

Claim Information

Document Number: 04124201

Repair Date: 12-NOV-2012

Distance: 12080

TIS: 6

AWS Load Date: 15-NOV-2012

Dealer Information:

Dealer Name SAYBROOK FORD, INC.

Dealer Code: 08844 - *

Address: ONE FORD DRIVE

City: OLD SAYBROOK

State: CT Zip Code:06475

Country: USA Region Code: NA

Phone: (860)388-1293

Expense Information

Customer Paid Amount: .00

Deductible Amount: .00

Dealer Paid Amount: .00

Labor Cost: 74.99

Misc. Expense Amount: .00

Part Markup Amount: 53.58

Material Cost: 187.52

Total Cost Gross: 262.51

Cust. Concern Code: D41 - ENGINE HESITATES/SURGES AT STEADY SPEED

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: VERIFIED CUSTOMER CONCERN DURING ROAD TEST CHECKED OASIS AND PERFORMED TSB 12 10 19 CHECKED FOR DTC PASS CHECKED CAC DEFLECTOR YES NEEDED TO INSTALL NEW CAC AND ORIGINAL AIR DEFLECTOR ROAD TEST OK

Customer Comment: INSPECT FOR HESITATION CRUISING ALONG ON HWAY

Labor Op Code Labor Op Description Labor Op Cost

<u>Causal Flag</u>	<u>Full PREF</u>	<u>Part BASE</u>	<u>Part SUFF</u>	<u>Description</u>	<u>Part CPSC</u>	<u>Part Quantity</u>	<u>Extended Amount</u>
Y	BL3Z	6K775	B	COOLER ASSY	031202	1	187.52

DTC Sections: Mil. Light On N

<u>Flag</u>	<u>Test Type</u>	<u>Malfunction Cd</u>	<u>Malfunction Cd Description</u>	<u>Monitor Cd</u>	<u>Monitor Cd Description</u>
N	KOEC	PASS	SYSTEM PASS	27	NO-FAULT CODES
N	KOEO	PASS	SYSTEM PASS	27	NO-FAULT CODES
N	KOER	PASS	SYSTEM PASS	27	NO-FAULT CODES

Any comments? You can contact

From: Ronzi, Bill (W.C.)

Sent: Tuesday, February 05, 2013 2:36 PM

To: Nowaczyk, Rick (R.J.); McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Hughes, Scott (S.R.)

Cc: Shekleton, James (J.); Dobbs, Dan (K.D.); Andersen, Erik (E.); Dixon, Mark (M.R.); Ricks, Kevin (K.J.); Sparks, Douglas (D.S.)

Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick,

One note says misfire on cyl #2 and another says misfire on cyl #6. Can you clarify/confirm?

Pls also confirm the date when the new CAC was installed. Appears that it was just installed recently on 2/1/2013. If new CAC was installed on 2/1 has customer already had a repeat in the 3 days since then?

Thanks,
Bill Ronzi

From: Nowaczyk, Rick (R.J.)

Sent: Tuesday, February 05, 2013 2:23 PM

To: McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Hughes, Scott (S.R.)

Cc: Shekleton, James (J.); Dobbs, Dan (K.D.); Andersen, Erik (E.); Ronzi, Bill (W.C.); Dixon, Mark (M.R.); Nowaczyk, Rick (R.J.); Ricks, Kevin (K.J.)

Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Importance: High

Engineering Team,

Please see comments below from the FSE regarding my previous note from yesterday?

From: Shekleton, James (J.)
Sent: Tuesday, February 05, 2013 2:07 PM
To: Nowaczyk, Rick (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick,

Have you heard anything regarding this? I haven't seen anything come through my email.

I had a Boston training instructor visit the dealership today regarding this vehicle. Per ISM 12-08-016, G105 was confirmed to be slightly loose and tightened appropriately. After doing so, the vehicle was driven and mode 6 data revealed one misfire on cylinder 2 and not cylinder 6. The technicians are tightening the ground for the opposite bank prior to moving forward. This customer is very upset and was on the verge of pursuing buyback when the first TAR was opened in October 2012. At that time TSB 12-10-19 was performed.

Is there any specific direction that engineering would like me to perform? Obtain a recording? Inspect specific locations? Installed more current part numbers?

From: Nowaczyk, Rick (R.J.)
Sent: Monday, February 04, 2013 1:01 PM
To: McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Dixon, Mark (M.R.); Hughes, Scott (S.R.)
Cc: Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.); Shekleton, James (J.)
Subject: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Engineering Team,

Here is a 2012 F-150 3.5L with what appears to be a continued CAC Misfire after the latest updates. The FSE (James Shekleton is CC: on the note) looking for further digestion. Dealer has not been able to replicate the concern. Customer does state the concern only happens after an extended cruise at highway speed then go to WOT vehicle losses power mode 6 data shows #6 cylinder.

What are the next steps, should we have the FSE get some VDR data?

From: Shekleton, James (J.)
Sent: Monday, February 04, 2013 11:26 AM
To: Nowaczyk, Rick (R.J.)
Cc: Raboin, Matt (M.)
Subject: FW: TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick,

I left you a voicemail regarding this TAR and concern on this 2012 F 150. I was reviewing the "Emerging Detailed Reports" and "Emerging Reports >75% of QSF Threshold" that Jason Kahn sends out. Line 20 of the Truck and SUV tab in the "Emerging Detailed Reports" is where I have some questions.

There are no DTCs set in this truck and mode six data shows one misfire on cylinder 6.

At your earliest convenience, please call me regarding this concern. Thank you.

Jim Shekleton

Field Service Engineer
Ford Customer Service Division
Boston Region
Mobile: (201) 788 7004
Fax: 1 888 410 2801
Email: jsheklet@ford.com

This e-mail and any attachments is intended only for the use of the person or persons addressed hereto and may contain legally privileged and/or confidential information. If you are not the intended recipient of this e-mail, you are hereby notified that any dissemination, distribution or copying of this e-mail, and any attachments, is strictly prohibited. If you have received this e-mail in error, please notify me via return e-mail and permanently delete the original and any copy of any e-mail and any printout.

From: CQIS, Help (.)

Sent: Monday, February 04, 2013 9:44 AM

To: Jakob, Diana (D.); Paff, Curtis (C.L.); Shekleton, James (J.); Avery, Kevin (K.); Raboin, Matt (M.); Stawiecki, Bob (R.); Todisco, Ronald (R.J.); Atkinson, Bill (B.W.); Wynn, David (D.); Yurowski, Daniel (D.E.); Clark, John (J.J.); Manning, Justin (J.E.); Tomaso, James (J.C.); Krawczyk, Kevin (R.); Palmer, Ken (L.); Peters, Paul (P.); Koulakjian, Robert (J.)

Cc: Barrett, Dale (D.); Barrett, Dale (D.); Harmon, Derek (D.M.); Stendardo, David (D.); Mceachern, Matthew (M.); Johnson, Seth (S.); Houston, Willie (W.)

Subject: TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR [REDACTED] ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

A request for technical assistance has been REOPENED for :

[REDACTED]
08844--USA Name : SAYBROOK FORD, INC.

By : US-TECHNICAL SERVICE HOTLINE

Unit Down :

The dealer requires additional assistance to resolve a concern on :

2012 F150 4X4 ,F150 ,SUP CRW,STYSD

VIN :1FTFW1ET7CF [REDACTED]

It is filed under GCQIS report number : CJBB6001

Following TECH ASSIST REFERRAL procedure, the dealership has been notified that someone from the Region will contact them in the near future. This letter is notification of the referral. The report will be in GCQIS for your review.

https://www.gcqis.dealerconnect.com/gcqis/asp/WBRES_RptSummaryUpdMain.asp?rptnbr_CJBB6001

THANK YOU , FROM THE US-TECHNICAL SERVICE HOTLINE

Attachments : 0

Report# :	CJBB6001 NHL	Received:	10/02/2012
CCRG/EPRC:		Reviewed Status:	Date:
Vehicle:	2012,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET7CF [REDACTED]	Build Date:	02/21/2012
Odometer :	19,142 M	Engine:	3.5L-GTDI Calibration: CF613K0A
Transmission:	6R80E	Axle:	3800F3.31C A/C: YES
Dealer:	USA 08844 Saybrook Ford, Inc.	Phone#:	(860) 388-3572
City:	Old Saybrook	State:	Connecticut Country : USA
Originator:	BRANDON RYAN		
Symptom:	5 54 2 39 DRV PERF,LACK/LOSS PWR ,ACCEL,INTERMITTENT		
Status:			
VFG:	V52 DRIVEABILITY		
Additional Symptom:	RUNS ROUGH PASSING		
Fix:Y	Causal Component :	COOLER ASSY -- RPL	
Condition Code:			

Hotliner: PJACOB45	Phone: 000 000-0000	Regn Cd: N2 Boston
Engineering:	Phone:	TAR: OPEN
Dlr Contact:	Phone:	Title Cde: T

REPAIR 10/02/2012 09:04AM PHIL JACOBS MSS - FCSD - TECH SV! C ! HOTLINE
WEB FORM DATA - CONCERN:CUSTOMER COMPLAINING ABOUT ACCELERATING ON HIGHWAY TO PASS AND LOSING ALL POWER WITH LITTLE TO NO THROTTLE RESPONSE, HAS TO PULL OVER, SHUT ENGINE OFF AND RESTART AND THEN IS FINE. HAPPENED TO HIM TWICE LAST WEEK. I HAVENT BEEN ABLE TO DUPLICATE YET. DIAGNOSTICS: ALREADY PERFORMED TSB#12-06-04. REPLACED LEFT SIDE CAT, REPROGRAM TO LATEST LEVEL AND INSTALL CAC SHIELD. DID THIS TSB A COUPLE OF WEEKS AGO. WHEN TRUCK CAME BACK TODAY, RESCANNED AND HAS NO CODES. PARTS REPLACED:LEFT SIDE CAT, INSTALL CAC SHIELD AND REPROGRAM. TECH QUESTION:ANY OTHER FIXES FOR THIS CONCERN

RECOMM 10/02/2012 09:04AM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE
BRANDON, VERIFY WITH THE CUSTOMER IF THE CONCERN TYPICALLY OCCURS ON

RAINY OR HUMID DAYS. IF THIS IS THE CASE, INSPECT THE THROTTLE BODY AND THE CAC SYSTEM FOR SIGNS OF WATER SPOTS. DUE TO THE EFFICIENCY OF THE CHARGE AIR COOLER, THERE MAY BE SOME CONDITIONS WHERE SOME CONDENSATION BUILDS IN THE CAC, DUE TO HUMID AIR BEING COMPRESSED BY THE TURBOCHARGERS AND THEN COOLED BY THE CAC. WHEN THE HUMID/COMPRESSED AIR IS COOLED BY THE CAC, IT CAUSES THE WATER GRAINS TO SEPARATE FROM THE AIR AND COLLECT ON THE CAC FINS. THE WATER IS THEN DRAWN INTO THE ENGINE, TYPICALLY RESULTING IN A BANK 2 MISFIRE. ENGINEERING IS CURRENTLY DEVELOPING A REPAIR FOR THIS CONCERN THAT SHOULD BE AVAILABLE DURING THE 4TH QUARTER OF THIS YEAR. IF THE CUSTOMER STATES THAT THE CONCERN WILL OCCUR UNDER ANY WEATHER CONDITIONS AND SIGNS OF WATER WERE NOT FOUND IN THE THROTTLE BODY OR CAC SYSTEM, ATTEMPT TO DUPLICATE THE CONCERN WHILE MONITORING THE FOLLOWING PID'S TO HELP DETERMINE THE CAUSE OF THE CONCERN; APP(%), BARO(PRESS), CHT(TEMP), CYL_(1-6)_ACCL, EQ_RAT11 (RATIO), EQ_RATIO21 (RATIO), FRP (PRESS), FRP_DSD, GEAR, KNK_CNTR_CYL (1-6), KNK_RATE_LRND, LOAD, LONGFT1, LONGFT2, MA! P(! PRESS), NUM_MISFIRE, OCTADJ_R_LRND, O2S11_CUR, O2S21_CUR, RPM, RUNTM, SHRTFT1, SHRTFT2, TQ_CNTRL, TR, VPWR, VREF, VSS. IF THE MISFIRES CAN BE ISOLATED TO A SPECIFIC CYLINDER, SWAP THE IGNITION COILS AND THE SPARK PLUGS WITH KNOWN GOOD CYLINDERS AND RETEST. REPLACE THE AFFECTED IGNITION COMPONENTS IF THE MISFIRE FOLLOWS THE COMPONENT. IF THE CONCERN STILL PERSIST AFTER IGNITION COIL SWAP AND COMPRESSION TESTS DO NOT INDICATE A CONCERN, REPLACE THE INJECTOR FOR THE MISFIRING CYLINDER(S).

REPAIR

10/02/2012 12:20PM DAVID STENDARDO MSS - FCSD - TECH SVC HOTLINE
REMOVED CAC TUBE FROM THROTTLE BODY TO COOLER, FOUND WATER INTRUSION

IN TUBE AND COOLER. I KNOW ENGINEERING IS WORKING ON A FIX FOR THIS BUT WHAT SHOULD WE DO IN THE MEAN TIME. REPLACE COOLER FOR NOW? CUSTOMER IS NOT TO HAPPY AS IS.

RECOMM

10/02/2012 12:20PM DAVID STENDARDO MSS - FCSD - TECH SVC HOTLINE
BRANDON, NO SERVICE ACTIONS SHOULD BE PERFORMED AT THIS TIME, AS A REPLACEMENT CAC WILL RESULT IN THE SAME CONCERN DUE TO THE REPLACEMENT

PART BEING EXACTLY THE SAME. AT THIS POINT, THE ONLY PROCEDURE TO BE PERFORMED WOULD BE CLEANING OF THE CAC AS PER SECTION 303-12 INTAKE AIR DISTRIBUTION AND FILTERING / CHARGE AIR COOLER (CAC) CLEANING IN THE ONLINE WSM. KEEP IN MIND THAT THIS IS NOT A REPAIR FOR THE CONCERN AT HAND, JUST A CLEANING OF ANY WATER OR OIL SLUDGE BUILD UP.

REPAIR 10/10/2012 03:23PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE
SPOKE TO FSE TOLD TO MONITOR AND RECORD ETC ACTUAL AND ETC DESIRED
FOUND UNDER HEAVY ACCEL DIFFERENCE WAS @ 4 DEGRESS WAS TOLD THAT I
COULD TRY A THROTTLE BODY BUT WILL NOT FIX CONCERN. DID RECHECK
INTERCOOLER AGAIN DEFFINETLY WATER IN INTERCOOLER AND WATER SIGNS IN
!! CAC TUBES.CUSTOMER DOES DRIVE MOSTLY HIGHWAY MILES.

RECOMM 10/10/2012 03:23PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE
BRANDON, THE FORD TECHNICAL HOTLINE HAS REVIEWED YOUR REQUEST AND
HAS
DETERMINED THAT IT IS NECESSARY TO DISCUSS THIS MATTER VERBALLY OVER
THE TELEPHONE. YOU WILL BE CONTACTED SHORTLY BY A FORD TECHNICAL
HOTLINE REPRESENTATIVE.

REPAIR 10/10/2012 03:34PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE
AN OUT BOUND CALL WAS PLACED TO THE DEALER; SPOKE TO SERVICE STEVEN
MOSSBERG. THE CUSTOMER IS UPSET WITH THE VEHICLE PERFORMANCE
(HESITATION ON ACCELERATION). VEHICLE IS PRESENTLY AT THE DEALER, OUT
OF SERVICE FOR 17 DAYS.

RECOMM 10/10/2012 03:34PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE
STEVEN, TECHNICAL ASSISTANCE HAS BEEN REQUESTED BY THE HOTLINE FOR
THIS VEHICLE. THE FSE IN YOUR AREA SHOULD CONTACT THE DEALER
MANAGEMENT (SERVICE MANAGER OR SERVICE DIRECTOR) WITHIN 1 BUSINESS
DAY
TO DISCUSS AND ASSIST IN THE RESOLUTION OF THIS VEHICLE CONCERN.

TAR 10/10/2012 03:34PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE
NOTE TO FSE: TECHNICAL ASSISTANCE HAS BEEN REQUESTED BY THE HOTLINE
FOR THIS VEHICLE DUE TO THE DAYS OUT OF SERVICE AND LACK OF PROGRESS
IN REPAIRING A HESITATION ON ACCELERATION AFTER A HIGHWAY CRUISE.
WATER HAS BEEN FOUND IN THE CAC, THE CAC DEFLECTOR IS INSTALLED, PCM
AT THE LATEST LEVEL. THE VEHICLE HAS AN OPEN CUDL REQUESTING BUY BACK.
PLEASE ASSIST THE TECHNICIAN IN R! ES! OLVING THE VEHICLE
CONCERN. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 3 ESTIMATED NUMBER OF
DAYS OUT OF SERVICE: 17

ADD-ON 10/19/2012 11:15AM ROBERT STAWIECKI(FSE MSS - FCSD - REG - BOSTON
VERIFIED COMPLAINT AND ADVISED CUSTOMER TO PERFORM OCCAISONAL HARD
ACCELS AFTER LONG CRUISE. CUSTOMER IS WNWILLING TO DRIVE BECAUSE HE
SAYS HE FEARS FOR HIS SAFETY.HAD TECH REPLACE THROTTLE BODY BECAUSE
RECORDING SHOWED 4 DEHGREE VARIANCE FROM ACTUAL VS. DESIRED. MODIFIED
CAC WITH WICK INSTALLED IN BASE TO TRY TO REMOVE WATER FROM IT. DEALER
WILL ADVISE ME IF SUCCESSFUL.

ADD-ON 11/09/2012 09:20AM ROBERT STAWIECKI(FSE MSS - FCSD - REG - BOSTON SCHEDULED FOR 11/14

ADD-ON 12/11/2012 11:35AM ROBERT STAWIECKI(FSE MSS - FCSD - REG - BOSTON CAC REPLACED. CUSTOMER REPORTS NO PROBLEMS

AUDIT 12/11/2012 11:35AM ROBERT STAWIECKI(FSE MSS - FCSD - REG - BOSTON TECH ASSIST REFERRAL HAS BEEN CLOSED

REPAIR 02/01/2013 10:17AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE WEB FORM DATA - CONCERN: HESITATION, BUCKING, LACK OF POWER ON ACCELERATION MAINLY AFTER CRUISE THAN ACCELERATE AND AFTER IT RAINS DIAGNOSTICS: HOOK -UP IDS AND SCAN, NO CODES. MODE 6 DATA SHOWED #6 WITH ONLY 1 COUNT FOR LAST 10 DRIVE CYCLES PARTS REPLACED: PERFORM TSB# 12-10-19. INSTALLED NEW CAC, DEFLECTOR PLATE AND REPROGRAM PCM. ALSO REPLACED #6 COIL AND PLUG. REPLACED ETB PER ENGINEER FROM PREVIOUS REPAIR. TECH QUESTION: ANY NEW FIXES FOR THIS CONCERN OR ANOTHER ROUTE TO TAKE?

RECOMM 02/01/2013 10:17AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE DAVID, SINCE THE TSB 12-10-19 HAS ALREADY BEEN COMPLETED, AND THIS CONDITION CONTINUES, PLEASE INSPECT THE FUEL QUALITY OF THIS VEHICLE. POOR FUEL QUALITY CAN INDUCE RUNNING MISFIRE RELATED ISSUES. IF THE FUEL SAMPLE INDICATES ANY ISSUES, PLEASE COMPLETELY DRAIN THE FUEL TANK. FILL THE VEHICLE WITH KNOWN GOOD FRESH FUEL, AND REEVALUATE. IF NO FUEL QUALITY ISSUES ARE DISCOVERED, PLEASE INSPECT THE THROTTLE INLET PRESSURE (TIP) SENSOR FOR ANY CONCERNS. A CONTAMINATED TIP SENSOR CAN INDUCE THIS CONDITION. IF A LIKE UNIT IS AVAILABLE, PLEASE SWAP THE TIP SENSOR WITH A KNOWN GOOD UNIT, AND REEVALUATE. ADDITIONALLY, WE HAVE ESCALATED THIS CONCERN TO THE TECHNICAL SERVICE HOTLINE. TS ESCALATED HANDLING TEAM FOR ADDITIONAL REVIEW. A SERVICE ENGINEER FROM THIS TEAM WILL CONTACT YOU BY PHONE OR THROUGH THIS HOTLINE ASSISTANCE REQUEST WITHIN ONE (1) BUSINESS DAY TO PROVIDE ADDITIONAL INFORMATION AND/OR RECOMMENDATIONS TO ASSIST IN THE RESOLUTION OF THE CUSTOMER'S CONCERN. OUR TEAM AT THE HOTLINE WILL CONTINUE TO WORK WITH YOU AND YOUR DEALERSHIP TO HELP GET THE CONCERN

!! RESOLVED AND THE VEHICLE BACK TO THE CUSTOMER IN A TIMELY MANNER. IF WE HAVE EXHAUSTED ALL OF OUR RESOURCES AND ARE STILL UNABLE TO RESOLVE THE CUSTOMER'S CONCERN THROUGH THESE ADDITIONAL STEPS, THE HOTLINE WILL ALERT YOUR FIELD SERVICE ENGINEER BY OPENING A TECHNICAL ASSISTANCE REQUEST. PLEASE BE PREPARED TO DISCUSS ALL DIAGNOSTICS

PERFORMED AND TEST RESULTS WITH THE TECHNICAL SERVICE HOTLINE SERVICE ENGINEER IN MORE DETAIL. THANK YOU IN ADVANCE.

ESCLHD

02/01/2013 10:17AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE

106074185 CONCERN RE-ESCALATED DUE TO PAST FSE INVOLVEMENT. THE RUNNING ROUGH IN HUMID (RAINING) CONDITION CONTINUES. TSB 12-10-19 HAS BEEN COMPLETED.

AUDIT

02/01/2013 10:17AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE

ODOMETER 9531 M CHANGED TO 19142 M BY MMESSIN4

REPAIR

02/04/2013 09:39AM DALE BARRETT MSS - FCSD - TECH! S! VC HOTLINE

AN OUT BOUND CALL WAS PLACED TO THE DEALER; SPOKE TO TECHNICIAN DAVID MUNCASTER. THE TECHNICIAN HAS NOT DUPLICATED THE CONCERN. CUSTOMER STATES AFTER STEADY STATE CRUISE IN RAINY CONDITIONS FOR EXTENDED PERIODS OF TIME THE VEHICLE WILL LOSE POWER ON HARD ACCELERATION. THE LOST POWER EVENT WILL NOT RE-OCCUR UNTIL THE VEHICLE IS DRIVEN AGAIN AT A STEADY STATE CRUISE. VEHICLE HAS THE LATEST UPDATED CAC AND PCM SOFTWARE. !!

TAR

02/04/2013 09:39AM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

NOTE TO FSE: TECHNICAL ASSISTANCE IS BEING REQUESTED BY THE HOTLINE DUE TO THE DAYS OUT OF SERVICE AND LACK OF PROGRESS IN REPAIRING A LOSES POWER CONCERN. CUSTOMER STATES AFTER STEADY STATE CRUISE IN RAINY CONDITIONS FOR EXTENDED PERIODS OF TIME THE VEHICLE WILL LOSE POWER ON HARD ACCELERATION. THE LOST POWER EVENT WILL NOT RE-OCCUR UNTIL! T! HE VEHICLE IS DRIVEN AGAIN AT A STEADY STATE CRUISE. VEHICLE HAS THE LATEST UPDATED CAC AND PCM SOFTWARE. THE VEHICLE WAS TECH ASSISTED FOR THIS ISSUE 10/10 12. PLEASE ASSIST THE TECHNICIAN IN RESOLVING THE VEHICLE CONCERN. ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 18 ESTIMATED NUMBER OF REPAIR ATTEMPTS: 4

RECOMM

02/04/2013 09:39AM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

DAVID, TECHNICAL ASSISTANCE HAS BEEN REQUESTED FOR THIS VEHICLE BY THE TECHNICAL HOTLINE. THE FSE IN IN YOUR AREA WILL CONTACT THE SERVICE MANAGER OR SERVICE DIRECTOR WITHIN 1 BUSINESS DAY TO ASSIST IN REPAIRING THE VEHICLE CONCERN.

ADD-ON

02/04/2013 09:44AM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

RE-OPENING TAR

AUDIT

02/04/2013 09:44AM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

TECH ASSIST REFERRAL HAS BEEN REOPENED

This email was generated by the server ECCWS686

From: Selthofer, Adam (A.)
Sent: Thursday, February 07, 2013 1:34 PM
To: McDonagh, Scot (S.M.); Nowaczyk, Rick (R.J.)
Cc: Oyafuso, Kevin (K.G.); Hughes, Scott (S.R.); Smith, Craig (C.A.); Dixon, Mark (M.R.); Shekleton, James (J.); McCoy, Jim (D.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

I just got one of them back this week. Will need the cal info from the Mode 9 data on IDS to reprogram it.

From: McDonagh, Scot (S.M.)
Sent: Thursday, February 07, 2013 1:23 PM
To: Nowaczyk, Rick (R.J.)
Cc: Oyafuso, Kevin (K.G.); Hughes, Scott (S.R.); Smith, Craig (C.A.); Dixon, Mark (M.R.); Selthofer, Adam (A.); Shekleton, James (J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

I'm sure we can ship an ADR to the FSE. Will need Kevin's assistance with programming. I don't have any ADRs right now.

Adam- Are you using the (2) ADRs I provided for fuel in oil QSF investigation ?

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, February 07, 2013 12:17 PM
To: McDonagh, Scot (S.M.)
Cc: Shekleton, James (J.)
Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Scot,

Would you be able to ship this dealer a VDR to have the customer capture the misfire issue?

From: Shekleton, James (J.)
Sent: Thursday, February 07, 2013 11:07 AM
To: Nowaczyk, Rick (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS :

CJBB6001

Importance: High

Rick,

The dealership is in the process of obtaining the manual compression readings from the other cylinders. The customer would likely be willing to obtain a recording of the event (if it takes place again). However, the dealership is not willing to release one of their two VCM2 for the length of time it could take to obtain a reading. Is there a possibility for engineering to send a recorder to the dealership to use?

From: Nowaczyk, Rick (R.J.)

Sent: Thursday, February 07, 2013 8:40 AM

To: Shekleton, James (J.)

Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Yes, it can be.

From: Shekleton, James (J.)

Sent: Thursday, February 07, 2013 8:36 AM

To: Nowaczyk, Rick (R.J.)

Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Is the amount of water in the picture an expected amount?

From: Nowaczyk, Rick (R.J.)

Sent: Wednesday, February 06, 2013 4:40 PM

To: Shekleton, James (J.)

Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

James,

Unfortunately, I don't have access to the file server to look at IDS recordings. I am currently in the process to try and get that access. Regarding the water in the CAC, there will always be some level of water/moisture in the CAC. There is no way to eliminate this moisture completely from accumulating as it's part of the fundamentals of heating up air and cool it down the moisture will fall out of suspension. The New CAC helped the engine manage this water ingestion by scrapping more of the moisture of the CAC internal tubes during a cruise state so it wouldn't overcome the engine under a hard acceleration. However, if the conditions are right there can still be an elevated amount of moisture accumulating that the new CAC can't control. I can't read the compression gauge per the attached pictures they are too blurry. I'm not concerned with relative compression readings and manual compression on 5/6 are at 130, but what are the remain cylinders readings?

I would recommend the vehicle be released to the customer and possibly see if the customer would be willing to make a recording when the concern happens.

From: Shekleton, James (J.)

Sent: Wednesday, February 06, 2013 2:45 PM

To: Nowaczyk, Rick (R.J.)

Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick,

I have received an update from the customer from my previously supplied direction. The vehicle was driven again and the concern was not duplicated. The power balance performed at idle compares to the power balance performed at highway speed. The relative compression shows 1% low on cylinders 4 and 5. Manual compression on cylinders 5 and 6 shows 130 psi on each. I have attached everything that I have received from the dealership. Some are pictures of IDS screens and others are pictures of diagnostic results.

A brief description of the items I have attached:

- The CAC pictures reveal water in the CAC
- Cylinder 5 and 6 pictures show the gauge from completing the manual compression on each cylinder
- The pdf shows a screen shot of the relative compression readings on IDS
- "IDS SessionArchive~#1#####CFA98351~12~P415~3.5L~FILE 148928~1 pwr balance" is the IDS session from today where the technician performed the power balance, relative compression, and confirmed the PCM is at the latest level.
- "IDS SessionArchive~ 1 CFA98351~12~P415~3.5L~FILE 148909~1" is the IDS session that reveals cylinder 6 having 1 misfire count in mode 6 data.
- "Ecoboost F150 Saybrook A" is the IDS session that was performed by the Boston Training Instructor that was on site for this concern on 2/5/13.

Please let me know as soon as you can if the customer should pick up their vehicle.

From: Nowaczyk, Rick (R.J.)

Sent: Wednesday, February 06, 2013 12:10 PM

To: Shekleton, James (J.)

Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Ok, please keep me in the loop.

From: Shekleton, James (J.)

Sent: Wednesday, February 06, 2013 10:51 AM

To: Nowaczyk, Rick (R.J.)

Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

That's the trouble with this whole situation. We couldn't duplicate the concern yesterday and the only questionable things that we found were G104 and G105. The only way to know if the concern is resolved is by driving the vehicle. Additionally, the vehicle must be driven through the exact scenario that the customer noticed this concern: rain conditions for a couple days. The customer drives roughly 100 miles a day, majority of it being highway.

From: Nowaczyk, Rick (R.J.)

Sent: Wednesday, February 06, 2013 10:46 AM

To: Shekleton, James (J.)

Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Importance: High

Did tightening the grounds resolve the concern?

From: Shekleton, James (J.)

Sent: Wednesday, February 06, 2013 10:25 AM

To: Nowaczyk, Rick (R.J.)

Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Sorry, I forgot to include this in the email I just sent. G105 was loose. It couldn't be turned by hand but it required VERY little effort to turn with a 1/4" ratchet. The technician verified that G104 was loose too. He indicated that he could move it by hand. However, it was not drastically loose. Both grounds were properly tightened.

From: Nowaczyk, Rick (R.J.)

Sent: Wednesday, February 06, 2013 9:01 AM

To: Shekleton, James (J.)

Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Importance: High

James, please open an Escalated TFOAM on this vehicle. Thanks.

From: Oyafuso, Kevin (K.G.)

Sent: Wednesday, February 06, 2013 8:40 AM

To: Sparks, Douglas (D.S.); Ronzi, Bill (W.C.); Dixon, Mark (M.R.)

Cc: Andersen, Erik (E.); Dixon, Mark (M.R.); Nowaczyk, Rick (R.J.); McDonagh, Scot (S.M.); Selthofer, Adam (A.); Dobbs, Dan (K.D.); Hughes, Scott (S.R.)

Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Spoke with James Shekleton, FSE. He wasn't with the vehicle when I spoke with him but I did ask about customer drive cycle and if there was any IDS session data that could help determine if this is CAC related misfire or something else going on. I requested IDS session data, not sure what we'll see if the tech cleared codes, also inspect CAC and use data logger to look at misfire FF. FSE did mention that one of the ign coils grounds was not tight and tech needs to inspect the other bank.

Regards,

Kevin Oyafuso

Ford Motor Company - North America Engineering

PD / Powertrain Integration Management - C&C Quality

Vehicle Operations General Office (VOGO)

17000 Oakwood, Allen Park, MI , 48101

6-Sigma Garage, Office 4B

Phone (313) 805-4908 (koyafuso@ford.com)

From: Sparks, Douglas (D.S.)
Sent: Tuesday, February 05, 2013 3:42 PM
To: Ronzi, Bill (W.C.); Dixon, Mark (M.R.); Oyafuso, Kevin (K.G.)
Cc: Andersen, Erik (E.)
Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

[REDACTED]

Please contact dealer or FSE to get more information. I would like to know if there are signs of CAC induced misfire or if this is clearly another root cause (i.e. ground, coil, other).

Thank you,

Douglas S. Sparks

P/T Quality and PVT Manager FNA
P/T Integration and Program Management (PTIM)
dsparks3@ford.com 313-805-6096

Administrative Assistant: Tina Tessadri
ttessadr 313 594-1115

From: Shekleton, James (J.)
Sent: Tuesday, February 05, 2013 3:21 PM
To: Nowaczyk, Rick (R.J.); Ronzi, Bill (W.C.); McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Hughes, Scott (S.R.)
Cc: Dobbs, Dan (K.D.); Andersen, Erik (E.); Dixon, Mark (M.R.); Ricks, Kevin (K.J.); Sparks, Douglas (D.S.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

The revised CAC was replaced on 11/12/13. Since this was installed, there has been no issues until recently.

The customer briefly visited the dealership on 2/1/13. At that time, the dealership verified through mode 6 data that cylinder 6 had one misfire count.

Today, after test driving the vehicle, mode 6 data revealed one misfire count on cylinder 2. Prior to driving the vehicle, G105 was tightened as it was noticed to be loose.

From: Nowaczyk, Rick (R.J.)
Sent: Tuesday, February 05, 2013 3:08 PM
To: Ronzi, Bill (W.C.); McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Hughes, Scott (S.R.)
Cc: Shekleton, James (J.); Dobbs, Dan (K.D.); Andersen, Erik (E.); Dixon, Mark (M.R.); Ricks, Kevin (K.J.); Sparks, Douglas (D.S.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Bill,

I will have to let the FSE (James Shekleton) answer the question on which is cylinder misfiring.

Regarding the CAC repair, per the attached AWS claim the new CAC was installed back on Nov. 12-2012

Server: AWS QA

Claims loaded through: 31-JAN-2013

Claim Detail Report

Note: All costs are in US dollars

Model Year 2012; **Claim Key** 2763250

Vehicle Information

Model Year: 2012

Market Derived: F - FORD

Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)

Version/Series: T/AM-150 SERIES

Drive Type: T/E-4 WHL L/H PART TIME DRIVE

Vehicle Line: T/F6-F150/LINCOLN MARK LT [04-13]

Warranty Start Date: 31-MAY-2012

Production Date: 21-FEB-2012

VIN: 1FTFW1ET7CF

Claim Information

Document Number: 04124201

Repair Date: 12-NOV-2012

Distance: 12080

TIS: 6

AWS Load Date: 15-NOV-2012

Dealer Information:

Dealer Name SAYBROOK FORD, INC.

Dealer Code: 08844 - *

Address: ONE FORD DRIVE

City: OLD SAYBROOK

State: CT Zip Code:06475

Country: USA Region Code: NA

Phone: (860)388-1293

Expense Information

Customer Paid Amount: .00

Deductible Amount: .00

Dealer Paid Amount: .00

Labor Cost: 74.99

Misc. Expense Amount: .00

Part Markup Amount: 53.58

Material Cost: 187.52

Total Cost Gross: 262.51

Cust. Concern Code: D41 - ENGINE HESITATES/SURGES AT STEADY SPEED

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: VERIFIED CUSTOMER CONCERN DURING ROAD TEST CHECKED OASIS AND PERFORMED TSB 12 10 19 CHECKED FOR DTC PASS CHECKED CAC DEFLECTOR YES NEEDED TO INSTALL NEW CAC AND ORIGINAL AIR DEFLECTOR ROAD TEST OK

Customer Comment: INSPECT FOR HESITATION CRUISING ALONG ON HWAY

Labor Op Code Labor Op Description Labor Op Cost

121019A

74.99

Causal Flag	Full Part Number	Part	Part Description	Part CPSC	Quantity	Extended Amount
Y	BL3Z 6K775	B	COOLER ASSY	031202	1	187.52

DTC Sections: Mil. Light On N

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
N	KOEC	PASS	SYSTEM PASS	27	NO-FAULT CODES
N	KOEO	PASS	SYSTEM PASS	27	NO-FAULT CODES
N	KOER	PASS	SYSTEM PASS	27	NO-FAULT CODES

Any comments? You can contact

From: Ronzi, Bill (W.C.)
Sent: Tuesday, February 05, 2013 2:36 PM
To: Nowaczyk, Rick (R.J.); McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Hughes, Scott (S.R.)
Cc: Shekleton, James (J.); Dobbs, Dan (K.D.); Andersen, Erik (E.); Dixon, Mark (M.R.); Ricks, Kevin (K.J.); Sparks, Douglas (D.S.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick,

One note says misfire on cyl #2 and another says misfire on cyl #6. Can you clarify/confirm?

Pls also confirm the date when the new CAC was installed. Appears that it was just installed recently on 2/1/2013. If new CAC was installed on 2/1 has customer already had a repeat in the 3 days since then?

Thanks,
 Bill Ronzi

From: Nowaczyk, Rick (R.J.)
Sent: Tuesday, February 05, 2013 2:23 PM
To: McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Hughes, Scott (S.R.)
Cc: Shekleton, James (J.); Dobbs, Dan (K.D.); Andersen, Erik (E.); Ronzi, Bill (W.C.); Dixon, Mark (M.R.); Nowaczyk, Rick (R.J.); Ricks, Kevin (K.J.)
Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Engineering Team,

Please see comments below from the FSE regarding my previous note from yesterday?

From: Shekleton, James (J.)
Sent: Tuesday, February 05, 2013 2:07 PM
To: Nowaczyk, Rick (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick,

Have you heard anything regarding this? I haven't seen anything come through my email.

I had a Boston training instructor visit the dealership today regarding this vehicle. Per ISM 12-08-016, G105 was confirmed to be slightly loose and tightened appropriately. After doing so, the vehicle was driven and mode 6 data revealed one misfire on cylinder 2 and not cylinder 6. The technicians are tightening the ground for the opposite bank prior to moving forward. This customer is very upset and was on the verge of pursuing buyback when the first TAR was opened in October 2012. At that time TSB 12-10-19 was performed.

Is there any specific direction that engineering would like me to perform? Obtain a recording? Inspect specific locations? Installed more current part numbers?

From: Nowaczyk, Rick (R.J.)
Sent: Monday, February 04, 2013 1:01 PM
To: McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Dixon, Mark (M.R.); Hughes, Scott (S.R.)
Cc: Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.); Shekleton, James (J.)
Subject: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Engineering Team,

Here is a 2012 F-150 3.5L with what appears to be a continued CAC Misfire after the latest updates. The FSE (James Shekleton is CC: on the note) looking for further digestion. Dealer has not been able to replicate the concern. Customer does state the concern only happens after an extended cruise at highway speed then go to WOT vehicle losses power mode 6 data shows #6 cylinder.

What are the next steps, should we have the FSE get some VDR data?

From: Shekleton, James (J.)
Sent: Monday, February 04, 2013 11:26 AM
To: Nowaczyk, Rick (R.J.)
Cc: Raboin, Matt (M.)
Subject: FW: TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick,

I left you a voicemail regarding this TAR and concern on this 2012 F 150. I was reviewing the "Emerging Detailed Reports" and "Emerging Reports >75% of QSF Threshold" that Jason Kahn sends out. Line 20 of the Truck and SUV tab in the "Emerging Detailed Reports" is where I have some questions.

There are no DTCs set in this truck and mode six data shows one misfire on cylinder 6.

At your earliest convenience, please call me regarding this concern. Thank you.

Jim Shekleton

Field Service Engineer
Ford Customer Service Division
Boston Region
Mobile: (201) 788 7004
Fax: 1 888 410 2801
Email: jsheklet@ford.com

This e-mail and any attachments is intended only for the use of the person or persons addressed hereto and may contain legally privileged and/or confidential information. If you are not the intended recipient of this e-mail, you are hereby notified that any dissemination, distribution or copying of this e-mail, and any attachments, is strictly prohibited. If you have received this e-mail in error, please notify me via return e-mail and permanently delete the original and any copy of any e-mail and any printout.

From: CQIS, Help (.)

Sent: Monday, February 04, 2013 9:44 AM

To: Jakob, Diana (D.); Paff, Curtis (C.L.); Shekleton, James (J.); Avery, Kevin (K.); Raboin, Matt (M.); Stawiecki, Bob (R.); Todisco, Ronald (R.J.); Atkinson, Bill (B.W.); Wynn, David (D.); Yurowski, Daniel (D.E.); Clark, John (J.J.); Manning, Justin (J.E.); Tomaso, James (J.C.); Krawczyk, Kevin (R.); Palmer, Ken (L.); Peters, Paul (P.); Koulakjian, Robert (J.)

Cc: Barrett, Dale (D.); Barrett, Dale (D.); Harmon, Derek (D.M.); Stendardo, David (D.); Mceachern, Matthew (M.); Johnson, Seth (S.); Houston, Willie (W.)

Subject: TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

A request for technical assistance has been REOPENED for :

MUNCASTER , DAVID T
08844--USA Name : SAYBROOK FORD, INC.

By : US-TECHNICAL SERVICE HOTLINE

Unit Down :

The dealer requires additional assistance to resolve a concern on :

2012 F150 4X4 ,F150 ,SUP CRW,STYSD
VIN :1FTFW1ET7CF [REDACTED]

It is filed under GCQIS report number : CJBB6001

Following TECH ASSIST REFERRAL procedure, the dealership has been notified that someone from the Region will contact them in the near future. This letter is notification of the referral. The report will be in GCQIS for your review.

THANK YOU , FROM THE US-TECHNICAL SERVICE HOTLINE

Attachments : 0

Report# : CJBB6001 NHL **Received:** 10/02/2012
CCRG/EPRC: **Reviewed Status:** **Date:**
Vehicle: 2012,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET7CF [REDACTED] **Build Date:** 02/21/2012
Odometer : 19,142 M **Engine:** 3.5L-GTDI **Calibration:** CF613K0A
Transmission: 6R80E **Axle:** 3800F3.31C **A/C:** YES
Dealer: USA 08844 Saybrook Ford, Inc. **Phone#:** (860) 388-3572
City: Old Saybrook **State:** Connecticut **Country :** USA
Originator: BRANDON RYAN
Symptom: 5 54 2 39 DRV PERF,LACK/LOSS PWR ,ACCEL,INTERMITTENT
Status:
VFG: V52 DRIVEABILITY
Additional Symptom: RUNS ROUGH PASSING
Fix:Y **Causal Component :** COOLER ASSY -- RPL
Condition Code:

Hotliner: PJACOB45 **Phone:** 000 000-0000 **Regn Cd:** N2 Boston
Engineering: **Phone:** **TAR:** OPEN
Dlr Contact: **Phone:** **Title Cde:** T

REPAIR 10/02/2012 09:04AM PHIL JACOBS MSS - FCSD - TECH SV! C ! HOTLINE
WEB FORM DATA - CONCERN:CUSTOMER COMPLAINING ABOUT ACCELERATING ON HIGHWAY TO PASS AND LOSING ALL POWER WITH LITTLE TO NO THROTTLE RESPONSE, HAS TO PULL OVER, SHUT ENGINE OFF AND RESTART AND THEN IS FINE. HAPPENED TO HIM TWICE LAST WEEK. I HAVENT BEEN ABLE TO DUPLICATE YET. DIAGNOSTICS: ALREADY PERFORMED TSB#12-06-04. REPLACED LEFT SIDE CAT, REPROGRAM TO LATEST LEVEL AND INSTALL CAC SHIELD. DID THIS TSB A COUPLE OF WEEKS AGO. WHEN TRUCK CAME BACK TODAY, RESCANNED AND HAS NO CODES. PARTS REPLACED:LEFT SIDE CAT, INSTALL CAC SHIELD AND REPROGRAM. TECH QUESTION:ANY OTHER FIXES FOR THIS CONCERN

RECOMM 10/02/2012 09:04AM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE
BRANDON, VERIFY WITH THE CUSTOMER IF THE CONCERN TYPICALLY OCCURS ON RAINY OR HUMID DAYS. IF THIS IS THE CASE, INSPECT THE THROTTLE BODY AND THE CAC SYSTEM FOR SIGNS OF WATER SPOTS. DUE TO THE EFFICIENCY OF THE CHARGE AIR COOLER, THERE MAY BE SOME CONDITIONS WHERE SOME

CONDENSATION BUILDS IN THE CAC, DUE TO HUMID AIR BEING COMPRESSED BY THE TURBOCHARGERS AND THEN COOLED BY THE CAC. WHEN THE HUMID/COMPRESSED AIR IS COOLED BY THE CAC, IT CAUSES THE WATER GRAINS TO SEPARATE FROM THE AIR AND COLLECT ON THE CAC FINS. THE WATER IS THEN DRAWN INTO THE ENGINE, TYPICALLY RESULTING IN A BANK 2 MISFIRE. ENGINEERING IS CURRENTLY DEVELOPING A REPAIR FOR THIS CONCERN THAT SHOULD BE AVAILABLE DURING THE 4TH QUARTER OF THIS YEAR. IF THE CUSTOMER STATES THAT THE CONCERN WILL OCCUR UNDER ANY WEATHER CONDITIONS AND SIGNS OF WATER WERE NOT FOUND IN THE THROTTLE BODY OR CAC SYSTEM, ATTEMPT TO DUPLICATE THE CONCERN WHILE MONITORING THE FOLLOWING PID'S TO HELP DETERMINE THE CAUSE OF THE CONCERN; APP(%), BARO(PRESS), CHT(TEMP), CYL_(1-6)_ACCL, EQ_RAT11 (RATIO), EQ_RATIO21 (RATIO), FRP (PRESS), FRP_DSD, GEAR, KNK_CNTR_CYL (1-6), KNK_RATE_LRND, LOAD, LONGFT1, LONGFT2, MA! P(! PRESS), NUM_MISFIRE, OCTADJ_R_LRND, O2S11_CUR, O2S21_CUR, RPM, RUNTM, SHRTFT1, SHRTFT2, TQ_CNTRL, TR, VPWR, VREF, VSS. IF THE MISFIRES CAN BE ISOLATED TO A SPECIFIC CYLINDER, SWAP THE IGNITION COILS AND THE SPARK PLUGS WITH KNOWN GOOD CYLINDERS AND RETEST. REPLACE THE AFFECTED IGNITION COMPONENTS IF THE MISFIRE FOLLOWS THE COMPONENT. IF THE CONCERN STILL PERSIST AFTER IGNITION COIL SWAP AND COMPRESSION TESTS DO NOT INDICATE A CONCERN, REPLACE THE INJECTOR FOR THE MISFIRING CYLINDER(S).

REPAIR

10/02/2012 12:20PM DAVID STENDARDO MSS - FCSD - TECH SVC HOTLINE
REMOVED CAC TUBE FROM THROTTLE BODY TO COOLER, FOUND WATER INTRUSION

IN TUBE AND COOLER. I KNOW ENGINEERING IS WORKING ON A FIX FOR THIS BUT WHAT SHOULD WE DO IN THE MEAN TIME. REPLACE COOLER FOR NOW? CUSTOMER IS NOT TO HAPPY AS IS.

RECOMM

10/02/2012 12:20PM DAVID STENDARDO MSS - FCSD - TECH SVC HOTLINE
BRANDO, NO SERVICE ACTIONS SHOULD BE PERFORMED AT THIS TIME, AS A REPLACEMENT CAC WILL RESULT IN THE SAME CONCERN DUE TO THE REPLACEMENT

PART BEING EXACTLY THE SAME. AT THIS POINT, THE ONLY PROCEDURE TO BE PERFORMED WOULD BE CLEANING OF THE CAC AS PER SECTION 303-12 INTAKE AIR DISTRIBUTION AND FILTERING / CHARGE AIR COOLER (CAC) CLEANING IN THE ONLINE WSM. KEEP IN MIND THAT THIS IS NOT A REPAIR FOR THE CONCERN AT HAND, JUST A CLEANING OF ANY WATER OR OIL SLUDGE BUILD UP.

REPAIR

10/10/2012 03:23PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE
SPOKE TO FSE TOLD TO MONITOR AND RECORD ETC ACTUAL AND ETC DESIRED FOUND UNDER HEAVY ACCEL DIFFERENCE WAS @ 4 DEGRESS WAS TOLD THAT I

!!
RECOMM 10/10/2012 03:23PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE
COULD TRY A THROTTLE BODY BUT WILL NOT FIX CONCERN. DID RECHECK INTERCOOLER AGAIN DEFFINETLY WATER IN INTERCOOLER AND WATER SIGNS IN CAC TUBES.CUSTOMER DOES DRIVE MOSTLY HIGHWAY MILES.
BRANDON, THE FORD TECHNICAL HOTLINE HAS REVIEWED YOUR REQUEST AND HAS DETERMINED THAT IT IS NECESSARY TO DISCUSS THIS MATTER VERBALLY OVER THE TELEPHONE. YOU WILL BE CONTACTED SHORTLY BY A FORD TECHNICAL HOTLINE REPRESENTATIVE.

REPAIR 10/10/2012 03:34PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE
AN OUT BOUND CALL WAS PLACED TO THE DEALER; SPOKE TO SERVICE STEVEN MOSSBERG. THE CUSTOMER IS UPSET WITH THE VEHICLE PERFORMANCE (HESITATION ON ACCELERATION). VEHICLE IS PRESENTLY AT THE DEALER, OUT OF SERVICE FOR 17 DAYS.

RECOMM 10/10/2012 03:34PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE
STEVEN, TECHNICAL ASSISTANCE HAS BEEN REQUESTED BY THE HOTLINE FOR THIS VEHICLE. THE FSE IN YOUR AREA SHOULD CONTACT THE DEALER MANAGEMENT (SERVICE MANAGER OR SERVICE DIRECTOR) WITHIN 1 BUSINESS DAY TO DISCUSS AND ASSIST IN THE RESOLUTION OF THIS VEHICLE CONCERN.

TAR 10/10/2012 03:34PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE
NOTE TO FSE: TECHNICAL ASSISTANCE HAS BEEN REQUESTED BY THE HOTLINE FOR THIS VEHICLE DUE TO THE DAYS OUT OF SERVICE AND LACK OF PROGRESS IN REPAIRING A HESITATION ON ACCELERATION AFTER A HIGHWAY CRUISE. WATER HAS BEEN FOUND IN THE CAC, THE CAC DEFLECTOR IS INSTALLED, PCM AT THE LATEST LEVEL. THE VEHICLE HAS AN OPEN CUDL REQUESTING BUY BACK. PLEASE ASSIST THE TECHNICIAN IN RESOLVING THE VEHICLE CONCERN. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 3 ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 17

ADD-ON 10/19/2012 11:15AM ROBERT STAWIECKI(FSE MSS - FCSD - REG - BOSTON
VERIFIED COMPLAINT AND ADVISED CUSTOMER TO PERFORM OCCAISONAL HARD ACCELS AFTER LONG CRUISE. CUSTOMER IS UNWILLING TO DRIVE BECAUSE HE SAYS HE FEARS FOR HIS SAFETY.HAD TECH REPLACE THROTTLE BODY BECAUSE RECORDING SHOWED 4 DEGREE VARIANCE FROM ACTUAL VS. DESIRED. MODIFIED CAC WITH WICK INSTALLED IN BASE TO TRY TO REMOVE WATER FROM IT. DEALER WILL ADVISE ME IF SUCCESSFUL.

ADD-ON 11/09/2012 09:20AM ROBERT STAWIECKI(FSE MSS - FCSD - REG - BOSTON
SCHEDULED FOR 11/14

ADD-ON 12/11/2012 11:35AM ROBERT STAWIECKI(FSE MSS - FCSD - REG - BOSTON

CAC REPLACED. CUSTOMER REPORTS NO PROBLEMS

AUDIT

**12/11/2012 11:35AM ROBERT STAWIECKI(FSE MSS - FCSD - REG - BOSTON
TECH ASSIST REFERRAL HAS BEEN CLOSED**

REPAIR

**02/01/2013 10:17AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: HESITATION, BUCKING, LACK OF POWER ON
ACCELERATION MAINLY AFTER CRUISE THAN ACCELERATE AND AFTER IT
RAINS DIAGNOSTICS: HOOK -UP IDS AND SCAN, NO CODES. MODE 6 DATA
SHOWED #6 WITH ONLY 1 COUNT FOR LAST 10 DRIVE CYCLES PARTS
REPLACED: PERFORM TSB# 12-10-19. INSTALLED NEW CAC, DEFLECTOR PLATE
AND REPROGRAM PCM. ALSO REPLACED #6 COIL AND PLUG. REPLACED ETB PER
ENGINEER FROM PREVIOUS REPAIR. TECH QUESTION: ANY NEW FIXES FOR
THIS CONCERN OR ANOTHER ROUTE TO TAKE?**

RECOMM

**02/01/2013 10:17AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE
DAVID, SINCE THE TSB 12-10-19 HAS ALREADY BEEN COMPLETED, AND THIS
CONDITION CONTINUES, PLEASE INSPECT THE FUEL QUALITY OF THIS VEHICLE.
POOR FUEL QUALITY CAN INDUCE RUNNING MISFIRE RELATED ISSUES. IF THE
FUEL SAMPLE INDICATES ANY ISSUES, PLEASE COMPLETELY DRAIN THE FUEL
TANK. FILL THE VEHICLE WITH KNOWN GOOD FRESH FUEL, AND REEVALUATE.
IF NO FUEL QUALITY ISSUES ARE DISCOVERED, PLEASE INSPECT THE
THROTTLE INLET PRESSURE (TIP) SENSOR FOR ANY CONCERNS. A CONTAMINATED
TIP SENSOR CAN INDUCE THIS CONDITION. IF A LIKE UNIT IS AVAILABLE,
PLEASE SWAP THE TIP SENSOR WITH A KNOWN GOOD UNIT, AND REEVALUATE.
ADDITIONALLY, WE HAVE ESCALATED THIS CONCERN TO THE TECHNICAL
SERVICE HOTLINE'S ESCALATED HANDLING TEAM FOR ADDITIONAL REVIEW. A
SERVICE ENGINEER FROM THIS TEAM WILL CONTACT YOU BY PHONE OR THROUGH
THIS HOTLINE ASSISTANCE REQUEST WITHIN ONE (1) BUSINESS DAY TO PROVIDE
ADDITIONAL INFORMATION AND/OR RECOMMENDATIONS TO ASSIST IN THE
RESOLUTION OF THE CUSTOMER'S CONCERN. OUR TEAM AT THE HOTLINE WILL
CONTINUE TO WORK WITH YOU AND YOUR DEALERSHIP TO HELP GET THE
CONCERN**

!!

**RESOLVED AND THE VEHICLE BACK TO THE CUSTOMER IN A TIMELY MANNER. IF
WE HAVE EXHAUSTED ALL OF OUR RESOURCES AND ARE STILL UNABLE TO
RESOLVE
THE CUSTOMER'S CONCERN THROUGH THESE ADDITIONAL STEPS, THE HOTLINE
WILL ALERT YOUR FIELD SERVICE ENGINEER BY OPENING A TECHNICAL
ASSISTANCE REQUEST. PLEASE BE PREPARED TO DISCUSS ALL DIAGNOSTICS
PERFORMED AND TEST RESULTS WITH THE TECHNICAL SERVICE HOTLINE SERVICE
ENGINEER IN MORE DETAIL. THANK YOU IN ADVANCE.**

ESCLHD

02/01/2013 10:17AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE

106074185 CONCERN RE-ESCALATED DUE TO PAST FSE INVOLVEMENT. THE RUNNING ROUGH IN HUMID (RAINING) CONDITION CONTINUES. TSB 12-10-19 HAS BEEN COMPLETED.

AUDIT **02/01/2013 10:17AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE**
ODOMETER 9531 M CHANGED TO 19142 M BY MMESSIN4

REPAIR **02/04/2013 09:39AM DALE BARRETT MSS - FCSD - TECH! S! VC HOTLINE**
AN OUT BOUND CALL WAS PLACED TO THE DEALER; SPOKE TO TECHNICIAN DAVID MUNCASTER. THE TECHNICIAN HAS NOT DUPLICATED THE CONCERN. CUSTOMER STATES AFTER STEADY STATE CRUISE IN RAINY CONDITIONS FOR EXTENDED PERIODS OF TIME THE VEHICLE WILL LOSE POWER ON HARD ACCELERATION. THE LOST POWER EVENT WILL NOT RE-OCCUR UNTIL THE VEHICLE IS DRIVEN AGAIN AT A STEADY STATE CRUISE. VEHICLE HAS THE LATEST UPDATED CAC AND PCM SOFTWARE. !!

TAR **02/04/2013 09:39AM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE**
NOTE TO FSE: TECHNICAL ASSISTANCE IS BEING REQUESTED BY THE HOTLINE DUE TO THE DAYS OUT OF SERVICE AND LACK OF PROGRESS IN REPAIRING A LOSES POWER CONCERN. CUSTOMER STATES AFTER STEADY STATE CRUISE IN RAINY CONDITIONS FOR EXTENDED PERIODS OF TIME THE VEHICLE WILL LOSE POWER ON HARD ACCELERATION. THE LOST POWER EVENT WILL NOT RE-OCCUR UNTIL! T! HE VEHICLE IS DRIVEN AGAIN AT A STEADY STATE CRUISE. VEHICLE HAS THE LATEST UPDATED CAC AND PCM SOFTWARE. THE VEHICLE WAS TECH ASSISTED FOR THIS ISSUE 10/10 12. PLEASE ASSIST THE TECHNICIAN IN RESOLVING THE VEHICLE CONCERN. ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 18 ESTIMATED NUMBER OF REPAIR ATTEMPTS: 4

RECOMM **02/04/2013 09:39AM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE**
DAVID, TECHNICAL ASSISTANCE HAS BEEN REQUESTED FOR THIS VEHICLE BY THE TECHNICAL HOTLINE. THE FSE IN IN YOUR AREA WILL CONTACT THE SERVICE MANAGER OR SERVICE DIRECTOR WITHIN 1 BUSINESS DAY TO ASSIST IN REPAIRING THE VEHICLE CONCERN.

ADD-ON **02/04/2013 09:44AM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE**
RE-OPENING TAR

AUDIT **02/04/2013 09:44AM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE**
TECH ASSIST REFERRAL HAS BEEN REOPENED

This email was generated by the server ECCWS686

From: Shekleton, James (J.)
Sent: Thursday, March 21, 2013 9:00 AM
To: Nowaczyk, Rick (R.J.)
Subject: Re: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

I spoke to the SM yesterday. The recorder was shipped on Tuesday via UPS.

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, March 20, 2013 12:57 PM
To: Shekleton, James (J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Ok, thanks...

From: Shekleton, James (J.)
Sent: Wednesday, March 20, 2013 11:59 AM
To: Nowaczyk, Rick (R.J.)
Subject: Re: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

I'm trying to get a hold of the SM to verify where the recorder is. Last I spoke to him, last thursday, if the customer wasn't in the dealer by monday morning he was going to ship it back to engineering. Again, I'm trying to get a hold of the SM to confirm. He should be easier to speak to in the afternoon. I hope to have an answer this afternoon.

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, March 20, 2013 07:18 AM
To: Shekleton, James (J.)
Cc: Todisco, Ronald (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

James,

I need the latest on this truck. If the customer still has not come in then my recommendation is send the recorder back to engineering and close out the TFOAM. The dealer has been waiting for the customer to come back in now for almost a month.

From: Shekleton, James (J.)
Sent: Friday, March 01, 2013 8:52 AM
To: Nowaczyk, Rick (R.J.)
Cc: Todisco, Ronald (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick,

As of this week, I am back to work. I contacted the SM at Saybrook yesterday and the customer has yet to come in to have the recorder installed. The customer indicated that he would try to come in this week. The SM has agreed to update me when the customer schedules a visit for installation. I will update you when I receive that information.

From: Todisco, Ronald (R.J.)
Sent: Wednesday, February 27, 2013 4:41 PM
To: Shekleton, James (J.)
Cc: Todisco, Ronald (R.J.)
Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Jim can you advise Rick

Thank you,

Ron Todisco

Technical Operations Coordinator
Northeast Region Boston/New York
Fax: (866)-686-8752
Cell: (774)-285-9200
E-mail: rtodisco@ford.com

Privileged/Confidential Information may be Contained in this message. If you are not the addressee indicated in this message (or responsible for delivery of the message to such person), you may not copy or deliver this message to anyone. In such case, you should destroy this message and kindly notify the sender by reply email.

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, February 27, 2013 4:41 PM
To: Todisco, Ronald (R.J.)
Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Ron,

Did this ADR recorder get installed on the customer unit?

From: Hughes, Scott (S.R.)
Sent: Friday, February 15, 2013 3:16 PM
To: McDonagh, Scot (S.M.); Nowaczyk, Rick (R.J.); Selthofer, Adam (A.); Oyafuso, Kevin (K.G.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

It should already be there. Let me know if this is not the case. Spencer from Control Tec had spoken to someone in service at the dealership.

From: McDonagh, Scot (S.M.)
Sent: Friday, February 15, 2013 1:48 PM
To: Nowaczyk, Rick (R.J.); Selthofer, Adam (A.); Hughes, Scott (S.R.); Oyafuso, Kevin (K.G.)

Subject: RE: ****Escalated Case***** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

If I remember correctly Mr. Hughes agreed to provide a Control-Tec recorder

Dealer Name SAYBROOK FORD, INC.

Address: ONE FORD DRIVE

City: OLD SAYBROOK

State: CT Zip Code:06475

Country: USA Region Code: NA

Phone: (860)388-1293

Attention: STEVEN MOSSBERG Parts and Service Director

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Friday, February 15, 2013 1:28 PM
To: McDonagh, Scot (S.M.); Selthofer, Adam (A.)
Cc: Shekleton, James (J.); Atkinson, Bill (B.W.); Todisco, Ronald (R.J.)
Subject: RE: ****Escalated Case***** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Scot or Adam,

If engineering isn't going to be able to provide the field a VDR, please let me know. This has dragged on long enough.

From: Todisco, Ronald (R.J.)
Sent: Thursday, February 14, 2013 4:29 PM
To: Nowaczyk, Rick (R.J.)
Cc: Shekleton, James (J.); McDonagh, Scot (S.M.); Atkinson, Bill (B.W.); Todisco, Ronald (R.J.)
Subject: RE: ****Escalated Case***** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick Any update on this. What is the status of this recorder?

Thank you,

Ron Todisco

Technical Operations Coordinator
Northeast Region Boston/New York

Fax: (866)-686-8752

Cell: (774)-285-9200

E-mail: rtodisco@ford.com

Privileged/Confidential Information may be Contained in this message. If you are not the addressee indicated in this message (or responsible for delivery of the message to such person), you may not copy or deliver this message to anyone. In such case, you should destroy this message and kindly notify the sender by reply email.

From: Nowaczyk, Rick (R.J.)
Sent: Monday, February 11, 2013 1:20 PM
To: Shekleton, James (J.); McDonagh, Scot (S.M.)
Cc: Todisco, Ronald (R.J.); Atkinson, Bill (B.W.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Scot,

Any update on this? FSE is out of the office currently.

From: Shekleton, James (J.)
Sent: Monday, February 11, 2013 10:20 AM
To: Nowaczyk, Rick (R.J.)
Cc: Todisco, Ronald (R.J.); Atkinson, Bill (B.W.)
Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

What is the status of this recorder?

I will be out of the office for the following two weeks with VERY little, if any, access to email. The Boston Region Technical Operations Coordinator (TOC) will assign temporary assistance with this concern while I am unavailable. I just wanted to let you know this as one of my colleagues might be contacting you on a temporary basis regarding this vehicle.

From: McDonagh, Scot (S.M.)
Sent: Thursday, February 07, 2013 1:23 PM
To: Nowaczyk, Rick (R.J.)
Cc: Oyafuso, Kevin (K.G.); Hughes, Scott (S.R.); Smith, Craig (C.A.); Dixon, Mark (M.R.); Selthofer, Adam (A.); Shekleton, James (J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

I'm sure we can ship an ADR to the FSE. Will need Kevin's assistance with programming. I don't have any ADRs right now.

Adam- Are you using the (2) ADRs I provided for fuel in oil QSF investigation ?

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, February 07, 2013 12:17 PM
To: McDonagh, Scot (S.M.)
Cc: Shekleton, James (J.)

Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Importance: High

Scot,

Would you be able to ship this dealer a VDR to have the customer capture the misfire issue?

From: Shekleton, James (J.)

Sent: Thursday, February 07, 2013 11:07 AM

To: Nowaczyk, Rick (R.J.)

Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Importance: High

Rick,

The dealership is in the process of obtaining the manual compression readings from the other cylinders. The customer would likely be willing to obtain a recording of the event (if it takes place again). However, the dealership is not willing to release one of their two VCM2 for the length of time it could take to obtain a reading. Is there a possibility for engineering to send a recorder to the dealership to use?

From: Nowaczyk, Rick (R.J.)

Sent: Thursday, February 07, 2013 8:40 AM

To: Shekleton, James (J.)

Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Yes, it can be.

From: Shekleton, James (J.)

Sent: Thursday, February 07, 2013 8:36 AM

To: Nowaczyk, Rick (R.J.)

Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Is the amount of water in the picture an expected amount?

From: Nowaczyk, Rick (R.J.)

Sent: Wednesday, February 06, 2013 4:40 PM

To: Shekleton, James (J.)

Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

James,

Unfortunately, I don't have access to the file server to look at IDS recordings. I am currently in the process to try and get that access. Regarding the water in the CAC, there will always be some level of water/moisture in the CAC. There is no way to

eliminate this moisture completely from accumulating as it's part of the fundamentals of heating up air and cool it down the moisture will fall out of suspension. The New CAC helped the engine manage this water ingestion by scrapping more of the moisture of the CAC internal tubes during a cruise state so it wouldn't overcome the engine under a hard acceleration. However, if the conditions are right there can still be an elevated amount of moisture accumulating that the new CAC can't control. I can't read the compression gauge per the attached pictures they are too blurry. I'm not concerned with relative compression readings and manual compression on 5/6 are at 130, but what are the remain cylinders readings?

I would recommend the vehicle be released to the customer and possibly see if the customer would be willing to make a recording when the concern happens.

From: Shekleton, James (J.)

Sent: Wednesday, February 06, 2013 2:45 PM

To: Nowaczyk, Rick (R.J.)

Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick,

I have received an update from the customer from my previously supplied direction. The vehicle was driven again and the concern was not duplicated. The power balance performed at idle compares to the power balance performed at highway speed. The relative compression shows 1% low on cylinders 4 and 5. Manual compression on cylinders 5 and 6 shows 130 psi on each. I have attached everything that I have received from the dealership. Some are pictures of IDS screens and others are pictures of diagnostic results.

A brief description of the items I have attached:

- The CAC pictures reveal water in the CAC
- Cylinder 5 and 6 pictures show the gauge from completing the manual compression on each cylinder
- The pdf shows a screen shot of the relative compression readings on IDS
- "IDS SessionArchive~#1#####CFA98351~12~P415~3.5L~FILE 148928~1 pwr balance" is the IDS session from today where the technician performed the power balance, relative compression, and confirmed the PCM is at the latest level.
- "IDS SessionArchive~ 1 CFA98351~12~P415~3.5L~FILE 148909~1" is the IDS session that reveals cylinder 6 having 1 misfire count in mode 6 data.
- "Ecoboost F150 Saybrook A" is the IDS session that was performed by the Boston Training Instructor that was on site for this concern on 2/5/13.

Please let me know as soon as you can if the customer should pick up their vehicle.

From: Nowaczyk, Rick (R.J.)

Sent: Wednesday, February 06, 2013 12:10 PM

To: Shekleton, James (J.)

Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Ok, please keep me in the loop.

From: Shekleton, James (J.)

Sent: Wednesday, February 06, 2013 10:51 AM

To: Nowaczyk, Rick (R.J.)

Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

That's the trouble with this whole situation. We couldn't duplicate the concern yesterday and the only questionable things that we found were G104 and G105. The only way to know if the concern is resolved is by driving the vehicle. Additionally, the vehicle must be driven through the exact scenario that the customer noticed this concern: rain conditions for a couple days. The customer drives roughly 100 miles a day, majority of it being highway.

From: Nowaczyk, Rick (R.J.)

Sent: Wednesday, February 06, 2013 10:46 AM

To: Shekleton, James (J.)

Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Importance: High

Did tightening the grounds resolve the concern?

From: Shekleton, James (J.)

Sent: Wednesday, February 06, 2013 10:25 AM

To: Nowaczyk, Rick (R.J.)

Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Sorry, I forgot to include this in the email I just sent. G105 was loose. It couldn't be turned by hand but it required VERY little effort to turn with a 1/4" ratchet. The technician verified that G104 was loose too. He indicated that he could move it by hand. However, it was not drastically loose. Both grounds were properly tightened.

From: Nowaczyk, Rick (R.J.)

Sent: Wednesday, February 06, 2013 9:01 AM

To: Shekleton, James (J.)

Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Importance: High

James, please open an Escalated TFOAM on this vehicle. Thanks.

From: Oyafuso, Kevin (K.G.)

Sent: Wednesday, February 06, 2013 8:40 AM

To: Sparks, Douglas (D.S.); Ronzi, Bill (W.C.); Dixon, Mark (M.R.)

Cc: Andersen, Erik (E.); Dixon, Mark (M.R.); Nowaczyk, Rick (R.J.); McDonagh, Scot (S.M.); Selthofer, Adam (A.); Dobbs, Dan (K.D.); Hughes, Scott (S.R.)

Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Spoke with James Shekleton, FSE. He wasn't with the vehicle when I spoke with him but I did ask about customer drive cycle and if there was any IDS session data that could help determine if this is CAC related misfire or something else going on. I requested IDS session data, not sure what we'll see if the tech cleared codes, also inspect CAC and use data logger to look at misfire FF. FSE did mention that one of the ign coils grounds was not tight and tech needs to inspect the other bank.

Regards,
Kevin Oyafuso
Ford Motor Company - North America Engineering
PD / Powertrain Integration Management - C&C Quality
Vehicle Operations General Office (VOGO)
17000 Oakwood, Allen Park, MI , 48101
6-Sigma Garage, Office 4B
Phone (313) 805-4908 (koyafuso@ford.com)

From: Sparks, Douglas (D.S.)
Sent: Tuesday, February 05, 2013 3:42 PM
To: Ronzi, Bill (W.C.); Dixon, Mark (M.R.); Oyafuso, Kevin (K.G.)
Cc: Andersen, Erik (E.)
Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Mark/Kevin,
Please contact dealer or FSE to get more information. I would like to know if there are signs of CAC induced misfire or if this is clearly another root cause (i.e. ground, coil, other).

Thank you,

Douglas S. Sparks

P/T Quality and PVT Manager FNA
P/T Integration and Program Management (PTIM)
dsparks3@ford.com 313-805-6096

Administrative Assistant: Tina Tessadri
ttessadr 313 594-1115

From: Shekleton, James (J.)
Sent: Tuesday, February 05, 2013 3:21 PM
To: Nowaczyk, Rick (R.J.); Ronzi, Bill (W.C.); McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Hughes, Scott (S.R.)
Cc: Dobbs, Dan (K.D.); Andersen, Erik (E.); Dixon, Mark (M.R.); Ricks, Kevin (K.J.); Sparks, Douglas (D.S.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

The revised CAC was replaced on 11/12/13. Since this was installed, there has been no issues until recently.

The customer briefly visited the dealership on 2/1/13. At that time, the dealership verified through mode 6 data that cylinder 6 had one misfire count.

Today, after test driving the vehicle, mode 6 data revealed one misfire count on cylinder 2. Prior to driving the vehicle, G105 was tightened as it was noticed to be loose.

From: Nowaczyk, Rick (R.J.)
Sent: Tuesday, February 05, 2013 3:08 PM
To: Ronzi, Bill (W.C.); McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Hughes, Scott (S.R.)

Cc: Shekleton, James (J.); Dobbs, Dan (K.D.); Andersen, Erik (E.); Dixon, Mark (M.R.); Ricks, Kevin (K.J.); Sparks, Douglas (D.S.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Importance: High

Bill,

I will have to let the FSE (James Shekleton) answer the question on which is cylinder misfiring.

Regarding the CAC repair, per the attached AWS claim the new CAC was installed back on Nov. 12-2012

Server: AWS QA

Claims loaded through: 31-JAN-2013

Claim Detail Report

Note: All costs are in US dollars

Model Year 2012; **Claim Key** 2763250

Vehicle Information

Model Year: 2012

Market Derived: F - FORD

Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)

Version/Series: T/AM-150 SERIES

Drive Type: T/E-4 WHL L/H PART TIME DRIVE

Vehicle Line: T/F6-F150/LINCOLN MARK LT [04-13]

Warranty Start Date: 31-MAY-2012

Production Date: 21-FEB-2012

VIN: 1FTFW1ET7CF [REDACTED]

Claim Information

Document Number: 04124201

Repair Date: 12-NOV-2012

Distance: 12080

TIS: 6

AWS Load Date: 15-NOV-2012

Dealer Information:

Dealer Name SAYBROOK FORD, INC.

Dealer Code: 08844 - *

Address: ONE FORD DRIVE

City: OLD SAYBROOK

State: CT Zip Code:06475

Country: USA Region Code: NA

Phone: (860)388-1293

Expense Information

Customer Paid Amount: .00

Deductible Amount: .00

Dealer Paid Amount: .00

Labor Cost: 74.99

Misc. Expense Amount: .00

Part Markup Amount: 53.58

Material Cost: 187.52

Total Cost Gross: 262.51

Cust. Concern Code: **D41 - ENGINE HESITATES/SURGES AT STEADY SPEED**

Condition Code: **42 - DOES NOT OPERATE PROPERLY**

Technician Comment: **VERIFIED CUSTOMER CONCERN DURING ROAD TEST CHECKED OASIS AND PERFORMED TSB 12 10 19 CHECKED FOR DTC PASS CHECKED CAC DEFLECTOR YES NEEDED TO INSTALL NEW CAC AND ORIGINAL AIR DEFLECTOR ROAD TEST OK**

Customer Comment: **INSPECT FOR HESITATION CRUISING ALONG ON HWAY**

Labor Op Code Labor Op Description Labor Op Cost

121019A 74.99

<u>Causal Flag</u>	<u>Full Part Number</u>	<u>Part Description</u>	<u>Part CPSC</u>	<u>Part Quantity</u>	<u>Extended Amount</u>
Y	BL3Z 6K775 B	COOLER ASSY	031202	1	187.52

DTC Sections: Mil. Light On N

<u>Flag</u>	<u>Test Type</u>	<u>Malfunction Cd</u>	<u>Malfunction Cd Description</u>	<u>Monitor Cd</u>	<u>Monitor Cd Description</u>
N	KOEC	PASS	SYSTEM PASS	27	NO-FAULT CODES
N	KOEO	PASS	SYSTEM PASS	27	NO-FAULT CODES
N	KOER	PASS	SYSTEM PASS	27	NO-FAULT CODES

Any comments? You can contact

From: Ronzi, Bill (W.C.)

Sent: Tuesday, February 05, 2013 2:36 PM

To: Nowaczyk, Rick (R.J.); McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Hughes, Scott (S.R.)

Cc: Shekleton, James (J.); Dobbs, Dan (K.D.); Andersen, Erik (E.); Dixon, Mark (M.R.); Ricks, Kevin (K.J.); Sparks, Douglas (D.S.)

Subject: RE: ****Escalated Case***** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick,

One note says misfire on cyl #2 and another says misfire on cyl #6. Can you clarify/confirm?

Pls also confirm the date when the new CAC was installed. Appears that it was just installed recently on 2/1/2013. If new CAC was installed on 2/1 has customer already had a repeat in the 3 days since then?

Thanks,
Bill Ronzi

From: Nowaczyk, Rick (R.J.)

Sent: Tuesday, February 05, 2013 2:23 PM

To: McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Hughes, Scott (S.R.)
Cc: Shekleton, James (J.); Dobbs, Dan (K.D.); Andersen, Erik (E.); Ronzi, Bill (W.C.); Dixon, Mark (M.R.); Nowaczyk, Rick (R.J.); Ricks, Kevin (K.J.)
Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Engineering Team,

Please see comments below from the FSE regarding my previous note from yesterday?

From: Shekleton, James (J.)
Sent: Tuesday, February 05, 2013 2:07 PM
To: Nowaczyk, Rick (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick,

Have you heard anything regarding this? I haven't seen anything come through my email.

I had a Boston training instructor visit the dealership today regarding this vehicle. Per ISM 12-08-016, G105 was confirmed to be slightly loose and tightened appropriately. After doing so, the vehicle was driven and mode 6 data revealed one misfire on cylinder 2 and not cylinder 6. The technicians are tightening the ground for the opposite bank prior to moving forward. This customer is very upset and was on the verge of pursuing buyback when the first TAR was opened in October 2012. At that time TSB 12-10-19 was performed.

Is there any specific direction that engineering would like me to perform? Obtain a recording? Inspect specific locations? Installed more current part numbers?

From: Nowaczyk, Rick (R.J.)
Sent: Monday, February 04, 2013 1:01 PM
To: McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Dixon, Mark (M.R.); Hughes, Scott (S.R.)
Cc: Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.); Shekleton, James (J.)
Subject: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Engineering Team,

Here is a 2012 F-150 3.5L with what appears to be a continued CAC Misfire after the latest updates. The FSE (James Shekleton is CC: on the note) looking for further digestion. Dealer has not been able to replicate the concern. Customer does state the concern only happens after an extended cruise at highway speed then go to WOT vehicle losses power mode 6 data shows #6 cylinder.

What are the next steps, should we have the FSE get some VDR data?

From: Shekleton, James (J.)
Sent: Monday, February 04, 2013 11:26 AM
To: Nowaczyk, Rick (R.J.)
Cc: Raboin, Matt (M.)
Subject: FW: TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick,

I left you a voicemail regarding this TAR and concern on this 2012 F 150. I was reviewing the "Emerging Detailed Reports" and "Emerging Reports >75% of QSF Threshold" that Jason Kahn sends out. Line 20 of the Truck and SUV tab in the "Emerging Detailed Reports" is where I have some questions.

There are no DTCs set in this truck and mode six data shows one misfire on cylinder 6.

At your earliest convenience, please call me regarding this concern. Thank you.

Jim Shekleton

Field Service Engineer
Ford Customer Service Division
Boston Region
Mobile: (201) 788 7004
Fax: 1 888 410 2801
Email: jsheklet@ford.com

This e-mail and any attachments is intended only for the use of the person or persons addressed hereto and may contain legally privileged and/or confidential information. If you are not the intended recipient of this e-mail, you are hereby notified that any dissemination, distribution or copying of this e-mail, and any attachments, is strictly prohibited. If you have received this e-mail in error, please notify me via return e-mail and permanently delete the original and any copy of any e-mail and any printout.

From: CQIS, Help (.)
Sent: Monday, February 04, 2013 9:44 AM
To: Jakob, Diana (D.); Paff, Curtis (C.L.); Shekleton, James (J.); Avery, Kevin (K.); Raboin, Matt (M.); Stawiecki, Bob (R.); Todisco, Ronald (R.J.); Atkinson, Bill (B.W.); Wynn, David (D.); Yurowski, Daniel (D.E.); Clark, John (J.J.); Manning, Justin (J.E.); Tomaso, James (J.C.); Krawczyk, Kevin (R.); Palmer, Ken (L.); Peters, Paul (P.); Koulakjian, Robert (J.)
Cc: Barrett, Dale (D.); Barrett, Dale (D.); Harmon, Derek (D.M.); Stendardo, David (D.); Mceachern, Matthew (M.); Johnson, Seth (S.); Houston, Willie (W.)
Subject: TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

A request for technical assistance has been REOPENED for :

MUNCASTER , DAVID T
08844--USA Name : SAYBROOK FORD, INC.

By : US-TECHNICAL SERVICE HOTLINE

Unit Down :

The dealer requires additional assistance to resolve a concern on :

2012 F150 4X4 ,F150 ,SUP CRW,STYSD

VIN :1FTFW1ET7CF [REDACTED]

It is filed under GCQIS report number : CJBB6001

Following TECH ASSIST REFERRAL procedure, the dealership has been notified that someone from the Region will contact them in the near future. This letter is notification of the referral. The report will be in GCQIS for your review.

https://www.gcqis.dealerconline.com/gcqis/asp/WBRES_RptSummaryUpdMain.asp?rptnbr_CJBB6001

THANK YOU , FROM THE US-TECHNICAL SERVICE HOTLINE

Attachments : 0

Report# :	CJBB6001 NHL	Received:	10/02/2012
CCRG/EPRC:		Reviewed Status:	Date:
Vehicle:	2012,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET7CF [REDACTED]	Build Date:	02/21/2012
Odometer :	19,142 M	Engine:	3.5L-GTDI Calibration: CF613K0A
Transmission:	6R80E	Axle:	3800F3.31C A/C: YES
Dealer:	USA 08844 Saybrook Ford, Inc.	Phone#:	(860) 388-3572
City:	Old Saybrook	State:	Connecticut Country : USA
Originator:	BRANDON RYAN		
Symptom:	5 54 2 39 DRV PERF,LACK/LOSS PWR ,ACCEL,INTERMITTENT		
Status:			
VFG:	V52 DRIVEABILITY		
Additional Symptom:	RUNS ROUGH PASSING		
Fix:Y	Causal Component :	COOLER ASSY -- RPL	
Condition Code:			

Hotliner: PJACOB45

Phone: 000 000-0000

Regn Cd: N2 Boston

Engineering:

Phone:

TAR: OPEN

Dlr Contact:

Phone:

Title Cde: T

REPAIR 10/02/2012 09:04AM PHIL JACOBS MSS - FCSD - TECH SV! C ! HOTLINE
WEB FORM DATA - CONCERN:CUSTOMER COMPLAINING ABOUT ACCELERATING ON
HIGHWAY TO PASS AND LOSING ALL POWER WITH LITTLE TO NO THROTTLE
RESPONSE, HAS TO PULL OVER, SHUT ENGINE OFF AND RESTART AND THEN IS
FINE. HAPPENED TO HIM TWICE LAST WEEK. I HAVENT BEEN ABLE TO DUPLICATE
YET. DIAGNOSTICS: ALREADY PERFORMED TSB#12-06-04. REPLACED LEFT

SIDE CAT, REPROGRAM TO LATEST LEVEL AND INSTALL CAC SHIELD. DID THIS TSB A COUPLE OF WEEKS AGO. WHEN TRUCK CAME BACK TODAY, RESCANNED AND HAS NO CODES. PARTS REPLACED:LEFT SIDE CAT, INSTALL CAC SHIELD AND REPROGRAM. TECH QUESTION:ANY OTHER FIXES FOR THIS CONCERN

RECOMM

10/02/2012 09:04AM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE

BRANDON, VERIFY WITH THE CUSTOMER IF THE CONCERN TYPICALLY OCCURS ON RAINY OR HUMID DAYS. IF THIS IS THE CASE, INSPECT THE THROTTLE BODY AND THE CAC SYSTEM FOR SIGNS OF WATER SPOTS. DUE TO THE EFFICIENCY OF THE CHARGE AIR COOLER, THERE MAY BE SOME CONDITIONS WHERE SOME CONDENSATION BUILDS IN THE CAC, DUE TO HUMID AIR BEING COMPRESSED BY THE TURBOCHARGERS AND THEN COOLED BY THE CAC. WHEN THE HUMID/COMPRESSED AIR IS COOLED BY THE CAC, IT CAUSES THE WATER GRAINS TO SEPARATE FROM THE AIR AND COLLECT ON THE CAC FINS. THE WATER IS THEN DRAWN INTO THE ENGINE, TYPICALLY RESULTING IN A BANK 2 MISFIRE. ENGINEERING IS CURRENTLY DEVELOPING A REPAIR FOR THIS CONCERN THAT SHOULD BE AVAILABLE DURING THE 4TH QUARTER OF THIS YEAR. IF THE CUSTOMER STATES THAT THE CONCERN WILL OCCUR UNDER ANY WEATHER CONDITIONS AND SIGNS OF WATER WERE NOT FOUND IN THE THROTTLE BODY OR CAC SYSTEM, ATTEMPT TO DUPLICATE THE CONCERN WHILE MONITORING THE FOLLOWING PID'S TO HELP DETERMINE THE CAUSE OF THE CONCERN; APP(%), BARO(PRESS), CHT(TEMP), CYL_(1-6)_ACCL, EQ_RAT11 (RATIO), EQ_RATIO21 (RATIO), FRP (PRESS), FRP_DSD, GEAR, KNK_CNTR_CYL (1-6), KNK_RATE_LRND, LOAD, LONGFT1, LONGFT2, MA! P(! PRESS), NUM_MISFIRE, OCTADJ_R_LRND, O2S11_CUR, O2S21_CUR, RPM, RUNTM, SHRTFT1, SHRTFT2, TQ_CNTRL, TR, VPWR, VREF, VSS. IF THE MISFIRES CAN BE ISOLATED TO A SPECIFIC CYLINDER, SWAP THE IGNITION COILS AND THE SPARK PLUGS WITH KNOWN GOOD CYLINDERS AND RETEST. REPLACE THE AFFECTED IGNITION COMPONENTS IF THE MISFIRE FOLLOWS THE COMPONENT. IF THE CONCERN STILL PERSIST AFTER IGNITION COIL SWAP AND COMPRESSION TESTS DO NOT INDICATE A CONCERN, REPLACE THE INJECTOR FOR THE MISFIRING CYLINDER(S).

REPAIR

10/02/2012 12:20PM DAVID STENDARDO MSS - FCSD - TECH SVC HOTLINE

REMOVED CAC TUBE FROM THROTTLE BODY TO COOLER, FOUND WATER INTRUSION

IN TUBE AND COOLER. I KNOW ENGINEERING IS WORKING ON A FIX FOR THIS BUT WHAT SHOULD WE DO IN THE MEAN TIME. REPLACE COOLER FOR NOW? CUSTOMER IS NOT TO HAPPY AS IS.

RECOMM

10/02/2012 12:20PM DAVID STENDARDO MSS - FCSD - TECH SVC HOTLINE

BRANDON, NO SERVICE ACTIONS SHOULD BE PERFORMED AT THIS TIME, AS A REPLACEMENT CAC WILL RESULT IN THE SAME CONCERN DUE TO THE

REPLACEMENT

PART BEING EXACTLY THE SAME. AT THIS POINT, THE ONLY PROCEDURE TO BE PERFORMED WOULD BE CLEANING OF THE CAC AS PER SECTION 303-12 INTAKE AIR DISTRIBUTION AND FILTERING / CHARGE AIR COOLER (CAC) CLEANING IN THE ONLINE WSM. KEEP IN MIND THAT THIS IS NOT A REPAIR FOR THE CONCERN AT HAND, JUST A CLEANING OF ANY WATER OR OIL SLUDGE BUILD UP.

REPAIR

10/10/2012 03:23PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

SPOKE TO FSE TOLD TO MONITOR AND RECORD ETC ACTUAL AND ETC DESIRED FOUND UNDER HEAVY ACCEL DIFFERENCE WAS @ 4 DEGRESS WAS TOLD THAT I COULD TRY A THROTTLE BODY BUT WILL NOT FIX CONCERN. DID RECHECK INTERCOOLER AGAIN DEFFINETLY WATER IN INTERCOOLER AND WATER SIGNS IN CAC TUBES.CUSTOMER DOES DRIVE MOSTLY HIGHWAY MILES.

!!

RECOMM

10/10/2012 03:23PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

BRANDON, THE FORD TECHNICAL HOTLINE HAS REVIEWED YOUR REQUEST AND HAS DETERMINED THAT IT IS NECESSARY TO DISCUSS THIS MATTER VERBALLY OVER THE TELEPHONE. YOU WILL BE CONTACTED SHORTLY BY A FORD TECHNICAL HOTLINE REPRESENTATIVE.

REPAIR

10/10/2012 03:34PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

AN OUT BOUND CALL WAS PLACED TO THE DEALER; SPOKE TO SERVICE STEVEN MOSSBERG. THE CUSTOMER IS UPSET WITH THE VEHICLE PERFORMANCE (HESITATION ON ACCELERATION). VEHICLE IS PRESENTLY AT THE DEALER, OUT OF SERVICE FOR 17 DAYS.

RECOMM

10/10/2012 03:34PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

STEVEN, TECHNICAL ASSISTANCE HAS BEEN REQUESTED BY THE HOTLINE FOR THIS VEHICLE. THE FSE IN YOUR AREA SHOULD CONTACT THE DEALER MANAGEMENT (SERVICE MANAGER OR SERVICE DIRECTOR) WITHIN 1 BUSINESS DAY

TO DISCUSS AND ASSIST IN THE RESOLUTION OF THIS VEHICLE CONCERN.

TAR

10/10/2012 03:34PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

NOTE TO FSE: TECHNICAL ASSISTANCE HAS BEEN REQUESTED BY THE HOTLINE FOR THIS VEHICLE DUE TO THE DAYS OUT OF SERVICE AND LACK OF PROGRESS IN REPAIRING A HESITATION ON ACCELERATION AFTER A HIGHWAY CRUISE. WATER HAS BEEN FOUND IN THE CAC, THE CAC DEFLECTOR IS INSTALLED, PCM AT THE LATEST LEVEL. THE VEHICLE HAS AN OPEN CUDL REQUESTING BUY BACK. PLEASE ASSIST THE TECHNICIAN IN R! ES! OLVING THE VEHICLE CONCERN. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 3 ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 17

ADD-ON

10/19/2012 11:15AM ROBERT STAWIECKI(FSE MSS - FCSD - REG - BOSTON

VERIFIED COMPLAINT AND ADVISED CUSTOMER TO PERFORM OCCAISONAL HARD ACCELS AFTER LONG CRUISE. CUSTOMER IS WNWILLING TO DRIVE BECAUSE HE SAYS HE FEARS FOR HIS SAFETY.HAD TECH REPLACE THROTTLE BODY BECAUSE RECORDING SHOWED 4 DEHGREE VARIANCE FROM ACTUAL VS. DESIRED. MODIFIED CAC WITH WICK INSTALLED IN BASE TO TRY TO REMOVE WATER FROM IT. DEALER WILL ADVISE ME IF SUCCESSFUL.

ADD-ON 11/09/2012 09:20AM ROBERT STAWIECKI(FSE MSS - FCSD - REG - BOSTON SCHEDULED FOR 11/14

ADD-ON 12/11/2012 11:35AM ROBERT STAWIECKI(FSE MSS - FCSD - REG - BOSTON CAC REPLACED. CUSTOMER REPORTS NO PROBLEMS

AUDIT 12/11/2012 11:35AM ROBERT STAWIECKI(FSE MSS - FCSD - REG - BOSTON TECH ASSIST REFERRAL HAS BEEN CLOSED

REPAIR 02/01/2013 10:17AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE WEB FORM DATA - CONCERN: HESITATION, BUCKING, LACK OF POWER ON ACCELERATION MAINLY AFTER CRUISE THAN ACCELERATE AND AFTER IT RAINS DIAGNOSTICS: HOOK -UP IDS AND SCAN, NO CODES. MODE 6 DATA SHOWED #6 WITH ONLY 1 COUNT FOR LAST 10 DRIVE CYCLES PARTS REPLACED: PERFORM TSB# 12-10-19. INSTALLED NEW CAC, DEFLECTOR PLATE AND REPROGRAM PCM. ALSO REPLACED #6 COIL AND PLUG. REPLACED ETB PER ENGINEER FROM PREVIOUS REPAIR. TECH QUESTION: ANY NEW FIXES FOR THIS CONCERN OR ANOTHER ROUTE TO TAKE?

RECOMM 02/01/2013 10:17AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE DAVID, SINCE THE TSB 12-10-19 HAS ALREADY BEEN COMPLETED, AND THIS CONDITION CONTINUES, PLEASE INSPECT THE FUEL QUALITY OF THIS VEHICLE. POOR FUEL QUALITY CAN INDUCE RUNNING MISFIRE RELATED ISSUES. IF THE FUEL SAMPLE INDICATES ANY ISSUES, PLEASE COMPLETELY DRAIN THE FUEL TANK. FILL THE VEHICLE WITH KNOWN GOOD FRESH FUEL, AND REEVALUATE. IF NO FUEL QUALITY ISSUES ARE DISCOVERED, PLEASE INSPECT THE THROTTLE INLET PRESSURE (TIP) SENSOR FOR ANY CONCERNS. A CONTAMINATED TIP SENSOR CAN INDUCE THIS CONDITION. IF A LIKE UNIT IS AVAILABLE, PLEASE SWAP THE TIP SENSOR WITH A KNOWN GOOD UNIT, AND REEVALUATE. ADDITIONALLY, WE HAVE ESCALATED THIS CONCERN TO THE TECHNICAL SERVICE HOTLINEÂ?TS ESCALATED HANDLING TEAM FOR ADDITIONAL REVIEW. A SERVICE ENGINEER FROM THIS TEAM WILL CONTACT YOU BY PHONE OR THROUGH THIS HOTLINE ASSISTANCE REQUEST WITHIN ONE (1) BUSINESS DAY TO PROVIDE ADDITIONAL INFORMATION AND/OR RECOMMENDATIONS TO ASSIST IN THE RESOLUTION OF THE CUSTOMERÂ?TS CONCERN. OUR TEAM AT THE HOTLINE WILL CONTINUE TO WORK WITH YOU AND YOUR DEALERSHIP TO HELP GET THE CONCERN

!! RESOLVED AND THE VEHICLE BACK TO THE CUSTOMER IN A TIMELY MANNER. IF WE HAVE EXHAUSTED ALL OF OUR RESOURCES AND ARE STILL UNABLE TO RESOLVE THE CUSTOMER'S CONCERN THROUGH THESE ADDITIONAL STEPS, THE HOTLINE WILL ALERT YOUR FIELD SERVICE ENGINEER BY OPENING A TECHNICAL ASSISTANCE REQUEST. PLEASE BE PREPARED TO DISCUSS ALL DIAGNOSTICS PERFORMED AND TEST RESULTS WITH THE TECHNICAL SERVICE HOTLINE SERVICE ENGINEER IN MORE DETAIL. THANK YOU IN ADVANCE.

ESCLHD 02/01/2013 10:17AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE
106074185 CONCERN RE-ESCALATED DUE TO PAST FSE INVOLVEMENT. THE RUNNING ROUGH IN HUMID (RAINING) CONDITION CONTINUES. TSB 12-10-19 HAS BEEN COMPLETED.

AUDIT 02/01/2013 10:17AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE
ODOMETER 9531 M CHANGED TO 19142 M BY MMESSIN4

REPAIR 02/04/2013 09:39AM DALE BARRETT MSS - FCSD - TECH! S! VC HOTLINE
AN OUT BOUND CALL WAS PLACED TO THE DEALER; SPOKE TO TECHNICIAN DAVID MUNCASTER. THE TECHNICIAN HAS NOT DUPLICATED THE CONCERN. CUSTOMER STATES AFTER STEADY STATE CRUISE IN RAINY CONDITIONS FOR EXTENDED PERIODS OF TIME THE VEHICLE WILL LOSE POWER ON HARD ACCELERATION. THE LOST POWER EVENT WILL NOT RE-OCCUR UNTIL THE VEHICLE IS DRIVEN AGAIN AT A STEADY STATE CRUISE. VEHICLE HAS THE LATEST UPDATED CAC AND PCM SOFTWARE. !!

TAR 02/04/2013 09:39AM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE
NOTE TO FSE: TECHNICAL ASSISTANCE IS BEING REQUESTED BY THE HOTLINE DUE TO THE DAYS OUT OF SERVICE AND LACK OF PROGRESS IN REPAIRING A LOSES POWER CONCERN. CUSTOMER STATES AFTER STEADY STATE CRUISE IN RAINY CONDITIONS FOR EXTENDED PERIODS OF TIME THE VEHICLE WILL LOSE POWER ON HARD ACCELERATION. THE LOST POWER EVENT WILL NOT RE-OCCUR UNTIL! T! HE VEHICLE IS DRIVEN AGAIN AT A STEADY STATE CRUISE. VEHICLE HAS THE LATEST UPDATED CAC AND PCM SOFTWARE. THE VEHICLE WAS TECH ASSISTED FOR THIS ISSUE 10/10 12. PLEASE ASSIST THE TECHNICIAN IN RESOLVING THE VEHICLE CONCERN. ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 18 ESTIMATED NUMBER OF REPAIR ATTEMPTS: 4

RECOMM 02/04/2013 09:39AM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE
DAVID, TECHNICAL ASSISTANCE HAS BEEN REQUESTED FOR THIS VEHICLE BY THE TECHNICAL HOTLINE. THE FSE IN IN YOUR AREA WILL CONTACT THE SERVICE MANAGER OR SERVICE DIRECTOR WITHIN 1 BUSINESS DAY TO ASSIST IN REPAIRING THE VEHICLE CONCERN.

ADD-ON 02/04/2013 09:44AM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

RE-OPENING TAR

AUDIT

02/04/2013 09:44AM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

TECH ASSIST REFERRAL HAS BEEN REOPENED

This email was generated by the server ECCWS686

From: Todisco, Ronald (R.J.)
Sent: Monday, February 11, 2013 1:21 PM
To: Nowaczyk, Rick (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick please call me on this

Thank you,

Ron Todisco

Technical Operations Coordinator
Northeast Region Boston/New York
Fax: (866)-686-8752
Cell: (774)-285-9200
E-mail: rtodisco@ford.com

Privileged/Confidential Information may be Contained in this message. If you are not the addressee indicated in this message (or responsible for delivery of the message to such person), you may not copy or deliver this message to anyone. In such case, you should destroy this message and kindly notify the sender by reply email.

From: Nowaczyk, Rick (R.J.)
Sent: Monday, February 11, 2013 1:20 PM
To: Shekleton, James (J.); McDonagh, Scot (S.M.)
Cc: Todisco, Ronald (R.J.); Atkinson, Bill (B.W.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Scot,

Any update on this? FSE is out of the office currently.

From: Shekleton, James (J.)
Sent: Monday, February 11, 2013 10:20 AM
To: Nowaczyk, Rick (R.J.)
Cc: Todisco, Ronald (R.J.); Atkinson, Bill (B.W.)
Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

What is the status of this recorder?

I will be out of the office for the following two weeks with VERY little, if any, access to email. The Boston Region Technical Operations Coordinator (TOC) will assign temporary assistance with this concern while I am unavailable. I just wanted to let you know this as one of my colleagues might be contacting you on a temporary basis regarding this vehicle.

From: McDonagh, Scot (S.M.)
Sent: Thursday, February 07, 2013 1:23 PM
To: Nowaczyk, Rick (R.J.)
Cc: Oyafuso, Kevin (K.G.); Hughes, Scott (S.R.); Smith, Craig (C.A.); Dixon, Mark (M.R.); Selthofer, Adam (A.); Shekleton, James (J.)

Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

I'm sure we can ship an ADR to the FSE. Will need Kevin's assistance with programming. I don't have any ADRs right now.

Adam- Are you using the (2) ADRs I provided for fuel in oil QSF investigation ?

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, February 07, 2013 12:17 PM
To: McDonagh, Scot (S.M.)
Cc: Shekleton, James (J.)
Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Scot,

Would you be able to ship this dealer a VDR to have the customer capture the misfire issue?

From: Shekleton, James (J.)
Sent: Thursday, February 07, 2013 11:07 AM
To: Nowaczyk, Rick (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Rick,

The dealership is in the process of obtaining the manual compression readings from the other cylinders. The customer would likely be willing to obtain a recording of the event (if it takes place again). However, the dealership is not willing to release one of their two VCM2 for the length of time it could take to obtain a reading. Is there a possibility for engineering to send a recorder to the dealership to use?

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, February 07, 2013 8:40 AM
To: Shekleton, James (J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Yes, it can be.

From: Shekleton, James (J.)
Sent: Thursday, February 07, 2013 8:36 AM
To: Nowaczyk, Rick (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Is the amount of water in the picture an expected amount?

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, February 06, 2013 4:40 PM
To: Shekleton, James (J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

James,

Unfortunately, I don't have access to the file server to look at IDS recordings. I am currently in the process to try and get that access. Regarding the water in the CAC, there will always be some level of water/moisture in the CAC. There is no way to eliminate this moisture completely from accumulating as it's part of the fundamentals of heating up air and cool it down the moisture will fall out of suspension. The New CAC helped the engine manage this water ingestion by scrapping more of the moisture of the CAC internal tubes during a cruise state so it wouldn't overcome the engine under a hard acceleration. However, if the conditions are right there can still be an elevated amount of moisture accumulating that the new CAC can't control. I can't read the compression gauge per the attached pictures they are too blurry. I'm not concerned with relative compression readings and manual compression on 5/6 are at 130, but what are the remain cylinders readings?

I would recommend the vehicle be released to the customer and possibly see if the customer would be willing to make a recording when the concern happens.

From: Shekleton, James (J.)
Sent: Wednesday, February 06, 2013 2:45 PM
To: Nowaczyk, Rick (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick,

I have received an update from the customer from my previously supplied direction. The vehicle was driven again and the concern was not duplicated. The power balance performed at idle compares to the power balance performed at highway speed. The relative compression shows 1% low on cylinders 4 and 5. Manual compression on cylinders 5 and 6 shows 130 psi on each. I have attached everything that I have received from the dealership. Some are pictures of IDS screens and others are pictures of diagnostic results.

A brief description of the items I have attached:

- The CAC pictures reveal water in the CAC
- Cylinder 5 and 6 pictures show the gauge from completing the manual compression on each cylinder
- The pdf shows a screen shot of the relative compression readings on IDS

- “IDS SessionArchive~#1#####CFA98351~12~P415~3.5L~FILE 148928~1 pwr balance” is the IDS session from today where the technician performed the power balance, relative compression, and confirmed the PCM is at the latest level.
- “IDS SessionArchive~ 1 CFA98351~12~P415~3.5L~FILE 148909~1” is the IDS session that reveals cylinder 6 having 1 misfire count in mode 6 data.
- “Ecoboost F150 Saybrook A” is the IDS session that was performed by the Boston Training Instructor that was on site for this concern on 2/5/13.

Please let me know as soon as you can if the customer should pick up their vehicle.

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, February 06, 2013 12:10 PM
To: Shekleton, James (J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Ok, please keep me in the loop.

From: Shekleton, James (J.)
Sent: Wednesday, February 06, 2013 10:51 AM
To: Nowaczyk, Rick (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

That’s the trouble with this whole situation. We couldn’t duplicate the concern yesterday and the only questionable things that we found were G104 and G105. The only way to know if the concern is resolved is by driving the vehicle. Additionally, the vehicle must be driven through the exact scenario that the customer noticed this concern: rain conditions for a couple days. The customer drives roughly 100 miles a day, majority of it being highway.

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, February 06, 2013 10:46 AM
To: Shekleton, James (J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Did tightening the grounds resolve the concern?

From: Shekleton, James (J.)
Sent: Wednesday, February 06, 2013 10:25 AM
To: Nowaczyk, Rick (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Sorry, I forgot to include this in the email I just sent. G105 was loose. It couldn’t be turned by hand but it required VERY little effort to turn with a 1/4” ratchet. The technician verified that G104 was loose too. He indicated that he could move it by hand. However, it was not drastically loose. Both grounds were properly tightened.

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, February 06, 2013 9:01 AM
To: Shekleton, James (J.)
Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

James, please open an Escalated TFOAM on this vehicle. Thanks.

From: Oyafuso, Kevin (K.G.)
Sent: Wednesday, February 06, 2013 8:40 AM
To: Sparks, Douglas (D.S.); Ronzi, Bill (W.C.); Dixon, Mark (M.R.)
Cc: Andersen, Erik (E.); Dixon, Mark (M.R.); Nowaczyk, Rick (R.J.); McDonagh, Scot (S.M.); Selthofer, Adam (A.); Dobbs, Dan (K.D.); Hughes, Scott (S.R.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Spoke with James Shekleton, FSE. He wasn't with the vehicle when I spoke with him but I did ask about customer drive cycle and if there was any IDS session data that could help determine if this is CAC related misfire or something else going on. I requested IDS session data, not sure what we'll see if the tech cleared codes, also inspect CAC and use data logger to look at misfire FF. FSE did mention that one of the ign coils grounds was not tight and tech needs to inspect the other bank.

Regards,
Kevin Oyafuso
Ford Motor Company - North America Engineering
PD / Powertrain Integration Management - C&C Quality
Vehicle Operations General Office (VOGO)
17000 Oakwood, Allen Park, MI , 48101
6-Sigma Garage, Office 4B
Phone (313) 805-4908 (koyafuso@ford.com)

From: Sparks, Douglas (D.S.)
Sent: Tuesday, February 05, 2013 3:42 PM
To: Ronzi, Bill (W.C.); Dixon, Mark (M.R.); Oyafuso, Kevin (K.G.)
Cc: Andersen, Erik (E.)
Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Mark/Kevin,
Please contact dealer or FSE to get more information. I would like to know if there are signs of CAC induced misfire or if this is clearly another root cause (i.e. ground, coil, other).

Thank you,

Douglas S. Sparks
P/T Quality and PVT Manager FNA
P/T Integration and Program Management (PTIM)
dsparks3@ford.com 313-805-6096

Administrative Assistant: Tina Tessadri
ttessadr 313 594-1115

From: Shekleton, James (J.)
Sent: Tuesday, February 05, 2013 3:21 PM
To: Nowaczyk, Rick (R.J.); Ronzi, Bill (W.C.); McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Hughes, Scott (S.R.)
Cc: Dobbs, Dan (K.D.); Andersen, Erik (E.); Dixon, Mark (M.R.); Ricks, Kevin (K.J.); Sparks, Douglas (D.S.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

The revised CAC was replaced on 11/12/13. Since this was installed, there has been no issues until recently.

The customer briefly visited the dealership on 2/1/13. At that time, the dealership verified through mode 6 data that cylinder 6 had one misfire count.

Today, after test driving the vehicle, mode 6 data revealed one misfire count on cylinder 2. Prior to driving the vehicle, G105 was tightened as it was noticed to be loose.

From: Nowaczyk, Rick (R.J.)
Sent: Tuesday, February 05, 2013 3:08 PM
To: Ronzi, Bill (W.C.); McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Hughes, Scott (S.R.)
Cc: Shekleton, James (J.); Dobbs, Dan (K.D.); Andersen, Erik (E.); Dixon, Mark (M.R.); Ricks, Kevin (K.J.); Sparks, Douglas (D.S.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Bill,

I will have to let the FSE (James Shekleton) answer the question on which is cylinder misfiring.

Regarding the CAC repair, per the attached AWS claim the new CAC was installed back on Nov. 12-2012

Server: **AWS QA**
Claims loaded through: **31-JAN-2013**

Claim Detail Report

Note: All costs are in US dollars

Model Year 2012; **Claim Key** 2763250

Vehicle Information

Model Year: **2012**
Market Derived: **F - FORD**
Body/Cab Type: **T/BC - DOUBLE CAB (CREW CAB)**

Claim Information

Document Number: **04124201**
Repair Date: **12-NOV-2012**
Distance: **12080**

Version/Series: T/AM-150 SERIES

TIS: 6

Drive Type: T/E-4 WHL L/H PART TIME DRIVE

AWS Load Date: 15-NOV-2012

Vehicle Line: T/F6-F150/LINCOLN MARK LT [04-13]

Warranty Start Date: 31-MAY-2012

Production Date: 21-FEB-2012

VIN: 1FTFW1ET7CF

Expense Information

Dealer Information:

Dealer Name SAYBROOK FORD, INC.

Dealer Code: 08844 - *

Address: ONE FORD DRIVE

City: OLD SAYBROOK

State: CT Zip Code:06475

Country: USA Region Code: NA

Phone: (860)388-1293

Customer Paid Amount: .00

Deductible Amount: .00

Dealer Paid Amount: .00

Labor Cost: 74.99

Misc. Expense Amount: .00

Part Markup Amount: 53.58

Material Cost: 187.52

Total Cost Gross: 262.51

Cust. Concern Code: D41 - ENGINE HESITATES/SURGES AT STEADY SPEED

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: VERIFIED CUSTOMER CONCERN DURING ROAD TEST CHECKED OASIS AND PERFORMED TSB 12 10 19 CHECKED FOR DTC PASS CHECKED CAC DEFLECTOR YES NEEDED TO INSTALL NEW CAC AND ORIGINAL AIR DEFLECTOR ROAD TEST OK

Customer Comment: INSPECT FOR HESITATION CRUISING ALONG ON HWAY

Labor Op Code Labor Op Description Labor Op Cost

121019A 74.99

Causal Full Part Number Part Part Extended

Flag PREF BASE SUFF Description CPSC Quantity Amount

Y BL3Z 6K775 B COOLER ASSY 031202 1 187.52

DTC Sections: Mil. Light On N

Flag Test Type Malfunction Cd Malfunction Cd Description Monitor Cd Monitor Cd Description

N KOEC PASS SYSTEM PASS 27 NO-FAULT CODES

N KOEO PASS SYSTEM PASS 27 NO-FAULT CODES

N KOER PASS SYSTEM PASS 27 NO-FAULT CODES

Any comments? You can contact

From: Ronzi, Bill (W.C.)
Sent: Tuesday, February 05, 2013 2:36 PM
To: Nowaczyk, Rick (R.J.); McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Hughes, Scott (S.R.)
Cc: Shekleton, James (J.); Dobbs, Dan (K.D.); Andersen, Erik (E.); Dixon, Mark (M.R.); Ricks, Kevin (K.J.); Sparks, Douglas (D.S.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick,

One note says misfire on cyl #2 and another says misfire on cyl #6. Can you clarify/confirm?

Pls also confirm the date when the new CAC was installed. Appears that it was just installed recently on 2/1/2013. If new CAC was installed on 2/1 has customer already had a repeat in the 3 days since then?

Thanks,
Bill Ronzi

From: Nowaczyk, Rick (R.J.)
Sent: Tuesday, February 05, 2013 2:23 PM
To: McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Hughes, Scott (S.R.)
Cc: Shekleton, James (J.); Dobbs, Dan (K.D.); Andersen, Erik (E.); Ronzi, Bill (W.C.); Dixon, Mark (M.R.); Nowaczyk, Rick (R.J.); Ricks, Kevin (K.J.)
Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Engineering Team,

Please see comments below from the FSE regarding my previous note from yesterday?

From: Shekleton, James (J.)
Sent: Tuesday, February 05, 2013 2:07 PM
To: Nowaczyk, Rick (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick,

Have you heard anything regarding this? I haven't seen anything come through my email.

I had a Boston training instructor visit the dealership today regarding this vehicle. Per ISM 12-08-016, G105 was confirmed to be slightly loose and tightened appropriately. After doing so, the vehicle was driven and mode 6 data revealed one misfire on cylinder 2 and not cylinder 6. The technicians are tightening the ground for the opposite bank prior to moving forward. This customer is very upset and was on the verge of pursuing buyback when the first TAR was opened in October 2012. At that time TSB 12-10-19 was performed.

Is there any specific direction that engineering would like me to perform? Obtain a recording? Inspect specific locations? Installed more current part numbers?

From: Nowaczyk, Rick (R.J.)
Sent: Monday, February 04, 2013 1:01 PM
To: McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Dixon, Mark (M.R.); Hughes, Scott (S.R.)
Cc: Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.); Shekleton, James (J.)
Subject: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Engineering Team,

Here is a 2012 F-150 3.5L with what appears to be a continued CAC Misfire after the latest updates. The FSE (James Shekleton is CC: on the note) looking for further digestion. Dealer has not been able to replicate the concern. Customer does state the concern only happens after an extended cruise at highway speed then go to WOT vehicle losses power mode 6 data shows #6 cylinder.

What are the next steps, should we have the FSE get some VDR data?

From: Shekleton, James (J.)
Sent: Monday, February 04, 2013 11:26 AM
To: Nowaczyk, Rick (R.J.)
Cc: Raboin, Matt (M.)
Subject: FW: TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick,

I left you a voicemail regarding this TAR and concern on this 2012 F 150. I was reviewing the “Emerging Detailed Reports” and “Emerging Reports >75% of QSF Threshold” that Jason Kahn sends out. Line 20 of the Truck and SUV tab in the “Emerging Detailed Reports” is where I have some questions.

There are no DTCs set in this truck and mode six data shows one misfire on cylinder 6.

At your earliest convenience, please call me regarding this concern. Thank you.

Jim Shekleton

Field Service Engineer
Ford Customer Service Division
Boston Region
Mobile: (201) 788 7004
Fax: 1 888 410 2801
Email: jsheklet@ford.com

This e-mail and any attachments is intended only for the use of the person or persons addressed hereto and may contain legally privileged and/or confidential information. If you are not the intended recipient of this e-mail, you are hereby notified that any dissemination, distribution or copying of this e-mail, and any attachments, is strictly prohibited. If you have received this e-mail in error, please notify me via return e-mail and permanently delete the original and any copy of any e-mail and any printout.

From: CQIS, Help (.)

Sent: Monday, February 04, 2013 9:44 AM

To: Jakob, Diana (D.); Paff, Curtis (C.L.); Shekleton, James (J.); Avery, Kevin (K.); Raboin, Matt (M.); Stawiecki, Bob (R.); Todisco, Ronald (R.J.); Atkinson, Bill (B.W.); Wynn, David (D.); Yurowski, Daniel (D.E.); Clark, John (J.J.); Manning, Justin (J.E.); Tomaso, James (J.C.); Krawczyk, Kevin (R.); Palmer, Ken (L.); Peters, Paul (P.); Koulakjian, Robert (J.)

Cc: Barrett, Dale (D.); Barrett, Dale (D.); Harmon, Derek (D.M.); Stendardo, David (D.); Mceachern, Matthew (M.); Johnson, Seth (S.); Houston, Willie (W.)

Subject: TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

A request for technical assistance has been REOPENED for :

MUNCASTER , DAVID T
08844--USA Name : SAYBROOK FORD, INC.

By : US-TECHNICAL SERVICE HOTLINE

Unit Down :

The dealer requires additional assistance to resolve a concern on :

2012 F150 4X4 ,F150 ,SUP CRW,STYSD
VIN :1FTFW1ET7CF [REDACTED]

It is filed under GCQIS report number : CJBB6001

Following TECH ASSIST REFERRAL procedure, the dealership has been notified that someone from the Region will contact them in the near future. This letter is notification of the referral. The report will be in GCQIS for your review.

https://www.gcqis.dealerconline.com/gcqis/asp/WBRES_RptSummaryUpdMain.asp?rptnbr_CJBB6001

THANK YOU , FROM THE US-TECHNICAL SERVICE HOTLINE

Attachments : 0

Report# :	CJBB6001 NHL	Received:	10/02/2012
CCRG/EPRC:		Reviewed Status:	Date:
Vehicle:	2012,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET7CF [REDACTED]	Build Date:	02/21/2012
Odometer :	19,142 M	Engine:	3.5L-GTDI Calibration: CF613K0A
Transmission:	6R80E	Axle:	3800F3.31C A/C: YES
Dealer:	USA 08844 Saybrook Ford, Inc.	Phone#:	(860) 388-3572
City:	Old Saybrook	State:	Connecticut Country : USA
Originator:	BRANDON RYAN		

Symptom: 5 54 2 39 DRV PERF,LACK/LOSS PWR ,ACCEL,INTERMITTENT

Status:

VFG: V52 DRIVEABILITY

Additional Symptom: RUNS ROUGH PASSING

Fix:Y Causal Component : COOLER ASSY -- RPL

Condition Code:

Hotliner: PJACOB45

Phone: 000 000-0000

Regn Cd: N2 Boston

Engineering:

Phone:

TAR: OPEN

Dlr Contact:

Phone:

Title Cde: T

REPAIR

10/02/2012 09:04AM PHIL JACOBS MSS - FCSD - TECH SV! C ! HOTLINE

WEB FORM DATA - CONCERN:CUSTOMER COMPLAINING ABOUT ACCELERATING ON HIGHWAY TO PASS AND LOSING ALL POWER WITH LITTLE TO NO THROTTLE RESPONSE, HAS TO PULL OVER, SHUT ENGINE OFF AND RESTART AND THEN IS FINE. HAPPENED TO HIM TWICE LAST WEEK. I HAVENT BEEN ABLE TO DUPLICATE YET. DIAGNOSTICS: ALREADY PERFORMED TSB#12-06-04. REPLACED LEFT SIDE CAT, REPROGRAM TO LATEST LEVEL AND INSTALL CAC SHIELD. DID THIS TSB A COUPLE OF WEEKS AGO. WHEN TRUCK CAME BACK TODAY, RESCANNED AND HAS NO CODES. PARTS REPLACED:LEFT SIDE CAT, INSTALL CAC SHIELD AND REPROGRAM. TECH QUESTION:ANY OTHER FIXES FOR THIS CONCERN

RECOMM

10/02/2012 09:04AM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE

BRANDON, VERIFY WITH THE CUSTOMER IF THE CONCERN TYPICALLY OCCURS ON RAINY OR HUMID DAYS. IF THIS IS THE CASE, INSPECT THE THROTTLE BODY AND THE CAC SYSTEM FOR SIGNS OF WATER SPOTS. DUE TO THE EFFICIENCY OF THE CHARGE AIR COOLER, THERE MAY BE SOME CONDITIONS WHERE SOME CONDENSATION BUILDS IN THE CAC, DUE TO HUMID AIR BEING COMPRESSED BY THE TURBOCHARGERS AND THEN COOLED BY THE CAC. WHEN THE HUMID/COMPRESSED AIR IS COOLED BY THE CAC, IT CAUSES THE WATER GRAINS TO SEPARATE FROM THE AIR AND COLLECT ON THE CAC FINS. THE WATER IS THEN DRAWN INTO THE ENGINE, TYPICALLY RESULTING IN A BANK 2 MISFIRE. ENGINEERING IS CURRENTLY DEVELOPING A REPAIR FOR THIS CONCERN THAT SHOULD BE AVAILABLE DURING THE 4TH QUARTER OF THIS YEAR. IF THE CUSTOMER STATES THAT THE CONCERN WILL OCCUR UNDER ANY WEATHER CONDITIONS AND SIGNS OF WATER WERE NOT FOUND IN THE THROTTLE BODY OR CAC SYSTEM, ATTEMPT TO DUPLICATE THE CONCERN WHILE MONITORING THE FOLLOWING PID'S TO HELP DETERMINE THE CAUSE OF THE CONCERN; APP(%), BARO(PRESS), CHT(TEMP), CYL_(1-6)_ACCL, EQ_RAT11 (RATIO), EQ_RATIO21 (RATIO), FRP (PRESS), FRP_DSD, GEAR, KNK_CNTR_CYL (1-6),

!

KNK_RATE_LRND, LOAD, LONGFT1, LONGFT2, MA! P(! PRESS), NUM_MISFIRE, OCTADJ_R_LRND, O2S11_CUR, O2S21_CUR, RPM, RUNTM, SHRTFT1, SHRTFT2, TQ_CNTRL, TR, VPWR, VREF, VSS. IF THE MISFIRES CAN BE ISOLATED TO A SPECIFIC CYLINDER, SWAP THE IGNITION COILS AND THE SPARK PLUGS WITH KNOWN GOOD CYLINDERS AND RETEST. REPLACE THE AFFECTED IGNITION COMPONENTS IF THE MISFIRE FOLLOWS THE COMPONENT. IF THE CONCERN STILL PERSIST AFTER IGNITION COIL SWAP AND COMPRESSION TESTS DO NOT INDICATE A CONCERN, REPLACE THE INJECTOR FOR THE MISFIRING CYLINDER(S).

REPAIR

10/02/2012 12:20PM DAVID STENDARDO MSS - FCSD - TECH SVC HOTLINE

REMOVED CAC TUBE FROM THROTTLE BODY TO COOLER, FOUND WATER INTRUSION

IN TUBE AND COOLER. I KNOW ENGINEERING IS WORKING ON A FIX FOR THIS BUT WHAT SHOULD WE DO IN THE MEAN TIME. REPLACE COOLER FOR NOW? CUSTOMER IS NOT TO HAPPY AS IS.

RECOMM

10/02/2012 12:20PM DAVID STENDARDO MSS - FCSD - TECH SVC HOTLINE

BRANDO, NO SERVICE ACTIONS SHOULD BE PERFORMED AT THIS TIME, AS A REPLACEMENT CAC WILL RESULT IN THE SAME CONCERN DUE TO THE REPLACEMENT

PART BEING EXACTLY THE SAME. AT THIS POINT, THE ONLY PROCEDURE TO BE PERFORMED WOULD BE CLEANING OF THE CAC AS PER SECTION 303-12 INTAKE AIR DISTRIBUTION AND FILTERING / CHARGE AIR COOLER (CAC) CLEANING IN THE ONLINE WSM. KEEP IN MIND THAT THIS IS NOT A REPAIR FOR THE CONCERN AT HAND, JUST A CLEANING OF ANY WATER OR OIL SLUDGE BUILD UP.

REPAIR

10/10/2012 03:23PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

SPOKE TO FSE TOLD TO MONITOR AND RECORD ETC ACTUAL AND ETC DESIRED FOUND UNDER HEAVY ACCEL DIFFRENCE WAS @ 4 DEGRESS WAS TOLD THAT I COULD TRY A THROTTLE BODY BUT WILL NOT FIX CONCERN. DID RECHECK INTERCOOLER AGAIN DEFFINETLY WATER IN INTERCOOLER AND WATER SIGNS IN CAC TUBES.CUSTOMER DOES DRIVE MOSTLY HIGHWAY MILES.

!!

RECOMM

10/10/2012 03:23PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

BRANDON, THE FORD TECHNICAL HOTLINE HAS REVIEWED YOUR REQUEST AND HAS

DETERMINED THAT IT IS NECESSARY TO DISCUSS THIS MATTER VERBALLY OVER THE TELEPHONE. YOU WILL BE CONTACTED SHORTLY BY A FORD TECHNICAL HOTLINE REPRESENTATIVE.

REPAIR

10/10/2012 03:34PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

AN OUT BOUND CALL WAS PLACED TO THE DEALER; SPOKE TO SERVICE STEVEN MOSSBERG. THE CUSTOMER IS UPSET WITH THE VEHICLE PERFORMANCE (HESITATION ON ACCELERATION). VEHICLE IS PRESENTLY AT THE DEALER, OUT

OF SERVICE FOR 17 DAYS.

RECOMM

10/10/2012 03:34PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

STEVEN, TECHNICAL ASSISTANCE HAS BEEN REQUESTED BY THE HOTLINE FOR THIS VEHICLE. THE FSE IN YOUR AREA SHOULD CONTACT THE DEALER MANAGEMENT (SERVICE MANAGER OR SERVICE DIRECTOR) WITHIN 1 BUSINESS DAY

TO DISCUSS AND ASSIST IN THE RESOLUTION OF THIS VEHICLE CONCERN.

TAR

10/10/2012 03:34PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

NOTE TO FSE: TECHNICAL ASSISTANCE HAS BEEN REQUESTED BY THE HOTLINE FOR THIS VEHICLE DUE TO THE DAYS OUT OF SERVICE AND LACK OF PROGRESS IN REPAIRING A HESITATION ON ACCELERATION AFTER A HIGHWAY CRUISE. WATER HAS BEEN FOUND IN THE CAC, THE CAC DEFLECTOR IS INSTALLED, PCM AT THE LATEST LEVEL. THE VEHICLE HAS AN OPEN CUDL REQUESTING BUY BACK. PLEASE ASSIST THE TECHNICIAN IN RESOLVING THE VEHICLE CONCERN. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 3 ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 17

ADD-ON

10/19/2012 11:15AM ROBERT STAWIECKI(FSE MSS - FCSD - REG - BOSTON

VERIFIED COMPLAINT AND ADVISED CUSTOMER TO PERFORM OCCASIONAL HARD ACCELS AFTER LONG CRUISE. CUSTOMER IS UNWILLING TO DRIVE BECAUSE HE SAYS HE FEARS FOR HIS SAFETY.HAD TECH REPLACE THROTTLE BODY BECAUSE RECORDING SHOWED 4 DEGREE VARIANCE FROM ACTUAL VS. DESIRED. MODIFIED CAC WITH WICK INSTALLED IN BASE TO TRY TO REMOVE WATER FROM IT. DEALER WILL ADVISE ME IF SUCCESSFUL.

ADD-ON

11/09/2012 09:20AM ROBERT STAWIECKI(FSE MSS - FCSD - REG - BOSTON

SCHEDULED FOR 11/14

ADD-ON

12/11/2012 11:35AM ROBERT STAWIECKI(FSE MSS - FCSD - REG - BOSTON

CAC REPLACED. CUSTOMER REPORTS NO PROBLEMS

AUDIT

12/11/2012 11:35AM ROBERT STAWIECKI(FSE MSS - FCSD - REG - BOSTON

TECH ASSIST REFERRAL HAS BEEN CLOSED

REPAIR

02/01/2013 10:17AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE

WEB FORM DATA - CONCERN: HESITATION, BUCKING, LACK OF POWER ON ACCELERATION MAINLY AFTER CRUISE THAN ACCELERATE AND AFTER IT RAINS DIAGNOSTICS: HOOK -UP IDS AND SCAN, NO CODES. MODE 6 DATA SHOWED #6 WITH ONLY 1 COUNT FOR LAST 10 DRIVE CYCLES PARTS REPLACED: PERFORM TSB# 12-10-19. INSTALLED NEW CAC, DEFLECTOR PLATE AND REPROGRAM PCM. ALSO REPLACED #6 COIL AND PLUG. REPLACED ETB PER ENGINEER FROM PREVIOUS REPAIR. TECH QUESTION: ANY NEW FIXES FOR THIS CONCERN OR ANOTHER ROUTE TO TAKE?

RECOMM

02/01/2013 10:17AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE

DAVID, SINCE THE TSB 12-10-19 HAS ALREADY BEEN COMPLETED, AND THIS CONDITION CONTINUES, PLEASE INSPECT THE FUEL QUALITY OF THIS VEHICLE. POOR FUEL QUALITY CAN INDUCE RUNNING MISFIRE RELATED ISSUES. IF THE FUEL SAMPLE INDICATES ANY ISSUES, PLEASE COMPLETELY DRAIN THE FUEL TANK. FILL THE VEHICLE WITH KNOWN GOOD FRESH FUEL, AND REEVALUATE. IF NO FUEL QUALITY ISSUES ARE DISCOVERED, PLEASE INSPECT THE THROTTLE INLET PRESSURE (TIP) SENSOR FOR ANY CONCERNS. A CONTAMINATED TIP SENSOR CAN INDUCE THIS CONDITION. IF A LIKE UNIT IS AVAILABLE, PLEASE SWAP THE TIP SENSOR WITH A KNOWN GOOD UNIT, AND REEVALUATE. ADDITIONALLY, WE HAVE ESCALATED THIS CONCERN TO THE TECHNICAL SERVICE HOTLINE'S ESCALATED HANDLING TEAM FOR ADDITIONAL REVIEW. A SERVICE ENGINEER FROM THIS TEAM WILL CONTACT YOU BY PHONE OR THROUGH THIS HOTLINE ASSISTANCE REQUEST WITHIN ONE (1) BUSINESS DAY TO PROVIDE ADDITIONAL INFORMATION AND/OR RECOMMENDATIONS TO ASSIST IN THE RESOLUTION OF THE CUSTOMER'S CONCERN. OUR TEAM AT THE HOTLINE WILL CONTINUE TO WORK WITH YOU AND YOUR DEALERSHIP TO HELP GET THE CONCERN

!!
RESOLVED AND THE VEHICLE BACK TO THE CUSTOMER IN A TIMELY MANNER. IF WE HAVE EXHAUSTED ALL OF OUR RESOURCES AND ARE STILL UNABLE TO RESOLVE THE CUSTOMER'S CONCERN THROUGH THESE ADDITIONAL STEPS, THE HOTLINE WILL ALERT YOUR FIELD SERVICE ENGINEER BY OPENING A TECHNICAL ASSISTANCE REQUEST. PLEASE BE PREPARED TO DISCUSS ALL DIAGNOSTICS PERFORMED AND TEST RESULTS WITH THE TECHNICAL SERVICE HOTLINE SERVICE ENGINEER IN MORE DETAIL. THANK YOU IN ADVANCE.

ESCLHD 02/01/2013 10:17AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE
106074185 CONCERN RE-ESCALATED DUE TO PAST FSE INVOLVEMENT. THE RUNNING ROUGH IN HUMID (RAINING) CONDITION CONTINUES. TSB 12-10-19 HAS BEEN COMPLETED.

AUDIT 02/01/2013 10:17AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE
ODOMETER 9531 M CHANGED TO 19142 M BY MMESSIN4

REPAIR 02/04/2013 09:39AM DALE BARRETT MSS - FCSD - TECH! S! VC HOTLINE
AN OUT BOUND CALL WAS PLACED TO THE DEALER; SPOKE TO TECHNICIAN DAVID MUNCASTER. THE TECHNICIAN HAS NOT DUPLICATED THE CONCERN. CUSTOMER STATES AFTER STEADY STATE CRUISE IN RAINY CONDITIONS FOR EXTENDED PERIODS OF TIME THE VEHICLE WILL LOSE POWER ON HARD ACCELERATION. THE LOST POWER EVENT WILL NOT RE-OCCUR UNTIL THE VEHICLE IS DRIVEN AGAIN AT A STEADY STATE CRUISE. VEHICLE HAS THE LATEST UPDATED CAC AND PCM SOFTWARE. !!

TAR **02/04/2013 09:39AM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE**
NOTE TO FSE: TECHNICAL ASSISTANCE IS BEING REQUESTED BY THE HOTLINE DUE TO THE DAYS OUT OF SERVICE AND LACK OF PROGRESS IN REPAIRING A LOSES POWER CONCERN. CUSTOMER STATES AFTER STEADY STATE CRUISE IN RAINY CONDITIONS FOR EXTENDED PERIODS OF TIME THE VEHICLE WILL LOSE POWER ON HARD ACCELERATION. THE LOST POWER EVENT WILL NOT RE-OCCUR UNTIL! T! HE VEHICLE IS DRIVEN AGAIN AT A STEADY STATE CRUISE. VEHICLE HAS THE LATEST UPDATED CAC AND PCM SOFTWARE. THE VEHICLE WAS TECH ASSISTED FOR THIS ISSUE 10/10 12. PLEASE ASSIST THE TECHNICIAN IN RESOLVING THE VEHICLE CONCERN. ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 18 ESTIMATED NUMBER OF REPAIR ATTEMPTS: 4

RECOMM **02/04/2013 09:39AM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE**
DAVID, TECHNICAL ASSISTANCE HAS BEEN REQUESTED FOR THIS VEHICLE BY THE TECHNICAL HOTLINE. THE FSE IN IN YOUR AREA WILL CONTACT THE SERVICE MANAGER OR SERVICE DIRECTOR WITHIN 1 BUSINESS DAY TO ASSIST IN REPAIRING THE VEHICLE CONCERN.

ADD-ON **02/04/2013 09:44AM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE**
RE-OPENING TAR

AUDIT **02/04/2013 09:44AM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE**
TECH ASSIST REFERRAL HAS BEEN REOPENED

This email was generated by the server ECCWS686

From: McDonagh, Scot (S.M.)
Sent: Monday, February 11, 2013 1:50 PM
To: Nowaczyk, Rick (R.J.)
Cc: Oyafuso, Kevin (K.G.); Hughes, Scott (S.R.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Not to my knowledge

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Monday, February 11, 2013 1:49 PM
To: McDonagh, Scot (S.M.)
Cc: Oyafuso, Kevin (K.G.); Hughes, Scott (S.R.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Did the recorder get sent out?

From: McDonagh, Scot (S.M.)
Sent: Monday, February 11, 2013 1:46 PM
To: Nowaczyk, Rick (R.J.)
Cc: Oyafuso, Kevin (K.G.); Hughes, Scott (S.R.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

No updates received

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Monday, February 11, 2013 1:20 PM
To: Shekleton, James (J.); McDonagh, Scot (S.M.)
Cc: Todisco, Ronald (R.J.); Atkinson, Bill (B.W.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Scot,

Any update on this? FSE is out of the office currently.

From: Shekleton, James (J.)
Sent: Monday, February 11, 2013 10:20 AM
To: Nowaczyk, Rick (R.J.)
Cc: Todisco, Ronald (R.J.); Atkinson, Bill (B.W.)
Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

What is the status of this recorder?

I will be out of the office for the following two weeks with VERY little, if any, access to email. The Boston Region Technical Operations Coordinator (TOC) will assign temporary assistance with this concern while I am unavailable. I just wanted to let you know this as one of my colleagues might be contacting you on a temporary basis regarding this vehicle.

From: McDonagh, Scot (S.M.)
Sent: Thursday, February 07, 2013 1:23 PM
To: Nowaczyk, Rick (R.J.)
Cc: Oyafuso, Kevin (K.G.); Hughes, Scott (S.R.); Smith, Craig (C.A.); Dixon, Mark (M.R.); Selthofer, Adam (A.); Shekleton, James (J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

I'm sure we can ship an ADR to the FSE. Will need Kevin's assistance with programming. I don't have any ADRs right now.

Adam- Are you using the (2) ADRs I provided for fuel in oil QSF investigation ?

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, February 07, 2013 12:17 PM
To: McDonagh, Scot (S.M.)
Cc: Shekleton, James (J.)
Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Scot,

Would you be able to ship this dealer a VDR to have the customer capture the misfire issue?

From: Shekleton, James (J.)
Sent: Thursday, February 07, 2013 11:07 AM

To: Nowaczyk, Rick (R.J.)

Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Importance: High

Rick,

The dealership is in the process of obtaining the manual compression readings from the other cylinders. The customer would likely be willing to obtain a recording of the event (if it takes place again). However, the dealership is not willing to release one of their two VCM2 for the length of time it could take to obtain a reading. Is there a possibility for engineering to send a recorder to the dealership to use?

From: Nowaczyk, Rick (R.J.)

Sent: Thursday, February 07, 2013 8:40 AM

To: Shekleton, James (J.)

Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Yes, it can be.

From: Shekleton, James (J.)

Sent: Thursday, February 07, 2013 8:36 AM

To: Nowaczyk, Rick (R.J.)

Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Is the amount of water in the picture an expected amount?

From: Nowaczyk, Rick (R.J.)

Sent: Wednesday, February 06, 2013 4:40 PM

To: Shekleton, James (J.)

Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

James,

Unfortunately, I don't have access to the file server to look at IDS recordings. I am currently in the process to try and get that access. Regarding the water in the CAC, there will always be some level of water/moisture in the CAC. There is no way to eliminate this moisture completely from accumulating as it's part of the fundamentals of heating up air and cool it down the moisture will fall out of suspension. The New CAC helped the engine manage this water ingestion by scrapping more of the moisture of the CAC internal tubes during a cruise state so it wouldn't overcome the engine under a hard acceleration. However, if the conditions are right there can still be an elevated amount of moisture accumulating that the new CAC can't control. I can't read the compression gauge per the attached pictures they are too blurry. I'm not concerned with relative compression readings and manual compression on 5/6 are at 130, but what are the remain cylinders readings?

I would recommend the vehicle be released to the customer and possibly see if the customer would be willing to make a recording when the concern happens.

From: Shekleton, James (J.)
Sent: Wednesday, February 06, 2013 2:45 PM
To: Nowaczyk, Rick (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick,

I have received an update from the customer from my previously supplied direction. The vehicle was driven again and the concern was not duplicated. The power balance performed at idle compares to the power balance performed at highway speed. The relative compression shows 1% low on cylinders 4 and 5. Manual compression on cylinders 5 and 6 shows 130 psi on each. I have attached everything that I have received from the dealership. Some are pictures of IDS screens and others are pictures of diagnostic results.

A brief description of the items I have attached:

- The CAC pictures reveal water in the CAC
- Cylinder 5 and 6 pictures show the gauge from completing the manual compression on each cylinder
- The pdf shows a screen shot of the relative compression readings on IDS
- "IDS SessionArchive~#1#####CFA98351~12~P415~3.5L~FILE 148928~1 pwr balance" is the IDS session from today where the technician performed the power balance, relative compression, and confirmed the PCM is at the latest level.
- "IDS SessionArchive~ 1 CFA98351~12~P415~3.5L~FILE 148909~1" is the IDS session that reveals cylinder 6 having 1 misfire count in mode 6 data.
- "Ecoboost F150 Saybrook A" is the IDS session that was performed by the Boston Training Instructor that was on site for this concern on 2/5/13.

Please let me know as soon as you can if the customer should pick up their vehicle.

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, February 06, 2013 12:10 PM
To: Shekleton, James (J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Ok, please keep me in the loop.

From: Shekleton, James (J.)
Sent: Wednesday, February 06, 2013 10:51 AM
To: Nowaczyk, Rick (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

That's the trouble with this whole situation. We couldn't duplicate the concern yesterday and the only questionable things that we found were G104 and G105. The only way to know if the concern is resolved is by driving the vehicle. Additionally, the vehicle must be driven through the exact scenario that the customer noticed this concern: rain conditions for a couple days. The customer drives roughly 100 miles a day, majority of it being highway.

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, February 06, 2013 10:46 AM
To: Shekleton, James (J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Did tightening the grounds resolve the concern?

From: Shekleton, James (J.)
Sent: Wednesday, February 06, 2013 10:25 AM
To: Nowaczyk, Rick (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Sorry, I forgot to include this in the email I just sent. G105 was loose. It couldn't be turned by hand but it required VERY little effort to turn with a 1/4" ratchet. The technician verified that G104 was loose too. He indicated that he could move it by hand. However, it was not drastically loose. Both grounds were properly tightened.

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, February 06, 2013 9:01 AM
To: Shekleton, James (J.)
Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

James, please open an Escalated TFOAM on this vehicle. Thanks.

From: Oyafuso, Kevin (K.G.)
Sent: Wednesday, February 06, 2013 8:40 AM
To: Sparks, Douglas (D.S.); Ronzi, Bill (W.C.); Dixon, Mark (M.R.)
Cc: Andersen, Erik (E.); Dixon, Mark (M.R.); Nowaczyk, Rick (R.J.); McDonagh, Scot (S.M.); Selthofer, Adam (A.); Dobbs, Dan (K.D.); Hughes, Scott (S.R.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Spoke with James Shekleton, FSE. He wasn't with the vehicle when I spoke with him but I did ask about customer drive cycle and if there was any IDS session data that could help determine if this is CAC related misfire or something else going on. I requested IDS session data, not sure what we'll see if the tech cleared codes, also inspect CAC and use data logger to look at misfire FF. FSE did mention that one of the ign coils grounds was not tight and tech needs to inspect the other bank.

Regards,
Kevin Oyafuso
Ford Motor Company - North America Engineering
PD / Powertrain Integration Management - C&C Quality
Vehicle Operations General Office (VOGO)
17000 Oakwood, Allen Park, MI , 48101
6-Sigma Garage, Office 4B
Phone (313) 805-4908 (koyafuso@ford.com)

From: Sparks, Douglas (D.S.)
Sent: Tuesday, February 05, 2013 3:42 PM
To: Ronzi, Bill (W.C.); Dixon, Mark (M.R.); Oyafuso, Kevin (K.G.)
Cc: Andersen, Erik (E.)
Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Mark/Kevin,

Please contact dealer or FSE to get more information. I would like to know if there are signs of CAC induced misfire or if this is clearly another root cause (i.e. ground, coil, other).

Thank you,

Douglas S. Sparks

P/T Quality and PVT Manager FNA
P/T Integration and Program Management (PTIM)
dsparks3@ford.com 313-805-6096

Administrative Assistant: Tina Tessadri
ttessadr 313 594-1115

From: Shekleton, James (J.)
Sent: Tuesday, February 05, 2013 3:21 PM
To: Nowaczyk, Rick (R.J.); Ronzi, Bill (W.C.); McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Hughes, Scott (S.R.)
Cc: Dobbs, Dan (K.D.); Andersen, Erik (E.); Dixon, Mark (M.R.); Ricks, Kevin (K.J.); Sparks, Douglas (D.S.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

The revised CAC was replaced on 11/12/13. Since this was installed, there has been no issues until recently.

The customer briefly visited the dealership on 2/1/13. At that time, the dealership verified through mode 6 data that cylinder 6 had one misfire count.

Today, after test driving the vehicle, mode 6 data revealed one misfire count on cylinder 2. Prior to driving the vehicle, G105 was tightened as it was noticed to be loose.

From: Nowaczyk, Rick (R.J.)
Sent: Tuesday, February 05, 2013 3:08 PM
To: Ronzi, Bill (W.C.); McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Hughes, Scott (S.R.)
Cc: Shekleton, James (J.); Dobbs, Dan (K.D.); Andersen, Erik (E.); Dixon, Mark (M.R.); Ricks, Kevin (K.J.); Sparks, Douglas (D.S.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Bill,

I will have to let the FSE (James Shekleton) answer the question on which is cylinder misfiring.

Regarding the CAC repair, per the attached AWS claim the new CAC was installed back on Nov. 12-2012

Server: AWS QA

Claims loaded through: 31-JAN-2013

Claim Detail Report

Note: All costs are in US dollars

Model Year 2012; Claim Key 2763250

Vehicle Information

Model Year: 2012

Market Derived: F - FORD

Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)

Version/Series: T/AM-150 SERIES

Drive Type: T/E-4 WHL L/H PART TIME DRIVE

Vehicle Line: T/F6-F150/LINCOLN MARK LT [04-13]

Warranty Start Date: 31-MAY-2012

Production Date: 21-FEB-2012

VIN: 1FTFW1ET7CF

Claim Information

Document Number: 04124201

Repair Date: 12-NOV-2012

Distance: 12080

TIS: 6

AWS Load Date: 15-NOV-2012

Dealer Information:

Dealer Name: SAYBROOK FORD, INC.

Dealer Code: 08844 - *

Address: ONE FORD DRIVE

City: OLD SAYBROOK

State: CT Zip Code: 06475

Country: USA Region Code: NA

Phone: (860)388-1293

Expense Information

Customer Paid Amount: .00

Deductible Amount: .00

Dealer Paid Amount: .00

Labor Cost: 74.99

Misc. Expense Amount: .00

Part Markup Amount: 53.58

Material Cost: 187.52

Total Cost Gross: 262.51

Cust. Concern Code: D41 - ENGINE HESITATES/SURGES AT STEADY SPEED

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: VERIFIED CUSTOMER CONCERN DURING ROAD TEST CHECKED OASIS AND PERFORMED TSB 12 10 19 CHECKED FOR DTC PASS CHECKED CAC DEFLECTOR YES NEEDED TO INSTALL NEW CAC AND ORIGINAL AIR DEFLECTOR ROAD TEST OK

Customer Comment: INSPECT FOR HESITATION CRUISING ALONG ON HWAY

Labor Op Code Labor Op Description Labor Op Cost

<u>Causal Flag</u>	<u>Full PREF</u>	<u>Part BASE</u>	<u>Part SUFF</u>	<u>Description</u>	<u>Part CPSC</u>	<u>Part Quantity</u>	<u>Extended Amount</u>
Y	BL3Z	6K775	B	COOLER ASSY	031202	1	187.52

DTC Sections: Mil. Light On **N**

<u>Flag</u>	<u>Test Type</u>	<u>Malfunction Cd</u>	<u>Malfunction Cd Description</u>	<u>Monitor Cd</u>	<u>Monitor Cd Description</u>
N	KOEC	PASS	SYSTEM PASS	27	NO-FAULT CODES
N	KOEO	PASS	SYSTEM PASS	27	NO-FAULT CODES
N	KOER	PASS	SYSTEM PASS	27	NO-FAULT CODES

Any comments? You can contact

From: Ronzi, Bill (W.C.)
Sent: Tuesday, February 05, 2013 2:36 PM
To: Nowaczyk, Rick (R.J.); McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Hughes, Scott (S.R.)
Cc: Shekleton, James (J.); Dobbs, Dan (K.D.); Andersen, Erik (E.); Dixon, Mark (M.R.); Ricks, Kevin (K.J.); Sparks, Douglas (D.S.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick,

One note says misfire on cyl #2 and another says misfire on cyl #6. Can you clarify/confirm?

Pls also confirm the date when the new CAC was installed. Appears that it was just installed recently on 2/1/2013. If new CAC was installed on 2/1 has customer already had a repeat in the 3 days since then?

Thanks,
 Bill Ronzi

From: Nowaczyk, Rick (R.J.)
Sent: Tuesday, February 05, 2013 2:23 PM
To: McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Hughes, Scott (S.R.)
Cc: Shekleton, James (J.); Dobbs, Dan (K.D.); Andersen, Erik (E.); Ronzi, Bill (W.C.); Dixon, Mark (M.R.); Nowaczyk, Rick (R.J.); Ricks, Kevin (K.J.)
Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Engineering Team,

Please see comments below from the FSE regarding my previous note from yesterday?

From: Shekleton, James (J.)
Sent: Tuesday, February 05, 2013 2:07 PM
To: Nowaczyk, Rick (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick,

Have you heard anything regarding this? I haven't seen anything come through my email.

I had a Boston training instructor visit the dealership today regarding this vehicle. Per ISM 12-08-016, G105 was confirmed to be slightly loose and tightened appropriately. After doing so, the vehicle was driven and mode 6 data revealed one misfire on cylinder 2 and not cylinder 6. The technicians are tightening the ground for the opposite bank prior to moving forward. This customer is very upset and was on the verge of pursuing buyback when the first TAR was opened in October 2012. At that time TSB 12-10-19 was performed.

Is there any specific direction that engineering would like me to perform? Obtain a recording? Inspect specific locations? Installed more current part numbers?

From: Nowaczyk, Rick (R.J.)
Sent: Monday, February 04, 2013 1:01 PM
To: McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Dixon, Mark (M.R.); Hughes, Scott (S.R.)
Cc: Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.); Shekleton, James (J.)
Subject: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Engineering Team,

Here is a 2012 F-150 3.5L with what appears to be a continued CAC Misfire after the latest updates. The FSE (James Shekleton is CC: on the note) looking for further digestion. Dealer has not been able to replicate the concern. Customer does state the concern only happens after an extended cruise at highway speed then go to WOT vehicle losses power mode 6 data shows #6 cylinder.

What are the next steps, should we have the FSE get some VDR data?

From: Shekleton, James (J.)
Sent: Monday, February 04, 2013 11:26 AM
To: Nowaczyk, Rick (R.J.)
Cc: Raboin, Matt (M.)
Subject: FW: TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick,

I left you a voicemail regarding this TAR and concern on this 2012 F 150. I was reviewing the "Emerging Detailed Reports" and "Emerging Reports >75% of QSF Threshold" that Jason Kahn sends out. Line 20 of the Truck and SUV tab in the "Emerging Detailed Reports" is where I have some questions.

There are no DTCs set in this truck and mode six data shows one misfire on cylinder 6.

At your earliest convenience, please call me regarding this concern. Thank you.

Jim Shekleton

Field Service Engineer
Ford Customer Service Division
Boston Region
Mobile: (201) 788 7004
Fax: 1 888 410 2801
Email: jsheklet@ford.com

This e-mail and any attachments is intended only for the use of the person or persons addressed hereto and may contain legally privileged and/or confidential information. If you are not the intended recipient of this e-mail, you are hereby notified that any dissemination, distribution or copying of this e-mail, and any attachments, is strictly prohibited. If you have received this e-mail in error, please notify me via return e-mail and permanently delete the original and any copy of any e-mail and any printout.

From: CQIS, Help (.)

Sent: Monday, February 04, 2013 9:44 AM

To: Jakob, Diana (D.); Paff, Curtis (C.L.); Shekleton, James (J.); Avery, Kevin (K.); Raboin, Matt (M.); Stawiecki, Bob (R.); Todisco, Ronald (R.J.); Atkinson, Bill (B.W.); Wynn, David (D.); Yurowski, Daniel (D.E.); Clark, John (J.J.); Manning, Justin (J.E.); Tomaso, James (J.C.); Krawczyk, Kevin (R.); Palmer, Ken (L.); Peters, Paul (P.); Koulakjian, Robert (J.)

Cc: Barrett, Dale (D.); Barrett, Dale (D.); Harmon, Derek (D.M.); Stendardo, David (D.); Mceachern, Matthew (M.); Johnson, Seth (S.); Houston, Willie (W.)

Subject: TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

A request for technical assistance has been REOPENED for :

MUNCASTER , DAVID T
08844--USA Name : SAYBROOK FORD, INC.

By : US-TECHNICAL SERVICE HOTLINE

Unit Down :

The dealer requires additional assistance to resolve a concern on :

2012 F150 4X4 ,F150 ,SUP CRW,STYSD
VIN :1FTFW1ET7CF [REDACTED]

It is filed under GCQIS report number : CJBB6001

Following TECH ASSIST REFERRAL procedure, the dealership has been notified that someone from the Region will contact them in the near future. This letter is notification of the referral. The report will be in GCQIS for your review.

https://www.gcqis.dealerconnect.com/gcqis/asp/WBRES_RptSummaryUpdMain.asp?rptnbr_CJBB6001

THANK YOU , FROM THE US-TECHNICAL SERVICE HOTLINE

Attachments : 0

Report# :	CJBB6001 NHL	Received:	10/02/2012
CCRG/EPRC:		Reviewed Status:	Date:
Vehicle:	2012,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET7CF [REDACTED]	Build Date:	02/21/2012
Odometer :	19,142 M	Engine:	3.5L-GTDI Calibration: CF613K0A
Transmission:	6R80E	Axle:	3800F3.31C A/C: YES
Dealer:	USA 08844 Saybrook Ford, Inc.	Phone#:	(860) 388-3572
City:	Old Saybrook	State:	Connecticut Country : USA
Originator:	BRANDON RYAN		
Symptom:	5 54 2 39 DRV PERF,LACK/LOSS PWR ,ACCEL,INTERMITTENT		
Status:			
VFG:	V52 DRIVEABILITY		
Additional Symptom:	RUNS ROUGH PASSING		
Fix:Y	Causal Component :	COOLER ASSY -- RPL	
Condition Code:			

Hotliner: PJACOB45	Phone: 000 000-0000	Regn Cd: N2 Boston
Engineering:	Phone:	TAR: OPEN
Dlr Contact:	Phone:	Title Cde: T

REPAIR 10/02/2012 09:04AM PHIL JACOBS MSS - FCSD - TECH SV! C ! HOTLINE
WEB FORM DATA - CONCERN:CUSTOMER COMPLAINING ABOUT ACCELERATING ON HIGHWAY TO PASS AND LOSING ALL POWER WITH LITTLE TO NO THROTTLE RESPONSE, HAS TO PULL OVER, SHUT ENGINE OFF AND RESTART AND THEN IS FINE. HAPPENED TO HIM TWICE LAST WEEK. I HAVENT BEEN ABLE TO DUPLICATE YET. DIAGNOSTICS: ALREADY PERFORMED TSB#12-06-04. REPLACED LEFT SIDE CAT, REPROGRAM TO LATEST LEVEL AND INSTALL CAC SHIELD. DID THIS TSB A COUPLE OF WEEKS AGO. WHEN TRUCK CAME BACK TODAY, RESCANNED AND HAS NO CODES. PARTS REPLACED:LEFT SIDE CAT, INSTALL CAC SHIELD AND REPROGRAM. TECH QUESTION:ANY OTHER FIXES FOR THIS CONCERN

RECOMM 10/02/2012 09:04AM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE
BRANDON, VERIFY WITH THE CUSTOMER IF THE CONCERN TYPICALLY OCCURS ON

RAINY OR HUMID DAYS. IF THIS IS THE CASE, INSPECT THE THROTTLE BODY AND THE CAC SYSTEM FOR SIGNS OF WATER SPOTS. DUE TO THE EFFICIENCY OF THE CHARGE AIR COOLER, THERE MAY BE SOME CONDITIONS WHERE SOME CONDENSATION BUILDS IN THE CAC, DUE TO HUMID AIR BEING COMPRESSED BY THE TURBOCHARGERS AND THEN COOLED BY THE CAC. WHEN THE HUMID/COMPRESSED AIR IS COOLED BY THE CAC, IT CAUSES THE WATER GRAINS TO SEPARATE FROM THE AIR AND COLLECT ON THE CAC FINS. THE WATER IS THEN DRAWN INTO THE ENGINE, TYPICALLY RESULTING IN A BANK 2 MISFIRE. ENGINEERING IS CURRENTLY DEVELOPING A REPAIR FOR THIS CONCERN THAT SHOULD BE AVAILABLE DURING THE 4TH QUARTER OF THIS YEAR. IF THE CUSTOMER STATES THAT THE CONCERN WILL OCCUR UNDER ANY WEATHER CONDITIONS AND SIGNS OF WATER WERE NOT FOUND IN THE THROTTLE BODY OR CAC SYSTEM, ATTEMPT TO DUPLICATE THE CONCERN WHILE MONITORING THE FOLLOWING PID'S TO HELP DETERMINE THE CAUSE OF THE CONCERN; APP(%), BARO(PRESS), CHT(TEMP), CYL_(1-6)_ACCL, EQ_RAT11 (RATIO), EQ_RATIO21 (RATIO), FRP (PRESS), FRP_DSD, GEAR, KNK_CNTR_CYL (1-6), KNK_RATE_LRND, LOAD, LONGFT1, LONGFT2, MA! P(! PRESS), NUM_MISFIRE, OCTADJ_R_LRND, O2S11_CUR, O2S21_CUR, RPM, RUNTM, SHRTFT1, SHRTFT2, TQ_CNTRL, TR, VPWR, VREF, VSS. IF THE MISFIRES CAN BE ISOLATED TO A SPECIFIC CYLINDER, SWAP THE IGNITION COILS AND THE SPARK PLUGS WITH KNOWN GOOD CYLINDERS AND RETEST. REPLACE THE AFFECTED IGNITION COMPONENTS IF THE MISFIRE FOLLOWS THE COMPONENT. IF THE CONCERN STILL PERSIST AFTER IGNITION COIL SWAP AND COMPRESSION TESTS DO NOT INDICATE A CONCERN, REPLACE THE INJECTOR FOR THE MISFIRING CYLINDER(S).

REPAIR

10/02/2012 12:20PM DAVID STENDARDO MSS - FCSD - TECH SVC HOTLINE
REMOVED CAC TUBE FROM THROTTLE BODY TO COOLER, FOUND WATER INTRUSION

IN TUBE AND COOLER. I KNOW ENGINEERING IS WORKING ON A FIX FOR THIS BUT WHAT SHOULD WE DO IN THE MEAN TIME. REPLACE COOLER FOR NOW? CUSTOMER IS NOT TO HAPPY AS IS.

RECOMM

10/02/2012 12:20PM DAVID STENDARDO MSS - FCSD - TECH SVC HOTLINE
BRANDON, NO SERVICE ACTIONS SHOULD BE PERFORMED AT THIS TIME, AS A REPLACEMENT CAC WILL RESULT IN THE SAME CONCERN DUE TO THE REPLACEMENT

PART BEING EXACTLY THE SAME. AT THIS POINT, THE ONLY PROCEDURE TO BE PERFORMED WOULD BE CLEANING OF THE CAC AS PER SECTION 303-12 INTAKE AIR DISTRIBUTION AND FILTERING / CHARGE AIR COOLER (CAC) CLEANING IN THE ONLINE WSM. KEEP IN MIND THAT THIS IS NOT A REPAIR FOR THE CONCERN AT HAND, JUST A CLEANING OF ANY WATER OR OIL SLUDGE BUILD UP.

REPAIR 10/10/2012 03:23PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE
SPOKE TO FSE TOLD TO MONITOR AND RECORD ETC ACTUAL AND ETC DESIRED
FOUND UNDER HEAVY ACCEL DIFFERENCE WAS @ 4 DEGRESS WAS TOLD THAT I
COULD TRY A THROTTLE BODY BUT WILL NOT FIX CONCERN. DID RECHECK
INTERCOOLER AGAIN DEFFINETLY WATER IN INTERCOOLER AND WATER SIGNS IN
!! CAC TUBES.CUSTOMER DOES DRIVE MOSTLY HIGHWAY MILES.

RECOMM 10/10/2012 03:23PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE
BRANDON, THE FORD TECHNICAL HOTLINE HAS REVIEWED YOUR REQUEST AND
HAS
DETERMINED THAT IT IS NECESSARY TO DISCUSS THIS MATTER VERBALLY OVER
THE TELEPHONE. YOU WILL BE CONTACTED SHORTLY BY A FORD TECHNICAL
HOTLINE REPRESENTATIVE.

REPAIR 10/10/2012 03:34PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE
AN OUT BOUND CALL WAS PLACED TO THE DEALER; SPOKE TO SERVICE STEVEN
MOSSBERG. THE CUSTOMER IS UPSET WITH THE VEHICLE PERFORMANCE
(HESITATION ON ACCELERATION). VEHICLE IS PRESENTLY AT THE DEALER, OUT
OF SERVICE FOR 17 DAYS.

RECOMM 10/10/2012 03:34PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE
STEVEN, TECHNICAL ASSISTANCE HAS BEEN REQUESTED BY THE HOTLINE FOR
THIS VEHICLE. THE FSE IN YOUR AREA SHOULD CONTACT THE DEALER
MANAGEMENT (SERVICE MANAGER OR SERVICE DIRECTOR) WITHIN 1 BUSINESS
DAY
TO DISCUSS AND ASSIST IN THE RESOLUTION OF THIS VEHICLE CONCERN.

TAR 10/10/2012 03:34PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE
NOTE TO FSE: TECHNICAL ASSISTANCE HAS BEEN REQUESTED BY THE HOTLINE
FOR THIS VEHICLE DUE TO THE DAYS OUT OF SERVICE AND LACK OF PROGRESS
IN REPAIRING A HESITATION ON ACCELERATION AFTER A HIGHWAY CRUISE.
WATER HAS BEEN FOUND IN THE CAC, THE CAC DEFLECTOR IS INSTALLED, PCM
AT THE LATEST LEVEL. THE VEHICLE HAS AN OPEN CUDL REQUESTING BUY BACK.
PLEASE ASSIST THE TECHNICIAN IN R! ES! OLVING THE VEHICLE
CONCERN. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 3 ESTIMATED NUMBER OF
DAYS OUT OF SERVICE: 17

ADD-ON 10/19/2012 11:15AM ROBERT STAWIECKI(FSE MSS - FCSD - REG - BOSTON
VERIFIED COMPLAINT AND ADVISED CUSTOMER TO PERFORM OCCAISONAL HARD
ACCELS AFTER LONG CRUISE. CUSTOMER IS WNWILLING TO DRIVE BECAUSE HE
SAYS HE FEARS FOR HIS SAFETY.HAD TECH REPLACE THROTTLE BODY BECAUSE
RECORDING SHOWED 4 DEHGREE VARIANCE FROM ACTUAL VS. DESIRED. MODIFIED
CAC WITH WICK INSTALLED IN BASE TO TRY TO REMOVE WATER FROM IT. DEALER
WILL ADVISE ME IF SUCCESSFUL.

ADD-ON 11/09/2012 09:20AM ROBERT STAWIECKI(FSE MSS - FCSD - REG - BOSTON SCHEDULED FOR 11/14

ADD-ON 12/11/2012 11:35AM ROBERT STAWIECKI(FSE MSS - FCSD - REG - BOSTON CAC REPLACED. CUSTOMER REPORTS NO PROBLEMS

AUDIT 12/11/2012 11:35AM ROBERT STAWIECKI(FSE MSS - FCSD - REG - BOSTON TECH ASSIST REFERRAL HAS BEEN CLOSED

REPAIR 02/01/2013 10:17AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE WEB FORM DATA - CONCERN: HESITATION, BUCKING, LACK OF POWER ON ACCELERATION MAINLY AFTER CRUISE THAN ACCELERATE AND AFTER IT RAINS DIAGNOSTICS: HOOK -UP IDS AND SCAN, NO CODES. MODE 6 DATA SHOWED #6 WITH ONLY 1 COUNT FOR LAST 10 DRIVE CYCLES PARTS REPLACED: PERFORM TSB# 12-10-19. INSTALLED NEW CAC, DEFLECTOR PLATE AND REPROGRAM PCM. ALSO REPLACED #6 COIL AND PLUG. REPLACED ETB PER ENGINEER FROM PREVIOUS REPAIR. TECH QUESTION: ANY NEW FIXES FOR THIS CONCERN OR ANOTHER ROUTE TO TAKE?

RECOMM 02/01/2013 10:17AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE DAVID, SINCE THE TSB 12-10-19 HAS ALREADY BEEN COMPLETED, AND THIS CONDITION CONTINUES, PLEASE INSPECT THE FUEL QUALITY OF THIS VEHICLE. POOR FUEL QUALITY CAN INDUCE RUNNING MISFIRE RELATED ISSUES. IF THE FUEL SAMPLE INDICATES ANY ISSUES, PLEASE COMPLETELY DRAIN THE FUEL TANK. FILL THE VEHICLE WITH KNOWN GOOD FRESH FUEL, AND REEVALUATE. IF NO FUEL QUALITY ISSUES ARE DISCOVERED, PLEASE INSPECT THE THROTTLE INLET PRESSURE (TIP) SENSOR FOR ANY CONCERNS. A CONTAMINATED TIP SENSOR CAN INDUCE THIS CONDITION. IF A LIKE UNIT IS AVAILABLE, PLEASE SWAP THE TIP SENSOR WITH A KNOWN GOOD UNIT, AND REEVALUATE. ADDITIONALLY, WE HAVE ESCALATED THIS CONCERN TO THE TECHNICAL SERVICE HOTLINE. TS ESCALATED HANDLING TEAM FOR ADDITIONAL REVIEW. A SERVICE ENGINEER FROM THIS TEAM WILL CONTACT YOU BY PHONE OR THROUGH THIS HOTLINE ASSISTANCE REQUEST WITHIN ONE (1) BUSINESS DAY TO PROVIDE ADDITIONAL INFORMATION AND/OR RECOMMENDATIONS TO ASSIST IN THE RESOLUTION OF THE CUSTOMER'S CONCERN. OUR TEAM AT THE HOTLINE WILL CONTINUE TO WORK WITH YOU AND YOUR DEALERSHIP TO HELP GET THE CONCERN

!! RESOLVED AND THE VEHICLE BACK TO THE CUSTOMER IN A TIMELY MANNER. IF WE HAVE EXHAUSTED ALL OF OUR RESOURCES AND ARE STILL UNABLE TO RESOLVE THE CUSTOMER'S CONCERN THROUGH THESE ADDITIONAL STEPS, THE HOTLINE WILL ALERT YOUR FIELD SERVICE ENGINEER BY OPENING A TECHNICAL ASSISTANCE REQUEST. PLEASE BE PREPARED TO DISCUSS ALL DIAGNOSTICS

PERFORMED AND TEST RESULTS WITH THE TECHNICAL SERVICE HOTLINE SERVICE ENGINEER IN MORE DETAIL. THANK YOU IN ADVANCE.

ESCLHD

02/01/2013 10:17AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE

106074185 CONCERN RE-ESCALATED DUE TO PAST FSE INVOLVEMENT. THE RUNNING ROUGH IN HUMID (RAINING) CONDITION CONTINUES. TSB 12-10-19 HAS BEEN COMPLETED.

AUDIT

02/01/2013 10:17AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE

ODOMETER 9531 M CHANGED TO 19142 M BY MMESSIN4

REPAIR

02/04/2013 09:39AM DALE BARRETT MSS - FCSD - TECH! S! VC HOTLINE

AN OUT BOUND CALL WAS PLACED TO THE DEALER; SPOKE TO TECHNICIAN DAVID MUNCASTER. THE TECHNICIAN HAS NOT DUPLICATED THE CONCERN. CUSTOMER STATES AFTER STEADY STATE CRUISE IN RAINY CONDITIONS FOR EXTENDED PERIODS OF TIME THE VEHICLE WILL LOSE POWER ON HARD ACCELERATION. THE LOST POWER EVENT WILL NOT RE-OCCUR UNTIL THE VEHICLE IS DRIVEN AGAIN AT A STEADY STATE CRUISE. VEHICLE HAS THE LATEST UPDATED CAC AND PCM SOFTWARE. !!

TAR

02/04/2013 09:39AM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

NOTE TO FSE: TECHNICAL ASSISTANCE IS BEING REQUESTED BY THE HOTLINE DUE TO THE DAYS OUT OF SERVICE AND LACK OF PROGRESS IN REPAIRING A LOSES POWER CONCERN. CUSTOMER STATES AFTER STEADY STATE CRUISE IN RAINY CONDITIONS FOR EXTENDED PERIODS OF TIME THE VEHICLE WILL LOSE POWER ON HARD ACCELERATION. THE LOST POWER EVENT WILL NOT RE-OCCUR UNTIL! T! HE VEHICLE IS DRIVEN AGAIN AT A STEADY STATE CRUISE. VEHICLE HAS THE LATEST UPDATED CAC AND PCM SOFTWARE. THE VEHICLE WAS TECH ASSISTED FOR THIS ISSUE 10/10 12. PLEASE ASSIST THE TECHNICIAN IN RESOLVING THE VEHICLE CONCERN. ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 18 ESTIMATED NUMBER OF REPAIR ATTEMPTS: 4

RECOMM

02/04/2013 09:39AM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

DAVID, TECHNICAL ASSISTANCE HAS BEEN REQUESTED FOR THIS VEHICLE BY THE TECHNICAL HOTLINE. THE FSE IN IN YOUR AREA WILL CONTACT THE SERVICE MANAGER OR SERVICE DIRECTOR WITHIN 1 BUSINESS DAY TO ASSIST IN REPAIRING THE VEHICLE CONCERN.

ADD-ON

02/04/2013 09:44AM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

RE-OPENING TAR

AUDIT

02/04/2013 09:44AM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

TECH ASSIST REFERRAL HAS BEEN REOPENED

This email was generated by the server ECCWS686

From: Nowaczyk, Rick (R.J.)
Sent: Tuesday, February 12, 2013 1:04 PM
To: McDonagh, Scot (S.M.)
Cc: Oyafuso, Kevin (K.G.); Hughes, Scott (S.R.); Smith, Craig (C.A.); Dixon, Mark (M.R.); Selthofer, Adam (A.); Shekleton, James (J.); Nowaczyk, Rick (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Importance: High

Scot,

I just spoke to the Boston Region on this vehicle. They are requesting that the ADR be shipped directly to the dealer to the attention of the Parts and Service Director STEVEN MOSSBERG. If we need a FSE assigned to the dealer being James Shekleton is out, the region can make that happen as well.

Any word yet on getting this ADR sent out?

From: McDonagh, Scot (S.M.)
Sent: Thursday, February 07, 2013 1:23 PM
To: Nowaczyk, Rick (R.J.)
Cc: Oyafuso, Kevin (K.G.); Hughes, Scott (S.R.); Smith, Craig (C.A.); Dixon, Mark (M.R.); Selthofer, Adam (A.); Shekleton, James (J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

I'm sure we can ship an ADR to the FSE. Will need Kevin's assistance with programming. I don't have any ADRs right now.

Adam- Are you using the (2) ADRs I provided for fuel in oil QSF investigation ?

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, February 07, 2013 12:17 PM
To: McDonagh, Scot (S.M.)
Cc: Shekleton, James (J.)
Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Importance: High

Scot,

Would you be able to ship this dealer a VDR to have the customer capture the misfire issue?

From: Shekleton, James (J.)
Sent: Thursday, February 07, 2013 11:07 AM
To: Nowaczyk, Rick (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Rick,

The dealership is in the process of obtaining the manual compression readings from the other cylinders. The customer would likely be willing to obtain a recording of the event (if it takes place again). However, the dealership is not willing to release one of their two VCM2 for the length of time it could take to obtain a reading. Is there a possibility for engineering to send a recorder to the dealership to use?

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, February 07, 2013 8:40 AM
To: Shekleton, James (J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Yes, it can be.

From: Shekleton, James (J.)
Sent: Thursday, February 07, 2013 8:36 AM
To: Nowaczyk, Rick (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Is the amount of water in the picture an expected amount?

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, February 06, 2013 4:40 PM
To: Shekleton, James (J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

James,

Unfortunately, I don't have access to the file server to look at IDS recordings. I am currently in the process to try and get that access. Regarding the water in the CAC, there will always be some level of water/moisture in the CAC. There is no way to eliminate this moisture completely from accumulating as it's part of the fundamentals of heating up air and cool it down the moisture will fall out of suspension. The New CAC helped the engine manage this water ingestion by scrapping more of the moisture of the CAC internal tubes during a cruise state so it wouldn't overcome the engine under a hard acceleration. However, if the conditions are right there can still be an elevated amount of moisture accumulating that the new

CAC can't control. I can't read the compression gauge per the attached pictures they are too blurry. I'm not concerned with relative compression readings and manual compression on 5/6 are at 130, but what are the remain cylinders readings?

I would recommend the vehicle be released to the customer and possibly see if the customer would be willing to make a recording when the concern happens.

From: Shekleton, James (J.)
Sent: Wednesday, February 06, 2013 2:45 PM
To: Nowaczyk, Rick (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick,

I have received an update from the customer from my previously supplied direction. The vehicle was driven again and the concern was not duplicated. The power balance performed at idle compares to the power balance performed at highway speed. The relative compression shows 1% low on cylinders 4 and 5. Manual compression on cylinders 5 and 6 shows 130 psi on each. I have attached everything that I have received from the dealership. Some are pictures of IDS screens and others are pictures of diagnostic results.

A brief description of the items I have attached:

- The CAC pictures reveal water in the CAC
- Cylinder 5 and 6 pictures show the gauge from completing the manual compression on each cylinder
- The pdf shows a screen shot of the relative compression readings on IDS
- "IDS SessionArchive~#1#####CFA98351~12~P415~3.5L~FILE 148928~1 pwr balance" is the IDS session from today where the technician performed the power balance, relative compression, and confirmed the PCM is at the latest level.
- "IDS SessionArchive~ 1 CFA98351~12~P415~3.5L~FILE 148909~1" is the IDS session that reveals cylinder 6 having 1 misfire count in mode 6 data.
- "Ecoboost F150 Saybrook A" is the IDS session that was performed by the Boston Training Instructor that was on site for this concern on 2/5/13.

Please let me know as soon as you can if the customer should pick up their vehicle.

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, February 06, 2013 12:10 PM
To: Shekleton, James (J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Ok, please keep me in the loop.

From: Shekleton, James (J.)
Sent: Wednesday, February 06, 2013 10:51 AM
To: Nowaczyk, Rick (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

That's the trouble with this whole situation. We couldn't duplicate the concern yesterday and the only questionable things that we found were G104 and G105. The only way to know if the concern is resolved is by driving the vehicle. Additionally, the vehicle must be driven through the exact scenario that the customer noticed this concern: rain conditions for a couple days. The customer drives roughly 100 miles a day, majority of it being highway.

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, February 06, 2013 10:46 AM
To: Shekleton, James (J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Did tightening the grounds resolve the concern?

From: Shekleton, James (J.)
Sent: Wednesday, February 06, 2013 10:25 AM
To: Nowaczyk, Rick (R.J.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Sorry, I forgot to include this in the email I just sent. G105 was loose. It couldn't be turned by hand but it required VERY little effort to turn with a 1/4" ratchet. The technician verified that G104 was loose too. He indicated that he could move it by hand. However, it was not drastically loose. Both grounds were properly tightened.

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, February 06, 2013 9:01 AM
To: Shekleton, James (J.)
Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

James, please open an Escalated TFOAM on this vehicle. Thanks.

From: Oyafuso, Kevin (K.G.)
Sent: Wednesday, February 06, 2013 8:40 AM
To: Sparks, Douglas (D.S.); Ronzi, Bill (W.C.); Dixon, Mark (M.R.)
Cc: Andersen, Erik (E.); Dixon, Mark (M.R.); Nowaczyk, Rick (R.J.); McDonagh, Scot (S.M.); Selthofer, Adam (A.); Dobbs, Dan (K.D.); Hughes, Scott (S.R.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7C [REDACTED] GCQIS : CJBB6001

Spoke with James Shekleton, FSE. He wasn't with the vehicle when I spoke with him but I did ask about customer drive cycle and if there was any IDS session data that could help determine if this is CAC related misfire or something else going on. I requested IDS session data, not sure what we'll see if the tech cleared codes, also inspect CAC and use data logger to look at misfire FF. FSE did mention that one of the ign coils grounds was not tight and tech needs to inspect the other bank.

Regards,
Kevin Oyafuso

Ford Motor Company - North America Engineering
PD / Powertrain Integration Management - C&C Quality
Vehicle Operations General Office (VOGO)
17000 Oakwood, Allen Park, MI , 48101
6-Sigma Garage, Office 4B
Phone (313) 805-4908 (koyafuso@ford.com)

From: Sparks, Douglas (D.S.)
Sent: Tuesday, February 05, 2013 3:42 PM
To: Ronzi, Bill (W.C.); Dixon, Mark (M.R.); Oyafuso, Kevin (K.G.)
Cc: Andersen, Erik (E.)
Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Mark/Kevin,

Please contact dealer or FSE to get more information. I would like to know if there are signs of CAC induced misfire or if this is clearly another root cause (i.e. ground, coil, other).

Thank you,

Douglas S. Sparks

P/T Quality and PVT Manager FNA
P/T Integration and Program Management (PTIM)
dsparks3@ford.com 313-805-6096

Administrative Assistant: Tina Tessadri
ttessadr 313 594-1115

From: Shekleton, James (J.)
Sent: Tuesday, February 05, 2013 3:21 PM
To: Nowaczyk, Rick (R.J.); Ronzi, Bill (W.C.); McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Hughes, Scott (S.R.)
Cc: Dobbs, Dan (K.D.); Andersen, Erik (E.); Dixon, Mark (M.R.); Ricks, Kevin (K.J.); Sparks, Douglas (D.S.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

The revised CAC was replaced on 11/12/13. Since this was installed, there has been no issues until recently.

The customer briefly visited the dealership on 2/1/13. At that time, the dealership verified through mode 6 data that cylinder 6 had one misfire count.

Today, after test driving the vehicle, mode 6 data revealed one misfire count on cylinder 2. Prior to driving the vehicle, G105 was tightened as it was noticed to be loose.

From: Nowaczyk, Rick (R.J.)
Sent: Tuesday, February 05, 2013 3:08 PM
To: Ronzi, Bill (W.C.); McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Hughes, Scott (S.R.)
Cc: Shekleton, James (J.); Dobbs, Dan (K.D.); Andersen, Erik (E.); Dixon, Mark (M.R.); Ricks, Kevin (K.J.); Sparks, Douglas (D.S.)
Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001
Importance: High

Bill,

I will have to let the FSE (James Shekleton) answer the question on which is cylinder misfiring.

Regarding the CAC repair, per the attached AWS claim the new CAC was installed back on Nov. 12-2012

Server: AWS QA

Claims loaded through: 31-JAN-2013

Claim Detail Report

Note: All costs are in US dollars

Model Year 2012; Claim Key 2763250

Vehicle Information

Model Year: 2012

Market Derived: F - FORD

Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)

Version/Series: T/AM-150 SERIES

Drive Type: T/E-4 WHL L/H PART TIME DRIVE

Vehicle Line: T/F6-F150/LINCOLN MARK LT [04-13]

Warranty Start Date: 31-MAY-2012

Production Date: 21-FEB-2012

VIN: 1FTFW1ET7CF [REDACTED]

Claim Information

Document Number: 04124201

Repair Date: 12-NOV-2012

Distance: 12080

TIS: 6

AWS Load Date: 15-NOV-2012

Expense Information

Dealer Information:

Dealer Name: SAYBROOK FORD, INC.

Dealer Code: 08844 - *

Address: ONE FORD DRIVE

City: OLD SAYBROOK

State: CT Zip Code: 06475

Country: USA Region Code: NA

Phone: (860)388-1293

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	74.99
Misc. Expense Amount:	.00
Part Markup Amount:	53.58
Material Cost:	187.52
Total Cost Gross:	262.51

Cust. Concern Code: D41 - ENGINE HESITATES/SURGES AT STEADY SPEED

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: VERIFIED CUSTOMER CONCERN DURING ROAD TEST CH ECKED OASIS AND PERFORMED TSB 12 10 19 CHECKE D FOR DTC PASS CHECKED CAC DEFLECTOR

YES NEED ED TO INSTALL NEW CAC AND ORIGONAL AIR DEFLEC TOR ROAD
TEST OK

Customer Comment: INSPECT FOR HESITATION CRUISING ALONG ON HWAY

Labor Op Code Labor Op Description Labor Op Cost

121019A 74.99

<u>Causal Flag</u>	<u>Full PREF</u>	<u>Part BASE</u>	<u>Part SUFF</u>	<u>Part Description</u>	<u>Part CPSC</u>	<u>Part Quantity</u>	<u>Extended Amount</u>
Y	BL3Z	6K775	B	COOLER ASSY	031202	1	187.52

DTC Sections: Mil. Light On N

<u>Flag</u>	<u>Test Type</u>	<u>Malfunction Cd</u>	<u>Malfunction Cd Description</u>	<u>Monitor Cd</u>	<u>Monitor Cd Description</u>
N	KOEC	PASS	SYSTEM PASS	27	NO-FAULT CODES
N	KOEO	PASS	SYSTEM PASS	27	NO-FAULT CODES
N	KOER	PASS	SYSTEM PASS	27	NO-FAULT CODES

Any comments? You can contact

From: Ronzi, Bill (W.C.)

Sent: Tuesday, February 05, 2013 2:36 PM

To: Nowaczyk, Rick (R.J.); McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Hughes, Scott (S.R.)

Cc: Shekleton, James (J.); Dobbs, Dan (K.D.); Andersen, Erik (E.); Dixon, Mark (M.R.); Ricks, Kevin (K.J.); Sparks, Douglas (D.S.)

Subject: RE: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick,

One note says misfire on cyl #2 and another says misfire on cyl #6. Can you clarify/confirm?

Pls also confirm the date when the new CAC was installed. Appears that it was just installed recently on 2/1/2013. If new CAC was installed on 2/1 has customer already had a repeat in the 3 days since then?

Thanks,
Bill Ronzi

From: Nowaczyk, Rick (R.J.)

Sent: Tuesday, February 05, 2013 2:23 PM

To: McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Hughes, Scott (S.R.)

Cc: Shekleton, James (J.); Dobbs, Dan (K.D.); Andersen, Erik (E.); Ronzi, Bill (W.C.); Dixon, Mark (M.R.); Nowaczyk, Rick (R.J.); Ricks, Kevin (K.J.)

Subject: FW: **Escalated Case*** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS :

CJBB6001

Importance: High

Engineering Team,

Please see comments below from the FSE regarding my previous note from yesterday?

From: Shekleton, James (J.)

Sent: Tuesday, February 05, 2013 2:07 PM

To: Nowaczyk, Rick (R.J.)

Subject: RE: ****Escalated Case***** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick,

Have you heard anything regarding this? I haven't seen anything come through my email.

I had a Boston training instructor visit the dealership today regarding this vehicle. Per ISM 12-08-016, G105 was confirmed to be slightly loose and tightened appropriately. After doing so, the vehicle was driven and mode 6 data revealed one misfire on cylinder 2 and not cylinder 6. The technicians are tightening the ground for the opposite bank prior to moving forward. This customer is very upset and was on the verge of pursuing buyback when the first TAR was opened in October 2012. At that time TSB 12-10-19 was performed.

Is there any specific direction that engineering would like me to perform? Obtain a recording? Inspect specific locations? Installed more current part numbers?

From: Nowaczyk, Rick (R.J.)

Sent: Monday, February 04, 2013 1:01 PM

To: McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Selthofer, Adam (A.); Dixon, Mark (M.R.); Hughes, Scott (S.R.)

Cc: Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.); Shekleton, James (J.)

Subject: ****Escalated Case***** 2012 F-150 CAC Misfire TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Importance: High

Engineering Team,

Here is a 2012 F-150 3.5L with what appears to be a continued CAC Misfire after the latest updates. The FSE (James Shekleton is CC: on the note) looking for further digestion. Dealer has not been able to replicate the concern. Customer does state the concern only happens after an extended cruise at highway speed then go to WOT vehicle losses power mode 6 data shows #6 cylinder.

What are the next steps, should we have the FSE get some VDR data?

From: Shekleton, James (J.)

Sent: Monday, February 04, 2013 11:26 AM

To: Nowaczyk, Rick (R.J.)

Cc: Raboin, Matt (M.)

Subject: FW: TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

Rick,

I left you a voicemail regarding this TAR and concern on this 2012 F 150. I was reviewing the "Emerging Detailed Reports" and "Emerging Reports >75% of QSF Threshold" that Jason Kahn sends out. Line 20 of the Truck and SUV tab in the "Emerging Detailed Reports" is where I have some questions.

There are no DTCs set in this truck and mode six data shows one misfire on cylinder 6.

At your earliest convenience, please call me regarding this concern. Thank you.

Jim Shekleton

Field Service Engineer
Ford Customer Service Division
Boston Region
Mobile: (201) 788 7004
Fax: 1 888 410 2801
Email: jsheklet@ford.com

This e-mail and any attachments is intended only for the use of the person or persons addressed hereto and may contain legally privileged and/or confidential information. If you are not the intended recipient of this e-mail, you are hereby notified that any dissemination, distribution or copying of this e-mail, and any attachments, is strictly prohibited. If you have received this e-mail in error, please notify me via return e-mail and permanently delete the original and any copy of any e-mail and any printout.

From: CQIS, Help (.)

Sent: Monday, February 04, 2013 9:44 AM

To: Jakob, Diana (D.); Paff, Curtis (C.L.); Shekleton, James (J.); Avery, Kevin (K.); Raboin, Matt (M.); Stawiecki, Bob (R.); Todisco, Ronald (R.J.); Atkinson, Bill (B.W.); Wynn, David (D.); Yurowski, Daniel (D.E.); Clark, John (J.J.); Manning, Justin (J.E.); Tomaso, James (J.C.); Krawczyk, Kevin (R.); Palmer, Ken (L.); Peters, Paul (P.); Koulakjian, Robert (J.)

Cc: Barrett, Dale (D.); Barrett, Dale (D.); Harmon, Derek (D.M.); Stendardo, David (D.); Mceachern, Matthew (M.); Johnson, Seth (S.); Houston, Willie (W.)

Subject: TAR REOPENED AT SAYBROOK FORD, INC. 08844--USA Phone : (860) 388-3572 FOR MUNCASTER , DAVID ON 2012 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET7CF [REDACTED] GCQIS : CJBB6001

A request for technical assistance has been REOPENED for :

MUNCASTER , DAVID T
08844--USA Name : SAYBROOK FORD, INC.

By : US-TECHNICAL SERVICE HOTLINE

Unit Down :

The dealer requires additional assistance to resolve a concern on :
2012 F150 4X4 ,F150 ,SUP CRW,STYSD

VIN :1FTFW1ET7CF [REDACTED]

It is filed under GCQIS report number : CJBB6001

Following TECH ASSIST REFERRAL procedure, the dealership has been notified that someone from the Region will contact them in the near future. This letter is notification of the referral. The report will be in GCQIS for your review.

https://www.gcqis.dealerconnect.com/gcqis/asp/WBRES_RptSummaryUpdMain.asp?rptnbr_CJBB6001

THANK YOU , FROM THE US-TECHNICAL SERVICE HOTLINE

Attachments : 0

Report# :	CJBB6001 NHL	Received:	10/02/2012
CCRG/EPRC:		Reviewed Status:	Date:
Vehicle:	2012,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET7CF [REDACTED]	Build Date:	02/21/2012
Odometer :	19,142 M	Engine:	3.5L-GTDI Calibration: CF613K0A
Transmission:	6R80E	Axle:	3800F3.31C A/C: YES
Dealer:	USA 08844 Saybrook Ford, Inc.	Phone#:	(860) 388-3572
City:	Old Saybrook	State:	Connecticut Country : USA
Originator:	BRANDON RYAN		
Symptom:	5 54 2 39 DRV PERF,LACK/LOSS PWR ,ACCEL,INTERMITTENT		
Status:			
VFG:	V52 DRIVEABILITY		
Additional Symptom:	RUNS ROUGH PASSING		
Fix:Y	Causal Component :	COOLER ASSY -- RPL	
Condition Code:			

Hotliner: PJACOB45	Phone: 000 000-0000	Regn Cd: N2 Boston
Engineering:	Phone:	TAR: OPEN
Dlr Contact:	Phone:	Title Cde: T

REPAIR 10/02/2012 09:04AM PHIL JACOBS MSS - FCSD - TECH SV! C ! HOTLINE
 WEB FORM DATA - CONCERN:CUSTOMER COMPLAINING ABOUT ACCELERATING ON HIGHWAY TO PASS AND LOSING ALL POWER WITH LITTLE TO NO THROTTLE RESPONSE, HAS TO PULL OVER, SHUT ENGINE OFF AND RESTART AND THEN IS FINE. HAPPENED TO HIM TWICE LAST WEEK. I HAVENT BEEN ABLE TO DUPLICATE YET. DIAGNOSTICS: ALREADY PERFORMED TSB#12-06-04. REPLACED LEFT SIDE CAT, REPROGRAM TO LATEST LEVEL AND INSTALL CAC SHIELD. DID THIS TSB A COUPLE OF WEEKS AGO. WHEN TRUCK CAME BACK TODAY, RESCANNED AND HAS NO CODES. PARTS REPLACED:LEFT SIDE CAT, INSTALL CAC SHIELD AND

REPROGRAM. TECH QUESTION: ANY OTHER FIXES FOR THIS CONCERN

RECOMM 10/02/2012 09:04AM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE

BRANDON, VERIFY WITH THE CUSTOMER IF THE CONCERN TYPICALLY OCCURS ON RAINY OR HUMID DAYS. IF THIS IS THE CASE, INSPECT THE THROTTLE BODY AND THE CAC SYSTEM FOR SIGNS OF WATER SPOTS. DUE TO THE EFFICIENCY OF THE CHARGE AIR COOLER, THERE MAY BE SOME CONDITIONS WHERE SOME CONDENSATION BUILDS IN THE CAC, DUE TO HUMID AIR BEING COMPRESSED BY THE TURBOCHARGERS AND THEN COOLED BY THE CAC. WHEN THE HUMID/COMPRESSED AIR IS COOLED BY THE CAC, IT CAUSES THE WATER GRAINS TO SEPARATE FROM THE AIR AND COLLECT ON THE CAC FINS. THE WATER IS THEN DRAWN INTO THE ENGINE, TYPICALLY RESULTING IN A BANK 2 MISFIRE. ENGINEERING IS CURRENTLY DEVELOPING A REPAIR FOR THIS CONCERN THAT SHOULD BE AVAILABLE DURING THE 4TH QUARTER OF THIS YEAR. IF THE CUSTOMER STATES THAT THE CONCERN WILL OCCUR UNDER ANY WEATHER CONDITIONS AND SIGNS OF WATER WERE NOT FOUND IN THE THROTTLE BODY OR CAC SYSTEM, ATTEMPT TO DUPLICATE THE CONCERN WHILE MONITORING THE FOLLOWING PID'S TO HELP DETERMINE THE CAUSE OF THE CONCERN; APP(%), BARO(PRESS), CHT(TEMP), CYL_(1-6)_ACCL, EQ_RAT11 (RATIO), EQ_RATIO21 (RATIO), FRP (PRESS), FRP_DSD, GEAR, KNK_CNTR_CYL (1-6), KNK_RATE_LRND, LOAD, LONGFT1, LONGFT2, MA! P(! PRESS), NUM_MISFIRE, OCTADJ_R_LRND, O2S11_CUR, O2S21_CUR, RPM, RUNTM, SHRTFT1, SHRTFT2, TQ_CNTRL, TR, VPWR, VREF, VSS. IF THE MISFIRES CAN BE ISOLATED TO A SPECIFIC CYLINDER, SWAP THE IGNITION COILS AND THE SPARK PLUGS WITH KNOWN GOOD CYLINDERS AND RETEST. REPLACE THE AFFECTED IGNITION COMPONENTS IF THE MISFIRE FOLLOWS THE COMPONENT. IF THE CONCERN STILL PERSIST AFTER IGNITION COIL SWAP AND COMPRESSION TESTS DO NOT INDICATE A CONCERN, REPLACE THE INJECTOR FOR THE MISFIRING CYLINDER(S).

REPAIR 10/02/2012 12:20PM DAVID STENDARDO MSS - FCSD - TECH SVC HOTLINE

REMOVED CAC TUBE FROM THROTTLE BODY TO COOLER, FOUND WATER INTRUSION

IN TUBE AND COOLER. I KNOW ENGINEERING IS WORKING ON A FIX FOR THIS BUT WHAT SHOULD WE DO IN THE MEAN TIME. REPLACE COOLER FOR NOW? CUSTOMER IS NOT TO HAPPY AS IS.

RECOMM 10/02/2012 12:20PM DAVID STENDARDO MSS - FCSD - TECH SVC HOTLINE

BRANDON, NO SERVICE ACTIONS SHOULD BE PERFORMED AT THIS TIME, AS A REPLACEMENT CAC WILL RESULT IN THE SAME CONCERN DUE TO THE REPLACEMENT PART BEING EXACTLY THE SAME. AT THIS POINT, THE ONLY PROCEDURE TO BE PERFORMED WOULD BE CLEANING OF THE CAC AS PER SECTION 303-12 INTAKE

AIR DISTRIBUTION AND FILTERING / CHARGE AIR COOLER (CAC) CLEANING IN THE ONLINE WSM. KEEP IN MIND THAT THIS IS NOT A REPAIR FOR THE CONCERN AT HAND, JUST A CLEANING OF ANY WATER OR OIL SLUDGE BUILD UP.

REPAIR

10/10/2012 03:23PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

SPOKE TO FSE TOLD TO MONITOR AND RECORD ETC ACTUAL AND ETC DESIRED FOUND UNDER HEAVY ACCEL DIFFERENCE WAS @ 4 DEGRESS WAS TOLD THAT I COULD TRY A THROTTLE BODY BUT WILL NOT FIX CONCERN. DID RECHECK INTERCOOLER AGAIN DEFFINETLY WATER IN INTERCOOLER AND WATER SIGNS IN CAC TUBES.CUSTOMER DOES DRIVE MOSTLY HIGHWAY MILES.

!!

RECOMM

10/10/2012 03:23PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

BRANDON, THE FORD TECHNICAL HOTLINE HAS REVIEWED YOUR REQUEST AND HAS DETERMINED THAT IT IS NECESSARY TO DISCUSS THIS MATTER VERBALLY OVER THE TELEPHONE. YOU WILL BE CONTACTED SHORTLY BY A FORD TECHNICAL HOTLINE REPRESENTATIVE.

REPAIR

10/10/2012 03:34PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

AN OUT BOUND CALL WAS PLACED TO THE DEALER; SPOKE TO SERVICE STEVEN MOSSBERG. THE CUSTOMER IS UPSET WITH THE VEHICLE PERFORMANCE (HESITATION ON ACCELERATION). VEHICLE IS PRESENTLY AT THE DEALER, OUT OF SERVICE FOR 17 DAYS.

RECOMM

10/10/2012 03:34PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

STEVEN, TECHNICAL ASSISTANCE HAS BEEN REQUESTED BY THE HOTLINE FOR THIS VEHICLE. THE FSE IN YOUR AREA SHOULD CONTACT THE DEALER MANAGEMENT (SERVICE MANAGER OR SERVICE DIRECTOR) WITHIN 1 BUSINESS DAY TO DISCUSS AND ASSIST IN THE RESOLUTION OF THIS VEHICLE CONCERN.

TAR

10/10/2012 03:34PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

NOTE TO FSE: TECHNICAL ASSISTANCE HAS BEEN REQUESTED BY THE HOTLINE FOR THIS VEHICLE DUE TO THE DAYS OUT OF SERVICE AND LACK OF PROGRESS IN REPAIRING A HESITATION ON ACCELERATION AFTER A HIGHWAY CRUISE. WATER HAS BEEN FOUND IN THE CAC, THE CAC DEFLECTOR IS INSTALLED, PCM AT THE LATEST LEVEL. THE VEHICLE HAS AN OPEN CUDL REQUESTING BUY BACK. PLEASE ASSIST THE TECHNICIAN IN RESOLVING THE VEHICLE CONCERN. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 3 ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 17

ADD-ON

10/19/2012 11:15AM ROBERT STAWIECKI(FSE MSS - FCSD - REG - BOSTON

VERIFED COMPLAINT AND ADVISED CUSTOMER TO PERFORM OCCAISONAL HARD ACCELS AFTER LONG CRUISE. CUSTOMER IS UNWILLING TO DRIVE BECAUSE HE SAYS HE FEARS FOR HIS SAFETY.HAD TECH REPLACE THROTTLE BODY BECAUSE

RECORDING SHOWED 4 DEHGREE VARIANCE FROM ACTUAL VS. DESIRED. MODIFIED CAC WITH WICK INSTALLED IN BASE TO TRY TO REMOVE WATER FROM IT. DEALER WILL ADVISE ME IF SUCCESSFUL.

ADD-ON 11/09/2012 09:20AM ROBERT STAWIECKI(FSE MSS - FCSD - REG - BOSTON SCHEDULED FOR 11/14

ADD-ON 12/11/2012 11:35AM ROBERT STAWIECKI(FSE MSS - FCSD - REG - BOSTON CAC REPLACED. CUSTOMER REPORTS NO PROBLEMS

AUDIT 12/11/2012 11:35AM ROBERT STAWIECKI(FSE MSS - FCSD - REG - BOSTON TECH ASSIST REFERRAL HAS BEEN CLOSED

REPAIR 02/01/2013 10:17AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE WEB FORM DATA - CONCERN: HESITATION, BUCKING, LACK OF POWER ON ACCELERATION MAINLY AFTER CRUISE THAN ACCELERATE AND AFTER IT RAINS DIAGNOSTICS: HOOK -UP IDS AND SCAN, NO CODES. MODE 6 DATA SHOWED #6 WITH ONLY 1 COUNT FOR LAST 10 DRIVE CYCLES PARTS REPLACED: PERFORM TSB# 12-10-19. INSTALLED NEW CAC, DEFLECTOR PLATE AND REPROGRAM PCM. ALSO REPLACED #6 COIL AND PLUG. REPLACED ETB PER ENGINEER FROM PREVIOUS REPAIR. TECH QUESTION: ANY NEW FIXES FOR THIS CONCERN OR ANOTHER ROUTE TO TAKE?

RECOMM 02/01/2013 10:17AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE DAVID, SINCE THE TSB 12-10-19 HAS ALREADY BEEN COMPLETED, AND THIS CONDITION CONTINUES, PLEASE INSPECT THE FUEL QUALITY OF THIS VEHICLE. POOR FUEL QUALITY CAN INDUCE RUNNING MISFIRE RELATED ISSUES. IF THE FUEL SAMPLE INDICATES ANY ISSUES, PLEASE COMPLETELY DRAIN THE FUEL TANK. FILL THE VEHICLE WITH KNOWN GOOD FRESH FUEL, AND REEVALUATE. IF NO FUEL QUALITY ISSUES ARE DISCOVERED, PLEASE INSPECT THE THROTTLE INLET PRESSURE (TIP) SENSOR FOR ANY CONCERNS. A CONTAMINATED TIP SENSOR CAN INDUCE THIS CONDITION. IF A LIKE UNIT IS AVAILABLE, PLEASE SWAP THE TIP SENSOR WITH A KNOWN GOOD UNIT, AND REEVALUATE. ADDITIONALLY, WE HAVE ESCALATED THIS CONCERN TO THE TECHNICAL SERVICE HOTLINEÂ?TS ESCALATED HANDLING TEAM FOR ADDITIONAL REVIEW. A SERVICE ENGINEER FROM THIS TEAM WILL CONTACT YOU BY PHONE OR THROUGH THIS HOTLINE ASSISTANCE REQUEST WITHIN ONE (1) BUSINESS DAY TO PROVIDE ADDITIONAL INFORMATION AND/OR RECOMMENDATIONS TO ASSIST IN THE RESOLUTION OF THE CUSTOMERÂ?TS CONCERN. OUR TEAM AT THE HOTLINE WILL CONTINUE TO WORK WITH YOU AND YOUR DEALERSHIP TO HELP GET THE CONCERN

!! RESOLVED AND THE VEHICLE BACK TO THE CUSTOMER IN A TIMELY MANNER. IF WE HAVE EXHAUSTED ALL OF OUR RESOURCES AND ARE STILL UNABLE TO RESOLVE

THE CUSTOMER'S CONCERN THROUGH THESE ADDITIONAL STEPS, THE HOTLINE WILL ALERT YOUR FIELD SERVICE ENGINEER BY OPENING A TECHNICAL ASSISTANCE REQUEST. PLEASE BE PREPARED TO DISCUSS ALL DIAGNOSTICS PERFORMED AND TEST RESULTS WITH THE TECHNICAL SERVICE HOTLINE SERVICE ENGINEER IN MORE DETAIL. THANK YOU IN ADVANCE.

- ESCLHD** **02/01/2013 10:17AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE**
106074185 CONCERN RE-ESCALATED DUE TO PAST FSE INVOLVEMENT. THE RUNNING ROUGH IN HUMID (RAINING) CONDITION CONTINUES. TSB 12-10-19 HAS BEEN COMPLETED.
- AUDIT** **02/01/2013 10:17AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE**
ODOMETER 9531 M CHANGED TO 19142 M BY MMESSIN4
- REPAIR** **02/04/2013 09:39AM DALE BARRETT MSS - FCSD - TECH! S! VC HOTLINE**
AN OUT BOUND CALL WAS PLACED TO THE DEALER; SPOKE TO TECHNICIAN DAVID MUNCASTER. THE TECHNICIAN HAS NOT DUPLICATED THE CONCERN. CUSTOMER STATES AFTER STEADY STATE CRUISE IN RAINY CONDITIONS FOR EXTENDED PERIODS OF TIME THE VEHICLE WILL LOSE POWER ON HARD ACCELERATION. THE LOST POWER EVENT WILL NOT RE-OCCUR UNTIL THE VEHICLE IS DRIVEN AGAIN AT A STEADY STATE CRUISE. VEHICLE HAS THE LATEST UPDATED CAC AND PCM SOFTWARE. !!
- TAR** **02/04/2013 09:39AM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE**
NOTE TO FSE: TECHNICAL ASSISTANCE IS BEING REQUESTED BY THE HOTLINE DUE TO THE DAYS OUT OF SERVICE AND LACK OF PROGRESS IN REPAIRING A LOSES POWER CONCERN. CUSTOMER STATES AFTER STEADY STATE CRUISE IN RAINY CONDITIONS FOR EXTENDED PERIODS OF TIME THE VEHICLE WILL LOSE POWER ON HARD ACCELERATION. THE LOST POWER EVENT WILL NOT RE-OCCUR UNTIL! T! HE VEHICLE IS DRIVEN AGAIN AT A STEADY STATE CRUISE. VEHICLE HAS THE LATEST UPDATED CAC AND PCM SOFTWARE. THE VEHICLE WAS TECH ASSISTED FOR THIS ISSUE 10/10 12. PLEASE ASSIST THE TECHNICIAN IN RESOLVING THE VEHICLE CONCERN. ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 18 ESTIMATED NUMBER OF REPAIR ATTEMPTS: 4
- RECOMM** **02/04/2013 09:39AM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE**
DAVID, TECHNICAL ASSISTANCE HAS BEEN REQUESTED FOR THIS VEHICLE BY THE TECHNICAL HOTLINE. THE FSE IN IN YOUR AREA WILL CONTACT THE SERVICE MANAGER OR SERVICE DIRECTOR WITHIN 1 BUSINESS DAY TO ASSIST IN REPAIRING THE VEHICLE CONCERN.
- ADD-ON** **02/04/2013 09:44AM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE**
RE-OPENING TAR
- AUDIT** **02/04/2013 09:44AM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE**

TECH ASSIST REFERRAL HAS BEEN REOPENED

This email was generated by the server ECCWS686

From: Myers, Dan (D.P.)
Sent: Thursday, February 21, 2013 11:07 AM
To: Oyafuso, Kevin (K.G.); Nowaczyk, Rick (R.J.); Hughes, Scott (S.R.); Selthofer, Adam (A.)
Cc: McDonagh, Scot (S.M.); Dixon, Mark (M.R.); Smith, Craig (C.A.); McCoy, Jim (D.)
Subject: RE: **Escalated Case**2012 F-150 repeat #5 Inj. failure (CQIS Report#CJIDM001)

The vehicle came back and the injector harness's were replaced along with #5 injector, coil and plug. After the repair #5 is a dead hole and 4,6 miss intermittently. Any ideas what could have happened that would result in this situation?

From: Oyafuso, Kevin (K.G.)
Sent: Wednesday, February 20, 2013 8:16 AM
To: Myers, Dan (D.P.); Nowaczyk, Rick (R.J.); Hughes, Scott (S.R.); Selthofer, Adam (A.)
Cc: McDonagh, Scot (S.M.); Dixon, Mark (M.R.); Smith, Craig (C.A.); McCoy, Jim (D.)
Subject: RE: **Escalated Case**2012 F-150 repeat #5 Inj. failure (CQIS Report#CJIDM001)

Here is a generic list for driveability, it's in 2 parts. One's a static check and is done with just KOEO (before and after drive); the big list is for the drive.

KOEO: CLRDIST, CLRWRMUP, ETCDIAG_CODE, KNK_CNTR_CYL(1-6), KNK_RATE_LRND, MFF__INGEAR, MFF_LOAD, MFF_RPM, MFF_RUN, MFF_SOAK, MFF_TCC_LOCK, MFF_THR_ANG, MFF_TRIP, MFF_VSS, OCTADJ_R_LRND, MP_LRN, DIST_BRKOVDR.

For Driving or engine running:

ACC_CMD
APP (PER),
BARO (PRESS),
CHT (TEMP),
CYL_(1-6)_ACCL,
DTCNT,
EQ_RAT11 (RATIO),
EQ_RAT21 (RATIO),
ETC_ACT,
ETC_DSD,
EVAPCP,
FLI,
FRP (PRESS),
FRP_DSD,
FTP_H2O (NUM),
GENVDSD,
GEAR,
IAT2 (TEMP),
KNK_RATE_LRND,
KNOCK_1,
KNOCK_2,
KNOCK_SPRK,
LOAD (PER),
LONGFT1,
LONGFT2,
MAP (PRESS),
NUM_MISFIRE,
O2S11_CUR,

O2S21_CUR,
OSS_SRC
RPM,
RUNTM,
SHRTFT1,
SHRTFT2,
SPARKADV,
SYNC,
TQ_CNTRL,
TIP_PRS_DSD,
TIP_PRS-Boost,
TR,
TSS_SRC
TURBO_BPASS,
TURBO_WGATE,
VCT_EXH_ACT2,
VCT_INT_ACT2,
VCT_EXH_DSD,
VCT_INTK_DSD,
VPWR,
VSS

From: Myers, Dan (D.P.)
Sent: Wednesday, February 20, 2013 8:50 AM
To: Oyafuso, Kevin (K.G.); Nowaczyk, Rick (R.J.); Hughes, Scott (S.R.); Selthofer, Adam (A.)
Cc: McDonagh, Scot (S.M.); Dixon, Mark (M.R.); Smith, Craig (C.A.); McCoy, Jim (D.)
Subject: Re: **Escalated Case**2012 F-150 repeat #5 Inj. failure (CQIS Report#CJIDM001)

Can I please get a list of PIDs you would like recorded? The vehicle will be in today so I want to take some recordings before we touch it.

Thanks!
This message was sent from a BlackBerry.

From: Myers, Dan (D.P.)
Sent: Thursday, February 14, 2013 10:42 AM
To: Oyafuso, Kevin (K.G.); Nowaczyk, Rick (R.J.); Hughes, Scott (S.R.); Selthofer, Adam (A.)
Cc: McDonagh, Scot (S.M.); Dixon, Mark (M.R.); Smith, Craig (C.A.); McCoy, Jim (D.)
Subject: RE: **Escalated Case**2012 F-150 repeat #5 Inj. failure (CQIS Report#CJIDM001)

The physical compression was checked and found to be equal on that bank. We still checked with a bore scope and other than the excessive carbon there were no issues. The misfire is present cold. The last two times the plug would be wet after the truck sat overnight. After replacing the injector both times the truck ran for 3+ days before exhibiting the cold start issue again. Then eventually the DTC will set a P0305.

The customer doesn't want to come back until we have a plan and I am standing there to fix his truck.

From: Oyafuso, Kevin (K.G.)
Sent: Thursday, February 14, 2013 9:29 AM
To: Nowaczyk, Rick (R.J.); Hughes, Scott (S.R.); Selthofer, Adam (A.)
Cc: McDonagh, Scot (S.M.); Dixon, Mark (M.R.); Smith, Craig (C.A.); Myers, Dan (D.P.); McCoy, Jim (D.)
Subject: RE: **Escalated Case**2012 F-150 repeat #5 Inj. failure (CQIS Report#CJIDM001)

Did tech inspect injector harness for damage? We had this concern on a couple of trucks, the injector harness was getting pierced by the opposing fuel rail bracket and shorting out the injector. The collateral damage could lead to a damaged coil and PCM.

Recommend a resistance check on injector 5 wiring - this can be done at the PCM connector. check resistance to ground on both wires going to injector 5.

Did the ignition coil get swapped? I can't tell if the misfire is present all the time or not. Hope Dan can investigate this - might help if you can get us mode 6, and MFF data with the datalogger.

Also, check for base engine concerns too. Run the relative compression test with ids, if #5 looks a little different than the rest then do a manual compression test and/or inspect cylinder for damage with a boroscope.

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, February 14, 2013 9:59 AM
To: Oyafuso, Kevin (K.G.); Hughes, Scott (S.R.); Selthofer, Adam (A.)
Cc: McDonagh, Scot (S.M.); Dixon, Mark (M.R.); Smith, Craig (C.A.); Myers, Dan (D.P.)
Subject: **Escalated Case**2012 F-150 repeat #5 Inj. failure (CQIS Report#CJIDM001)
Importance: High

Powertrain Engineering Team,

Have you seen this concern before hard start cold with a repeat inj. failure #5 Cylinder on 3.5L GTDI? FSE (Dan Myers) requesting assistance in repairing this unit. It seems that the intake runner for #5 cylinder is the only one that keeps building up carbon all the others intake runners are clean.

(FYI, FSE still needs to update this GCQIS report that states the hard start cold issue is coming again per the customer.)

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, February 14, 2013 9:41 AM
To: Nowaczyk, Rick (R.J.)
Subject: Report Summary for the CQIS Report#CJIDM001

Attachments : 5

Report# :	CJIDM001 NHL	Received:	01/16/2013
CCRG/EPRC:		Date:	
Vehicle:	2012,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET7CK [REDACTED]	Build Date:	06/06/2012
Odometer :	6,020 M	Engine:	3.5L-GTDI
Transmission:	6R80E	Calibration:	CF613C0N
Dealer:	USA 09446 Bob Lowth Ford, Inc.	A/C:	YES
City:	Bemidji	Phone#:	(218) 751-3140
State:	Minnesota	Country :	USA
Originator:	MIKE LEAS		
Symptom:	5 50 3 39 DRV PERF,RUNS ROUGH,CRUISE/STEADY,INTERMITTENT		

Status:
VFG: V52 DRIVEABILITY
Additional Symptom: RUNS ROUGH
Fix: **Causal Component :**
Condition Code:

Hotliner: DSTENDAR **Phone:** 000 317-9287 **Regn Cd:** G5 Twin Cities
Engineering: **Phone:** **TAR:** 0-30
Dlr Contact: MIKE LEAS **Phone:** 218 751-3140 **Title Cde:** SM

DTCs:
KOEO:
KOEC:P0305 P0316
KOER:

Comments

:
REPAIR 10/09/2012 10:41AM DAVID STENDARDO MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:CUSTOMER STATES WHEN FIRST STARTED THE TRUCK WILL RUN ROUGH AND AFTER A FEW SECONDS OF RUNNING IT WILL SMOOTH OUT, ALSO HE STATES WHEN HOLDING A STEADY SPEED IN TOWN HE FEELS IT HAS A MISFIRE. DIAGNOSTICS: TEST DRIVE AND SCAN PARTS
REPLACED:NONE TECH QUESTION:ANY KNOWN, WE HAVE NOT BEEN ABLE TO DUPLICATE AND CUSTOMER IS ADAMANT SOMETHING IS WRONG.
AFTER A
TEST DRIVE I DID NOTICE A ROTTEN EGG SMELL COMING FROM THE TAILPIPE. ALSO WHEN DRIVING AT A STEADY SPEED AFTER TORQUE CONVERTER LOCKS UP IT MIGHT HAVE A GROWN SOUND WITH A LITTLE VIBRATION BUT DOES NOT SEEM EXCESSIVE TO ME.

RECOMM 10/09/2012 10:41AM DAVID STENDARDO MSS - FCSD - TECH SVC HOTLINE
MIKE, PLEASE CONTINUE TO DUPLICATE THE CONCERN AS WELL AS INTERVIEW THE CUSTOMER ABOUT ANY UNIQUE CIRCUMSTANCES THAT THE VEHICLE NEEDS TO BE UNDER TO MAKE THE CONCERN SURFACE. THERE HAVE BEEN SOME INSTANCES OF MISFIRES DUE TO CONDENSATION IN THE CAC ON EARLIER BUILD VEHICLES THAT COULD STILL BE HAPPENING TO THIS UNIT. THE CONCERN SEEMS TO PICK ON THE BANK 2 CYLINDERS (4,5,6). CLEAR ALL DTC'S AND REVIEW THE MODE 6 DATA TO SEE IF THERE IS A MISFIRE COUNT THAT COULD CONFIRM THIS AS A BANK 2 ISSUE, OR IF THERE ARE OTHER CYLINDERS

INVOLVED. IF THE CONCERN IS SUSPECT AS JUST ON BANK 2, REMOVE THE FRESH AIR DUCT FROM THE THROTTLE PLATE AND INSPECT FOR ANY WATER STAINING IN THE HOUSING. IF THERE IS WATER STAINING PRESENT, THE CONCERN IS LIKELY DUE TO CONDENSATION DROP OUT IN THE CAC THAT IS GETTING DRAFTED IN TO THE INTAKE UNDER HARD ACCELERATIONS. AT THIS TIME, NO SERVICE ACTIONS SHOULD BE PERFORMED AND OASIS SHOULD BE MONITORED FOR FURTHER UPDATES. ENGINEERING CURRENTLY HAS THIS CONCERN UNDER REVIEW. IF THE CONCERN IS ON BANK ONE AS WELL, SWAP IGNITION COILS AND PLUGS AROUND IN AN EFFORT TO HELP ISOLATE A COMPONENT ISSUE AND REPLACE AS NEEDED.

REPAIR 10/09/2012 05:24PM JOHN BRIMMELL MSS - FCSD - TECH SVC HOTLINE
AFTER TEST DRIVE WITH CUSTOMER THE TORQUE CONVERTER LOCK UP IS ONE OF THE ITEMS HE STATES HE IS NOT HAPPY WITH, WHEN MAINTAINING A STEADY SPEED, AFTER THE CONVERTER LOCKS UP THERE IS A VIBRATION AND A SURGE WHEN KEEPING A STEADY SPEED. I HAVE NOT BEEN ABLE TO DUPLICATE ON ANY NEW TRUCKS. ANY KNOWN?

RECOMM 10/09/2012 05:24PM JOHN BRIMMELL MSS - FCSD - TECH SVC HOTLINE
MIKE, WHEN THE CONVERTER LOCKS THE CRANKSHAFT IS MECHANICALLY LOCKED TO THE TRANSMISSION INPUT SHAFT THEREFORE ANY INCONSISTENCIES IN THE POWERTRAIN WILL BE AMPLIFIED WHEN THE CONVERTER LOCKS. WHEN THE CONVERTER RELEASES THE CONVERTER ACTS AS A HYDRAULIC DAMPENER AND ABSORBS SOME OR ALL OF THE VIBRATION. DUPLICATE THE CONDITION AND VERIFY THE CONVERTER IS STAYING LOCKED BY MONITORING THE TC_SLIPDSD AND THE ACTUAL CONVERTER SLIP IS EXPECTED TO FOLLOW TC_SLIPACT. ONCE THE PIDS ARE MONITORED ADDITIONAL DIAG INFORMATION OR A REPAIR/DIAG DIRECTION CAN BE DETERMINED.

REPAIR 10/10/2012 03:15PM SEAN HANEY MSS - FCSD - TECH SVC HOTLINE
MIKE STATED THAT THE CONCERN IS VERY SLIGHT, ANY KNOWN, OR DIRECTIONS TO TAKE.

RECOMM 10/10/2012 03:15PM SEAN HANEY MSS - FCSD - TECH SVC HOTLINE
MIKE, RECOMMEND COMPARING TO A LIKE UNIT, SIMILARLY EQUIPPED, TO ELIMINATE AN OPERATIONAL CHARACTERISTIC. IF THE LIKE UNIT IS NOT COMPARABLE, RECOMMEND CLEARING TCM KAM AS THIS VEHICLE HAS A HIGH LEVEL OF ADAPTABILITY. THESE ADAPTIVES CAN ADJUST TO DRIVER INPUTS AND MAY CAUSE A CONCERN WITH DRIVEABILITY. THIS IS AN OPERATIONAL DESIGN OF THE ADAPTIVE TABLES AND IF RESOLVED FROM CLEARING THE KAM, NO FURTHER REPAIR WOULD BE NECESSARY.

REPAIR 10/18/2012 03:40PM BRETT FENNING MSS - FCSD - TECH SVC HOTLINE
MIKE STATED THE VEHICLE IS CAME BACK TODAY WITH A MISFIRE/SURGE CONCERN. IT IS RAINING OUT TODAY AND WAS ABLE TO DUPLICATE THE CONCERN

RECOMM 10/18/2012 03:40PM BRETT FENNING MSS - FCSD - TECH SVC HOTLINE

MIKE, IT IS POSSIBLE THAT A CHARGE AIR COOLER CONDENSATION MISFIRE MAY BE OCCURRING EVEN WITH CAC DEFLECTOR INSTALLED AND THE LATEST CALIBRATION FROM THE FACTORY (TSB 12-6-4). NOT ALL F-150 GTDI MISFIRES ARE RELATED TO MOISTURE BUILD-UP IN THE CHARGE AIR COOLER. IT WILL FIRST BE NECESSARY TO DETERMINE IF THE MISFIRE IS RELATED TO ACTUAL CONDENSATION OR RELATED TO ANOTHER COMPONENT/SYSTEM. IF THE CONCERN CAN BE DUPLICATED DURING A ROAD TEST ON A REGULAR BASIS, THEN IT IS MOST LIKELY NOT A CONDENSATION CONCERN AND RECOMMEND CONTINUING WITH NORMAL MISFIRE DIAGNOSTICS. IF THE CONCERN CAN ONLY BE DUPLICATED UNDER EXTENDED DRIVING, EXTREMELY HUMID OR RAINING CONDITIONS AFTER A HARD ACCELERATION EVENT, THEN IT IS MOST LIKELY DUE TO CAC CONDENSATION. RECOMMEND INSPECTING THE THROTTLE PLATE AND CAC INTAKE TUBE FOR SIGNS OF WATER OR WATER STAINS. IF THIS IS FOUND THE CONCERN IS LIKELY DUE TO CAC CONDENSATION. ENGINEERING IS IN THE PROCESS OF VALIDATING A REPAIR FIX FOR CAC CONDENSATION, BUT NO RELEASE DATE HAS BEEN PROVIDED. PLEASE CONTINUE TO MONITOR OASIS FOR UPDATES.

REPAIR 10/29/2012 04:17PM JOHN BRIMMELL MSS - FCSD - TECH SVC HOTLINE

WAS ADVISED BY FSE THERE WILL BE AN FSE COMMING OUT REGARDING THIS ISSUE, THE TSB IS 12-10-19, LOOKING FOR INFORMATION ON THE TSB BECAUSE IT IS NOT IN THE SYATEM.

RECOMM 10/29/2012 04:17PM JOHN BRIMMELL MSS - FCSD - TECH SVC HOTLINE

TSB 12-10-19 SUPERSEDES TSB 12-6-4 TO REMOVE THE PRODUCTION FIX DATE, UPDATE THE TITLE, ISSUE STATEMENT, PART LIST AND SERVICE PROCEDURE. THE UPDATED TSB SHOULD BE RELEASED WITHIN A FEW DAYS.

REPAIR 11/07/2012 11:35AM WALTER SMITH MSS - FCSD - TECH SVC HOTLINE

PERFORMED TSB 12-10-19 AND THE CUSTOMER STATED EVERTHING WAS FINE UNTILL IT RAINED, THEN THE TRUCK STARTED TO ACT UP AGAIN WHILE DRIVING. ANY ADVICE?

RECOMM 11/07/2012 11:35AM WALTER SMITH MSS - FCSD - TECH SVC HOTLINE

MIKE, IF THE MIL LIGHT IS ON AND DTC P0305 IS SETTING AGAIN, RECOMMEND TO PERFORM NORMAL ENGINE MISFIRE DIAGNOSIS TO VERIFY THE CYLINDER #5 COMPRESSION, SPARK PLUG, COIL, COIL CONNECTOR AND PIN FIT. INSPECT THE SPARK PLUG WELL FOR SIGNS OF WATER GETTING IN. CHECK AND VERIFY THE INJECTOR CONNECTIONS AND PIN FIT AT THE INJECTOR. DISCUSS THE CONDITIONS WHEN THE OWNER CAN DUPLICATE THE ROUGH RUNNING, (WE UNDER STAND IT IS RAINING, BUT IS THE ROUGH RUNNING CONDITION STILL HAPPEN ON START UP OR AT IDLE, HOT COLD UNDER HARD ACCELERATION) THIS INFORMATION WILL ALSO HELP IN BEING ABLE TO DUPLICATE THE COMPLAINT.

IF THE ENGINE IS STILL MISSING ON START UP CHECK THE SPARK PLUG FOR SIGNS OF FUEL COOLANT OR OIL DEPOSITS. CHECK FOR LEAKING INJECTORS PRESSURIZE THE FUEL SYSTEM REMOVE THE #5 SPARK PLUG AFTER THE VEHICLE AS SAT THE SUSPECTED AMOUNT OF TIME USE A BORE SCOPE TO INSPECT THE CYLINDER FOR SIGNS OF FUEL LEAKING FROM THE INJECTOR AND INTO THE CYLINDER. IF THE MISFIRE IS PRESENT WHILE DRIVING AT A CRUISE OR ON ACCELERATION TRY TO DUPLICATE WITH A VDR CONNECTED TO THE VEHICLE TO GET A RECORDING OF THE FOLLOWING PIDS TO SEE IS A FAULT CAN BE SEEN. (APP(%), BARO(PRESS), CHT(TEMP), CYL_(1-6)_ACCL, EQ_RAT11 (RATIO), EQ_RATIO21 (RATIO), FRP (PRESS), FRP_DSD, GEAR, KNK_CNTR_CYL (1-6), KNK_RATE_LRND, LOAD, LONGFT1, LONGFT2, MAP(PRESS), NUM_MISFIRE, OCTADJ_R_LRND, O2S11_CUR, O2S21_CUR, RPM, RUNTM, SHRTFT1, SHRTFT2, TQ_CNTRL, TR, VPWR, VREF, VSS.

REPAIR 01/09/2013 01:35PM TONY ROMANO MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: CUSTOMER STATES THE TRUCK WILL BUCK AND JERK WHEN TRING TO TAKE OFF, SEEMS TO HAPPEN MORE WHEN PULLING A LIGHT LOAD. DIAGNOSTICS: SEE OASIS FOR HISTO AND INSTALLED CFR TO RECORD PIDS ADVISED BY HOTLINE FROM LAST CONTACT PARTS REPLACED: CAC, INJECTORS. TECH QUESTION: HOW DO I GET THEESE RECORDINGS TO YOU?

RECOMM 01/09/2013 01:35PM TONY ROMANO MSS - FCSD - TECH SVC HOTLINE
MIKE, BE SURE THE SESSION HAS HAD THE RECORDINGS SAVED AND THEN FIND THE SESSION ON THE IDS'S PREVIOUS SESSION SCREEN. CLICK ON THE SESSION TO HIGHLIGHT IT IN BLUE, BUT DOM NOT SELECT THE CHECK MARK. ONCE YOU HAVE THE SESION HIGHLIGHTED, THERE SHOULD GBE AN ICON THAT POPS UP ON THE RH SIDE OF THE SCREEN THAT HAS 3 OR 4 COMPUTERS CONNECTED BY A CABLE. SELECT THIS ICON AND THE DATA SHOULD AUTOMATICALLY UPLOAD AND SEND THERECORDINGS IF THE IDS HAS ACCESS TO THE WEB. ONCE YOU HAVE SENT THE RECORDINGS, PLEASE UPDATE THIS REPORT AGAIN ADVISING THE RECORDINGS WHEN UPLOADED SO THEY CAN BE REVIEWED.

AUDIT 01/09/2013 01:35PM TONY ROMANO MSS - FCSD - TECH SVC HOTLINE
ODOMETER 3845 M CHANGED TO 6020 M BY TROMANO7

REPAIR 01/14/2013 10:16AM KEVIN SANDERS MSS - FCSD - TECH SVC HOTLINE
VEHICLE HAS AN INTERMITTENT HESITATION, BUCK/JERK ON ACCELERATION. THE DEALERSHIP CANNOT VERIFY THE CONCERN AT THIS TIME. THE DEALERSHIP HAS OBTAINED A RECORDING OF THE CONCERN WITH THE FOLLOWING PIDS. (APP(%), BARO(PRESS), CHT(TEMP), CYL_(1-6)_ACCL, EQ_RAT11 (RATIO), EQ_RATIO21 (RATIO), FRP (PRESS), FRP_DSD, GEAR, KNK_CNTR_CYL (1-6), KNK_RATE_LRND, LOAD, LONGFT1, LONGFT2, MAP(PRESS), NUM_MISFIRE, OCTADJ_R_LRND, O2S11_CUR, O2S21_CUR, RPM, RUNTM, SHRTFT1, SHRTFT2,TQ_CNTRL, TR, VPWR, VREF, VSS.

RECOMM 01/14/2013 10:16AM KEVIN SANDERS MSS - FCSD - TECH SVC HOTLINE

MIKE, RECOMMEND OBTAINING A RECORDING OF THE CONCERN MONITORING THE FOLLOWING PIDS. APP%, BARO, CAC_T, CHT, CYL_(1-6)_ACCL, DTCNT, EQ_RAT11, EQ_RAT21, ETC_ACT, ETC_DSD, FRP, FRP_DSD, F_VCV#, GEAR, IAT, IAT2, GEAR, KNK_CNTR_CYL (1-6), KNK_RATE_LRND, KNOCK_1, KNOCK_2, LOAD, LONGFT1, LONGFT2, MAP (VOLTAGE AND PRESSURE), O2S11_CUR, O2S21_CUR, NUM_MISFIRE, OCTADJ_R_LRND, RPM, RUNTM, SHRTFT1, SHRTFT2, SPARKADV, TCC, TFT, TIP_PRES_V, TIP_PRS_BOOST, TIP_PRS_DSD, TP1, TP2, TR, TR1, TR2, TR3, TR4, TURBO_UNDER, TURBO_WGATE, TQ_CNTRL, VSS. AFTER THE RECORDINGS ARE MADE LOCATE THE 'SET DEALER INFORMATION' IN THE IDS SYSTEM UTILITIES MENU AND VERIFY THAT THE P&A CODE IS CORRECT. IF OKAY, HOLD AND SAVE THE SESSION THAT CONTAINS THE RECORDINGS AND UPLOAD TO THE HOTLINE SERVER. FROM THE PREVIOUS SESSIONS MENU SELECT TO HIGHLIGHT THE SESSION. LOCATE AND SELECT THE THREE COMPUTERS ICON ON THE RIGHT SIDE OF THE SCREEN TO COMPLETE THE UPLOAD. ONCE A RECORDING IS OBTAINED. RECOMMEND PAYING CLOSE ATTENTION TO THE TIP_PRES_V PID. EXPAND THE PID AS LARGE AS POSSIBLE WHEN PLAYING BACK. IT SHOULD BE FAIRLY STEADY LINE ON THE GRAPH. IF IT IS SPIKING OR DROPPING OUT, RECOMMEND INSPECTING THE TIP BOOST SENSOR FOR ANY CONTAMINATION. ONCE THE RECORDING HAS BEEN UPLOADED AND THE VEHICLE IS IN THE SHOP, PLEASE CONTACT THE HOTLINE.

ADD-ON 01/14/2013 10:16AM KEVIN SANDERS MSS - FCSD - TECH SVC HOTLINE

CONSULTED HOUSTON, WILLIE (EH). THIS VEHICLE IS BEING ESCALATED DUE TO THE NUMBER OF CONTACTS AND THE LENGTH OF TIME THE CONCERN HAS BEEN ONGOING. THE VEHICLE IS CURRENTLY NOT IN THE SHOP AND THE DEALERSHIP IS GOING TO ATTEMPT TO OBTAIN A RECORDING WITH AN UPDATED PID LIST. DEALERSHIP WAS DIRECTED TO CALL THE HOTLINE WHEN THE VEHICLE IS IN THE SHOP AND WITH A NEW RECORDING.

ESCLHD 01/15/2013 04:05PM WILLIE HOUSTON MSS - FCSD - TECH SVC HOTLINE

*****ESCALATION CONTACT CLOSED BECAUSE THE VEHICLE IS NOT AT THE DEALER. PLEASE CONSULT WITH THE ESCALATED HANDLING TEAM WHEN THE DEALER CONTACTS THE HOTLINE FOR ADDITIONAL ASSISTANCE.*****

REPAIR 01/16/2013 11:10AM ROBERT ABERCROMBIE MSS - FCSD - TECH SVC HOTLINE

MIKE STATED THE VEHICLE IS NOW AT THE DEALER AND HE HAS ALSO DOWN LOADED THE RECORDINGS TO THE HOTLINE.

RECOMM 01/16/2013 11:10AM ROBERT ABERCROMBIE MSS - FCSD - TECH SVC HOTLINE

MIKE, THIS REPORT HAS BEEN SENT TO THE ESCALATION TEEM FOR FURTHER REVIEW.

REPAIR 01/16/2013 04:41PM WILLIE HOUSTON MSS - FCSD - TECH SVC HOTLINE

MIKE CALLED AND STATED THAT THE RECORDINGS HAVE BEEN UPLOADED AND HE

HAS BEEN AWAITING A PHONE CALL FROM THE ESCALATED HANDLING TEAM.

RECOMM 01/16/2013 04:41PM WILLIE HOUSTON MSS - FCSD - TECH SVC HOTLINE
MIKE, THE ESCALATED HANDLING TEAM HAS BEEN INFORMED OF THE RECORDINGS HOWEVER THEY HAVE NOT BEEN ANALYZED YET. DURING THE PHONE CALL THE RECORDINGS WERE DOWNLOADED AND REVIEWED. THE CYLINDER ACCELERATION PIDS SHOW INTERMITTENT MISFIRES HOWEVER THERE IS NO FAULT IN THE TIP_VOLTAGE PID. PLEASE USE THE IDS OSCILLOSCOPE TO MONITOR THE CKP WAVEFORM. COMPARE THE WAVEFORM TO THE KNOWN GOOD PATTERN IN THE SCOPE MENU AND MAKE A SCREENSHOT. SAVE THE SCREENSHOT TO A WORDPAD OR WORD DOCUMENT AND EMAIL TO GENGINE@FORD.COM, USING THE CONTACT ID IN RED AT THE TOP OF THIS REQUEST. AFTER THE SCREENSHOTS HAVE BEEN SENT A MEMBER OF THE ESCALATED HANDLING TEAM WILL CONTACT YOU BY TELEPHONE WITH FURTHER REPAIR DIRECTION .

REPAIR 01/17/2013 10:20AM KEVIN SANDERS MSS - FCSD - TECH SVC HOTLINE
MIKE IS CALLING IN TO INFORM THE HOTLINE THAT HE HAS EMAILED THE REQUESTED SNAP SHOTS.

RECOMM 01/17/2013 10:20AM KEVIN SANDERS MSS - FCSD - TECH SVC HOTLINE
MIKE, THANK YOU FOR THE UPDATE. THE INFORMATION WILL PASSED ON THE ESCALATION TEAM FOR REVIEW.

REPAIR 01/17/2013 11:11AM WILLIE HOUSTON MSS - FCSD - TECH SVC HOTLINE
AN OBC WAS MADE TO THE DEALER TO FOLLOW UP WITH MIKE REGARDING THIS CONCERN.

RECOMM 01/17/2013 11:11AM WILLIE HOUSTON MSS - FCSD - TECH SVC HOTLINE
MIKE, AFTER REVIEW OF THE CKP PATTERNS AND NEW IDS SESSION RECORDINGS, RECOMMEND DRIVING THE VEHICLE TO FULL OPERATING TEMPERATURE AND THEN ALLOW A COLD SOAK OF 4-5 HOURS. AFTER THE COLD SOAK, REMOVE THE SPARK PLUGS AND INSPECT THE CYLINDERS FOR EXCESSIVE CARBON BUILDUP AND SIGNS OF RAW FUEL ENTRY. INSPECT THE GAP OF THE SPARK PLUGS AND ENSURE THAT THEY ARE CORRECTLY SET AT THE WSM SPECIFICATION OF .035". UPDATE THIS ONLINE FORM WITH THESE TEST RESULTS FOR FURTHER ASSISTANCE.

REPAIR 01/17/2013 07:17PM STEPHEN MASSEY MSS - FCSD - TECH SVC HOTLINE
REMOVED SPARK PLUGS TO INSPECT FOR FUEL AND FOUND A STICKY BLACK GOO ON PISTON AND IN THE SPARK PLUG THREADS ON #5 CYLINDER. COULD NOT CONFIRM ANY RAW FUEL IN CYLINDER. SPARK PLUG GAPS ARE ALL WITHIN .002

RECOMM 01/17/2013 07:17PM STEPHEN MASSEY MSS - FCSD - TECH SVC HOTLINE
MIKE, THANK YOU FOR THE UPDATE. THIS INFORMATION WILL BE FORWARDED TO THE ESCALATION TEAM, AND YOU WILL BE CONTACTED TO DISCUSS THIS CONCERN FURTHER.

REPAIR 01/18/2013 09:28AM STEPHEN MASSEY MSS - FCSD - TECH SVC HOTLINE

MIKE CALLED TO CHECK THE STATUS OF THIS ESCALATED CONTACT.

RECOMM 01/18/2013 09:28AM STEPHEN MASSEY MSS - FCSD - TECH SVC HOTLINE

MIKE, THE ESCALATION TEAM WILL REVIEW THE INFORMATION SUPPLIED, AND YOU WILL BE CONTACTED BY A MEMBER OF THE ESCALATION TEAM TO DISCUSS THIS CONCERN FURTHER.

REPAIR 01/18/2013 10:41AM WILLIE HOUSTON MSS - FCSD - TECH SVC HOTLINE

AN OBC WAS MADE TO THE DEALER TO FOLLOW UP WITH MIKE REGARDING THIS CONCERN. HE STATES THAT THE TECHNICIAN HAS FOUND A SIGNIFICANT AMOUNT OF A STICKY BLACK SUBSTANCE ON TOP OF THE CYLINDER NUMBER 5 PISTON AND THREADS OF THE SPARK PLUG. THE TECHNICIAN HAD INITIALLY REPLACED THE INCORRECT SPARK PLUG, HOWEVER HE IS CERTAIN THAT THE CYLINDER 5 INJECTOR WAS REPLACED.

RECOMM 01/18/2013 10:41AM WILLIE HOUSTON MSS - FCSD - TECH SVC HOTLINE

MIKE, IN ORDER TO COMPLETE REPAIRS IT WILL BE NECESSARY TO PERFORM A DECARB PROCEDURE TO REMOVE THE CARBON/SUBSTANCE FROM THE CYLINDER. IF THE CONCERN IS ISOLATED TO A SINGLE CYLINDER, SUSPECT THAT THE INJECTOR MAY HAVE BEEN LEAKING DOWN CAUSING THE EXCESSIVE BUILDUP. FUEL QUALITY ISSUES ARE THE MOST LIKELY ROOT CAUSE OF THESE ISSUES. TO PERFORM THE DECARB, REMOVE THE SPARK PLUGS AND FILL THE CYLINDERS WITH MOTORCRAFT PM-3 FOAMING CARB CLEANER. ALLOW THE VEHICLE TO SOAK OVERNIGHT AND THEN PURGE THE CLEANER FROM THE CYLINDERS AND CHANGE THE ENGINE OIL. IF NECESSARY, REPLACE THE INJECTORS AND RETEST. INSPECT FUEL QUALITY WITH A VISUAL INSPECTION FOR CONTAMINATION AND IF PRESENT, REMOVE AND CLEAN THE FUEL TANK AND LINES.

REPAIR 01/21/2013 06:20PM TONY ROMANO MSS - FCSD - TECH SVC HOTLINE

PERFORMED DECARB HAD TO PERFORM MULTIPLE TIMES TO GET MOST OF IT OUT. UPLOADED DATA LOGGER INFO AFTER INSTALLING NEW SPARK PLUGS. PLEASE REVIEW AND CONTACT.

RECOMM 01/21/2013 06:20PM TONY ROMANO MSS - FCSD - TECH SVC HOTLINE

MIKE, THE ESCALATION TEAM WILL REVIEW THE INFORMATION SUPPLIED, AND YOU WILL BE CONTACTED BY A MEMBER OF THE ESCALATION TEAM TO DISCUSS THIS CONCERN FURTHER.

REPAIR 01/22/2013 05:37PM WILLIE HOUSTON MSS - FCSD - TECH SVC HOTLINE

AN OBC WAS MADE TO THE DEALER TO FOLLOW UP WITH MIKE. HE STATES THAT THE DECARB PROCEDURE WAS PERFORMED SEVERAL TIMES AND THE VEHICLE NOW SEEMS TO RUN FINE. THERE WAS A SIGNIFICANT AMOUNT OF CARBON BUILDUP REMOVED FROM THE CYLINDERS WHEN PERFORMING THE DECARB PROCEDURE. THE CUSTOMER HAS PICKED UP THE VEHICLE.

RECOMM 01/22/2013 05:37PM WILLIE HOUSTON MSS - FCSD - TECH SVC HOTLINE

THANK YOU FOR THE UPDATED REPORT. BASED ON THE FIX INFORMATION

PROVIDED, THE VEHICLE HAS BEEN REPAIRED AND RETURNED TO SERVICE. THE ESCALATION CONTACT WILL BE CLOSED AT THIS TIME.

- ESCLHD 01/22/2013 05:37PM WILLIE HOUSTON MSS - FCSD - TECH SVC HOTLINE**
*****ESCALATION CONTACT CLOSED***** PLEASE CONSULT WITH THE EH TEAM IF THE DEALER CONTACTS THE HOTLINE FOR ADDITIONAL ASSISTANCE.
- REPAIR 01/30/2013 01:23PM KEVIN SANDERS MSS - FCSD - TECH SVC HOTLINE**
TRUCK CAME BACK TODAY. SCAN FOR CODES AND P0316 AND P0305. ALSO SAID THAT IT STARTED TO BACK FIRE AND RUNS POORLY UNDER LOAD.
- RECOMM 01/30/2013 01:23PM KEVIN SANDERS MSS - FCSD - TECH SVC HOTLINE**
THANK YOU FOR THIS UPDATED INFORMATION. WE WILL FORWARD THIS INFORMATION BACK TO THE ESCALATION TEAM AND THEY WILL RE-CONTACT YOU WITH FURTHER DIAGNOSTIC DIRECTION.
- REPAIR 01/30/2013 02:10PM WILLIE HOUSTON MSS - FCSD - TECH SVC HOTLINE**
AN OBC WAS MADE TO THE DEALER TO FOLLOW UP WITH MIKE. HE IS ON VACATION FOR THE REST OF THE WEEK. I SPOKE TO SERVICE WRITER ADAM BJORK AND TECHNICIAN CHRIS MOSER. CHRIS STATED THAT THE FREEZE FRAME DATA THAT SET WITH DTC P0305 SHOWS A :49 RUNTIME, 50 DEGREE CHT, 800 DEGREE CAT TEMP, RPM AT 1013, IAT AND AAT AT 37 DEGREES, 288 PSI FRP, & APP AT 15%. HE HAS NOT PERFORMED ANY ADDITIONAL DIAGNOSIS SINCE THE VEHICLE RETURNED TO THE DEALER TODAY.
- RECOMM 01/30/2013 02:10PM WILLIE HOUSTON MSS - FCSD - TECH SVC HOTLINE**
CHRIS, PLEASE ATTEMPT TO DUPLICATE THE CONCERN AGAIN AND MAKE ADDITIONAL RECORDINGS ENSURING TO PAY ATTENTION TO THE TIP_VOLTAGE AND CYLINDER ACCELERATION PIDS WHEN THE CONCERN OCCURS. DUE TO THE REPEAT REPAIR AND CUSTOMER REQUEST FOR BUYBACK, WE'VE REFERRED THIS CONCERN TO THE FIELD SERVICE ENGINEER (FSE) IN YOUR MARKET AREA. THE FSE SHOULD CONTACT YOU OR DEALERSHIP MANAGEMENT (SERVICE MANAGER OR SERVICE DIRECTOR) WITHIN ONE (1) BUSINESS DAY. IF THE FSE DOES NOT CONTACT YOU DIRECTLY, PLEASE CONSULT WITH DEALERSHIP MANAGEMENT TO DISCUSS FURTHER RECOMMENDATIONS AND STEPS TO ASSIST IN THE RESOLUTION OF THIS VEHICLE CONCERN.
- TAR 01/30/2013 02:10PM WILLIE HOUSTON MSS - FCSD - TECH SVC HOTLINE**
NOTE TO FSE: WE ARE REQUESTING TECHNICAL ASSISTANCE ON THIS VEHICLE DUE TO REPEAT REPAIR AND CUSTOMER REQUEST FOR BUYBACK. THE VEHICLE CAME TO THE DEALER BECAUSE OF AN INTERMITTENT RUNS ROUGH/BUCKS WITH MIL ON CONCERN. THE DEALER HAS REPLACED FUEL INJECTORS AND THE CAC. DURING A RECENT ESCALATION THEY DETECTED EXCESSIVE CARBON BUILDUP IN THE CYLINDERS AND PERFORMED A DECARB PROCEDURE WHICH SEEMED TO HAVE RESOLVED THE CONCERN. THERE ARE IDS RECORDINGS ATTACHED TO THIS REPORT WITH BOTH BEFORE AND AFTER VIEWS OF THE CYLINDER ACCELERATION PID

DATA. THE VEHICLE RETURNED TO THE DEALER WITH A P0316 AND P0305 DTC NOW HOWEVER THE TECHNICIAN STATES THAT HE HAS NOT DUPLICATED A CONCERN AT THIS TIME. THE CUSTOMER REPORTED A BACKFIRE AND RUNS ROUGH CONDITION. THE VEHICLE IS CURRENTLY AT THE DEALER. THE SERVICE MANAGER, MIKE LEAS WAS PRIMARY CONTACT WITH HOTLINE DURING THE PREVIOUS REPAIR HOWEVER HE IS ON VACATION UNTIL 2/4/13. THE CURRENT TECHNICIAN IS CHRIS MOSER AND SERVICE WRITER IS ADAM BJORK. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 3 ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 14

- REPAIR 01/31/2013 12:23PM TONY ROMANO MSS - FCSD - TECH SVC HOTLINE**
ADAM CALLED TO ADVISE THEY HAVE UPLOADED MORE RECORDINGS AND THEY HAVE NOT HEARD FROM THE FSE AS OF YET.
- RECOMM 01/31/2013 12:23PM TONY ROMANO MSS - FCSD - TECH SVC HOTLINE**
ADVISED ADAM THAT THE INFORMATION WOULD BE PASSED ON TO THE ESCALATION TEAM AND TO WORK WITH THE FSE TO RESOLVE THE CONCERN. THE RECORDINGS WILL BE SAVED IF FOR ANY REASON THE FSE WOULD WISH TO DISCUSS ANY PORTION OF THEM.
- REPAIR 02/07/2013 12:43PM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE**
PERFORMED REPAIR AND UPLOADED RECORDINGS, LEFT MESSAGE FOR FSE TO CALL BACK. TRUCK STARTS AND IDLES FINE STILL A LITTLE BUMBLE WHILE MAINTAINING A STEADY 55 TO 65 MPH WITH A SLIGHT LOAD.
- RECOMM 02/07/2013 12:43PM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE**
ADAM, THANK YOU FOR THE UPDATE. PLEASE CONTINUE TO WORK WITH YOUR FSE TO RESOLVE THE CONCERN.
- ADD-ON 02/11/2013 01:31PM DANIEL MYERS(FSE) MSS - FCSD - TSOM - TC - KC**
FSE SPOKE TO SM. REPLACING THE #5 INJECTOR REPAIRED THE COLD START CONCERN. SM DROVE THE VEHICLE AND DIDN'T NOTE ANY ISSUES OTHER THAN A SLIGHT SURGE AT 55 MPH THAT IS CONSIDERED CHARACTERISTIC. RELEASED THE VEHICLE TO THE CUSTOMER. SM CALLED BACK AND SAID CUSTOMER SAID THE SURGE IS A PROBLEM. FSE ADVISED THAT SM NEED TO DRIVE WITH THE CUSTOMER SO HE CAN DEMONSTRATE THE ISSUE. IF IT IS THE CHARACTERISTIC CONDITION THEN THE CUSTOMER NEEDS TO TAKE THE VEHICLE AS THERE IS NOTHING FURTHER THAT CAN BE DONE. IF THE ISSUE IS NOT DEEMED CHARACTERISTIC THEN FSE ADVISED TO CAPTURE A RECORDING OF THE ISSUE AND ADVISE WHEN IT HAS BEEN UPLOADED.
- REPAIR 02/13/2013 11:55AM KEVIN SANDERS MSS - FCSD - TECH SVC HOTLINE**
CUSTOMER WAS TOLD AN FSE WOULD COME OUT AND FIX HIS TRUCK, WE HAVE NOT SEEN AN FSE COME OUT AND NO NEW DIAG HAS BEEN SUGGESTED. CUSTOMER DOES NOT WANT THE SAME THING TO KEEP HAPPENING OVER AND OVER AGAIN. I HAVE

LEFT A MESSAGE WITH THE FSE, BUT HAVE NOT HEARD BACK FROM HIM. I WAS LAST ADVISED TO INSTALL CFR AND RECORD THE SAME PIDS AS LAST TIME. AFTER INFORMING THE CUSTOMER OF THIS IS WHEN HE STATED THAT SOMETHING DIFFERENT NEEDS TO HAPPEN.

RECOMM 02/13/2013 11:55AM KEVIN SANDERS MSS - FCSD - TECH SVC HOTLINE

ADAM, THE FSE SPOKE TO THE SERVICE MANAGER ON 2/11/20013. RECOMMEND CONSULTING THE SERVICE MANAGER AND CONTINUE TO WORK WITH THE FSE.

ADD-ON 02/13/2013 11:55AM KEVIN SANDERS MSS - FCSD - TECH SVC HOTLINE

CONSULTED HOUSTON WILLIE (EH)

Please click on the link below to view the attachments associated with this report

https://www.gcqis.dealerconnection.com/gcqis/asp/DIViewAttachment_Mainx.asp?ReportNumber_CJIDM001

From: White, Eric (E.)
Sent: Friday, October 19, 2012 4:51 PM
To: Nowaczyk, Rick (R.J.); Hayduk, Mark (M.S.)
Cc: Garcia, Paul (P.G.)
Subject: RE: Escalated Handling TFOAM 20088568 - 2012 F150 Legal - final repair attempt.

Rick,
The packager has had systems issues and as a result there have been delays with them getting the emergency dealer direct orders filled. They are continuing to work on get these addressed. However, I am unable to provide timing on this. Additional parts arrived at the packager this afternoon as well. If necessary, have the dealer place a new emergency order.

From: Nowaczyk, Rick (R.J.)
Sent: Friday, October 19, 2012 2:54 PM
To: Hayduk, Mark (M.S.); White, Eric (E.)
Cc: Garcia, Paul (P.G.)
Subject: RE: Escalated Handling TFOAM 20088568 - 2012 F150 Legal - final repair attempt.
Importance: High

Eric,

Can you find out if a new CAC has shipped out for P/A# 07539 yet?

From: Hayduk, Mark (M.S.)
Sent: Friday, October 19, 2012 2:50 PM
To: Nowaczyk, Rick (R.J.)
Cc: Hayduk, Mark (M.S.); Garcia, Paul (P.G.)
Subject: RE: Escalated Handling TFOAM 20088568 - 2012 F150 Legal - final repair attempt.

Hey Rick, hope all is well.

Can you advise if this CAC has been shipped yet ? If it's not been shipped, can you provide an ETA ?

Thanks again for your help.

Mark Hayduk

Field Service Engineer - Pittsburgh, PA
Service Engineering Operations - FCSD
Cell: 724-413-9113
Fax: 866-432-4882

Rotunda Tools - Right Equipment, Right Price!
Contact your FSE for all your Equipment Needs !!!
Rotunda is competitive and will price match.
Rotunda sales support Ford, Tech. Training/ Recognition, etc !!!

From: Hayduk, Mark (M.S.)
Sent: Monday, October 15, 2012 10:34 PM
To: Nowaczyk, Rick (R.J.)
Cc: Hayduk, Mark (M.S.)
Subject: RE: Escalated Handling TFOAM 20088568 - 2012 F150 Legal - final repair attempt.

Rick, do you know if this CAC has been shipped yet ???

Mark Hayduk

Field Service Engineer - Pittsburgh, PA
Service Engineering Operations - FCSD
Cell: 724-413-9113
Fax: 866-432-4882

Rotunda Tools - Right Equipment, Right Price!
Contact your FSE for all your Equipment Needs !!!
Rotunda is competitive and will price match.
Rotunda sales support Ford, Tech. Training/ Recognition, etc !!!

From: Nowaczyk, Rick (R.J.)
Sent: Monday, October 08, 2012 9:47 AM
To: Hayduk, Mark (M.S.)
Subject: RE: Escalated Handling TFOAM 20088568 - 2012 F150 Legal - final repair attempt.

Yup, I just checked PS&L MMP system and their order is posted.

From: Hayduk, Mark (M.S.)
Sent: Monday, October 08, 2012 9:35 AM
To: Nowaczyk, Rick (R.J.)
Subject: Re: Escalated Handling TFOAM 20088568 - 2012 F150 Legal - final repair attempt.

Done. Thanks.

From: Nowaczyk, Rick (R.J.)
Sent: Monday, October 08, 2012 08:26 AM
To: Hayduk, Mark (M.S.)
Cc: White, Eric (E.)
Subject: RE: Escalated Handling TFOAM 20088568 - 2012 F150 Legal - final repair attempt.

Mark,

Per my updated comments in the Escalated TFOAM system. This dealer listed below (P/A 07539) needs to get an Emergency parts order in the system ASAP.

Service Part# BL3Z-6K775-B (CAC)

From: White, Eric (E.)
Sent: Wednesday, October 03, 2012 1:29 PM
To: Nowaczyk, Rick (R.J.)
Cc: Hayduk, Mark (M.S.)
Subject: RE: Escalated Handling TFOAM 20088568 - 2012 F150 Legal - final repair attempt.

Nothing at the packager yet.

Eric White

(PS&L) Field Fix / Critical Parts / FSA
Ford Customer Service Division
Ph: 313. 337. 3157

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, October 03, 2012 1:10 PM
To: White, Eric (E.)
Cc: Nowaczyk, Rick (R.J.); Hayduk, Mark (M.S.)
Subject: FW: Escalated Handling TFOAM 20088568 - 2012 F150 Legal - final repair attempt.
Importance: High

Eric,

Do we have a CAC that could be sent emergency from the packager to this FSE? We are trying to prevent a buyback case.

From: Hayduk, Mark (M.S.)
Sent: Tuesday, October 02, 2012 2:40 PM
To: Nowaczyk, Rick (R.J.)
Cc: Hayduk, Mark (M.S.); Garcia, Paul (P.G.); Morse, Margaret (A.)
Subject: Escalated Handling TFOAM 20088568 - 2012 F150 Legal - final repair attempt.

Rick, as we discussed, I had a legal-final repair attempt on a 2012 F150 Eco-boost at Elkins Fordland in WV that runs rough only in wet weather. As you requested, I submitted an Escalated Handling TFOAM to try and obtain a redesigned CAC for this vehicle prior to the TSB getting published to expedite this repair. Escalated Handling TFOAM # is 20088568.

Can you provide an update on whether the CAC's are avail. yet and if you can get one shipped to myself or my dealer ??? The TFOAM provided the shipping address of the dealer since I was on vac., but I am back and if you prefer, you can ship the CAC to me at: 113 Creekside Ct., Venetia, PA. 15367.

Thanks for your help !!!

Mark Hayduk

Field Service Engineer - Pittsburgh, PA
Service Engineering Operations - FCSD
Cell: 724-413-9113
Fax: 866-432-4882

Rotunda Tools - Right Equipment, Right Price!
Contact your FSE for all your Equipment Needs !!!
Rotunda is competitive and will price match.
Rotunda sales support Ford, Tech. Training/ Recognition, etc !!!

From: White, Eric (E.)
Sent: Wednesday, October 03, 2012 1:29 PM
To: Nowaczyk, Rick (R.J.)
Cc: Hayduk, Mark (M.S.)
Subject: RE: Escalated Handling TFOAM 20088568 - 2012 F150 Legal - final repair attempt.

Nothing at the packager yet.

Eric White

(PS&L) Field Fix / Critical Parts / FSA
Ford Customer Service Division
Ph: 313. 337. 3157

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, October 03, 2012 1:10 PM
To: White, Eric (E.)
Cc: Nowaczyk, Rick (R.J.); Hayduk, Mark (M.S.)
Subject: FW: Escalated Handling TFOAM 20088568 - 2012 F150 Legal - final repair attempt.
Importance: High

Eric,

Do we have a CAC that could be sent emergency from the packager to this FSE? We are trying to prevent a buyback case.

From: Hayduk, Mark (M.S.)
Sent: Tuesday, October 02, 2012 2:40 PM
To: Nowaczyk, Rick (R.J.)
Cc: Hayduk, Mark (M.S.); Garcia, Paul (P.G.); Morse, Margaret (A.)
Subject: Escalated Handling TFOAM 20088568 - 2012 F150 Legal - final repair attempt.

Rick, as we discussed, I had a legal-final repair attempt on a 2012 F150 Eco-boost at Elkins Fordland in WV that runs rough only in wet weather. As you requested, I submitted an Escalated Handling TFOAM to try and obtain a redesigned CAC for this vehicle prior to the TSB getting published to expedite this repair. Escalated Handling TFOAM # is 20088568.

Can you provide an update on whether the CAC's are avail. yet and if you can get one shipped to myself or my dealer ??? The TFOAM provided the shipping address of the dealer since I was on vac., but I am back and if you prefer, you can ship the CAC to me at: 113 Creekside Ct., Venetia, PA. 15367.

Thanks for your help !!!

Mark Hayduk

Field Service Engineer - Pittsburgh, PA
Service Engineering Operations - FCSD
Cell: 724-413-9113
Fax: 866-432-4882

Rotunda Tools - Right Equipment, Right Price!
Contact your FSE for all your Equipment Needs !!!

**Rotunda is competitive and will price match.
Rotunda sales support Ford, Tech. Training/ Recognition, etc !!!**

From: Glugla, Chris (C.P.)
Sent: Thursday, June 07, 2012 8:35 AM
To: JRUSSE12; Gallo, Joseph (J.J.); Norman, Kristofor (K.R.); Wagers, Sue (S.K.); Ladd, John (J.R.); Whitehead, Joseph (J.P.); Smith, Craig (C.A.); Russell, Jeremy (J.L.); Garrett, David (D.P.); Kramer, Michael (M.T.)
Subject: RE: eTracker Alert: Issue Id 11192503 Updated in Project Global Controls TDR

Dave Garrett and Mike Kramer have had discussion with Owen Bailey. Right now Michael Kramer is leading an effort to put together a matrix of actuators, and PCM hardware and software options (Dave Garrett and myself are supporting him). The idea is these would be run through a TIM process to sort out costs and options. So at this point it looks as though the design options are just being laid out.

So maybe once this matrix is put together, I would suggest we review the proposals with the SSFT / subject matter experts for feedback.

What does the team think?

Chris Glugla
Technical Expert Advanced Controls Implementation
Powertrain Controls Research and Development
Research and Innovation Center
2101 Village Road
Dearborn, MI. 48121
Cube 1625.t
Phone: (313) 322-4692
Ford Cell: (313) 269-4471
Fax: (313)-2487857
MD: 2036
email: cglugla@ford.com

From: Tracker, E (E.)
Sent: Wednesday, June 06, 2012 7:40 PM
To: Glugla, Chris (C.P.); Glugla, Chris (C.P.); Gallo, Joseph (J.J.); Norman, Kristofor (K.R.); Wagers, Sue (S.K.); Ladd, John (J.R.); Whitehead, Joseph (J.P.); Smith, Craig (C.A.); Glugla, Chris (C.P.); Russell, Jeremy (J.L.)
Subject: eTracker Alert: Issue Id 11192503 Updated in Project Global Controls TDR

eTracker Issue Id Update Alert

Issue Id **11192503** has been updated by Jeremy Russell (JRUSSE12) in Project: Global Controls TDR

- **Description:**(new text in red)
Under boost conditions the charge air cooler can reduce temperature of pressurized air below the condensation line
Condensation build up in the CAC can cause misfire on near WOT tip in when water migrates from cooler and is ingested by the engine.

P415 3.5L GTDI, Transit 3.5L GTDI, and U502 3.5L GTDI are affected
Literature and supplier benchmarking suggest industry has similar issues.
(CGLUGLA) (11-May-2012 07:16 AM)

- **SSFT Review Date** : has changed *from Jun-06-2012 to Jun-20-2012*
- **Outcome** : has changed (new text in *red*)
NOT REVIEWED IN SSFT YET; NO OUTCOME REPORTED. (CGLUGLA) (11-May-2012 07:16 AM)

5/16/12: CPF SSFT Review - Need to go through a deep dive of the proposed hardware/software configuration for the grill shutter support on the CAC. Need to understand the hardware (actuator) proposal, the fault states that could be introduced and if the existing AGS algorithm could be configured to provide an on/off interface to the actuator. (JRUSSE12) (16-May-2012 12:46 PM)

6/6/12: CPF SSFT - Need input on current design proposals. Simple on/off actuation of vanes for CAC support would be covered via the CAC controls (Air SSFT). (JRUSSE12) (06-Jun-2012 07:40 PM)

From: Ricks, Kevin (K.J.)
Sent: Tuesday, February 05, 2013 3:08 PM
To: Dobbs, Dan (K.D.); Sparks, Douglas (D.S.)
Cc: Nowaczyk, Rick (R.J.); Jabbour, Paul (P.); Ronzi, Bill (W.C.)
Subject: RE: F150 2011- early 2013 GTDI Misfire Availability of CAC's

Thanks Dan, We have a couple options we can chase down with PS&L. I see John also sent your initial response to Mike Harrison.

-----Original Message-----

From: Dobbs, Dan (K.D.)
Sent: Tuesday, February 05, 2013 2:53 PM
To: Sparks, Douglas (D.S.); Ricks, Kevin (K.J.)
Cc: Nowaczyk, Rick (R.J.); Jabbour, Paul (P.); Ronzi, Bill (W.C.)
Subject: F150 2011- early 2013 GTDI Misfire Availability of CAC's

As of this AM we have ~ 5,300 backorders for the latest CAC for TSB 12-10-19 on 2011-2012 GTDI.

Concern: Confusion exists in the Dealer Body on how to complete TSB 12-10-19 when parts are not available.

Presently we have field reports where:

- 1) Dealer parks the unit waiting for parts
- 2) Customer refuses to take the unit while waiting for parts
- 3) Dealer performs TSB up the CAC replacement and releases the vehicle.

Current Process:

- 1) Parts are being shipped as they become available for (Emergency Orders are served FIFO).
- 2) Some owners are contacting CRC to voice concerns
- 3) Hotline does not advise Dealer to hold the unit while waiting for parts
- 4) Dealers make the determination to hold unit or not, or owner requests Rental Unit from Dealer/CRC

Potential Strategy To Reduce Confusion and Get Parts to Units in Greatest Need:

- 1) Check with PS&L and assess possibility of regionally filling orders from highest repeat areas first (Southeast, and Northwest) - at least until order backlog decreases
- 2) Publish Dealer Letter to discuss concern and highlight that releasing the unit after inspection will not create long term engine damage

- 3) Publish Owner Q&A document (available at the Dealer) to provide owners key information as they wait for parts (explaining the condition and very limited potential to experience the concern)
 - 4) Continue to push Valeo to run the second line to catch up to demand.
- This summer and spring will only drive more demand

I would appreciate your thoughts as well. We do not have buy-in from PS&L for the strategy piece. I have a call made to discuss our options.

Regards
K.D. Dan Dobbs
FCSD Service Engineering Operations
F-150 PVT Program Manager
Certified 6-Sigma Master Black Belt Level II
Phone:313-845-6078
kdobbs@ford.com

Truth, like gold, is to be obtained not by its growth, but by washing away from it all that is not gold.
<<http://www.brainyquote.com/quotes/quotes/l/leotolstoy122214.html>>

Leo Tolstoy

From: Ronzi, Bill (W.C.)
Sent: Tuesday, February 05, 2013 3:11 PM
To: Dobbs, Dan (K.D.); Sparks, Douglas (D.S.); Ricks, Kevin (K.J.)
Cc: Nowaczyk, Rick (R.J.); Jabbour, Paul (P.); Andersen, Erik (E.); Madej, Jeanette (J.)
Subject: RE: F150 2011- early 2013 GTDI Misfire Availability of CAC's

Good questions Dan. Let me talk with Erik and Jeanette and then circle back to you, perhaps with a short audio meeting to discuss further.

Bill

-----Original Message-----

From: Dobbs, Dan (K.D.)
Sent: Tuesday, February 05, 2013 2:53 PM
To: Sparks, Douglas (D.S.); Ricks, Kevin (K.J.)
Cc: Nowaczyk, Rick (R.J.); Jabbour, Paul (P.); Ronzi, Bill (W.C.)
Subject: F150 2011- early 2013 GTDI Misfire Availability of CAC's

As of this AM we have ~ 5,300 backorders for the latest CAC for TSB 12-10-19 on 2011-2012 GTDI.

Concern: Confusion exists in the Dealer Body on how to complete TSB 12-10-19 when parts are not available.

Presently we have field reports where:

- 1) Dealer parks the unit waiting for parts
- 2) Customer refuses to take the unit while waiting for parts
- 3) Dealer performs TSB up the CAC replacement and releases the vehicle.

Current Process:

- 1) Parts are being shipped as they become available for (Emergency Orders are served FIFO).
- 2) Some owners are contacting CRC to voice concerns
- 3) Hotline does not advise Dealer to hold the unit while waiting for parts
- 4) Dealers make the determination to hold unit or not, or owner requests Rental Unit from Dealer/CRC

Potential Strategy To Reduce Confusion and Get Parts to Units in Greatest Need:

- 1) Check with PS&L and assess possibility of regionally filling orders from highest repeat areas first (Southeast, and Northwest) - at least until order backlog decreases

- 2) Publish Dealer Letter to discuss concern and highlight that releasing the unit after inspection will not create long term engine damage
- 3) Publish Owner Q&A document (available at the Dealer) to provide owners key information as they wait for parts (explaining the condition and very limited potential to experience the concern)
- 4) Continue to push Valeo to run the second line to catch up to demand. This summer and spring will only drive more demand

I would appreciate your thoughts as well. We do not have buy-in from PS&L for the strategy piece. I have a call made to discuss our options.

Regards
K.D. Dan Dobbs
FCSD Service Engineering Operations
F-150 PVT Program Manager
Certified 6-Sigma Master Black Belt Level II
Phone:313-845-6078
kdobbs@ford.com

Truth, like gold, is to be obtained not by its growth, but by washing away from it all that is not gold.
<<http://www.brainyquote.com/quotes/quotes/l/leotolstoy122214.html>>

Leo Tolstoy

From: White, Eric (E.)
Sent: Wednesday, February 06, 2013 12:48 PM
To: Wagner, Glen (G.C.)
Cc: Curtis, Andrew (A.); Nowaczyk, Rick (R.J.)
Subject: RE: F150 CAC/Cat TSB was under TCA need your help to start it again

Thanks. I have forwarded the info.

Eric White
(PS&L) Field Fix / Critical Parts / FSA
Ford Customer Service Division
Ph: 313. 337. 3157

-----Original Message-----

From: Wagner, Glen (G.C.)
Sent: Wednesday, February 06, 2013 11:03 AM
To: White, Eric (E.)
Cc: Curtis, Andrew (A.); Nowaczyk, Rick (R.J.)
Subject: RE: F150 CAC/Cat TSB was under TCA need your help to start it again

Eric - Just found an error regarding the 6K775 CAC service part. Please advise the correct PS&L folks to make certain we don't repeat this error.

Engineering ordered a 6K775 from FCSD, per the attached photo they were shipped a 8200 Grill. Note that both part the 6K775 and 8200 part numbers show up on the service part box.

Glen Wagner
FCSD Commodity Program Manager, Fuel / Exhaust / Air Induction / Cooling / Controls / Calibration / Gas Engine
Phone 313 32-26768

-----Original Message-----

From: White, Eric (E.)
Sent: Tuesday, February 05, 2013 2:42 PM
To: Nowaczyk, Rick (R.J.); Ronzi, Bill (W.C.)
Cc: Desai, Kiran (K.K.); Lubke, Kathleen (K.); Wagner, Glen (G.C.); Curtis, Andrew (A.)
Subject: RE: F150 CAC/Cat TSB was under TCA need your help to start it again

Rick,
At the current rate demand is coming in around 875 - 900 pcs. per week

-----Original Message-----

From: Nowaczyk, Rick (R.J.)
Sent: Tuesday, February 05, 2013 2:09 PM
To: Ronzi, Bill (W.C.); White, Eric (E.)
Cc: Desai, Kiran (K.K.); Lubke, Kathleen (K.); Wagner, Glen (G.C.); Curtis, Andrew (A.)
Subject: RE: F150 CAC/Cat TSB was under TCA need your help to start it again
Importance: High

Eric,

Per Bill Ronzi's note below, can you estimate the weekly demand for CAC under Service Part# BL3Z-6K775-B?

-----Original Message-----

From: Curtis, Andrew (A.)
Sent: Tuesday, February 05, 2013 1:56 PM
To: Ronzi, Bill (W.C.); Nowaczyk, Rick (R.J.)
Cc: Desai, Kiran (K.K.); Lubke, Kathleen (K.); Wagner, Glen (G.C.)
Subject: RE: F150 CAC/Cat TSB was under TCA need your help to start it again

Well the numbers from 2013 are no good, because we have been on back order for so long. However, if we go back to 2012 (which I assume is understated base on vehicles in service then to now) we sold around 3,000 per month for the last three months of 2012.

Rick,
Can you please elaborate on this a bit since you are much closer to the concern then I am.

Andrew Curtis
Gas Engine Commodity Concern Engineer
(313) 390-2132
1700 Fairlane Dr. Allen Park, Mi 48101
Cube 262

-----Original Message-----

From: Ronzi, Bill (W.C.)
Sent: Tuesday, February 05, 2013 1:47 PM
To: Curtis, Andrew (A.)
Cc: Desai, Kiran (K.K.); Lubke, Kathleen (K.)
Subject: RE: F150 CAC/Cat TSB was under TCA need your help to start it again

Hi Andrew, What would you estimate to be the weekly demand for the new CAC? We're trying to estimate total warranty spend impact for the year.

Thanks
Bill

From: Lubke, Kathleen (K.)
Sent: Wednesday, January 30, 2013 7:24 AM
To: Ronzi, Bill (W.C.); Zabie, Marvin (M.); Smith, Robert (R.)
Cc: Ruppert, Dave (D.R.); Stanley, Daniel (D.J.)
Subject: FW: F150 CAC/Cat TSB was under TCA need your help to start it again

Good morning, There is still a back order on the new CAC for TSB12-10-19 so we cannot start the TCA back up yet. Thanks, -
Katie

From: Wagner, Glen (G.C.)

Sent: Tuesday, January 29, 2013 5:54 PM
To: Lubke, Kathleen (K.)
Cc: Stanley, Daniel (D.J.); Ruppert, Dave (D.R.)
Subject: FW: F150 CAC/Cat TSB was under TCA need your help to start it again

Per Andrew's note we don't have enough parts to support a TCA on the CAC.

Glen Wagner
FCSD Commodity Program Manager, Fuel / Exhaust / Air Induction / Cooling / Controls / Calibration / Gas Engine
Phone 313 32-26768

From: Curtis, Andrew (A.)
Sent: Tuesday, January 29, 2013 2:50 PM
To: Wagner, Glen (G.C.)
Subject: RE: F150 CAC/Cat TSB was under TCA need your help to start it again

The bad news is that we have 5350 back orders for the BL3Z-6K775-B. The worser news is that the supplier is only shipping 1200 pieces as last week and there are no updates from this week.

Andrew Curtis
Gas Engine Commodity Concern Engineer
(313) 390-2132
1700 Fairlane Dr. Allen Park, Mi 48101
Cube 262

From: Wagner, Glen (G.C.)
Sent: Thursday, January 24, 2013 4:41 PM
To: Curtis, Andrew (A.)
Subject: FW: F150 CAC/Cat TSB was under TCA need your help to start it again

Please determine if service part BL3Z- 6K775-B is available in sustainable quantities. Thanks.

Glen Wagner
FCSD Commodity Program Manager, Fuel / Exhaust / Air Induction / Cooling / Controls / Calibration / Gas Engine
Phone 313 32-26768

From: Lubke, Kathleen (K.)
Sent: Thursday, January 24, 2013 2:28 PM
To: Stanley, Daniel (D.J.); Wagner, Glen (G.C.); Ruppert, Dave (D.R.)
Subject: F150 CAC/Cat TSB was under TCA need your help to start it again

Hi Dan & Glen, we had TCA in place for the F150 TSB 12-06-04 however according to the note below it was stopped when we updated to 12-10-19. Marvin had mentioned that the CAC was not available.

Glen/Dave - Can you determine the new CAC, BL3Z- 6K775-B, on the TSB 12-10-19 is now available?

I left a voicemail with Marvin to get the details on what we need to do to get the TCA back in place for this TSB. I'll let you know if there is anything else needed.

Thanks, -Katie

<< File: tsb12-10-19.pdf >>

While we are on the subject of updated TSBs, I also found out TSB 12-06-04 was updated to 12-10-19. I had to shut the project down due the CAC not being available and there was not enough time to rewrite the rules to reflect the changes in the superseded TSB.

If you wish to discuss either subjects further, please contact me.

Mahalo
Marvin

From: Lubke, Kathleen (K.)
Sent: Wednesday, January 23, 2013 10:02 AM
To: Zabie, Marvin (M.)
Subject: Bosch cooling fan TSBs

Hi Marvin, I don't think I've talked to you since before the Christmas holiday? I hope that you had a great break. We did at my house.

I wanted to ask you if you currently have a TCA in place for the Bosch cooling fan. TSB 12-10-03, released October 1st? I wrote a request for TSB 11-07-21 last year for the same issue, but the TSB was updated to 12-10-03. I was looking at a few claims and it looks to me like there are some adjustments (see below). If so, can you tell me about when you implemented the TCA?

Thanks, -Katie

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2011; Claim Key = 6342836

Vehicle Information	Claim Information
Model Year: 2011	Document Number: 81401601

Market Derived: F - FORD Repair Date: 15-JAN-2013
 Body/Cab Type: T/WD - 4 DOOR WAGON Distance: 28366
 Version/Series: T/EF-FORD SERIES TIS: 22
 Drive Type: T/A-2 WHL L/H FRONT DRIVE AWS Load Date: 21-JAN-2013
 Vehicle Line: T/UB-EXPLORER [11-13]
 Warranty Start Date: 15-APR-2011
 Production Date: 20-MAR-2011
 VIN: 1FMHK7F86BG [REDACTED]

Expense Information

Dealer Information:

Customer Paid Amount: .00
 Dealer Name RANDALL REED'S PRESTIGE FORD Deductible Amount: .00
 Dealer Code: 09469 - * Dealer Paid Amount: .00
 Address: 3601 S. SHILOH RD. Labor Cost: 69.10
 City: GARLAND Misc. Expense Amount: -202.58

State: TX Zip Code:75041 Part Markup Amount: 104.46
 Country: USA Region Code: NA Material Cost: 365.61
 Phone: (972)864-3673 Total Cost Gross: 232.13

Cust. Concern Code: E23 - ENGINE OVERHEATS/RADIATOR TROUBLES
 Condition Code: 28 - OPEN CIRCUIT
 Technician Comment: FP 8C607 CC 28 EEC TEST, HAD CODE P1299, PRESSURE TEST COOLING SYSTEM, TEST COOLING FAN MOTOR, PINPOINT TEST, ROAD TEST, MONITOR TEST HAD COOLING FAN INOP, COOLANT PRESSURE OUT OF DEGAS BOTTLE REPLACE COOLING FAN MOTOR, REFILL DEGAS BOTTLE, PRESSURE TEST, CLEAR CODES, RETEST, ROAD TEST.
 Customer Comment: CUSTOMER STATES ENGINE IS OVERHEATING. TOWED IN. CUSTOMER STATES TEMP GAUGE WENT UP CHECK ENGINE LIGHT CAME ON AND SMOKE POURED FROM UNDER HOOD.

Labor Op Code	Labor Op Description	Labor Op Cost
12650DEE	(QUICK TEST) DIAGNOSIS	.00
12650D45	PIN POINT TEST DIAGNOSIS	.00
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	.00
8005D	COOLING SYSTEM PRESSURE TEST DIAGNOSIS	.00
8621A	MOTOR - RADIATOR COOLING FAN REPLACE	.00
12650D81	NGS RECORDER / MONITOR ROAD TEST DIAGNOSIS	.00
121003A		69.10

Causal Flag	Full Part Number	Part Description	Part CPSC	Extended Quantity	Amount
Y	BA8Z 8C607 C	MTR & FAN ASY-ENG COOL	030306 1	1	336.64
N	VC 10 A2		030307 1	1	28.97

DTC Sections: Mil. Light On = Y

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
Y	BO	P1299	CYLINDER HEAD OVER TEMPERATURE PROTECTION ACTIVE	19	CCM TEMP
Y	KC	P1299	CYLINDER HEAD OVER TEMPERATURE PROTECTION ACTIVE	19	CCM TEMP

Y	KO	P1299	CYLINDER HEAD OVER TEMPERATURE PROTECTION ACTIVE	19	CCM TEMP
Y	KR	P1299	CYLINDER HEAD OVER TEMPERATURE PROTECTION ACTIVE	19	CCM TEMP

From: Wagner, Glen (G.C.)
Sent: Thursday, February 07, 2013 4:08 PM
To: Desai, Kiran (K.K.); Ruppert, Dave (D.R.)
Cc: Lubke, Kathleen (K.); Curtis, Andrew (A.); Nowaczyk, Rick (R.J.); Ronzi, Bill (W.C.); White, Eric (E.)
Subject: RE: F150 CAC/Cat TSB was under TCA need your help to start it again

Dave - Do you own the CAC, if so can you advise Kiran of the warranty projection for this part. Also if you provide me with the past warranty numbers by month I can compare this with the parts sales data, the incremental difference will be the number of CACs used for customer pay repairs (i.e. Crash repair).

Glen Wagner

FCSD Commodity Program Manager, Fuel / Exhaust / Air Induction / Cooling / Controls / Calibration / Gas Engine Phone 313 32-26768

-----Original Message-----

From: White, Eric (E.)
Sent: Thursday, February 07, 2013 10:25 AM
To: Desai, Kiran (K.K.)
Cc: Lubke, Kathleen (K.); Wagner, Glen (G.C.); Curtis, Andrew (A.); Nowaczyk, Rick (R.J.); Ronzi, Bill (W.C.)
Subject: RE: F150 CAC/Cat TSB was under TCA need your help to start it again

Kiran,

I cannot project what the demand will be for the year. Since the TSB was published approx. last November, the average weekly demand since that point is approx. 780

Eric White
(PS&L) Field Fix / Critical Parts / FSA
Ford Customer Service Division
Ph: 313. 337. 3157

-----Original Message-----

From: Desai, Kiran (K.K.)
Sent: Thursday, February 07, 2013 8:33 AM
To: White, Eric (E.)
Cc: Lubke, Kathleen (K.); Wagner, Glen (G.C.); Curtis, Andrew (A.); Nowaczyk, Rick (R.J.); Ronzi, Bill (W.C.)
Subject: RE: F150 CAC/Cat TSB was under TCA need your help to start it again

Eric:

Can you give us average demands per week or for the CY. We have to estimate warranty costs. (Using 800pcs to 900 pcs week may not be constant demand for 52 weeks).

Thanks.

-----Original Message-----

From: White, Eric (E.)
Sent: Tuesday, February 05, 2013 3:08 PM
To: Desai, Kiran (K.K.)
Cc: Lubke, Kathleen (K.); Wagner, Glen (G.C.); Curtis, Andrew (A.); Nowaczyk, Rick (R.J.); Ronzi, Bill (W.C.)

Subject: RE: F150 CAC/Cat TSB was under TCA need your help to start it again

Dealer orders. I cannot differentiate if the dealer is placing the order for repair or for stock.

-----Original Message-----

From: Desai, Kiran (K.K.)

Sent: Tuesday, February 05, 2013 3:04 PM

To: White, Eric (E.)

Cc: Lubke, Kathleen (K.); Wagner, Glen (G.C.); Curtis, Andrew (A.); Nowaczyk, Rick (R.J.); Ronzi, Bill (W.C.)

Subject: RE: F150 CAC/Cat TSB was under TCA need your help to start it again

Eric:

Does 875 - 900 pcs per week demand is for the repairs only or it also include parts stored in warehouse for the future use.

-----Original Message-----

From: White, Eric (E.)

Sent: Tuesday, February 05, 2013 2:42 PM

To: Nowaczyk, Rick (R.J.); Ronzi, Bill (W.C.)

Cc: Desai, Kiran (K.K.); Lubke, Kathleen (K.); Wagner, Glen (G.C.); Curtis, Andrew (A.)

Subject: RE: F150 CAC/Cat TSB was under TCA need your help to start it again

Rick,

At the current rate demand is coming in around 875 - 900 pcs. per week

-----Original Message-----

From: Nowaczyk, Rick (R.J.)

Sent: Tuesday, February 05, 2013 2:09 PM

To: Ronzi, Bill (W.C.); White, Eric (E.)

Cc: Desai, Kiran (K.K.); Lubke, Kathleen (K.); Wagner, Glen (G.C.); Curtis, Andrew (A.)

Subject: RE: F150 CAC/Cat TSB was under TCA need your help to start it again

Importance: High

Eric,

Per Bill Ronzi's note below, can you estimate the weekly demand for CAC under Service Part# BL3Z-6K775-B?

-----Original Message-----

From: Curtis, Andrew (A.)

Sent: Tuesday, February 05, 2013 1:56 PM

To: Ronzi, Bill (W.C.); Nowaczyk, Rick (R.J.)

Cc: Desai, Kiran (K.K.); Lubke, Kathleen (K.); Wagner, Glen (G.C.)

Subject: RE: F150 CAC/Cat TSB was under TCA need your help to start it again

Well the numbers from 2013 are no good, because we have been on back order for so long. However, if we go back to 2012 (which I assume is understated base on vehicles in service then to now) we sold around 3,000 per month for the last three months of 2012.

Rick,

Can you please elaborate on this a bit since you are much closer to the concern then I am.

Andrew Curtis
Gas Engine Commodity Concern Engineer
(313) 390-2132
1700 Fairlane Dr. Allen Park, Mi 48101
Cube 262

-----Original Message-----

From: Ronzi, Bill (W.C.)
Sent: Tuesday, February 05, 2013 1:47 PM
To: Curtis, Andrew (A.)
Cc: Desai, Kiran (K.K.); Lubke, Kathleen (K.)
Subject: RE: F150 CAC/Cat TSB was under TCA need your help to start it again

Hi Andrew, What would you estimate to be the weekly demand for the new CAC? We're trying to estimate total warranty spend impact for the year.

Thanks
Bill

From: Lubke, Kathleen (K.)
Sent: Wednesday, January 30, 2013 7:24 AM
To: Ronzi, Bill (W.C.); Zabie, Marvin (M.); Smith, Robert (R.)
Cc: Ruppert, Dave (D.R.); Stanley, Daniel (D.J.)
Subject: FW: F150 CAC/Cat TSB was under TCA need your help to start it again

Good morning, There is still a back order on the new CAC for TSB12-10-19 so we cannot start the TCA back up yet. Thanks, -
Katie

From: Wagner, Glen (G.C.)
Sent: Tuesday, January 29, 2013 5:54 PM
To: Lubke, Kathleen (K.)
Cc: Stanley, Daniel (D.J.); Ruppert, Dave (D.R.)
Subject: FW: F150 CAC/Cat TSB was under TCA need your help to start it again

Per Andrew's note we don't have enough parts to support a TCA on the CAC.

Glen Wagner
FCSD Commodity Program Manager, Fuel / Exhaust / Air Induction / Cooling / Controls / Calibration / Gas Engine
Phone 313 32-26768

From: Curtis, Andrew (A.)
Sent: Tuesday, January 29, 2013 2:50 PM
To: Wagner, Glen (G.C.)
Subject: RE: F150 CAC/Cat TSB was under TCA need your help to start it again

The bad news is that we have 5350 back orders for the BL3Z-6K775-B. The worser news is that the supplier is only shipping 1200 pieces as last week and there are no updates from this week.

Andrew Curtis
Gas Engine Commodity Concern Engineer
(313) 390-2132
1700 Fairlane Dr. Allen Park, Mi 48101
Cube 262

From: Wagner, Glen (G.C.)
Sent: Thursday, January 24, 2013 4:41 PM
To: Curtis, Andrew (A.)
Subject: FW: F150 CAC/Cat TSB was under TCA need your help to start it again

Please determine if service part BL3Z- 6K775-B is available in sustainable quantities. Thanks.

Glen Wagner
FCSD Commodity Program Manager, Fuel / Exhaust / Air Induction / Cooling / Controls / Calibration / Gas Engine
Phone 313 32-26768

From: Lubke, Kathleen (K.)
Sent: Thursday, January 24, 2013 2:28 PM
To: Stanley, Daniel (D.J.); Wagner, Glen (G.C.); Ruppert, Dave (D.R.)
Subject: F150 CAC/Cat TSB was under TCA need your help to start it again

Hi Dan & Glen, we had TCA in place for the F150 TSB 12-06-04 however according to the note below it was stopped when we updated to 12-10-19. Marvin had mentioned that the CAC was not available.

Glen/Dave - Can you determine the new CAC, BL3Z- 6K775-B, on the TSB 12-10-19 is now available?

I left a voicemail with Marvin to get the details on what we need to do to get the TCA back in place for this TSB. I'll let you know if there is anything else needed.

Thanks, -Katie

<< File: tsb12-10-19.pdf >>

While we are on the subject of updated TSBs, I also found out TSB 12-06-04 was updated to 12-10-19. I had to shut the project down due the CAC not being available and there was not enough time to rewrite the rules to reflect the changes in the superseded TSB.

If you wish to discuss either subjects further, please contact me.

Mahalo
Marvin

From: Lubke, Kathleen (K.)
Sent: Wednesday, January 23, 2013 10:02 AM
To: Zabie, Marvin (M.)
Subject: Bosch cooling fan TSBs

Hi Marvin, I don't think I've talked to you since before the Christmas holiday? I hope that you had a great break. We did at my house.

I wanted to ask you if you currently have a TCA in place for the Bosch cooling fan. TSB 12-10-03, released October 1st? I wrote a request for TSB 11-07-21 last year for the same issue, but the TSB was updated to 12-10-03. I was looking at a few claims and it looks to me like there are some adjustments (see below). If so, can you tell me about when you implemented the TCA?

Thanks, -Katie

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2011; Claim Key = 6342836

Vehicle Information	Claim Information
Model Year: 2011	Document Number: 81401601
Market Derived: F - FORD	Repair Date: 15-JAN-2013
Body/Cab Type: T/WD - 4 DOOR WAGON	Distance: 28366
Version/Series: T/EF-FORD SERIES	TIS: 22
Drive Type: T/A-2 WHL L/H FRONT DRIVE	AWS Load Date: 21-JAN-2013
Vehicle Line: T/UB-EXPLORER [11-13]	
Warranty Start Date: 15-APR-2011	
Production Date: 20-MAR-2011	
VIN: 1FMHK7F86BG	

Expense Information

Dealer Information:

Customer Paid Amount:	.00
Dealer Name: RANDALL REED'S PRESTIGE FORD	Deductible Amount: .00
Dealer Code: 09469 - *	Dealer Paid Amount: .00
Address: 3601 S. SHILOH RD.	Labor Cost: 69.10
City: GARLAND	Misc. Expense Amount: -202.58

State: TX	Zip Code: 75041	Part Markup Amount: 104.46
Country: USA	Region Code: NA	Material Cost: 365.61
Phone: (972)864-3673	Total Cost Gross: 232.13	

Cust. Concern Code: E23 - ENGINE OVERHEATS/RADIATOR TROUBLES
 Condition Code: 28 - OPEN CIRCUIT
 Technician Comment: FP 8C607 CC 28 EEC TEST, HAD CODE P1299, PRESSURE TEST COOLING SYSTEM, TEST COOLING FAN MOTOR, PINPOINT TEST, ROAD TEST, MONITOR TEST HAD COOLING FAN INOP, COOLANT PRESSURE OUT OF DEGAS BOTTLE REPLACE COOLING FAN MOTOR, REFILL DEGAS BOTTLE, PRESSURE TEST, CLEAR CODES, RETEST, ROAD TEST.
 Customer Comment: CUSTOMER STATES ENGINE IS OVERHEATING. TOWED IN. CUSTOMER STATES TEMP GAUGE WENT UP CHECK ENGINE LIGHT CAME ON AND SMOKE POURED FROM UNDER HOOD.

Labor Op Code	Labor Op Description	Labor Op Cost
12650D	EEC - (QUICK TEST) DIAGNOSIS	.00
12650D45	PIN POINT TEST DIAGNOSIS	.00
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	.00
8005D	COOLING SYSTEM PRESSURE TEST DIAGNOSIS	.00
8621A	MOTOR - RADIATOR COOLING FAN REPLACE	.00
12650D81	NGS RECORDER / MONITOR ROAD TEST DIAGNOSIS	.00
121003A		69.10

Causal Flag	Full Part Number	Part Description	Part CPSC	Extended Quantity	Amount
Y	BA8Z 8C607 C	MTR & FAN ASY-ENG COOL	030306	1	336.64
N	VC 10 A2	030307	1	28.97	

DTC Sections: Mil. Light On = Y

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
Y	BO	P1299	CYLINDER HEAD OVER TEMPERATURE PROTECTION ACTIVE	19	CCM TEMP
Y	KC	P1299	CYLINDER HEAD OVER TEMPERATURE PROTECTION ACTIVE	19	CCM TEMP
Y	KO	P1299	CYLINDER HEAD OVER TEMPERATURE PROTECTION ACTIVE	19	CCM TEMP
Y	KR	P1299	CYLINDER HEAD OVER TEMPERATURE PROTECTION ACTIVE	19	CCM TEMP

From: Ronzi, Bill (W.C.)
Sent: Tuesday, February 05, 2013 3:22 PM
To: White, Eric (E.); Desai, Kiran (K.K.)
Cc: Lubke, Kathleen (K.); Wagner, Glen (G.C.); Curtis, Andrew (A.); Nowaczyk, Rick (R.J.)
Subject: RE: F150 CAC/Cat TSB was under TCA need your help to start it again

We had talked about putting the part on W program (? Not sure if this is correct term) where dealers wouldn't be able to order the part without a specific VIN. Is that in place?

Bill

-----Original Message-----

From: White, Eric (E.)
Sent: Tuesday, February 05, 2013 3:08 PM
To: Desai, Kiran (K.K.)
Cc: Lubke, Kathleen (K.); Wagner, Glen (G.C.); Curtis, Andrew (A.); Nowaczyk, Rick (R.J.); Ronzi, Bill (W.C.)
Subject: RE: F150 CAC/Cat TSB was under TCA need your help to start it again

Dealer orders. I cannot differentiate if the dealer is placing the order for repair or for stock.

-----Original Message-----

From: Desai, Kiran (K.K.)
Sent: Tuesday, February 05, 2013 3:04 PM
To: White, Eric (E.)
Cc: Lubke, Kathleen (K.); Wagner, Glen (G.C.); Curtis, Andrew (A.); Nowaczyk, Rick (R.J.); Ronzi, Bill (W.C.)
Subject: RE: F150 CAC/Cat TSB was under TCA need your help to start it again

Eric:

Does 875 - 900 pcs per week demand is for the repairs only or it also include parts stored in warehouse for the future use.

-----Original Message-----

From: White, Eric (E.)
Sent: Tuesday, February 05, 2013 2:42 PM
To: Nowaczyk, Rick (R.J.); Ronzi, Bill (W.C.)
Cc: Desai, Kiran (K.K.); Lubke, Kathleen (K.); Wagner, Glen (G.C.); Curtis, Andrew (A.)
Subject: RE: F150 CAC/Cat TSB was under TCA need your help to start it again

Rick,

At the current rate demand is coming in around 875 - 900 pcs. per week

-----Original Message-----

From: Nowaczyk, Rick (R.J.)
Sent: Tuesday, February 05, 2013 2:09 PM
To: Ronzi, Bill (W.C.); White, Eric (E.)
Cc: Desai, Kiran (K.K.); Lubke, Kathleen (K.); Wagner, Glen (G.C.); Curtis, Andrew (A.)
Subject: RE: F150 CAC/Cat TSB was under TCA need your help to start it again
Importance: High

Eric,

Per Bill Ronzi's note below, can you estimate the weekly demand for CAC under Service Part# BL3Z-6K775-B?

-----Original Message-----

From: Curtis, Andrew (A.)
Sent: Tuesday, February 05, 2013 1:56 PM
To: Ronzi, Bill (W.C.); Nowaczyk, Rick (R.J.)
Cc: Desai, Kiran (K.K.); Lubke, Kathleen (K.); Wagner, Glen (G.C.)
Subject: RE: F150 CAC/Cat TSB was under TCA need your help to start it again

Well the numbers from 2013 are no good, because we have been on back order for so long. However, if we go back to 2012 (which I assume is understated base on vehicles in service then to now) we sold around 3,000 per month for the last three months of 2012.

Rick,
Can you please elaborate on this a bit since you are much closer to the concern then I am.

Andrew Curtis
Gas Engine Commodity Concern Engineer
(313) 390-2132
1700 Fairlane Dr. Allen Park, Mi 48101
Cube 262

-----Original Message-----

From: Ronzi, Bill (W.C.)
Sent: Tuesday, February 05, 2013 1:47 PM
To: Curtis, Andrew (A.)
Cc: Desai, Kiran (K.K.); Lubke, Kathleen (K.)
Subject: RE: F150 CAC/Cat TSB was under TCA need your help to start it again

Hi Andrew, What would you estimate to be the weekly demand for the new CAC? We're trying to estimate total warranty spend impact for the year.

Thanks
Bill

From: Lubke, Kathleen (K.)
Sent: Wednesday, January 30, 2013 7:24 AM
To: Ronzi, Bill (W.C.); Zabie, Marvin (M.); Smith, Robert (R.)
Cc: Ruppert, Dave (D.R.); Stanley, Daniel (D.J.)
Subject: FW: F150 CAC/Cat TSB was under TCA need your help to start it again

Good morning, There is still a back order on the new CAC for TSB12-10-19 so we cannot start the TCA back up yet. Thanks, -
Katie

From: Wagner, Glen (G.C.)

Sent: Tuesday, January 29, 2013 5:54 PM
To: Lubke, Kathleen (K.)
Cc: Stanley, Daniel (D.J.); Ruppert, Dave (D.R.)
Subject: FW: F150 CAC/Cat TSB was under TCA need your help to start it again

Per Andrew's note we don't have enough parts to support a TCA on the CAC.

Glen Wagner
FCSD Commodity Program Manager, Fuel / Exhaust / Air Induction / Cooling / Controls / Calibration / Gas Engine
Phone 313 32-26768

From: Curtis, Andrew (A.)
Sent: Tuesday, January 29, 2013 2:50 PM
To: Wagner, Glen (G.C.)
Subject: RE: F150 CAC/Cat TSB was under TCA need your help to start it again

The bad news is that we have 5350 back orders for the BL3Z-6K775-B. The worser news is that the supplier is only shipping 1200 pieces as last week and there are no updates from this week.

Andrew Curtis
Gas Engine Commodity Concern Engineer
(313) 390-2132
1700 Fairlane Dr. Allen Park, Mi 48101
Cube 262

From: Wagner, Glen (G.C.)
Sent: Thursday, January 24, 2013 4:41 PM
To: Curtis, Andrew (A.)
Subject: FW: F150 CAC/Cat TSB was under TCA need your help to start it again

Please determine if service part BL3Z- 6K775-B is available in sustainable quantities. Thanks.

Glen Wagner
FCSD Commodity Program Manager, Fuel / Exhaust / Air Induction / Cooling / Controls / Calibration / Gas Engine
Phone 313 32-26768

From: Lubke, Kathleen (K.)
Sent: Thursday, January 24, 2013 2:28 PM
To: Stanley, Daniel (D.J.); Wagner, Glen (G.C.); Ruppert, Dave (D.R.)
Subject: F150 CAC/Cat TSB was under TCA need your help to start it again

Hi Dan & Glen, we had TCA in place for the F150 TSB 12-06-04 however according to the note below it was stopped when we updated to 12-10-19. Marvin had mentioned that the CAC was not available.

Glen/Dave - Can you determine the new CAC, BL3Z- 6K775-B, on the TSB 12-10-19 is now available?

I left a voicemail with Marvin to get the details on what we need to do to get the TCA back in place for this TSB. I'll let you know if there is anything else needed.

Thanks, -Katie

<< File: tsb12-10-19.pdf >>

While we are on the subject of updated TSBs, I also found out TSB 12-06-04 was updated to 12-10-19. I had to shut the project down due the CAC not being available and there was not enough time to rewrite the rules to reflect the changes in the superseded TSB.

If you wish to discuss either subjects further, please contact me.

Mahalo
Marvin

From: Lubke, Kathleen (K.)
Sent: Wednesday, January 23, 2013 10:02 AM
To: Zabie, Marvin (M.)
Subject: Bosch cooling fan TSBs

Hi Marvin, I don't think I've talked to you since before the Christmas holiday? I hope that you had a great break. We did at my house.

I wanted to ask you if you currently have a TCA in place for the Bosch cooling fan. TSB 12-10-03, released October 1st? I wrote a request for TSB 11-07-21 last year for the same issue, but the TSB was updated to 12-10-03. I was looking at a few claims and it looks to me like there are some adjustments (see below). If so, can you tell me about when you implemented the TCA?

Thanks, -Katie

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2011; Claim Key = 6342836

Vehicle Information	Claim Information
Model Year: 2011	Document Number: 81401601

Market Derived: F - FORD Repair Date: 15-JAN-2013
 Body/Cab Type: T/WD - 4 DOOR WAGON Distance: 28366
 Version/Series: T/EF-FORD SERIES TIS: 22
 Drive Type: T/A-2 WHL L/H FRONT DRIVE AWS Load Date: 21-JAN-2013
 Vehicle Line: T/UB-EXPLORER [11-13]
 Warranty Start Date: 15-APR-2011
 Production Date: 20-MAR-2011
 VIN: 1FMHK7F86BG [REDACTED]

Expense Information

Dealer Information:

Customer Paid Amount: .00
 Dealer Name RANDALL REED'S PRESTIGE FORD Deductible Amount: .00
 Dealer Code: 09469 - * Dealer Paid Amount: .00
 Address: 3601 S. SHILOH RD. Labor Cost: 69.10
 City: GARLAND Misc. Expense Amount: -202.58

State: TX Zip Code:75041 Part Markup Amount: 104.46
 Country: USA Region Code: NA Material Cost: 365.61
 Phone: (972)864-3673 Total Cost Gross: 232.13

Cust. Concern Code: E23 - ENGINE OVERHEATS/RADIATOR TROUBLES
 Condition Code: 28 - OPEN CIRCUIT
 Technician Comment: FP 8C607 CC 28 EEC TEST, HAD CODE P1299, PRESSURE TEST COOLING SYSTEM, TEST COOLING FAN MOTOR, PINPOINT TEST, ROAD TEST, MONITOR TEST HAD COOLING FAN INOP, COOLANT PRESSURE OUT OF DEGAS BOTTLE REPLACE COOLING FAN MOTOR, REFILL DEGAS BOTTLE, PRESSURE TEST, CLEAR CODES, RETEST, ROAD TEST.
 Customer Comment: CUSTOMER STATES ENGINE IS OVERHEATING. TOWED IN. CUSTOMER STATES TEMP GAUGE WENT UP CHECK ENGINE LIGHT CAME ON AND SMOKE POURED FROM UNDER HOOD.

Labor Op Code	Labor Op Description	Labor Op Cost
12650DEE	(QUICK TEST) DIAGNOSIS	.00
12650D45	PIN POINT TEST DIAGNOSIS	.00
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	.00
8005D	COOLING SYSTEM PRESSURE TEST DIAGNOSIS	.00
8621A	MOTOR - RADIATOR COOLING FAN REPLACE	.00
12650D81	NGS RECORDER / MONITOR ROAD TEST DIAGNOSIS	.00
121003A		69.10

Causal Flag	Full Part Number	Part Description	Part CPSC	Extended Quantity	Amount
Y	BA8Z 8C607 C	MTR & FAN ASY-ENG COOL	030306	1	336.64
N	VC 10 A2		030307	1	28.97

DTC Sections: Mil. Light On = Y

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
Y	BO	P1299	CYLINDER HEAD OVER TEMPERATURE PROTECTION ACTIVE	19	CCM TEMP
Y	KC	P1299	CYLINDER HEAD OVER TEMPERATURE PROTECTION ACTIVE	19	CCM TEMP

Y	KO	P1299	CYLINDER HEAD OVER TEMPERATURE PROTECTION ACTIVE	19	CCM TEMP
Y	KR	P1299	CYLINDER HEAD OVER TEMPERATURE PROTECTION ACTIVE	19	CCM TEMP

From: Knitter, Alan (A.R.)
Sent: Monday, October 08, 2012 4:02 PM
To: Nowaczyk, Rick (R.J.)
Subject: RE: F-150 CAC Customer's

I'll follow up with them. In my case, I was not involved with the vehicle prior to installing the new CAC.

Alan R. Knitter

Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Monday, October 08, 2012 3:55 PM
To: Knitter, Alan (A.R.)
Subject: RE: F-150 CAC Customer's

Nope, I am relying on the FSE's being they have already been working with the dealers on these specific cases. So far pretty good, we only know of 1 truck out of total 12 CAC installed that the new CAC didn't resolve the customer issue.

From: Knitter, Alan (A.R.)
Sent: Monday, October 08, 2012 3:44 PM
To: Nowaczyk, Rick (R.J.)
Subject: RE: F-150 CAC Customer's

Rick,

Have you followed up with the dealer on this? Do you know how the CAC's have been performing?

Thanks!

Alan R. Knitter

Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Friday, September 21, 2012 9:18 AM
To: Knitter, Alan (A.R.)
Subject: RE: F-150 CAC Customer's

Great! thanks...

From: Knitter, Alan (A.R.)
Sent: Friday, September 21, 2012 9:14 AM

To: Nowaczyk, Rick (R.J.)
Subject: Re: F-150 CAC Customer's

Hi Rick,

The new CAC showed up. I have to call the dealer and arrange a time. Right now I'm thinking it will be Monday or Tuesday.

Alan Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837
Sent via my BlackBerry

From: Nowaczyk, Rick (R.J.)
Sent: Friday, September 21, 2012 08:24 AM
To: Knitter, Alan (A.R.)
Subject: RE: F-150 CAC Customer's

Did the New CAC show up from FedEx? Do you have a timing plan to get the customer in and get it installed?

From: Knitter, Alan (A.R.)
Sent: Monday, September 17, 2012 5:27 PM
To: Nowaczyk, Rick (R.J.)
Subject: RE: F-150 CAC Customer's

Rick,

Thank you! I'll be on the lookout.

Alan R. Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Monday, September 17, 2012 5:21 PM
To: Knitter, Alan (A.R.)
Subject: RE: F-150 CAC Customer's

Alan,

Sorry...forgot to send the FedEx tracking # 801375422310

From: Knitter, Alan (A.R.)
Sent: Friday, September 14, 2012 2:31 PM
To: Nowaczyk, Rick (R.J.)
Cc: Dodds, Dave (D.C.); McCormick, Patrick (P.J.)
Subject: Re: F-150 CAC Customer's

Rick,

Sure, send it on. I'd be glad to help.

1018 Rocky Meadows Lane
Concord, NC 28025
Alan Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837
Sent via my BlackBerry

From: Nowaczyk, Rick (R.J.)
Sent: Friday, September 14, 2012 01:55 PM
To: Triplette, Wesley (.); Knitter, Alan (A.R.)
Cc: Nowaczyk, Rick (R.J.); Chatfield, David (D.)
Subject: F-150 CAC Customer's

Wes and Alan,

Powertrain Engineering has request 12 pcs of the new CAC be sent out to the field for evaluation on some customers units. They have identified two customers they want to get the new CAC installed for evaluation for the moisture in the CAC misfire. What I would like to do is work through the FSE to get these two CAC to the dealer and installed on the customer car. The FSE does not need to be onsite at the dealer when the repair is made, but I would like to ship the new CAC unit to the FSE to handle off the dealer to make sure service manager knows this new CAC is for a specific customer. I just want make sure that these CAC do not get used on another vehicle by mistake. Any assistance you can provide would greatly be appropriated.

Dave, can you please open a new Tech Hotline GCQIS report for VIN# 1FTFW1ET8CF [REDACTED] and utilize some of the information in the CAC GCQIS report to fill out the Tech Hotline GCQIS report?

Montgomery Motors (04069)

VIN# 1FTFW1ET8CF [REDACTED]

CAC GCQIS Report# CIGF2293

(No) Tech Hotline GCQIS Report

Satcher Motor Co (01028)

VIN# 1ftfw1et7cf [REDACTED]

Tech Hotline GCQIS Report# CFADP001

(No) CAC GCQIS report

From: Hanson, Chris (C.)

Sent: Friday, September 14, 2012 11:24 AM

To: Nowaczyk, Rick (R.J.)

Subject: RE: FSE Contacts Info.

Alan Knitter for Montgomery Motors (04069), and Wes Triplette for Satcher Motor Co (01028).

Chris Hanson

Field Technical Assistance Coordinator

Service Engineering Operations

313-248-8861

From: Nowaczyk, Rick (R.J.)

Sent: Friday, September 14, 2012 9:47 AM

To: Hanson, Chris (C.)

Subject: FSE Contacts Info.

Importance: High

Chris,

Can you please provide me with the FSE contacts for the following dealers? (This is regarding the CAC issue).

P/A: 04069 Montgomery Motors State: NC

P/A: 01028 Satcher Motor Company State: SC

Regards,

Rick Nowaczyk

FCSD Product Concern Engineer

F-150, Freestar/Monterey, Ford GT, Th!nk

E-mail: rnwaczy@ford.com

Diagnostic Service Center-I, Allen Park

PH# 313-322-7251

From: Smith, Craig (C.A.)
Sent: Thursday, August 02, 2012 8:11 AM
To: Kuechler, Peter (P.D.); Shanahan, John (J.L.); Hammoud, Mazen (M.); Devries, Jason (J.E.)
Subject: RE: F150 Ecoboost Misfire prevention robustness improvement with 6-4-2 down shift when the CAC is full of water.

Peter,

Kris is also exploring the concept of limiting engine airflow during heavy tip-ins, vs. staging the downshift, to avoid excessive condensate ingestion. His concept is to initially limit airflow during heavy tip-in whenever the TBD condensate model determines that the CAC is full of water. The airflow would then slowly ramp back in at some TBD rate.

I've recommended to Kris that the Smoothness Meeting is the appropriate forum to discuss his proposals since both approaches have potential engine and trans TGW implications. Joe's D/R may also be appropriate. I think that Kris is trying to flush out the concepts better before bringing them into a forum with LL2/3's. He indicated that he wants to get a small group together to discuss these ideas so I recommended that he include you, Jason, and me as engine calibration reps.

I think it's appropriate that the team quickly dispositions the feasibility of these proposals before any significant effort is expended in their development.

Thanks,
Craig Smith
Supervisor - Engine Calibration
3.5L TIVCT GTDI & 3.5L IVCT GTDI Powerpacks
Phone: (313) 805-6345
TEE Bldg cube 1AD08

From: Kuechler, Peter (P.D.)
Sent: Thursday, August 02, 2012 6:51 AM
To: Shanahan, John (J.L.); Smith, Craig (C.A.)
Subject: RE: F150 Ecoboost Misfire prevention robustness improvement with 6-4-2 down shift when the CAC is full of water.

I don't want to let this idea go on much longer unchecked.

Craig, what forum did you have in mind? Maybe we could bring into Joe design review next week.

Peter Kuechler
Drivability Technical Leader
TEE 1AB01
(313)8050765
pkuechle@ford.com

From: Shanahan, John (J.L.)
Sent: Thursday, August 02, 2012 6:49 AM
To: Kuechler, Peter (P.D.)
Subject: RE: F150 Ecoboost Misfire prevention robustness improvement with 6-4-2 down shift when the CAC is full of water.

Not yet. Targeted this week, but, Brian, Phil, et all are not able to make this week's meeting (hence cancelation).

John Shanahan

Manager, Powertrain Feature Calibration
TEE Building
Ph: 313-24-83713
Cell: 313-805-3004

From: Kuechler, Peter (P.D.)

Sent: Wednesday, August 01, 2012 7:14 PM

To: Shanahan, John (J.L.); Smith, Craig (C.A.)

Subject: RE: F150 Ecoboost Misfire prevention robustness improvement with 6-4-2 down shift when the CAC is full of water.

John - did you have any luck getting Kris into P/T smoothness with his proposal?

Peter Kuechler

Drivability Technical Leader

TEE 1AB01

(313)8050765

pkuechle@ford.com

From: Kuechler, Peter (P.D.)

Sent: Friday, July 20, 2012 11:25 AM

To: Shanahan, John (J.L.)

Subject: RE: F150 Ecoboost Misfire prevention robustness improvement with 6-4-2 down shift when the CAC is full of water.

Please give me a call when you have a moment.

Peter Kuechler

Drivability Technical Leader

TEE 1AB01

(313)8050765

pkuechle@ford.com

From: Kuechler, Peter (P.D.)

Sent: Wednesday, July 18, 2012 9:31 PM

To: Jungbluth, Karl (K.); Devries, Jason (J.E.); Page, Fred (F.A.); O'Neil, Brian (B.M.); Norman, Kristofor (K.R.); Shanahan, John (J.L.)

Subject: RE: F150 Ecoboost Misfire prevention robustness improvement with 6-4-2 down shift when the CAC is full of water.

Kris I think it would be appropriate to bring this into our powertrain attributes meeting this Friday.

John is there a timeslot available?

Thanks,

Peter Kuechler

Drivability Technical Leader

TEE 1AB01

(313)8050765

pkuechle@ford.com

From: Jungbluth, Karl (K.)
Sent: Thursday, June 28, 2012 4:23 PM
To: Kuechler, Peter (P.D.); Devries, Jason (J.E.); Page, Fred (F.A.); O'Neil, Brian (B.M.)
Subject: RE: F150 Ecoboost Misfire prevention robustness improvement with 6-4-2 down shift when the CAC is full of water.

They are just using SST to sequence the downshift events. We can run this test right now to get a feel for what the degradation looks like.

Regards,

Karl Jungbluth

Ford Motor Company
6R80 Calibration
Phone: (313) 805-9187
e-mail: kjungblu@ford.com

From: Kuechler, Peter (P.D.)
Sent: Thursday, June 28, 2012 3:40 PM
To: Devries, Jason (J.E.); Page, Fred (F.A.); O'Neil, Brian (B.M.); Jungbluth, Karl (K.)
Subject: RE: F150 Ecoboost Misfire prevention robustness improvement with 6-4-2 down shift when the CAC is full of water.

Given the pressures we are under on hes, I think we need to get some performance data on this before it gains any momentum.

Peter Kuechler
Drivability Technical Leader
TEE 1AB01
(313)8050765
pkuechle@ford.com

From: Devries, Jason (J.E.)
Sent: Thursday, June 28, 2012 3:13 PM
To: Kuechler, Peter (P.D.)
Subject: FW: F150 Ecoboost Misfire prevention robustness improvement with 6-4-2 down shift when the CAC is full of water.

Peter,

Just an FYI the hardware guys are proposing a staggered 6 2 downshift to alleviate the misfire issue on P415. Both us and transmission have argued this is unacceptable from a drivability stand point but it keeps being suggested. I just wanted to make you aware of it in case it gets elevated. Thanks.

Jason DeVries
Calibration Commodity Technical Specialist

GTDI, I4, and V6 Powertrains

Phone: 313-805-1035

e-mail: jdevrie4@ford.com

From: Yamada, Shuya Shark (S.Y.)

Sent: Thursday, June 28, 2012 11:47 AM

To: Norman, Kristofor (K.R.); Glugla, Chris (C.P.); Lizotte, Brian (B.W.); Jungbluth, Karl (K.); Smith, Craig (C.A.); Devries, Jason (J.E.); Mazuchowski, James (J.A.); Fabien, Phil (P.A.); Ladd, John (J.R.); Kramer, Michael (M.T.); Sowards, John (J.); Palm, Jim (J.R.); Andersen, Erik (E.); Yamada, Shuya Shark (S.Y.)

Subject: F150 Ecoboost Misfire prevention robustness improvement with 6-4-2 down shift when the CAC is full of water.

<< File: June 28 2012 AP CFD 263 I 94 6 4 2 Downshift Acceleration with Manual SST syamada6.pptx >>

P415 Misfire Team,

I was able to test Manual SST 6 4 2 down shift and compare it to the standard 6 2 down shift from 50 to 70MPH no trailer acceleration.

On average, 6 4 2 was 1.1 second slower than 6 2 because the air flow was truncated to 23lb/min for the first 1.8 second. However, this should cleans the CAC enough to prevent FMEM misfire event when the 36lb/min 2nd gear kicks in.

I would like to test this concept in the DTF wind tunnel 7 after the summer shut down.

If the strategy is not available, I will sit next to the robot and manually control the SST as I had a lot of practice on I 94.

Trailer Towing customers will be cleansing the new CAC frequently but this strategy should help non towing customers also cleans the CAC when WOP is demanded at 50MPH.

Shark.

Shuya "Shark" Yamada
Engine Performance Development
Ford Motor Company
313-39-04780 syamada6@ford.com

From: McDonagh, Scot (S.M.)
Sent: Friday, February 01, 2013 11:57 AM
To: Andersen, Erik (E.)
Cc: Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.)
Subject: RE: F150 GTDI AIS Water Ingestion
Attachments: RE: F150 GTDI AIS Water Ingestion (29.1 KB)

Rick will provide latest CQIS Reports. FYI- We went through every CQIS Report last time this issue was an emerging concern and we still met QSF threshold. FCSD has agreed to review all 13MY CQIS Reports and remove non applicable reports if needed but keep in mind they have enough reports to open QSF today if 11-12MY are added to the emerging concern.

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Andersen, Erik (E.)
Sent: Friday, February 01, 2013 11:34 AM
To: McDonagh, Scot (S.M.)
Subject: RE: F150 GTDI AIS Water Ingestion

Please send the claims. I'd like to review. We did not agree with the original 12 listed.

Erik Andersen
Core P/T Cooling
eanderse@ford.com
313-805-2966

From: McDonagh, Scot (S.M.)
Sent: Friday, February 01, 2013 8:59 AM
To: Sowards, John (J.); Ronzi, Bill (W.C.); Andersen, Erik (E.); Madej, Jeanette (J.); Russo, Scott (S.); Hermann, Erik (E.H.)
Cc: Ladd, John (J.R.); Bishop, Chris (C.B.)
Subject: RE: F150 GTDI AIS Water Ingestion

Please continue testing with 579T193 for AIS Misfire investigation. Emerging Concern is at 52% QSF threshold. Need closure plan. Thanks

Concern Title:			
Quality Team: F-150			
Status: Emerging	Open Date: 15/Jan/2013	VIN Count: 13 	Threshold: 25 % of Threshold: 52%
Function: Powertrain	Days Open: 17		
PCE:	Last Updated: 31/Jan/2013 7:56:24 AM		
Functional Champion: JMCCOY Engineering Contact: MKRAMER1			

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

-----Original Message-----

From: Sowards, John (J.)
Sent: Friday, February 01, 2013 8:17 AM
To: Ronzi, Bill (W.C.); Andersen, Erik (E.); Madej, Jeanette (J.); Russo, Scott (S.); Hermann, Erik (E.H.)
Cc: McDonagh, Scot (S.M.); Ladd, John (J.R.)
Subject: RE: F150 GTDI AIS Water Ingestion

I would not consider the filter saturated but it was damp and in similar condition as was seen during the **RF** stop ship water ingestion/CAC condensate investigation. I believe during WOT, enough air mass goes through the filter to strip most of the water collected leaving the filter damp to the touch.

During the **RF** testing, we would weigh the filters to try and put a number on the amount of water ingested but found that an unreliable measurable based on video of the CAC inlet. In other words - we would see a large amount of water ingested at the CAC inlet but the weight of the filter would not correspond.

There was a small amount of puddling at the bottom of the airbox as well as witness marks from previous standing water.

I had attempted to run back to back testing with the fenderwell gap taped and un-taped but could not make a taped run in the time we had with the vehicle.

I agree that further testing should be done to determine the effects but suspect it isn't a large contributor to CAC condensate misfire.

I can make arrangements with the Video Imaging folks at EVB to have a camera installed in the clean and/or dirty side of the airbox. I believe we'll have more time with the vehicle I received from Scot McD to perform back to back testing. Standing by for further instructions.

-----Original Message-----

From: Ronzi, Bill (W.C.)
Sent: Thursday, January 31, 2013 4:45 PM
To: Andersen, Erik (E.); Madej, Jeanette (J.); Russo, Scott (S.); Hermann, Erik (E.H.); Sowards, John (J.)
Subject: RE: F150 GTDI AIS Water Ingestion

We'll put it on the agenda for next week then. I can give Julie a brief update tomorrow if she asks.

I just looked at the video from John Sowards. Appears to be some droplets but it's difficult to see much beyond that. Do you know if the air filter was saturated following the drive?

If pulling any significant water through the AIS, I'd expect the filter to be saturated and there to be water standing in the bottom of the air box.

I'd suggest that we re-run the test next week, if we can get some wet roads, or run at DPG if the sprinklers aren't shut down for winter.

Bill

-----Original Message-----

From: Andersen, Erik (E.)

Sent: Thursday, January 31, 2013 4:05 PM

To: Ronzi, Bill (W.C.); Madej, Jeanette (J.); Russo, Scott (S.); Hermann, Erik (E.H.)

Subject: RE: F150 GTDI AIS Water Ingestion

I don't think we will have much information tomorrow. Is it possible to do it next week? We should have more to talk about.

Erik Andersen
Core P/T Cooling
eanderse@ford.com
313-805-2966

-----Original Message-----

From: Ronzi, Bill (W.C.)

Sent: Thursday, January 31, 2013 1:47 PM

To: Madej, Jeanette (J.); Russo, Scott (S.); Andersen, Erik (E.); Hermann, Erik (E.H.)

Subject: F150 GTDI AIS Water Ingestion

Importance: High

Julie would like to discuss the plan to test the above and ID possible improvements. She'd like to discuss in her Friday FQR. Could we discuss for 5-10 minutes tomorrow or is that too soon?

Bill
William C. Ronzi
PTI Quality Supervisor
(313) 805-6140 cell & pgr

From: McDonagh, Scot (S.M.)
Sent: Friday, February 01, 2013 9:53 AM
To: Ronzi, Bill (W.C.); Sowards, John (J.); Andersen, Erik (E.); Madej, Jeanette (J.); Russo, Scott (S.); Hermann, Erik (E.H.)
Cc: Ladd, John (J.R.); Bishop, Chris (C.B.); Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.); Dixon, Mark (M.R.)
Subject: RE: F150 GTDI AIS Water Ingestion

Yes Sir- Looking forward to Mr. Sowards input on whether or not AIS water ingestion is contributor to Misfire concern. I suspect root cause of 11-13MY Misfire repeats with PCA CAC are tied to CAC condensation. If I remember correctly PCA CAC was predicted to be ~95% improvement and we have no design change options at this point without degrading Cooler efficiency. Not clear to me at this point how we will close this EC/QSF. Will ask FCSD to provide latest CQIS reports. Thanks

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Ronzi, Bill (W.C.)
Sent: Friday, February 01, 2013 9:36 AM
To: McDonagh, Scot (S.M.); Sowards, John (J.); Andersen, Erik (E.); Madej, Jeanette (J.); Russo, Scott (S.); Hermann, Erik (E.H.)
Cc: Ladd, John (J.R.); Bishop, Chris (C.B.)
Subject: RE: F150 GTDI AIS Water Ingestion

Scot, You probably know this already but we don't know if AIS water ingestion is contributing to the GTDI misfire. The testing we're discussing below will help us determine that.

PS Can you send us the (13) VINS that are currently included in the folder?

Thanks,
Bill

From: McDonagh, Scot (S.M.)
Sent: Friday, February 01, 2013 8:59 AM
To: Sowards, John (J.); Ronzi, Bill (W.C.); Andersen, Erik (E.); Madej, Jeanette (J.); Russo, Scott (S.); Hermann, Erik (E.H.)
Cc: Ladd, John (J.R.); Bishop, Chris (C.B.)
Subject: RE: F150 GTDI AIS Water Ingestion

Please continue testing with 579T193 for AIS Misfire investigation. Emerging Concern is at 52% QSF threshold. Need closure plan. Thanks

Concern Title:

Quality Team: F-150

Status: Emerging

Open Date: 15/Jan/2013

VIN Count: 13


Threshold: 25 % of Threshold: 52%

Function: Powertrain **Days Open:** 17

PCE: Last Updated: 31/Jan/2013 7:56:24 AM

Functional Champion: JMCCOY Engineering Contact:
MKRAMER1

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

-----Original Message-----

From: Sowards, John (J.)
Sent: Friday, February 01, 2013 8:17 AM
To: Ronzi, Bill (W.C.); Andersen, Erik (E.); Madej, Jeanette (J.); Russo, Scott (S.); Hermann, Erik (E.H.)
Cc: McDonagh, Scot (S.M.); Ladd, John (J.R.)
Subject: RE: F150 GTDI AIS Water Ingestion

I would not consider the filter saturated but it was damp and in similar condition as was seen during the **RF** stop ship water ingestion/CAC condensate investigation. I believe during WOT, enough air mass goes through the filter to strip most of the water collected leaving the filter damp to the touch.

During the **RF** testing, we would weigh the filters to try and put a number on the amount of water ingested but found that an unreliable measurable based on video of the CAC inlet. In other words - we would see a large amount of water ingested at the CAC inlet but the weight of the filter would not correspond.

There was a small amount of puddling at the bottom of the airbox as well as witness marks from previous standing water.

I had attempted to run back to back testing with the fenderwell gap taped and un-taped but could not make a taped run in the time we had with the vehicle.

I agree that further testing should be done to determine the effects but suspect it isn't a large contributor to CAC condensate misfire.

I can make arrangements with the Video Imaging folks at EVB to have a camera installed in the clean and/or dirty side of the airbox. I believe we'll have more time with the vehicle I received from Scot McD to perform back to back testing. Standing by for further instructions.

-----Original Message-----

From: Ronzi, Bill (W.C.)
Sent: Thursday, January 31, 2013 4:45 PM
To: Andersen, Erik (E.); Madej, Jeanette (J.); Russo, Scott (S.); Hermann, Erik (E.H.); Sowards, John (J.)
Subject: RE: F150 GTDI AIS Water Ingestion

We'll put it on the agenda for next week then. I can give Julie a brief update tomorrow if she asks.

I just looked at the video from John Sowards. Appears to be some droplets but it's difficult to see much beyond that. Do you know if the air filter was saturated following the drive?

If pulling any significant water through the AIS, I'd expect the filter to be saturated and there to be water standing in the bottom of the air box.

I'd suggest that we re-run the test next week, if we can get some wet roads, or run at DPG if the sprinklers aren't shut down for winter.

Bill

-----Original Message-----

From: Andersen, Erik (E.)
Sent: Thursday, January 31, 2013 4:05 PM
To: Ronzi, Bill (W.C.); Madej, Jeanette (J.); Russo, Scott (S.); Hermann, Erik (E.H.)
Subject: RE: F150 GTDI AIS Water Ingestion

I don't think we will have much information tomorrow. Is it possible to do it next week? We should have more to talk about.

Erik Andersen
Core P/T Cooling
eanderse@ford.com
313-805-2966

-----Original Message-----

From: Ronzi, Bill (W.C.)
Sent: Thursday, January 31, 2013 1:47 PM
To: Madej, Jeanette (J.); Russo, Scott (S.); Andersen, Erik (E.); Hermann, Erik (E.H.)
Subject: F150 GTDI AIS Water Ingestion
Importance: High

Julie would like to discuss the plan to test the above and ID possible improvements. She'd like to discuss in her Friday FQR. Could we discuss for 5-10 minutes tomorrow or is that too soon?

Bill
William C. Ronzi
PTI Quality Supervisor
(313) 805-6140 cell & pgr

From: White, Eric (E.)
Sent: Tuesday, January 22, 2013 9:45 AM
To: Nowaczyk, Rick (R.J.); Evison, Heather (M.)
Cc: Reeves, Brian (B.)
Subject: RE: F-150 intercoolers

Parts are in transit from the supplier to the packager. No ETA at this time, (best case this week, possibly next week). The orders have been referred to the packager.

From: Nowaczyk, Rick (R.J.)
Sent: Tuesday, January 22, 2013 7:19 AM
To: White, Eric (E.); Evison, Heather (M.)
Cc: Reeves, Brian (B.); Nowaczyk, Rick (R.J.)
Subject: FW: F-150 intercoolers
Importance: High

Eric,

I'm not sure if you are still handling these CAC back orders, but we have dealer where the customers have refused to pick up their trucks until they are repaired. To prevent three buyback would it be possible for you to push these orders ahead of the line (so to speak) and have the supplier or packager direct ship? Any help you can provide would greatly be appreciated...

SMMPCHLA Emergency Orders By Customer 01/22/13 07:09:27
==> _____ ANALYST: Q6A

CUSTOMER CODE: 04927

A		Order	Line	Dor	Order		
C	SERVICE PART	B/O	DATE	Number	Nbr	Nbr	Status
-	-----	-----	----	-----	-		
	9L3Z- 4W602-A	01/07/13	R48207	1	17361	S	
	9L3Z- 4W602-A	01/09/13	R45609	2	19361	S	
	BL3Z- 6K775-B	12/18/12	R03953	6	21861	O	
	BL3Z- 6K775-B	01/02/13	R04402	4	12363	O	
	BL3Z- 6K775-B	01/04/13	R34804	1	14361	O	
	BL3Z- 6K775-B	01/18/13	P69818	1	11861	N	

F1=Help F13=NOLA F14=OOLA F16=OHLA
NO MORE RECORDS AVAILABLE

LPENH73

From: Reeves, Brian (B.)
Sent: Monday, January 21, 2013 4:32 PM
To: Nowaczyk, Rick (R.J.)
Subject: F-150 intercoolers

Good afternoon Rick,

I am working with a large dealer in Savannah Georgia JC Lewis Ford. See (GCQUIS # CGTAU003) They have three F150 trucks needing the intercoolers. One has been on order for a few months and all three customers have dropped off the trucks at the dealers and do not want them until they are fixed. Do you have any information on when or where I can acquire the intercoolers? I would hate to have three buybacks this quick. Any information would greatly be appreciated. The service manager is sending me the VINs for the three trucks.

Thanks,
Brian Reeves

Brian Reeves

Ford Service Training Instructor
Field Service Engineer
Orlando Regional Training Center
528 Northlake Blvd. Suite 1024
Altamonte Springs, Florida 32701
breeve13@ford.com
407-310-0894

From: Ricks, Kevin (K.J.)
Sent: Wednesday, February 27, 2013 12:05 PM
To: McDonagh, Scot (S.M.); Baum, Joe (J.M.); Sparks, Douglas (D.S.); Dixon, Mark (M.R.)
Cc: Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.); Ronzi, Bill (W.C.); McCoy, Julie (.)
Subject: RE: Heads-up - 13MY F150 GTDI CAC Misfire 80% QSF Threshold

Good plan and catch by Joe. I will advise Norton and Berardi this is our Tack.

-----Original Message-----

From: McDonagh, Scot (S.M.)
Sent: Wednesday, February 27, 2013 11:12 AM
To: Baum, Joe (J.M.); Sparks, Douglas (D.S.); Ricks, Kevin (K.J.); Dixon, Mark (M.R.)
Cc: Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.); Ronzi, Bill (W.C.)
Subject: RE: Heads-up - 13MY F150 GTDI CAC Misfire 80% QSF Threshold
Importance: High

Bill Ronzi and I just met with FCSD. Plan is to release TSB as is and SSM that advises Dealers if PCA Cooler and Deflector are installed and vehicle continues to exhibit condensate misfire to Monitor OASIS for future updates, engineering investigation in progress. Please advise if you approve of enclosed proposal.

Rick/Dan- PT Management would like to release TSB and SSM in parallel.
Thanks

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

-----Original Message-----

From: Baum, Joe (J.M.)
Sent: Wednesday, February 27, 2013 7:21 AM
To: McDonagh, Scot (S.M.); Sparks, Douglas (D.S.)
Subject: RE: Heads-up - 13MY F150 GTDI CAC Misfire 80% QSF Threshold

I must be missing something. If misfire is verified, are we replacing the PCA CAC with another PCA CAC?

Joe Baum
Chief Engineer
Powertrain Calibration & NVH
Cell (313) 805-8846

-----Original Message-----

From: McDonagh, Scot (S.M.)
Sent: Wednesday, February 27, 2013 7:14 AM
To: Baum, Joe (J.M.); Sparks, Douglas (D.S.)

Subject: RE: Heads-up - 13MY F150 GTDI CAC Misfire 80% QSF Threshold

Per your request

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

-----Original Message-----

From: Baum, Joe (J.M.)
Sent: Wednesday, February 27, 2013 7:13 AM
To: Sparks, Douglas (D.S.); McDonagh, Scot (S.M.)
Subject: FW: Heads-up - 13MY F150 GTDI CAC Misfire 80% QSF Threshold

Can you please send me the revised TSB?

Joe Baum
Chief Engineer
Powertrain Calibration & NVH
Cell (313) 805-8846

-----Original Message-----

From: Ronzi, Bill (W.C.)
Sent: Tuesday, February 26, 2013 5:15 PM
To: Sparks, Douglas (D.S.); McCoy, Julie (.); Madej, Jeanette (J.); Andersen, Erik (E.); Renwick, Rick (R.J.); Wright, Robin (R.A.); Beltramo, Joel (J.J.); Mazuchowski, James (J.A.); Crudo, Frank (F.J.); Baum, Joe (J.M.); Leisenring, Kenneth (K.C.); Smith, Craig (C.A.)
Subject: RE: Heads-up - 13MY F150 GTDI CAC Misfire 80% QSF Threshold

Julie, Just to add to Doug's comments, Erik and I have reviewed the 13MY emerging QSF VINS and approximately 70% of them show the right combinations of DTC's & customer complaints to meet the intent of the revised TSB. For the remaining 30%, we would need see Mode 6 and Misfire Freeze Frame data to determine whether they should be included in the QSF folder. I'm checking to see how much of that data is available.

Thanks,
Bill
William C. Ronzi
PTI Quality Supervisor
(313) 805-6140 cell & pgr

From: Sparks, Douglas (D.S.)
Sent: Tuesday, February 26, 2013 5:03 PM
To: McCoy, Julie (.); Madej, Jeanette (J.); Ronzi, Bill (W.C.); Andersen, Erik (E.); Renwick, Rick (R.J.); Wright, Robin (R.A.); Beltramo, Joel (J.J.); Mazuchowski, James (J.A.); Crudo, Frank (F.J.); Baum, Joe (J.M.); Leisenring, Kenneth (K.C.); Smith, Craig (C.A.)
Subject: RE: Heads-up - 13MY F150 GTDI CAC Misfire 80% QSF Threshold

Julie/Jeanette,

The TSB revision we are trying to implement are for the 11-12MY. We will

run out this request see if the freeze frame data will address any of the 13MY claims.

The QSF is not driven by claim but rather call to the hot line. The Hot Line has received 20 call from Dealer because they are stuck; the vehicle has the latest level of hardware, they have left bank misfire codes, and they do not know what action to take to fix the vehicle. In the 13MY there are 63 claims (as of last Friday) for 3.5L GTDI misfire post the new CAC. Please know this is all misfire not just CAC induced misfire. The VFG's will breakdown the misfire contribution and provide an update to this team.

Thank you,

Douglas S. Sparks
P/T Quality and PVT Manager FNA
P/T Integration and Program Management (PTIM)
dsparks3@ford.com 313-805-6096

Administrative Assistant: Tina Tessadri
ttessadr 313 594-1115

From: McCoy, Julie (.)
Sent: Tuesday, February 26, 2013 4:18 PM
To: Sparks, Douglas (D.S.); Madej, Jeanette (J.); Ronzi, Bill (W.C.); Andersen, Erik (E.); Renwick, Rick (R.J.); Wright, Robin (R.A.); Beltramo, Joel (J.J.); Mazuchowski, James (J.A.); Crudo, Frank (F.J.); Baum, Joe (J.M.); Leisenring, Kenneth (K.C.); Smith, Craig (C.A.)
Subject: RE: Heads-up - 13MY F150 GTDI CAC Misfire 80% QSF Threshold

Doug- do we know if these claims would pass the "filter" test of the revised TSB?

Julie McCoy
Chief Engineer, Powertrain Installations (PTI)
jmccoy, 313-805-6374
Administrative assistant: Angie Perkins x47391

From: Sparks, Douglas (D.S.)
Sent: Tuesday, February 26, 2013 12:31 PM
To: McCoy, Julie (.); Madej, Jeanette (J.); Ronzi, Bill (W.C.); Andersen, Erik (E.); Renwick, Rick (R.J.); Wright, Robin (R.A.); Beltramo, Joel (J.J.); Mazuchowski, James (J.A.); Crudo, Frank (F.J.); Baum, Joe (J.M.); Leisenring, Kenneth (K.C.); Smith, Craig (C.A.)
Subject: Heads-up - 13MY F150 GTDI CAC Misfire 80% QSF Threshold

Team,

FYI - the F150 3.5L GTDI is on the emerging QSF list; is currently 80% of QSF threshold (20 calls into the hot line for help post revised CAC). We will continue to monitor and keep you posted. However, at this rate there will be another QSF for CAC induced misfire.

Eric,

What is the testing status of controlling system pressure with CBV and or waste gate? Has there been any progress on H2O contribution from the AIS ?

Thank you,

Douglas S. Sparks

P/T Quality and PVT Manager FNA

P/T Integration and Program Management (PTIM)

dsparks3@ford.com 313-805-6096

Administrative Assistant: Tina Tessadri

ttessadr 313 594-1115

From: Ronzi, Bill (W.C.)
Sent: Tuesday, February 26, 2013 5:15 PM
To: Sparks, Douglas (D.S.); McCoy, Julie (.); Madej, Jeanette (J.); Andersen, Erik (E.); Renwick, Rick (R.J.); Wright, Robin (R.A.); Beltramo, Joel (J.J.); Mazuchowski, James (J.A.); Crudo, Frank (F.J.); Baum, Joe (J.M.); Leisenring, Kenneth (K.C.); Smith, Craig (C.A.)
Subject: RE: Heads-up - 13MY F150 GTDI CAC Misfire 80% QSF Threshold
Signed By: bronzi@ford.com

Julie, Just to add to Doug's comments, Erik and I have reviewed the 13MY emerging QSF VINS and approximately 70% of them show the right combinations of DTC's & customer complaints to meet the intent of the revised TSB. For the remaining 30%, we would need see Mode 6 and Misfire Freeze Frame data to determine whether they should be included in the QSF folder. I'm checking to see how much of that data is available.

Thanks,
Bill
William C. Ronzi
PTI Quality Supervisor
(313) 805-6140 cell & pgr

From: Sparks, Douglas (D.S.)
Sent: Tuesday, February 26, 2013 5:03 PM
To: McCoy, Julie (.); Madej, Jeanette (J.); Ronzi, Bill (W.C.); Andersen, Erik (E.); Renwick, Rick (R.J.); Wright, Robin (R.A.); Beltramo, Joel (J.J.); Mazuchowski, James (J.A.); Crudo, Frank (F.J.); Baum, Joe (J.M.); Leisenring, Kenneth (K.C.); Smith, Craig (C.A.)
Subject: RE: Heads-up - 13MY F150 GTDI CAC Misfire 80% QSF Threshold

Julie/Jeanette,

The TSB revision we are trying to implement are for the 11-12MY. We will run out this request see if the freeze frame data will address any of the 13MY claims.

The QSF is not driven by claim but rather call to the hot line. The Hot Line has received 20 call from Dealer because they are stuck; the vehicle has the latest level of hardware, they have left bank misfire codes, and they do not know what action to take to fix the vehicle. In the 13MY there are 63 claims (as of last Friday) for 3.5L GTDI misfire post the new CAC. Please know this is all misfire not just CAC induced misfire. The VFG's will breakdown the misfire contribution and provide an update to this team.

Thank you,

Douglas S. Sparks
P/T Quality and PVT Manager FNA
P/T Integration and Program Management (PTIM)
dsparks3@ford.com 313-805-6096

Administrative Assistant: Tina Tessadri
ttessadr 313 594-1115

From: McCoy, Julie (.)
Sent: Tuesday, February 26, 2013 4:18 PM
To: Sparks, Douglas (D.S.); Madej, Jeanette (J.); Ronzi, Bill (W.C.); Andersen, Erik (E.); Renwick, Rick (R.J.); Wright, Robin (R.A.); Beltramo, Joel (J.J.); Mazuchowski, James (J.A.); Crudo, Frank (F.J.); Baum, Joe (J.M.); Leisenring, Kenneth (K.C.); Smith, Craig (C.A.)
Subject: RE: Heads-up - 13MY F150 GTDI CAC Misfire 80% QSF Threshold

Doug- do we know if these claims would pass the "filter" test of the revised TSB?

Julie McCoy
Chief Engineer, Powertrain Installations (PTI)
jmccoy, 313-805-6374
Administrative assistant: Angie Perkins x47391

From: Sparks, Douglas (D.S.)
Sent: Tuesday, February 26, 2013 12:31 PM
To: McCoy, Julie (.); Madej, Jeanette (J.); Ronzi, Bill (W.C.); Andersen, Erik (E.); Renwick, Rick (R.J.); Wright, Robin (R.A.); Beltramo, Joel (J.J.); Mazuchowski, James (J.A.); Crudo, Frank (F.J.); Baum, Joe (J.M.); Leisenring, Kenneth (K.C.); Smith, Craig (C.A.)
Subject: Heads-up - 13MY F150 GTDI CAC Misfire 80% QSF Threshold

Team,
FYI - the F150 3.5L GTDI is on the emerging QSF list; is currently 80% of QSF threshold (20 calls into the hot line for help post revised CAC). We will continue to monitor and keep you posted. However, at this rate there will be another QSF for CAC induced misfire.

Eric,
What is the testing status of controlling system pressure with CBV and or waste gate? Has there been any progress on H2O contribution from the AIS ?

Thank you,

Douglas S. Sparks
P/T Quality and PVT Manager FNA
P/T Integration and Program Management (PTIM)
dsparks3@ford.com 313-805-6096

Administrative Assistant: Tina Tessadri
ttessadr 313 594-1115

From: Pitre, Rejean (R.J.)
Sent: Friday, October 12, 2012 7:34 AM
To: Nowaczyk, Rick (R.J.)
Subject: Re: ***Hot Issue*** Report Summary for the CQIS Report#CJJHE246

Hi Rick,

Talked with shop foreman this morning. The cat was only installed yesterday, these codes were set prior to the cat being installed. The truck works good other than the DTC's for the CAT. Now the dealer will drive again today as it's a damp day, after they have drove it for a bit they will let me know how it runs. I will let you know once I get feedback from dealer.

Regards.
Rejean Pitre
Field Service Specialist
Specialiste au Service
Ford of Canada
Rpitre@ford.com
Cell 506-543-5850

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, October 11, 2012 11:52 AM
To: Pitre, Rejean (R.J.)
Subject: RE: ***Hot Issue*** Report Summary for the CQIS Report#CJJHE246

Ok, thanks

From: Pitre, Rejean (R.J.)
Sent: Thursday, October 11, 2012 11:32 AM
To: Nowaczyk, Rick (R.J.)
Subject: Re: ***Hot Issue*** Report Summary for the CQIS Report#CJJHE246

Hi Rick dealer has not contacted me let me call and see what the issue is. I'll let you know.

Rejean Pitre
Field Service Specialist
Specialiste au Service
Ford of Canada
Rpitre@ford.com
Cell 506-543-5850

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, October 11, 2012 11:20 AM
To: Pitre, Rejean (R.J.)
Cc: Dobbs, Dan (K.D.); Davis, Craig (C.B.)
Subject: ***Hot Issue*** Report Summary for the CQIS Report#CJJHE246

Rejean,

Per our pervious conversation, you indicates that after the dealer did the deflector shield and the PCM reprogram per the TSB then the vehicle came back in for the P0430 DTC that wasn't set in the previous visit. I'm a little concern per the CREDSR report below. Did the dealer install the new CAC and a new CAT and now the vehicle acted up again for the customer?

From: Dobbs, Dan (K.D.)
Sent: Thursday, October 11, 2012 10:40 AM
To: Nowaczyk, Rick (R.J.)
Subject: Report Summary for the CQIS Report#CJJHE246

Looks like this may not have resolved the issue. Not sure hard to tell.

Attachments : 0

Report# :	CJJHE246 CREDSR--or-- Q 201290983148	Received:	10/10/2012
CCRG/EPRC:	Reviewed Status:	Date:	
Vehicle:	2012,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET6CF [REDACTED]	Build Date:	03/21/2012
Odometer :	8,927 M	Engine:	3.5L-GTDI
Transmission:	6R80E	Axle:	
Dealer:	CAN A3213 Parkway Ford Lincoln Ltd.	Calibration:	CF613C0A
City:	Saint John	A/C:	YES
Province:	New Brunswick	Phone#:	(506) 633-2200
Country :	CAN		
Originator:	Burt Kelly		
Symptom:	5 54 2 39 DRV PERF,LACK/LOSS PWR ,ACCEL,INTERMITTENT		
Status:			
VFG:	V52 DRIVEABILITY		
Additional Symptom:			
Fix:	Causal Component :		
Condition Code:			

Region Code: 03

Region Name: 03 FCSD REGION-CANADA

DTCs:

KOEO:P0506 P0505 P0430

KOEC:

KOER:

Comments :

CONCER 10/10/2012 11:57AM

Engine light on, truck runs rough and no power

TECH/C 10/10/2012 11:57AM

TSB 2-06-07 has been performed customer has returned. customer has contacted All Cockerill (1-313-805-2333)Ford eco boost engineer.He has sent us a redesigned intercooler witch we installed and engine light came back on.

From: Hartstang, Joe (.)
Sent: Monday, February 18, 2013 4:23 PM
To: Wagner, Glen (G.C.)
Cc: Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.); Healey, Basil (P.B.); Sharples, Butch (F.A.)
Subject: RE: K-Code for Charge Air Cooler (BL3Z 6K775 B)

Glen,

Within FCSD there is a backorder part escalation process in place between the dealers, CRC, and PS&L. This escalation process attempts to mitigate all critical parts requests; with priority attention to customers in rentals. With that in mind, along with the 400 to 800 pieces per week that we get from the supplier for the subject part, we use this escalation process to prioritize the distribution of the parts.

Our priority is currently as such:

- Customers in Ford approved rentals approximately 100/week (communicated via CRC and FMC360)
- Field Operations and CRC escalations via e-tracker system
- Dealer escalations via PACO
- Estimate the number of rentals, e-trackers, and PACO requests throughout the remainder of the week until the next supplier shipment this quantity will be used to fill such critical order requests

Typically these requests/quantities will account for nearly all of what the supplier is shipping to FCSD on a weekly basis. If there is any left over, that quantity is sent to the depots for distribution; emergency orders fill first, then stock orders on a FIFO basis, according to the date the dealer ordered. This method accounts for the most critical customers - according to cost-to-ford, and the normal FCSD rules of order fulfillment.

I also agree with Butch's comments regarding k-coding; and thus the reason we developed the escalation process. I hope this helps.

Joe Hartstang

Supply Chain Manager
Parts Supply & Logistics
Ford Customer Service Division
Phone (313) 390-7604

From: Wagner, Glen (G.C.)
Sent: Monday, February 18, 2013 2:32 PM
To: Hartstang, Joe (.)
Cc: Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.)
Subject: FW: K-Code for Charge Air Cooler

Joe Regarding the F150 Charge Air Cooler, is there any action we can take to insure that parts are only used for "unit down" repairs, i.e. don't allow dealers to order parts for inventory? Per the attached note Butch indicated that K-Code is not an option and it would not be effective anyways.

We want to improve customer satisfaction by making certain those customers that truly need the CAC can get them while we work our way out of the current back order situation.

Glen Wagner
FCSD Commodity Program Manager, Fuel / Exhaust / Air Induction / Cooling / Controls / Calibration / Gas Engine
Phone 313 32-26768

From: Sharples, Butch (F.A.)
Sent: Monday, February 18, 2013 8:35 AM
To: Wagner, Glen (G.C.)
Cc: Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.)
Subject: RE: K-Code for Charge Air Cooler

No it just prevents the dealer from ordering the part and provides a very, very brief message which is usually the anticipated availability date.

We have no way of restricting sales to dealers. The most we can do is look to see if any dealer is ordering an excessive quantity, contact the dealer and cancel the order if we deem it necessary.

From: Wagner, Glen (G.C.)
Sent: Monday, February 18, 2013 8:21 AM
To: Sharples, Butch (F.A.)
Cc: Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.)
Subject: RE: K-Code for Charge Air Cooler

Thanks for the reply. Doesn't K-Code require the dealer to supply a VIN in order to purchase the part?

Glen Wagner
FCSD Commodity Program Manager, Fuel / Exhaust / Air Induction / Cooling / Controls / Calibration / Gas Engine
Phone 313 32-26768

From: Sharples, Butch (F.A.)
Sent: Monday, February 18, 2013 8:15 AM
To: Wagner, Glen (G.C.)
Cc: Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.)
Subject: RE: K-Code for Charge Air Cooler

Glen, The K code restricts the sale of a part by prevents a dealer from ordering the part. We presently have over 4700 backorders with a number of pieces currently in transit to the depots. Emergency orders will be filled first.

We don't have any way of making certain that every part gets placed on a vehicle. There always seems to be a small number of dealers that attempt to hoard parts but most are large dealers that do it to profit from the smaller dealers they sell parts to.

K coding this part will only create 100s of call to PS&L and we have no way to selectively sell to specific dealers. Sorry.

From: Wagner, Glen (G.C.)
Sent: Friday, February 15, 2013 3:24 PM
To: Sharples, Butch (F.A.)
Cc: Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.)
Subject: K-Code for Charge Air Cooler

What are the "next steps" required to implement K-Code on the F150 EcoBoost Charge Air Cooler BL3Z 6K775 B?

We have down vehicles because this part is on back order and we want to make certain every CAC we ship is being used to repair a vehicle and that none are sitting idle in dealership inventory.

Glen Wagner
FCSD Commodity Program Manager, Fuel / Exhaust / Air Induction / Cooling / Controls / Calibration / Gas Engine
Phone 313 32-26768

From: Ronzi, Bill (W.C.)
Sent: Tuesday, March 12, 2013 10:15 AM
To: McDonagh, Scot (S.M.); Nowaczyk, Rick (R.J.); Ricks, Kevin (K.J.); Dobbs, Dan (K.D.); Andersen, Erik (E.)
Cc: Sparks, Douglas (D.S.)
Subject: RE: Latest GCQIS Folder For Repeat CAC Misfire

Scot, File we reviewed on 3/1 included (22) for 13MY and (12) for 11MY/12MY. Prior to that, the folder did not include any 11 or 12MY VINS.

-----Original Message-----

From: McDonagh, Scot (S.M.)
Sent: Tuesday, March 12, 2013 10:07 AM
To: Ronzi, Bill (W.C.); Nowaczyk, Rick (R.J.); Ricks, Kevin (K.J.); Dobbs, Dan (K.D.); Andersen, Erik (E.)
Cc: Sparks, Douglas (D.S.)
Subject: RE: Latest GCQIS Folder For Repeat CAC Misfire

Bill- CQIS folder we reviewed in 3/1/13 meeting with FCSD included 11-12MY.
Can PTI Cooling contact dealer on enclosed 12MY TAR ?

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

-----Original Message-----

From: Ronzi, Bill (W.C.)
Sent: Tuesday, March 12, 2013 9:26 AM
To: Nowaczyk, Rick (R.J.); Ricks, Kevin (K.J.); Dobbs, Dan (K.D.)
Cc: Sparks, Douglas (D.S.); McDonagh, Scot (S.M.)
Subject: RE: Latest GCQIS Folder For Repeat CAC Misfire

Rick, I discussed with Doug Sparks yesterday and both Doug and I were under the impression that the emerging QSF would be limited to 13MY vehicles only.

There weren't any 11MY or 12MY VINS in the prior folder status reports. Do we need a meeting to get alignment around 13MY only?

Bill

From: Nowaczyk, Rick (R.J.)
Sent: Friday, March 01, 2013 12:35 PM
To: Ronzi, Bill (W.C.)
Subject: FW: Latest GCQIS Folder For Repeat CAC Misfire
Importance: High

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, February 28, 2013 9:12 PM
To: Ronzi, Bill (W.C.); McDonagh, Scot (S.M.); Dixon, Mark (M.R.); Oyafuso, Kevin (K.G.)
Cc: Dobbs, Dan (K.D.); Ricks, Kevin (K.J.)
Subject: Latest GCQIS Folder For Repeat CAC Misfire
Importance: High

Powertrain Team,

I finished checking the remainder of 301 GCQIS reports for 2011-2012 MY F-150 that indicates a repeat moisture in the CAC Misfire after TSB 12-10-19.

We are now up to 33 reports.

<< File: 2011-2013 F-150 3.5L Continued CAC Misfire GCQIS Folder.pdf >>

Regards,
Rick Nowaczyk
FCSD Product Concern Engineer
F-150, Freestar/Monterey, Ford GT, Th!nk
E-mail: rnowaczy@ford.com
Diagnostic Service Center-I, Allen Park
PH# 313-322-7251

PE13-018

FORD

8-23-2013

APPENDIX G

Engineering Review

8

From: Ricks, Kevin (K.J.)
Sent: Thursday, October 04, 2012 11:20 AM
To: Nowaczyk, Rick (R.J.)
Subject: RE: mvdn

Did they open a TFOAM? Or do we need a TAR first, did they even contact Hotline yet? You are doing the right thing, No change in our strategy.

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, October 04, 2012 9:49 AM
To: Ricks, Kevin (K.J.)
Subject: RE: mvdn

Yes, I have been working with Eric White to get some shipped direct from the packager for these Escalated TFOAMS. Valeo is supposed to be air freighting 10 pcs to the packager by today or tomorrow depending how long it takes to get through U.S. Customs. I agree, this meets the Escalated criteria. I'm just asking that we follow the process and open a Escalated TFOAM on these cases as you and I discussed before to help us manage these final repair vehicles.

MVDN Motor Vehicle Defect Notification (Florida)

From: Ricks, Kevin (K.J.)
Sent: Thursday, October 04, 2012 9:31 AM
To: Nowaczyk, Rick (R.J.)
Subject: RE: mvdn

This is a MVDN. Are you getting ones to send out to TFOAMS cases? If so, I would call this one, one of those.

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, October 04, 2012 8:55 AM
To: Johnson, Jim (J.S.)
Cc: Dobbs, Dan (K.D.); Hall, Christopher (C.); Ricks, Kevin (K.J.)
Subject: RE: mvdn

Jim,

Being these new ones are outside scope of the original 12 pcs engineering wanted to use as engineering evaluation units. Going forward we would like to use the Escalated TFOAM process to manage any of these cases that are pending buyback/final repair attempt. We are trying get some CAC for elevated cases going forward, but we don't want it to get out of hand, but we do understand the urgency out in the field. However, the more we pull from the parts coming into the packager the longer it will take to get the TSB released. Thanks again for all your help...

From: Johnson, Jim (J.S.)
Sent: Thursday, October 04, 2012 8:26 AM
To: Nowaczyk, Rick (R.J.)
Cc: Dobbs, Dan (K.D.)
Subject: FW: mvdn

Two more.

From: Hall, Christopher (C.)
Sent: Thursday, October 04, 2012 7:21 AM
To: Johnson, Jim (J.S.)
Subject: Fw: mvdn

Just got this from the new service manager at Ford of Ocala. Having my dealer meeting with Steve Hollosi shortly.

Regards,
Chris Hall

This message was sent via Blackberry

From: Hob Rardin [<mailto:hrardin@dagmail.com>]
Sent: Thursday, October 04, 2012 06:19 AM
To: Hall, Christopher (C.)
Subject: mvdn

Good morning I have an 2012 f-150 eco boost seeking final resolution for power loss concern, do you know when a fix is going to be available, I also have another 2012 eco with the same concern that he was talking lemon law also. Vin for the mvdn one is 1ftfx1et8cf [REDACTED] both vehicle have had the shield for the cooler installed but problem still is present. Please give me a call or e-mail me when you get a chance

From: Dobbs, Dan (K.D.)
Sent: Monday, October 15, 2012 8:04 AM
To: Hall, Christopher (C.)
Cc: Nowaczyk, Rick (R.J.)
Subject: RE: Need Expedited CAC

They need to contact COPS. I checked as well, and they are not on the emergency backorder list.

From: Hall, Christopher (C.)
Sent: Monday, October 15, 2012 7:59 AM
To: Dobbs, Dan (K.D.)
Subject: RE: Need Expedited CAC

02865

Regards,

Chris Hall

Field Service Engineer
Ford Customer Service Division
Orlando Region
cell-727-643-9285

"Fix it right every time with Rotunda!"

From: Dobbs, Dan (K.D.)
Sent: Monday, October 15, 2012 7:58 AM
To: Hall, Christopher (C.); Nowaczyk, Rick (R.J.)
Subject: RE: Need Expedited CAC

What is their PA Code?

From: Hall, Christopher (C.)
Sent: Friday, October 12, 2012 5:02 PM
To: Nowaczyk, Rick (R.J.)
Cc: Dobbs, Dan (K.D.)
Subject: Need Expedited CAC

Rick or Dan,

I need another cooler please? The dealer told me they emergency ordered it on the 11th, DOR # is 96570. I do not see it when I look in the parts screens though?

Regards,

Chris Hall

Field Service Engineer
Ford Customer Service Division
Orlando Region
cell-727-643-9285

"Fix it right every time with Rotunda!"

From: tfosys@ford.com [<mailto:tfosys@ford.com>]

Sent: Friday, October 12, 2012 3:53 PM

To: Christoff, Donald (D.A.); Espinosa, Tanya (T.); Hall, Christopher (C.)

Subject: 20090198-Request has been assigned to CHALL48

This is an auto generated e-mail from Technical Field Operations Assignment Management System, Please do not reply.

Please click [here](#) to access this request

Additional Comments

Request Details

Additions and/or changes made to the request are highlighted in red.

Tracking Number	20090198
Status	Assigned
Currently assigned to	CHALL48
Request Type	Repair Assistance (TAR); Document in GCQIS
Request Source	CRC Consumer Affairs Team
If Other request source, please explain	
Primary contact	TANYA ESPINOSA
Primary contact's phone number	866-567-6518 X77441
Primary contact's email address	TESPINO2@FORD.COM
Technician Name	
Technician certified in relevant speciality	
Dealership Name	FORD OF OCALA, LINCOLN OF OCALA
P&A Code	02865
Facing Region (SDR separate from Contact Regions)	S3 - ORLANDO
Geographic Region (SDR combined with Contact Region)	S3 - ORLANDO
FCSD Sales Zone	A04
FCSD Technical Zone	T08
VIN	1FTFX1ET8CF [REDACTED]
Vehicle year/model	2012
Vehicle mileage	4,608
Repair Order (R.O) #	
Customer Name	[REDACTED]
Vehicle Down?	No
GCQIS Report #	
TAR Open?	
CuDL Case #	408862752
Priority	Medium
Request description	**fl mvdn**CUSTOMER STATES: WHEN THERE IS CONDENSATION IN THE AIR (RAIN, FOG) THERE IS A MISS AND SHUDDER WHEN ACCELERATING, CHECK ENGINE LIGHT WILL COME ON. CONSUMER ADVISED THAT FORD DOESNT HAVE A FIX FOR THE ISSUE. CONSUMER ADVISED THAT HE JUST WANTS HIS VEHICLE REPAIRED.**CUSTOMER WILL BE

GCQIS Comments

FSE Comments

Initial Contact Date

Person Contacted

Dealership visit planned?

Visit date, if planned

Did Visit Occur?

Concern Summary for Technical Assistance Contact Report

Inspection Comments for Technical Assistance Contact Report

Primary Root cause for Technical Assistance Contact Report

Other Root Causes

Please explain if "Other" is root cause

Recommendation for Technical Assistance Contact Report

Missing tools/equipment(if identified)

Missing tools/equipment ordered during visit?

Total hours spent on request

0.0

Created by

TESPINO2

Created date

10/11/2012 02:34:11 PM EST

Last Revised by

DCHRIST2

Last revised date

10/12/2012 03:52:30 PM EST

This e-mail notification has been generated by: DCHRIST2

Thank you..

From: Johnson, Jim (J.S.)
Sent: Thursday, October 11, 2012 5:26 PM
To: Christoff, Donald (D.A.); Nowaczyk, Rick (R.J.)
Cc: Ricks, Kevin (K.J.); Dobbs, Dan (K.D.); White, Eric (E.)
Subject: Re: New 3.5L GTDI CAC

They don't have 40 customers with issues

From: Christoff, Donald (D.A.)
Sent: Thursday, October 11, 2012 05:07 PM
To: Nowaczyk, Rick (R.J.); Johnson, Jim (J.S.)
Cc: Ricks, Kevin (K.J.); Dobbs, Dan (K.D.); White, Eric (E.)
Subject: Re: New 3.5L GTDI CAC

Rick,
Jim on vacation today and tomorrow. I'll call them first thing in the morning.

Don Christoff

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, October 11, 2012 04:17 PM
To: Johnson, Jim (J.S.)
Cc: Ricks, Kevin (K.J.); Christoff, Donald (D.A.); Dobbs, Dan (K.D.); White, Eric (E.)
Subject: RE: New 3.5L GTDI CAC

Jim,

Dealer P/A 04809 just put in an order for 40 pcs of the new CAC when all the other dealers are issue orders for 1 or 2 pcs. We are questioning if this dealer needs all 40 pcs under Emergency order bases. Could someone from your team talk with this dealer to see if they have 40 vehicle under priority, buy back, days out service, ect? If the dealer doesn't, can we get them to reduce their order volume. Continuing large orders like this will definitely impact the timing to release the TSB.

From: White, Eric (E.)
Sent: Wednesday, October 10, 2012 11:42 AM
To: Nowaczyk, Rick (R.J.); Johnson, Jim (J.S.)
Cc: Ricks, Kevin (K.J.); Christoff, Donald (D.A.); Dobbs, Dan (K.D.)
Subject: RE: New 3.5L GTDI CAC

We really don't have any effective ways to restrict dealer orders in this case.

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, October 10, 2012 11:28 AM
To: Johnson, Jim (J.S.); White, Eric (E.)
Cc: Ricks, Kevin (K.J.); Christoff, Donald (D.A.); Dobbs, Dan (K.D.)
Subject: RE: New 3.5L GTDI CAC

Jim,

PS&L checked into this situation and found that this dealer ordered these parts under Emergency. All Emergency parts orders will be filled first either at the packager or at the depot. PS&L is looking to see if there is a possible way to prevent any general stock orders from being filled, but now that the dealers know to order the parts Emergency it will be tough to control. The dealers are also seeing that this new part superseded the previous level.

Eric, anything more to add?

From: Johnson, Jim (J.S.)
Sent: Tuesday, October 09, 2012 5:29 PM
To: Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.); White, Eric (E.)
Cc: Ricks, Kevin (K.J.)
Subject: RE: New 3.5L GTDI CAC

04809 --

From: Nowaczyk, Rick (R.J.)
Sent: Tuesday, October 09, 2012 5:08 PM
To: Johnson, Jim (J.S.); Dobbs, Dan (K.D.); White, Eric (E.)
Cc: Ricks, Kevin (K.J.)
Subject: RE: New 3.5L GTDI CAC

Do you have a P/A code?

Eric, please see comments below from Jim Johnson.

From: Johnson, Jim (J.S.)
Sent: Tuesday, October 09, 2012 5:03 PM
To: Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.)
Cc: Ricks, Kevin (K.J.)
Subject: RE: New 3.5L GTDI CAC

Please call me when you get a chance, I just learned that one of my dealers ordered and received 20 new air charge coolers. Were you aware that we are shipping these?

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, September 19, 2012 9:08 AM
To: Johnson, Jim (J.S.)
Cc: Dobbs, Dan (K.D.); Christoff, Donald (D.A.); Hammer, Richard (R.M.); Kocher, Michael (M.)
Subject: RE: New 3.5L GTDI CAC

Jim,

Are we sure this vehicle VIN# 1FTFW1ET9CF [REDACTED] fit the issue? I just looked at the GCQIS report and it states surge at highway speeds. The reason I ask is we are also working on a surge issue with the 5.0L and 3.5L that is repeatable at highway speed light throttle with 50% or more load. I don't see anything in the attached GCQIS report that indicate the moisture in the CAC drive symptom. I just don't want build false expectation with the customer if it's the repeatable surge issue and not the misfire condensation issue after extended cruise and hard accel. in rainy/humid conditions.

Thanks..

From: Johnson, Jim (J.S.)
Sent: Wednesday, September 19, 2012 8:34 AM
To: Nowaczyk, Rick (R.J.)
Cc: Dobbs, Dan (K.D.); Christoff, Donald (D.A.); Hammer, Richard (R.M.); Kocher, Michael (M.)
Subject: RE: New 3.5L GTDI CAC

Rick, please delete 1FTFW1ET1BF [REDACTED], dealer traded owner out of unit yesterday, and add 1FTFW1ET9CF [REDACTED], I still owe you one vin number.

From: Johnson, Jim (J.S.)
Sent: Tuesday, September 18, 2012 10:46 AM
To: Nowaczyk, Rick (R.J.)
Cc: Dobbs, Dan (K.D.); Johnson, Jim (J.S.); Christoff, Donald (D.A.); Powers, Kurtis (K.S.); Dripps, David (D.S.); Hammer, Richard (R.M.); Hall, Christopher (C.); Kocher, Michael (M.); Reeves, Brian (B.); Middleton, Greg (H.)
Subject: New 3.5L GTDI CAC

1FTFW1ET1CF [REDACTED]
1FTFW1ET1BF [REDACTED]
1FTFW1ET4BF [REDACTED]
1FTFX1ET8CK [REDACTED]
1FTFW1ET9CF [REDACTED]

Rick, here are the vins for five of the units. I will have the vin for the vehicle at Bartow Ford later today.

Did the parts ship yesterday? If so we should have them at the training center Thursday or Friday.

From: Nowaczyk, Rick (R.J.)
Sent: Monday, September 17, 2012 4:43 PM
To: Johnson, Jim (J.S.)
Cc: Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.)
Subject: RE: New 3.5L GTDI CAC
Importance: High

FYI, the 6 CAC are shipping out tonight 2nd day air to the two address you provided in your previous note.

From: Powers, Kurtis (K.S.)
Sent: Wednesday, October 03, 2012 7:23 PM
To: Nowaczyk, Rick (R.J.)
Cc: Dobbs, Dan (K.D.); Christoff, Donald (D.A.); Dripps, David (D.S.); Hammer, Richard (R.M.); Hall, Christopher (C.); Kocher, Michael (M.); Reeves, Brian (B.); Middleton, Greg (H.); Johnson, Jim (J.S.)
Subject: RE: New 3.5L GTDI CAC

Was installed on 9/28. Stopped in Bartow Ford today and spoke with customer, no issues to report yet and he had a long trip over the weekend.

Regards,
Kurtis Powers
Field Service Engineer, Miami Region
(313) 805-0087



From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, October 03, 2012 4:50 PM
To: Johnson, Jim (J.S.)
Cc: Dobbs, Dan (K.D.); Christoff, Donald (D.A.); Powers, Kurtis (K.S.); Dripps, David (D.S.); Hammer, Richard (R.M.); Hall, Christopher (C.); Kocher, Michael (M.); Reeves, Brian (B.); Middleton, Greg (H.)
Subject: RE: New 3.5L GTDI CAC
Importance: High

Jim,

Looking for status update on whether the CAC repairs have been completed on the following VIN#.

1FTFW1ET9CF [REDACTED] - FSE Rick Hammer
1FTFW1ET4BF [REDACTED] - FSE Rick Hammer
1FTFX1ET8CK [REDACTED] - FSE Chris Hall
1FTFW1ET9CK [REDACTED] FSE ?
1FTFW1ET0CF [REDACTED] - FSE Kurtis Powers

Thanks...

From: Johnson, Jim (J.S.)
Sent: Tuesday, September 18, 2012 10:46 AM
To: Nowaczyk, Rick (R.J.)
Cc: Dobbs, Dan (K.D.); Johnson, Jim (J.S.); Christoff, Donald (D.A.); Powers, Kurtis (K.S.); Dripps, David (D.S.); Hammer, Richard (R.M.); Hall, Christopher (C.); Kocher, Michael (M.); Reeves, Brian (B.); Middleton, Greg (H.)
Subject: New 3.5L GTDI CAC

1FTFW1ET1CF [REDACTED]
1FTFW1ET1BF [REDACTED]

1FTFW1ET4BF

1FTFX1ET8CK

1FTFW1ET9CK

Rick, here are the vins for five of the units. I will have the vin for the vehicle at Bartow Ford later today.

Did the parts ship yesterday? If so we should have them at the training center Thursday or Friday.

From: Nowaczyk, Rick (R.J.)

Sent: Monday, September 17, 2012 4:43 PM

To: Johnson, Jim (J.S.)

Cc: Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.)

Subject: RE: New 3.5L GTDI CAC

Importance: High

FYI, the 6 CAC are shipping out tonight 2nd day air to the two address you provided in your previous note.

From: McDonagh, Scot (S.M.)
Sent: Thursday, January 17, 2013 8:21 AM
To: Nowaczyk, Rick (R.J.)
Subject: RE: New Emerging Concern - F-150 3.5L GTDI Continued CAC Misfire After Updated Parts

25 Reports is QSF Threshold ?

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, January 17, 2013 8:20 AM
To: McDonagh, Scot (S.M.); Kramer, Michael (M.T.); Oyafuso, Kevin (K.G.); Hughes, Scott (S.R.)
Cc: Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.)
Subject: New Emerging Concern - F-150 3.5L GTDI Continued CAC Misfire After Updated Parts
Importance: High

Powertrain Team,

FCSD has a New Emerging concern this week for F-150 3.5L GTDI continued CAC misfire after updated parts.

<< File: F-150 3.5l gtdi continued CAC misfire after updates GCQIS folder .pdf >>

Regards,
Rick Nowaczyk
FCSD Product Concern Engineer
F-150, Freestar/Monterey, Ford GT, Th!nk
E-mail: rnowaczy@ford.com
Diagnostic Service Center-I, Allen Park
PH# 313-322-7251

From: Kramer, Michael (M.T.)
Sent: Tuesday, May 28, 2013 10:37 AM
To: Andersen, Erik (E.); Britton, Eric (E.J.)
Subject: RE: Opening Resume Attached

Erik A. No problem.

Eric B. Probably works best for this to be a combined effort between Erik A. (Core) and myself (F150 Application).

Mike Kramer
RWD PT Cooling Supv.

Six Sigma Black Belt

Cell Phone: (313) 805 0190

Text Page: mkramer1

[Page from outside Ford](#). External email: mkramer1@ford.com

From: Andersen, Erik (E.)
Sent: Tuesday, May 28, 2013 9:41 AM
To: Kramer, Michael (M.T.)
Subject: FW: Opening Resume Attached

I'm thinking you'll need to be involved in this based on your experiences from last year.

Erik Andersen
Core P/T Cooling
eanderse@ford.com
313-805-2966

From: Britton, Eric (E.J.)
Sent: Tuesday, May 28, 2013 9:30 AM
To: Andersen, Erik (E.); Smith, Craig (C.A.)
Subject: RE: Opening Resume Attached

Thanks Erik.

Craig, I am going to need your help also.

Eric Britton
Government Investigations
Tel. 313-323-2966
Fax: 313-594-2268

From: Andersen, Erik (E.)
Sent: Tuesday, May 28, 2013 9:26 AM
To: Britton, Eric (E.J.)
Subject: RE: Opening Resume Attached

Okay, but we will need calibration to address the misfire strategy. They are the most knowledgeable on it and should probably address that piece of it.

Erik Andersen
Core P/T Cooling
eanderse@ford.com
313-805-2966

From: Britton, Eric (E.J.)
Sent: Tuesday, May 28, 2013 9:18 AM
To: Andersen, Erik (E.)
Subject: FW: Opening Resume Attached

Erik, looks like we will be working together on this. I will let you know as soon as I have the list of questions from NHTSA.

Eric Britton
Government Investigations
Tel. 313-323-2966
Fax: 313-594-2268

From: McCoy, Julie (.)
Sent: Tuesday, May 28, 2013 8:45 AM
To: Fronckowiak, Todd (T.M.)
Subject: RE: Opening Resume Attached

Sure Erik Andersen.

Julie McCoy
Chief Engineer, Powertrain Installations (PTI)
jmccoy, 313-805-6374
Administrative assistant: Angie Perkins x47391

From: Fronckowiak, Todd (T.M.)
Sent: Thursday, May 23, 2013 6:23 PM
To: McCoy, Julie (.)
Subject: FW: Opening Resume Attached

Julie,
NHTSA has opened a safety investigation into reports of loss of performance in 2011-13 MY F-150s with the 3.5 L GTDI. They have requested that we set up a WebEx with them to discuss the technical aspects of this alleged concern in the next week or so, including how our misfire strategy works (and recovers), and our TSBs and related calibration and hardware changes. Please let me know who in your group should be our single point of contact? If possible, I would also like to include them in our discussions with the agency. Thanks.

Best Regards,

Todd Fronckowiak
Assistant Director
Global Automotive Safety and Compliance
Automotive Safety Office
Ford Motor Company
Phone: (313) 337 6777 | Cell: (734) 837 9409

From: Valencia.Johnson@dot.gov [<mailto:Valencia.Johnson@dot.gov>]
Sent: Thursday, May 23, 2013 8:08 AM
To: Fronckowiak, Todd (T.M.)

Cc: Jeff.Quandt@dot.gov; Derek.Rinehardt@dot.gov

Subject: Opening Resume Attached

Good Morning Mr. Fronckowiak, for your information, please see the attached opening resume.

Thank you

From: McDonagh, Scot (S.M.)
Sent: Tuesday, October 11, 2011 2:36 PM
To: Hamilton, Steven (S.C.); Nowaczyk, Rick (R.J.)
Cc: Garrett, David (D.P.)
Subject: RE: P415 3.5L GTDI MisFire QSF

It is correct-

Dave- This is for the R13 WERS release ? We have (3) P415 GTDI test vehicles for R13 trials if needed

F-150	2011-2011	06920110034-3.5L MISFIRE ON ACCEL w/o DTCs	POW	CCOCKERI - GRENO - RNOWACZY	CC:3.5L Misfire occurring without DTCs setting. MIL flashing with Catalyst Damage occurring resulting in lack of power on loaded acceleration. CA:TBD. SC:TBD. PC:TBD. ST:Oct/6: Engineering working on revise calibration to improve misfire monitor trigger. Continue to look at ign. coils, spark plugs with cracked ceramics and possible concern with intake valve hanging open. Service Red Due to:Lack of Forecasted Service closure date Production Red Due to:Forecasted Production timing beyond 90 day requirement	18/Aug/2011	25/Oct/2011	16/Nov/2011	50	3	38	204	TBD RED	30/Nov/2011 RED
-------	-----------	--	-----	-----------------------------	--	-------------	-------------	-------------	----	---	----	-----	---------	-----------------

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Hamilton, Steven (S.C.)
Sent: Tuesday, October 11, 2011 2:18 PM
To: Nowaczyk, Rick (R.J.)
Cc: Garrett, David (D.P.); McDonagh, Scot (S.M.)
Subject: FW: P415 3.5L GTDI MisFire QSF

Rick,

Is this the correct QSF tracking number?

Thanks.

Best regards,

Steve Hamilton

FCSD Service Engineering Operations
Diesel Commodity Manager
(313)390 7750

From: Cervenán, Neil (N.J.)
Sent: Tuesday, October 11, 2011 2:16 PM
To: Hamilton, Steven (S.C.)
Cc: Garrett, David (D.P.); McDonagh, Scot (S.M.)
Subject: P415 3.5L GTDI MisFire QSF

Steve,

PCSE wants to add the official QSF tracking number for P415 3.5L GTDI Misfire to a WERS concern.

Please verify the following number in bold, that I've copied from the weekly QSF report, is correct:

06920110034 3.5L MISFIRE ON ACCEL w/o DTCs

Thanks,

Neil Cervenán Phone: 313 805 7036
ncervena@ford.com Bldg #2 24Q34

From: McDonagh, Scot (S.M.)
Sent: Tuesday, October 11, 2011 2:54 PM
To: Garrett, David (D.P.)
Cc: Hamilton, Steven (S.C.); Nowaczyk, Rick (R.J.)
Subject: RE: P415 3.5L GTDI MisFire QSF

Thanks- I'm sure Craig understands the importance of parallel 2011MY P415 R13 service releases. Let me know

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Garrett, David (D.P.)
Sent: Tuesday, October 11, 2011 2:51 PM
To: McDonagh, Scot (S.M.); Hamilton, Steven (S.C.); Nowaczyk, Rick (R.J.)
Subject: RE: P415 3.5L GTDI MisFire QSF

More for the R06 Cal release on 2012 P415. I recognize we need to do a service release for 2011. Nobody has discussed the CAL timing for that release yet. I will ask Joe/Craig if they go together with 2012 or follow.

From: McDonagh, Scot (S.M.)
Sent: Tuesday, October 11, 2011 2:36 PM
To: Hamilton, Steven (S.C.); Nowaczyk, Rick (R.J.)
Cc: Garrett, David (D.P.)
Subject: RE: P415 3.5L GTDI MisFire QSF

It is correct-

Dave- This is for the R13 WERS release ? We have (3) P415 GTDI test vehicles for R13 trials if needed

F-150	2011-2011	06920110034-3.5L MISFIRE ON ACCEL w/o DTCs	P O W	CCOCKERI - GRENO - RNOWACZY	CC:3.5L Misfire occurring without DTCs setting. MIL flashing with Catalyst Damage occurring resulting in lack of power on loaded acceleration. CA:TBD. SC:TBD. PC:TBD. ST:Oct/6: Engineering working on revise calibration to improve misfire monitor trigger. Continue to look at ign. coils,spark plugs with cracked ceramics and possible concern with intake valve hanging open. Service Red Due to: Lack of Forecasted Service closure date Production Red Due to: Forecasted Production timing beyond 90 day requirement	18/Aug/2011	25/Oct/2011	16/Nov/2011	50	3	38	204	TBD RED	30/Nov/2011 RED
-------	-----------	--	-------------	-----------------------------	--	-------------	-------------	-------------	----	---	----	-----	------------	--------------------

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Hamilton, Steven (S.C.)
Sent: Tuesday, October 11, 2011 2:18 PM
To: Nowaczyk, Rick (R.J.)
Cc: Garrett, David (D.P.); McDonagh, Scot (S.M.)
Subject: FW: P415 3.5L GTDI MisFire QSF

Rick,

Is this the correct QSF tracking number?

Thanks.

Best regards,

Steve Hamilton

FCSD Service Engineering Operations
Diesel Commodity Manager
(313)390 7750

From: Cervenak, Neil (N.J.)
Sent: Tuesday, October 11, 2011 2:16 PM
To: Hamilton, Steven (S.C.)
Cc: Garrett, David (D.P.); McDonagh, Scot (S.M.)
Subject: P415 3.5L GTDI MisFire QSF

Steve,

PCSE wants to add the official QSF tracking number for P415 3.5L GTDI Misfire to a WERS concern.

Please verify the following number in bold, that I've copied from the weekly QSF report, is correct:

06920110034 3.5L MISFIRE ON ACCEL w/o DTCs

Thanks,

Neil Cervenak Phone: 313 805 7036
ncervena@ford.com Bldg #2 24Q34

From: McDonagh, Scot (S.M.)
Sent: Tuesday, January 08, 2013 7:29 AM
To: Nowaczyk, Rick (R.J.)
Subject: RE: P-415 3.5L GTDI MISFIRE - Report Summary(s) from a GCQIS Query Disposition

We knew going in that it would not be 100% effective

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Tuesday, January 08, 2013 7:29 AM
To: McDonagh, Scot (S.M.)
Subject: RE: P-415 3.5L GTDI MISFIRE - Report Summary(s) from a GCQIS Query Disposition

Yeah....me either. Doesn't look good though.

From: McDonagh, Scot (S.M.)
Sent: Tuesday, January 08, 2013 7:23 AM
To: Nowaczyk, Rick (R.J.)
Subject: RE: P-415 3.5L GTDI MISFIRE - Report Summary(s) from a GCQIS Query Disposition

I sure hope we don't have a 3rd Misfire QSF for Post PCA CAC vehicles ☺

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Tuesday, January 08, 2013 4:20 AM
To: McDonagh, Scot (S.M.)
Subject: P-415 3.5L GTDI MISFIRE - Report Summary(s) from a GCQIS Query Disposition

This email contains 4 report summary(s).

Attachments : 0

Report# :	DAGA7001 NHL	Received:	01/07/2013
CCRG/EPRC:		Date:	
Vehicle:	2012,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET1CK [REDACTED]	Build Date:	03/26/2012
Odometer :	10,056 M	Engine:	3.5L-GTDI
Transmission:	6R80E	Calibration:	CF613C0N
		A/C:	YES

LOCK

Dealer: CAN B6261 North Star Ford Sales Limited **Phone#:** (780) 791-7911
City: Fort Mc Murray **Province:** Alberta **Country :** CAN
Originator: WES WEINZIERL
Symptom: 5 54 2 39 DRV PERF,LACK/LOSS PWR ,ACCEL,INTERMITTENT
Status:
VFG: V52 DRIVEABILITY
Additional Symptom: OVER 80 KM/H / CRANK NO START
Fix: **Causal Component :** --
Condition Code:

Hotliner: ABOUGHAN **Phone:** 000 317-6308 **Regn Cd:** 06 06 FCSD REGION-CANADA
Engineering: **Phone:** **TAR:**
Dlr Contact: WES WEINZIERL **Phone:** 000 000-0000 **Title Cde:** T

DTCs:
 KOEO:
 KOEC:P00C6 P0245:00
 KOER:

Comments

:

REPAIR 01/07/2013 08:43AM ALEX BOUGHAN MSS - FCSD - TECH SVC HOTLINE
 WEB FORM DATA - CONCERN: VEHICLE CAME IN WITH A CONCERN OF LACK OF
 POWER SPEED OVER 80 KM/HR WHEN PASSING DIAGNOSTICS: TEST DROVE
 VEHICLE CHECKED AND VERIFIED CONCERN AND RAN OASIS DID PINPOINT TEST
 HN TO HN10, WHEN DOING THE WIGGLE TEST FOUND A SHORT TO GROUND WHILE
 MONTERED PID TW GATE STAT FALT SHORT TO GROUND , REMOVE LOOME TUBE
 FROM HARNESS INSPECTED WIRE COULDNT FIND SHORT TO GROUND IN THIS
 CIRCUIT , TRIED STARTING VEHICLE TO DO A RUNNING TEST TO SEE IF
 CONCERN WENT AWAY, VEHICLE WOULDNT START, REDID KOEO AND KOEO CMDTCS
 RETRIEVED CODEPCM FUEL RAIL PRESSURE TO LOW ENGINE CRANKING DID
 PINPOINT TEST HP1 TO HP12 SAYS REPLACE PCM , DID FURTHER DIAGNOSING
 FOUND IF CONNECTOR FOR HIGH PRESSURE PUMP IS DICCONNECTED VEHICLE
 STARTS AND RUNS FINE BUT WHEN PLUGGED BACK IN ENGIEN DIES AND SEEM
 LIKE IT FLOODING,MONITERED PID HIGH PRESSURE PID GOES FROM 200 PSI TO

AROUND 1000 PSI AND ENGINE STARTS TO SPUTTER AND DIE IF UNPLUGGED RUNS FINE PARTS REPLACED: NONE TECH QUESTION: I SUSPECT HARNESS SHORTED OUT INSIDE AND CAUSE PCM TO SHORT OUT ,AND COMANDS HIGH PRESSURE PUMP ON ALL THE TIME, IS THERE THERE ANY OTHER DIAGNOSE THAT CAN BE DONE FOR THIS CONCERN.

RECOMM 01/07/2013 08:43AM ALEX BOUGHAN MSS - FCSD - TECH SVC HOTLINE

WES, IF THE VEHICLE CAME IN WITH THE CODE P0245 AND WHILE PERFORMINGH PC/ED PPT HN A HARNESS ISSUE WAS FOUND THAN IT IS VERY POSSIBLE THAT ANOTHER WIRE WITHIN THE HARNESS HAS ALSO BEEN COMPROMISED. AT THIS POINT IF A HARNESS ISSUE HAS BEEN IDENTIFIED AND THE ISSUE CANNOT BE LOCATED AND REPAIRED THAN REPLACEMENT OF THE HARNESS WILL MOST LIKLEY BE NECESSARY. WHILE IT IS POSSIBLE THAT A HARNESS CONCERN COULD CAUSE INTERNAL PCM DAMAGE, THAT AND THE CODE PRESENT P00C6 AND P0245 ARE NOT COMMON CODES SEEN THROUGH THE TECHNICAL SERVICE HOTLINE. TO FURTHER TEST THE SIGNAL FROM THE PCM FOR THE HIGH PRESSURE FUEL PUMP, RUN OASIS, HOVER OVER THE PC/ED TAB, SELECT OBDII THEORY AND OPERATION AND THEN SELECT OBD SYSTEM OPERATION SUMMARY - MODEL YEAR 2012, ON PAGE 161 OF THIS DOCUMENT, THE OSCILLOSCOPE WAVEFORM PATTERN OF THE SIGNAL THAT IS SENT FROM THE PCM TO THE HIGH PRESSURE FUEL PUMP IS DISPLAYED. THIS SIGNAL CAN BE VIEWED USING THE OSCILLOSCOPE FUNCTION OF THE IDS. PLEASE SEE DIRECTIONS AT THE END OF THIS MESSAGE. ON THIS PAGE, IT ALSO INDICATES THE FOLLOWING: THE FVR SOLENOID COIL MAY OVERHEAT AND FAIL IF CONSTANT BATTERY VOLTAGE IS APPLIED. FOR THAT REASON, THE PCM IS EQUIPPED WITH PROTECTIONS TO PREVENT FVR DAMAGE DUE CERTAIN WIRING FAULTS. THIS WOULD INDICATE THAT FOR ISSUES WITH THE FVR CIRCUITS, PCM DAMAGE IS NOT LIKLEY PRESENT. DEPENDING ON THE TYPE OF HARNESS ISSUE FOUND, THERE MAY BE DAMAGE TO THE FVR SOLENOID, WHICH IS PERMANENTLY MOUNTED TO THE HIGH PRESSURE FUEL PUMP. HOWEVER, IF THIS IS THE CAUSE, IT WOULD BE EXPECTED THAT CODE P0001, P0003 AND/OR P0004 WOULD BE PRESENT. WHEN CHECKING FOR A HIGH PRESSURE FUEL SYSTEM CONCERN, PLEASE BE SURE TO VERIFY THE LOW PRESSURE FUEL SYSTEM PRESSURE, USING A MANUAL GAUGE AS OUTLINE IN THE WORKSHOP MANUAL SECTION 310-00. ADDTIONALLY WHEN MONITORING THE FRP, IT SHOULD ALWAYS BE COMPARED TO THE FRP_DSD PID. PLEASE ALSO NOTE THAT IF THE FRP SENSOR IS NOT PROVIDING THE PROPER VOLAGE/READING TO THE PCM, IT CAN CAUSE INCORRECT OPERATION OF THE HIGH PRESSURE FUEL PUMP. WHEN THE FVR (ON THE HIGH PRESSURE FUEL PUMP) IS DISCONNECTED, THE LOW SIDE FUEL PRESSURE (WHEN CHECKED WITH A MANUAL GAUGE) SHOULD BE CLOSE TO THE FRP PRESSURE READING). OSCILLOSCOPE CHANNEL SET-UP  SELECT CHANNEL 1

◆◆ SELECT "AUTO" ◆◆ SELECT "CKP" ◆◆ SELECT "MANUAL" ◆◆ SELECT
 "SENSE-RED PROBE" ◆◆ SELECT "RED AND BLACK PROBE DIFF." NOTE: FVR
 SIGNAL MUST BE MONITORED USING DIFFERENTIAL PROBES. FOLLOW IDS
 INSTRUCTIONS FOR RP CONNECTIONS TO THE VMM ◆◆ SELECT CHANNEL
 3 ◆◆ SELECT "AUTO" ◆◆ SELECT "50A CURRENT PROBE" FOLLOW IDS
 INSTRUCTIONS FOR CURRENT PROBE CONNECTION TO THE VMM TRIGGER SET-UP
 (REF. FIG 3) ◆◆ SELECT TRIGGER ◆◆ SOURCE: CHANNEL 1 ◆◆ SELECT
 "RISING" ◆◆ MODE: NORMAL ADJUST VERTICAL TRIGGER (CH1) TO 3.2V AND
 THE HORIZONTAL TRIGGER (CH1) TO 2.2MS VOLTAGE/TIME BASE SET-UP
 (REF. FIG 4) ◆◆ CHANNEL 1 10V/DIV @ 1MS ◆◆ CHANNEL 3 2A/DIV @
 1MS FUEL INJECTION PUMP SIGNAL CONNECTIONS (SEE PAGE 7) ACCESS THE
 FVR AND FVR RTN SIGNALS AT THE FUEL INJECTOR PUMP CONNECTOR. DO NOT
 DISCONNECT THE CONNECTOR. CONNECT THE RED AND BLACK ROVING PROBES
 TO FVR AND FVR RTN SIGNALS RESPECTIVELY (SEE DIAGRAM BELOW) AT THE
 FUEL INJECTION PUMP CONNECTOR. CONNECT THE 50A CURRENT CLAMP AROUND
 THE FVR SIGNAL WIRE MAKING SURE THE CLAMP ARROW IS POINTING TOWARD THE
 PUMP CONNECTOR.

REPAIR

01/07/2013 05:16PM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE

DESCRIPTION OF VEHICLE CONCERN: VEHICLE WONT STAY RUNNING WHEN
 CONNECTOR C1589 PLUGGED IN DIAGNOSTICS ALREADY COMPLETED: DID
 MANUAL FUEL PRESSURE 50 PSI ID CLOSE TO FRP-DSD PID BUT FUEL RAIL PID
 READS 0 PSI EVEN IF C1589 IS PLUGGED BACK IN , HIGH PRESSURE RAIL PID
 IS COMMANDED ALL THE WAY,CHECKED RESISTANCE OF WIRING FROM PCM C1551E
 PIN 78 PIN 1 AND RESITANCE C1551E AND PIN 2 .03 OHMS OK ALSO CHECKED
 RESITANCE OF WIRNG FROM C1073 PIN TO PIN 8 AT PCM CONNECTOR C1551E AND
 PIN2 AND PIN 35 AT PCM AND PIN 3 AND PIN 20 ALL OK , ERASED ALL CODES
 CODE DONT COME BACK, CANNOT DO ENGINE RUNNING TEST WITH HIGH FUEL
 PRESSURE SENSOR CONNECTOR PLUGGED IN, BECAUASE ENGINE STALLS OUT RIGHT
 OF AWAY, AND CANNOT DO THE OSCIOSCOPE TEST BECAUSE WHEN SENSOR PLUGGED
 IN AND CONNECTOR BACK PROBE WITH RED AND BLACK LEADS ENGINE DOESNT
 STAY RUNNING , WHEN FRP PRESSURE SENSOR DISSCONNECTED AND HIGH
 PRESSURE PUMP CONNECTOR PLUGGED ENGINE STAYS RUNNING.STILL CANNOT FIND
 SHORT IN HARNES, I ALSO MEASURE VREF VOLT AT C1073 FOR FULE RAIL
 SENSOR 5.00 VOLTS AND ALOS MEASURE SIGNAL RETURN VOLTAGE MEASURED 4.59
 VOLTS. PARTS REPLACED: NONE YET TECH'S QUESTION: I SUSPECTED
 SENSOR IS NOT WORKING , WE DONOT HAVE A NONE GOOD ONE TO TRY TO SEE IF
 IT FIXES THIS 1 ONE PROBLEM, ALSO I CANNOT FIX THE OTHER CONCERN WITH
 TURBO FOR CODE P024:00 2C PCM TURBO /SUPERCHARG WASTE GATE SOLINOID A
 LOW , UNTIL SHORT IN HARNESS IS REPAIRED (CANNOT FIND SHORT IN HARNESS

AFTER LOOM WAS REMOVED DOESN'T ACT UP WHEN DOING WIGGLE TEST. WOULD YOU SUGGEST REPLACING THE HARNESS AND SENSOR THEN GO FROM THERE. DTC:
P00C6:00-2 MODULE: PCM

RECOMM 01/07/2013 05:16PM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE

WES, THE MANUAL FUEL PRESSURE GAUGE READING OF 50 PSI IS BELOW SPEC(62-73 PSI). A CONCERN WITH THE LOW PRESSURE FUEL SYSTEM WOULD BE SUSPECTED. RECOMMEND TO LOAD TEST THE FUEL PUMP CONTROL MODULE(FPCM) POWER AND GROUND CIRCUITS WITH A HEAD LIGHT BULB WHILE PERFORMING A VOLTAGE DROP TEST. IF THE CIRCUIT TESTS PROVE OUT, SUGGEST TO BYPASS THE FPCM AND RETEST. WITH THE FPCM DISCONNECTED, JUMP PINS 4 AND 8 TOGETHER AT THE FPDM CONNECTOR. THEN JUMP PINS 1 AND 5 TOGETHER, THEN RETEST. IF THE FUEL PRESSURE IS STILL BELOW SPEC, REPLACE THE FUEL PUMP. IF THE FUEL PRESSURE IS WITHIN SPEC WITH THE FPCM BYPASSED, REPLACE THE FPCM AND RETEST.

REPAIR 01/07/2013 06:59PM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE

DID MANUAL FUEL PRESSURE 50 PSI ID CLOSE TO FRP-DSD PID BUT FUEL RAIL PID READS 0 PSI EVEN IF C1589 IS PLUGGED BACK IN, HIGH PRESSURE RAIL PID IS COMMANDED ALL THE WAY, CHECKED RESISTANCE OF WIRING FROM PCM C1551E PIN 78 PIN 1 AND RESISTANCE C1551E AND PIN 2 .03 OHMS OK ALSO CHECKED RESISTANCE OF WIRING FROM C1073 PIN TO PIN 8 AT PCM CONNECTOR C1551E AND PIN 2 AND PIN 35 AT PCM AND PIN 3 AND PIN 20 ALL OK, ERASED ALL CODES CODES DON'T COME BACK, CANNOT DO ENGINE RUNNING TEST WITH HIGH FUEL PRESSURE SENSOR CONNECTOR PLUGGED IN, BECAUSE ENGINE STALLS OUT RIGHT OF AWAY, AND CANNOT DO THE OSCILLOSCOPE TEST BECAUSE WHEN SENSOR PLUGGED IN AND CONNECTOR BACK PROBE WITH RED AND BLACK LEADS ENGINE DOESN'T STAY RUNNING, WHEN FRP PRESSURE SENSOR DISCONNECTED AND HIGH PRESSURE PUMP CONNECTOR PLUGGED ENGINE STAYS RUNNING. STILL CANNOT FIND SHORT IN HARNESS, I ALSO MEASURE VREF VOLT AT C1073 FOR FUEL RAIL SENSOR 5.00 VOLTS AND MEASURE SIGNAL RETURN 4.59V

RECOMM 01/07/2013 06:59PM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE

WES, SIGNAL RETURN IS THE GROUND CIRCUIT AND THERE SHOULD NOT BE VOLTAGE ON IT. IF YOU HAVE 4.59V ON SIGNAL RETURN, THERE IS A SHORT/OPEN ON THIS CIRCUIT. RECOMMEND OVERLAYING THE SIGNAL RETURN CIRCUIT RE454 AND RE-TESTING.

REPAIR 01/07/2013 08:07PM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE

COMMENTS EVEN IF FUEL PUMP READ WAS AT 50 PSI PRESSURE GAUGE MAY BE NOT BE ACCURATE, I STILL HAVE A FRP PID READING OF SOME VALUE NOT 0 PSI, SHOULDNT I, PLEASE COMMENT ON PID VALUE

RECOMM 01/07/2013 08:07PM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE

WES, YOU ARE CORRECT. THE FRP MEASURED PRESSURE INDICATES A FAULT

IS OCCURRING WITH EITHER THE SENSOR OR CIRCUIT IN THIS CASE. WITH THE ENGINE RUNNING, FRP SHOULD BE REGISTERING FUEL PRESSURE. WE APOLOGIZE FOR ANY CONFUSION. AT THIS TIME, CONTINUE TO INSPECT FOR THE SOURCE OF THE 4.59V ON THE SIGNAL RETURN CIRCUIT. PLEASE DISCONNECT THE FRP, MAP/IAT2 SENSOR, AND CHT SENSOR INDIVIDUALLY AND SEE IF THE VOLTAGE DROPS OUT. PLEASE THOROUGHLY INSPECT RE454:YE-GN FOR ANY SHORTS TO VOLTAGE OR SHORTS TO VREF. PLEASE REPAIR ANY CIRCUIT DAMAGE DISCOVERED. IF THE HARNESS IS INDEED DAMAGED, REPLACE THE AFFECTED HARNESS DUE TO THE LOW TIME IN SERVICE.

Attachments : 0

Report# : DAGAW004 NHL **Received:** 01/07/2013
CCRG/EPRC: **Reviewed Status:** **Date:**
Vehicle: 2012,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET7CF [REDACTED] **Build Date:** 03/02/2012
Odometer : 24,099 M **Engine:** 3.5L-GTDI **Calibration:** CF613C0A
Transmission: 6R80E **Axle:** 3.73 LOCK **A/C:** YES
Dealer: CAN B6022 Ducharme Motors Ltd **Phone#:** (780) 826-3278
City: Bonnyville **Province:** Alberta **Country :** CAN
Originator: DERRICK SPANIER
Symptom: 5 54 2 02 DRV PERF,LACK/LOSS PWR ,ACCEL,ALWAYS
Status:
VFG: V52 DRIVEABILITY
Additional Symptom: OVERBOOST P0234
Fix: **Causal Component :** --
Condition Code:

Hotliner: DKVENVOL **Phone:** 313 317-9289 **Regn Cd:** 06 06 FCSD REGION-CANADA

Engineering: **Phone:** **TAR:**

Dlr Contact: DERRICK SPANIER **Phone:** 780 826-3278 **Title Cde:** T

DTCs:

KOEO:P0234

KOEC:

KOER:

Comments

:

REPAIR 01/07/2013 05:55PM DEREK KVENVOLD MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: CHECK ENGINE LITE DIAGNOSTICS: EEC TEST
RECIEVED CODE P0234 PARTS REPLACED: NONE TECH QUESTION: DOES TSB
12-3-14 STILL APPLY IN THIS CASE , BUILD DATE IS MARCH 2, 2012

RECOMM 01/07/2013 05:55PM DEREK KVENVOLD MSS - FCSD - TECH SVC HOTLINE
DERRICK, TSB 12-3-14 DOES NOT APPLY TO THIS VEHICLE DUE TO THE BUILD
DATE. THIS MEANS THE TSB CANNOT BE CLAIMED FOR THE VEHICLE. HOWEVER,
THE TSB CAN BE REFERENCED FOR DIAGNOSTIC PURPOSES. THIS DTC MAY BE
CAUSED BY A WASTE GATE SOLENOID OR WASTE GATE FAULT ON THIS VEHICLE.
RECOMMEND YOU FIRST INSPECT ALL OF THE WASTE GATE PRESSURE/VACUUM
LINES. MAKE SURE THEY ARE PROPERLY CONNECTED, AND NOT RESTRICTED IN
ANY WAY. ALSO RECOMMEND YOU VERIFY PROPER OPERATION OF THE WASTE GATE
ACTUATORS. USE A HAND PRESSURE PUMP TO MANUALLY ACTUATE THE ACTUATORS.
THEY SHOULD BEGIN TO OPEN AT 3-4PSI, AND THEY SHOULD BE FULLY OPEN BY
12-14PSI. THEY SHOULD ALSO MATCH SIDE TO SIDE. IF ONE DOES NOT OPERATE
PROPERLY, REPLACE IT AS NECESSARY. IT SHOULD BE SERVICED WITH THE
TURBOCHARGER. IF NO CONCERNS ARE FOUND, AND THERE ARE NO
RESTRICTIONS, REPLACE THE WASTE GATE SOLENOID ON THIS VEHICLE AND
RETEST.

Attachments : 0

Report# :	DAGBD021 NHL	Received:	01/07/2013
CCRG/EPRC:		Date:	
Vehicle:	2012,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET9CF [REDACTED]	Build Date:	01/21/2012
Odometer :	4,374 M	Engine:	3.5L-GTDI
Transmission:	6R80E	Axle:	3800F3.31C
Dealer:	USA 01429 Rapids Ford Lincoln, LLC.	A/C:	YES
City:	Wisconsin Rapids	Phone#:	(715) 422-0000
Originator:	MARK STATZ	State:	Wisconsin
Symptom:	5 54 2 39 DRV PERF,LACK/LOSS PWR ,ACCEL,INTERMITTENT		
Status:			
VFG:	V52 DRIVEABILITY		

Additional Symptom: MIL ON

Fix: Causal Component : --

Condition Code:

Hotliner: BFENNIN1

Phone: 313 317-7071

Regn Cd: G1 Chicago

Engineering:

Phone:

TAR:

Dlr Contact: MARK STATZ

Phone: 715 213-4521

Title Cde: T

DTCs:

KOEO:

KOEC:P0234 P0297

KOER:

Comments

:

REPAIR 01/07/2013 06:55PM BRETT FENNING MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: CHECK ENGINE LIGHT ON DIAGNOSTICS: ECC
TEST PARTS REPLACED: NONE TECH QUESTION: CUSTOMER SAYS THEY
PASTED A CAR AT ABOUT 100MPH THE LIGHT CAME ON AND NEXT TIME TRIED TO
PASS AND THEN NOW POWER. CHECK OASIS FOR CODE AND TSB 12-03-14 CAME UP
BUT MY PRODUCTION DATE IS 1 -21 -2012 SO TSB DOES NOT APPLY SHOULD I DO
TSB OR GO TO PINPOINT TEST SOMETIMES YOU TELL US TO DO TSB ANYWAY EVEN
THOUGH IT IS PAST THE PRODUCTION DATE.

RECOMM 01/07/2013 06:55PM BRETT FENNING MSS - FCSD - TECH SVC HOTLINE
MARK, EVEN THOUGH THE VEHICLE BUILD DATE IS 1/21/12, THE ENGINE
BUILD DATE IS 1/10/12, THEREFORE THE TSB DOES APPLY. PLEASE REVIEW AND
PERFORM < "" td "">
HREF 'HTTP://WWW.FORDTECHSERVICE.DEALERCONNECTION.COM/VDIRS/SPUBS/ANUM
Q.ASP?FLAVOR DEALERS&SZARTICLE 12-3-14' TARGET '_BLANK'>TSB 12-3-14
TO ADDRESS THIS CONCERN. FEEL FREE TO UPDATE THIS FORM IF YOU
HAVE ANY ADDITIONAL QUESTIONS.

Attachments : 0

Report# : DAGAH005 NHL

Received: 01/07/2013

CCRG/EPRC: **Reviewed Status:** **Date:**
Vehicle: 2012,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET4CF [REDACTED] **Build Date:** 04/11/2012
Odometer : 15,674 M **Engine:** 3.5L-GTDI **Calibration:** CF613C0A
Transmission: 6R80E **Axle:** 3.73 LOCK **A/C:** YES
Dealer: CAN B2430 Blainville Ford Inc. **Phone#:** (450) 430-9181
City: Blainville **Province** Quebec **Country :** CAN
Originator: PATRICK CARBONNEAU
Symptom: 5 54 2 39 DRV PERF,LACK/LOSS PWR ,ACCEL,INTERMITTENT
Status:
VFG: V52 DRIVEABILITY
Additional Symptom: MIL ON P007D LACK POWER
Fix: **Causal Component :** --
Condition Code:

Hotliner: MGIRARD1 **Phone:** 313 317-7064 **Regn Cd:** 02 02 FCSD REGION-CANADA
Engineering: **Phone:** **TAR:**
Dlr Contact: PATRICK CARBONNEAU **Phone:** 450 430-9188 **Title Cde:** T

DTCs:
 KOEO:
 KOEC:P007D P0238
 KOER:

Comments :

REPAIR 01/07/2013 10:16AM MARIO GIRARD MSS - FCSD - TECH SVC HOTLINE
 WEB FORM DATA - CONCERN: MOTEUR PAS DE PUISSANCE ET CHECK ENGINE
 ALLUME DIAGNOSTICS: TEST IDS CODE EN MEMOIRE CLEAR CODE ROADE TEST
 CODE REVIENNENT PAS ET TEST POUR MULTIPLE CAPTEUR ET VOLT DANS SPEC,
 CHEC AUCUN TSB ET SSM PARTS REPLACED: AUCUNE TECH QUESTION:
 AVEZ-VOUS DES MESSAGE SUR PROBLEME DE CAPTEUR POUR TURBO QUI ONT DES
 TROUBLE INTERMITENT NOTE: TEMP EXT NEIGE VENT ET TOUT? MERCI
RECOMM 01/07/2013 10:16AM MARIO GIRARD MSS - FCSD - TECH SVC HOTLINE
 PATRICK AUCUN DOSSIER AVEC CETTE CONDITION, RECOMMANDE DE VERIFIER LE
 CIRCUIT VOLTAGE RETURN POUR UN PROBL?ME DE CIRCUIT OUVERT. PINPOINT
 TEST DN SI AUCUN PROBL?ME DE FILAGE REMPLACE LE CAPTEUR CACT

From: McDonagh, Scot (S.M.)
Sent: Tuesday, October 16, 2012 12:44 PM
To: White, Eric (E.); Kramer, Michael (M.T.)
Cc: Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.)
Subject: RE: P415 CAC Service Parts

Thanks Eric

Rick/Dan- Can we close the QSF by 10/29 with ~1100 CACs in Service ?

[Scot G. McDonagh](#)
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: White, Eric (E.)
Sent: Tuesday, October 16, 2012 10:25 AM
To: Kramer, Michael (M.T.); McDonagh, Scot (S.M.)
Cc: Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.)
Subject: RE: P415 CAC Service Parts

Valeo shipped 346 the week of 10/1

The plan that they are working toward is 400 per week from week 41 – 46.
They shipped 400 the week of 10/8 as planned.

As of late last week Valeo confirmed that they will not be able to ship weeks 42 & 43, due to release requirements from Dearborn & KCAP. Those quantities would be made up in week 45 & 46.

As of now the plan looks like:
Valeo has shipped 746 to date
Week 10/15 = 0
Week 10/22 = 0
Week 10/29 = 400
Week 11/5 = 800
Week 11/12 = 650

Regards,

Eric White

(PS&L) Field Fix / Critical Parts / FSA
Ford Customer Service Division
Ph: 313. 337. 3157

From: Kramer, Michael (M.T.)
Sent: Tuesday, October 16, 2012 9:42 AM
To: White, Eric (E.); McDonagh, Scot (S.M.)
Cc: Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.); Kramer, Michael (M.T.)
Subject: RE: P415 CAC Service Parts

Would you please remind us of the present timing commitments. Thx.

Mike Kramer
RWD PT Cooling Supv.
Six Sigma Black Belt

Cell Phone: (313) 805 0190

Text Page: mkramer1

Page from outside Ford, External email: mkramer1@ford.com

From: White, Eric (E.)
Sent: Tuesday, October 16, 2012 9:21 AM
To: McDonagh, Scot (S.M.)
Cc: Kramer, Michael (M.T.); Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.)
Subject: RE: P415 CAC Service Parts

Currently there is no improvement on timing for these. Valeo continues to be constrained with meeting Dearborn and KCAP production requirements.

Eric White
Field Fix / Critical Parts / FSA
Ford Customer Service Division
Ph: 313.337.3157

-----Original Message-----

From: McDonagh, Scot (S.M.)
Sent: Tuesday, October 16, 2012 07:18 AM Eastern Standard Time
To: White, Eric (E.)
Cc: Kramer, Michael (M.T.); Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.)
Subject: RE: P415 CAC Service Parts

Eric- Please advise on status of AE & AC 6K775 CACs from Valeo

[Scot G. McDonagh](#)

PT Quality Engineering

Phone: (313)337-8091

smcdonag@ford.com

From: Kramer, Michael (M.T.)
Sent: Monday, October 15, 2012 6:10 PM
To: McDonagh, Scot (S.M.)
Subject: P415 CAC Service Parts

Please confirm latest service part availability dates for the following (condensation PCA): BL34 9L440 AE & DL34 9L440 AC.

Mike Kramer
RWD PT Cooling Supv.

Six Sigma Black Belt

Cell Phone: (313) 805 0190

Text Page: mkramer1

[Page from outside Ford](#), External email: mkramer1@ford.com

From: Whitehead, Joseph (J.P.)
Sent: Tuesday, January 24, 2012 10:41 AM
To: Smith, Craig (C.A.); Palm, Jim (J.R.)
Cc: Whitehead, Joseph (J.P.)
Subject: RE: P415 condensate testing

Craig,
I will definitely continue to follow the misfire meetings and provide any needed calibration support for future DTF testing.

Jim,
I will support your DTF testing if any PCM data collection. Could you please contact me when calibration support is needed?

Thanks,

Joe Whitehead
3.5L GTDI P415 Calibration
jwhiteh4@ford.com
313 805-5481

From: Smith, Craig (C.A.)
Sent: Tuesday, January 24, 2012 9:43 AM
To: Whitehead, Joseph (J.P.)
Subject: FW: P415 condensate testing

Joe,

I'd like you to continue to be the main calibration support contact for testing of various condensate mitigation actions. The expectation is that Jim's team will do all of the test coordination. etc with DTF and Calibration would assist with PCM data acquisition. Please contact Jim Palm and determine what support is required. I think that it will be largely based upon the timing availability of various proposed h/w fixes. Let me know if you run into any roadblocks or issues. Please also continue to be an integral member of the misfire meetings.

Thanks,

Craig Smith
Supervisor - Engine Calibration
3.5L TIVCT GTDI & 3.5L IVCT GTDI Powerpacks
Phone: (313) 805-6345
TEE Bldg cube 1AD08

From: Glugla, Chris (C.P.)
Sent: Tuesday, January 24, 2012 9:21 AM
To: Norman, Kristofor (K.R.); Smith, Craig (C.A.); Cockerill, Al (C.A.)
Cc: Palm, Jim (J.R.); Ladd, John (J.R.)
Subject: P415 condensate testing

Kris,

It looks like you have you have acknowledged that we will be handing off day to day support of DTF testing to Craig Smith's organization, and he is in agreement with that. I think this make the most sense since this appears to be a hardware fix we are pursuing.

I plan to support the P415 misfire team meetings, and can re-engage as needed to review any control / combustion related data, or in the event we need some sort of controls / strategy design to support the fix.

Since this is hardware dependent, we will look forward to the cooling team, and Al Cockerill to put together a test plan, and secure DTF time to support the hardware DV.

We need to identify a vehicle to perform testing on (Main Buy Back?) I would prefer we phase out the use of 566w331, as I will try to get back to developing higher engine speed Pre-ignition testing.

Thanks

Chris Glugla
Technical Expert Advanced Controls Implementation
Powertrain Controls Research and Development
Research and Innovation Center
2101 Village Road
Dearborn, MI. 48121
Cube 1625.t
Phone: (313) 322-4692
Fax: (313)-2487857
MD: 2036
email: cglugla@ford.com

From: Norman, Kristofor (K.R.)
Sent: Wednesday, May 30, 2012 4:51 PM
To: Hammoud, Mazen (M.); Smith, Craig (C.A.)
Cc: Shearer, Patrick (P.J.)
Subject: RE: P415 D35 GTDI Misfire Meeting Audio 742 280 62

Mazen, Discussed briefly in the meeting today and agreed that the focus would stay on all CAC water Ingestion Issues, and that we'd take the other misfire issue into a combined forum like Shearer's and work in parallel. If they separate out, then we'll kick off enough forum.

Regards,

Kristofor Norman
Manager, Engine Performance Development
Global Engine Engineering
knorman1@ford.com
313-390-7855

From: Hammoud, Mazen (M.)
Sent: Wednesday, May 30, 2012 8:56 AM
To: Norman, Kristofor (K.R.); Smith, Craig (C.A.)
Subject: RE: P415 D35 GTDI Misfire Meeting Audio 742 280 62

Kris,
Will you be discussing the first 1000 rev misfire and plans to remove the deficiency?
Thanks,

Mazen

From: Norman, Kristofor (K.R.)
Sent: Tuesday, May 29, 2012 5:28 PM
To: Bld-1 13F040 (20); Nester, Darren (D.); Ladd, John (J.R.); Kramer, Michael (M.T.); Madej, Jeanette (J.); Allan, Valerie (V.J.); Mandjack, Michael (M.P.); Yamada, Shuya Shark (S.Y.); Mohan, Robert (R.); Huang, Larry (L.); Andersen, Erik (E.); Bishop, Chris (C.B.); Hermann, Erik (E.H.); Stec, Randall (A.); Chen, Jun-Lon (J.L.); Ali, Syed (S.K.); Fabien, Phil (P.A.); Smith, Craig (C.A.); Nault, Ben (B.D.); Pierce, Michael (M.A.); Sims, Ivan (I.D.); Morrow, Bill (N.W.); Donahue, Francis (Fran.); Cockerill, Al (C.A.); Fried, Marcus (M.W.); Devries, Jason (J.E.); Whitehead, Joseph (J.P.); Krygowski, Richard (R.J.); Cowher, Terry (T.); Hargreaves, Gregory (G.J.); Garrett, David (D.P.); Sullivan, Todd (T.E.); Imarisio, Valerio (V.); Zott, Brian (B.R.); Mancini, Michael (M.A.); Pawlak, Greg (G.J.); Ahmed, Masood (M.); Dixon, Mark (M.R.); Wilson, David (D.G.); Dusa, Daniel (D.V.); Wagers, Sue (S.K.); Zimlich, Mary (M.); Mingo, Paul (P.C.); Rollinger, John (J.E.); Huberts, Garlan (G.); Baskins, Robert (R.S.); Michela, Mike (M.); Zhou, Jay (J.); Lehto, Scott (S.A.); Mazuchowski, James (J.A.); Hammoud, Mazen (M.); Boerger, Jim (J.G.); Merrell, Robert (R.J.); Stanley, Daniel (D.J.); Ronzi, Bill (W.C.); Palepu, Padmalaya (P.); Stefanski, John (J.C.); Russ, Stephen (S.G.); Glugla, Chris (C.P.); McDonagh, Scot (S.M.); Ricks, Kevin (K.J.); Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.); Ducklow, Corey (C.S.)
Cc: Bailey, Owen (O.R.); Gardner, Greg (G.D.); Bacon, Jim (J.D.); McCoy, Jim (D.); Saad, Thomas (T.J.); Gates, Freeman (F.C.); Lyon, Peter (P.M.); Bollman, Wes (W.); Meyer, Robert (R.H.); Sparks, Douglas (D.S.); Moraes, Augusto (A.C.)
Subject: Updated: P415 D35 GTDI Misfire Meeting Audio 742 280 62
When: Wednesday, May 30, 2012 3:00 PM-4:00 PM (GMT-05:00) Eastern Time (US & Canada).
Where: 13B076 Kris' Office

5/29 Updated to Kris' Office

Audio Info
313-621-3673
742 280 62

Kristofor Norman invites you to an online meeting using WebEx.

=====
Online Meeting Summary

=====

Meeting Link: <https://ford.webex.com/ford/j.php?J=714505681&PW=NOGU1MmEwYzBh>
WebEx Meeting ID: 714 505 681
Meeting Password: 1414
Audio: None

=====

Complete Meeting Details

=====

Teleconference Information:

None

Dialing Instructions:

Ford Net: x13673
Non FordNet Access:
Toll (International): +1.313.621.3673
Toll-free: 1.888.621.3673
U.K.: +44.1277.25.2555
Germany: +49.221.90.22555
Sweden: +46.31.3253673
Belgium: +32.89.619700

Meeting Number: 714 505 681
Meeting Password: 1414

To join this meeting (Now from mobile devices!)

1. Go to <https://ford.webex.com/ford/j.php?J=714505681&PW=NOGU1MmEwYzBh>
2. If requested, enter your name and email address.
3. If a password is required, enter the meeting password: 1414
4. Click "Join".
5. Follow the instructions that appear on your screen.

<http://www.webex.com>

MC06

From: Weber, Erik (E.M.)
Sent: Wednesday, May 22, 2013 4:22 PM
To: Smith, Craig (C.A.)
Cc: Andersen, Erik (E.); Whitehead, Joseph (J.P.); Horng, Margaret (M.)
Subject: RE: P415 GTDI Data

I'm working on it. I will post the files to an APDM folder and send you the link.

Erik M. Weber

Ford Motor Company
TASE - FNA VE
P552 Thermal & Cooling
313.805.4349



From: Smith, Craig (C.A.)
Sent: Wednesday, May 22, 2013 3:45 PM
To: Weber, Erik (E.M.)
Cc: Andersen, Erik (E.); Whitehead, Joseph (J.P.); Horng, Margaret (M.)
Subject: P415 GTDI Data

Erik,

Can you please provide ATI rec files or CSV data for your P415 GTDI TT72 runs:

- 1) 13MY baseline w/PCA CAC and 6 tube top blocker (current production)
- 2) 11/12MY w/proposed 7 tube blocker

Calibration is being asked to confirm transparency and I'd like the team to review the PCM data for these two configurations.

Thanks,
Craig Smith
Supervisor - Engine Calibration
3.5L TIVCT GTDI & 3.5L IVCT GTDI Powerpacks
Phone: (313) 805-6345
TEE Bldg cube 1AD08

From: Hargreaves, Gregory (G.J.)
Sent: Wednesday, July 13, 2011 6:42 AM
To: Garrett, David (D.P.); McMahon, Christopher (C.)
Cc: Smith, Craig (C.A.); Michela, Mike (M.)
Subject: RE: P415 GTDI Lacks Power Compliant - H2O Impact?

Just my two cents here, but I had the same issue with my truck (5.4L) in heavy rain on start up. Turned out to be leaking coils. Once things got hot enough the issue went away. It did leave a DTC though.

Thank you,

Greg Hargreaves (GHARGREA)
GPCSE Project Controls
Building 2, Cube 22M21 MD 1258

Office cell (313) 400-5940

From: Garrett, David (D.P.)
Sent: Tuesday, July 12, 2011 8:50 PM
To: McMahon, Christopher (C.)
Cc: Smith, Craig (C.A.); Michela, Mike (M.); Hargreaves, Gregory (G.J.)
Subject: RE: P415 GTDI Lacks Power Compliant - H2O Impact?

Chris - have we had any field issues or concerns about water intrusion into the MEDG17 PCM with the Molex 2-pocket connector? I am not aware of any but thought you might have heard if anything had occurred.

There was some speculation that there might be an issue related to water intrusion (see field repair claim below).

From: Smith, Craig (C.A.)
Sent: Tuesday, July 12, 2011 1:36 PM
To: Garrett, David (D.P.)
Subject: FW: P415 GTDI Lacks Power Compliant - H2O Impact?

Dave,

Think there is anything P415 GTDI PCM related (the pcm itself and/or wiring/connectors) that could be susceptible to water?

Thanks,

Craig Smith
Supervisor - Engine Calibration
3.5L TIVCT GTDI & 3.5L IVCT GTDI Powerpacks
Phone: (313) 805-6345
TEE Bldg cube 1AD08

From: Dixon, Mark (M.R.)
Sent: Tuesday, July 12, 2011 12:05 PM
To: Smith, Craig (C.A.); Wagers, Sue (S.K.); Sims, Ivan (I.D.); Garrett, David (D.P.); Donahue, Francis (Fran.); Cockerill, Al (C.A.); Reno, George (G.L.); Oyafuso, Kevin (K.G.); Whitehead, Joseph (J.P.); Raicevich, David (D.J.); Morrow, Bill (N.W.)
Subject: RE: P415 GTDI Lacks Power Compliant - H2O Impact?

Wonder if presence of rain may explain our regional pattern (Texas has been pretty dry, Northern team states wet).

From: Smith, Craig (C.A.)
Sent: Tuesday, July 12, 2011 8:00 AM
To: Wagers, Sue (S.K.); Sims, Ivan (I.D.); Garrett, David (D.P.); Donahue, Francis (Fran.); Cockerill, Al (C.A.); Dixon, Mark (M.R.); Reno, George (G.L.); Oyafuso, Kevin (K.G.); Whitehead, Joseph (J.P.); Raicevich, David (D.J.); Morrow, Bill (N.W.)
Subject: RE: P415 GTDI Lacks Power Compliant - H2O Impact?

Here's another one lacks power complaint that mentions the presence of rain. Customer also mention flashing CEL so I don't think is traction control.

Attachments : 0

Report# : BGKGE007 NHL **Received:** 07/11/2011
CCRG/EPRC: **Reviewed Status:** **Date:**
Vehicle: 2011,F150 4X4,SUP CRW,STYSD **Build Date:** 02/14/2011
,1FTFW1ET5BF [REDACTED]
Odometer : 9,535 M **Engine:** 3.5L-GTDI **Calibration:**
Transmission: 6R80E **Axle:** 3.73 LOCK **A/C:** YES
Dealer: CAN B6249 D.K. Ford Sales Ltd. **Phone#:** (780) 986-2929
City: Leduc **Province** Alberta **Country :** CAN
Originator: MICHAEL KOCIUBA
Symptom: 5 50 2 39 DRV PERF,RUNS ROUGH,ACCEL,INTERMITTENT
Status:
VFG: V52 DRIVEABILITY
Additional Symptom: RUNS ROUGH ON ACCEL
Fix: **Causal Component :** --
Condition Code:

Hotliner: PJACOB45 **Phone:** 000 000-0000 **Regn Cd:** 06 06 FCSD REGION-CANADA

Engineering: **Phone:** **TAR:**
Dlr Contact: MICHAEL KOCIUBA **Phone:** 780 986-2929 **Title Cde:** T

DTCs:

KOEO:

KOEC:

KOER:

Comments :

REPAIR 07/11/2011 05:51PM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE

WEB FORM DATA - CONCERN: CEL COME ON ON ACCEL GOING UP HILLS AND

FLASHES, IN THE RAIN, VEHICLE SHUDDERS AND LOSES POWER DIAGNOSTICS:

QUICK TEST, CHECKED OASIS, EXTENDED ROAD TEST IN RAIN AND HILLS,

CANNOT DUPLICATE, FUEL RAIL PRESSURE GOOD, CHECKED MODE 6 DATA ALL

CYLINDERS EQUAL, SECOND TIME ON FOR THIS CONCERN PARTS REPLACED::

NONE TECH QUESTION: LOOKS AND SOUNDS LIKE MISSFIRE BUT NO CODES AND

NO HELP FROM MODE 6, ANY KNOWN CONCERNS WITH THE ECOBOOST? SPARK

PLUGS?

RECOMM 07/11/2011 05:51PM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE

MICHAEL, RECOMMEND TO REMOVE THE PCM TO CHECK FOR WATER INTRUSION. IF

WATER IS FOUND, REPLACE THE PCM. THE REPLACEMENT PCM'S HAVE AN

IMPROVED CASE SEAL. REPORTS ALSO INDICATE THAT CONCERNS WITH CHARGE

AIR COOLER(CAC) HOSES HAVE BEEN THE CAUSE OF SIMILAR CONCERNS.

RECOMMEND TO VERIFY THAT THE CAC HOSES AND CLAMPS ARE SECURE AND

TIGHT. SUGGEST TO INSPECT THE SPARK PLUGS FOR FOULING AND

DISCOLORING. A REDDISH TINT CAN BE AN INDICATION OF POOR FUEL QUALITY.

Thanks,
Craig Smith
Supervisor - Engine Calibration
3.5L TIVCT GTDI & 3.5L IVCT GTDI Powerpacks
Phone: (313) 805-6345
TEE Bldg cube 1AD08

From: Wagers, Sue (S.K.)
Sent: Tuesday, July 12, 2011 7:57 AM
To: Smith, Craig (C.A.); Sims, Ivan (I.D.); Garrett, David (D.P.); Donahue, Francis (Fran.); Cockerill, Al (C.A.); Dixon, Mark (M.R.); Reno, George (G.L.); Oyafuso, Kevin (K.G.); Whitehead, Joseph (J.P.); Raicevich, David (D.J.); Morrow, Bill (N.W.)
Subject: RE: P415 GTDI Lacks Power Compliant - H2O Impact?

I don't recall much reference to weather conditions/rain, but I have heard multiple references to incidents occurring during passing maneuvers.

Sue Wagers
Supervisor - Global Core Gasoline Engine Controls
Global Powertrain Controls Systems Engineering
Dearborn - Building 2 Room 22H38
E-mail swagers@ford.com
Tel: (313) 805 7177
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: Smith, Craig (C.A.)
Sent: Tuesday, July 12, 2011 7:48 AM
To: Sims, Ivan (I.D.); Garrett, David (D.P.); Donahue, Francis (Fran.); Cockerill, Al (C.A.); Dixon, Mark (M.R.); Reno, George (G.L.); Oyafuso, Kevin (K.G.); Whitehead, Joseph (J.P.); Raicevich, David (D.J.); Wagers, Sue (S.K.); Morrow, Bill (N.W.)
Subject: P415 GTDI Lacks Power Compliant - H2O Impact?

Please see item below. Notice reference to issue occurring twice and both times when it was raining. Any ideas? Does anyone else recall any other incidents tied to rainy/wet conditions?

Attachments : 0

Report# :	BGKER002 NHL	Received:	07/11/2011
CCRG/EPRC:		Date:	
Vehicle:	2011,F150 4X4,SUP CRW,STYSD ,1FTFW1ET7BF [REDACTED]	Build Date:	05/26/2011
Odometer :	2,261 M	Engine:	3.5L-GTDI
Transmission:	6R80E	Axle:	3800F3.73L
		Calibration :	
		A/C:	YES

Dealer: CAN B3274 Canso Ford Sales Ltd **Phone#:** (902) 625-1338

City: Port Hawkesbury **Province** Nova Scotia **Country :** CAN

Originator: WADE O'HALLORAN

Symptom: 5 54 2 39 DRV PERF,LACK/LOSS PWR ,ACCEL,INTERMITTENT

Status:

VFG: V52 DRIVEABILITY

Additional Symptom: PASSING MANEUVERS

Fix: **Causal Component :** --

Condition Code:

Hotliner: TROMANO7 **Phone:** 313 337-9132 **Regn Cd:** 03 03 FCSD REGION-CANADA

Engineering: **Phone:** **TAR:**

Dlr Contact: WADE O'HALLORAN **Phone:** 902 625-1338 **Title Cde:** T

DTCs:

KOEO:

KOEC:

KOER:

Comments :

REPAIR 07/11/2011 01:35PM TONY ROMANO MSS - FCSD - TECH SVC HOTLINE

WEB FORM DATA - CONCERN: CHECK ENG. LAMP COMING ON,
VEHICLE LOSING

POWER WHEN PASSING.(ACCELERATING) DIAGNOSTICS: SELF TEST,
RUN

OASIS,ROAD TEST, VISUAL OF CAC HOSES, ALL HOSES FOR PROPER

CONNECTION. VEHICLE WORKED WELL ON MY ROAD TEST. NO DTCS
AT ALL.

ACCELERATOR AND BRAKE PEDALS CLEAR OF ANY OBJECTS. PARTS REPLACED::

NONE TECH QUESTION: ANY KNOWN CONCERNS LIKE THIS OUT THERE? THANKS.

RECOMM 07/11/2011 01:35PM TONY ROMANO MSS - FCSD - TECH SVC HOTLINE

WADE, ENSURE THE CUSTOMER IS NOT HITTING THE BRAKE AND THE GAS AT THE

SAME TIME. TO VERIFY CHECK THE BRAKE OVER ACCELERATOR PIDS FOR ANY

EVENTS RECORDED. REFER TO <>

HREF 'HTTP://WWW.VREP.FORDTECHSERVICE.DEALERCONNECTION.COM/VDIRS/SSM/S

SM.ASP?SSM 21769' TARGET '_BLANK'>SSM 21769 FOR MORE INFORMATION.

THE BRKOVER_ACTION WILL INDICATE IF THERE WERE ANY EVENTS AND THE

DIST_BRKOV R IS THE DISTANCE DRIVEN SINCE THE LAST EVENT. INSPECT

FOR ANY VEHICLE MODIFICATIONS AND ENSURE THERE ARE NO INTAKE OR

EXHAUST RESTRICTIONS. THE EXHAUST BACK PRESSURE SHOULD NOT EXCEED 3

PSI DURING 3 TO 4 MOMENTARY SNAPS OF THE THROTTLE TO WIDE OPEN

THROTTLE (WOT) IN NEUTRAL OR PARK. THE BACK PRESSURE SHOULD ALSO NOT

EXCEED 8 PSI ON A FULL THROTTLE ACCEL. LOOK FOR TAMPERING OR

LOOSENING OF THE LOCK NUTS ON THE WASTEGATE RODS ON EACH BANK. THERE

ARE NO KNOWN CAUSES FOR A LACK OF POWER ON THE 3.5L. F-SERIES.

REPAIR 07/11/2011 03:33PM CASEY WAGONER MSS - FCSD - TECH SVC HOTLINE

TECHNICIAN REPLY: NO BREAKOVER EVENTS SHOWING. BUT DID GET SOME MORE

INFO FROM CUSTOMER. IT HAPPENED 2 TIMES, AND BOTH TIMES IT WAS

RAINING. HE PULLED OUT TO PASS A LINE OF TRAFFIC AND TRUCK LOST POWER

AND MIL CAME ON. HE GOT HUUG OUT ON IN THE PASSING LANE ON ONE

OCCASION WITH ONCOMING TRAFFIC AND NO POWER. HE IS QUITE PISSED AS IT

NEARLY CAUSED A HEAD ON COLLISION. WHEN HE FINALLY GOT A CHANCE TO

PULL OVER, AND AFTER SITTING THERE A FEW MINUTES THE LIGHT WENT OUT

AND THE TRUCK SEEMED TO WORK NORMAL. BOTH TIMES SAME THING.. I

CHECKED INTAKE FOR EVIDENCE OF WATER BUT NOTHING. REMINDS ME OF THE

6.4L TURBO COOLER CONCERN IN DAMP WEATHER.JUST THOUGHT I WOULD SHARE

THAT WITH YOU, RIGHT NOW THE TRUCK WORKS PERFECT.WONDER WHY IT DIDNT

RECORD A FAULT CODE?

**RECOMM 07/11/2011 03:33PM CASEY WAGONER MSS - FCSD - TECH SVC
HOTLINE**

WADE, PLEASE VERIFY WITH THE CUSTOMER THAT THE ENGINE LIGHT WAS ON

AND NOT THE WRENCH LIGHT. IF THE WRENCH LIGHT WAS COMING ON, THERE

COULD BE A CONCERN WITH THE ELECTRONIC THROTTLE BODY. THIS WOULD

EXHIBIT A LACK OF THROTTLE RESPONSE THAT COULD BE PERCEIVED AS A LOSS

OF POWER ON ACCELERATION. THIS WOULD ALSO EXPLAIN WHY THERE ARE NO

DTC'S. PLEASE CONTINUE TO ATTEMPT TO DUPLICATE THE CONCERN. PLEASE

INSPECT THE PCM CONNECTOR FOR SIGNS OF WATER INTRUSION OR OTHER

DAMAGE. PLEASE CHECK FOR ANY UPDATES TO THE PCM. IF ANY ARE AVAILABLE,

PLEASE PERFORM THEM AND RETEST. THERE IS ONE PAST REPORT THAT

INDICATED A LOSS OF POWER ON ACCELERATION WAS CAUSED BY PCM

CALIBRATION. WHILE ATTEMPTING TO DUPLICATE THE CONCERN, PLEASE

MONITOR FRP PRESSURE, LOW SIDE FUEL PRESSURE, MAP, TIP_PRS BOOST,

TCBP, SHORT AND LONG TERM FUEL TRIMS, AND ALL O2 SIGNALS. ALSO, PLEASE

MAKE SURE THAT ETC_ACT AND ETC_DSD REMAIN WITHIN 3 DEGREES OF EACH

OTHER WHEN THE CONCERN IS PRESENT. IF NOT, SUSPECT THERE MAY BE A

THROTTLE BODY CONCERN PRESENT. AT KOEO, MAP AND TIP_PRS BOOST

SHOULD BE THE SAME AS EACH OTHER (14.7 PSI AT SEA LEVEL). AT IDLE, MAP

SHOULD READ APPROXIMATELY 4.7 PSI WHILE TIP_PRS BOOST WILL STILL READ

14.7 PSI.

Thanks,

Craig Smith

Supervisor - Engine Calibration

3.5L TIVCT GTDI & 3.5L IVCT GTDI Powerpacks

Phone: (313) 805-6345

TEE Bldg cube 1AD08

From: Wilkie, Steve (S.P.)
Sent: Tuesday, July 12, 2011 12:16 PM
To: Sims, Ivan (I.D.)
Cc: Smith, Craig (C.A.); Dixon, Mark (M.R.); Garrett, David (D.P.); Donahue, Francis (Fran.); Cockerill, Al (C.A.)
Subject: RE: P415 GTDI Lacks Power Compliant - H2O Impact?

Ivan,
No rain prior to issue.

Regards,
Steve Wilkie
Supervisor Cam Drive / VCT Design
Large Gas & Diesel Engine Engineering
*e mail: swilkie2@ford.com
*voice: (313) 805 9544

From: Sims, Ivan (I.D.)
Sent: Tuesday, July 12, 2011 12:13 PM
To: Wilkie, Steve (S.P.)
Cc: Smith, Craig (C.A.); Dixon, Mark (M.R.); Garrett, David (D.P.); Donahue, Francis (Fran.); Cockerill, Al (C.A.)
Subject: FW: P415 GTDI Lacks Power Compliant - H2O Impact?

Steve,

Was it raining or wet road conditions when you experienced the drive problem?

IVAN D. SIMS

Hardware/Controls Interface Section
Component Design C Department, LGDEE
Phone: 313 805 9971

From: Dixon, Mark (M.R.)
Sent: Tuesday, July 12, 2011 12:05 PM
To: Smith, Craig (C.A.); Wagers, Sue (S.K.); Sims, Ivan (I.D.); Garrett, David (D.P.); Donahue, Francis (Fran.); Cockerill, Al (C.A.); Reno, George (G.L.); Oyafuso, Kevin (K.G.); Whitehead, Joseph (J.P.); Raicevich, David (D.J.); Morrow, Bill (N.W.)
Subject: RE: P415 GTDI Lacks Power Compliant - H2O Impact?

Wonder if presence of rain may explain our regional pattern (Texas has been pretty dry, Northern team states wet).

From: Smith, Craig (C.A.)
Sent: Tuesday, July 12, 2011 8:00 AM
To: Wagers, Sue (S.K.); Sims, Ivan (I.D.); Garrett, David (D.P.); Donahue, Francis (Fran.); Cockerill, Al (C.A.); Dixon, Mark (M.R.); Reno, George (G.L.); Oyafuso, Kevin (K.G.); Whitehead, Joseph (J.P.); Raicevich, David (D.J.); Morrow, Bill (N.W.)
Subject: RE: P415 GTDI Lacks Power Compliant - H2O Impact?

Here's another one lacks power complaint that mentions the presence of rain. Customer also mention flashing CEL so I don't think is traction control.

Attachments : 0

Report# : BGKGE007 NHL **Received:** 07/11/2011
CCRG/EPRC: **Reviewed Status:** **Date:**
Vehicle: 2011,F150 4X4,SUP CRW,STYSD **Build Date:** 02/14/2011
,1FTFW1ET5BF [REDACTED]
Odometer : 9,535 M **Engine:** 3.5L-GTDI **Calibration:**
Transmission: 6R80E **Axle:** 3.73 LOCK **A/C:** YES
Dealer: CAN B6249 D.K. Ford Sales Ltd. **Phone#:** (780) 986-2929
City: Leduc **Province** Alberta **Country :** CAN
Originator: MICHAEL KOCIUBA
Symptom: 5 50 2 39 DRV PERF,RUNS ROUGH,ACCEL,INTERMITTENT
Status:
VFG: V52 DRIVEABILITY
Additional Symptom: RUNS ROUGH ON ACCEL
Fix: **Causal Component :** --
Condition Code:

Hotliner: PJACOB45 **Phone:** 000 000-0000 **Regn Cd:** 06 06 FCSD REGION-CANADA

Engineering: **Phone:** **TAR:**
Dir Contact: MICHAEL KOCIUBA **Phone:** 780 986-2929 **Title Cde:** T

DTCs:
KOEO:
KOEC:
KOER:

Comments :
REPAIR 07/11/2011 05:51PM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE

WEB FORM DATA - CONCERN: CEL COME ON ON ACCEL GOING UP HILLS AND

FLASHES, IN THE RAIN, VEHICLE SHUDDERS AND LOSES POWER DIAGNOSTICS:

QUICK TEST, CHECKED OASIS, EXTENDED ROAD TEST IN RAIN AND HILLS,

CANNOT DUPLICATE, FUEL RAIL PRESSURE GOOD, CHECKED MODE 6 DATA ALL

CYLINDERS EQUAL, SECOND TIME ON FOR THIS CONCERN PARTS REPLACED::

NONE TECH QUESTION: LOOKS AND SOUNDS LIKE MISSFIRE BUT NO CODES AND

NO HELP FROM MODE 6, ANY KNOWN CONCERNS WITH THE ECOBOOST? SPARK

PLUGS?

RECOMM 07/11/2011 05:51PM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE

MICHAEL, RECOMMEND TO REMOVE THE PCM TO CHECK FOR WATER INTRUSION. IF

WATER IS FOUND, REPLACE THE PCM. THE REPLACEMENT PCM'S HAVE AN

IMPROVED CASE SEAL. REPORTS ALSO INDICATE THAT CONCERNS WITH CHARGE

AIR COOLER(CAC) HOSES HAVE BEEN THE CAUSE OF SIMILAR CONCERNS.

RECOMMEND TO VERIFY THAT THE CAC HOSES AND CLAMPS ARE SECURE AND

TIGHT. SUGGEST TO INSPECT THE SPARK PLUGS FOR FOULING AND

DISCOLORING. A REDDISH TINT CAN BE AN INDICATION OF POOR FUEL QUALITY.

Thanks,
Craig Smith
Supervisor - Engine Calibration
3.5L TIVCT GTDI & 3.5L IVCT GTDI Powerpacks
Phone: (313) 805-6345
TEE Bldg cube 1AD08

From: Wagers, Sue (S.K.)
Sent: Tuesday, July 12, 2011 7:57 AM
To: Smith, Craig (C.A.); Sims, Ivan (I.D.); Garrett, David (D.P.); Donahue, Francis (Fran.); Cockerill, Al (C.A.); Dixon, Mark (M.R.); Reno, George (G.L.); Oyafuso, Kevin (K.G.); Whitehead, Joseph (J.P.); Raicevich, David (D.J.); Morrow, Bill (N.W.)
Subject: RE: P415 GTDI Lacks Power Compliant - H2O Impact?

I don't recall much reference to weather conditions/rain, but I have heard multiple references to incidents occurring during passing maneuvers.

Sue Wagers
Supervisor - Global Core Gasoline Engine Controls
Global Powertrain Controls Systems Engineering
Dearborn - Building 2 Room 22H38
E-mail swagers@ford.com
Tel: (313) 805 7177
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: Smith, Craig (C.A.)
Sent: Tuesday, July 12, 2011 7:48 AM
To: Sims, Ivan (I.D.); Garrett, David (D.P.); Donahue, Francis (Fran.); Cockerill, Al (C.A.); Dixon, Mark (M.R.); Reno, George (G.L.); Oyafuso, Kevin (K.G.); Whitehead, Joseph (J.P.); Raicevich, David (D.J.); Wagers, Sue (S.K.); Morrow, Bill (N.W.)
Subject: P415 GTDI Lacks Power Compliant - H2O Impact?

Please see item below. Notice reference to issue occurring twice and both times when it was raining. Any ideas? Does anyone else recall any other incidents tied to rainy/wet conditions?

Attachments : 0

Report# :	BGKER002 NHL	Received:	07/11/2011
CCRG/EPRC:		Date:	
Vehicle:	2011,F150 4X4,SUP CRW,STYSD ,1FTFW1ET7BF [REDACTED]	Build Date:	05/26/2011
Odometer :	2,261 M	Engine:	3.5L-GTDI
Transmission:	6R80E	Axle:	3800F3.73L
Dealer:	CAN B3274 Canso Ford Sales Ltd	Calibration :	
City:	Port Hawkesbury	A/C:	YES
Originator:	WADE O'HALLORAN	Phone#:	(902) 625- 1338
Symptom:	5 54 2 39 DRV PERF,LACK/LOSS PWR ,ACCEL,INTERMITTENT	Province	Nova Scotia
Status:		Country :	CAN

VFG: V52 DRIVEABILITY

Additional Symptom: PASSING MANEUVERS

Fix: Causal Component : --

Condition Code:

Hotliner: TROMANO7 **Phone:** 313 337-9132 **Regn Cd:** 03 03 FCSD REGION-CANADA

Engineering: **Phone:** **TAR:**

Dlr Contact: WADE O'HALLORAN **Phone:** 902 625-1338 **Title Cde:** T

DTCs:

KOEO:

KOEC:

KOER:

Comments :

REPAIR 07/11/2011 01:35PM TONY ROMANO MSS - FCSD - TECH SVC HOTLINE

WEB FORM DATA - CONCERN: CHECK ENG. LAMP COMING ON,
VEHICLE LOSING

POWER WHEN PASSING.(ACCELERATING) DIAGNOSTICS: SELF TEST,
RUN

OASIS,ROAD TEST, VISUAL OF CAC HOSES, ALL HOSES FOR PROPER
CONNECTION. VEHICLE WORKED WELL ON MY ROAD TEST. NO DTCS
AT ALL.

ACCELERATOR AND BRAKE PEDALS CLEAR OF ANY OBJECTS. PARTS
REPLACED::

NONE TECH QUESTION: ANY KNOWN CONCERNS LIKE THIS OUT
THERE? THANKS.

RECOMM 07/11/2011 01:35PM TONY ROMANO MSS - FCSD - TECH SVC HOTLINE

WADE, ENSURE THE CUSTOMER IS NOT HITTING THE BRAKE AND THE
GAS AT THE

SAME TIME. TO VERIFY CHECK THE BRAKE OVER ACCELERATOR PIDS FOR ANY

EVENTS RECORDED. REFER TO <>

HREF 'HTTP://WWW.VREP.FORDTECHSERVICE.DEALERCONNECTION.COM/VDIRS/SSM/S

SM.ASP?SSM 21769' TARGET '_BLANK'>SSM 21769 FOR MORE INFORMATION.

THE BRKOVER_ACTION WILL INDICATE IF THERE WERE ANY EVENTS AND THE

DIST_BRKOV R IS THE DISTANCE DRIVEN SINCE THE LAST EVENT. INSPECT

FOR ANY VEHICLE MODIFICATIONS AND ENSURE THERE ARE NO INTAKE OR

EXHAUST RESTRICTIONS. THE EXHAUST BACK PRESSURE SHOULD NOT EXCEED 3

PSI DURING 3 TO 4 MOMENTARY SNAPS OF THE THROTTLE TO WIDE OPEN

THROTTLE (WOT) IN NEUTRAL OR PARK. THE BACK PRESSURE SHOULD ALSO NOT

EXCEED 8 PSI ON A FULL THROTTLE ACCEL. LOOK FOR TAMPERING OR

LOOSENING OF THE LOCK NUTS ON THE WASTEGATE RODS ON EACH BANK. THERE

ARE NO KNOWN CAUSES FOR A LACK OF POWER ON THE 3.5L. F-SERIES.

REPAIR 07/11/2011 03:33PM CASEY WAGONER MSS - FCSD - TECH SVC HOTLINE

TECHNICIAN REPLY: NO BREAKOVER EVENTS SHOWING. BUT DID GET SOME MORE

INFO FROM CUSTOMER. IT HAPPENED 2 TIMES, AND BOTH TIMES IT WAS

RAINING. HE PULLED OUT TO PASS A LINE OF TRAFFIC AND TRUCK LOST POWER

AND MIL CAME ON. HE GOT HUUG OUT ON IN THE PASSING LANE ON ONE

OCCASION WITH ONCOMING TRAFFIC AND NO POWER. HE IS QUITE PISSED AS IT

NEARLY CAUSED A HEAD ON COLLISION. WHEN HE FINALLY GOT A CHANCE TO

PULL OVER, AND AFTER SITTING THERE A FEW MINUTES THE LIGHT WENT OUT

AND THE TRUCK SEEMED TO WORK NORMAL. BOTH TIMES SAME THING.. I

CHECKED INTAKE FOR EVIDENCE OF WATER BUT NOTHING. REMINDS ME OF THE

6.4L TURBO COOLER CONCERN IN DAMP WEATHER.JUST THOUGHT I WOULD SHARE

THAT WITH YOU, RIGHT NOW THE TRUCK WORKS PERFECT.WONDER WHY IT DIDNT

RECORD A FAULT CODE?

**RECOMM 07/11/2011 03:33PM CASEY WAGONER MSS - FCSD - TECH SVC
HOTLINE**

WADE, PLEASE VERIFY WITH THE CUSTOMER THAT THE ENGINE LIGHT WAS ON

AND NOT THE WRENCH LIGHT. IF THE WRENCH LIGHT WAS COMING ON, THERE

COULD BE A CONCERN WITH THE ELECTRONIC THROTTLE BODY. THIS WOULD

EXHIBIT A LACK OF THROTTLE RESPONSE THAT COULD BE PERCEIVED AS A LOSS

OF POWER ON ACCELERATION. THIS WOULD ALSO EXPLAIN WHY THERE ARE NO

DTC'S. PLEASE CONTINUE TO ATTEMPT TO DUPLICATE THE CONCERN. PLEASE

INSPECT THE PCM CONNECTOR FOR SIGNS OF WATER INTRUSION OR OTHER

DAMAGE. PLEASE CHECK FOR ANY UPDATES TO THE PCM. IF ANY ARE AVAILABLE,

PLEASE PERFORM THEM AND RETEST. THERE IS ONE PAST REPORT THAT

INDICATED A LOSS OF POWER ON ACCELERATION WAS CAUSED BY PCM

CALIBRATION. WHILE ATTEMPTING TO DUPLICATE THE CONCERN, PLEASE

MONITOR FRP PRESSURE, LOW SIDE FUEL PRESSURE, MAP, TIP_PRS BOOST,

TCBP, SHORT AND LONG TERM FUEL TRIMS, AND ALL O2 SIGNALS. ALSO, PLEASE

MAKE SURE THAT ETC_ACT AND ETC_DSD REMAIN WITHIN 3 DEGREES OF EACH

OTHER WHEN THE CONCERN IS PRESENT. IF NOT, SUSPECT THERE MAY BE A

THROTTLE BODY CONCERN PRESENT. AT KOEO, MAP AND TIP_PRS BOOST

SHOULD BE THE SAME AS EACH OTHER (14.7 PSI AT SEA LEVEL). AT IDLE, MAP

SHOULD READ APPROXIMATELY 4.7 PSI WHILE TIP_PRS BOOST WILL STILL READ

14.7 PSI.

Thanks,

Craig Smith

Supervisor - Engine Calibration

3.5L TIVCT GTDI & 3.5L IVCT GTDI Powerpacks

Phone: (313) 805-6345

TEE Bldg cube 1AD08

From: Garrett, David (D.P.)
Sent: Tuesday, October 18, 2011 12:27 PM
To: McDonagh, Scot (S.M.); Wagers, Sue (S.K.); Smith, Craig (C.A.); Cockerill, Al (C.A.); Sims, Ivan (I.D.)
Subject: RE: P415 GTDI Mileage

Ivan sent out a summary on Friday that showed four, not two with mileage that exceed 10K. That seems to be the data that VOCF is keying in on.

From: McDonagh, Scot (S.M.)
Sent: Tuesday, October 18, 2011 12:12 PM
To: Garrett, David (D.P.); Wagers, Sue (S.K.); Smith, Craig (C.A.); Cockerill, Al (C.A.); Sims, Ivan (I.D.)
Subject: FW: P415 GTDI Mileage

FYI

[Scot G. McDonagh](#)
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: McDonagh, Scot (S.M.)
Sent: Tuesday, October 18, 2011 7:48 AM
To: Dixon, Mark (M.R.)
Subject: P415 GTDI Mileage

Average mileage for GTDI Misfire concern is 4271 miles based on Mike Steslicki's file

<< File: 2011 MY 3 5L GTDI P415 Misfire Claims.xls >>

[Scot G. McDonagh](#)
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Dixon, Mark (M.R.)
Sent: Thursday, October 13, 2011 1:31 PM
To: McDonagh, Scot (S.M.); Smith, Craig (C.A.)
Cc: Mazuchowski, James (J.A.); Oyafuso, Kevin (K.G.)
Subject: RE: P415 GTDI Misfire

Main intent of this is to determine the field diagnostics we should be issuing in the TSB for the upcoming misfire FMEM release (e.g. for conditions were tech finds misfire DTCs vs no misfire DTCs, when to just flash the unit with the new FMEM software vs additional diagnostics, and what should those diagnostics be). We have a suite of IDS tools for misfire (including the new Jim McCoy DOC diagnostic) - want to make sure we have service direction that properly applies these tools in a logical diagnostic sequence.

Craig, could we take one of our misfire meeting time slots for this?

From: McDonagh, Scot (S.M.)
Sent: Thursday, October 13, 2011 1:10 PM
To: Smith, Craig (C.A.)
Cc: Mazuchowski, James (J.A.); Dixon, Mark (M.R.)
Subject: RE: P415 GTDI Misfire

I will be glad to attend an existing meeting if agenda topics I outlined are included. Please forward meeting notice.
Thanks

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

-----Original Appointment-----

From: Smith, Craig (C.A.)
Sent: Thursday, October 13, 2011 1:04 PM
To: McDonagh, Scot (S.M.)
Cc: Mazuchowski, James (J.A.); Dixon, Mark (M.R.)
Subject: Tentative: P415 GTDI Misfire
When: Wednesday, October 19, 2011 8:00 AM-9:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where: Bldg 2 CR 24A39-Teleconference

Scot -

We already have several misfire per week. Can those interested in misfire please join one of the existing discussions? The team needs time to do the actual work.

Thx

Craig Smith

From: Smith, Craig (C.A.)
Sent: Monday, June 20, 2011 12:33 PM
To: Sims, Ivan (I.D.)
Subject: RE: P415 GTDI Misfire 6 panel 17June2011 V3.ppt

Ivan,
We've reviewed VDR data from the Wilkie vehicle again and did not see any A/F (UEGO) or fuel pressure anomalies prior to the misfire events. We can review it again with the team if desired. Not trying to tie the whole P0430 issue to the coil ground but I don't want to get us off on a red herring either. Let's discuss at the 2pm meeting.

Thanks,
Craig Smith
Supervisor - Engine Calibration
3.5L TIVCT GTDI & 3.5L IVCT GTDI Powerpacks
Phone: 805-6345

From: Sims, Ivan (I.D.)
Sent: Monday, June 20, 2011 10:18 AM
To: Smith, Craig (C.A.)
Subject: P415 GTDI Misfire 6 panel 17June2011 V3.ppt

<< File: P415_GTDI_Misfire 6 panel_17June2011_V3.ppt >>

From: McDonagh, Scot (S.M.)
Sent: Friday, March 01, 2013 2:26 PM
To: Ricks, Kevin (K.J.); Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.); Sparks, Douglas (D.S.)
Cc: Madej, Jeanette (J.)
Subject: RE: P415 GTDI Misfire - CAC moisture

Please include Jeanette. Thanks

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Ricks, Kevin (K.J.)
Sent: Friday, March 01, 2013 1:50 PM
To: Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.); McDonagh, Scot (S.M.); Sparks, Douglas (D.S.)
Subject: FW: P415 GTDI Misfire - CAC moisture

Who did I miss for invitation to our discussion?

From: Ricks, Kevin (K.J.)
Sent: Friday, March 01, 2013 1:48 PM
To: Schwarzenberger, Sandra (S.)
Subject: FW: P415 GTDI Misfire - CAC moisture

Sandy, can you help me get a meeting set up with Mike Berardi, Bob Fascetti, Mike Harrison, Julie McCoy, Doug Sparks, Dan Dobbs, John Norton, Mike T. Kramer, Rick Nowaczyk, Scot McDonagh, Mark Dixon, Bill Ronzi and myself.
Topic is Emerging Concern QSF Threshold - F150 Misfire in Humid Conditions.
Teleconference for 30 minutes as soon as possible please.

From: Berardi, Michael (M.A.)
Sent: Thursday, February 28, 2013 4:07 PM
To: Norton, John (J.K.)
Cc: Ricks, Kevin (K.J.)
Subject: Re: P415 GTDI Misfire - CAC moisture

Yes.

From: Norton, John (J.K.)
Sent: Thursday, February 28, 2013 03:58 PM
To: Berardi, Michael (M.A.)
Cc: Ricks, Kevin (K.J.)
Subject: RE: P415 GTDI Misfire - CAC moisture

We will set up the meeting with Powertrain. Are you good with releasing the TSB?

Regards,

John Norton

Global Chief Engineer
Customer Service Engineering
Ford Customer Service Division
Phone: (313) 322-9454
Email: jnorton@ford.com

From: Fascetti, Robert (R.J.)
Sent: Thursday, February 28, 2013 3:47 PM
To: Berardi, Michael (M.A.)
Cc: Norton, John (J.K.)
Subject: RE: P415 GTDI Misfire - CAC moisture

Yes, the team is aware. We can get together, but I think we should move on the TSB. We are regrouping to see what else we can do in addition to the TSB re-publish.

Vacation was relaxing. Thanks for asking.

Bob Fascetti

Director, Global Engine Engineering
313-248-4732 (work)
313-492-8464 (cell)

From: Berardi, Michael (M.A.)
Sent: Thursday, February 28, 2013 12:43 PM
To: Fascetti, Robert (R.J.)
Cc: Norton, John (J.K.)
Subject: FW: P415 GTDI Misfire - CAC moisture

Bob, We should probably get our teams together to see if we may have a concern on our hands (oh by the way – hope your vacation was a good one and you actually got to slow down a little!) on the CAC TSB that we are getting ready to re-publish. Looks like we have some reports where the CAC has been replaced and the concern is still present. Either the dealer didn't diagnose it correctly, or something else is happening. Before we re-publish the TSB, is your team aware that we have these potential repeat repairs out there?

Mike Berardi

Director - Service Engineering Operations
Ford Customer Service Division
Administrative Assistant - Sandy Schwartzenberger (38468)
Phone - (313) 323-8467
Fax - (313) 845-2580

Share the Ford Story at www.TheFordStory.com
Save Paper - Do not print this email unless absolutely necessary

From: Norton, John (J.K.)
Sent: Thursday, February 28, 2013 12:31 PM
To: Berardi, Michael (M.A.); Ricks, Kevin (K.J.)
Subject: RE: P415 GTDI Misfire - CAC moisture

Mike,

We have reached the QSF threshold for reports where the new CAC has been installed and customers are still having the problem. The new CAC is a significant improvement, but it does not appear that it is 100% fix. The thought would be to meet with Powertrain management to determine if further actions are necessary or even possible before we open another QSF. Are you OK with this approach?

Regards,

John Norton

Global Chief Engineer
Customer Service Engineering
Ford Customer Service Division
Phone: (313) 322-9454
Email: jnorton@ford.com

From: Ricks, Kevin (K.J.)
Sent: Thursday, February 28, 2013 11:48 AM
To: Norton, John (J.K.); Berardi, Michael (M.A.)
Subject: FW: P415 GTDI Misfire - CAC moisture
Importance: High

Part of our strategy of putting out the TSB with improved diagnostics was to open our emerging concern on this concern for those cases that still have issues after the latest and greatest hardware and software revisions. Before we open a QSF, I want to make sure all parties are overtly aware. I will call a brief teleconference with us, PT Sparks, Baum, McCoy, Fascetti, can you suggest other key stake holders?

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, February 28, 2013 9:08 AM
To: Ronzi, Bill (W.C.); McDonagh, Scot (S.M.)
Cc: Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.)
Subject: RE: P415 GTDI Misfire - CAC moisture

I went through some more 2011-2012 GCQIS reports and we have reached the QSF threshold of 25. I will be e-mailing the updated GCQIS folder when the system has down loaded the reports to the server. We will not be flipping this to QSF just yet. Kevin Ricks wants to have a discussion with John Norton and Mike Berardi first. Thanks

From: Ronzi, Bill (W.C.)
Sent: Wednesday, February 27, 2013 9:43 AM
To: McDonagh, Scot (S.M.); Nowaczyk, Rick (R.J.)
Cc: Dobbs, Dan (K.D.); Dixon, Mark (M.R.)
Subject: RE: P415 GTDI Misfire - CAC moisture

Rick, Would like to get the updated VIN list when you have a chance.

From: McDonagh, Scot (S.M.)
Sent: Wednesday, February 27, 2013 7:20 AM
To: Ronzi, Bill (W.C.); Nowaczyk, Rick (R.J.)

Cc: Dobbs, Dan (K.D.); Dixon, Mark (M.R.)
Subject: RE: P415 GTDI Misfire - CAC moisture

(20) Reports not including 11-12MY

Concern Title:

Quality Team: F-150

Status: Emerging

Open Date: 15/Jan/2013

VIN Count: 20



Threshold: 25 % of **Threshold:** 80%

Function: Powertrain **Days Open:** 43

PCE: **Last Updated:** 22/Feb/2013 10:06:27 AM

Functional Champion: JMCCOY Engineering **Contact:** MKRAMER1

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

-----Original Message-----

From: Ronzi, Bill (W.C.)
Sent: Tuesday, February 26, 2013 4:51 PM
To: Nowaczyk, Rick (R.J.); McDonagh, Scot (S.M.)
Cc: Dobbs, Dan (K.D.)
Subject: RE: P415 GTDI Misfire - CAC moisture

Rick, Can you provide an update when you have a chance? I believe we're up to 18 now?

Thx
Bill Ronzi

-----Original Message-----

From: Nowaczyk, Rick (R.J.)
Sent: Monday, February 04, 2013 1:09 PM
To: McDonagh, Scot (S.M.); Ronzi, Bill (W.C.)
Cc: Dobbs, Dan (K.D.)
Subject: RE: P415 GTDI Misfire - CAC moisture
Importance: High

Sorry for the delay...GCQIS was not cooperating last Friday.

-----Original Message-----

From: McDonagh, Scot (S.M.)
Sent: Monday, February 04, 2013 11:54 AM
To: Ronzi, Bill (W.C.); Dobbs, Dan (K.D.)
Cc: Nowaczyk, Rick (R.J.)
Subject: RE: P415 GTDI Misfire - CAC moisture

I asked Rick to provide latest folder with (14) CQIS Reports

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

-----Original Message-----

From: Ronzi, Bill (W.C.)
Sent: Monday, February 04, 2013 11:48 AM
To: McDonagh, Scot (S.M.); Dobbs, Dan (K.D.)
Subject: RE: P415 GTDI Misfire - CAC moisture

Scot, Were you able to find the emerging QSF folder VINS? I shot Dan a note on Friday but not sure if he's the right guy for this one.

Bill

From: Dixon, Mark (M.R.)
Sent: Monday, February 04, 2013 11:18 AM
To: Leisenring, Kenneth (K.C.); Cervenán, Neil (N.J.); Ronzi, Bill (W.C.)
Cc: McDonagh, Scot (S.M.); Smith, Craig (C.A.)
Subject: RE: P415 GTDI Misfire - CAC moisture

Ken, yes, we have 1 and 2 MIS data. Meant to include you on attached email.

Neil, lets plan to update Joe on this tomorrow. Bill, any information on a service fix as this is heading for QSF levels.

<< Message: RE: 2013 MY 3.5L GTDI P415 Misfire Daily AWS Claims (Post 9/18/12 Vehicle Build Date) - (1/22/13) >>

From: Leisenring, Kenneth (K.C.)
Sent: Monday, February 04, 2013 10:08 AM
To: Dixon, Mark (M.R.); Cervenán, Neil (N.J.)
Cc: McDonagh, Scot (S.M.); Smith, Craig (C.A.)
Subject: RE: P415 GTDI Misfire - CAC moisture

Did we ever get an R/1000 estimate for before and after the CAC PCA? This should come into Joe Baum's FQR tomorrow as well.

Thanks.

Ken Leisenring
Manager, Powertrain Calibration
Cell: (313) 805-5459

kleisenr@ford.com

From: Dixon, Mark (M.R.)
Sent: Tuesday, January 22, 2013 4:33 PM
To: Leisenring, Kenneth (K.C.); Cervenán, Neil (N.J.); Smith, Craig (C.A.)
Cc: McDonagh, Scot (S.M.)
Subject: RE: P415 GTDI Misfire - CAC moisture

Mike Kramer is the cooling supervisor we need to invite. I asked Paul Ng to take the latest misfire claims file for vehicles with the new CAC (post 9/18 production) and calculate the R/1000 improvement. Should have a 1 and 2 MIS number to compare against the old CAC data.

From: Leisenring, Kenneth (K.C.)
Sent: Tuesday, January 22, 2013 3:38 PM
To: Cervenán, Neil (N.J.); Smith, Craig (C.A.)
Cc: Dixon, Mark (M.R.); McDonagh, Scot (S.M.)
Subject: RE: P415 GTDI Misfire - CAC moisture

Who did you invite the previous 20 times this issue was reviewed in the FQR and it was allegedly solved? I'd like to hear what they have to say.

On a serious note, I think Craig Smith knows who is currently leading this investigation for the Cooling team.

Ken Leisenring
Manager, Powertrain Calibration
Cell: (313) 805-5459 - note: back to old number
kleisenr@ford.com

From: Cervenán, Neil (N.J.)
Sent: Tuesday, January 22, 2013 3:36 PM
To: Leisenring, Kenneth (K.C.)
Cc: Dixon, Mark (M.R.); McDonagh, Scot (S.M.)
Subject: P415 GTDI Misfire - CAC moisture

Ken,

The P415 GTDI issue for 'continued moisture in CAC & misfire after CAC update' is an emerging issue @ 48% QSF threshold.

Who from the PTI Cooling team should I invite to the FQR to present their status to Joe?

Thanks,

Neil Cervenak 313-805-7036
ncervena@ford.com Bldg #2 24Q34

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, February 28, 2013 9:08 AM
To: Ronzi, Bill (W.C.); McDonagh, Scot (S.M.)
Cc: Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.)
Subject: RE: P415 GTDI Misfire - CAC moisture

I went through some more 2011-2012 GCQIS reports and we have reached the QSF threshold of 25. I will be e-mailing the updated GCQIS folder when the system has down loaded the reports to the server.
We will not be flipping this to QSF just yet. Kevin Ricks wants to have a discussion with John Norton and Mike Berardi first. Thanks

From: Ronzi, Bill (W.C.)
Sent: Wednesday, February 27, 2013 9:43 AM
To: McDonagh, Scot (S.M.); Nowaczyk, Rick (R.J.)
Cc: Dobbs, Dan (K.D.); Dixon, Mark (M.R.)
Subject: RE: P415 GTDI Misfire - CAC moisture

Rick, Would like to get the updated VIN list when you have a chance.

From: McDonagh, Scot (S.M.)
Sent: Wednesday, February 27, 2013 7:20 AM
To: Ronzi, Bill (W.C.); Nowaczyk, Rick (R.J.)
Cc: Dobbs, Dan (K.D.); Dixon, Mark (M.R.)
Subject: RE: P415 GTDI Misfire - CAC moisture

(20) Reports not including 11-12MY

Concern Title:

Quality Team: F-150

Status: Emerging **Open Date:** 15/Jan/2013 **VIN Count:** 20 **Threshold:** 25 % of **Threshold:** 80%

Function: Powertrain **Days Open:** 43

PCE: **Last Updated:** 22/Feb/2013 10:06:27 AM

Functional Champion: JMCCOY Engineering **Contact:** MKRAMER1

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

-----Original Message-----

From: Ronzi, Bill (W.C.)
Sent: Tuesday, February 26, 2013 4:51 PM

To: Nowaczyk, Rick (R.J.); McDonagh, Scot (S.M.)
Cc: Dobbs, Dan (K.D.)
Subject: RE: P415 GTDI Misfire - CAC moisture

Rick, Can you provide an update when you have a chance? I believe we're up to 18 now?

Thx
Bill Ronzi

-----Original Message-----

From: Nowaczyk, Rick (R.J.)
Sent: Monday, February 04, 2013 1:09 PM
To: McDonagh, Scot (S.M.); Ronzi, Bill (W.C.)
Cc: Dobbs, Dan (K.D.)
Subject: RE: P415 GTDI Misfire - CAC moisture
Importance: High

Sorry for the delay...GCQIS was not cooperating last Friday.

-----Original Message-----

From: McDonagh, Scot (S.M.)
Sent: Monday, February 04, 2013 11:54 AM
To: Ronzi, Bill (W.C.); Dobbs, Dan (K.D.)
Cc: Nowaczyk, Rick (R.J.)
Subject: RE: P415 GTDI Misfire - CAC moisture

I asked Rick to provide latest folder with (14) CQIS Reports

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

-----Original Message-----

From: Ronzi, Bill (W.C.)
Sent: Monday, February 04, 2013 11:48 AM
To: McDonagh, Scot (S.M.); Dobbs, Dan (K.D.)
Subject: RE: P415 GTDI Misfire - CAC moisture

Scot, Were you able to find the emerging QSF folder VINS? I shot Dan a note on Friday but not sure if he's the right guy for this one.

Bill

From: Dixon, Mark (M.R.)
Sent: Monday, February 04, 2013 11:18 AM
To: Leisenring, Kenneth (K.C.); Cervenak, Neil (N.J.); Ronzi, Bill (W.C.)
Cc: McDonagh, Scot (S.M.); Smith, Craig (C.A.)
Subject: RE: P415 GTDI Misfire - CAC moisture

Ken, yes, we have 1 and 2 MIS data. Meant to include you on attached email.

Neil, lets plan to update Joe on this tomorrow. Bill, any information on a service fix as this is heading for QSF levels.

<< Message: RE: 2013 MY 3.5L GTDI P415 Misfire Daily AWS Claims (Post 9/18/12 Vehicle Build Date) - (1/22/13) >>

From: Leisenring, Kenneth (K.C.)
Sent: Monday, February 04, 2013 10:08 AM
To: Dixon, Mark (M.R.); Cervenán, Neil (N.J.)
Cc: McDonagh, Scot (S.M.); Smith, Craig (C.A.)
Subject: RE: P415 GTDI Misfire - CAC moisture

Did we ever get an R/1000 estimate for before and after the CAC PCA? This should come into Joe Baum's FQR tomorrow as well.

Thanks.

Ken Leisenring
Manager, Powertrain Calibration
Cell: (313) 805-5459
kleisenr@ford.com

From: Dixon, Mark (M.R.)
Sent: Tuesday, January 22, 2013 4:33 PM
To: Leisenring, Kenneth (K.C.); Cervenán, Neil (N.J.); Smith, Craig (C.A.)
Cc: McDonagh, Scot (S.M.)
Subject: RE: P415 GTDI Misfire - CAC moisture

Mike Kramer is the cooling supervisor we need to invite. I asked Paul Ng to take the latest misfire claims file for vehicles with the new CAC (post 9/18 production) and calculate the R/1000 improvement. Should have a 1 and 2 MIS number to compare against the old CAC data.

From: Leisenring, Kenneth (K.C.)
Sent: Tuesday, January 22, 2013 3:38 PM
To: Cervenán, Neil (N.J.); Smith, Craig (C.A.)
Cc: Dixon, Mark (M.R.); McDonagh, Scot (S.M.)
Subject: RE: P415 GTDI Misfire - CAC moisture

Who did you invite the previous 20 times this issue was reviewed in the FQR and it was allegedly solved? I'd like to hear what they have to say.

On a serious note, I think Craig Smith knows who is currently leading this investigation for the Cooling team.

Ken Leisenring
Manager, Powertrain Calibration
Cell: (313) 805-5459 - note: back to old number
kleisenr@ford.com

From: Cervenán, Neil (N.J.)
Sent: Tuesday, January 22, 2013 3:36 PM
To: Leisenring, Kenneth (K.C.)
Cc: Dixon, Mark (M.R.); McDonagh, Scot (S.M.)
Subject: P415 GTDI Misfire - CAC moisture

Ken,

The P415 GTDI issue for 'continued moisture in CAC & misfire after CAC update' is an emerging issue @ 48% QSF threshold.

Who from the PTI Cooling team should I invite to the FQR to present their status to Joe?

Thanks,

Neil Cervenán 313-805-7036
ncervena@ford.com Bldg #2 24Q34

From: Dixon, Mark (M.R.)
Sent: Wednesday, July 13, 2011 8:14 AM
To: Smith, Craig (C.A.)
Subject: RE: P415 GTDI Misfire/Cat - Entire Bank

Jim McCoy experienced misfire yesterday with field returned coils that tested TNI at Diamond. On further bench testing, he was getting no activity on the primary side of the coil, and found with bench testing that the concern was intermittent and temp dependent. We're thinking it may be something in the coil mounted driver circuit that may be experiencing intermittent opens (exacerbated by pump vibration that impacts bank 2). Testing continues today. The TNI coils are being returned to Japan for further testing.

This may be a significant development.

From: Smith, Craig (C.A.)
Sent: Tuesday, July 12, 2011 8:05 AM
To: Smith, Craig (C.A.); Sims, Ivan (I.D.); Garrett, David (D.P.); Donahue, Francis (Fran.); Cockerill, Al (C.A.); Dixon, Mark (M.R.); Reno, George (G.L.); Oyafuso, Kevin (K.G.); Whitehead, Joseph (J.P.); Raicevich, David (D.J.); Wagers, Sue (S.K.); Morrow, Bill (N.W.)
Subject: P415 GTDI Misfire/Cat - Entire Bank

Here's another one where the DTCs point to an entire bank misfiring leading to cat damage.

Attachments : 0

Report# :	BGKF5001 NHL	Received:	07/11/2011
CCRG/EPRC:		Reviewed Status:	
Date:		Date:	
Vehicle:	2011,F150 4X4,SUP CRW,STYSD ,1FTFW1ETXBF [REDACTED]	Build Date:	02/25/2011
Odometer :	9,651 M	Engine:	3.5L-GTDI
Calibration:		Calibration:	
Transmission:	6R80E	Axle:	3800F3.31C
A/C:		A/C:	YES
Dealer:	CAN B2539 Lasalle Ford Inc.	Phone#:	(514) 363-3673
City:	Lasalle	Province:	Quebec
Country :		Country :	CAN
Originator:	SEBASTIAN NAPOLEONI		
Symptom:	5 52 2 02 DRV PERF,STALLS/QUITS,ACCEL,ALWAYS		
Status:			
VFG:	V52 DRIVEABILITY		
Additional Symptom:	P0430, P0300, P0304, P0305,		
Fix:	Causal Component : --		

Condition Code:

Hotliner: AHEBERT8 **Phone:** 313 317-9379 **Regn Cd:** 02 02 FCSD REGION-CANADA

Engineering: **Phone:** **TAR:**

Dlr Contact: SEBASTIAN NAPOLEONI **Phone:** 514 363-3673 **Title Cde:** T

DTCs:

KOEO:P0430 P0300 P0304 P0305 P0306

KOEC:

KOER:

Comments :

REPAIR 07/11/2011 04:09PM ADAM HEBERT MSS - FCSD - TECH SVC HOTLINE

WEB FORM DATA - CONCERN: CHECK ENGINE LIGHT ON AND CLIENT SAYS WHILE

ON FREEWAY IF CRUISE CONTROL IS ON, AS SOON AS HE GOES TO ACCELERATE,

THE ENGINE STALLS. DURING OUR ROAD TEST WE WERE UNABLE TO REPLICATE

THE STALL CONDITION. DIAGNOSTICS: I'M SECOND TECH ON THIS. OTHER

TECH CONTACTED FRENCH HOTLINE. I WILL NOT REASK THE SAME QUESTIONS BUT

I HAVE ADDITIONAL ONES. AFTER OTHER TECH CHECKED SYSTEMS, CODES WERE

CLEARED AND CLIENT DROVE TRUCK THIS PAST WEEKEND. TODAY HAVE CODE

P0430. HAVE CONFIRMED WITH IDS THAT CAT BANK 2 NEEDS REPLACING BUT

TRYING TO FIND PROBABLE CAUSE. IN PIN POINT TEST HF4 I HAVE A FRP

READING OF 205 PSI KOER HOT IDLE. IN SHOP MANUAL I SEE ENGINE RUNNING

SPEC OF 62-73 PSI. I KNOW THEY HAVE A LOW PRESSURE PUMP AND HIGH

PRESSURE PUMP BUT I DON'T THINK 205 PSI IS A READING I SHOULD HAVE FOR

EITHER. IS THIS AN OUT OF SPEC READING???? IF SO CAN THIS CAUSE PROBLEMS ON JUST THE ONE BANK (BANK 2)? MAY NOT HELP BUT CURRENT LONG

FUEL TRIMS ARE BANK 1 IS +4% BANK 2 IS +10% PARTS REPLACED:: 1

SPARK PLUG BECAUSE IT WAS ACCIDENTLY DROPPED. ALSO THE COILS WERE

SWAPPED BETWEEN BANKS. NO MISSFIRE CODES AT THIS TIME. TECH

QUESTION: IS 205 PSI A NORMAL REEADING FOR PIN POINT TEST HF4? CAN

THIS CAUSE PROBLEM ON ONE BANK DAMAGING CAT SAME BANK. THANKS

RECOMM 07/11/2011 04:09PM ADAM HEBERT MSS - FCSD - TECH SVC HOTLINE

SEBASTIANO, CURRENTLY ENGINEERING IS INVESTIGATING THE ROOT CAUSE

OF PREMATURE CATALYST FAILURE ON THE GTDI ENGINE. RECOMMEND TO

REPLACE THE SUSPECT CATALYST AND RETEST. CURRENTLY THERE ARE NO PAST

REPORTS OF REPEAT FAILURES ONCE THE CATALYST IS REPLACED. THE FUEL

PRESSURE READINGS YOU INDICATE ARE WITHIN SPEC. THE HIGH PRESSURE PUMP

RANGES FROM 200 PSI (IDLE) TO 2100PSI AT WOT. WITH THE DIRECT

INJECTION FUEL DELIVERY SYSTEM A MUCH HIGHER FUEL PRESSURE MUST BE

USED TO OVERCOME THE EFFECTS OF COMPRESSION. THE WORKSHOP MANUAL IS

UNCLEAR REGARDING THIS TOPIC. THE CORRECT LOW SIDE PRESSURE (FP PID)

IS BETWEEN 62-75, WHILE THE CORRECT HIGH SIDE PRESSURE (FRP PID) IS

BETWEEN APPROXIMATELY 200PSI AND 2100PSI.

Thanks,

Craig Smith

Supervisor - Engine Calibration

3.5L TIVCT GTDI & 3.5L IVCT GTDI Powerpacks

Phone: (313) 805-6345

TEE Bldg cube 1AD08

From: Baltusis, Paul (P.A.)
Sent: Friday, February 04, 2011 12:00 PM
To: Smith, Craig (C.A.); Hammoud, Mazen (M.); Casedy, Michael (M.)
Cc: Baskins, Robert (R.S.); McAlinden, Ken (K.J.); Trajnowski, John (J.T.)
Subject: RE: P415 GTDI Misfire Issue Next Steps

Here are the misfire regs for disablement allowance. I bolded the relevant parts:

(3.3.4) A manufacturer may request Executive Officer approval to disable misfire monitoring or employ an alternate malfunction criterion when misfire cannot be distinguished from other effects.

(A) Upon determining that the manufacturer has presented documentation that demonstrates the disablement interval or period of use of an alternate malfunction criterion is limited only to that necessary for avoiding false detection, the Executive Officer shall approve the disablement or use of the alternate malfunction criterion for conditions involving:

- (i) rough road,
- (ii) fuel cut,
- (iii) gear changes for manual transmission vehicles,
- (iv) traction control or other vehicle stability control activation such as antilock braking or other engine torque modifications to enhance vehicle stability,
- (v) off-board control or intrusive activation of vehicle components or diagnostics during service or assembly plant testing,
- (vi) portions of intrusive evaporative system or EGR diagnostics that can significantly affect engine stability (i.e., while the purge valve is open during the vacuum pull-down of a evaporative system leak check but not while the purge valve is closed and the evaporative system is sealed or while an EGR diagnostic causes the EGR valve to be intrusively cycled on and off during positive torque conditions), or
- (vii) engine speed, load, or torque transients due to throttle movements more rapid than occurs over the US06 cycle for the worst case vehicle within each test group.

(B) Additionally, the Executive Officer will **approve a manufacturer's request in accordance with sections (e)(17.3), (17.4), and (17.6) to disable misfire monitoring when fuel level is 15 percent or less of the nominal capacity of the fuel tank, when PTO units are active, or while engine coolant temperature is below 20 degrees Fahrenheit. The Executive Officer will approve a request to continue disablement on engine starts when engine coolant temperature is below 20 degrees Fahrenheit at engine start until engine coolant temperature exceeds 70 degrees Fahrenheit.**

(C) In general, for 2005 and subsequent model year vehicles, the Executive Officer shall not approve disablement for conditions involving normal air conditioning compressor cycling from on-to-off or off-to-on, automatic transmission gear shifts (except for shifts occurring during wide open throttle operation), transitions from idle to off-idle, normal engine speed or load changes that occur during the engine speed rise time and settling time (i.e., "flare-up" and "flare-down") immediately after engine starting without any vehicle operator-induced actions (e.g., throttle stabs), or excess acceleration (except for acceleration rates that exceed the maximum acceleration rate obtainable at wide open throttle while the vehicle is in gear due to abnormal conditions such as slipping of a clutch).

(D) The Executive Officer may approve misfire monitoring disablement or use of an alternate malfunction criterion for any other condition on a case by case basis upon determining that the manufacturer has demonstrated that the request is based on an unusual or unforeseen circumstance and that it is applying the best available computer and monitoring technology.

(17.3) Manufacturers may request Executive Officer approval to disable an OBD II system monitor at ambient temperatures below twenty degrees Fahrenheit (20°F) (low ambient temperature conditions may be determined based on intake air or engine coolant temperature) or at elevations above 8000 feet above sea level. The Executive Officer shall approve the request upon determining that the manufacturer has provided data and/or an engineering evaluation that demonstrate that monitoring during the conditions would be unreliable. A manufacturer may further request, and the Executive Officer shall approve, that an OBD II system monitor be disabled at other ambient temperatures upon determining that the manufacturer has demonstrated with data and/or an engineering evaluation that misdiagnosis would occur at the ambient temperatures because of its effect on the component itself (e.g., component freezing).

(17.4) Manufacturers may request Executive Officer approval to disable monitoring systems that can be affected by low fuel level or running out of fuel (e.g., misfire detection) when the fuel level is 15 percent or less of the nominal capacity of the fuel tank. The

Executive Officer shall approve the request upon determining that the manufacturer has submitted data and/or an engineering evaluation that demonstrate that monitoring at the fuel levels would be unreliable.

(17.6) A manufacturer may disable affected monitoring systems in vehicles designed to accommodate the installation of Power Take-Off (PTO) units (as defined in section (c)), provided disablement occurs only while the PTO unit is active, and the OBD II readiness status is cleared by the on-board computer (i.e., all monitors set to indicate "not complete") while the PTO unit is activated (see section (g)(4.1)). If the disablement occurs, the readiness status may be restored to its state prior to PTO activation when the disablement ends.

We would have to request approval from CARB to disable for a period of time at low ambient temperatures. We did that before on hot restarts at high temperatures. We showed them misfire data from APG and explained that fuel was vaporizing in the fuel rail and injectors during a short soak causing the misfire during the subsequent start. The function exists in strategy today and could be calibrated for cold temps.

Do we have any data showing the misfires and an explanation of the root cause?

Paul Baltusis

OBID Technical Leader
Global Powertrain Controls System Engineering
Powertrain Engineering
Research & Engineering Center, Dearborn, Michigan
Building #2, Room 22J31, Mail Drop 1234
email: pbaltusi@ford.com
(313) 805-7201 office cell, (313) 621-4571 fax
One Ford One Plan ● One Team ● One Goal

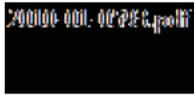
From: Smith, Craig (C.A.)
Sent: Friday, February 04, 2011 11:33 AM
To: Baltusis, Paul (P.A.); Hammoud, Mazen (M.); Whitehead, Joseph (J.P.); Mazuchowski, James (J.A.); Cockerill, Al (C.A.); Fabien, Phil (P.A.); Sims, Ivan (I.D.); Garrett, David (D.P.); Pierce, Michael (M.A.); Gernant, Tim (T.R.); Dusa, Daniel (D.V.); Rutkowski, Brian (B.); Krygowski, Richard (R.J.); Boerger, Jim (J.G.); 'Jeremy Jensen'; Anderson, Bruce (B.C.); Russ, Stephen (S.G.); Casedy, Michael (M.); Linenberg, Mark (M.T.); Baum, Joe (J.M.)
Cc: Pawlak, Greg (G.J.); Stefanski, John (J.C.); Nester, Darren (D.); Behr, Kenneth (K.J.)
Subject: Updated: P415 GTDI Misfire Issue Next Steps
When: Friday, February 04, 2011 12:30 PM-1:30 PM (GMT-05:00) Eastern Time (US & Canada).
Where: Call-in 44532195#
Importance: High

Follow-up meeting requested by Mazen.

From: Yi, James (J.)
Sent: Monday, October 24, 2011 7:22 AM
To: Morrow, Bill (N.W.); Sims, Ivan (I.D.); VanDerWege, Brad (B.A.); Shelby, Michael (M.H.); Glugla, Chris (C.P.); Huberts, Garlan (G.); Donahue, Francis (Fran.); Mingo, Paul (P.C.); Wagers, Sue (S.K.); Russ, Stephen (S.G.); Mancini, Michael (M.A.); Fabien, Phil (P.A.); Rumpsa, Todd (.); Cockerill, Al (C.A.); Nester, Darren (D.); Smith, Craig (C.A.); Boerger, Jim (J.G.); Bailey, Owen (O.R.); Shanahan, John (J.L.); Tallio, Kevin (K.V.); Mazuchowski, James (J.A.); Czekala, Michael (M.D.)
Subject: RE: P415 Misfire Investigation - Late Burns and Sooting Mechanisms Literature Search

Bill:

Attached is the paper I mentioed in the meeting. Jaguar investigated fuel impingement effect on ignition process.



J. James Yi

James Yi

Technical Leader & Manager
Combustion System Research and Development

Research and Advanced Engineering
Ford Motor Company

From: Morrow, Bill (N.W.)
Sent: Sunday, October 23, 2011 11:22 AM
To: Sims, Ivan (I.D.); Yi, James (J.); VanDerWege, Brad (B.A.); Shelby, Michael (M.H.); Glugla, Chris (C.P.); Huberts, Garlan (G.); Donahue, Francis (Fran.); Mingo, Paul (P.C.); Wagers, Sue (S.K.); Russ, Stephen (S.G.); Mancini, Michael (M.A.); Fabien, Phil (P.A.); Rumpsa, Todd (.); Cockerill, Al (C.A.); Nester, Darren (D.); Smith, Craig (C.A.); Boerger, Jim (J.G.); Bailey, Owen (O.R.); Shanahan, John (J.L.); Tallio, Kevin (K.V.); Mazuchowski, James (J.A.); Czekala, Michael (M.D.)
Subject: P415 Misfire Investigation - Late Burns and Sooting Mechanisms Literature Search

The link below contains papers from a literature search on Late Burns.

<https://www.tc2.ford.com/ts/engines/Team%20Folders/Forms/Default1.aspx?RootFolder=%2Fts%2Fengines%2FTeam%20Folders%2FGas%5FIgnition%2FLate%5FBurn%5FLiterature%5FSearch&InitialTabId=Ribbon%2EDocument&VisibilityContext=WSSTabPersistence>

Among the papers identified so far, these two discuss issues similar to what we are experiencing:

<< File: Idle Stalling Phenomen in HIPO SI PFI - 2011-24-0158.pdf >> contains an overview of potential contributors to soot formation and late burns.

<< File: JSAE92 Combustion Quality Assessment for New Generation gasoline Engines 20045451.pdf >> describes use of fiber optics "Visiolution" for direct evaluation of combustion flame behaviour to distinguish between normal premixed flame radiation and impingement induced soot producing rich pockets of diffusion flames.

Regards,

Bill Morrow

Technical Expert, Ignition Systems Global Forward Model
Component Design C Department, Bld#1, cube 12B111
Large Gas & Diesel Engine Engineering Ford Motor Company
Cell Phone: 313/805 8794
nmorrow3@ford.com

Investigation of Combustion Robustness in Catalyst Heating Operation on a Spray Guided DISI Engine, Part 1 - Measurements of Spark Parameters and Combustion

2010-01-0593

Published
04/12/2010

Ben Twiney and Richard Stone
Univ. of Oxford

Xiangdong Chen and Gavin Edmunds
Jaguar Cars Ltd.

Copyright © 2010 SAE International

ABSTRACT

In the catalyst heating operation for a spray guided DISI (Direct Injection Spark Ignition) engine, split injection has been shown to improve combustion stability which is critical for the trade-off between tailpipe emissions and vehicle idle NVH [1]. The spray guided DISI engine has a multi-hole injector centrally located in the chamber with the spark plug. For catalyst heating operation, the first injection occurs during induction, which forms a relatively well mixed but lean mixture in the cylinder before ignition, and the second injection occurs close to a retarded ignition, which produces a stratified fuel rich mixture in the central region of the combustion chamber.

Combustion initialization is found to be sensitive to spark plug protrusion and orientation, injector orientation and 2nd injection timing relative to ignition [1]. High Tension (HT) measurements of current and voltage have been taken to characterize ignition, and show how arc parameters can be related to the subsequent combustion performance. The breakdown voltage and current have been measured with sample-hold circuits since the arc parameters were only recorded at 300 kHz. Bench tests with and without flow (and with liquid fuel on the earth electrode) have been used to elucidate the effect of spark plug geometry and orientation. High speed videos of the spark have been combined with the arc voltage and current histories. The results show how flow and the presence of fuel modify the arc, and the engine tests

show how incorrect phasing of the second injection can induce misfires.

INTRODUCTION

Gasoline Direct Injection engines are seen as a possible engine technology that will reduce carbon dioxide emissions, increase fuel economy and increase the specific power output.

One particular stage that is key to meeting current emissions legislations is the catalyst heating stage. It is reported that up to 80% of Unburnt Hydrocarbon (UHCs) emitted during the FTP are emitted during the cold start [2,3]. This is due to the catalyst not being lit and hence a strategy is implemented in order to reduce the time taken for the catalyst to light while ensuring that UHCs do not increase and the combustion is stable.

This engine operation mode is crucial for meeting emissions legislations. Key requirements of this are stable combustion, maximising heat into the exhaust and minimising the engine out emissions (UHCs, NOx & PM)[1].

A retarded ignition strategy is used to increase the exhaust temperature hence increasing the heat flow to the exhaust while causing a reduction in UHCs [3,4]. A twin injection strategy is then implemented in order to increase the combustion stability. This strategy has been shown to increase the exhaust temperature while maintaining stable combustion [1,2,5]. However, excessive retardation of the

ignition would lead to combustion occurring in the exhaust and hence a sudden increase in the exhaust gas temperature potentially leading to emissions problems and even the engine stalling [5].

Robust combustion in this operation mode is essential, i.e., misfire free operation must be ensured on production engines with manufacturing tolerances. Combustion initialisation is found to be sensitive to spark plug protrusion, spark plug orientation, injector orientation and the timing of the 2nd injection in relation to the spark [1]. There is a desire to understand the mechanisms by which the combustion robustness is reduced as geometric changes are made to the combustion system. Therefore, it was decided to research the issue further by using an engine that was deliberately set up to induce a misfire by increasing the spark plug protrusion relative to the production value.

The work reported here investigates misfiring trends for different spark plug orientations, timing of the 2nd injection in relation to the spark and also for a single and a twin spark strategy. The sparking process will be investigated in more detail in order to determine whether the 2nd injection is affecting the spark and, if so, whether this is causing the cycle to misfire.

EXPERIMENTAL HARDWARE AND SET UP

The engine used in these experiments is a single cylinder research engine [6] which has a combustion system similar to the 5L Jaguar V8 engine [7]. Both engines have the spark plug and the injector mounted centrally in the combustion chamber. A 6 nozzle multi hole injector is used with an injection pressure of 150 bar. Two jets were directed either side of the spark plug while the remaining four jets were directed down towards the piston. The J type spark plug used was supplied by NGK.

DATA ACQUISITION (DAQ)

Cylinder pressure was measured on the single cylinder using a water cooled Kistler 6041A pressure transducer coupled to a charge amplifier. The cylinder pressure was recorded at a speed of once a degree crank angle using a National Instruments PCI-M10-16E-1 card. Steady state temperatures and pressures, such as manifold absolute pressure and fuel temperature, were recorded at a speed of once a cycle using a National Instruments PCI-6024E card. One hundred cycles of engine data were recorded.

HIGH TENSION MEASUREMENT TECHNIQUES

The HT voltage and current were measured on the single cylinder engine. Two Pearson current transformers, the 4100

and the 411, are used for measuring the HT current while a Ross 1000:1 high impedance low inductance potential divider is used for measuring the voltage. The HT voltage signal is fed into the potential divider and the output is fed into a negative peak detection circuit and also into the DAQ card. The characteristics of the two current transformers are shown in

Table 1. Pearson Current Transformer Characteristics

	Pearson 411	Pearson 4110
Droop Rate [%/ms]	0.9	9
Low Frequency 3dB point [Hz]	1	140
High Frequency 3dB point [MHz]	20	35

The Pearson 4110 current transformer is used for measuring the breakdown current. The Pearson 4110 has a high frequency response but also a high droop rate. Hence it is suitable for measuring short high frequency signals such as breakdown. The Pearson 411 has a lower frequency response and lower droop rate and hence is more suitable for measuring the longer but lower frequency arc current. The outputs from both current transformers are fed into the DAQ card.

Due to the speed at which breakdown occurs, it is not possible to record this on a data acquisition system. Therefore a negative peak detection circuit is used; the circuit diagram is shown in [Figure 1](#).

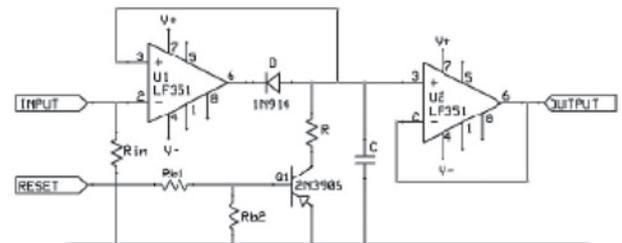


Figure 1. Negative Peak Detection Circuit Diagram

The most negative voltage across the input is buffered and then stored across the capacitor C, until the circuit is reset by a TTL signal. Therefore, the output of the potential divider and the output of the Pearson 411 are used as inputs while a TTL ignition flag is used to reset the circuits. The output of the two circuits can then be analysed using Matlab to determine the breakdown voltage and current for each ignition event.

A National Instruments USB - 6251 CAD card is used for logging HT voltage, HT current and the TTL ignition flag. The rising edge of the TTL ignition flag is used to trigger the

DAQ card which logs 3900 samples at 300 kHz. One hundred cycles of engine data are recorded.

A schematic showing the HT measurement equipment is shown in [Figure 2](#).

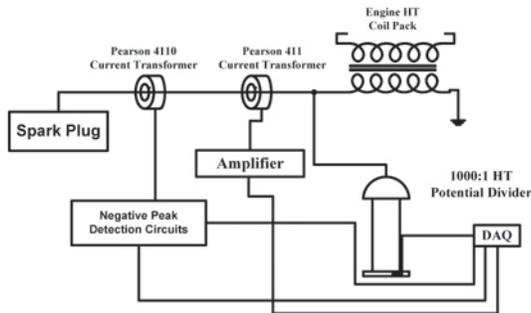


Figure 2. HT Measurement Kit Schematic

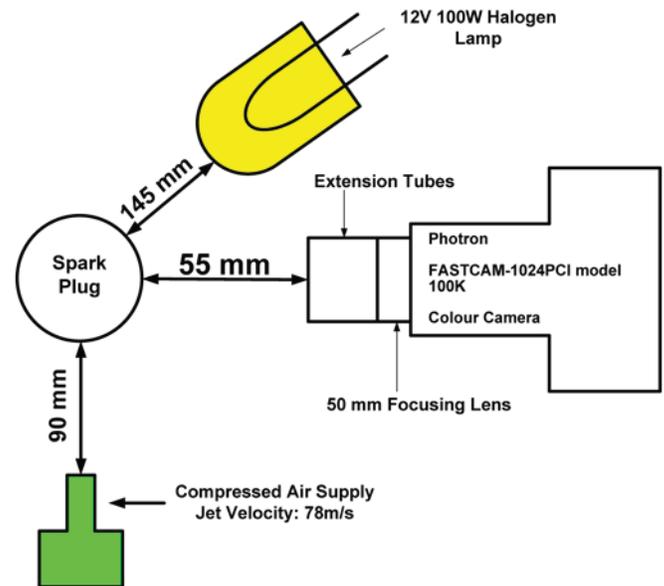


Figure 3. HT Bench Top Test

HIGH SPEED BENCH TOP ARC IMAGING

High speed photography was used to investigate the effect of air flow on the sparking process. A bench top rig was constructed as shown in the schematic outline in [Figure 3](#).

A signal generator was used to supply a TTL pulse to fire the spark. The frequency of the sparking process was set to replicate that used in an engine running at 1350RPM. The dwell time was set to 4.5 ms. The arc voltage and current were recorded at 250 kHz using the National Instruments USB-6251 DAQ card.

A Photron FASTCAM-1024 PCI colour camera was used with a 50 mm f(2) lens; a series of extension tubes between the camera and the lens enabled the camera to be focused with a small distance to the object. The camera was run with the following set up:

- 256*256 resolution
- 10,000 frame per second
- Aperture f/2

The light source used to illuminate the spark plug was a 12V 100 W halogen lamp. The camera was triggered off the rising edge of the TTL pulse connected to the coil pack and 100 images were recorded for every trigger signal.

A 78 m/s jet of air, orthogonal to the line of sight of the camera and originating 90 mm away from the spark plug was passed through the spark plug gap. This jet is used to recreate the airflow associated with the 2nd injection, and is representative of the jet core velocity. CFD modeling [1] shows that the jet velocity will reduce as you move away from the jet axis.

ENGINE OPERATING POINT

The single cylinder engine operating point is defined in [Table 2](#).

A twin injection, retarded ignition strategy is used with the option of using either a single or a twin spark strategy.

The 1st injection occurs during the intake stroke where approximately 70% of the fuel is injected and hence a well mixed but lean background mixture is produced in the cylinder.

The 2nd injection occurs close to ignition and hence enables a locally rich mixture to be present in the spark plug gap at the time of ignition while the overall air to fuel ratio in the cylinder is slightly lean.

A typical pressure trace for this operating condition is shown in [Figure 4](#). The timing of the 1st injection is fixed at 290 CAD bTDC as shown in the figure. The timing of the 2nd injection is swept from 8 CAD before the spark to 12 CAD after the spark in equal increments of 2 CAD.

The dwell time associated with this sparking strategy is fixed at 4.5ms for the single spark and when a twin sparking strategy is used, the dwell time for the 1st spark is fixed at 4.5ms while the delay between the two sparks is fixed at 400µs. So the dwell time for 2nd spark is also fixed at 400µs.

The data is presented at four different spark plug orientations, 2 o'clock, 6 o'clock, 10 o'clock and 12 o'clock, as described in [Figure 5](#).

Table 2. Engine Operating Point

Engine Speed	1350 [RPM]
Manifold Pressure	770 [mbara]
Start of 1 st Injection	290 [CAD bTDC]
1 st Injection Duration	1.1 [ms]
End Of 2 nd Injection	8 CAD bIGN to 12 CAD aIGN
2 nd Injection Duration	0.5 [ms]
Ignition Timing	-7.8 [CAD bTDC]
λ	1.05
Fuel Pressure	150 [bar]
IVO	33.5 [CAD aTDC]
IVC	241.5 [CAD aTDC]
EVO	200 [CAD aTDC]
EVC	50 [CAD aTDC]

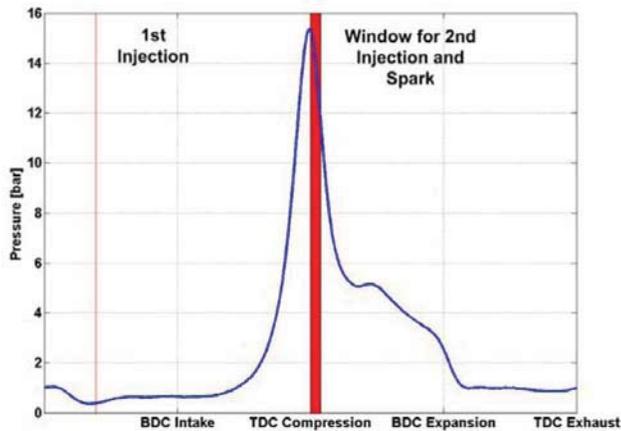


Figure 4. Typical Catalyst Warm-Up Pressure Trace

The in-cylinder pressure, HT characteristics and steady state temperatures and pressures were all logged. Misfiring trends will be shown for different end of 2nd injection timings as well as for the different spark plug orientations as well as different sparking strategies.

Mean breakdown voltage, breakdown current and spark energy will be shown for firing and misfiring cycles at different 2nd injection timings and also for different spark plug orientations. Individual HT voltage, HT current and instantaneous power traces will be shown for firing and misfiring cycles at two different end of 2nd injection timings. First when the end of the injection and the spark occur very close together, and second when the end of the injection is retarded from the spark

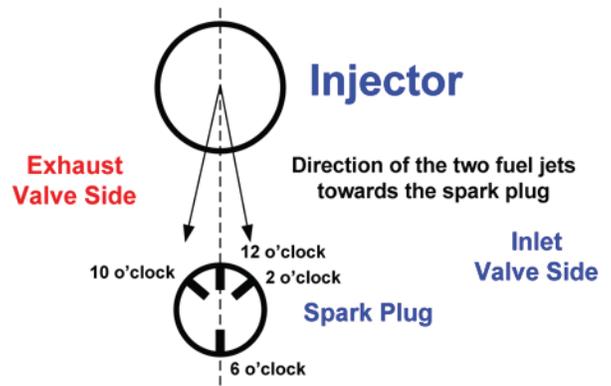


Figure 5. Spark plug ground strap orientation, as viewed from above

RESULTS AND DISCUSSIONS

HIGH SPEED PHOTOGRAPHY

The effect of air flow through the spark plug gap and fuel droplets on the ground strap was investigated as shown in [Figure 6](#), [Figure 7](#) and [Figure 8](#).

[Figure 6](#) shows the case when there was no flow or any liquid fuel. The HT measurements show a fairly constant arc voltage and an arc current which decays away to zero. The arc duration is 2.0 ms. This is defined as the length of time which the current takes to decay to zero. The image shows that the arc has been formed between the corner of the positive electrode to a point vertically below it. There is no displacement of the arc along the ground electrode. The arc will form between the points of highest electrical potential, hence the corner of the centre electrode.

[Figure 7](#) shows the case where airflow, orthogonal to the line of sight of the camera, is passed through the spark plug gap. As explained in the previous section, this air flow is designed to resemble the airflow induced by the 2nd injection. The images show that the air flow is causing the arc to be stretched. The arc is seen to ‘track’ its way along the ground strap, presumably finding defects on the surface of the ground strap whose corners will lead to a higher electrical field. The HT voltage trace shows a non constant arc voltage, as the arc is being stretched the voltage appears to oscillate. As the arc is stretched, a larger voltage is needed in order for the arc to remain struck between the electrodes.[8] Stretching the arc too much would cause the arc to be extinguished. The arc duration is 1.8 ms, indicating that the airflow through the spark plug gap shortens the arc duration. The velocity of the air was fixed in these particular tests. However, an interesting study would be to vary the velocity of the air jet and see the effect of this velocity on the amount of arc stretch.

Figure 8 shows the case where a large fuel droplet is sitting on the ground electrode. The image shows that despite the large fuel drop, the arc is still formed. The arc is seen to 'track' down the side of the fuel droplet.

<figure 6 here>

<figure 7 here>

<figure 8 here>

The arc and combustion are clearly visible showing that a spark will strike even if liquid fuel is on the ground electrode. The HT characteristics and arc duration are consistent with the reference case of no fuel and no airflow. It is important to note that these tests are not conducted in an engine, hence the temperature and pressure will not represent in-cylinder conditions. This will cause different spark characteristics, hence explaining why the spark duration is higher for the bench top tests than the engine tests.

SINGLE CYLINDER ENGINE TESTS

MISFIRING TRENDS

The engine cylinder pressure can be integrated with respect to volume to find the gross work, the net work and pumping work. These can then be divided by the swept volume in order to find the gross mean effective pressure, net mean effective pressure and pumping mean effective pressure. This publication defines a misfiring cycle as one that has a GMEP of less than 0 bar. Cycles having a GMEP of between 0 bar and 0.5 bar are defined as partial burned cycles.

Figure 10 shows the misfiring trends for 2,6,10 and 12 o'clock spark plug orientations. The data is shown for different timings of the second injection in relation to the spark. The data is presented for both a single and a twin spark strategy. Retarding the 2nd injection increases the number of misfires for the 2 o'clock, 6 o'clock and 12 o'clock orientations. For these three spark plug orientations the majority of the misfires occur when the end of the 2nd injection occurs later than the spark. The maximum misfiring percentage is 35% for the 2 o'clock spark plug orientation, 45% for the 6 o'clock orientation and 40% for the 12 o'clock spark plug orientation. The twin spark strategy reduces the number of misfiring cycles compared to the single spark strategy. This is as expected since there are now two chances of ignition compared to one.

The misfiring trend for the 10 o'clock spark plug orientation is totally different to the other three orientations. The maximum percentage of misfires occurs when the end of the 2nd injection occurs at a timing similar to that of the spark. High speed imaging has shown that at 1350 RPM, the delay between the opening of the injector and the arrival of the fuel

at the spark plug is 4 CAD. The fuel jet is then present in the vicinity of the spark plug for a further 6 CAD [9]. This shows that when the end of the injection is close to the spark, there will be both liquid fuel and high velocity air in the region of the spark plug. Hence, possibly explaining why the misfiring percentage is high. There appears to be a slight bimodal distribution, in that the misfires peak at an EOI2 slightly advanced from the spark. The percentage misfires then reduces until another peak is seen at an EOI2 retarded from the spark. This implies that maybe there are two mechanisms causing the misfires for this particular spark plug orientation.

HT CHARACTERISTICS: SINGLE SPARK STRATEGY

Figure 9 shows the mean breakdown voltage for both firing and misfiring cycles. Changing the phasing of the 2nd injection in relation to the spark does affect the mean breakdown voltage. There are no significant variations in breakdown voltage with respect to the spark plug orientations used. Nor is there any significant variation in breakdown voltage between the firing and the misfiring cycles.

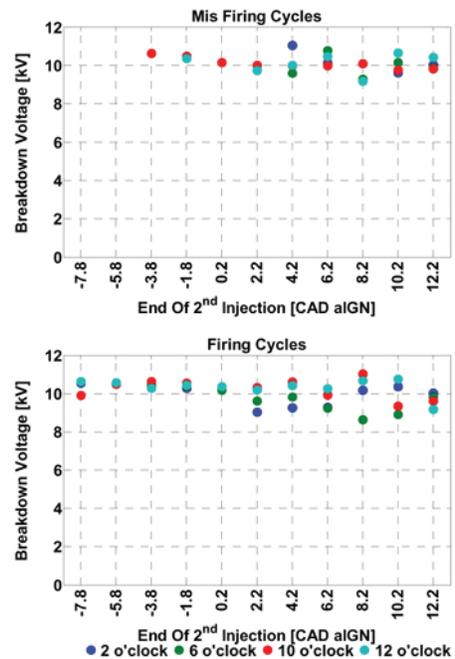


Figure 9. Mean Breakdown voltage for firing and misfiring cycles at different spark plug orientations and 2nd injection timings

Figure 11 shows the mean breakdown current. At a spark plug orientation of 2, 6 and 12 o'clock, changing the phasing of the 2nd injection in relation to the spark does not change the breakdown current. There is no significant difference between the firing cycles and misfiring cycles. With the 10 o'clock spark plug orientation, the breakdown current is significantly higher when the 2nd injection ends 3.8 CAD and

1.8 CAD before the spark. There is no variation between firing and misfiring for all timings of the 2nd injection at the 10 o'clock spark plug orientation.

Figure 12 shows the mean spark energy. Spark energy is affected by the arc voltage, arc current and the duration of the spark. Any trends shown in either Figure 9 or Figure 11 will not be related to changes in spark energy due to the breakdown phase happening extremely quickly and hence the energy required to cause breakdown is low.

<figure 10 here>

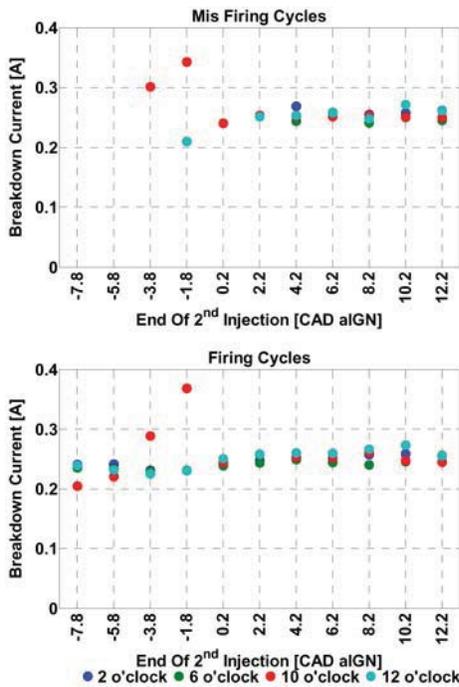


Figure 11. Mean breakdown current for firing and misfiring cycles at different spark plug orientations and 2nd injection timing

At all four spark plug orientations investigated in Figure 12, the spark energy increases as the 2nd injection is retarded. The effect is seen most significantly with the 10 o'clock spark plug orientation.

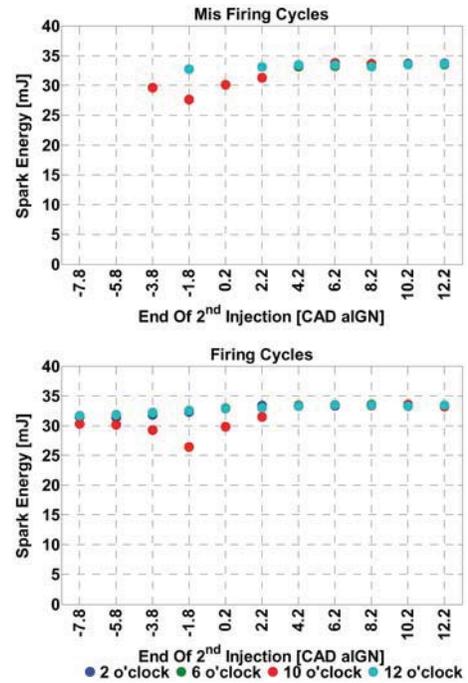


Figure 12. Mean energy supplied to the spark plug for firing and misfiring cycles at different spark plug orientations and 2nd injection timing

Figure 13 shows the mean spark duration for the 4 different spark plug orientations investigated. The mean spark duration is significantly shorter at the 10 o'clock spark plug orientation when the 2nd injection ends close to the spark. Air flow through the spark plug gap is shown to significantly reduce the spark duration [8]. This implies that the 2nd injection is interfering with the sparking process but only at the 10 o'clock orientation. The general trend shown is that as the timing of the 2nd injection is retarded, the mean spark duration increases.

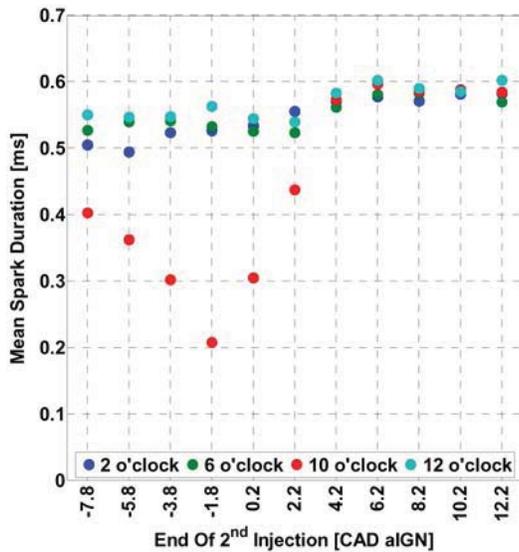


Figure 13. Mean spark duration at different spark plug orientations and 2nd injection timing

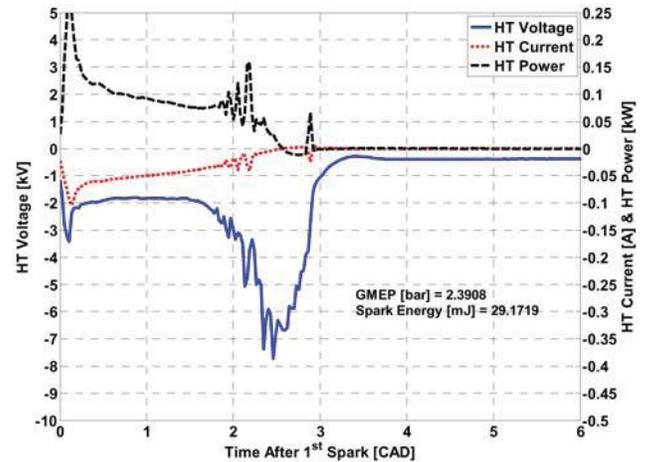


Figure 14. Arc histories for the 10 o'clock spark plug orientation EO12 0.2 CAD aIGN firing cycle showing evidence of the flow stretching the arc

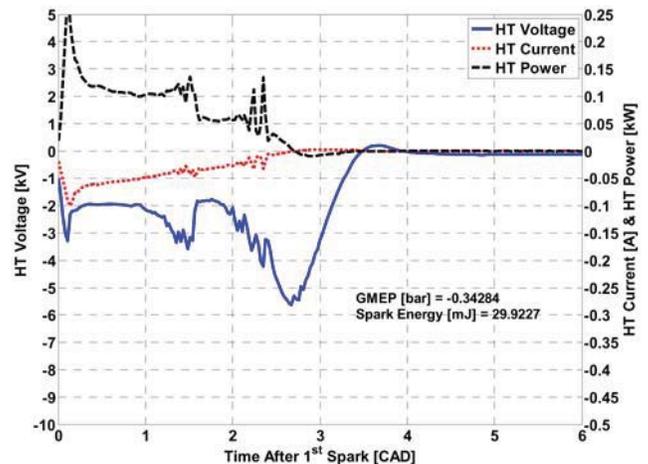


Figure 15. Arc histories for the 10 o'clock spark plug orientation EO12 0.2 CAD aIGN misfiring cycle showing evidence of the flow stretching the arc

INDIVIDUAL HT TRACES: SINGLE SPARK STRATEGY

10 o'clock Spark Plug Orientation

Figure 14 and Figure 15 show the HT voltage, HT current and instantaneous power for a single spark strategy for a firing cycle and a misfiring cycle. The end of the 2nd injection was 0.2 CAD aIGN and the spark plug orientation was 10 o'clock. The HT voltage for the spark is not constant, there are significant changes in the HT voltage for both the firing and the misfiring cycles. This change in HT voltage is consistent with the arc being stretched as shown in the previous section and also by [8]. The arc current is gradually decaying away for both the firing cycle and the misfiring cycle, until the arc current reaches zero and the arc will no longer exist. The arc duration for both the firing and the misfiring cycle is very similar. As previously shown, the spark energy is very similar for both the firing and the misfiring cycle.

Figure 16 and Figure 17 show the HT voltage, HT current and instantaneous power for both a firing and a misfiring cycle at a 10 o'clock spark plug orientation and the end of the 2nd injection was 12.2 CAD aIGN. The HT voltage for both the misfiring cycle and the firing cycle is extremely constant. This constant arc voltage indicates that the arc is not being stretched [8].

At a 10 o'clock spark plug orientation significant stretching of the arc is seen when the end of the 2nd injection occurs close to the spark. This stretching of the arc is not seen at 2nd injection timings retarded from the spark. This implies that either the high pressure fuel jet or air entrained in this fuel jet is causing the arc to be stretched.

A significant number of misfires (70%) are seen at 2nd injection timings close to the spark and also retarded from the spark. The arc is shown to be stretched for both firing and misfiring cycles. Therefore, the stretching of the arc does not appear to be the major cause of the misfiring cycles when the phasing of the 2nd injection is close to the spark.

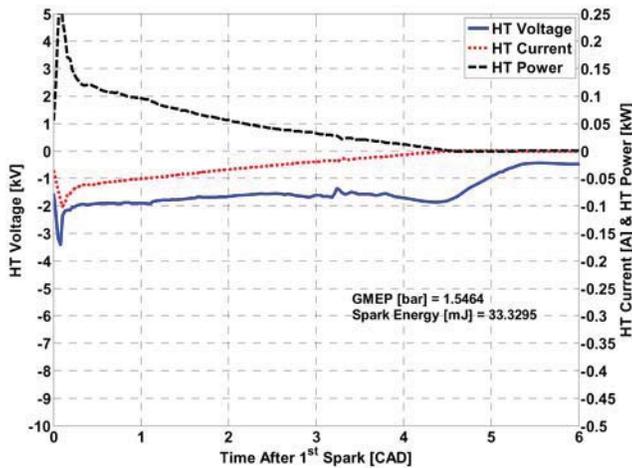


Figure 16. Arc histories for 10 o'clock spark plug orientation EO12 12.2 CAD aIGN firing cycle showing no evidence of the flow stretching the arc

and Figure 15. This repeatable HT voltage shows that the arc is not being stretched at the 2 o'clock spark plug orientation. The arc current is gradually decaying away and the arc duration is much longer at the 2 o'clock (approximately 5 CAD) orientation compared to the 10 o'clock orientation (approximately 3 CAD).

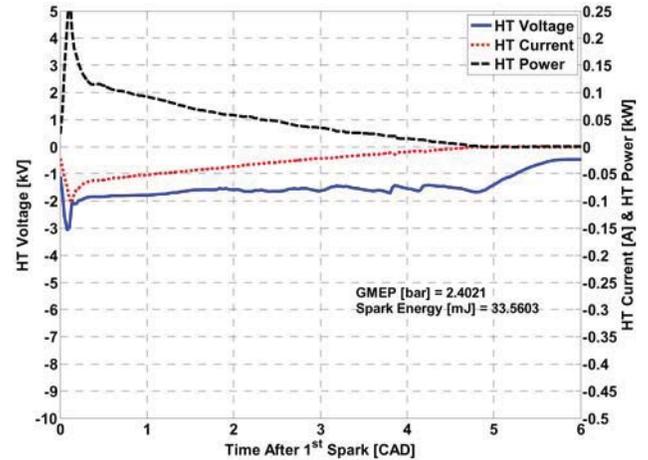


Figure 18. Arc histories for the 2 o'clock spark plug orientation EO12 0.2 CAD aIGN firing cycle showing no evidence of the flow stretching the arc

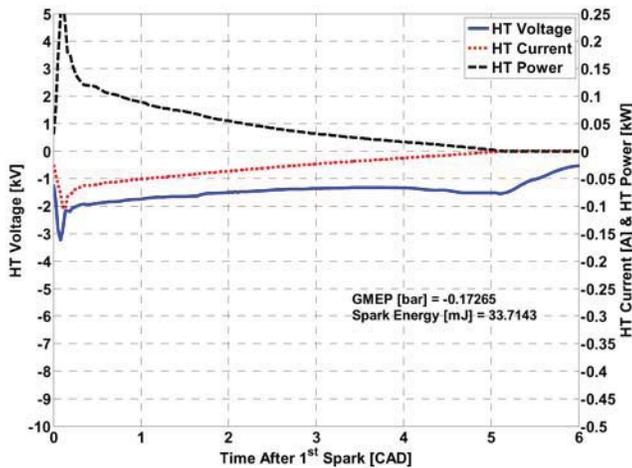


Figure 17. Arc histories for 10 o'clock spark plug orientation EO12 12.2 CAD aIGN misfiring cycle showing no evidence of the flow stretching the arc

Figure 19 and Figure 20 show the HT voltage, HT current and instantaneous power for the single spark strategy. The end of the 2nd injection occurred at 20 CAD aTDC and the spark plug orientation is 2 o'clock. There are no differences between the firing and the misfiring cycles. There are no changes in HT voltage, indicating that there is no stretching of the arc. The arc duration is constant for both the firing and the misfiring cycle.

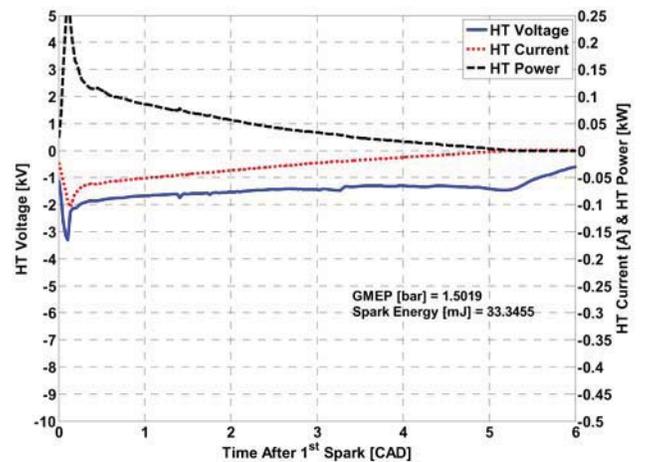


Figure 19. Arc histories for the 2 o'clock spark plug orientation EO12 12.2 CAD aIGN firing cycle showing no evidence of the flow stretching the arc

2 o'clock Spark Plug Orientation

Figure 18 shows the HT voltage, HT current and instantaneous power for a single spark strategy. The end of the injection was 0.2 CAD aIGN and the spark plug orientation was 2 o'clock. There are no misfires at this operating point, hence misfiring data is not presented. The HT voltage is very stable at this operating point, and this is totally different to the HT voltage traces shown in Figure 14

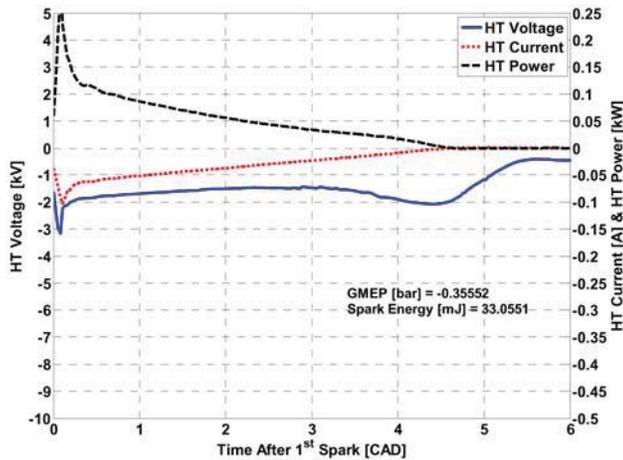


Figure 20. Arc histories for 2 o'clock spark plug orientation EOI2 12.2 CAD aIGN misfiring cycle showing no evidence of the flow stretching the arc

At a 2 o'clock spark plug orientation, no stretching of the arc is seen, even if the end of the 2nd injection occurs close to the arc. The HT traces presented are extremely similar for both the firing and the misfiring cycles at the different 2nd injection timings.

Misfires are only associated with a 2 o'clock spark plug orientation when the timing of the 2nd injection is significantly retarded from the spark. The HT traces presented above imply that the spark is not causing the cycle to misfire.

In conclusion, the arc histories show that for the 10 o'clock spark plug orientation the arc is being stretched when the end of the injection occurs close to the spark. Retarding the timing of the 2nd injection stops the arc from being stretched. At the 2 o'clock spark plug orientation, the arc histories show that the arc is not being stretched even when the timing of the 2nd injection is extremely close to the spark.

HT CHARACTERISTICS: TWIN SPARK STRATEGY

A twin spark strategy has already been shown to reduce the percentage of misfiring cycles compared to a single spark strategy, see Figure 10.

Mean breakdown voltage, breakdown current and spark energy of both the 1st and the 2nd spark are presented for both firing and misfiring cycles at the four different spark plug orientations.

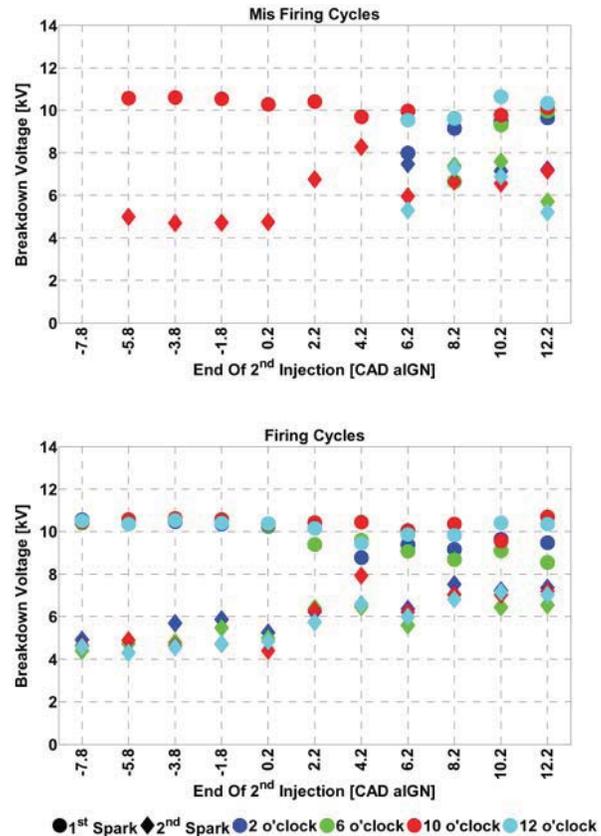


Figure 21. Breakdown voltage for firing and misfiring cycles with the twin spark strategy

Figure 21 shows the breakdown voltage for both the 1st and the 2nd spark and for firing and misfiring cycles. Changing the timing of the 2nd injection appears to have no effect on the breakdown voltage of the 1st spark. Retarding the 2nd injection causes a higher breakdown voltage for the 2nd spark. Presumably this is due to changes in mixture preparation in the spark plug gap at the time of the spark. The breakdown voltage of the 2nd spark is significantly lower than the 1st spark. Again, this is assumed to be due to changes in the mixture preparation in the spark plug gap at the time of the spark. There are no significant differences between firing and misfiring cycles.

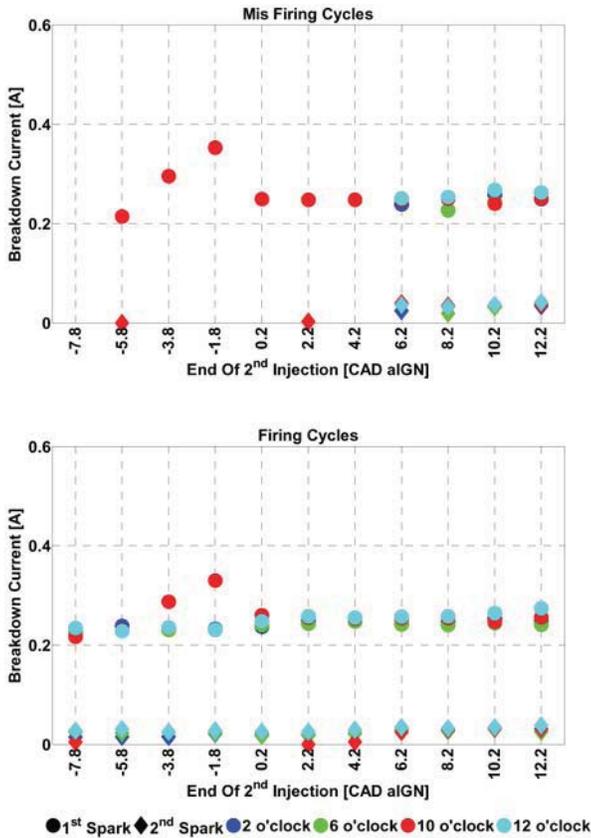


Figure 22. Breakdown current for firing and misfiring cycles with the twin spark strategy

Figure 22 shows the mean breakdown current for both the 1st and the 2nd spark. At the 10 o'clock spark plug orientation, the 1st spark breakdown current is significantly higher when the 2nd injection ends 3.8 CAD and 1.8 CAD before the spark. This is consistent with the single spark data shown in Figure 11. The breakdown current of the 2nd spark is significantly lower than that of the 1st spark. Finally, there is no significant change in breakdown current between the firing and the misfiring cycles.

Figure 23 shows the energy supplied to the spark for both the 1st and the 2nd spark and for both firing and misfiring cycles. The spark energy for the 1st spark is significantly higher than the spark energy for the 2nd spark. This is due to the higher arc current for the 1st spark compared to the 2nd spark and also a longer spark duration for the 1st spark. The 2nd spark energy is significantly lower for the 10 o'clock spark plug orientation. This could well be caused by a shorter arc duration which could be caused by interference between the 2nd injection and the spark. The spark energy of the misfiring cycles is extremely similar to the firing cycles.

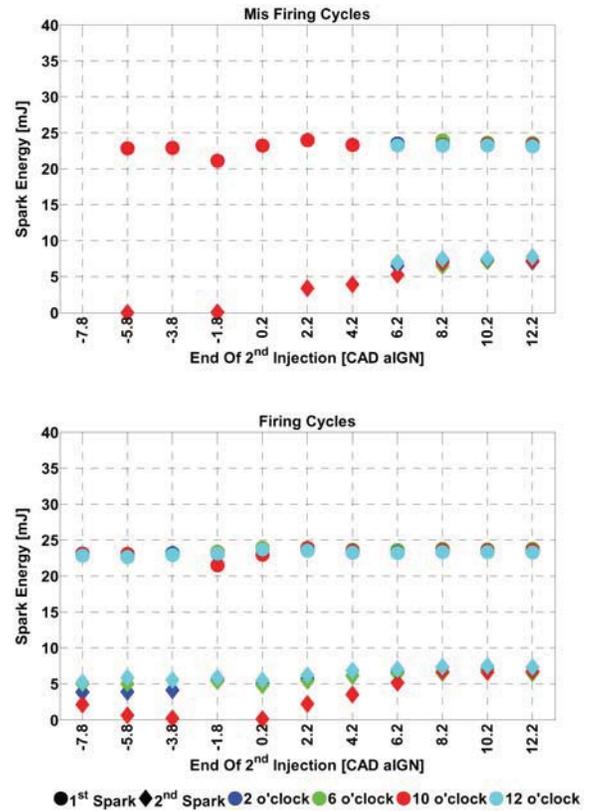


Figure 23. Energy supplied to the spark for firing and misfiring cycles with the twin spark strategy

Figure 24 shows the mean spark duration for the 1st spark of the twin spark strategy. The delay period between the firing of the 1st and the 2nd spark is fixed at 0.4 ms. This explains why the average spark duration is slightly above 0.4ms. However, when the 2nd injection ends close to the spark for the 10 o'clock orientation the means spark duration is significantly shorter. This implies that the 2nd injection is interfering with the arc causing it to be stretched and extinguished earlier [8].

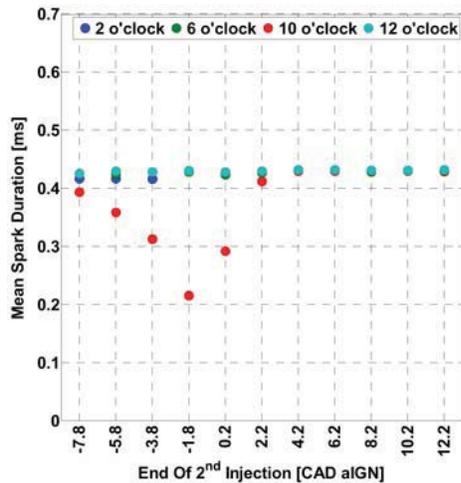


Figure 24. Duration of the 1st spark of a twin spark strategy at different spark plug orientations and timings of the 2nd injection

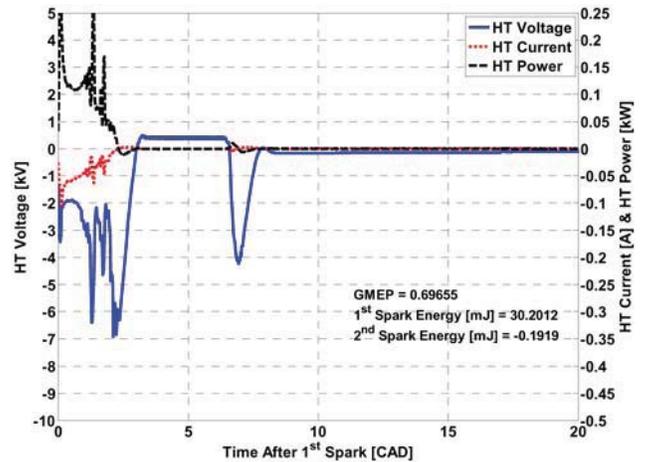


Figure 25. Arc histories for the 10 o'clock spark plug orientation EOI2 0.2 CAD aIGN firing cycle showing evidence of the flow stretching the arc

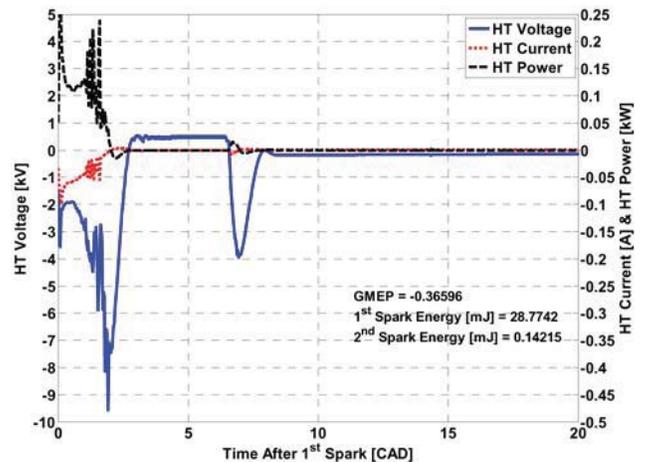


Figure 26. Arc histories for the 10 o'clock spark plug orientation EOI2 0.2 CAD aIGN misfiring cycle showing evidence of the flow stretching the arc

INDIVIDUAL HT TRACES: TWIN SPARK STRATEGY

10 o'clock Spark Plug Orientation

Figure 25 and Figure 26 show the HT voltage, HT current and instantaneous power for a twin spark strategy for both a firing and a misfiring cycle. The end of the 2nd injection occurred 0.2 CAD aIGN and the spark plug orientation was 10 o'clock. The HT voltage of the 1st spark is not constant despite the arc current gradually decaying away. This is shown for both the firing and the misfiring cycle. The change in HT voltage is consistent with the arc being stretched [8]. The HT voltage trace of the 2nd spark is extremely different to that of the 1st spark. There does not appear to be any obvious arc phase. There is an extremely slow breakdown, lasting for two crank angles and after that the voltage is constant at 200V. The arc current is extremely low and the duration of the arc is extremely slow. Hence explaining why the energy of the 2nd spark is low implying that the 2nd spark is not being struck. This is shown for both the firing and the misfiring cycle.

Figure 27 and Figure 28 show the HT voltage, HT current and instantaneous power for a twin spark strategy for both a firing and a misfiring cycle. The end of the 2nd injection occurred at 12.2 CAD aIGN. The HT voltage of both the 1st and the 2nd spark is constant while the arc current gradually decays to zero. There is no difference between the firing and the misfiring cycle.

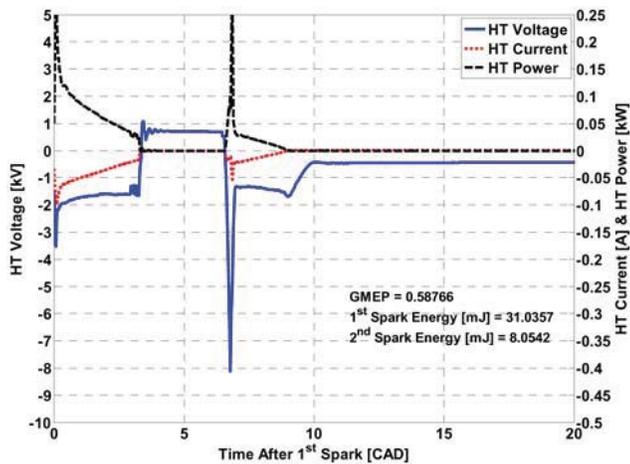


Figure 27. Arc histories for the 10 o'clock spark plug orientation EOI2 12.2 CAD aIGN firing cycle showing no evidence of the flow stretching the arc

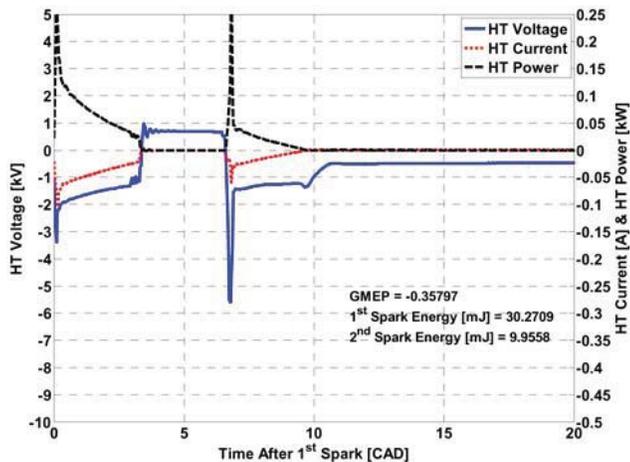


Figure 28. Arc histories for the 10 o'clock spark plug orientation EOI2 12.2 CAD aIGN misfiring cycle showing no evidence of the flow stretching the arc

At the 10 o'clock spark plug orientation. Stretching of the arc is seen for the 1st spark of the twin spark strategy when the end of the 2nd injection occurs close to the spark. At this EOI2, the energy of the 2nd spark is extremely low. Suggesting that the fuel jet is interfering with the sparking process and causing the arc not to be struck. Retarding the 2nd injection stops the arc of the 1st spark from being stretched and also enables the 2nd arc to be formed properly as shown by the HT traces presented above.

Significant misfires are seen when the 2nd injection is close to the spark. However, the stretching of the arc is seen for both firing and misfiring cycles. Hence, this stretching of the arc does not appear to be the immediate cause of the misfiring cycle.

The general trend, as shown in [Figure 10](#), is that the twin spark strategy reduces the number of misfiring cycles when compared to the single spark. However, this is not true for the 10 o'clock orientation. [Figure 25](#) and [Figure 26](#) show that the energy of the 2nd spark is extremely low and that it is possible that the 2nd spark is not struck when the end of the 2nd injection is close to the spark. Hence showing that the twin spark strategy is acting as a single spark strategy.

2 o'clock Spark Plug Orientation

[Figure 29](#) shows the HT voltage, HT current and instantaneous power for a firing cycle. The end of the 2nd injection occurred at 0.2 CAD aIGN. The HT voltage for both the 1st and the 2nd spark is extremely stable. The arc current is decaying away to zero. The HT trace shows that at this spark plug orientation, the arc is not being stretched, either for the 1st spark or for the 2nd spark [8].

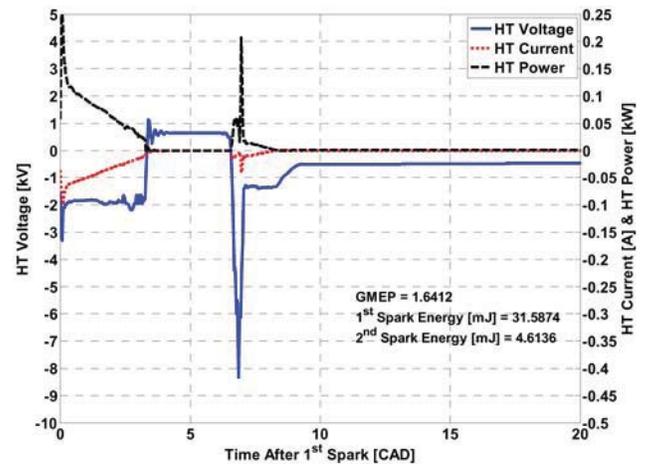


Figure 29. Arc histories for the 2 o'clock spark plug orientation EOI2 0.2 CAD aIGN firing cycle showing no evidence of the flow stretching the arc

The same behavior is seen when the end of the injection occurs 12.2 CAD aIGN, as shown in [Figure 30](#) for a firing cycle and [Figure 31](#) for a misfiring cycle.

At the 2 o'clock spark plug orientation. No stretching of the arc is seen, even when the end of the 2nd injection occurs extremely close to the spark.

Misfires are seen, only when the 2nd injection is retarded from the spark. The HT traces shown indicate, that both sparks of the twin spark strategy are being struck. The twin spark strategy increases the probability of ignition hence reducing the frequency of the misfires. However, the spark does not appear to be the cause of the misfiring cycle.

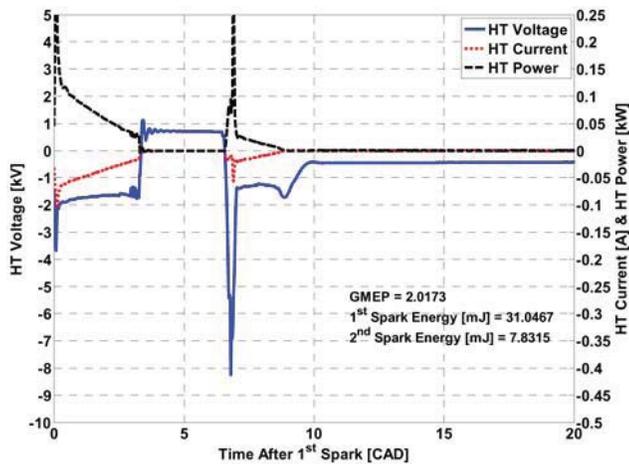


Figure 30. Arc histories for the 2 o'clock spark plug orientation EO12 12.2 CAD aIGN firing cycle showing no evidence of the flow stretching the arc

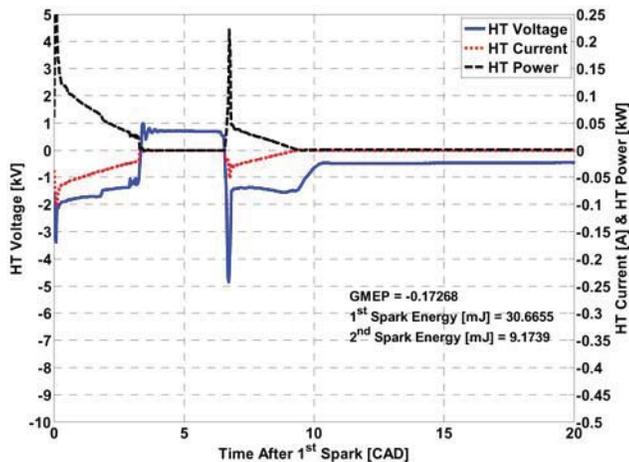


Figure 31. Arc histories for the 2 o'clock spark plug orientation EO12 12.2 CAD aIGN misfiring cycle showing no evidence of the flow stretching the arc

CONCLUSIONS

The effect of the airflow through the spark plug gap on the arc and the corresponding HT measurements was investigated using a bench top rig. The high speed video shows that air flow through the gap causes the arc to be stretched. While the spark is visibly seen to stretch there is an increase in the arc voltage. The spark duration is reduced when air flow is present through the spark plug gap.

Liquid fuel droplets were also introduced onto the ground electrode. The high speed images show that, despite the fuel droplet, the arc will still strike. The arc is shown to track down the edge of the fuel droplet towards the tip of the ground electrode.

Misfiring trends have been presented for different timings of the 2nd injection in relation to the arc, different spark plug orientations and also a single and a twin spark strategy. The orientation of the injector was constant for all the tests. The trends shown at a spark plug orientation of 2, 6 and 12 o'clock show that as the end of the 2nd injection is retarded from the spark the misfire percentage increases, up to a maximum of 40% of cycles misfiring. The twin spark strategy reduces the number of misfires compared to the single spark strategy. At a 6 o'clock spark plug orientation 44 % of cycles misfire when the 2nd injection ends at 20 CAD aTDC where as 22 % of cycles misfire as the same condition but with a twin spark. This is due to the fact that there are two chances of ignition rather than one. The misfire trends shown for a 10 o'clock spark plug orientation differ significantly. Misfires occur when the end of the 2nd injection occurs before, during and after the arc. A twin spark strategy does not help the misfiring trends. Up to 75% of the cycles are shown to misfire.

Mean breakdown voltage, current and spark energy for a single spark and both spark of the twin spark were shown not to vary between firing and misfiring cycles. There are small variations with either spark plug orientation or the timing of the 2nd injection. However, these changes are not linked to the misfiring trends.

The breakdown voltage and breakdown current are significantly lower for the 2nd spark compared to the 1st spark with a twin spark strategy. The spark energy of the 2nd spark is significantly lower, due to the shorter spark duration and the lower arc current.

Mean spark duration is shown to change depending on the timing of the 2nd injection and also the spark plug orientation. At a 10 o'clock orientation phasing the injection close to the spark causes the spark duration to decrease. This implies that at this orientation, the injection is interacting with the spark (potentially causing it to stretch) and this has been shown to shorten the duration of the arc [8].

Individual HT traces were presented for two spark plug orientations, 2 o'clock and 10 o'clock and at two different timings of the 2nd injection. At a 10 o'clock spark plug orientation, timing the 2nd injection so it ends close to the spark cause the arc to be stretched. This is shown by the non constant HT voltage [8]. Retarding the 2nd injection stops the arc from being stretched. At a 2 o'clock spark plug orientation the arc is not being stretched even when the 2nd injection ends close to the spark.

The 2nd injection is shown to influence the behaviour of the spark at a 10 o'clock spark plug orientation but not at a 2 o'clock spark plug orientation. This behaviour is clearly

causing an increase in the number of misfiring cycles, as shown by the trends shown in [Figure 10](#). However, the spark is being influenced by the 2nd injection for both misfiring and firing cycles meaning, that the stretching of the arc is not the sole cause of the misfiring cycles.

The expected trend is that the misfire rate would be extremely similar for both the 2 and the 10 o'clock spark plug orientation. This is due to the fact that they both have the same geometric relationship to the fuel spray. However, the results presented in this paper show that they have different misfire trends. Further work must be conducted in order to look into the effect of spark plug orientation on the fuel distribution in the region of the spark plug at the time of the spark and if possible the air motion in the region of the spark at the time of the spark. Clearly, there is not one mechanism that is solely responsible for the misfiring cycles.

ACKNOWLEDGMENTS

This work was funded by the Engineering and Physical Sciences Research Council and Jaguar Cars Ltd. The authors would like to thank their colleagues at both Jaguar Cars Ltd and Oxford University for their help.

REFERENCES

1. Chen, X., Fu, H., Smith, S., and Sandford, M., "Investigation of Combustion Robustness in Catalyst Heating Operation on a Spray Guided DISI Engine," SAE Technical Paper [2009-01-1489](#), 2009.
2. Morita, K., Sonoda, Y., Kawase, T., and Suzuki, H., "Emission Reduction of a Stoichiometric Gasoline Direct Injection Engine," SAE Technical Paper [2005-01-3687](#), 2005.
3. Eng, J.A., "The Effect of Spark Retard on Engine-out Hydrocarbon Emissions," SAE Technical Paper [2005-01-3867](#), 2005.
4. Choi, M.-S., Sun, H.-Y., Lee, C.-H., Myung, C.-L., "The Study of HC Emission Characteristics and Combustion Stability with Spark Timing Retard at Cold Start in Gasoline Engine Vehicle," SAE Technical Paper [2000-01-1082](#), 2000.
5. Lee, S., Bae, C., Lee, Y., and Han, T., "Effects of Engine Operating Conditions on Catalytic Converter Temperature in an SI Engine," SAE Technical Paper [2002-01-1677](#), 2002.
6. Ma, H., "Optical Diagnostics and Combustion Analysis in a Gasoline Direct Injection Engine," DPhil Thesis, Department of Engineering Science, University of Oxford, Oxford, 2006
7. Sandford, M., Page, G., and Crawford, P., "The All New AJV8," SAE Technical Paper [2009-01-1060](#), 2009.
8. Pashley, N., Stone, R., and Roberts, G., "Ignition System Measurement Techniques and Correlations for Breakdown

and Arc Voltages and Currents," SAE Technical Paper [2000-01-0245](#), 2000.

9. Twiney, B., Stone, R., Chen, X., and Edmunds, G., "Investigation of Combustion Robustness in Catalyst Heating Operation on a Spray Guided DISI Engine, Part II - Measurement of Spray Guided Development, Combustion Imaging and Emissions," SAE Technical Paper [2010-01-0603](#), 2010.

CONTACT

benjamin.twiney@eng.ox.ac.uk

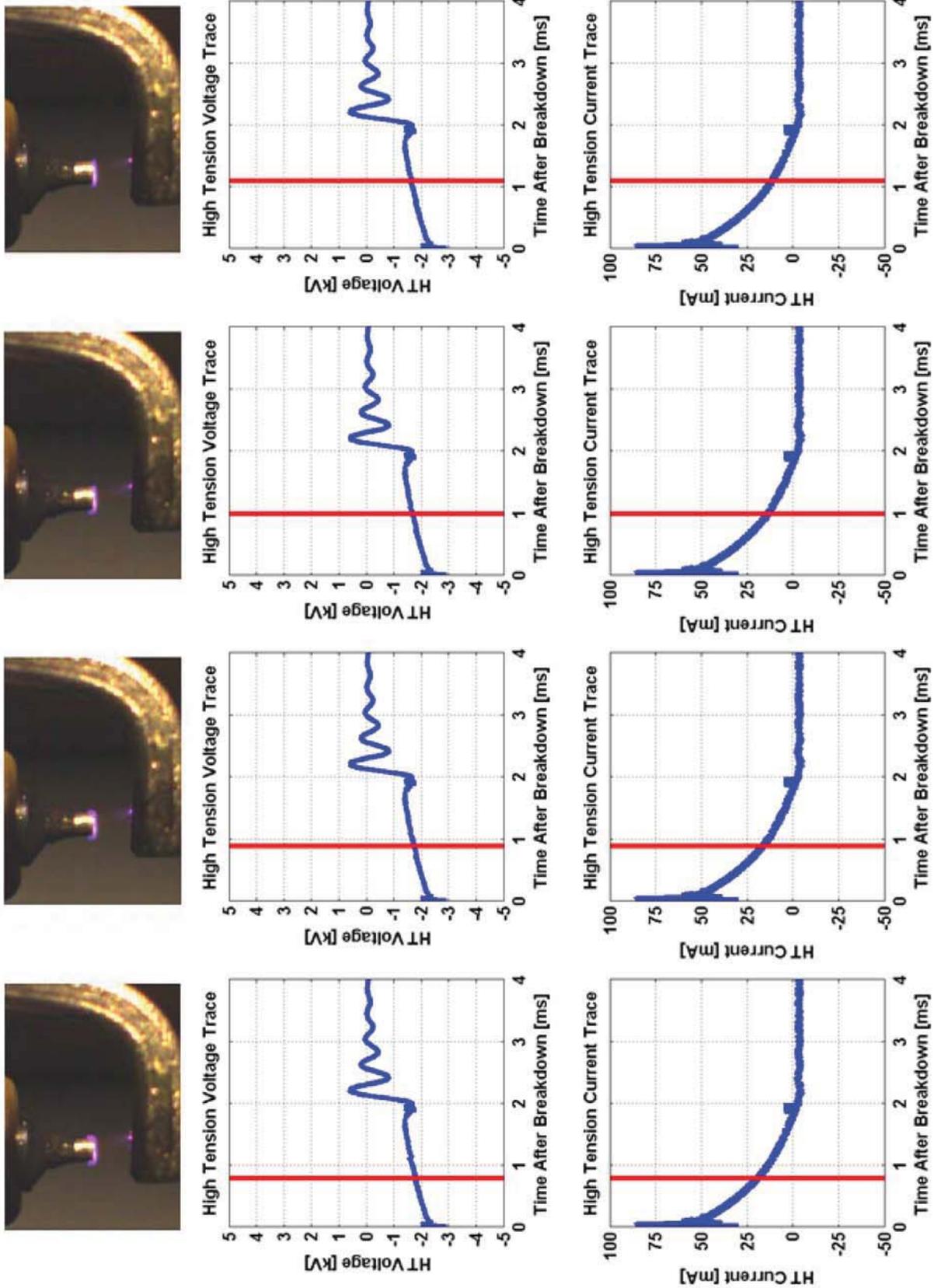


Figure 6. Bench Top Spark Image with no airflow and no fuel droplet, the cursor indicates the timing of the image

Airflow

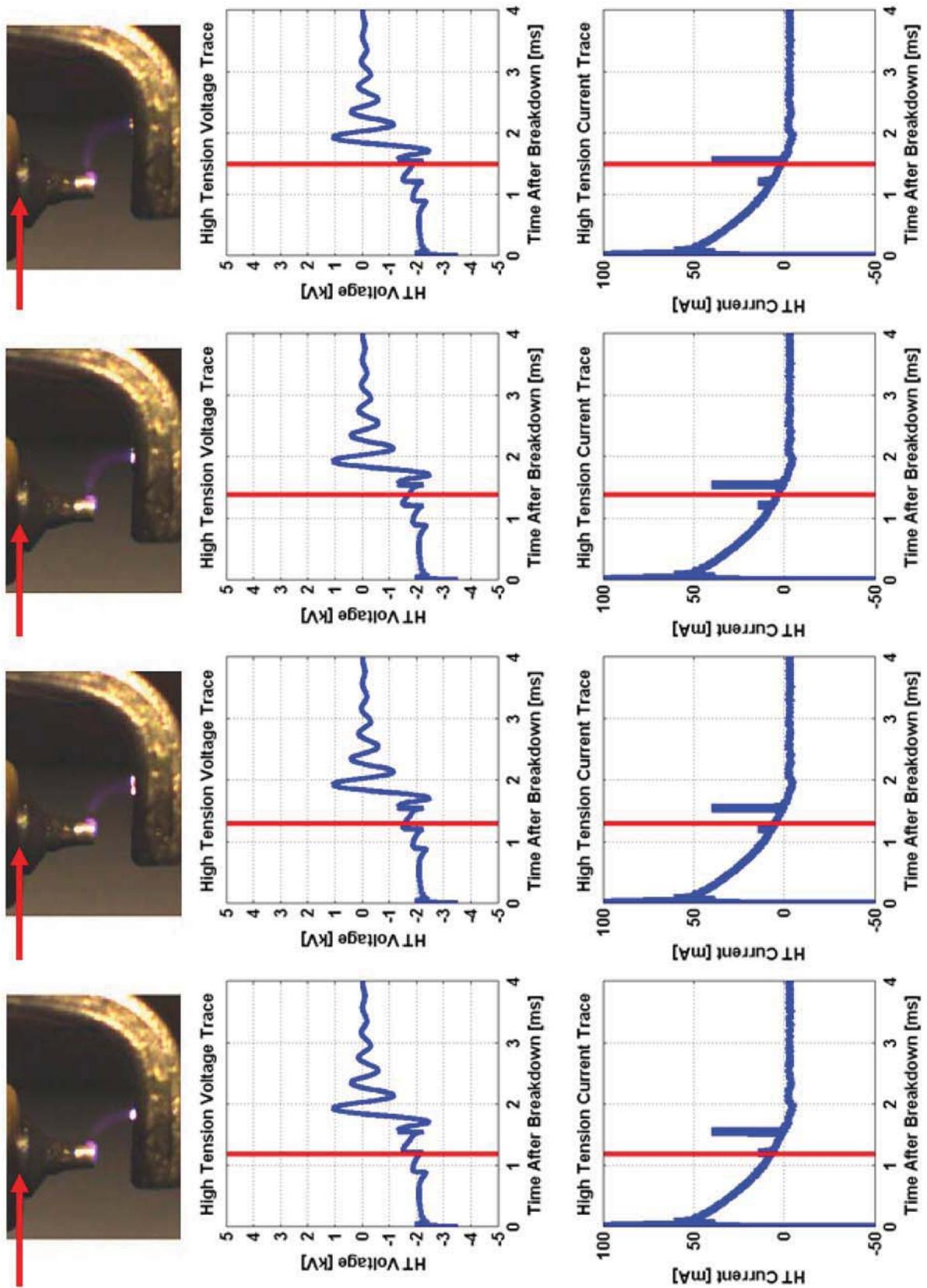


Figure 7. Bench Top Spark Image with airflow and no fuel droplet, the arrow indicates the direction of the airflow, the cursor indicates the timing of the image

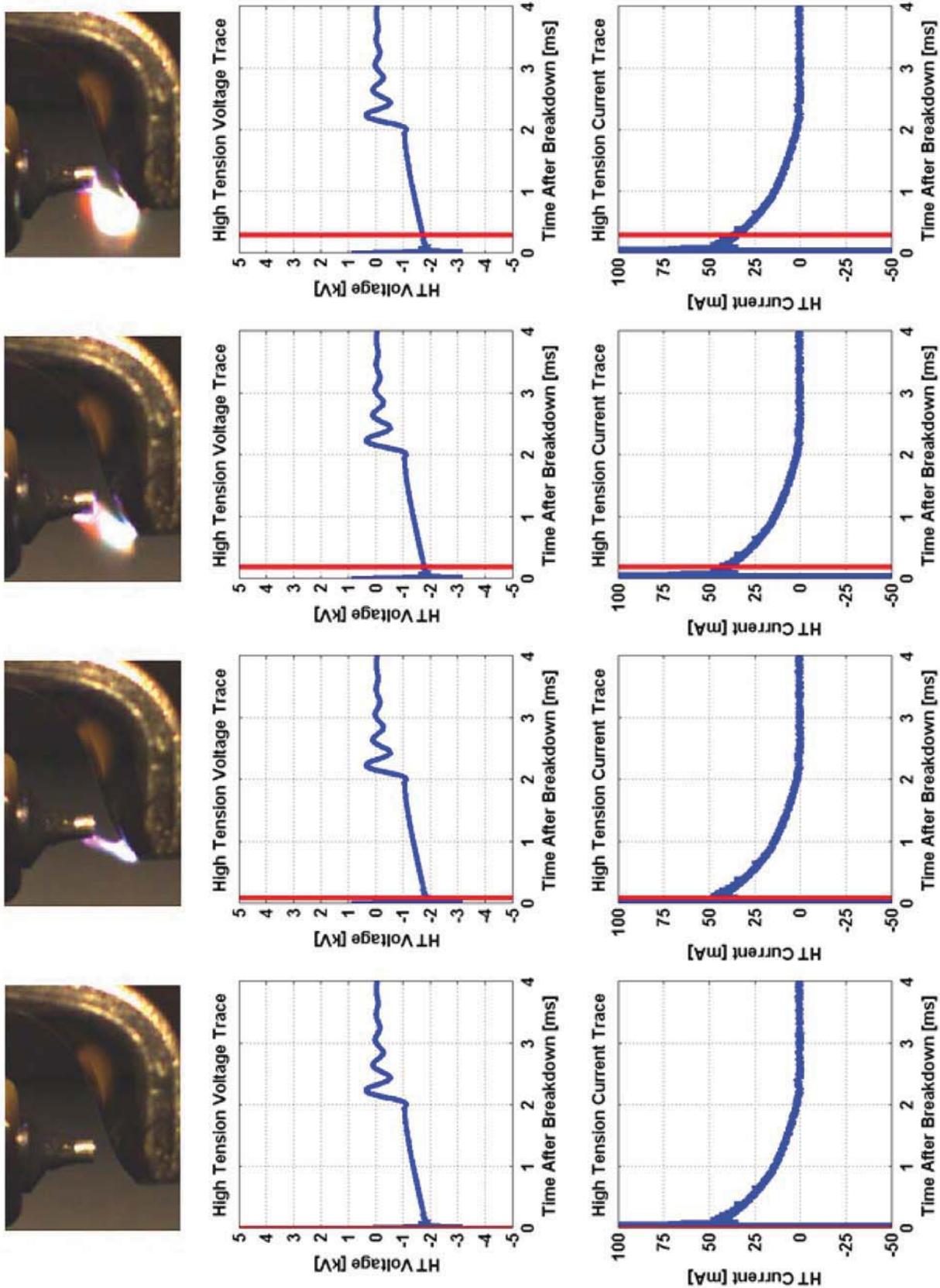


Figure 8. Bench Top Spark Image with no airflow and a fuel droplet, the cursor indicates the timing of the image

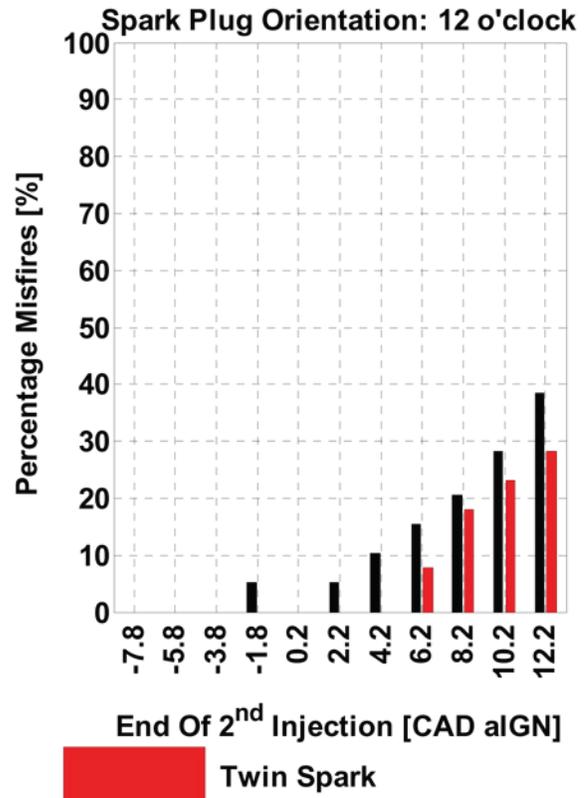
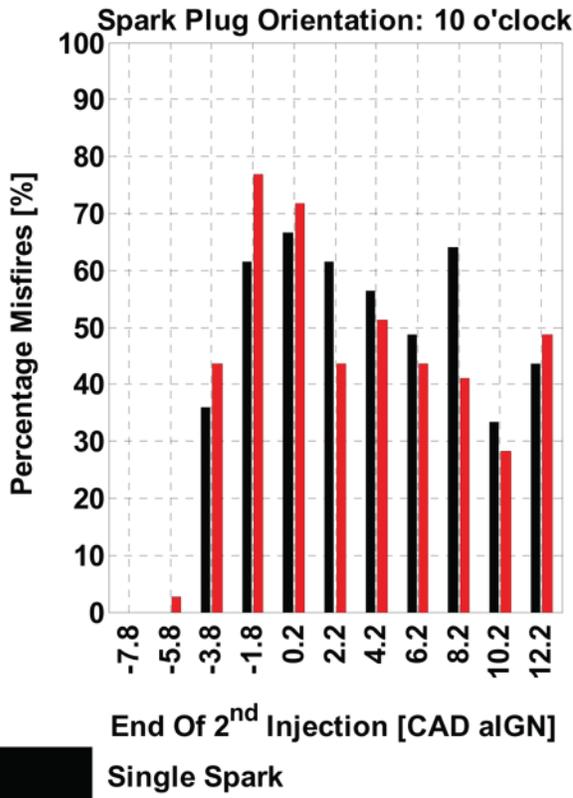
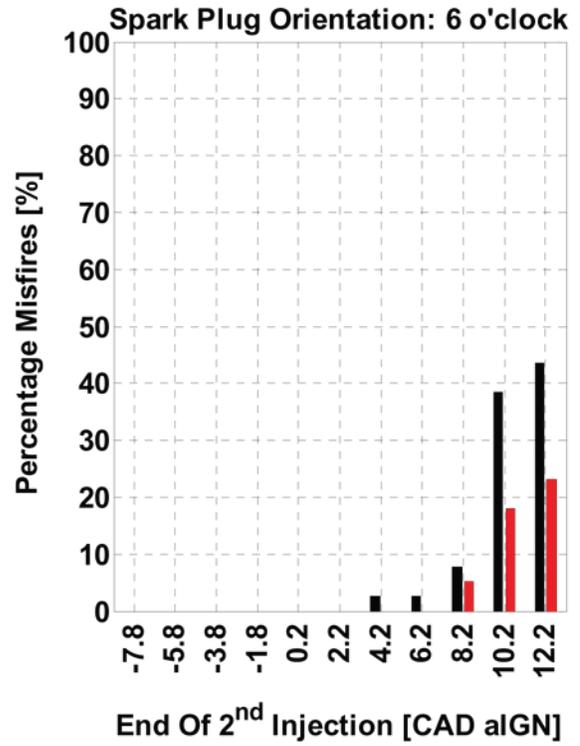
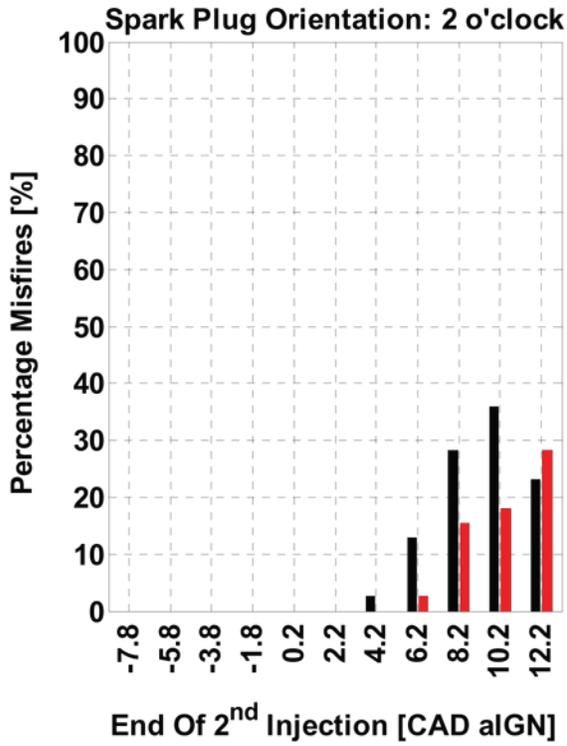


Figure 10. Single cylinder misfiring characteristics for single and twin spark strategies

The Engineering Meetings Board has approved this paper for publication. It has successfully completed SAE's peer review process under the supervision of the session organizer. This process requires a minimum of three (3) reviews by industry experts.

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of SAE.

ISSN 0148-7191

doi:[10.4271/2010-01-0593](https://doi.org/10.4271/2010-01-0593)

Positions and opinions advanced in this paper are those of the author(s) and not necessarily those of SAE. The author is solely responsible for the content of the paper.

SAE Customer Service:

Tel: 877-606-7323 (inside USA and Canada)

Tel: 724-776-4970 (outside USA)

Fax: 724-776-0790

Email: CustomerService@sae.org

SAE Web Address: <http://www.sae.org>

Printed in USA

SAEInternational™

From: Osepchook, William (W.R.)
Sent: Friday, October 12, 2012 11:19 AM
To: McDonagh, Scot (S.M.); Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.); Schiltges, Dave (D.); Selthofer, Adam (A.); Ronzi, Bill (W.C.); White, Eric (E.); Kramer, Michael (M.T.)
Cc: Sparks, Douglas (D.S.); Ricks, Kevin (K.J.); Madej, Jeanette (J.); Dixon, Mark (M.R.)
Subject: RE: P415 Misfire QSF Closure

As discussed the TSB drafts are acceptable as written. It was also agreed to add the following sentence be added to both TSB issue statements.

“Misfire codes will typically be on left bank cylinders 4 5 6.”

Thanks for the help.

From: Osepchook, William (W.R.)
Sent: Friday, October 12, 2012 10:34 AM
To: McDonagh, Scot (S.M.); Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.); Schiltges, Dave (D.); Selthofer, Adam (A.); Ronzi, Bill (W.C.); White, Eric (E.); Kramer, Michael (M.T.)
Cc: Sparks, Douglas (D.S.); Ricks, Kevin (K.J.); Madej, Jeanette (J.); Dixon, Mark (M.R.)
Subject: RE: P415 Misfire QSF Closure

<< File: Bank 2 No Trouble Found Analysis.pptx >>

-----Original Appointment-----

From: McDonagh, Scot (S.M.)
Sent: Wednesday, October 10, 2012 11:37 AM
To: McDonagh, Scot (S.M.); Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.); Osepchook, William (W.R.); Schiltges, Dave (D.); Selthofer, Adam (A.); Ronzi, Bill (W.C.); White, Eric (E.); Kramer, Michael (M.T.)
Cc: Sparks, Douglas (D.S.); Ricks, Kevin (K.J.); Madej, Jeanette (J.); Dixon, Mark (M.R.)
Subject: P415 Misfire QSF Closure
When: Friday, October 12, 2012 11:00 AM-11:30 AM (UTC-05:00) Eastern Time (US & Canada).
Where: Teleconference: x13673 Passcode: 21340179#

Please join the Powertrain Quality Team to discuss QSF Service closure plan.

- 1) Final content for 2011-2012MY and 2013MY TSB releases- Team Input
- 2) Confirmation from PS&L that Valeo will provide 2,000 2011-2012MY and 250 2013MY 6K775 CACs by ~10/22/12(PT Management request)- Eric White

<< File: 2011-2012 F-150 GTDI Misfire TSB For New CAC.docx >> << File: 2013 F-150 GTDI Misfire TSB For New CAC.docx >>

Vehicle Line	Model Year	Concern	Function	Functional Champion Engineering Contact PCE	Comments	QSF Date Open	Req'd 68 day QSF Service Closure Date	Req'd 90 day QSF Production Closure Date	QSF Days Open	Severity 1-4	QSF Threshold	Report Count	QSF Forecast Service Closure Date	QSF Forecast Production Closure Date
F-150	2011-2012	06920120046-Moisture In CAC; Misfire Post TSB/Production Cutoff	POW	JMCCOY - MKRAMER1 - RNOWACZY	CC:Continued misfire due to CAC moisture after TSB was performed. Combine reports of units produced with new CAC deflector and updated PCM calibration exhibiting the same repeat moisture in CAC misfire issue. CA:Moisture in the CAC SC:Revised CAC being released for service. PC:Revised CAC for production ST:Oct/3: 12 CAC sent out for engineering evaluation in select areas of the U.S. Early parts request submitted. Both TSB drafts being reviewed by engineering. Supplier shipping 346 pcs on 10/1/12. working on getting 10 pcs air shipped to packager.	22/Aug/2012	29/Oct/2012	20/Nov/2012	48	3	25	126	29/Oct/2012 GREEN	18/Sep/2012 CLOSED

Scot G. McDonagh
 PT Quality Engineering
 Phone: (313)337-8091
smcdonag@ford.com

Scot McDonagh invites you to an online meeting using WebEx.

 WebEx meeting information

Meeting Number: 710 284 606
 Meeting Link: <https://ford.webex.com/ford/j.php?J=710284606>
 Meeting Password: This meeting does not require a password.

 Audio conference information

To receive a call back, provide your phone number when you join the meeting, or call the number below and enter the access code.

US Toll Free Number: +1-888-628-3668

FordNet 248-3668 / Toll: +1-313-248-3668

Global call-in numbers: <https://ford.webex.com/ford/globalcallin.php?serviceType=MC&ED=185682342&tollFree=1>

Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Access code:710 284 606

MC06

<http://www.webex.com>

From: Oyafuso, Kevin (K.G.)
Sent: Thursday, October 18, 2012 11:34 AM
To: McDonagh, Scot (S.M.); Dixon, Mark (M.R.)
Cc: Nowaczyk, Rick (R.J.)
Subject: RE: P415 Misfire QSF Closure

Nope, tech will need to pull mode 6 and look at o2 storage capacity. Mode 6 will display max value threshold and a calculated value. If a kam reset or codes cleared is performed the mode 6 data will be lost. Tech can redrive and complete the o2 and cat monitor tests to post new values into mode 6 for comparison.

-----Original Message-----

From: McDonagh, Scot (S.M.)
Sent: Thursday, October 18, 2012 11:02 AM
To: Oyafuso, Kevin (K.G.); Dixon, Mark (M.R.)
Cc: Nowaczyk, Rick (R.J.)
Subject: RE: P415 Misfire QSF Closure

Will MFF data also help establish if the Convertor is borderline failure but has not yet reached DTC P0430 threshold ?

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

-----Original Message-----

From: Oyafuso, Kevin (K.G.)
Sent: Wednesday, October 17, 2012 2:05 PM
To: Dixon, Mark (M.R.); McDonagh, Scot (S.M.)
Cc: Ronzi, Bill (W.C.)
Subject: RE: P415 Misfire QSF Closure

We are asking for pids that are not normally used by techs - they are available in the datalogger but the bigger problem is we request tech to address other DTCs first. There is a good chance they will clear codes to verify any repairs and we will lose mode 6 and MFF data. We would need to modify the draft by either deleting NOTE statement about addressing hard fault p/t dtcs or restructure so other DTCs diag will not impact MFF data collection. Scot has DTCs in the current draft. Do we know most of the CQIS and claims mention bank2 misfire codes with driveability? Original draft may be sufficient by mentioning the bank2 misfire DTCs and CAT codes. Protecting for no codes may not help. FSE, service managers are aware of this concern and may bring in customers that have repeat CAC events - whether it has codes or not.

-----Original Message-----

From: Dixon, Mark (M.R.)
Sent: Wednesday, October 17, 2012 1:41 PM
To: McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.)
Cc: Ronzi, Bill (W.C.)

Subject: RE: P415 Misfire QSF Closure

Kevin, is it tricky getting the datalogger set up and pulling MFF data?
The DTCs should have been read and recorded before any attempts to go into the MFF data.

-----Original Message-----

From: McDonagh, Scot (S.M.)
Sent: Wednesday, October 17, 2012 1:35 PM
To: Dixon, Mark (M.R.); Oyafuso, Kevin (K.G.)
Subject: RE: P415 Misfire QSF Closure

Kevin advised that MFF data is risky. Acquiring MFF data via IDS datalogger is not intuitive and there is a risk Techs will erase DTCs while trying to read the data.

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

-----Original Message-----

From: Dixon, Mark (M.R.)
Sent: Wednesday, October 17, 2012 1:26 PM
To: Ronzi, Bill (W.C.); Ricks, Kevin (K.J.); Dobbs, Dan (K.D.); White, Eric (E.); Sparks, Douglas (D.S.)
Cc: Oyafuso, Kevin (K.G.); Nowaczyk, Rick (R.J.); McDonagh, Scot (S.M.); Kramer, Michael (M.T.)
Subject: RE: P415 Misfire QSF Closure

Bill, the TSB we put together earlier today includes everything in your note except the mode 6 data. The misfire count in mode 6 gets reduced by 50% for each successive trip after a misfire event - so even a few trips after the misfire event gets the count value to a very low number.

The MFF stays in memory for 80 trips, and does not change from the value captured during the misfire event. It also shows the load value where the misfire occurred - only high load values in the MFF data would be indicative of a CAC misfire event.

-----Original Message-----

From: Ronzi, Bill (W.C.)
Sent: Wednesday, October 17, 2012 9:35 AM
To: Ricks, Kevin (K.J.); Dobbs, Dan (K.D.); White, Eric (E.); Sparks, Douglas (D.S.)
Cc: Dixon, Mark (M.R.); Oyafuso, Kevin (K.G.); Nowaczyk, Rick (R.J.); McDonagh, Scot (S.M.); Kramer, Michael (M.T.)
Subject: RE: P415 Misfire QSF Closure
Importance: High

Kevin,

Before the TSB goes out, we need to include a requirement for one of the following: left bank misfire DTC, left bank catalyst DTC, misfire stored in mode 6, misfire stored in MFF.

Without this requirement, we have no means to limit the usage of the new CAC.

Bill Ronzi

-----Original Message-----

From: Ricks, Kevin (K.J.)
Sent: Tuesday, October 16, 2012 5:38 PM
To: Dobbs, Dan (K.D.); White, Eric (E.)
Cc: Dixon, Mark (M.R.); Oyafuso, Kevin (K.G.); Nowaczyk, Rick (R.J.); Ronzi, Bill (W.C.); McDonagh, Scot (S.M.)
Subject: RE: P415 Misfire QSF Closure

Discussion at PDQR today was a vote to go with TSB and 1,000 CAC parts now. We think hitting backorder will be inevitable and since the part number is already out there, it is going to be hard to hold dealers off. My vote is to go now with 1,000 parts. The parts guys will need to make the final call. Eric, Can we make it so these parts have to be emergency ordered right away?

-----Original Message-----

From: McDonagh, Scot (S.M.)
Sent: Monday, October 15, 2012 3:50 PM
To: Ronzi, Bill (W.C.)
Cc: Dixon, Mark (M.R.); Oyafuso, Kevin (K.G.); Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.); Ricks, Kevin (K.J.)
Subject: RE: P415 Misfire QSF Closure

FCSD agreed in 10/12 meeting to add "Misfire codes will typically be on left bank cylinders 4-5-6" to 11-12MY and 13MY TSB releases although data provided by Misfire Team states 75% occur on LHS/Bank 2/Cylinders 4-5-6. Don't think FCSD will agree to must exhibit P0430 and/or P030X Misfire DTC statement in the TSB releases. We know vehicles can exhibit Drivability concerns(Loss of Power, Poor performance) without exhibiting DTCs and we have examples of condensate misfire reoccurring on vehicles with the 27mm CAC installed. Need Kevin to provide details on how Techs pull MFF data with IDS tool. Pulling MFF data will add labor costs(\$\$) to each repair and probably won't deter dealers from installing a new CAC.

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

-----Original Message-----

From: Ronzi, Bill (W.C.)
Sent: Monday, October 15, 2012 3:18 PM
To: McDonagh, Scot (S.M.)
Cc: Dixon, Mark (M.R.); Oyafuso, Kevin (K.G.)
Subject: RE: P415 Misfire QSF Closure

Scot, Can you let the FCSD Team know that we want to include a requirement for LH bank catalyst or Misfire DTC's (or misfire present in Mode6/MFF) and that these conditions must be noted in the claim. We plan to check for these conditions via TCA.

Thx,
Bill

-----Original Message-----

From: Dixon, Mark (M.R.)
Sent: Monday, October 15, 2012 2:02 PM
To: Sparks, Douglas (D.S.); McDonagh, Scot (S.M.); Laleman, Mark (M.R.); Ronzi, Bill (W.C.)
Subject: FW: P415 Misfire QSF Closure

Mark, thanks for the summary.

Bill, it looks like the "MFF" data that sets when misfire occurs does stay in memory for a reasonable period (80 trips). So we should be able to use to minimize the number of CACs replaced for things other than water related misfire.

Kevin, will need to determine the reasonable speed and load values for the MFF that would be indicative of CAC misfire, and include this in the TSB. Also, probably should confirm we can pull MFF data on a GTDI as I am assuming, and will need the IDS steps for pulling the data so we can include in the TSB.

Thanks.

-----Original Message-----

From: Laleman, Mark (M.R.)
Sent: Monday, October 15, 2012 8:52 AM
To: Dixon, Mark (M.R.); Oyafuso, Kevin (K.G.); Ronzi, Bill (W.C.)
Cc: Baskins, Robert (R.S.); McDonagh, Scot (S.M.)
Subject: RE: P415 Misfire QSF Closure

My understanding is that if the pending fault is never confirmed, the MFF parameters will be held in memory for 80 trips, then will be cleared. So that gives you a window of at least a couple of weeks for the customer to get the vehicle in. Bob - please correct me if there has been some update to this strategy:

If no misfire fault codes are present, Misfire Freeze Frame (MFF) data is updated whenever a 200 rev test rate exceeds the previous high value saved in freeze frame ($\text{mis_rate200} > \text{mff_rate200}$). MFF data is stored and held by the first misfire fault code. If a misfire fault code is set, MFF data is held in memory until the fault code is cleared ($\text{ff_fuel_mis} = 0$). If 80 (MFF_TRIP_MAX) trips elapse without an update and no misfire fault codes are set, MFF data is cleared.

Also, we are working on some strategy with service that will allow the Mode \$19 snapshot to be pulled even when a DTC is not present. A pending misfire DTC will set a Mode \$19 snapshot (aka Manufacturer Specific Freeze-frame), but right now there is no mechanism on IDS to pull the data without a DTC

present.

-----Original Message-----

From: Dixon, Mark (M.R.)
Sent: Saturday, October 13, 2012 7:42 AM
To: Oyafuso, Kevin (K.G.); Ronzi, Bill (W.C.)
Cc: Baskins, Robert (R.S.); Laleman, Mark (M.R.); McDonagh, Scot (S.M.)
Subject: RE: P415 Misfire QSF Closure

I'm concerned about vehicles that have no codes when brought into the dealer (e.g. a misfire pending that we cleared on a 2nd trip before vehicle brought into dealer).

I did not realize that MFF remained in memory until next misfire. This may be the answer. Check the load value in MFF - if there is no value, or value at speed/load conditions not related to CAC misfire, then the customer does not get the CAC replacement.

-----Original Message-----

From: Oyafuso, Kevin (K.G.)
Sent: Friday, October 12, 2012 4:04 PM
To: Dixon, Mark (M.R.); Ronzi, Bill (W.C.)
Cc: Baskins, Robert (R.S.); Laleman, Mark (M.R.)
Subject: RE: P415 Misfire QSF Closure

We could have them pull the MFF data in the datalogger, mode 6 and OBD FF. We usually see some evidence if the customer brings in the vehicle before codes are cleared. We started to look at the MFF data; load and RPM are typically very high if the misfire took place with a CAC misfire concern (load >130% and RPM above 4000). The OBD FF and mode 6 might get cleared though accumulated driving but the MFF will hang in there until another misfire event takes place. I'll verify this with Baskins and Laleman but I think this is why we want to get MFF data if nothing is reported out in Mode 6 and OBD FF.

-----Original Message-----

From: Dixon, Mark (M.R.)
Sent: Friday, October 12, 2012 2:17 PM
To: Ronzi, Bill (W.C.); Oyafuso, Kevin (K.G.)
Subject: RE: P415 Misfire QSF Closure

Kevin, what are your thoughts on having the tech look at mode 6 data for alleged CAC misfire concerns where there is no reported codes or flashing MIL. I know this data can become non representative if there are multiple starts after the misfire event (I think the mode 6 count gets cut in half with every start).

-----Original Message-----

From: Ronzi, Bill (W.C.)
Sent: Friday, October 12, 2012 12:07 PM

To: McDonagh, Scot (S.M.); Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.);
Osepchook, William (W.R.); Schiltges, Dave (D.); Selthofer, Adam (A.);
White, Eric (E.); Kramer, Michael (M.T.); Wagner, Glen (G.C.)
Cc: Sparks, Douglas (D.S.); Ricks, Kevin (K.J.); Madej, Jeanette (J.);
Dixon, Mark (M.R.)
Subject: RE: P415 Misfire QSF Closure

Rick/Dan/Glen,

I'm concerned that the verbiage is too loose, essentially only requiring drivability concerns to get the new CAC. When we scoped the plan for this TSB, and discussed a potential for a Prior Approval program, I believe we agreed that either a left bank misfire or catalyst DTC would be a requirement for getting a new CAC. We had then planned to check for one of those two DTC's within the TCA process.

Bill
William C. Ronzi
PTI Quality Supervisor
(313) 805-6140 cell & pgr

-----Original Appointment-----

From: McDonagh, Scot (S.M.)
Sent: Wednesday, October 10, 2012 11:37 AM
To: McDonagh, Scot (S.M.); Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.);
Osepchook, William (W.R.); Schiltges, Dave (D.); Selthofer,
Adam (A.); Ronzi, Bill (W.C.); White, Eric (E.); Kramer, Michael (M.T.)
Cc: Sparks, Douglas (D.S.); Ricks, Kevin (K.J.); Madej, Jeanette (J.);
Dixon, Mark (M.R.)
Subject: P415 Misfire QSF Closure
When: Friday, October 12, 2012 11:00 AM-11:30 AM (UTC-05:00) Eastern Time
(US & Canada).
Where: Teleconference: x13673 Passcode: 21340179#

Please join the Powertrain Quality Team to discuss QSF Service closure plan.

- 1) Final content for 2011-2012MY and 2013MY TSB releases- Team Input
- 2) Confirmation from PS&L that Valeo will provide 2,000 2011-2012MY and 250 2013MY 6K775 CACs by ~10/22/12(PT Management request)- Eric White

Scot G. McDonagh
PT Quality Engineering

Phone: (313)337-8091
smcdonag@ford.com

Scot McDonagh invites you to an online meeting using WebEx.

WebEx meeting information

Meeting Number: 710 284 606
Meeting Link: <https://ford.webex.com/ford/j.php?J=710284606>
Meeting Password: This meeting does not require a password.

Audio conference information

To receive a call back, provide your phone number when you join the meeting,
or call the number below and enter the access code.

US Toll Free Number: +1-888-628-3668

FordNet 248-3668 / Toll: +1-313-248-3668

Global call-in numbers:

<https://ford.webex.com/ford/globalcallin.php?serviceType=MC&ED=185682342&tollFree=1>

Toll-free dialing restrictions:

http://www.webex.com/pdf/tollfree_restrictions.pdf

Access code:710 284 606

MC06

<http://www.webex.com>

From: Jungbluth, Karl (K.)
Sent: Tuesday, October 16, 2012 8:58 AM
To: Michela, Mike (M.); Garrett, David (D.P.); Centlivre, James (J.C.)
Cc: Whitehead, Joseph (J.P.); Smith, Craig (C.A.); Hughes, Scott (S.R.); Williams, Christopher (C.M.)
Subject: RE: P415 TGW
Signed By: kjungblu@ford.com

Thanks, as I mentioned before, we already have our latest content in the 3.5L GTDI release ready to go.

Regards,

Karl Jungbluth

Ford Motor Company
6R80 Calibration
Phone: (313) 805-9187
e-mail: kjungblu@ford.com

-----Original Message-----

From: Michela, Mike (M.)
Sent: Tuesday, October 16, 2012 8:53 AM
To: Jungbluth, Karl (K.); Garrett, David (D.P.); Centlivre, James (J.C.)
Cc: Whitehead, Joseph (J.P.); Smith, Craig (C.A.); Hughes, Scott (S.R.); Williams, Christopher (C.M.)
Subject: RE: P415 TGW

Yes, this is for the 2013 P415 3.5L GTDI

Mike Michela

GPCSE Project Controls Engineer 3.5L GTDI
(D258,D385,D47x,P415,P552,U22x, U502,V363N)
Cell: 1-313-670-8293
Email: mmiche24@ford.com

-----Original Message-----

From: Jungbluth, Karl (K.)
Sent: Tuesday, October 16, 2012 8:50 AM
To: Garrett, David (D.P.); Centlivre, James (J.C.)
Cc: Whitehead, Joseph (J.P.); Smith, Craig (C.A.); Hughes, Scott (S.R.); Williams, Christopher (C.M.); Michela, Mike (M.)
Subject: RE: P415 TGW

We're referring to a 3.5L GTDI P415 release, correct?

Regards,

Karl Jungbluth

Ford Motor Company
6R80 Calibration
Phone: (313) 805-9187
e-mail: kjungblu@ford.com

From: Garrett, David (D.P.)
Sent: Tuesday, October 16, 2012 8:41 AM
To: Centlivre, James (J.C.); Jungbluth, Karl (K.)
Cc: Whitehead, Joseph (J.P.); Smith, Craig (C.A.); Hughes, Scott (S.R.);
Williams, Christopher (C.M.); Michela, Mike (M.)
Subject: RE: P415 TGW

If we need to slip the release a few days, please speak up. It is easy to delay by a few days!

From: Centlivre, James (J.C.)
Sent: Tuesday, October 16, 2012 8:39 AM
To: Jungbluth, Karl (K.)
Cc: Whitehead, Joseph (J.P.); Garrett, David (D.P.); Smith, Craig (C.A.);
Hughes, Scott (S.R.); Williams, Christopher (C.M.)
Subject: RE: P415 TGW

Karl,
Looks like there is an additional constraint with the BP delete MCR going in. We'll be locked out from calibration changes for 4-5 weeks.

Do you have any actions that could be cleaned up this week and make the release if prioritized?

Jim Centlivre
DPS6 Transmission Calibration
(313) 805-8913

From: Smith, Craig (C.A.)
Sent: Tuesday, October 16, 2012 8:35 AM
To: Hughes, Scott (S.R.)
Cc: Centlivre, James (J.C.); Whitehead, Joseph (J.P.); Garrett, David (D.P.)
Subject: FW: P415 TGW

Scott,

Please see Dave's note below. If the team finds any more opportunity for

TGW improvement (e.g. 55-60mph surge) we'll be locked out from making a quick change for 4-5 post R21 release.

Thanks,
Craig Smith
Supervisor - Engine Calibration
3.5L TIVCT GTDI & 3.5L IVCT GTDI Powerpacks
Phone: (313) 805-6345
TEE Bldg cube 1AD08

From: Garrett, David (D.P.)
Sent: Monday, October 15, 2012 4:51 PM
To: Whitehead, Joseph (J.P.); Jungbluth, Karl (K.); Smith, Craig (C.A.); Gorys, John (JPG.); McDonagh, Scot (S.M.); Roberts, Ryan (R.S.)
Cc: Dixon, Mark (M.R.); Hughes, Scott (S.R.)
Subject: RE: P415 TGW

Just a reminder - once this change starts, we are locked out from introducing any more changes until it is executed which will take 4-5 weeks from the point of release. We cancelled this change once because of an "emergency quality change" that needed to be put into production. Please consider quickly how soon any trans shift changes will be ready. Be aware that a 4 vehicle / 6000 mile per vehicle VOCF validation is part of this change and start right after the release occurs.

From: Whitehead, Joseph (J.P.)
Sent: Monday, October 15, 2012 1:24 PM
To: Jungbluth, Karl (K.); Smith, Craig (C.A.); Gorys, John (JPG.); McDonagh, Scot (S.M.); Roberts, Ryan (R.S.); Garrett, David (D.P.)
Cc: Dixon, Mark (M.R.); Hughes, Scott (S.R.); Whitehead, Joseph (J.P.)
Subject: FW: P415 TGW

Karl & John,
Recently, we released a 2013 R10 which included the trans quality cal changes which had be included in the now cancelled R20 release.

Do you plan to have include any new trans quality actions in the 2013 3.5L GTDI P415 R21 release scheduled for this Friday?

Scot,
The R21 will include:

1. BP delete MCR.
2. CBV surge fix.
3. No Trans Content unless Karl & John have some changes coming soon.
4. EOL software change for detecting purge hardware issues.
5. EOL software change U0422 code - PCM_INVLD_DAT_BODY_MOD and there are two URDs available to prevent this code from setting falsely in the

plant: URD# 66470 - Service \$11 reset inhibit (versions SCAL_2012.00.02 & SCAL_2013.00.00) URD# 67260 - 3 cycle failure inhibit (version SCAL_2013.00.02). This code has been a top 3 false failure in the plant for a couple years. Since 2013MY J#1 began at DTP earlier this month there have been 9,591 3.5L trucks tested at the Gate and this code has been present on 822 (85.7 R/1000). All of them pass on a retest after being cleared without repair.

Craig, Ryan and Dave,
Any other new R21 content?

Thanks,

Joe Whitehead
3.5L GTDI P415 Calibration
jwhiteh4@ford.com
313 805-5481

From: McDonagh, Scot (S.M.)
Sent: Monday, October 15, 2012 8:05 AM
To: Smith, Craig (C.A.); Whitehead, Joseph (J.P.); Hughes, Scott (S.R.)
Cc: Dixon, Mark (M.R.); Kromberg, Arnold (A.W.)
Subject: RE: P415 TGW

Thanks for clarification

<< File: Upcoming F150 GTDI Cal Changes.ppt >>

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Smith, Craig (C.A.)
Sent: Monday, October 15, 2012 8:04 AM
To: McDonagh, Scot (S.M.); Whitehead, Joseph (J.P.); Hughes, Scott (S.R.)
Cc: Dixon, Mark (M.R.); Kromberg, Arnold (A.W.)
Subject: RE: P415 TGW

I'm not aware of any misfire FMEM changes for R21 but it does also contain the BAP-delete MCR action for the PCM.

Thanks,
Craig Smith

Supervisor - Engine Calibration
3.5L TIVCT GTDI & 3.5L IVCT GTDI Powerpacks
Phone: (313) 805-6345
TEE Bldg cube 1AD08

From: McDonagh, Scot (S.M.)
Sent: Friday, October 12, 2012 8:46 AM
To: Smith, Craig (C.A.); Whitehead, Joseph (J.P.); Hughes, Scott (S.R.)
Cc: Dixon, Mark (M.R.); Kromberg, Arnold (A.W.)
Subject: P415 TGW

Is there a BSAQ Project established for 2013MY P415 GTDI R21 content ?

CBV Surge

Output State Control Change to enable EOL test for EVAP DTC P144C

Misfire FMEM ?

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: McDonagh, Scot (S.M.)
Sent: Tuesday, January 29, 2013 3:44 PM
To: Sowards, John (J.)
Cc: Oyafuso, Kevin (K.G.); Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.)
Subject: RE: P415 Water Ingestion

Can we install Camera in (1) of our P415 GTDI test vehicles ? I'm not convinced AIS water ingestion is root cause of repeat Misfire concerns.

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Sowards, John (J.)
Sent: Tuesday, January 29, 2013 3:22 PM
To: McDonagh, Scot (S.M.)
Cc: Oyafuso, Kevin (K.G.); Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.)
Subject: RE: P415 Water Ingestion

Not during our CAC testing in DTF but I did have a camera in the airbox of a P415 and found water entering during WOT while hanging the left front tire into the untraveled area of a rain soaked road.

From: McDonagh, Scot (S.M.)
Sent: Tuesday, January 29, 2013 2:09 PM
To: Sowards, John (J.)
Cc: Oyafuso, Kevin (K.G.); Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.)
Subject: FW: P415 Water Ingestion

Did you see water ingestion into the Airbox on P415 GTDI during DTF CAC testing ?

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Andersen, Erik (E.)
Sent: Tuesday, January 29, 2013 12:04 PM
To: Garipey, Arthur (A.P.)
Cc: McDonagh, Scot (S.M.); Kramer, Michael (M.T.); Ladd, John (J.R.)
Subject: P415 Water Ingestion

Art,

There is an emerging issue on the current production P415 for an engine misfire that the team is investigating. If you recall from last year we went through this exercise on U502 for both water ingestion and condensation from the CAC. The P415 seems to be in a similar situation. We have already implemented substantial CAC actions, internal CAC reduction plus an external blocker, which has helped. However, there are still claims coming in with a similar failure mode. We believe that water ingestion is playing a role in the P415 issue and we were looking for some help to assess it.

Do you know or can you identify the correct person to assess the vehicle from a water ingestion perspective?

Please let us know.

Thanks,

Erik Andersen
Core P/T Cooling
eanderse@ford.com
313-805-2966

From: Garrett, David (D.P.)
Sent: Thursday, September 15, 2011 4:28 PM
To: Stephens, Craig (C.); Bailey, Owen (O.R.); Mazuchowski, James (J.A.)
Cc: Sims, Ivan (I.D.); Smith, Craig (C.A.); Cockerill, Al (C.A.); Michela, Mike (M.)
Subject: RE: PDQR Update 15Sept11 v3.ppt

Just a heads up for the DTP VQR disucssion. The MP2 dates for 2012 P415 are as follows:

KCAP: 24-October
DTP: 05-Nov

The recommendation to put a running change into the plants on 30-Nov which is under 30 Days from MP2 may generate discussion with the DTP team. I did not want Jim to be caught of guard by this.

Mike and I will begin laying out a detailed launch plan based on the rough timing Owen outlined last Friday.

There will need to be separate 2011 P415 service CAL releases versus what goes out from 2012 because of the TCIP sensor replacing the MAF sensor which is effective for J#1 2012 P415.

Appologize for not advising this sooner -- I missed reading Owen's note detailing the rough release plan from last Friday.

From: Sims, Ivan (I.D.)
Sent: Thursday, September 15, 2011 3:45 PM
To: Stephens, Craig (C.); Bailey, Owen (O.R.); Wagers, Sue (S.K.); Mingo, Paul (P.C.); Weber, Chris (C.R.); Garrett, David (D.P.); Fischer, Troy (T.A.)
Subject: FW: PDQR Update 15Sept11 v3.ppt

FYI...Jim Mazuchowski has to provide a "Misfire" update at the Dearborn Truck Plant VQR tomorrow.

Attached note has the final version for the meeting.

Ivan

From: Sims, Ivan (I.D.)
Sent: Thursday, September 15, 2011 3:37 PM
To: Mazuchowski, James (J.A.)
Cc: Donahue, Francis (Fran.); Cockerill, Al (C.A.)
Subject: PDQR Update 15Sept11 v3.ppt

Jim,

Here's the final version for filing.

It has all the changes we discussed, less the update to the warranty claims date to 9/9/11. I do not have the original of that slide to update.

<< File: PDQR Update_15Sept11_v3.ppt >>

Let me know if you need anything further.

Ivan

From: Baum, Joe (J.M.)
Sent: Thursday, November 03, 2011 12:51 PM
To: Webb, Timothy (T.J.); Shanahan, John (J.L.)
Cc: Smith, Craig (C.A.); Gernant, Tim (T.R.)
Subject: RE: Phil Yuhasz Design Review

We (Smith, Hammoud, Sims, Weber, Baskins, and Mingo) had a long impromptu discussion this morning. There are 4 vehicles in the VOFC with the R08 misfire calibration. The SW/calibration appears to be working as intended, but the ugly truth is that we are encountering misfires and set misfire MIL codes on 3 out of 4 VOFC vehicles. At least one vehicle has set misfire codes on multiple occasions with R08. I do not think we can go forward into production with R08 the way it is. After a long discussion, it is apparent that we do not have a calibration alternative that reduces the MIL sensitivity threshold and still protects for catalyst overheat.

Joe Baum

Chief Engineer
Powertrain Calibration & NVH
Cell (313) 805-8846

From: Webb, Timothy (T.J.)
Sent: Thursday, November 03, 2011 9:46 AM
To: Shanahan, John (J.L.)
Cc: Smith, Craig (C.A.); Baum, Joe (J.M.)
Subject: RE: Phil Yuhasz Design Review

Joe asked for 20 minutes. Meeting usually takes 5 minutes to get up and running

Tim Webb
PCCN Business Management
Cell: 313 805-5097
Office: 313 390-2423

From: Shanahan, John (J.L.)
Sent: Thursday, November 03, 2011 9:42 AM
To: Webb, Timothy (T.J.)
Cc: Smith, Craig (C.A.); Baum, Joe (J.M.)
Subject: RE: Phil Yuhasz Design Review

Tim- I thought the 3.5 GTDI misfire was a 5 minute item. Did something change to extend to 25 minutes (is Phil looking for something specific)?

John Shanahan

Manager, Powertrain Feature Calibration
TEE Building
Ph: 313-24-83713
Cell: 313-805-3004

From: Blight, Autumn (A.) **On Behalf Of** Yuhasz, Philip (P.D.)
Sent: Thursday, November 03, 2011 9:32 AM
To: Baum, Joe (J.M.); Layden, Kevin (K.E.); Goodliff, Simon (S.); Bailey, Owen (O.R.); Pearce, Steve (S.L.); Cibulas, Steve (S.M.); Griffiths, Bob (B.); Martin, Laine (L.); Shanahan, John (J.L.); Dona, Alan (A.R.); Lyon, Peter (P.M.); Hammoud, Mazen (M.); Hepburn, Jeffrey (J.S.); Oberski, Christopher (C.); Stickler, Mark (M.L.); Felice, Mario (M.J.); Fraser, Andrew (A.D.); Skipp, David (D.); Winstanley, Tim (T.); King, David (D.P.); Delicata, Andy (A.J.); Stephens, Craig (C.); Potter, William (W.E.); Lon, Liao (L.D.); Harris, Mark (M.); Birkmeier, David (D.J.); Anderson, Bruce (B.C.); Baltusis, Paul (P.A.); Kach, Ray (R.A.); Emtage, Dr Andrew (A.L.); Kuechler, Peter (P.D.); Iorio, Robert (R.R.);

Sheeran, William (W.M.); Ratley, Roger (R.W.); Barber, John Dr (J.R.); Zulczyk, Steve (S.B.); Dmytro, Sherry (S.A.); Gryglak, Adam (A.J.); Kapp, Daniel (D.R.); Kenny, Patrick (P.J.); Trinker, Fred (F.H.); Kunitz, David (D.W.); Sonnichsen, John (J.W.); Leisenring, Kenneth (K.C.); Macdiarmid, Colin (C.); Cole, Paul (P.J.); McNamara, Patrick (P.S.); Bobak, Jeff (J.); Philips, Patrick (P.J.); Deakin, Peter (P.); Brogan, Mark (M.); Fournelle, Gilbert (G.); Gresens, Bradley (B.D.); Styron, Joshua (J.P.); Pedreira, Cristiano (C.M.); Hosier, Caro (C.S.); Koesters, Ulrich (U.J.); O'Neill, Jon (J.); Davies, Marcus (Dr M.); Sale, Tim (T.); Brumley, Andrew (A.J.); Webb, Timothy (T.J.); Morgan, Paul (P.); Smith, Jeffrey (J.); Opolsky, Norman (N.H.); Nalcioglu, Ozan (.); Johnson, Risa (R.A.); Rollinger, John (J.E.); Kainz, Laura (L.L.); Carberry, Brendan (B.); Schram, Tim (T.D.); Filipe, David (D.J.); Suffredini, Joe (G.D.); Shipp, Terri (T.L.); Abe, Takeshi (T.); Russell, Jeremy (J.L.); Dorigo, Jack (J.J.); Savoia, Walter (W.); Fascetti, Robert (R.J.); Garrett, David (D.P.); Fischer, Troy (T.A.); Hutchison, Michelle (M.M.); Chamathi, Gopal (G.K.); Courtney, Bill (W.L.); Curran, Patrick (P.J.); Davidson, Eileen (E.A.); Erickson, Tom (T.C.); Espinoza, Robert (R.J.); Szuszman, Paul (P.J.); Vykydal, Marianne (M.L.); Wagers, Sue (S.K.); Weber, Chris (C.R.); Mueller, Heidi (H.A.); Gill, Stephen (S.J.); Badger, Dan (D.J.); Nault, Ben (B.D.); Wright, Robin (R.A.); Warm, David (D.L.); Mitchell, David (D.S.); Goodwin, William (W.R.); Russ, Stephen (S.G.); Dennis, Matt (M.A.); Horbal, Colin (C.P.)

Cc: 'Efe Erdem'; Whiston, Phil Dr (P.J.); Besen, Berk (B.); Leffers, Dieter (D.); Palic, Jeffrey (J.A.); Gee, Tom (T.S.); Holloway, Andy (A.); Simpson, Paul (P.); Dvorak, Mike (M.); de Paula, Gilmar (G.A.); Rackmil, Chuck (C.I.); Koon, Mason (M.L.); Trzeciak, Robert (R.T.); Johnson, Greg (G.T.); Ginster, Michael (M.); Page, Fred (F.A.); Yilmazel, Canan (C.); Aktas, Ozgur Ali (OA.); Nelson, John (J.D.)

Subject: Phil Yuhasz Design Review

When: Friday, November 04, 2011 7:00 AM-8:15 AM (GMT-05:00) Eastern Time (US & Canada).

Where: BLD 2 23G26 /Audio 91291702

11/3/11: updated agenda
Note: Start time this week is 7:00am

Updated Agenda

Design Review Agenda (Nov-4th)

7:00 - 7:25 Update on 3.5L GTDI Misfire ICA Shanahan

Redacted for Relevance

Audio Conferencing Access Number

FordNet Access

Southeastern Michigan: 62.13673 (1FORD)

Other FordNet Locations:

(Local FordNet Access Code) + 621.3673

Meeting ID: 91291702#

Webex

Meeting Number: 712 245 847

Meeting Password: This meeting does not require a password.

To start this meeting

1. Go to <https://ford.webex.com/ford/j.php?S=712245847>
2. Log in to your account, if prompted.
3. Click "Start Now".
4. Follow the instructions that appear on your screen to join the teleconference.

From: Ricks, Kevin (K.J.)
Sent: Wednesday, November 07, 2012 4:51 PM
To: White, Eric (E.); Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.)
Subject: RE: ****QSF Closed****F-150 3.5L GTDI Misfire Moisture in the CAC concern 069-2012-1857R1 has gone to FINAL as 12-10-19 (enUSA)

I suspect so. I still think the pent up demand is hitting us here and will for a couple months (didn't think it would be this big though).

-----Original Message-----

From: White, Eric (E.)
Sent: Wednesday, November 07, 2012 9:55 AM
To: Ricks, Kevin (K.J.); Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.)
Subject: RE: ****QSF Closed****F-150 3.5L GTDI Misfire Moisture in the CAC concern 069-2012-1857R1 has gone to FINAL as 12-10-19 (enUSA)

Just wanted to provide an update regarding the CAC's for the 11'-12' MY Demand for this has gone from ~120 sold per month, and is now already above 800 for this month alone. Backorders are at 1100. This is nowhere near the expected percentages. The supplier will have not be able to support these quantities. Are dealers ignoring the initial TSB for the deflector fix, and going straight to the CAC?

Regards,

Eric White
(PS&L) Field Fix / Critical Parts / FSA
Ford Customer Service Division
Ph: 313. 337. 3157

-----Original Message-----

From: Ricks, Kevin (K.J.)
Sent: Wednesday, October 31, 2012 11:08 AM
To: Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.); Kramer, Michael (M.T.); McDonagh, Scot (S.M.); Sparks, Douglas (D.S.)
Cc: Ridolfi, Dominic (D.R.); Johnson, Seth (S.); Abercrombie, Robert (R.); White, Eric (E.)
Subject: RE: ****QSF Closed****F-150 3.5L GTDI Misfire Moisture in the CAC concern 069-2012-1857R1 has gone to FINAL as 12-10-19 (enUSA)

Yes, thanks to all. Great work.

-----Original Message-----

From: Nowaczyk, Rick (R.J.)
Sent: Monday, October 29, 2012 3:18 PM
To: Dobbs, Dan (K.D.); Ricks, Kevin (K.J.); Kramer, Michael (M.T.); McDonagh, Scot (S.M.); Sparks, Douglas (D.S.)
Cc: Ridolfi, Dominic (D.R.); Johnson, Seth (S.); Abercrombie, Robert (R.)
Subject: ****QSF Closed****F-150 3.5L GTDI Misfire Moisture in the CAC concern 069-2012-1857R1 has gone to FINAL as 12-10-19 (enUSA)
Importance: High

Team,

TSB 12-10-19 released for F-150 3.5L GTDI Misfire Moisture in the CAC concern. QSF is now closed.

Great Job by the Team! Thanks to everyone for all their hard work!

-----Original Message-----

From: Siplus, G (G.)

Sent: Monday, October 29, 2012 2:38 PM

To: Nowaczyk, Rick (R.J.)

Subject: 069-2012-1857R1 has gone to FINAL as 12-10-19 (enUSA)

Importance: High

English TSB Article 12-10-19 has been released for publication

The following Technical Service Bulletin (TSB) article has been moved from collaboration and is now final.

Dealers may view this article on the next business day via OASIS and fmcdealer.com

(<http://www.fmcdealer.dealerconnection.com>).

Company personnel may view it at:

<http://www.protechnician.com/>.

Concern Tracking Number: 069-2012-1857R1

TSB Article Number: 12-10-19

Description: 3.5L GTDI - Intermittent Stumble/Misfire On Acceleration From Highway Cruise In Humid Or Damp Conditions With Possible DTC.

Vehicles: F-150

If this message should not have been sent to this address please forward it to gsiplus@ford.com.

From: Dobbs, Dan (K.D.)
Sent: Thursday, September 29, 2011 9:26 AM
To: Nowaczyk, Rick (R.J.); Ricks, Kevin (K.J.)
Subject: RE: QSF Update GTDI Misfire

I just got the latest 6-Panel. Nothing really new.

Coils may be in play. Some broken plug ceramics.

A lot of talk about Misfire Monitor (which is a symptom, not the cause).

I don't feel great about a resolution meeting the QSF timing.

Kevin, They did get the Maine (mystery misfire) vehicle on Sept 27th.
Slowdown was from the customer closing on the RAV.

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, September 29, 2011 9:05 AM
To: Ricks, Kevin (K.J.)
Cc: Dobbs, Dan (K.D.)
Subject: RE: QSF Update

Kevin,

F150 157 Wheelbase Shudder/Vibration on Takeoff Loaded/Unloaded 4X4 Only |
06920110038 |

TSB in Collab should be released by tomorrow 9/30/2011

F150 3.5L MISFIRE ON ACCEL w/o DTCs | 06920110034 |

The last I heard per Scot McDonagh there is a meeting that will be scheduled soon with Powertrain to discuss the diagnostic for the TSB.

Dan, have you heard anything more this week?

From: Ricks, Kevin (K.J.)
Sent: Thursday, September 29, 2011 8:52 AM
To: Bradcoski, Brian (B.P.); Caines, Bill (B.); Chacon, Jose (A.); Curtis, Andrew (A.); Day, Todd (T.J.); Harmon, Derek (D.M.); Humphries, Glenn

(G.L.); Janiunas, Vince (V.J.); King, Michael (M.J.); Krein, Bradley (L.);
Mentgen, Brian (B.); Nowaczyk, Rick (R.J.); O'Connor, Tammy (T.A.); Pierman,
Chic (C.J.); Buelow, Steve (S.E.); Dobbs, Dan (K.D.); Fernandez, Alejandro
(A.F.); Hale, Curt (B.C.); Hamilton, Steven (S.C.); Stewart, Greg (J.);
Thompson, Lena (L.M.); Watson, Joseph (J.W.)
Subject: QSF Update

Update for Dave coming up. Please provide the latest on QSF status.
Thanks!

From: Dobbs, Dan (K.D.)
Sent: Thursday, September 29, 2011 9:08 AM
To: Nowaczyk, Rick (R.J.); Ricks, Kevin (K.J.)
Subject: RE: QSF Update

Nothing else on misfire - I have been chasing them all week.

Al sent me a note on last Friday. Nothing different.

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, September 29, 2011 9:05 AM
To: Ricks, Kevin (K.J.)
Cc: Dobbs, Dan (K.D.)
Subject: RE: QSF Update

Kevin,

F150 157 Wheelbase Shudder/Vibration on Takeoff Loaded/Unloaded 4X4 Only |
06920110038 |

TSB in Collab should be released by tomorrow 9/30/2011

F150 3.5L MISFIRE ON ACCEL w/o DTCs | 06920110034 |

The last I heard per Scot McDonagh there is a meeting that will be scheduled soon with Powertrain to discuss the diagnostic for the TSB.

Dan, have you heard anything more this week?

From: Ricks, Kevin (K.J.)
Sent: Thursday, September 29, 2011 8:52 AM
To: Bradcoski, Brian (B.P.); Caines, Bill (B.); Chacon, Jose (A.); Curtis, Andrew (A.); Day, Todd (T.J.); Harmon, Derek (D.M.); Humphries, Glenn (G.L.); Janiunas, Vince (V.J.); King, Michael (M.J.); Krein, Bradley (L.); Mentgen, Brian (B.); Nowaczyk, Rick (R.J.); O'Connor, Tammy (T.A.); Pierman, Chic (C.J.); Buelow, Steve (S.E.); Dobbs, Dan (K.D.); Fernandez, Alejandro (A.F.); Hale, Curt (B.C.); Hamilton, Steven (S.C.); Stewart, Greg (J.); Thompson, Lena (L.M.); Watson, Joseph (J.W.)
Subject: QSF Update

Update for Dave coming up. Please provide the latest on QSF status.
Thanks!

From: Dobbs, Dan (K.D.)
Sent: Thursday, October 04, 2012 3:39 PM
To: McDonagh, Scot (S.M.); Whitehead, Joseph (J.P.); Oyafuso, Kevin (K.G.)
Cc: Smith, Craig (C.A.); Nowaczyk, Rick (R.J.); Hughes, Scott (S.R.); Dixon, Mark (M.R.)
Subject: RE: RAV at Hines park, 1FTFW1ET0BF[REDACTED] suspect CAC

Unless it just happened nobody billed us for the deflector.

From: McDonagh, Scot (S.M.)
Sent: Thursday, October 04, 2012 3:09 PM
To: Whitehead, Joseph (J.P.); Oyafuso, Kevin (K.G.)
Cc: Smith, Craig (C.A.); Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.); Hughes, Scott (S.R.); Dixon, Mark (M.R.)
Subject: FW: RAV at Hines park, 1FTFW1ET0BF[REDACTED] suspect CAC

Prep Package for Brondes Ford RAV now at Hines-Park L/M is on my desk. Not clear if vehicle has CAC Deflector and R11 level calibration. Only (1) AWS claim for this vehicle and it references TSB 12-02-10(R10 Calibration).

Model Year 2011; **Claim Key** 2672335

Vehicle Information

Model Year: 2011
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/F6-F150/LINCOLN MARK LT [04-13]
Warranty Start Date: 18-NOV-2011
Production Date: 28-OCT-2011
VIN: 1FTFW1ET0BF[REDACTED]

Dealer Information:

Dealer Name BRONDES FORD INC.
Dealer Code: 03010 - *
Address: 5545 SECOR RD.
City: TOLEDO
State: OH Zip Code:43623
Country: USA Region Code: NA
Phone: (419)473-1411

Claim Information

Document Number: 146497A
Repair Date: 21-FEB-2012
Distance: 5440
TIS: 4
AWS Load Date: 24-FEB-2012

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	33.79
Misc. Expense Amount:	.00
Part Markup Amount:	.00
Material Cost:	.00
Total Cost Gross:	33.79

Cust. Concern Code: D42 - POOR PERFORMANCE/LACKS POWER

Condition Code: 04 - SOFTWARE REVISION, FLASH MODULE

Technician Comment: TEST DRIVE VERIFY SURGE AT 45MPH REPROGRAMMED PCM PER TSB 12 2 10

Customer Comment: CUSTOMER STATES SURGING AT 45 MPH

Labor Op Code Labor Op Description Labor Op Cost

120210A 33.79

<u>Causal</u>	<u>Full Part Number</u>			<u>Part</u>	<u>Part</u>	<u>Extended</u>	
<u>Flag</u>	<u>PREF</u>	<u>BASE</u>	<u>SUFF</u>	<u>Description</u>	<u>CPSC</u>	<u>Quantity</u>	<u>Amount</u>
Y	*	RECALEM	*	ECC PROCESSOR RECAL - EMISSIONS	031405	1	.00

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

-----Original Message-----

From: Oyafuso, Kevin (K.G.)
Sent: Monday, October 01, 2012 9:57 AM
To: McDonagh, Scot (S.M.); Whitehead, Joseph (J.P.)
Cc: Dixon, Mark (M.R.); Hughes, Scott (S.R.)
Subject: RAV at Hines park, 1FTFW1ET0BF[REDACTED] suspect CAC

Info on this RAV at Hines Park, got a call from HP-lincoln service advisor, says he has another F150 RAV GTDI - looks like this one is CAC related but it has a claim that mentions "surge". Would like to get a new CAC for this one before it goes to auction. We might want to drive this one too - I don't usually see an alleged "stall" during the misfire event.

Regards,
Kevin Oyafuso
Ford Motor Company - North America Engineering
PD / Powertrain Integration Management - C&C Quality
Vehicle Operations General Office (VOGO)
17000 Oakwood, Allen Park, MI , 48101
6-Sigma Garage, Office 4B
Phone (313) 805-4908 (koyafuso@ford.com)

From: Hughes, Scott (S.R.)
Sent: Thursday, May 16, 2013 8:31 AM
To: Nowaczyk, Rick (R.J.)
Cc: McDonagh, Scot (S.M.)
Subject: RE: Report Summary for the CQIS Report#DCUBV016

I will follow up with 3.5L group today. They have been running simulations with VEME looking to make FE transparent per VEE requirement. There is less slip to move around in the 4x2 cal.

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, May 16, 2013 8:10 AM
To: Hughes, Scott (S.R.)
Cc: McDonagh, Scot (S.M.)
Subject: RE: Report Summary for the CQIS Report#DCUBV016

Scott,

Do we have any projected timing on when engineering thinks they will have this calibration release available. My management will be asking the question in my PDQR pre review today. Need a date...

From: Hughes, Scott (S.R.)
Sent: Tuesday, May 14, 2013 7:16 PM
To: Nowaczyk, Rick (R.J.); McClung, Shannon (S.T.)
Cc: McDonagh, Scot (S.M.)
Subject: RE: Report Summary for the CQIS Report#DCUBV016

The service fix should be out "soon". The 4x4 is done, but they are waiting to release 4x4 and 4x2 at same time. Still trying to make FE transparent for 4x2.

If this customer requires special attention, we can support sending an exemption sticker and experimental cal via a mycanic. Need to make sure customer is willing to come back when the serv fix is available so we can get sticker back.

From: Nowaczyk, Rick (R.J.)
Sent: Tuesday, May 14, 2013 3:26 PM
To: McClung, Shannon (S.T.)
Cc: Hughes, Scott (S.R.); McDonagh, Scot (S.M.); Nowaczyk, Rick (R.J.)
Subject: RE: Report Summary for the CQIS Report#DCUBV016
Importance: High

Yes, please open an Escalated TFOAM on this vehicle for tracking purposes on our end. Do you know if the Load PID read >1?

Scott, please see comments below from FSE. Do you think it would be beneficial to send out a PCM with the with high roughness calibration installed and the exemption sticker?

From: McClung, Shannon (S.T.)
Sent: Tuesday, May 14, 2013 3:15 PM

To: Nowaczyk, Rick (R.J.)

Subject: RE: Report Summary for the CQIS Report#DCUBV016

Rick,

The service manager at Mullinax Ford Mobile was able to get M [REDACTED] 12 F150 with the intermittent power issue back into the shop. He followed the diag you outlined below, and found "an erratic misfire on various cylinders @1500 rpm in 6th gear". It seems this vehicle may have the calibration concern you discussed. Is it possible to get the early version of the new calibration for this customer? I have been working with the SME at the CRC on this one, but I can open up a TAR if that will assist. Thanks!

Regards,

Shannon T. McClung

Field Service Engineer

Cell: 407-637-7763

From: Nowaczyk, Rick (R.J.)

Sent: Tuesday, April 30, 2013 8:08 AM

To: McClung, Shannon (S.T.)

Subject: RE: Report Summary for the CQIS Report#DCUBV016

Sure...

First, he wants to make sure that the PCM is at the latest level. There was a calibration change to the strategy of the Turbo Charge Boost Valve (Waste-gate) for rapid cycling. Being there may be some evidence of cylinder misfire and possible DTC around #6 cylinder. He is recommending to have the tech check the injector harness for harness chaffing near the #6 injector, we have seen concerns with ignition coils and ground G105.

If all the above checks I described above are good, then have the dealer drive the vehicle using IDS. Monitor the following PIDS engine rpms, load, vehicle speed, throttle position, engine temp, intake air temp, and gear. If the concern happens with engine speed around the 1500 rpm mark, trans is 6th gear and engine load above 1, its most likely the calibration issue that we have open as Emerging concern. Engineering is working to get this calibration released, engineering can send you a PCM with this update calibration and exemption sticker in the mean time until the new calibration gets released to the field.

Here are the two ISM message in the Tech Hotline library that Scott is talking about.

ArticleType : ISM ArticleNumber : 13-04-003 Entered Date : 04/03/2013 Times Recommended : 4
Date is displayed in MM/DD/CCYY format

2011-2013 F-150 3.5L GTDI IGNITION COIL DAMAGE :

Some 2011-2013 F-150 vehicles equipped with the 3.5L GTDI engine may exhibit a physically damaged ignition coil causing cylinder specific misfires and P030X DTCs. This concern may also be accompanied by P020X.

If a coil exhibits visual signs of heat related damage, recommend to replace the ignition coil/s in question, 12C508 Main Harness - Engine, BOTH 14B485 Injector Jumper Harnesses (RH & LH), and 12A650 Powertrain Control Module. Verify that the injector harness does not chafe on the harness mounting tabs beneath the intake manifold.

This concern is caused by injector circuit shorting to ground, creating electrical noise which is inductively coupled into the ignition circuit due to proximity of injector and ignition wires in harness.

ArticleType : ISM ArticleNumber : 11-11-021 Entered Date : 11/16/2011 Times Recommended : 139
Date is displayed in MM/DD/CCYY format

3.5L GTDI MISFIRE BANK TWO CYLINDERS 4,5,6 :
SOME 2011 AND 2012 F150'S EQUIPPED WITH 3.5L GTDI ENGINES MAY EXHIBIT A MISFIRE CONDITION UNDER HEAVY LOADS OR HEAVY ACCELERATION. THERE MAY OR MAY NOT BE MISFIRE CODES STORED. THE EXACT ROOT CAUSE IS UNDER INVESTIGATION. ENGINEERING HAS ASKED THAT WE ASSIST WITH UNDERSTANDING TECHNICIAN DESCRIPTIONS OF A LOOSE GROUND AT G105. THIS GROUND SUPPORTS CYLINDER 4,5,6 COIL ON PLUG COILS. PLEASE REVIEW THE FOLLOWING WITH TECHNICIANS DURING YOUR DIAGNOSTIC STEPS.

- 1) ASK THE TECHNICIAN IF THEY CAN LOOSEN G105 BOLT USING ONLY FINGER PRESSURE.
- 2) IF THEY COULD NOT LOOSEN THE BOLT BY HAND , THEN ASK IF THEY CAN TIGHTEN THE G105 BOLT USING A SOCKET AND AN 6-8 INCH 3/8 DRIVE EXTENSION (NO RATCHET).
- 3) ASK THE TECHNICIAN TO VERIFY WITH THE CUSTOMER IF THE CONCERN HAPPENS DURING CERTAIN WEATHER CONDITIONS (IE RAINING, HIGH HUMIDITY, ETC.) AND DOCUMENT IN GCQIS.

PLEASE ASK THE TECHNICIAN TO ADD THE RESULTS OF THE STEPS ABOVE TO THE HAR FORM. THE RECOMMENDED TORQUE FOR THE G105 BOLTS IS ~ 10 NM + 45 DEG.

Requester: RNOWACZY 30-Apr-2013
Technical Service Detail Ford Proprietary, Private Retention: None
Server: FCWS686

From: McClung, Shannon (S.T.)
Sent: Monday, April 29, 2013 6:08 PM
To: Nowaczyk, Rick (R.J.)
Subject: RE: Report Summary for the CQIS Report#DCUBV016

Rick,

Could you clarify this a bit for me? There are a lot of "ifs" in this explanation.

Regards,

Shannon T. McClung

Field Service Engineer

Cell: 407-637-7763

From: Hughes, Scott (S.R.)
Sent: Monday, April 29, 2013 4:16 PM
To: McDonagh, Scot (S.M.); Nowaczyk, Rick (R.J.); Whitehead, Joseph (J.P.)
Cc: Oyafuso, Kevin (K.G.); McClung, Shannon (S.T.)
Subject: RE: Report Summary for the CQIS Report#DCUBV016

Is this vehicle running the "latest" service fix? There are some additional CBV cycling cal content available.

The highway roughness that we are currently working on is at low engine speeds and high loads. > 1.0. Turbo should be working. Customers usually complain about hills. This note says light load, but does say hill. It could be light pedal, but combustion concern would be heavy load. Listen to see if turbo is boosting.

Neither CBV cycling or highway roughness due to lugging high load combustion concerns should set any misfire codes. If you have actual misfire codes on a cyl (6?), you should diag those. I have heard of ground, wiring, coils or possibly injector concerns.

If you think it is lugging (engine speed less than 1500) and high load (load > 1) is the operating condition that the issue occurs at, then it is possible that there is a cal action that may address. It will be in the field soon. If you can't wait due to buyback or other cust concern, we could send a mycanic and exemption sticker.

From: McDonagh, Scot (S.M.)
Sent: Monday, April 29, 2013 3:06 PM
To: Nowaczyk, Rick (R.J.); Hughes, Scott (S.R.); Whitehead, Joseph (J.P.)
Cc: Oyafuso, Kevin (K.G.); McClung, Shannon (S.T.)
Subject: RE: Report Summary for the CQIS Report#DCUBV016

Will ask Scott and Joe to advise

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Monday, April 29, 2013 2:58 PM
To: McClung, Shannon (S.T.)
Cc: McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.)
Subject: RE: Report Summary for the CQIS Report#DCUBV016

Shannon,
Yeah, this doesn't appear to be the CAC issue. The load is low and engine rpms are also lower than what we would normally see on the CAC issue. Also, being mode 6 data is flagging cylinders on bank 1 as well it's not the CAC issue. I think he may have the surge issue we are working to get a calibration released. He is driving it in that window of 6th gear, 1500 -2000 rpms at cruise light throttle input.

Kevin and Scot,

This vehicle down in Florida appears to have the 3.5L surge at cruise. Could engineering send the FSE a PCM with the R23 calibration installed with exemption sticker to see if it resolves this customer concern?

From: McClung, Shannon (S.T.)
Sent: Monday, April 29, 2013 2:42 PM
To: Nowaczyk, Rick (R.J.)
Subject: RE: Report Summary for the CQIS Report#DCUBV016

Rick,

The truck came back to the dealership today, and here is what the Shop Foreman found:

██████████ stopped by and let me check the freeze frame pids and performed some other checks. Found MFF LOAD= 48.24% MFF RPM= 1293.25. I was able to test drive and confirm this is happening excessively during cruise with light load up a hill at 55mph around 1500 rpm. Power balance is very erratic during slight misfires but will drop various cylinders during a big misfire. The misfire test on IDS will also record different cylinders during concern. Mode 6 shows counts on all cylinders except #5. I have recordings of this concern but still have questions on what the misfire tests are showing. Please let me know on the next move.

I followed up with asking if it was humid or damp this morning during the test drive:

It's sunny and 73 deg. 66% humidity. This concern is very easy to duplicate.

Does this info indicate a non-CAC concern to you? The customer definitely told Tracy/Asad that the issue occurs when it is damp and/or rainy. Thanks Rick.

Regards,

Shannon T. McClung

Field Service Engineer

Cell: 407-637-7763

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, April 18, 2013 12:48 PM
To: McClung, Shannon (S.T.)
Cc: Bashir, Asad (S.); Tate, Tracy (T.)
Subject: RE: Report Summary for the CQIS Report#DCUBV016

Shannon,

Do you have the freeze frame data off the this truck? Please see most recent TSB 13-3-3, which now requests freeze frame data. This truck only appears to have a single cylinder misfire for #6 cylinder. The CAC issue we will typically flag cylinder #4, 5, and 6. We have had some ignition coil and inj. harness concerns as well. We don't have a list, we will most likely just contact Jim Johnson and send parts to him when the time comes.

From: McClung, Shannon (S.T.)
Sent: Thursday, April 18, 2013 11:08 AM
To: Nowaczyk, Rick (R.J.)
Cc: Bashir, Asad (S.); Tate, Tracy (T.)
Subject: FW: Report Summary for the CQIS Report#DCUBV016

Rick,

I wanted to bring to your attention the 2012 F150 below. The CRC team is heavily involved with this customer . . . the vehicle has the repeat moisture in CAC issue and repeat surge after TSB 12-6-4. This customer has had the updated CAC and shield installed, and most recently the TIP sensor replaced.

Do you have a list of VINs that have escalated concerns earmarked for the earliest available parts? If so, can this customer be added to that list?

Regards,

Shannon T. McClung

Field Service Engineer

Cell: 407-637-7763

From: McClung, Shannon (S.T.)

Sent: Thursday, April 18, 2013 11:01 AM

To: McClung, Shannon (S.T.)

Subject: Report Summary for the CQIS Report#DCUBV016

Attachments : 0

Report# :	DCUBV016 NHL	Received:	03/21/2013
CCRG/EPRC:		Date:	
Vehicle:	2012,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET2CF [REDACTED]	Build Date:	11/27/2011
Odometer :	22,692 M	Engine:	3.5L-GTDI
Transmission:	6R80E	Axle:	3.73 LOCK
Dealer:	USA 08281 Mullinax Ford	Calibration:	CF613C0A
City:	Mobile	A/C:	YES
Originator:	FRANK VETE	Phone#:	(251) 344-4000
Symptom:	5 57 2 39 DRV PERF,HESITATES/STUM,ACCEL,INTERMITTENT		
Status:			
VFG:	V52 DRIVEABILITY		
Additional Symptom:	MISS/STUMBLE WHILE DRIVING		
Fix:	Causal Component :		
Condition Code:			

Hotliner: PJACOB45

Phone: 000 000-0000

Regn Cd: S3 Orlando

Engineering:

Phone:

TAR:

Dlr Contact: FRANK VETE

Phone: 000 000-0000

Title Cde: T

DTCs:
KOEO:
KOEC:
KOER:

Comments

:

REPAIR 03/21/2013 11:36AM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: AFTER DRIVING 20 MIN. AT 45- 55 MPH LIGHT ACCELERATION OR CRUISE HAS AN INTERMITTENT MISSFIRE. RANDOM CYLINDERS. DIAGNOSTICS: ANOTHER DEALER PERFORMED TSB 12-10-19 BUT DID NOT INSTALL DEFLECTOR ON CAC , VERIFIED ALL CONNECTIONS, UPDATED PCM, INSTALLED DEFLECTOR PLATE AND RETEST, STILL HAS AN INTERMITTANT ENGINE MISS AND IT IS RANDOM, MONITORED PIDS MAP,BARO, IAT, ECT , CHT, VPWR, FRP-DSD , FRP , RPM, ETC-ACT,ECT-DSD CYL-1-6-ACCEL 02S11AND 02S21(CUR,RAT NUMRATIO,) FUEL TRIMS, 02S12 02S22 , TIP-TRS-BOOST, TIP-PRES-V, TIP-PRS-DSD, TP1/2, LOAD, ALL VCT PIDS, AND SPARK ADVANCE COMPAIRED VALUES TO SECTION 6 PC/ED REF VALUES. ALL ARE WITHIN LIMITS. PARTS REPLACED: NISTALLED CAC SHIELD, REPROGRAMMED PCM, AND REPLACED SPARK PLUGS, AFTER REPLACEING SPARK PLUGS COULD NOT DUPLICATE GAVE BACK TO CUSTOMER HE SAID ALL GOOD FOR ABOUT A WEEK THEN WAS DRIVING IN RAIN CONCERN RETURNED, DROVE 36MILES,#6 MISSFIRED 1TIME WAS RAINING AND TEMP OUTSIDE HAD CHANGED 10DEG F DURING TEST DRIVE. DID NOTICE SAW TOOTH PATTERN ON TIP UNDER LIGHT ACCELL ONLY. AND MODE 6, HO2S12 FUEL SHUT OF RESPONCE RATE IS -2772MV/S AND HO2S22 FUEL SHUT OFF RESPONCE RATE IS -3546MV/S TECH QUESTION: WHAT NEXT.

RECOMM 03/21/2013 11:36AM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE
FRANK, REPORTS INDICATE THAT THE TIP SENSOR HAS BEEN THE CAUSE OF SIMILAR CONCERNS. A TIP ID READING THAT IS ERRATIC OR HAS A SAW TOOTH PATTERN WOULD INDICATE A CONCERN WITH THE SENSOR. IT WOULD BE RECOMMENDED TO PROCEED WITH THE REPLACEMENT OF THE TIP SENSOR, LOCATED IN THE CAC TUBE NEAR THE THROTTLE BODY, AND RETEST.

From: Pitre, Rejean (R.J.)
Sent: Thursday, October 04, 2012 9:47 AM
To: Nowaczyk, Rick (R.J.)
Subject: Re: Requesting Update: on VIN# 1FTFW1ET6CF [REDACTED]

Hi Rick

CAC was installed on the 28th of Sept. It was back on the 1st with the MIL light on and Cat efficiency code and lack power. The Cat should be in tomorrow. Install date will depend on customer availability.

Rejean Pitre
Field Service Specialist
Specialiste au Service
Ford of Canada
Rpitre@ford.com
Cell 506-543-5850

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, October 04, 2012 09:21 AM
To: Davis, Craig (C.B.)
Cc: Pitre, Rejean (R.J.)
Subject: RE: Requesting Update: on VIN# 1FTFW1ET6CF [REDACTED]

Craig,

Based on how extensive the misfire event was for the customer will depict if the Cat will have an issue, so we can't just have the tech install a new Cat without a P0430. At that point we could be replacing a good Cat with another good Cat. We added the repair step in the TSB, just so the tech (if they had the P0430 at the time of the repair) wouldn't think the reflash will resolve the P0430 code. Normal PCED diagnostics for P0430 will generally lead to replacing the Cat which is covered under emission warranty.

Rejean, can you please provide me with a repair date when the dealer installed the New CAC. I have a tracking document I need to update. Thanks...

From: Davis, Craig (C.B.)
Sent: Thursday, October 04, 2012 8:57 AM
To: Nowaczyk, Rick (R.J.)
Cc: Pitre, Rejean (R.J.)
Subject: RE: Requesting Update: on VIN# 1FTFW1ET6CF [REDACTED]

Rick, just spoke with the FSE. The CAC was installed, and the truck was back next day with the CEL and code for cat efficiency. Dealer has cat on order should be in tomorrow Dealer will install ASAP and hope to get feedback early next week. I am away on vacation and Monday is the Canadian Thanksgiving

TSB 12-06-04 was performed August 7 2012 and had DTC P0305 and P0306 (no P0430 or P0299 so the cat had not failed at that time, continued driving has triggered it). Moving forward we may see this scenario more and more, that at time of the repair everything checks ok but the cat fails shortly after, or will the dealer be directed to install the updated CAC and cat?

If you are looking for feedback while I am away the FSE is .cc'd on this note

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, October 04, 2012 8:31 AM

To: Davis, Craig (C.B.)
Cc: Nowaczyk, Rick (R.J.)
Subject: Requesting Update: on VIN# 1FTFW1ET6CF [REDACTED]
Importance: High

Craig,

Can you please provide an update on the status of the repair for this vehicle VIN# 1FTFW1ET6CF [REDACTED]
Please provide a date if the repair has already been completed and if the customer has had any further issues. Thanks

From: Davis, Craig (C.B.)
Sent: Tuesday, September 18, 2012 7:08 AM
To: Nowaczyk, Rick (R.J.)
Subject: RE: Update: 9 CAC for shipment to the Field

Rick if you can ship direct to the dealer use the following

Downey Ford Sales B3805
35 Consumers Drive
Saint John, New Brunswick
Canada, E2J 3S9
Attention Burt Kelly Service Department
506-633-2200

I have fore warned the FSE and he will work with the dealer as required

Thanks

From: Nowaczyk, Rick (R.J.)
Sent: Monday, September 17, 2012 5:12 PM
To: Sparks, Douglas (D.S.); Tyler, Jim (J.S.); Kramer, Michael (M.T.); McDonagh, Scot (S.M.)
Cc: Ricks, Kevin (K.J.); Dobbs, Dan (K.D.); Hotrum, Erin (E.M.); Davis, Craig (C.B.)
Subject: RE: Update: 9 CAC for shipment to the Field
Importance: High

Engineering Team,

All the CAC assemblies are shipping out 2nd day air tonight except the one unit for Canada. I am waiting on a shipping address for the AI Cockerill unit up in Canada.

From: Sparks, Douglas (D.S.)
Sent: Monday, September 17, 2012 2:08 PM
To: Nowaczyk, Rick (R.J.)
Subject: RE: Update: 9 CAC for shipment to the Field

I spoke with Jim he is bring parts to you now. When will we ship to FSE ?

Douglas S. Sparks
P/T Quality and PVT Manager FNA
P/T Integration and Program Management (PTIM)

dsparks3@ford.com 313-805-6096

Administrative Assistant: Tina Tessadri
ttessadr 313 594-1115

From: Nowaczyk, Rick (R.J.)
Sent: Monday, September 17, 2012 12:58 PM
To: Tyler, Jim (J.S.); Sparks, Douglas (D.S.)
Cc: Kramer, Michael (M.T.); Ricks, Kevin (K.J.); Dobbs, Dan (K.D.); McDonagh, Scot (S.M.); Arledge, Lynn (L.)
Subject: Update: 9 CAC for shipment to the Field
Importance: High

Doug,

Received your voice mail message. Jim has not yet contacted me this morning on getting the CAC's over to DSC-I per his note below from Friday.

From: Tyler, Jim (J.S.)
Sent: Friday, September 14, 2012 3:40 PM
To: Nowaczyk, Rick (R.J.); Arledge, Lynn (L.); McDonagh, Scot (S.M.)
Cc: Sparks, Douglas (D.S.); Kramer, Michael (M.T.); Ricks, Kevin (K.J.); Dobbs, Dan (K.D.)
Subject: RE: 2012 F-150 - 3.5L CAC Misfire (██████████)

Rick, I can get the balance of 9 CACs dropped off with you on Monday 9/17.

Jim Tyler
T1/P552 Cooling
313-805-2565 Bld-2 23P25

From: Nowaczyk, Rick (R.J.)
Sent: Friday, September 14, 2012 3:38 PM
To: Arledge, Lynn (L.); McDonagh, Scot (S.M.)
Cc: Sparks, Douglas (D.S.); Tyler, Jim (J.S.); Kramer, Michael (M.T.); Ricks, Kevin (K.J.); Dobbs, Dan (K.D.)
Subject: RE: 2012 F-150 - 3.5L CAC Misfire ██████████
Importance: High

FYI, Scot McDonagh dropped off the CAC at Varsity Ford this afternoon to the service manager. Thanks again Scot.

From: Arledge, Lynn (L.)
Sent: Friday, September 14, 2012 11:11 AM
To: Nowaczyk, Rick (R.J.); McDonagh, Scot (S.M.)
Cc: Sparks, Douglas (D.S.); Tyler, Jim (J.S.); Kramer, Michael (M.T.); Ricks, Kevin (K.J.); Dobbs, Dan (K.D.)
Subject: RE: 2012 F-150 - 3.5L CAC Misfire ██████████

Team,

██████████ will drop the vehicle off at Varsity Ford on Wednesday September 19, 2012 at approximately 9am. Tyler Crumb is the contact and he can be reached at (734) 332-1764. I advised Tyler the part would be delivered to the dealership on Friday 9/14 or Monday 9/17. If Tyler is not available when the part is delivered, please see Brian Maher.

Varsity Ford (02736)
3482 Jackson Rd.
Ann Arbor, MI 48103

Please let me know if you need more information.

Thanks,

Privileged and Confidential

Lynn Arledge
Senior Executive Representative
Ford Executive Offices - CCGO
Ford Motor Company
(313) 845-5808
Email: larledge@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, September 12, 2012 3:23 PM
To: Arledge, Lynn (L.); McDonagh, Scot (S.M.)
Cc: Sparks, Douglas (D.S.); Tyler, Jim (J.S.); Kramer, Michael (M.T.); Ricks, Kevin (K.J.); Dobbs, Dan (K.D.)
Subject: RE: 2012 F-150 - 3.5L CAC Misfire ([REDACTED])
Importance: High

Excellent! Thank you.

From: Arledge, Lynn (L.)
Sent: Wednesday, September 12, 2012 2:29 PM
To: Nowaczyk, Rick (R.J.); McDonagh, Scot (S.M.)
Cc: Sparks, Douglas (D.S.); Tyler, Jim (J.S.); Kramer, Michael (M.T.)
Subject: RE: 2012 F-150 - 3.5L CAC Misfire (Mr. Trent Morgan)

Rick,
I spoke with [REDACTED] and he prefers to have the vehicle repaired at Varsity Ford. [REDACTED] will be driving the vehicle to Michigan on Sunday September 16, 2012. I've advised him I will contact Tyler Crumb at Varsity Ford and we will arrange the appointment. Once I know the appointment time and date, I will send an additional email.

Thanks,

Privileged and Confidential

Lynn Arledge
Senior Executive Representative
Ford Executive Offices - CCGO
Ford Motor Company
(313) 845-5808
Email: larledge@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, September 12, 2012 2:14 PM
To: Arledge, Lynn (L.); McDonagh, Scot (S.M.)
Cc: Sparks, Douglas (D.S.); Nowaczyk, Rick (R.J.); Tyler, Jim (J.S.); Kramer, Michael (M.T.)
Subject: RE: 2012 F-150 - 3.5L CAC Misfire ([REDACTED])
Importance: High

Lynn,

Will you be scheduling the appointment for the customer with the dealer?

I just spoke to the FSE (Scott Murray) to make sure that he was in the loop. He mention that the point of contact at the dealer would be the Service Manager Taylor Crumb. I will let the FSE know when everything is setup, so he is not blindsided the next time he walks into the dealer.

Thanks...

From: Arledge, Lynn (L.)
Sent: Wednesday, September 12, 2012 12:28 PM
To: Tyler, Jim (J.S.); Nowaczyk, Rick (R.J.); Kramer, Michael (M.T.)
Cc: Sparks, Douglas (D.S.); McDonagh, Scot (S.M.)
Subject: RE: 2012 F-150 - 3.5L CAC Misfire [REDACTED]

Team,
Can we get a part to Varsity Ford by September 18, 2012?

Please advise.

Privileged and Confidential

Lynn Arledge
Senior Executive Representative
Ford Executive Offices - CCGO
Ford Motor Company
(313) 845-5808
Email: larledge@ford.com

From: Tyler, Jim (J.S.)
Sent: Wednesday, September 12, 2012 12:26 PM
To: Nowaczyk, Rick (R.J.); Kramer, Michael (M.T.)
Cc: Sparks, Douglas (D.S.); McDonagh, Scot (S.M.); Arledge, Lynn (L.)
Subject: RE: 2012 F-150 - 3.5L CAC Misfire [REDACTED]

Rick, the 10 service CACs BL34-9L440-AE are expected to arrive from Valeo on Friday 9/14 by around 10am. Tracking number will be FedEx 800075070912.

Jim Tyler
T1/P552 Cooling
313-805-2565 Bld-2 23P25

From: Nowaczyk, Rick (R.J.)
Sent: Wednesday, September 12, 2012 8:50 AM
To: Tyler, Jim (J.S.); Kramer, Michael (M.T.)
Cc: Sparks, Douglas (D.S.); McDonagh, Scot (S.M.); Arledge, Lynn (L.)

Subject: FW: 2012 F-150 - 3.5L CAC Misfire (Mr. Trent Morgan)

Importance: High

Engineering Team,

We have a hot request for new CAC to address a customer concern that has come down from Alan Mulally's office. (Please see notes below).

Thanks...

From: Ricks, Kevin (K.J.)

Sent: Tuesday, September 11, 2012 5:01 PM

To: Tansil-Marshall, Robin (R.); Arledge, Lynn (L.); Nowaczyk, Rick (R.J.)

Cc: Berardi, Michael (M.A.); Dobbs, Dan (K.D.)

Subject: RE: 2012 F-150 - [REDACTED]

We will get the latest. Rick Nowaczyk is coordinating the efforts. Rick will you check the history of this vehicle and advise please.

From: Tansil-Marshall, Robin (R.)

Sent: Tuesday, September 11, 2012 2:42 PM

To: Arledge, Lynn (L.)

Cc: Ricks, Kevin (K.J.); Tansil-Marshall, Robin (R.); Berardi, Michael (M.A.)

Subject: FW: 2012 F-150 - [REDACTED]

Lynn,

Work with Kevin. Thanks.

PRIVILEGED AND CONFIDENTIAL

Robin Tansil-Marshall

Team Leader

Executive Liaison/Correspondence

Consumer Affairs FCSD

Phone: 313-845-5761 Fax: 866-670-0349

rtansil@ford.com

From: Berardi, Michael (M.A.)

Sent: Tuesday, September 11, 2012 2:17 PM

To: Tansil-Marshall, Robin (R.); Czubay, Kenneth (M.); Sloan, Jeffrey (J.); Scott, Douglas (D.W.)

Cc: Ricks, Kevin (K.J.)

Subject: Re: 2012 F-150

Let's get this customer the updated calibration if he doesn't have it already and the new tube.

Kevin, please procure the latest hardware.

From: Tansil-Marshall, Robin (R.)

Sent: Tuesday, September 11, 2012 01:04 PM

To: Czubay, Kenneth (M.); Sloan, Jeffrey (J.); Scott, Douglas (D.W.); Berardi, Michael (M.A.)

Cc: Tansil-Marshall, Robin (R.)

Subject: RE: 2012 F-150

EL will contact the customer and work with SEO as needed. Thanks.

PRIVILEGED AND CONFIDENTIAL

Robin Tansil-Marshall

Team Leader

Executive Liaison/Correspondence

Consumer Affairs FCSD

Phone: 313-845-5761 Fax: 866-670-0349

rtansil@ford.com

From: Scrupsky, Lori (L.) **On Behalf Of** Czubay, Kenneth (M.)

Sent: Tuesday, September 11, 2012 10:42 AM

To: Tansil-Marshall, Robin (R.); Sloan, Jeffrey (J.); Scott, Douglas (D.W.); Berardi, Michael (M.A.)

Subject: FW: 2012 F-150

Can one of you pls. respond to [REDACTED], pls.

Thank you.

Lori Scrupsky

Office of Ken Czubay

V.P., U.S. Marketing, Sales & Service

313-322-1207

lscrups1@ford.com

From: Mulally, Alan (A.R.)

Sent: Tuesday, September 11, 2012 10:35 AM

To: Czubay, Kenneth (M.)

Subject: FW: 2012 F-150

From: [REDACTED]

Sent: Tuesday, September 11, 2012 9:04 AM

To: Mulally, Alan (A.R.)

Subject: 2012 F-150

GOOD MORNING MR MULALLY, I WOULD LIKE TO MAKE YOU AWARE OF AN ISSUE WITH THE F-150 ECOBOOST ENGINE PACKAGE. APPARENTLY THERE IS A PROBLEM WITH CONDENSATION BUILD UP IN THE INTAKE TRACT OF THE ENGINE. THIS "CONCERN" HAS BEEN PRESENT IN MY 2012 F-150 SINCE 1200 MILES. STILL PRESENT AT 6000 MILES WITH NO FIX IN SIGHT. FORD CUSTOMER SERVICE IS AWARE OF THE ISSUE AND SUPPOSEDLY WORKING ON ANOTHER ATTEMPT TO FIX THE PROBLEM. MY QUESTION TO YOU IS, ARE YOU AWARE OF THIS ISSUE? I HAVE HAD THE TRUCK NEW SINCE APRIL 2012, UNABLE TO USE IT FOR THE INTENDED PURPOSE. HAVE BEEN TOLD NOTHING CAN BE DONE TILL THE NEXT ATTEMPT AT A FIX IS RELEASED LATE 4TH QUARTER. THE FIRST 3 ATTEMPTS AT A FIX WERE NOT SUCCESSFUL. THERE ARE SEVERAL CUSTOMERS OUT IN THE FIELD WITH THE SAME PROBLEMS. ANY HELP WOULD BE APPRECIATED.

THAN YOU

[REDACTED]

CELL # [REDACTED]

From: Soberanis, Edmundo (E.)
Sent: Thursday, August 30, 2012 10:47 AM
To: Tyler, Jim (J.S.); Kramer, Michael (M.T.); 'oscar.cardenas@valeo.com'
(oscar.cardenas@valeo.com); 'David CASTILLO' (david.castillo@valeo.com); Kronig,
Donald (D.M.); Martin, Rafael (R.)
Subject: RE: Review Valeo P415 CAC -AC suffix change cost upate with production
implemenation under Alert A12602983 - follow up from 8/29 meeting

Ford and Valeo Team

I have corrected the order and should be on supplier inbox in some moments

Enquiry : _ CARRYOVER Buyer Code : GX82
Part : DL34__9L440__ AB__ ATP/Status : XKG7DM COMPLETE
Pt Name B : INTR/CLR INTK MANF ATP Causal : Buyer Add
Eng Level : WPTSE1255996 [REDACTED] MANUAL 120828 RFQ Return : ____ ILVS : N
Superseded : DL34__9L440__ AA__ eRMA : N Target: NO
Prod Lines : TB5 TB7 TF6 ATP Recvd : 120830 Rolled: R
Comm Code : C900 CHARGE INTER AIR Drwg Aff : NO Proto : NO_
Total APW : Old : 5,528 Program ID : J1 RFQ Remark : ____
New : 5,527 UoM : EA

Attachments: N

S Supplier RFQ Work Item Status Age Doc SBM

_ FZWEA VALEO SISTEMAS PRODUCTION PIECE PRINTED 000 ____ LTP

Best regards

Edmundo Soberanis G.
PTI CBG Buyer
Phone: +52 55 11033647
E Mail: esoberan@ford.com

From: Tyler, Jim (J.S.)
Sent: Wednesday, August 29, 2012 3:45 PM
To: Tyler, Jim (J.S.); Kramer, Michael (M.T.); Soberanis, Edmundo (E.); 'oscar.cardenas@valeo.com' (oscar.cardenas@valeo.com);
'David CASTILLO' (david.castillo@valeo.com); Kronig, Donald (D.M.); Martin, Rafael (R.)
Subject: Review Valeo P415 CAC -AC suffix change cost upate with production implemenation under Alert A12602983 - follow up from 8/29
meeting
When: Thursday, August 30, 2012 8:30 AM-9:00 AM (GMT-06:00) Guadalajara, Mexico City, Monterrey - New.
Where: Conf call 313-621-3673 (ID 71351008)

Review options for PO resolution with shipment of CAC DL34-9L440-AC under alert A12602983.

From: McDonagh, Scot (S.M.)
Sent: Monday, February 25, 2013 8:07 AM
To: Oyafuso, Kevin (K.G.); Nowaczyk, Rick (R.J.)
Cc: Ricks, Kevin (K.J.); Sparks, Douglas (D.S.); Dixon, Mark (M.R.); Dobbs, Dan (K.D.)
Subject: RE: screen shots

Thanks for all your help fast tracking this Management request. Now we can focus on resolving EC at 80% QSF Threshold

Continued Moisture In CAC; Misfire Post Updated CAC

Concern Title:

Quality Team: F-150

Status: Emerging **Open Date:** 15/Jan/2013 **VIN Count:** 20 **Threshold:** 25 % of **Threshold:** 80%

Function: Powertrain **Days Open:** 41

PCE: **Last Updated:** 22/Feb/2013 10:06:27 AM

Functional Champion: JMCCOY Engineering **Contact:**
MKRAMER1

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Oyafuso, Kevin (K.G.)
Sent: Friday, February 22, 2013 4:00 PM
To: McDonagh, Scot (S.M.); Nowaczyk, Rick (R.J.)
Cc: Ricks, Kevin (K.J.); Sparks, Douglas (D.S.); Dixon, Mark (M.R.); Dobbs, Dan (K.D.)
Subject: screed shots

<< File: 2013 P415 GTDI CAC MFF artwork.ppt >>

Regards,
Kevin Oyafuso
Ford Motor Company
PD / Powertrain Integration Management - C&C Quality
(313) 805-4908

From: Picco, Henry (H.)
Sent: Tuesday, October 09, 2012 8:36 AM
To: Nowaczyk, Rick (R.J.); Copeland, Randall (R.)
Subject: RE: SUPERVISOR ESCALATION REQUEST VIN : 1FTFX1ET6CF [REDACTED] 2012 F150 4X4, F150, SUP CAB, STYSD

Team,

Rick, thank you for the information. TFOAMS does not indicate a FSE is involved in the case and will bring no value at this point.

Randy, please review Rick's note below. There has been no FSE involvement on this case. According to Hotline notes, the CAC has been determined to be the causal component. Please advise the customer that the concern is not a substantial impairment to the use/safety/value of the vehicle and that there is an upcoming revised CAC to resolve the concern.

Thank you.

Henry G. Picco
Technical Specialist, SME. Ford Customer Service Division
321.435.1193 Direct Line
866.934.3604 (fax)
hpicco@ford.com

Ford Confidentiality:

This email may contain privileged communications. If you have received it in error, please delete it immediately and notify the sender. For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.

-----Original Message-----

From: Nowaczyk, Rick (R.J.)
Sent: Monday, October 08, 2012 4:35 PM
To: Picco, Henry (H.)
Cc: Copeland, Randall (R.)
Subject: RE: SUPERVISOR ESCALATION REQUEST VIN : 1FTFX1ET6CF [REDACTED] 2012 F150 4X4, F150, SUP CAB, STYSD

Henry,

We have very few available under Emergency order. This appears to be heading as a buyback case. We have been using the Escalated TFOAM process through the FSE's in the field on these request. Just a FYI, the more CAC we continue to pull out of the potential accumulation of service stock the longer it will take to get the TSB released.

-----Original Message-----

From: Picco, Henry (H.)
Sent: Monday, October 08, 2012 4:22 PM
To: Nowaczyk, Rick (R.J.)
Cc: Copeland, Randall (R.)
Subject: FW: SUPERVISOR ESCALATION REQUEST VIN : 1FTFX1ET6CF [REDACTED] 2012 F150 4X4, F150, SUP CAB, STYSD

Rick,

Trust you had a pleasant weekend.

Is there any new guidance on the availability of the revised CAC?

Thank you.

Henry G. Picco

Technical Specialist, SME. Ford Customer Service Division

321.435.1193 Direct Line

866.934.3604 (fax)

hpicco@ford.com

Ford Confidentiality:

This email may contain privileged communications. If you have received it in error, please delete it immediately and notify the sender. For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.

-----Original Message-----

From: Copeland, Randall (R.)

Sent: Monday, October 08, 2012 1:07 PM

To: Picco, Henry (H.)

Subject: FW: SUPERVISOR ESCALATION REQUEST

Henry

Can you look at this case please and let me know if this is a substantial impairment?

Customer states unsafe to drive

Case number

[REDACTED]

VIN

1FTFX1ET6CF [REDACTED]

Thank you

Randy Copeland | Customer Operations Manager Ford Customer Service Division

321-435-1209 (direct)

rcopel21@ford.com

Imagine what you could do if you were not afraid Confidentiality Notice: This email may contain privileged communications. If you received it in error, please delete it immediately and notify sender

-----Original Message-----

From: Udlhelp, C (C.)

Sent: Monday, October 08, 2012 11:57 AM

To: Copeland, Randall (R.)

Subject: SUPERVISOR ESCALATION REQUEST

You are receiving this email because (ATRETTEN) escalated this issue to you for follow up CASE ID [REDACTED]
VIN: 1FTFX1ET6CF [REDACTED]
CuDL URL is <https://web.cudl.dealerconnection.com>

From: Kramer, Michael (M.T.)
Sent: Friday, May 10, 2013 12:25 PM
To: Madej, Jeanette (J.); McDonagh, Scot (S.M.); Ronzi, Bill (W.C.)
Cc: Andersen, Erik (E.); Kramer, Michael (M.T.)
Subject: RE: TAR OPEN AT LANGDALE FORD COMPANY 04988--USA Phone : (229) 333-2255 FOR HOWELL , JACK ON 2013 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET9DF [REDACTED] GCQIS : DC1HB006

1) I will have a 7tube/8 fin blocker on Monday (5/13).

2) Assuming successful corrosion testing, test results signoff planned for week of 6/3.

3) Bill, if this works out will need help with a plan on how to control usage of this part in service. It cannot be put on a PCA CAC.

Mike Kramer
RWD PT Cooling Supv.

Six Sigma Black Belt

Cell Phone: (313) 805 0190

Text Page: mkramer1

Page from outside Ford, External email: mkramer1@ford.com

From: Madej, Jeanette (J.)
Sent: Friday, May 10, 2013 9:50 AM
To: McDonagh, Scot (S.M.); Kramer, Michael (M.T.)
Cc: Ronzi, Bill (W.C.); Andersen, Erik (E.)
Subject: RE: TAR OPEN AT LANGDALE FORD COMPANY 04988--USA Phone : (229) 333-2255 FOR HOWELL , JACK ON 2013 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET9DF [REDACTED] GCQIS : DC1HB006

We can't just yet. We will get a part made up, finish our testing and send to the dealer to get on the vehicle. Mike Kramer, please lead and get a blocker going and work with the team to develop timeline of testing etc. Touch base with Erik

Jeanette Madej

Global Cooling Manager

313-805-0189

From: McDonagh, Scot (S.M.)
Sent: Friday, May 10, 2013 7:48 AM
To: Madej, Jeanette (J.)
Subject: RE: TAR OPEN AT LANGDALE FORD COMPANY 04988--USA Phone : (229) 333-2255 FOR HOWELL , JACK ON 2013 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET9DF [REDACTED] GCQIS : DC1HB006

THANKS

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Madej, Jeanette (J.)
Sent: Friday, May 10, 2013 7:45 AM
To: McDonagh, Scot (S.M.); Dobbs, Dan (K.D.); Sparks, Douglas (D.S.); Ronzi, Bill (W.C.)
Cc: Nowaczyk, Rick (R.J.); Ricks, Kevin (K.J.)
Subject: RE: TAR OPEN AT LANGDALE FORD COMPANY 04988--USA Phone : (229) 333-2255 FOR HOWELL , JACK ON 2013 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET9DF [REDACTED] GCQIS : DC1HB006

I'll discuss today and get back to you

Jeanette Madej

Global Cooling Manager

313-805-0189

From: McDonagh, Scot (S.M.)
Sent: Thursday, May 09, 2013 3:24 PM
To: Dobbs, Dan (K.D.); Sparks, Douglas (D.S.); Ronzi, Bill (W.C.); Madej, Jeanette (J.)
Cc: Nowaczyk, Rick (R.J.); Ricks, Kevin (K.J.)
Subject: RE: TAR OPEN AT LANGDALE FORD COMPANY 04988--USA Phone : (229) 333-2255 FOR HOWELL , JACK ON 2013 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET9DF [REDACTED] GCQIS : DC1HB006

Need Jeanette's approval to trial bottom blocker on customer vehicles before official service release

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Dobbs, Dan (K.D.)
Sent: Thursday, May 09, 2013 3:03 PM
To: Sparks, Douglas (D.S.); McDonagh, Scot (S.M.); Ronzi, Bill (W.C.)
Cc: Nowaczyk, Rick (R.J.); Ricks, Kevin (K.J.)
Subject: FW: TAR OPEN AT LANGDALE FORD COMPANY 04988--USA Phone : (229) 333-2255 FOR HOWELL , JACK ON 2013 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET9DF [REDACTED] GCQIS : DC1HB006

Gentlement see below. We have a potential buy-back that we might be able to turn around.

From: Johnson, Jim (J.S.)
Sent: Thursday, May 09, 2013 3:01 PM
To: Dobbs, Dan (K.D.)
Subject: FW: TAR OPEN AT LANGDALE FORD COMPANY 04988--USA Phone : (229) 333-2255 FOR HOWELL , JACK ON 2013 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET9DF [REDACTED] GCQIS : DC1HB006

This is the unit the dealer wants RAVed could really use help here. Its going to cost the company 10K to RAV this unit.

From: CQIS, Help (.)
Sent: Thursday, May 09, 2013 12:53 PM
To: Jakob, Diana (D.); Kuffel, Adam (A.B.); Reeves, Brian (B.); Hall, Christopher (C.); Christoff, Donald (D.A.); Conroy, David (D.J.); Dripps, David (D.S.); Middleton, Greg (H.); Carey, John (J.P.); Gibula, Jeff (J.P.); Johnson, Jim (J.S.); Powers, Kurtis (K.S.); Kocher, Michael (M.); Hammer, Richard (R.M.); Jackson, Robert (R.P.); McClung, Shannon (S.T.); Triplette, Wesley (.)

Cc: Christoff, Donald (D.A.)

Subject: TAR OPEN AT LANGDALE FORD COMPANY 04988--USA Phone : (229) 333-2255 FOR HOWELL , JACK ON 2013 F150 4X4 ,F150 ,SUP CRW,STYSD VIN : 1FTFW1ET9DF [REDACTED] GCQIS : DC1HB006

A request for technical assistance has been OPENED for :

HOWELL , JACK SM
04988--USA Name : LANGDALE FORD COMPANY

By : US-TECHNICAL SERVICE HOTLINE

Unit Down :

With a concern on :

2013 F150 4X4 ,F150 ,SUP CRW,STYSD
VIN :1FTFW1ET9DF [REDACTED]

It is filed under GCQIS report number : DC1HB006

Following TECH ASSIST REFERRAL procedure, the dealership has been notified that someone from the Region will contact them in the near future. This letter is notification of the referral. The report will be in GCQIS for your review.

https://www.gcqis.dealerconnection.com/gcqis/asp/WBRES_RptSummaryUpdMain.asp?! rptnbr DC1HB006

THANK YOU , FROM THE US-TECHNICAL SERVICE HOTLINE

Attachments : 0

Report# :	DC1HB006 NHL	Received:	03/27/2013
CCRG/EPRC:		Date:	
Vehicle:	2013,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET9DF [REDACTED]	Build Date:	01/14/2013
Odometer :	1,147 M	Engine:	3.5L-GTDI
Transmission:	6R80E	Calibration:	DF613C0A
Dealer:	USA 04988 Langdale Ford Company	A/C:	YES
City:	Valdosta	Ph! one#:	(229) 333-2255
Originator:	JACK HOWELL	State:	Georgia
Symptom:	5 54 2 39 DRV PERF,LACK/LOSS PWR ,ACCEL,INTERMITTENT	Country :	USA
Status:			
VFG:	V52 DRIVEABILITY		
Additional Symptom:	LACKS POWER IN RAIN		
Fix:	Causal Component :		
Condition Code:			

Hotliner: BKARBUM1!

Phone: 000 000-0000

Regn Cd: S3 Orlando

Engineering:

Phone:

TAR: OPEN

Dlr Contact: JACK HOWELL

Phone: 229 333-2255

Title Cde: SM

REPAIR

03/27/2013 06:00PM BRANDON KARBUM MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: VEHICLE WILL NOT ACCEL IN THE
RAIN DIAGNOSTICS: CK. WITH IDS- CODES P0300,P0305,P0306 PARTS
REPLACED: NONE TECH QUESTION: THS VEHICLE HAS THE SAME SYMPTOMS
AS
ALL THE OTHERS WITH TSB 12-11-15.BUT IT DOES NOT FALL WITHIN THE BUILD
DATE FOR THE TSB.WHAT DO WE DO FROM HERE

RECOMM

03/27/2013 06:00PM BRANDON KARBUM MSS - FCSD - TECH SVC HOTLINE
JACK, SOME 2011-2013 F-150 VEHICLES EQUIPPED WITH THE 3.5L
GASOLINE TURBOCHARGED DIRECT INJECTION (GTDI) ENGINE MAY EXHIBIT
AN
INTERMITTENT STUMBLE AND/OR MISFIRE ON HARD ACCELERATION AFTER
AN
EXTENDED DRIVE AT HIGHWAY SPEEDS DURING EXTREME HUMID OR
DAMP CONDITIONS. THE VEHICLE MAY ALSO EXHIBIT A STEADY OR FLASHING
MALFUNCTION INDICATOR LAMP (MIL) WITH DIAGNOSTIC TROUBLE CODES
(DTC)
P0304, P0305, P0306 IN PCM MEMORY.

BEFORE ATTEMPTING TO REPAIR,
INSPECT THE VEHICLE TO SEE IF ANUPDATED CHARGE AIR COOLER SERVICE
PART# DL3Z- 6K775-B FOR 2013 MODEL YEAR AND CAC DEFLECTOR CL3Z-
19E672-A ARE INSTALLED. IF THE LATEST CAC IS NOT INSTALLED, REFER TO
APPLICABLE TSB 13-3-3, 12-11-15. IF THE LATEST CAC IS INSTALLED,
REPLACING THE CAC AGAIN WILL NOT CORRECT THIS CONDITION.
ENGINEERING

IS INVESTIGATING, CONTINUE TO MONITOR OASIS FOR FURTHER UPDATES.
ISM

13-03-005 2011-2013 F-150 - 3.5L GTDI - REPEAT MOISTURE CAC MISFIRE

AUDIT

**05/09/2013 12:52PM DONALD CHRISTOFF(TOC MSS - FCSD - REG ATL-ORLAND-
MI**
TECH ASSIST REFERRAL HAS BEEN OPENED

This email was generated by the server FCWS686

From: Jones, Jennifer (J.O.)
Sent: Friday, March 22, 2013 4:18 PM
To: Nowaczyk, Rick (R.J.)
Cc: Curtis, Andrew (A.); Wagner, Glen (G.C.)
Subject: RE: TSB 13-3-3 CAC Blocker

OK. Thanks for checking into it.

From: Nowaczyk, Rick (R.J.)
Sent: Friday, March 22, 2013 4:08 PM
To: Jones, Jennifer (J.O.)
Cc: Curtis, Andrew (A.); Wagner, Glen (G.C.); Nowaczyk, Rick (R.J.)
Subject: RE: TSB 13-3-3 CAC Blocker

Jennifer,
I went back into the TSB message. When the procedure steps got changed around (to accommodate engineering's request) the coding got changed as well per the warranty team. Anyway, the TSB will have to be republished to align the procedure up with the correct warranty coding call outs. However, there is another fix coming for this issue so we will most likely hold off until that fix is available to only have to republish once. Engineering is telling FCSD the fix will be coming very quickly provided DV testing shows positive results over this weekend.

From: Jones, Jennifer (J.O.)
Sent: Friday, March 22, 2013 2:56 PM
To: Nowaczyk, Rick (R.J.)
Cc: Curtis, Andrew (A.); Wagner, Glen (G.C.)
Subject: RE: TSB 13-3-3 CAC Blocker

Are you saying that nobody should be using the E labor op code?

From: Nowaczyk, Rick (R.J.)
Sent: Friday, March 22, 2013 2:55 PM
To: Jones, Jennifer (J.O.)
Cc: Curtis, Andrew (A.); Wagner, Glen (G.C.)
Subject: RE: TSB 13-3-3 CAC Blocker
Importance: High

Jennifer,

There is nothing wrong with the warranty coding for this message. The "E" operation is only for the catalytic converter replacement which has failed because of the moisture in the CAC cooler damaging it. There is no opportunity in this TSB to just perform catalytic converter replacement without also performing one of the following: installing a deflector shield, CAC and reflashing the PCM or just replacing the CAC and swapping over the shield from the old level CAC with no reflash of the PCM.

From: Jones, Jennifer (J.O.)
Sent: Friday, March 22, 2013 2:19 PM
To: Curtis, Andrew (A.); Wagner, Glen (G.C.)
Subject: TSB 13-3-3 CAC Blocker

I was just noticing in the TSB 13-3-3 there are 2 causal parts and 5 labor ops as shown below. However, in the dealer coding, it only refers to operations A, B, C, and D. There is no mention of E. Can we get that corrected without having to republish?

OPERATION	DESCRIPTION	TIME
130303A	2011-2012 F-150 3.5L GTDI: Check DTCs, Replace CAC Assembly, Includes Time To Transfer Or Install New CAC Shield (Do Not Use With Any Other Labor Operations)	0.8 Hr.
130303B	2011-2012 F-150 3.5L GTDI: Check DTCs, Replace The Left Catalytic Converter, Replace CAC Assembly, Includes Time To Transfer Or Install New CAC Shield (Do Not Use With Any Other Labor Operations)	1.2 Hrs.
130303C	2011-2012 F-150 3.5L GTDI: Check DTCs, Replace CAC Assembly, Includes Time To Transfer Or Install New CAC Shield, And Reprogram The PCM (Do Not Use With Any Other Labor Operations)	1.0 Hr.
130303D	2011-2012 F-150 3.5L GTDI: Check DTCs, Replace The Left Catalytic Converter, Replace CAC Assembly, Includes Time To Transfer Or Install New CAC Shield, And Reprogram The PCM (Do Not Use With Any Other Labor Operations)	1.4 Hrs.
130303E	2011-2012 F-150 3.5L GTDI: Check DTCs, Replace The Left Catalytic Converter (Do Not Use With Any Other Labor Operations)	0.8 Hr.

DEALER CODING

BASIC PART NO.	CONDITION CODE
5E212 (OPERATION B And D)	12
6K775 (OPERATION A And C)	42

From: Wagner, Glen (G.C.)
Sent: Friday, March 22, 2013 2:34 PM
To: Jones, Jennifer (J.O.); Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.)
Cc: Curtis, Andrew (A.)
Subject: RE: TSB 13-3-3 CAC Blocker

Jennifer Yes, the TSB would need to be republished.

Dan / Rick you may want to correct the causal part identification if you republish the TSB.

Glen Wagner
 FCSD Commodity Program Manager, Fuel / Exhaust / Air Induction / Cooling / Controls / Calibration / Gas Engine
 Phone 313 32-26768

From: Jones, Jennifer (J.O.)
Sent: Friday, March 22, 2013 2:19 PM
To: Curtis, Andrew (A.); Wagner, Glen (G.C.)
Subject: TSB 13-3-3 CAC Blocker

I was just noticing in the TSB 13-3-3 there are 2 causal parts and 5 labor ops as shown below. However, in the dealer coding, it only refers to operations A, B, C, and D. There is no mention of E. Can we get that corrected without having to republish?

OPERATION	DESCRIPTION	TIME
130303A	2011-2012 F-150 3.5L GTDI: Check DTCs, Replace CAC Assembly, Includes Time To Transfer Or Install New CAC Shield (Do Not Use With Any Other Labor Operations)	0.8 Hr.
130303B	2011-2012 F-150 3.5L GTDI: Check DTCs, Replace The Left Catalytic Converter, Replace CAC Assembly, Includes Time To Transfer Or Install New CAC Shield (Do Not Use With Any Other Labor Operations)	1.2 Hrs.
130303C	2011-2012 F-150 3.5L GTDI: Check DTCs, Replace CAC Assembly, Includes Time To Transfer Or Install New CAC Shield, And Reprogram The PCM (Do Not Use With Any Other Labor Operations)	1.0 Hr.
130303D	2011-2012 F-150 3.5L GTDI: Check DTCs, Replace The Left Catalytic Converter, Replace CAC Assembly, Includes Time To Transfer Or Install New CAC Shield, And Reprogram The PCM (Do Not Use With Any Other Labor Operations)	1.4 Hrs.
130303E	2011-2012 F-150 3.5L GTDI: Check DTCs, Replace The Left Catalytic Converter (Do Not Use With Any Other Labor Operations)	0.8 Hr.

DEALER CODING

BASIC PART NO.	CONDITION CODE
5E212 (OPERATION B And D)	12
6K775 (OPERATION A And C)	42

From: Johnson, Jim (J.S.)
Sent: Tuesday, October 02, 2012 3:00 AM
To: Ricks, Kevin (K.J.)
Cc: Devries, Jason (J.E.); Kramer, Michael (M.T.); Smith, Craig (C.A.); Hall, Christopher (C.); Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.)
Subject: RE: **Update on** 1 of the 12 New CAC install under engineering evaluation from Down in Florida (VIN# 1FTFW1ET6BF[REDACTED])

Kevin, here is another example where a customer traded out his EcoBoost that will never show up as an RAV. As I told you on the phone there have been quite a few owners who have traded in there new EcoBoost trucks at their own expense or at the dealers expense. These units will never show up on any Ford reports but its been happening in my market.

From: Hall, Christopher (C.)
Sent: Monday, October 01, 2012 5:26 PM
To: Smith, Craig (C.A.); Kramer, Michael (M.T.); Devries, Jason (J.E.)
Cc: Nowaczyk, Rick (R.J.); Johnson, Jim (J.S.)
Subject: RE: **Update on** 1 of the 12 New CAC install under engineering evaluation from Down in Florida (VIN# 1FTFW1ET6BF[REDACTED])

Just an FYI on this customer, he traded the truck in at Parks Ford of Wesley Chapel and bought a new 5.0 truck with no assistance from Ford. He plans on buying a vehicle for his wife too and I have sent the Region a note asking if there is anything that can be offered to the customer for his loyalty and patience. I will close the tech assist at this time.

Regards,

Chris Hall

Field Service Engineer
Ford Customer Service Division
Orlando Region
cell-727-643-9285

"Fix it right every time with Rotunda!"
<< OLE Object: Picture (Device Independent Bitmap) >>

From: Smith, Craig (C.A.)
Sent: Wednesday, September 26, 2012 9:56 AM
To: Kramer, Michael (M.T.); Devries, Jason (J.E.)
Cc: Hall, Christopher (C.)
Subject: RE: **Update on** 1 of the 12 New CAC install under engineering evaluation from Down in Florida (VIN# 1FTFW1ET6BF[REDACTED])

I'm sure any pending codes in the PCM are gone but the description sure sounds to be CAC condensate misfire.

Thanks,

Craig Smith
Supervisor - Engine Calibration
3.5L TIVCT GTDI & 3.5L IVCT GTDI Powerpacks
Phone: (313) 805-6345
TEE Bldg cube 1AD08

From: Kramer, Michael (M.T.)
Sent: Wednesday, September 26, 2012 6:54 AM
To: Smith, Craig (C.A.); Devries, Jason (J.E.)
Cc: Hall, Christopher (C.)
Subject: FW: **Update on** 1 of the 12 New CAC install under engineering evaluation from Down in Florida (VIN# 1FTFW1ET6BF[REDACTED])

Any particular data you would like to see?

Mike Kramer
RWD PT Cooling Supv.
Six Sigma Black Belt
Cell Phone: (313) 805 0190
Text Page: mkramer1
[Page from outside Ford](mailto:mkramer1@ford.com), External email: mkramer1@ford.com

From: Hall, Christopher (C.)
Sent: Tuesday, September 25, 2012 10:13 PM
To: Kramer, Michael (M.T.)
Subject: RE: **Update on** 1 of the 12 New CAC install under engineering evaluation from Down in Florida (VIN# 1FTFW1ET6BF[REDACTED])

I am inspecting this vehicle tomorrow morning and will have the IDS session. I spoke with the customer today and he works 12 hour shifts and if it is 70 degrees early in the morning and he set the cruise at 75 mph when he gets off the interstate and gives it the gas it will miss and bog down for approximately 30 seconds unless he lets off the gas. It is not raining when this happens. If he drives it when it is 90 degrees there is no problem according to him. It does have the blocker plate and the pcm is at the latest level.

Regards,

Chris Hall
Field Service Engineer
Ford Customer Service Division
Orlando Region
cell-727-643-9285

"Fix it right every time with Rotunda!"
<< OLE Object: Picture (Device Independent Bitmap) >>

From: Kramer, Michael (M.T.)
Sent: Tuesday, September 25, 2012 2:16 PM
To: Hall, Christopher (C.)
Cc: Kramer, Michael (M.T.)
Subject: FW: **Update on** 1 of the 12 New CAC install under engineering evaluation from Down in Florida (VIN# 1FTFW1ET6BF[REDACTED])
Importance: High

In addition to Rick's request to verify the external blocker plate is also installed, does the misfire condition only happen when raining?

Mike Kramer

RWD PT Cooling Supv.

Six Sigma Black Belt

Cell Phone: (313) 805 0190

Text Page: mkramer1

[Page from outside Ford](#), External email: mkramer1@ford.com

From: Nowaczyk, Rick (R.J.)

Sent: Tuesday, September 25, 2012 10:52 AM

To: Sparks, Douglas (D.S.); Kramer, Michael (M.T.); Tyler, Jim (J.S.); McDonagh, Scot (S.M.)

Cc: Hall, Christopher (C.); Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.)

Subject: **Update on** 1 of the 12 New CAC install under engineering evaluation from Down in Florida (VIN# 1FTFW1ET6BF[REDACTED])

Importance: High

Engineering Team,

The FSE (Chris Hall) left me a voice mail message this morning indicating that one of the vehicle's he installed the new CAC experience a repeat misfire/stumble from moisture in the CAC. The customer did state that it seem to be a little better with the new CAC, but he was still getting the concern to happen. This customer drives over 100 miles a day to and from work. I have attached the GCQIS report for this vehicle.

Is there anything the FSE should do or look for on this vehicle?

Chris, can you confirm that the deflector plate was installed on the new CAC when the repair was made?

<< Message: Report Summary for the CQIS Report#CHNB9001 >>

Regards,

Rick Nowaczyk

FCSD Product Concern Engineer

F-150, Freestar/Monterey, Ford GT, Th!nk

E-mail: rnowaczy@ford.com

Diagnostic Service Center-I, Allen Park

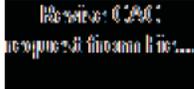
PH# 313-322-7251

From: Nowaczyk, Rick (R.J.)
Sent: Monday, October 08, 2012 8:02 AM
To: Sparks, Douglas (D.S.)
Cc: Dobbs, Dan (K.D.); Ricks, Kevin (K.J.); Nowaczyk, Rick (R.J.)
Subject: RE: Update on 9 CAC for the Field

Importance: High

Doug,

FCSD has confirmation that as of today all of the 12 CAC have been installed on customer vehicles. There was only one so far down in Florida that was not resolved with the new CAC. We are waiting on feedback from the customers on the remaining 11 vehicles. I have attached the latest tracker document.



From: Sparks, Douglas (D.S.)
Sent: Friday, September 21, 2012 9:56 AM
To: Nowaczyk, Rick (R.J.)
Cc: Dobbs, Dan (K.D.); Ricks, Kevin (K.J.)
Subject: RE: Update on 9 CAC for the Field

Rick,

Thanks for summary. I would appreciate a confirmation note when all 10 CAC's have been installed. I will need to keep our VP updated. It would also be great to get confirmation from the customers that the new CAC is meeting their expectations.

Thank you,

Douglas S. Sparks

P/T Quality and PVT Manager FNA
P/T Integration and Program Management (PTIM)
dsparks3@ford.com 313-805-6096

Administrative Assistant: Tina Tessadri
ttessadr 313 594-1115

From: Nowaczyk, Rick (R.J.)
Sent: Friday, September 21, 2012 9:22 AM
To: Sparks, Douglas (D.S.)
Cc: Dobbs, Dan (K.D.); Ricks, Kevin (K.J.); Nowaczyk, Rick (R.J.)

Subject: Update on 9 CAC for the Field

Importance: High

Doug,

All 9 CAC have all been shipped out. 8 of the CAC have confirmed delivered through the FedEx tracker and by the recipient's. The 1 CAC going to Canada has not been delivered, it's still being held up at Canada Customs.

The 6 CAC that went to Jim Johnson's team, they are working to get those customers in for repairs.

For the two you requested to receive CAC, those FSE's have made arrangements to get the customers in next week to make the repairs.

Thanks...

Regards,
Rick Nowaczyk
FCSD Product Concern Engineer
F-150, Freestar/Monterey, Ford GT, Th!nk
E-mail: rnowaczy@ford.com
Diagnostic Service Center-I, Allen Park
PH# 313-322-7251

FSE Name	VIN#	Dealer P/A	GCQIS Report#
(Chris Hall) Executive Office	1FTFX1ET4BF [REDACTED]	O4991	CHQDS003
Chris Hall	1FTFW1ET6BF [REDACTED]	O4994	CHNB9001
Shannon McClung (Did Not Use New CAC)	1FTFW1ET3CF [REDACTED]	O4988	CF2CC001
Rick Hammer (Part of Jim Johnson 6 pcs)	1FTFW1ET9CF [REDACTED]	O9735	CEODJ004
Rick Hammer (Part of Jim Johnson 6 pcs)	1FTFW1ET4BF [REDACTED]	OO454	CCOEZ016
John Carey (Part of Jim Johnson 6 pcs)	1FTFW1ET9CF [REDACTED]	O4875	CGJBZ011
Chris Hall (Part of Jim Johnson 6 pcs)	1FTFX1ET8CK [REDACTED]	O1200	CIRBB005
Dave Dripps (Part of Jim Johnson 6 pcs)	1FTFW1ET9CK [REDACTED]	OO478	CFZGN128
Kurtis Powers (Part of Jim Johnson 6 pcs)	1FTFW1ET0CF [REDACTED]	O4809	CIYAZ006
Executive Office (Berardi) (Varsity Ford)	1FTFW1ET7CF [REDACTED]	O2736	CHVDC005
Doug Spark's note (Wes Triplet)	1FTFW1ET8CF [REDACTED]	O4069	CIGF2293
Doug Spark's note (Alan Knitter)	1ftfw1et7cf [REDACTED]	O1028	CFADP001
Al Cockerill note (Craig Davis)	1FTFW1ET6CF [REDACTED]	B3805	CIJB8013

Total of 12 CAC Engineering Trial

Date Engineering provide Part	Date Part Shipped to Region	FedEx Tracking#	Vehicle Repaired
8/31/2012	8/31/2012	81059886659	9/6/2012
8/31/2012	8/31/2012	81059886659	9/12/2012
*****	*****	*****	*****
9/17/2012	9/17/2012	801059887471/801375422320	9/27/2012
9/17/2012	9/17/2012	801059887471/801375422320	10/1/2012
9/17/2012	9/17/2012	801059887471/801375422320	9/27/2012
9/17/2012	9/17/2012	801059887471/801375422320	10/4/2012
9/17/2012	9/17/2012	801059887471/801375422320	9/21/2012
9/17/2012	9/17/2012	801059887471/801375422320	9/28/2012
9/14/2012	Eng. Dropped off 9/14/12	*****	9/19/2012
9/17/2012	9/17/2012	801375422310	9/26/2012
9/17/2012	9/17/2012	801059887460	9/24/2012
9/17/2012	9/18/2012	872472720127	9/28/2012



Comments	
E-mail Note From Mike Berardi	
Customer driving vehicle/ FSE to follow-up on 9/21/12. Engineering requesting Mode 6 data and to inspect for DTC and secondary ign. /Vehicle bought back.	
On 9/25, FSE indicated customer still having issue with Moisture in the CAC .	
Vehicle went Lemon Law/did not use CAC	
Waiting on feedback from customer	
Waiting on feedback from customer	
Waiting on feedback from customer	
Vehicle also had COP issue/waiting on feedback from customer	
Waiting on Customer feedback	
As of 10/4 /12 customer had no further issues.	
E-mail Note From Mike Berardi/waiting on feedback from customer	
New CAC installed /waiting on feedback from customer	
Waiting on feedback from customer	
Vehicle returned after CAC install for P0430/dealer ordered Cat.	

Vehicle Note Repaired with new CAC

From: Ricks, Kevin (K.J.)
Sent: Monday, October 08, 2012 11:10 AM
To: Nowaczyk, Rick (R.J.); Sparks, Douglas (D.S.)
Cc: Dobbs, Dan (K.D.)
Subject: RE: Update on 9 CAC for the Field

How can we get feedback on the other 11?

From: Nowaczyk, Rick (R.J.)
Sent: Monday, October 08, 2012 8:02 AM
To: Sparks, Douglas (D.S.)
Cc: Dobbs, Dan (K.D.); Ricks, Kevin (K.J.); Nowaczyk, Rick (R.J.)
Subject: RE: Update on 9 CAC for the Field
Importance: High

Doug,

FCSD has confirmation that as of today all of the 12 CAC have been installed on customer vehicles. There was only one so far down in Florida that was not resolved with the new CAC. We are waiting on feedback from the customers on the remaining 11 vehicles. I have attached the latest tracker document.

<< File: Revise CAC request from Field FSE 1 (3).xlsx >>

From: Sparks, Douglas (D.S.)
Sent: Friday, September 21, 2012 9:56 AM
To: Nowaczyk, Rick (R.J.)
Cc: Dobbs, Dan (K.D.); Ricks, Kevin (K.J.)
Subject: RE: Update on 9 CAC for the Field

Rick,

Thanks for summary. I would appreciate a confirmation note when all 10 CAC's have been installed. I will need to keep our VP updated. It would also be great to get confirmation from the customers that the new CAC is meeting their expectations.

Thank you,

Douglas S. Sparks

P/T Quality and PVT Manager FNA
P/T Integration and Program Management (PTIM)
dsparks3@ford.com 313-805-6096

Administrative Assistant: Tina Tessadri
ttessadr 313 594-1115

From: Nowaczyk, Rick (R.J.)
Sent: Friday, September 21, 2012 9:22 AM
To: Sparks, Douglas (D.S.)
Cc: Dobbs, Dan (K.D.); Ricks, Kevin (K.J.); Nowaczyk, Rick (R.J.)
Subject: Update on 9 CAC for the Field
Importance: High

Doug,

All 9 CAC have all been shipped out. 8 of the CAC have confirmed delivered through the FedEx tracker and by the recipient's. The 1 CAC going to Canada has not been delivered, it's still being held up at Canada Customs.

The 6 CAC that went to Jim Johnson's team, they are working to get those customers in for repairs.

For the two you requested to receive CAC, those FSE's have made arrangements to get the customers in next week to make the repairs.

Thanks...

Regards,
Rick Nowaczyk
FCSD Product Concern Engineer
F-150, Freestar/Monterey, Ford GT, Th!nk
E-mail: rnowaczy@ford.com
Diagnostic Service Center-I, Allen Park
PH# 313-322-7251

From: Satish NADELLA <satish.nadella@valeo.com>
Sent: Tuesday, January 31, 2012 1:52 PM
To: Tyler, Jim (J.S.)
Cc: Kramer, Michael (M.T.); Blas-Fernando GUTIERREZ; Guillermo GUADARRAMA; Eduardo BARRIOS
Subject: Re: Updated: P415 CAC - Review potential options for internal condensation issue - follow up from AM meeting

Hi Jim,

Unfortunately, I am at a different customer's facility this afternoon, so will not be able to call in at 4.30pm. The team in SLP will be sending you the details on the prototype (feasibility and timing) and also, they are following up on the question on the CAD data for the turbulators.

Regards,
Satish Nadella

On Tue, Jan 31, 2012 at 11:39 AM, Tyler, Jim (J.S.) <jtyler1@ford.com> wrote:
When: Tuesday, January 31, 2012 4:30 PM-5:00 PM (GMT-05:00) Eastern Time (US & Canada).
Where: Conf call 313-621-3673 (ID 71351008)

Note: The GMT offset above does not reflect daylight saving time adjustments.

~~*~*~*~*~*~*~*~*

Follow up meeting to review SLP details for evaluation of evaporator type surfactant inside P415 CAC core.

Part timing and piece cost for test part. This part is strictly for evaluation of improved water release from the internal core. Further design and development of this idea will take place if initial vehicle testing results are favorable.

This e mail message is intended only for the use of the intended recipient(s). The information contained therein may be confidential or privileged, and its disclosure or reproduction is strictly prohibited. If you are not the intended recipient, please return it immediately to its sender at the above address and destroy it.

From: Picco, Henry (H.)
Sent: Thursday, October 04, 2012 2:16 PM
To: Nowaczyk, Rick (R.J.)
Cc: Leveille, Sebastien (S.); Biunno, Gary (G.)
Subject: RE: VIN # 1FTFW1ET9CK [REDACTED] Chronic CAC moisture concern GCQIS # CEIEK023

Rick,

Yes.

We were able to get the customer out of the rental, but a CAC as soon as possible would be terrific.

Thank you.

Henry G. Picco

Technical Specialist, SME. Ford Customer Service Division

321.435.1193 Direct Line

866.934.3604 (fax)

hpicco@ford.com

Ford Confidentiality:

This email may contain privileged communications. If you have received it in error, please delete it immediately and notify the sender. For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, October 04, 2012 2:13 PM
To: Picco, Henry (H.); Pitre, Rejean (R.J.)
Cc: Nowaczyk, Rick (R.J.)
Subject: RE: VIN # 1FTFW1ET9CK [REDACTED] Chronic CAC moisture concern GCQIS # CEIEK023
Importance: High

What is the latest on this vehicle? Is this vehicle still in urgent need of a CAC?

From: Picco, Henry (H.)
Sent: Wednesday, September 12, 2012 3:30 PM
To: Nowaczyk, Rick (R.J.)
Subject: RE: VIN # 1FTFW1ET9CK [REDACTED] Chronic CAC moisture concern GCQIS # CEIEK023

Rick,

Rejean Pitre, 506-543-5850

Thank you.

Henry G. Picco

Technical Specialist, SME. Ford Customer Service Division

321.435.1193 Direct Line

866.934.3604 (fax)

hpicco@ford.com

Ford Confidentiality:

This email may contain privileged communications. If you have received it in error, please delete it immediately and notify the sender. For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.

From: Nowaczyk, Rick (R.J.)
Sent: Tuesday, September 11, 2012 3:40 PM
To: Picco, Henry (H.)
Cc: Clark, Scott (S.A.); Biunno, Gary (G.); Leveille, Sebastien (S.)
Subject: RE: VIN # 1FTFW1ET9CK [REDACTED] Chronic CAC moisture concern GCQIS # CEIEK023

Henry,
Who is the FSE for this vehicle?

From: Picco, Henry (H.)
Sent: Friday, September 07, 2012 4:14 PM
To: Nowaczyk, Rick (R.J.)
Cc: Clark, Scott (S.A.); Biunno, Gary (G.); Leveille, Sebastien (S.)
Subject: VIN # 1FTFW1ET9CK [REDACTED] Chronic CAC moisture concern GCQIS # CEIEK023

Rick,

This unit has had 12-6-4 performed and Hotline has identified this VIN as a candidate for the revised CAC. Hotline has an open TAR on this vehicle.

Canadian maritime province / very high humidity.

The customer is wanting a buyback and is currently in a rental @ \$55 per day.

Obviously, the worst case scenario is we end up having to buy the vehicle back on top of what could be a large rental expense; the customer is refusing to pick-up / operate the vehicle.

Is there any way we can get a revised CAC to this dealer to resolve this case ?

Any suggestions or input you can offer will be greatly appreciated, as always.

Thank you.

Henry G. Picco

Technical Specialist, SME. Ford Customer Service Division

321.435.1193 Direct Line

866.934.3604 (fax)

hpicco@ford.com

Ford Confidentiality:

This email may contain privileged communications. If you have received it in error, please delete it immediately and notify the sender. For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.

From: Ladd, John (J.R.)
Sent: Friday, January 13, 2012 4:08 PM
To: Tyler, Jim (J.S.); Kramer, Michael (M.T.)
Cc: Palm, Jim (J.R.)
Subject: RE: WO#1271164,Make P415 CAC Outlet Tank with clear SLA material *Pls expedite High Priority*, Status Changed to Accepted.

Great! Thanks.

Regards,
John Ladd
Supervisor - Cooling Development Engineering
Ph: (313) 62-16626 Cell: (313) 805-4627
Fax: (313) 317-9241

From: Tyler, Jim (J.S.)
Sent: Friday, January 13, 2012 2:12 PM
To: Ladd, John (J.R.); Kramer, Michael (M.T.)
Subject: FW: WO#1271164,Make P415 CAC Outlet Tank with clear SLA material *Pls expedite High Priority*, Status Changed to Accepted.

Work order for clear tanks is in progress at PDC rapid proto shop. Promise date will be coming soon. Requested by 18 Jan.

Jim Tyler
T1/P552 Cooling
313-805-2565 Bld-2 23P25

From: Cronenwett, Steven (S.L.)
Sent: Friday, January 13, 2012 2:06 PM
To: Tyler, Jim (J.S.)
Subject: WO#1271164,Make P415 CAC Outlet Tank with clear SLA material *Pls expedite High Priority*, Status Changed to Accepted.

Work Order# [REDACTED] has been given a new status of **Accepted**.

Your request has been received. You will receive another email when work has begun.

Please DO NOT reply to this message. This message was generated by an automated mail facility which is not monitored for incoming messages.

Click [here](#) to open the Work Order

From: Dixon, Mark (M.R.)
Sent: Tuesday, September 04, 2012 12:52 PM
To: Oberski, Christopher (C.); Fodera, Jas (J.J.); Johnson, Greg (G.T.); Smith, Craig (C.A.); Kunitz, David (D.W.); Stanley, Daniel (D.J.); Gernant, Tim (T.R.)
Cc: Baum, Joe (J.M.)
Subject: RE: Exhaust Weekly QB Claims Deck (Load Week Ending 8-25-12)

Misfire DTC claims appear to be dropping much more than P0430 claims since the CAC blocker plate intro on May 17. Still very early to get a normalized look at this - will have an update later this week when AWS comes up with the Aug cutoff data.

Based on a quick scan of the claims, I'm not seeing many repeat repairs on P0430 claims. Dan what are you seeing.

From: Oberski, Christopher (C.)
Sent: Tuesday, September 04, 2012 10:32 AM
To: Fodera, Jas (J.J.); Johnson, Greg (G.T.); Smith, Craig (C.A.); Dixon, Mark (M.R.); Kunitz, David (D.W.); Stanley, Daniel (D.J.); Gernant, Tim (T.R.)
Cc: Baum, Joe (J.M.)
Subject: RE: Exhaust Weekly QB Claims Deck (Load Week Ending 8-25-12)

Jas, Mark-

On the P415 P0430 / P0420 are any of these repeat repairs on a vehicle? Is the failure rate lower, once the CAC air blocker and reflashed calibration have been incorporated?

Chris Oberski

Mgr: FNA Aftertreatment Systems Engineering

Cell: 313-805-8015

Email: <mailto:cobersk1@ford.com>

From: Fodera, Jas (J.J.)
Sent: Tuesday, September 04, 2012 9:54 AM
To: Baker, Ron (R.); Chen, Ming-Huei (M.H.); Lanzasira, Joseph (J.M.); Johnson, Greg (G.T.); Valle, Daniel (D.J.); Collareno, Michael (M.D.); Martelli, Ronald (R.L.); McNamara, Patrick (P.S.); Nowka, Erich (E.J.); Parks, James (J.); Roberts, John (J.); Sloss, Jeffrey (J.D.); Oberski, Christopher (C.); Kunitz, David (D.W.)
Cc: Stanley, Daniel (D.J.)
Subject: Exhaust Weekly QB Claims Deck (Load Week Ending 8-25-12)

Summarized Highlights from Tom Hartwig's Reports:

Redacted for Relevancy

Redacted for Relevancy

--Reminder--

VFG Exhaust Weekly Global Quality Review
Monday, Sept. 10, 2012 10a-11a
24G14A (Audio 1-888-621-3673; Passcode: 27269215)

Jas Fodera

Powertrain Installations - Exhaust Systems
Phone: 1-313-621-2854
e-Mail: jfodera@ford.com
Building #2, MD-1232, Cube 23M02

From: Hartwig, Tom (I.T.)
Sent: Monday, September 03, 2012 10:41 PM
To: Stanley, Daniel (D.J.); Fodera, Jas (J.J.); Brook, David (D.); Oberski, Christopher (C.)
Cc: Ronzi, Bill (W.C.); Lubke, Kathleen (K.); Greenbaum, Joseph (J.J.); Roberts, John (J.); Wagner, Glen (G.C.); Armitage, Roland (R.W.); Pathak, Pulakit (P.); Mason, Peter (P.); Hoffmann, Robert (R.); Leach, David (D.); Mena, Ambrosio (A.); Wells, Andy (A.P.); Belhabib, Mustapha (M.); Clause, Remy (R.); Muftuoglu, Erdal (E.); Vince, Dean (D.); Silva, Rafael R (R.R.); Sampaio neto, Humberto (H.O.); Bumbaroska, Mira (M.); Kunitz, David (D.W.); Saad, Thomas (T.J.)
Subject: Exhaust Weekly QB Claims Deck

<< File: 2012MY Exhaust Weekly Warranty Data 28Aug2012.ppt >> << File: 12MY PTI Exhaust Weekly QB Claims 08-28-12.xls >> << File: 13MY PTI Exhaust Weekly QB Claims 08-28-12.xls >>

Dan/Jas/David/Chris,

Latest 2012MY & 2013MY QB claims decks for Exhaust, and 2012MY PPT (load week ending 8/25) are attached. These files are also at Sharepoint link below.

<https://dept.sp.ford.com/sites/FuelQuality/PTI%20QB%20Reports/Forms/AllItems.aspx?RootFolder=%2Fsites%2FFuelQuality%2FPTI%20QB%20Reports%2FWeekly%20QB%20Part%20Reports%2FExhaust>

Because the weekly Exhaust VFG Quality Review is cancelled this week, please contact me by phone or e-mail with any question or information regarding these reports thanks!

From: Smith, Craig (C.A.)
Sent: Tuesday, September 04, 2012 10:47 AM
To: Oberski, Christopher (C.)
Subject: RE: Exhaust Weekly QB Claims Deck (Load Week Ending 8-25-12)

It can happen both during the rain and when humidity is *very* high but not raining.

Thanks,
Craig Smith
Supervisor - Engine Calibration
3.5L TIVCT GTDI & 3.5L IVCT GTDI Powerpacks
Phone: (313) 805-6345
TEE Bldg cube 1AD08

From: Oberski, Christopher (C.)
Sent: Tuesday, September 04, 2012 10:40 AM
To: Smith, Craig (C.A.)
Subject: RE: Exhaust Weekly QB Claims Deck (Load Week Ending 8-25-12)

Thanks... I read 50 claims... holy cow...

Does it only happened during the rain or is it easy to do in high humidity?

Chris Oberski

Mgr: FNA Aftertreatment Systems Engineering
Cell: 313-805-8015
Email: <mailto:cobersk1@ford.com>

From: Smith, Craig (C.A.)
Sent: Tuesday, September 04, 2012 10:38 AM
To: Oberski, Christopher (C.)
Subject: RE: Exhaust Weekly QB Claims Deck (Load Week Ending 8-25-12)

Chris,

FYI, I was able to get one of our 13MY P415 GTDI development vehicles to experience a CAC condensate misfire with the PCA CAC & blocker plate last week during the rain. Mazen, Joe, etc are aware.

Thanks,
Craig Smith
Supervisor - Engine Calibration
3.5L TIVCT GTDI & 3.5L IVCT GTDI Powerpacks
Phone: (313) 805-6345
TEE Bldg cube 1AD08

From: Oberski, Christopher (C.)
Sent: Tuesday, September 04, 2012 10:32 AM

To: Fodera, Jas (J.J.); Johnson, Greg (G.T.); Smith, Craig (C.A.); Dixon, Mark (M.R.); Kunitz, David (D.W.); Stanley, Daniel (D.J.); Gernant, Tim (T.R.)

Cc: Baum, Joe (J.M.)

Subject: RE: Exhaust Weekly QB Claims Deck (Load Week Ending 8-25-12)

Jas, Mark-

On the P415 P0430 / P0420 are any of these repeat repairs on a vehicle? Is the failure rate lower, once the CAC air blocker and reflashed calibration have been incorporated?

Chris Oberski

Mgr: FNA Aftertreatment Systems Engineering

Cell: 313-805-8015

Email: <mailto:cobersk1@ford.com>

From: Fodera, Jas (J.J.)

Sent: Tuesday, September 04, 2012 9:54 AM

To: Baker, Ron (R.); Chen, Ming-Huei (M.H.); Lanzasira, Joseph (J.M.); Johnson, Greg (G.T.); Valle, Daniel (D.J.); Collareno, Michael (M.D.); Martelli, Ronald (R.L.); McNamara, Patrick (P.S.); Nowka, Erich (E.J.); Parks, James (J.); Roberts, John (J.); Sloss, Jeffrey (J.D.); Oberski, Christopher (C.); Kunitz, David (D.W.)

Cc: Stanley, Daniel (D.J.)

Subject: Exhaust Weekly QB Claims Deck (Load Week Ending 8-25-12)

Summarized Highlights from Tom Hartwig's Reports:

Redacted for Relevancy

Redacted for Relevancy

--Reminder--

VFG Exhaust Weekly Global Quality Review
Monday, Sept. 10, 2012 10a-11a
24G14A (Audio 1-888-621-3673; Passcode: 27269215)

Jas Fodera

Powertrain Installations - Exhaust Systems

Phone: 1-313-621-2854

e-Mail: jfodera@ford.com

Building #2, MD-1232, Cube 23M02

From: Hartwig, Tom (I.T.)
Sent: Monday, September 03, 2012 10:41 PM
To: Stanley, Daniel (D.J.); Fodera, Jas (J.J.); Brook, David (D.); Oberski, Christopher (C.)
Cc: Ronzi, Bill (W.C.); Lubke, Kathleen (K.); Greenbaum, Joseph (J.J.); Roberts, John (J.); Wagner, Glen (G.C.); Armitage, Roland (R.W.); Pathak, Pulakit (P.); Mason, Peter (P.); Hoffmann, Robert (R.); Leach, David (D.); Mena, Ambrosio (A.); Wells, Andy (A.P.); Belhabib, Mustapha (M.); Clause, Remy (R.); Muftuoglu, Erdal (E.); Vince, Dean (D.); Silva, Rafael R (R.R.); Sampaio neto, Humberto (H.O.); Bumbaroska, Mira (M.); Kunitz, David (D.W.); Saad, Thomas (T.J.)
Subject: Exhaust Weekly QB Claims Deck

<< File: 2012MY Exhaust Weekly Warranty Data 28Aug2012.ppt >> << File: 12MY PTI Exhaust Weekly QB Claims 08-28-12.xls >> << File: 13MY PTI Exhaust Weekly QB Claims 08-28-12.xls >>

Dan/Jas/David/Chris,

Latest 2012MY & 2013MY QB claims decks for Exhaust, and 2012MY PPT (load week ending 8/25) are attached. These files are also at Sharepoint link below.

<https://dept.sp.ford.com/sites/FuelQuality/PTI%20QB%20Reports/Forms/AllItems.aspx?RootFolder=%2Fsites%2FFuelQuality%2FPTI%20QB%20Reports%2FWeekly%20QB%20Part%20Reports%2FExhaust>

Because the weekly Exhaust VFG Quality Review is cancelled this week, please contact me by phone or e-mail with any question or information regarding these reports thanks!

From: Smith, Craig (C.A.)
Sent: Tuesday, September 04, 2012 10:45 AM
To: Oberski, Christopher (C.); Gernant, Tim (T.R.)
Subject: RE: Exhaust Weekly QB Claims Deck (Load Week Ending 8-25-12)

The calibration enhancements over time do nothing to prevent misfire. They try to minimize catalyst damage by:

1. Detecting multi-cylinder misfire as robustly and quickly as possible.
2. Limiting engine load during FMEM.

They also eliminate the flashing MIL during high rpm/load type A misfire events.

Unfortunately, we can only disable up to 2 injectors simultaneously with the current strategy. As such, if the CAC condensate generates a full-bank misfire then one injector will remain "on" which can cause elevated catalyst temperatures. We asked for strategy changes on P415 to provide 3 cylinder protection but it was rejected due to PCSE work load (agreed to at the chief level).

Thanks,

Craig Smith
Supervisor - Engine Calibration
3.5L TIVCT GTDI & 3.5L IVCT GTDI Powerpacks
Phone: (313) 805-6345
TEE Bldg cube 1AD08

From: Oberski, Christopher (C.)
Sent: Tuesday, September 04, 2012 10:38 AM
To: Gernant, Tim (T.R.); Smith, Craig (C.A.)
Subject: FW: Exhaust Weekly QB Claims Deck (Load Week Ending 8-25-12)

Some of these claims read "Lost power / bucking on highway or when passing"

What were the cal changes put in place for misfire? What do they do exactly?

Thanks

Chris Oberski

Mgr: FNA Aftertreatment Systems Engineering
Cell: 313-805-8015
Email: <mailto:cobersk1@ford.com>

From: Oberski, Christopher (C.)
Sent: Tuesday, September 04, 2012 10:32 AM
To: Fodera, Jas (J.J.); Johnson, Greg (G.T.); Smith, Craig (C.A.); Dixon, Mark (M.R.); Kunitz, David (D.W.); Stanley, Daniel (D.J.); Gernant, Tim (T.R.)
Cc: Baum, Joe (J.M.)
Subject: RE: Exhaust Weekly QB Claims Deck (Load Week Ending 8-25-12)

Jas, Mark-

On the P415 P0430 / P0420 are any of these repeat repairs on a vehicle? Is the failure rate lower, once the CAC air blocker and reflashed calibration have been incorporated?

Chris Oberski

Mgr: FNA Aftertreatment Systems Engineering

Cell: 313-805-8015

Email: <mailto:cobersk1@ford.com>

From: Fodera, Jas (J.J.)
Sent: Tuesday, September 04, 2012 9:54 AM
To: Baker, Ron (R.); Chen, Ming-Huei (M.H.); Lanzasira, Joseph (J.M.); Johnson, Greg (G.T.); Valle, Daniel (D.J.); Collareno, Michael (M.D.); Martelli, Ronald (R.L.); McNamara, Patrick (P.S.); Nowka, Erich (E.J.); Parks, James (J.); Roberts, John (J.); Sloss, Jeffrey (J.D.); Oberski, Christopher (C.); Kunitz, David (D.W.)
Cc: Stanley, Daniel (D.J.)
Subject: Exhaust Weekly QB Claims Deck (Load Week Ending 8-25-12)

Summarized Highlights from Tom Hartwig's Reports:

Redacted for Relevancy

--Reminder--

VFG Exhaust Weekly Global Quality Review

Monday, Sept. 10, 2012 10a-11a

24G14A (Audio 1-888-621-3673; Passcode: 27269215)

Jas Fodera

Powertrain Installations - Exhaust Systems

Phone: 1-313-621-2854

e-Mail: jfodera@ford.com

Building #2, MD-1232, Cube 23M02

From: Hartwig, Tom (I.T.)
Sent: Monday, September 03, 2012 10:41 PM
To: Stanley, Daniel (D.J.); Fodera, Jas (J.J.); Brook, David (D.); Oberski, Christopher (C.)
Cc: Ronzi, Bill (W.C.); Lubke, Kathleen (K.); Greenbaum, Joseph (J.J.); Roberts, John (J.); Wagner, Glen (G.C.); Armitage, Roland (R.W.); Pathak, Pulakit (P.); Mason, Peter (P.); Hoffmann, Robert (R.); Leach, David (D.); Mena, Ambrosio (A.); Wells, Andy (A.P.); Belhabib, Mustapha (M.); Clause, Remy (R.); Muftuoglu, Erdal (E.); Vince, Dean (D.); Silva, Rafael R (R.R.); Sampaio neto, Humberto (H.O.); Bumberoska, Mira (M.); Kunitz, David (D.W.); Saad, Thomas (T.J.)
Subject: Exhaust Weekly QB Claims Deck

<< File: 2012MY Exhaust Weekly Warranty Data 28Aug2012.ppt >> << File: 12MY PTI Exhaust Weekly QB Claims 08-28-12.xls >> << File: 13MY PTI Exhaust Weekly QB Claims 08-28-12.xls >>

Dan/Jas/David/Chris,

Latest 2012MY & 2013MY QB claims decks for Exhaust, and 2012MY PPT (load week ending 8/25) are attached. These files are also at Sharepoint link below.

<https://dept.sp.ford.com/sites/FuelQuality/PTI%20QB%20Reports/Forms/AllItems.aspx?RootFolder=%2Fsites%2FFuelQuality%2FPTI%20QB%20Reports%2FWeekly%20QB%20Part%20Reports%2FExhaust>

Because the weekly Exhaust VFG Quality Review is cancelled this week, please contact me by phone or e-mail with any question or information regarding these reports thanks!

From: Nowaczyk, Rick (R.J.)
Sent: Tuesday, April 03, 2012 11:13 AM
To: Aaron, Mark (M.C.); Ahn, James (J.J.); Airington, Connie (C.G.); Allie, Abdul (A.D.); Bastida, Graciela (G.); Baumgartner, George (G.K.); Beck, Tim (T.H.); Berenjjan, Karim (K.); Bertcher, Terese (T.A.); Black, Scott (S.J.); Bloom, David (D.A.); Bobak, Jeff (J.); Boettger, Tom (T.); Boughan, Alex (A.B.); Bresky, Aaron (A.); Brimmell, John (J.H.); Caesar, Cynthia (C.L.); Cannon, Jeremiah (J.); Carrier, Jeffrey (J.J.); Cedeño, Liliana (L.C.); Chascsa, Jim (JRCII.); Cole, Leonard (F.); Conklin, Larry (L.J.); Corlew, Randall (R.L.); Crockett, Rico (R.D.); Crudo, Frank (F.J.); Csajaghy, G (G.J.); Davis, Craig (C.B.); Davis, Ray (.); Dela Cruz, Erwin (E.L.); Dennis, Matt (M.A.); DiLodovico, Steven (S.); Dixon, Mark (M.R.); Dodds, Jordan (J.); Dona, Alan (A.R.); Dressing, Thomas (T.G.); Dunn, Steven (Steven D.); Dunn, Tim (T.); Fitz, Don (D.J.); Ford, Michael (M.A.); Gaines, David (W.); Galas, Dean (C.K.); Gillanders, Eric (E.S.); Gizowski, Robert (R.D.); Gray, Jeffrey (J.A.); Green, Don (D.L.); Gupta, Ajay (A.K.); Hansen, James (J.E.); Hazel, Jeff (J.D.); Helwig, Stephen (S.K.); Hess, Graham (G.); Himes, Bill (B.L.); Holmes, Douglas (D.A.); Holzinger, Michael (M.A.); Hoskins, Anthony (A.L.); Huspen, Timothy (T.F.); Jakubik, Paul (P.C.); Johnson, Risa (R.A.); Jones, Jennifer (J.O.); Kadrovich, Kathy (K.); Kane, Mark (M.J.); Kaput, Barb (B.J.); Katterman, Nolan (N.D.); Kiedaisch, Kevin (K.W.); Kosztowny, Brian (B.P.); Kraus, Robert (R.T.); Kundrot, John (J.A.); Ladner, Eric (E.G.); Laleman, Mark (M.R.); Langley, Scott (C.S.); Lawson, Manny (M.R.); Lehmkuhl, David (D.B.); Lien, Rob (R.L.); Liu, Alex (A.B.); Mailloux, Richard (R.); Mansur, William (N.); Manzano, Deborah (D.); Massara, Michael (M.G.); McClain, Shawn (S.M.); McClung, Shannon (S.T.); McDonagh, Scot (S.M.); McNorton, Michael (M.C.); McRoy, Gitanjli (G.); Medley, Steven (S.D.); Messerly, Tom (T.L.); Miller, Brian (B.J.); Miller, Christopher (C.A.); Morton, Mike (M.F.); Neely, Tina (T.M.); Nichols, Steven (S.); Nickerson, Kurt (K.H.); Osepchook, William (W.R.); Page, Greg (G.G.); Perri, Ron (R.J.); Perry, Brian (B.J.); Piechocki, Dawn (D.M.); Pietrzak, Kenneth (K.E.); Piontek, Valerie (V.); Pulizzi, Pietro (P.G.); Pusta, Ionut (I.); Richei, Gordon (G.); Ricks, Kevin (K.J.); Ruppert, Dave (D.R.); Russo, Scott (S.); Saad, Thomas (T.J.); Samples, Mark (M.J.); Santiago, Eduardo (S.); Schafer, Drew (A.); Shockling, Jana (J.L.); Siitari, James (J.R.); Skikun, Steve (S.T.); Smith, Craig (C.A.); Spencer, Mike (M.T.); Stauffer, Eric (E.L.); Sturgill, Mark (M.W.); Suffredini, Joe (G.D.); Swenskowski, Kevin (K.M.); Tetreault, Pete (P.); Tucker, Christopher (C.H.); Wayne, Ed (E.J.); Williams, Dan (DW.); Zambrano, Jose (J.); Zinn, Greg (G.B.); Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.); Coughlin, Mark (M.J.); Morfitt, Jacob (J.); Stanton, Richard (R.A.); Guarino, Bill (W.C.); Hall, Christopher (C.); Schober, Michael (M.)
Subject: F-150 Concern Management Team Meeting Agenda for April 3rd - 2012 at 4 PM EST
Importance: High

Team,

Attached is the Weekly Update for the Thursday Send out. Please review your emerging or QSF concerns and contact RNOWACZY if changes or updates are needed. Call in information is listed below.

Ford net Dial-In: 13673

Toll-free Dial-In: 1-888-621-3673

International Dial-In: 1-313-621-3673

Meeting ID: 76917536

The F-150 AEQ data is available at the following link:

<http://dsc0ap05.diagnostic.ford.com/sp/AEQv2/>

Clear the CDS ID in the form, and click F-150 and build list to see the concerns we are currently monitoring.

If you would like updates emailed on a weekly basis for F-150 and other entities, please click the link below to subscribe to the QSF and Emerging Report Send out.

<http://dsc0ap05.diagnostic.ford.com/sp/subscribe/sub.asp>



Copy of Copy of
Copy of FCSD E...

Regards,
Rick Nowaczyk
FCSD Product Concern Engineer
F-150, Freestar/Monterey, Ford GT, Th!nk
E-mail: rnowaczy@ford.com
Diagnostic Service Center-I, Allen Park
PH# 313-322-7251

F-150 Concern Monitor Team (CMT) Agenda
 Tuesday April 3rd, 2012 4:00-5:00 PM (EST)
 Next Meeting April 10th , 2012

Call In Information
 Toll-free Dial-In: 1-888-621-3673
 International Dial-In: 1-313-621-3673
 Ford net Dial-In: 13673
 76917536

FCSD PVT: Dan Dobbs	Chief Nameplate Engineer: Jackie DiMarco	PT Supervisor KCAP: Brian Miller
FCSD PCE: Rick Nowaczyk	PVT Manager: David Lehmkuhl	PT DTP: Tom Saad
FCSD CBG Mgr: Kevin Ricks	PVT Supervisor KCAP: Steve Medley	PTO 6R80 Systems: TBD
FCSD PCE Export/Growth: Rob Lien	VE Supervisor: Brian Kosztowny	Guest: Max Gibbs
HOTLINE SME BCE: John Pusta	Body Supervisor: Dave Burgess	Guest: Maher Ghneim
HOTLINE SME V8 Drivability: Richard Mailloux	NVH Eng: Manny Lawson	Guest: Mike Melville
HOTLINE SME 3.5L / 3.7L Drivability: Alex Boughan	Chassis Eng: Eric Stauffer	Guest: Kevin Oyafuso
HOTLINE SME Drivability 3.5L / 3.7L Drivability: Jordan Dodds	VE Eng: Ray Davis	Guest: Mark Samples
HOTLINE SME 6R80 Transmission: John Brimmell	Chassis Eng: Dan Williams	Guest: Karim Berenjian/Peter Huang
FCSD FSE: David Bloom (Twin Cities)	Climate Ctrl: Jim Hansen	FSE TFOAM:
FCSD FSE: Randy Corlew (Pittsburgh)	Body Engineer: Scott Black	FSE TFOAM:
FCSD FSE: Connie Airington (Dallas)	Body Engineer: Jeff Gray	FSE TFOAM:
FCSD FSE: Chris Hanson (Orlando)	Body Engineer: Jana Shockling	FSE TFOAM:
PSMAC Dealer: John Bernath San Tan Ford Gilbert, AZ	Body Engineer: James Ahn	FSE TFOAM:
Ford of Canada: Craig Davis	Electrical DTP: Bill Himes	FSE TFOAM:
FCSD PS&L: Tina Neely	PT Supervisor DTP: Dean Galas	FSE TFOAM:

Please attend the CMT meeting with updates for your concern.
 If you are unable to attend, please send an e-mail with your updates.

PART ISSUES:

N/A

Status	Vehicle Line	Model Year	Concern	Function	Functional Champion Engineering Contact PCE	Comments	QSF Date Open	Req'd 68 day QSF Service Closure Date	Req'd 90 day QSF Production Closure Date	QSF Days Open	QSF Threshold	Severity 1-4	Report Count	QSF Forecast Service Closure Date	QSF Forecast Production Closure Date	Process Step	
Redacted for relevancy																	
2	F-150	2011-2012	06920110034-3.5L GTDI Misfire On Accel - No DTC	P O W	RWRIGH24 - CCOCKERI-RNOWACZY	CC:3.5L misfire may occur without DTCs setting. MIL with catalyst damage resulting in lack of power on loaded acceleration. CA:Moisture in Charge Air Cooler noticable during humid and rainy weather conditions. SC:Publish TSB message PC:TBD. ST:Mar/28: FCSD waiting on work plan from engineering to meet May 15th date. Service Red Due to:Exceeding 68 day Service Timing Production Red Due to:Exceeding 90 day Production Timing	18/Aug/2011	25/Oct/2011	16/Nov/2011	229	38	3	670	15/May/2012 RED	15/May/2012 RED	Identify Fix (Day 14-25)	

Redacted for relevancy

Redacted for relevancy

Redacted for relevancy

Redacted for relevancy

Total Monitor

Redacted for relevancy

From: Kramer, Michael (M.T.)
Sent: Friday, February 24, 2012 6:41 PM
To: Madej, Jeanette (J.)
Cc: 'Satish NADELLA'; 'norbert.bikos@valeo.com'; Joseph LUMETTA; Ladd, John (J.R.); Tyler, Jim (J.S.); Allan, Valerie (V.J.); Kramer, Michael (M.T.)
Subject: Feedback from Friday 3:30 pm P415 CAC Condensation meeting

The **RF**'s F150 CAC CFD analysis done by the Engine CFD analyst (Shark) was reviewed with the larger team. This along with the relief to the CAC performance targets also communicated in the meeting provide the framework for Valeo to provide revised F150 CAC designs. The following was requested for your meeting on Tuesday:

- 1) Design proposal #1. Shorter term solution. Modification of the existing F150 CAC to provide same/similar critical to condensation management parameters as the **RF** CAC core.
- 2) Design proposal #2. Longer term solution. More optimized design that provides same/similar critical to condensation management parameters as the Flex CAC core.

Mike Kramer
RWD PT Cooling Supv.
Six Sigma Black Belt
Cell Phone: (313) 805-0190
Text Page: mkramer1
Page from outside Ford, External email: mkramer1@ford.com

From: Garrett, David (D.P.)
Sent: Wednesday, May 02, 2012 4:04 PM
To: Ladd, John (J.R.); Glugla, Chris (C.P.); Norman, Kristofor (K.R.); Palm, Jim (J.R.); Yamada, Shuya Shark (S.Y.); Whitehead, Joseph (J.P.); Smith, Craig (C.A.); Baltusis, Paul (P.A.); Michela, Mike (M.); Wagers, Sue (S.K.); Kramer, Michael (M.T.); Tyler, Jim (J.S.); Huberts, Garlan (G.); Weber, Chris (C.R.)
Subject: P415 Misfire System - OBD requirements - Meeting summary

Summary out of today's 3-4pm meeting:

- 1) Review system concept proposal for Grill Shutters on P415 Charge Air Cooler to determine potential OBD requirements.
 - a. Shutter Concept: likely can infer via logic if failure has occurred for either open or closed
 - b. By Pass Valve Concept: concern exits that failed closed may not be detectable versus other failure modes which cause limited air flow
 - c. Request Air SSFT to evaluate each approach and determine what is needed – Chris Glugla to write this request
 - d. Valerio Imarsio / Sue Wagers / Dave Garrett to pull together PCM I/O potential for 2011 -2013 Bosch PCM's
 - e. Jim Tyler would be the contact for providing motor specifications for potential actuators based on historical designs

- 2) Discuss potential feasibility to incorporate 2012 P415 Misfire logic on both RFR 3.5L GTDI based on new information that CAC on both applications generates sufficient water to cause misfire concerns on each of those programs – U502 PP: 4-Jun and MP1: 13-Aug
 - a. RFR Current plan is not to disable MIL as we did on 2012 P415 for full bank misfire – MIL will flash if an issue occurs but P415 strategy for mIL disable will be in place
 - b. 2014 V363N: Goal – Calibration results on CAC condensation concerns suggests a PCA may be needed for J#1

eanderse@ford.com
313-805-2966

From: Norman, Kristofor (K.R.)
Sent: Thursday, January 19, 2012 2:08 PM
To: Ladd, John (J.R.)
Cc: Andersen, Erik (E.); Huang, Larry (L.)
Subject: RE: 1/19 D35 Misfire Meeting Minutes

Johh, Yes, at Monday's meeting, the team wants to review the world of CACs with Larry.

Regards,

Kristofor Norman
Manager, Engine Performance Development
Global Engine Engineering
knorman1@ford.com
313-390-7855

From: Ladd, John (J.R.)
Sent: Thursday, January 19, 2012 2:06 PM
To: Norman, Kristofor (K.R.)
Cc: Andersen, Erik (E.); Huang, Larry (L.)
Subject: RE: 1/19 D35 Misfire Meeting Minutes

I thought the team wanted a review of current benchmarking info also.

Regards,
John Ladd
Supervisor - Cooling Development Engineering
Ph: (313) 62-16626 Cell: (313) 805-4627
Fax: (313) 317-9241

From: Norman, Kristofor (K.R.)
Sent: Thursday, January 19, 2012 1:43 PM
To: Norman, Kristofor (K.R.); Gardner, Greg (G.D.); McCoy, Jim (D.); Saad, Thomas (T.J.); Nester, Darren (D.); Kramer, Michael (M.T.); Ladd, John (J.R.); Madej, Jeanette (J.); Allan, Valerie (V.J.); Baldwin, Damien (D.K.); Emery, Jim (J.M.); Bollman, Wes (W.); Lyon, Peter (P.M.); Dumler, Jeff (J.D.); Yamada, Shuya Shark (S.Y.); Sparks, Douglas (D.S.); Fabien, Phil (P.A.); Smith, Craig (C.A.); Nault, Ben (B.D.); Pierce, Michael (M.A.); Sims, Ivan (I.D.); Morrow, Bill (N.W.); Donahue, Francis (Fran.); Cockerill, Al (C.A.); Fried, Marcus (M.W.); Devries, Jason (J.E.); Whitehead, Joseph (J.P.); Krygowski, Richard (R.J.); Cowher, Terry (T.); Hargreaves, Gregory (G.J.); Garrett, David (D.P.); Sullivan, Todd (T.E.); Imarisio, Valerio (V.); Zott, Brian (B.R.); Mancini, Michael (M.A.); Pawlak, Greg (G.J.); Ahmed, Masood (M.); Dixon, Mark (M.R.); Wilson, David (D.G.); Dusa, Daniel (D.V.); Wagers, Sue (S.K.); Zimlich, Mary (M.); Mingo, Paul (P.C.); Rollinger, John (J.E.); Huberts, Garlan (G.); Baskins, Robert (R.S.); Michela, Mike (M.); Zhou, Jay (J.); Lehto, Scott (S.A.); Mazuchowski, James (J.A.); Hammoud, Mazen (M.); Boerger, Jim (J.G.); Merrell, Robert (R.J.); Stanley, Daniel (D.J.); Ronzi, Bill (W.C.); Palepu, Padmalaya (P.); Stefanski, John (J.C.); Russ, Stephen (S.G.); Glugla, Chris (C.P.); McDonagh, Scot (S.M.); Ricks, Kevin (K.J.); Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.); Ducklow, Corey (C.S.); Bailey, Owen (O.R.); Mohan, Robert (R.); Norman, Kristofor (K.R.); Yamada, Shuya Shark (S.Y.)
Subject: 1/19 D35 Misfire Meeting Minutes

Reviewed DTF and PT Dyno Testing - . Confirmed process to make sufficient condensate in conditions of around 30 min. Even worse at higher temps. Separator/reservoir concepts in HP AIS did not prevent misfire. A static test indicated that the CAC can hold 23 oz of water.

PT cooling, Palm, will work to develop a bench test for flow/condensate through the CAC/AIS/Manifold at dyno basement or PFSL.

Concepts to be fabricated for testing:

Manifold Runners in a Box - Cockerill
Manifold End Reservoir/Absorber - Cockerill
Build a CAC end tank perforated separator/lith part - Cockerill
Orient CAC for down flow connection - McCoy desired to run at DTF on Monday
Develop an improved HP AIS can separator, better location(s) - Palm
Procure from supplier reduced turbulator/louver tubes CAC - Palm
Develop an ideal HP AIS trap design - Russ/Norman/Yamada

TIMING is ASAP on all.

Regards,

Kristofor Norman
Manager, Engine Performance Development
Global Engine Engineering
knorman1@ford.com
313-390-7855

From: Norman, Kristofor (K.R.)
Sent: Thursday, January 19, 2012 8:05 AM
To: Gardner, Greg (G.D.); McCoy, Jim (D.); Saad, Thomas (T.J.); Nester, Darren (D.); Bld-1 13F040 (20); Kramer, Michael (M.T.); Ladd, John (J.R.); Madej, Jeanette (J.); Allan, Valerie (V.J.); Baldwin, Damien (D.K.); Emery, Jim (J.M.); Bollman, Wes (W.); Lyon, Peter (P.M.); Dumler, Jeff (J.D.); Yamada, Shuya Shark (S.Y.); Sparks, Douglas (D.S.); Fabien, Phil (P.A.); Smith, Craig (C.A.); Nault, Ben (B.D.); Pierce, Michael (M.A.); Sims, Ivan (I.D.); Morrow, Bill (N.W.); Donahue, Francis (Fran.); Cockerill, Al (C.A.); Fried, Marcus (M.W.); Devries, Jason (J.E.); Whitehead, Joseph (J.P.); Krygowski, Richard (R.J.); Cowher, Terry (T.); Hargreaves, Gregory (G.J.); Garrett, David (D.P.); Sullivan, Todd (T.E.); Imarisio, Valerio (V.); Zott, Brian (B.R.); Mancini, Michael (M.A.); Pawlak, Greg (G.J.); Ahmed, Masood (M.); Dixon, Mark (M.R.); Wilson, David (D.G.); Dusa, Daniel (D.V.); Wagers, Sue (S.K.); Zimlich, Mary (M.); Mingo, Paul (P.C.); Rollinger, John (J.E.); Huberts, Garlan (G.); Baskins, Robert (R.S.); Michela, Mike (M.); Zhou, Jay (J.); Lehto, Scott (S.A.); Mazuchowski, James (J.A.); Hammoud, Mazen (M.); Boerger, Jim (J.G.); Merrell, Robert (R.J.); Stanley, Daniel (D.J.); Ronzi, Bill (W.C.); Palepu, Padmalaya (P.); Stefanski, John (J.C.); Russ, Stephen (S.G.); Glugla, Chris (C.P.); McDonagh, Scot (S.M.); Ricks, Kevin (K.J.); Dobbs, Dan (K.D.); Nowaczyk, Rick (R.J.); Ducklow, Corey (C.S.); Bailey, Owen (O.R.); Mohan, Robert (R.)
Subject: 1/19 D35 Misfire Meeting Agenda

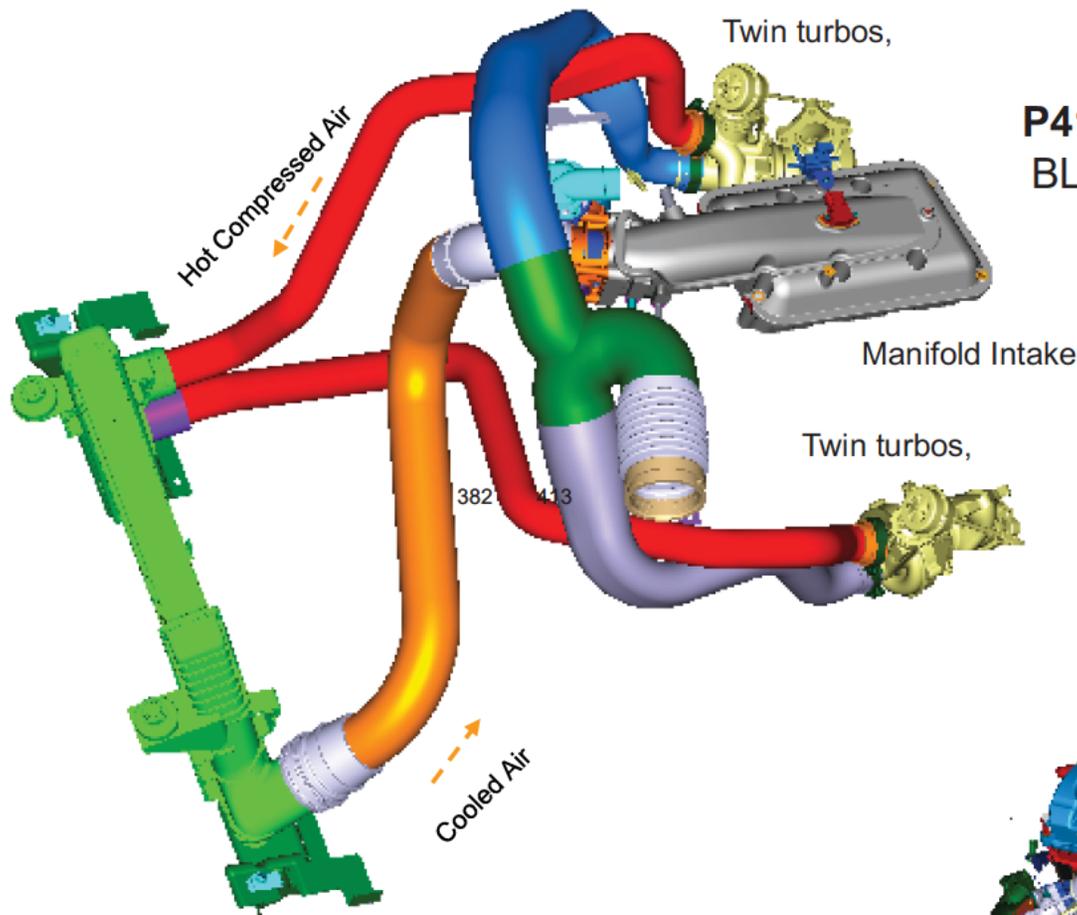
12pm 13F040 Audio and Webex in Mtg Notice

- 1) Review latest DTF/PT Dyno test results - Glugla/Mandjack
- 2) Determine next steps for potential fixes, testing required - All
PT Cooling, please bring in CAC cutaways/drawings
- 3) How to proceed with IP

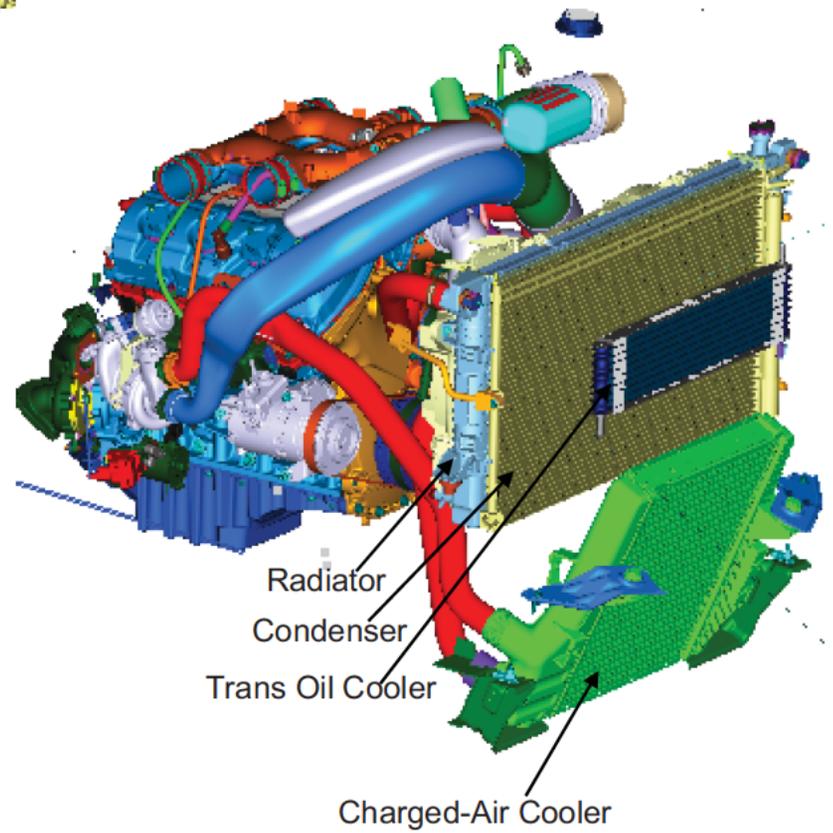
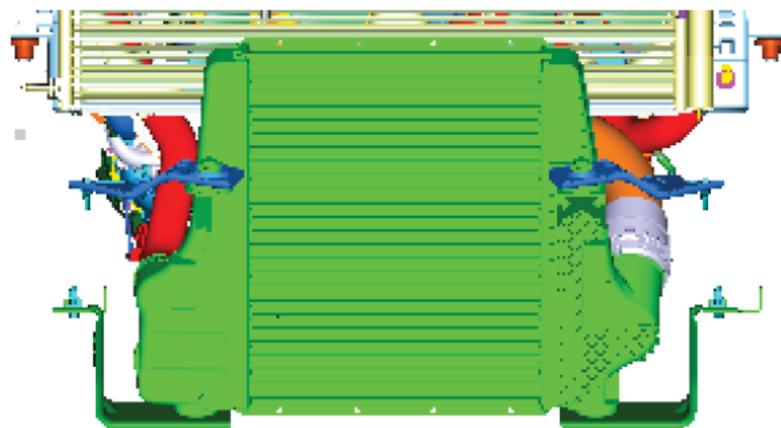
Regards,

Kristofor Norman
Manager, Engine Performance Development
Global Engine Engineering
knorman1@ford.com
313-390-7855

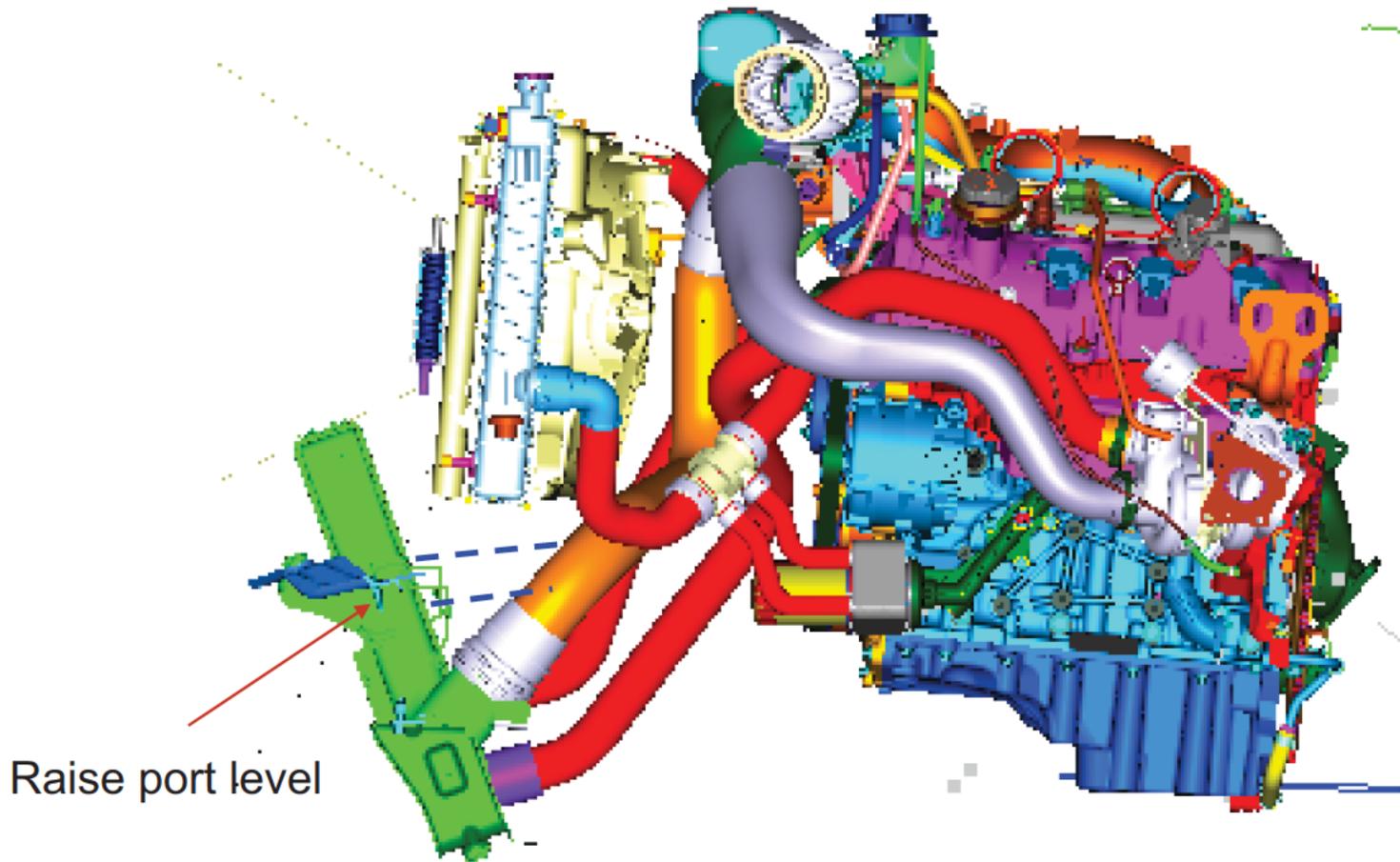
Redacted for Relevancy



P415 F150 3.5L GTDI, Cross flow
 BL34-9L440-AB, 57x382x413 mm



P415



Raise port level

Redacted for Relevancy

Redacted for Relevancy

CAC Applications and Misfiring Issue Health Chart

Attribute

Program	Vehicle Line	Engine	Risk Assessment	High Humidity Test Completed	CAC Type	Flow Type	CAC Size TxLxW, mm
---------	--------------	--------	-----------------	------------------------------	----------	-----------	--------------------

Redacted for Relevancy

Redacted for Relevancy

P415	F-150	3.5L GTDI	Unknown Issue reported	No		Full Face	cross	
------	-------	-----------	---------------------------	----	--	-----------	-------	--

Redacted for Relevancy

From: Giunta, Michael (M.J.)
Sent: Thursday, May 02, 2013 9:18 AM
To: Baldwin, Damien (D.K.)
Cc: Huang, Larry (L.)
Subject: RE: CAC steady state water

The short answer is as much as will fit in the CAC (depending on the CAC design and operating condition....) and still let the charge air flow through. On the P415, what we observed is that once you "filled" the CAC with water at a low load operating condition, on an aggressive tip in (6 – 2 downshift), up to 20 oz of water would be ejected in to the engine from the CAC. That is probably the worst case we have seen. I am not sure if that answers your question or not...

Larry may have more/better information regarding retention/ejection rates.

I am not sure of the level of understanding that we have regarding the rate of water condensation in the CAC.

From: Baldwin, Damien (D.K.)
Sent: Wednesday, May 01, 2013 7:25 AM
To: Giunta, Michael (M.J.)
Subject: CAC steady state water

Mike,

Redacted for Relevance

Can you give me an estimate on how much liquid water is generated steady state in 100% humidity or basically worst case scenario? Just a good guess would suffice for now.

Thanks!

Damien Baldwin
Dedicated Black Belt
Powertrain Integration and Program Management
Ford Motor Company
313-400-9386
dbaldwi1@ford.com

From: Jiang, Tao (USA.)
Sent: Wednesday, February 13, 2013 12:35 PM
To: Andersen, Erik (E.); Gariepy, Arthur (A.P.); Michaels, Victor (J.)
Cc: Kramer, Michael (M.T.); Szydlowski, Andrew (.)
Subject: RE: P415 Water Injestion

Eric, Wind tunnel 7B can not run water to AIS test. We have to wait for wind tunnel 7 repaired. Let's set up a meeting at the first week of March. I like to see your CAC data first

Thanks

Tao Jiang Ph.D
Supervisor, Vehicle Integration Attribute
313-805-6033
North American Product Development
Ford Motor Company
PDC #5215, Cube 1H-H51, MD 155
20901 Oakwood Boulevard, Dearborn, MI 48124-4077

From: Andersen, Erik (E.)
Sent: Wednesday, February 13, 2013 3:11 PM
To: Jiang, Tao (USA.); Gariepy, Arthur (A.P.); Michaels, Victor (J.)
Cc: Kramer, Michael (M.T.); Szydlowski, Andrew (.)
Subject: RE: P415 Water Injestion

Thanks for taking a look at the P415 on Friday. Do you guys have any ideas on how we should proceed?

Erik Andersen
Core P/T Cooling
eanderse@ford.com
313-805-2966

From: Jiang, Tao (USA.)
Sent: Tuesday, February 05, 2013 10:55 AM
To: Andersen, Erik (E.); Gariepy, Arthur (A.P.); Michaels, Victor (J.)
Cc: Kramer, Michael (M.T.); Szydlowski, Andrew (.)
Subject: RE: P415 Water Injestion

Victor,
Please talk with Andrew to understand what he did for rfr, and go watching the test to learn. I am not sure we need to involve this task yet.

Thanks

Tao Jiang Ph.D
Supervisor, Vehicle Integration Attribute
313-805-6033
North American Product Development
Ford Motor Company
PDC #5215, Cube 1H-H51, MD 155
20901 Oakwood Boulevard, Dearborn, MI 48124-4077

From: Andersen, Erik (E.)
Sent: Tuesday, February 05, 2013 9:05 AM
To: Jiang, Tao (USA.); Garipey, Arthur (A.P.); Michaels, Victor (J.)
Cc: Kramer, Michael (M.T.)
Subject: RE: P415 Water Injection

Tao,

We are going to test a P415 in the wind tunnel this Friday if you want to review the vehicle, test, etc.

Erik Andersen
Core P/T Cooling
eanderse@ford.com
313-805-2966

From: Jiang, Tao (USA.)
Sent: Thursday, January 31, 2013 3:09 PM
To: Andersen, Erik (E.); Garipey, Arthur (A.P.); Michaels, Victor (J.)
Cc: Kramer, Michael (M.T.)
Subject: RE: P415 Water Injection

I will call you late today

Tao Jiang Ph.D
Supervisor, Vehicle Integration Attribute
313-805-6033
North American Product Development
Ford Motor Company
PDC #5215, Cube 1H-H51, MD 155
20901 Oakwood Boulevard, Dearborn, MI 48124-4077

From: Andersen, Erik (E.)
Sent: Thursday, January 31, 2013 2:32 PM
To: Garipey, Arthur (A.P.); Jiang, Tao (USA.); Michaels, Victor (J.)
Cc: Kramer, Michael (M.T.)
Subject: RE: P415 Water Injection

Art, Tao,

Please let me know what is needed to progress this. This issue is starting to get very high levels of attention and I think the PVT is looking for some sort of containment near term.

I'd be happy to discuss what we know and history if you would like me to set something up.

Erik Andersen
Core P/T Cooling
eanderse@ford.com
313-805-2966

From: Andersen, Erik (E.)
Sent: Wednesday, January 30, 2013 10:23 AM
To: Gariepy, Arthur (A.P.); Jiang, Tao (USA.); Michaels, Victor (J.)
Cc: Kramer, Michael (M.T.)
Subject: RE: P415 Water Ingestion

Thanks Art.

Jiang,
This is all the info we have to date on this. Let me know if you would like a meeting once you have reviewed and I can set it up.

Erik Andersen
Core P/T Cooling
eanderse@ford.com
313-805-2966

From: Gariepy, Arthur (A.P.)
Sent: Wednesday, January 30, 2013 9:50 AM
To: Jiang, Tao (USA.); Michaels, Victor (J.)
Cc: Andersen, Erik (E.)
Subject: RE: P415 Water Ingestion

Attached is what we have gathered this morning...

<< Message: RE: P415 Water Ingestion >> << Message: RE: F150 High Mileage Fleets? >> << Message: RE: P415 Water Ingestion >>

Regards,
Arthur P. Gariepy
Vehicle Integration Attribute Engineer
B and C car DVP & Water Management
313-805-0523

From: Jiang, Tao (USA.)
Sent: Wednesday, January 30, 2013 9:32 AM
To: Gariepy, Arthur (A.P.); Andersen, Erik (E.)
Cc: Michaels, Victor (J.)
Subject: RE: P415 Water Ingestion

Erik, Would you please set up a meeting with me and Victor Michael to show us the data?

Thanks

Tao Jiang Ph.D
Supervisor, Vehicle Integration Attribute
313-805-6033
North American Product Development
Ford Motor Company
PDC #5215, Cube 1H-H51, MD 155
20901 Oakwood Boulevard, Dearborn, MI 48124-4077

From: Gariepy, Arthur (A.P.)
Sent: Wednesday, January 30, 2013 8:18 AM
To: Jiang, Tao (USA.)
Subject: FW: P415 Water Ingestion

Should I take this one?

From: Andersen, Erik (E.)
Sent: Tuesday, January 29, 2013 12:04 PM
To: Gariepy, Arthur (A.P.)
Cc: McDonagh, Scot (S.M.); Kramer, Michael (M.T.); Ladd, John (J.R.)
Subject: P415 Water Ingestion

Art,

There is an emerging issue on the current production P415 for an engine misfire that the team is investigating. If you recall from last year we went through this exercise on rfr for both water ingestion and condensation from the CAC. The P415 seems to be in a similar situation. We have already implemented substantial CAC actions, internal CAC reduction plus an external blocker, which has helped. However, there are still claims coming in with a similar failure mode. We believe that water ingestion is playing a role in the P415 issue and we were looking for some help to assess it.

Do you know or can you identify the correct person to assess the vehicle from a water ingestion perspective?

Please let us know.

Thanks,

Erik Andersen
Core P/T Cooling
eanderse@ford.com
313-805-2966

Kramer, Michael (M.T.)

From: Dmytro, Sherry (S.A.)
Sent: Friday, March 16, 2012 11:31 AM
To: Baum, Joe (J.M.); Devries, Jason (J.E.); Ladd, John (J.R.); Madej, Jeanette (J.)
Subject: RE: IGTDI CAC H2O

Yes. I will add it.

Sherry Dmytro

Supervisor, P/T Calibration Process and Methods
Powertrain Calibration and NVH
Ph. 805-8955

From: Baum, Joe (J.M.)
Sent: Friday, March 16, 2012 10:38 AM
To: Dmytro, Sherry (S.A.)
Cc: Devries, Jason (J.E.); Madej, Jeanette (J.); Ladd, John (J.R.)
Subject: RE: IGTDI CAC H2O

Is there time to review in next week's design review?

Joe Baum

Chief Engineer
Powertrain Calibration & NVH
Cell (313) 805-8846

From: Madej, Jeanette (J.)
Sent: Thursday, March 15, 2012 2:48 PM
To: Ladd, John (J.R.); Devries, Jason (J.E.)
Cc: Baum, Joe (J.M.)
Subject: RE: IGTDI CAC H2O

Hi Jason, I think we need to go to Joe's design review, did this happen?

Jeanette Madej
Global Cooling Systems Manager
Phone: 313-805-0189

From: Ladd, John (J.R.)
Sent: Wednesday, March 14, 2012 11:43 AM
To: Devries, Jason (J.E.)
Cc: Madej, Jeanette (J.)
Subject: RE: IGTDI CAC H2O

We reviewed the health chart summary today and I want to follow up on a couple of questions.

Redacted for Relevancy

Let me know how I can help move this stuff along. Thanks.

Regards,
John Ladd
Supervisor - Cooling Development Engineering
Ph: (313) 62-16626 Cell: (313) 805-4627
Fax: (313) 317-9241

From: Devries, Jason (J.E.)
Sent: Wednesday, February 08, 2012 4:35 PM
To: Ladd, John (J.R.)
Cc: Allan, Valerie (V.J.); Kramer, Michael (M.T.); Madej, Jeanette (J.); Hammoud, Mazen (M.); Dona, Alan (A.R.)
Subject: RE: IGTDI CAC H2O

John,

Here are some plots I made. I have included:
- P415 for reference

Redacted for Relevancy

<< File: CAC Condensation Estimate.ppt >>

Jason DeVries
Calibration Commodity Technical Specialist
GTDI, I4, and V6 Powertrains
Phone: 313-805-1035

e-mail: jdevrie4@ford.com

From: Ladd, John (J.R.)
Sent: Wednesday, February 01, 2012 2:31 PM
To: Devries, Jason (J.E.)
Cc: Allan, Valerie (V.J.); Kramer, Michael (M.T.); Madej, Jeanette (J.)
Subject: RE: IGTDI CAC H2O

Any progress with the boost and temp with the condensate line plots? Would be interesting to understand if the boost level of the P415 is the major driver for make condensate.

Has the summary on the sharepoint site been updated with the test dates?

Thanks.

Regards,
John Ladd
Supervisor - Cooling Development Engineering
Ph: (313) 62-16626 Cell: (313) 805-4627
Fax: (313) 317-9241

From: Devries, Jason (J.E.)
Sent: Wednesday, February 01, 2012 2:15 PM
To: Palm, Jim (J.R.); Norman, Kristofor (K.R.); Ladd, John (J.R.); Yamada, Shuya Shark (S.Y.); Bishop, Chris (C.B.)
Subject: RE: IGTDI CAC H2O

We will not be able to use this time slot. All the high priority programs have requested there own DTF time, but if there are any future opening let us know and we will see if we can make vehicles available to fill any slots you guys don't use. Thanks.

Jason DeVries

Calibration Commodity Technical Specialist
GTDI, I4, and V6 Powertrains
Phone: 313-805-1035
e-mail: jdevrie4@ford.com

From: Palm, Jim (J.R.)
Sent: Wednesday, February 01, 2012 1:46 PM
To: Norman, Kristofor (K.R.); Ladd, John (J.R.); Devries, Jason (J.E.); Yamada, Shuya Shark (S.Y.); Bishop, Chris (C.B.)
Subject: RE: IGTDI CAC H2O

Kristofer,

I will let Joe Dominski (DTF scheduler) know that we will probably cancel. John Ladd asked Jason if he had another vehicle line ready that could be tested for misfire tomorrow night. If he does then he gets the slot. If not then we will cancel.

From: Norman, Kristofor (K.R.)
Sent: Wednesday, February 01, 2012 12:42 PM
To: Palm, Jim (J.R.); Ladd, John (J.R.); Devries, Jason (J.E.); Yamada, Shuya Shark (S.Y.); Bishop, Chris (C.B.)
Subject: RE: IGTDI CAC H2O

Hi Jim, If we have nothing to test for tomorrow evening, we should cancel in time to let them put someone in there.

What about the new AIFS separator, is it ready? Yamada/Bishop Or perhaps a flapper/diverter in the CAC inlet tank to prevent flow into the upper CAC tubes?

Assess ideal HP AIS separator (~2/1) – Bishop/Yamada

Regards,

Kristofor Norman

Manager, Engine Performance Development
Global Engine Engineering
knorman1@ford.com
313-390-7855

From: Palm, Jim (J.R.)
Sent: Wednesday, February 01, 2012 10:31 AM
To: Ladd, John (J.R.); Devries, Jason (J.E.)
Cc: Norman, Kristofor (K.R.); Russ, Stephen (S.G.)
Subject: RE: IGTDI CAC H2O

Would you be ready to test tomorrow at 23:30?

You can use any future slots that we don't have parts and a test plan to test for. This will obviously have to be coordinated a few days before each test time.

From: Ladd, John (J.R.)
Sent: Wednesday, February 01, 2012 10:17 AM
To: Devries, Jason (J.E.)
Cc: Norman, Kristofor (K.R.); Russ, Stephen (S.G.); Palm, Jim (J.R.)
Subject: RE: IGTDI CAC H2O

Jim, can we use some of the slots reserved for the P415?

Regards,
John Ladd
Supervisor - Cooling Development Engineering
Ph: (313) 62-16626 Cell: (313) 805-4627
Fax: (313) 317-9241

From: Devries, Jason (J.E.)
Sent: Wednesday, February 01, 2012 10:07 AM
To: Ladd, John (J.R.)
Cc: Norman, Kristofor (K.R.); Russ, Stephen (S.G.)
Subject: RE: IGTDI CAC H2O

Okay we will proceed with this instrumentation.

This may take a few days since it will likely require the removal of the intercooler and intake manifold to install these. Is the plan to then test this in one of the DTF time slots that are currently scheduled for the P415?

Jason DeVries

Calibration Commodity Technical Specialist
GTDI, I4, and V6 Powertrains
Phone: 313-805-1035
e-mail: jdevrie4@ford.com

From: Ladd, John (J.R.)
Sent: Tuesday, January 31, 2012 3:58 PM
To: Devries, Jason (J.E.)
Cc: Norman, Kristofor (K.R.); Russ, Stephen (S.G.)
Subject: RE: IGTDI CAC H2O

My proposal:

<< File: Flex CAC System.pptx >>

Regards,
John Ladd
Supervisor - Cooling Development Engineering
Ph: (313) 62-16626 Cell: (313) 805-4627
Fax: (313) 317-9241

From: Devries, Jason (J.E.)
Sent: Tuesday, January 31, 2012 3:39 PM
To: Devries, Jason (J.E.); Ladd, John (J.R.); Norman, Kristofor (K.R.); Russ, Stephen (S.G.)
Subject: RE: IGTDI CAC H2O

Maybe to phrase it another way, I think we have 3 options

- 1) Do we want to see the exit of the intercooler to see all the water potentially coming out from being contained in the tubes
- 2) Do we want the camera located at the bottom of the end tank to look for the pooling
- 3) Do we want both?

Jason DeVries

Calibration Commodity Technical Specialist
GTDI, I4, and V6 Powertrains
Phone: 313-805-1035
e-mail: jdevrie4@ford.com

From: Devries, Jason (J.E.)
Sent: Tuesday, January 31, 2012 3:34 PM
To: Ladd, John (J.R.); Norman, Kristofor (K.R.); Russ, Stephen (S.G.)
Subject: RE: IGTDI CAC H2O

We are planning to test a RFR

Jason DeVries

Calibration Commodity Technical Specialist
GTDI, I4, and V6 Powertrains
Phone: 313-805-1035
e-mail: jdevrie4@ford.com

From: Ladd, John (J.R.)
Sent: Tuesday, January 31, 2012 3:33 PM
To: Devries, Jason (J.E.); Norman, Kristofor (K.R.); Russ, Stephen (S.G.)
Subject: RE: IGTDI CAC H2O

Good catch on the name.

Which vehicle are you going to test? We can make an illustration to show camera locations...

Regards,
John Ladd
Supervisor - Cooling Development Engineering
Ph: (313) 62-16626 Cell: (313) 805-4627
Fax: (313) 317-9241

From: Devries, Jason (J.E.)
Sent: Tuesday, January 31, 2012 3:31 PM
To: Norman, Kristofor (K.R.); Ladd, John (J.R.); Russ, Stephen (S.G.)
Subject: RE: IGTDI CAC H2O

I added Steve to this since I am guessing you sent it to the wrong person.

Kris,

I think the issue is that since we exit at the top on the iVCT then we won't be able to see any pooling if it is at the bottom of the intercooler. So I am wondering if we want to drill into the side the the intercooler at the bottom to see if we are getting water pooling in the bottom of the intercooler.

Jason DeVries

Calibration Commodity Technical Specialist
GTDI, I4, and V6 Powertrains
Phone: 313-805-1035
e-mail: jdevrie4@ford.com

From: Norman, Kristofor (K.R.)
Sent: Tuesday, January 31, 2012 3:28 PM
To: Ladd, John (J.R.); Ross, Steven (S.)
Cc: Devries, Jason (J.E.)
Subject: RE: IGTDI CAC H2O

John, We likely want to be able to see if there is any pooling at the immediate exit of the CAC and what the water ingestion looks like up in the manifold plenum before heading into the runners.

Regards,

Kristofor Norman
Manager, Engine Performance Development
Global Engine Engineering
knorman1@ford.com
313-390-7855

From: Ladd, John (J.R.)
Sent: Tuesday, January 31, 2012 2:41 PM
To: Norman, Kristofor (K.R.); Ross, Steven (S.)
Cc: Devries, Jason (J.E.)
Subject: FW: IGTDI CAC H2O

Where should the cameras be located?

Regards,
John Ladd
Supervisor - Cooling Development Engineering
Ph: (313) 62-16626 Cell: (313) 805-4627
Fax: (313) 317-9241

From: Devries, Jason (J.E.)
Sent: Tuesday, January 31, 2012 1:49 PM
To: Mandjack, Michael (M.P.); Ladd, John (J.R.)
Subject: FW: IGTDI CAC H2O

Mike/John,

Where do we want to install cameras in this intercooler? Considering our outlet is at the top do we want to drill into the side of the intercooler to place a camera at the bottom on the cold side to try to get a similar location as the P415? Let me know if you guys have a preference or maybe we need to discuss this in Thursday's meeting to determine what locations we want to monitor with the cameras. Thanks.

Jason DeVries

Calibration Commodity Technical Specialist
GTDI, I4, and V6 Powertrains
Phone: 313-805-1035
e-mail: jdevrie4@ford.com

From: Mandjack, Michael (M.P.)
Sent: Monday, January 30, 2012 4:05 PM
To: Smith, Craig (C.A.); Devries, Jason (J.E.)
Cc: Pondell, Jonathan (J.S.); Phillips, Kirk (K.J.)
Subject: IGTDI CAC H2O

Jason and Craig,

John Pondell and Kirk Phillips are the contacts for the fiber optic cameras.

Mike Mandjack

Ford Motor Company

EPD Duratec 35/37

Large Gas and Diesel Engineering

Phone: 313-805-9692

Email : MMANDJAC@FORD.COM

From: Dobbs, Dan (K.D.)
Sent: Tuesday, February 12, 2013 4:12 PM
To: Wagner, Glen (G.C.)
Cc: Ricks, Kevin (K.J.); Ronzi, Bill (W.C.); Nowaczyk, Rick (R.J.); McDonagh, Scot (S.M.)
Subject: Repeat Revised CAC - BL3Z-6K775-B

Glen, Here are the repeat Vin's for a CAC replaced twice with the updated CAC. I sent the bottom 3 off for review.

1FTFX1ET3CF [REDACTED] 2
1FTFX1ET1CF [REDACTED] 2
1FTFW1ETXBF [REDACTED] 2
1FTVW1ET2CK [REDACTED] 2
1FTFW1ET7CF [REDACTED] 2
1FTFW1ET8CF [REDACTED] 2
1FTFW1ET8BF [REDACTED] 2
1FTFW1ET6CK [REDACTED] 2
1FTFW1ET7BF [REDACTED] 2
1FTFW1ET5CF [REDACTED] 2
1FTFW1ET4CF [REDACTED] 2
1FTFW1ET5BF [REDACTED] 2
1FTFW1ET1BF [REDACTED] 2
1FTFW1CT4CF [REDACTED] 2

Regards
K.D. Dan Dobbs
FCSD Service Engineering Operations
F-150 PVT Program Manager
Certified 6-Sigma Master Black Belt Level II
Phone:313-845-6078
kdobbs@ford.com

Truth, like gold, is to be obtained not by its growth, but by washing away from it all that is not gold.
<<http://www.brainyquote.com/quotes/quotes/l/leotolstoy122214.html>>

Leo Tolstoy

From: Pitre, Rejean (R.J.) [rpitre4@ford.com]
Sent: Monday, January 07, 2013 6:13 AM
To: Davis, Craig (C.B.)
Cc: Pitre, Rejean (R.J.)
Subject: Report Summary for the CQIS Report#CLSCD008

hi craig, any insight on the ecoboost hesitation after the CAC has been replaced with the updated one i have this one and another from Avalon that i will send the file to you next. thanks in advance

Attachments : 0

Report# : CLSCD008 NHL Received: 12/19/2012
CCRG/EPRC: Reviewed Status: Date:
Vehicle: 2012,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET6CK [REDACTED]
Build Date: 03/21/2012
Odometer : 8,441 K Engine: 3.5L-GTDI Calibration:
CF613C0A
Transmission: 6R80E Axle: 3.73 LOCK A/C: YES
Dealer: CAN B3805 Downey Ford Sales Ltd Phone#: (506) 633-2200

City: Saint John Province New Brunswic Country : CAN

Originator: BURT KELLY
Symptom: 5 54 2 39 DRV PERF,LACK/LOSS PWR ,ACCEL,INTERMITTENT
Status:
VFG: V52 DRIVEABILITY
Additional Symptom: MISS ON BANK2
Fix: Causal Component :
Condition Code:

Hotliner: TROMAN07 Phone: 313 337-9132 Regn Cd: 03 03 FCSD
REGION-CANADA

Engineering: Phone: TAR: 0-30

Dlr Contact: BURT KELLY Phone: 506 654-0448 Title Cde: SF

DTCs:
KOEO:
KOEC:P0304 P0305 P0306
KOER:

Comments :
REPAIR 12/19/2012 01:29PM TONY ROMANO MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: LOSS OF POWER ENGINE LIGHT ON ACCELL. ON
WET
DAYS DIAGNOSTICS: VERIFY CUST. CONCERN PERFROM EEC. TEST HAD CODES
P0304,P0305,P0306 CHECK ING. SYSTEM REPLACE # 4,5,6 PLUGS FOULED
FROM
PREVIOUS MISSFIRES ROADTEST OK AT THIS TIME. TRUCK COME BACK HAD

MISSFIRE CODE P0304 TRY NEW COIL ROADTEST POWER BAQLANCE TEST TURCK
HAS MISSFIRE ON#4 AND #6 CYLINDERS. REMOVE CAC AND CHECK HAD WATER
IN IT AGAIN FOREMAN IS CONTACTING HOTLINE. PARTS REPLACED: REPLACE #
4,5,6 PLUGS FOULED FROM PREVIOUS MISSFIRES TSB 12-10-19 HAS BEEN
DONE, ALSO A NEW INTERCOOLER AND A SECOND CONVERTER.ROAD TESTED TRUCK
YESTERDAY AND IT FELL ON ITS FACE .REMOVED INNERCOOLER AN FOUND WATE
RIN IT APROX 1/2 CUP AFTER ROAD TEST. TECH QUESTION: HAS THERE BEEN
ANY OTHER REPORTS OF WATER IN THE INNER COOLER AFTER THE INNNER
COOLER HAS BEEN REPLACED? AND IF SO WHAT NOW? CUSTOMER REFUSES TO TAKE
TRUCK BACK.

RECOMM 12/19/2012 01:29PM TONY ROMANO MSS - FCSD - TECH SVC HOTLINE
BURT, THE FORD TECHNICAL HOTLINE HAS REVIEWED YOUR REQUEST AND HAS
DETERMINED THAT IT IS NECESSARY TO DISCUSS THIS MATTER VERBALLY OVER
THE TELEPHONE. YOU WILL BE CONTACTED SHORTLY BY A FORD TECHNICAL
HOTLINE REPRESENTATIVE.

REPAIR 12/19/2012 02:23PM TONY ROMANO MSS - FCSD - TECH SVC HOTLINE
CALLED THE DEALERSHIP TO DISCUSS THE CONCERN IN MORE DETAIL. THE CAC
WAS UPDATED AND THE VEHICLE IS ON ITS 3RD CATALYST. THE MISFIRING
CAN BE DUPLICATED EASILY WHEN THE WEATHER IS WET OR DAMP OUT. THEY HAVE
HAS SUCCESS WITH OTHER VEHICLES WITH THE NEW CAC BUT THIS TRUCK IS
NOT RESOLVED.

RECOMM 12/19/2012 02:23PM TONY ROMANO MSS - FCSD - TECH SVC HOTLINE
SPOKE WITH BURT THE SHOP FOREMAN AND ADVISED HIM THE CONCERN WOULD
BE ESCALATED.

ESCLHD 12/19/2012 02:23PM TONY ROMANO MSS - FCSD - TECH SVC HOTLINE
NOTE TO ESCALATION TEAM : ESCALATED DUE TO THE OPEN CUDL AND
COMPONENTS ALREADY REPLACED. PER INFORMATION THE VEHICLE HAS
RETURNED TO THE DEALER 6-7 TIMES SINCE NEW JUST OVER 3 MONTHS. DISCUSSED THE

CONCERN WITH MR. RIDOLFI. THE VEHICLE IS IN THE PROCESS OF A
CANADIAN RAV AND BURT REPORTS THE CUSTOMER IS IN ANOTHER VEHICLE AT THIS
TIME.

REPAIR 12/20/2012 03:46PM DAVID STENDARDO MSS - FCSD - TECH SVC HOTLINE

REVIEWED BY THE ESCALATION TEAM CONTACTED DEALER THROUGH
OUTBOUND CALL AND SPOKE WITH SERVICING TECHNICIAN BURT KELLY. TECH

A MENTIONED THAT THE TRUCK IS COMMERCIAL USE AND IS DRIVEN ABOUT 80KM
DAY IN THE HIGHWAY. THE CAC HAS BEEN REPLACED WITH THE UPDATED
VERSION AS PER TSB 12-10-19 WITH NO CHANGE. THE CAC WAS LATER REMOVED AND IT
WAS SAID THAT THERE WAS ABOUT 1 CUP OF WATER REMOVED. THE PLUGS ON
THE L/S AS WELL AS BOTH CATALYSTS HAVE BEEN REPLACED WITH NO CHANGE.

RECOMM 12/20/2012 03:46PM DAVID STENDARDO MSS - FCSD - TECH SVC HOTLINE
ADVISED TECH TO CLOSELY INSPECT THE AIR FILTER HOUSING FOR PROPER
SEALING AS WELL AS THE AIR FILTER FOR ANY SIGNS OF
SATURATION.

**WE'VE REFERRED THIS CONCERN TO THE FIELD SERVICE
ENGINEER (FSE) IN YOUR MARKET AREA. THE FSE SHOULD CONTACT YOU OR
DEALERSHIP MANAGEMENT (SERVICE MANAGER OR SERVICE DIRECTOR) WITHIN
ONE (1) BUSINESS DAY. IF FSE DOES NOT CONTACT YOU DIRECTLY, PLEASE
CONSULT WITH DEALERSHIP MANAGEMENT TO DISCUSS FURTHER RECOMMENDATIONS AND
STEPS TO ASSIST IN THE RESOLUTION OF THIS VEHICLE CONCERN.**

TAR 12/20/2012 03:46PM DAVID STENDARDO MSS - FCSD - TECH SVC HOTLINE
**NOTE TO FSE: I AM REQUESTING TECHNICAL ASSISTANCE ON THIS VEHICLE
DUE TO A RECURRING MISFIRE CONCERN DURING HUMID OPERATION AFTER
SEVERAL DIRECTED REPAIR ATTEMPTS.** PLEASE VERIFY ABOVE DIAGNOSTICS
AND REPAIRS PERFORMED. VEHICLE BROUGHT TO THE DEALER FOR POWER LOSS
ON ACCELERATION. DEALER VERIFIED THE CONCERN WITH MISFIRE DTC'S PRESENT
FOR THE L/S. TSB 12-06-04 WAS PERFORMED AS OUTLINED AND RETURNED.
THE TECH HAS ALSO REPLACED PLUGS AND ONE COIL IN THE AFFECTED BANK DUE
TO FOULING. THE CUSTOMER BROUGHT THE VEHICLE BACK WITH THE MIL ON AND
THE DEALER THEN PERFORMED 12-06-04 AGAIN FOR A P0430 AND THE CATALYST
WAS REPLACED. THE VEHICLE THEN RETURNED AGAIN WITH THE MIL ON AND A LOSS
WAS OF POWER. THE TECH THEN PERFORMED TSB 12-10-19 AND THE UPDATED CAC
OF INSTALLED AND THE PCM REPROGRAMMED. THE CUSTOMER BROUGHT THE TRUCK
AND BACK AGAIN FOR THE SAME CONCERN AND THE TECH HAS FOUND ABOUT 1 CUP
WATER IN THE CAC WHEN DRAINED. REVIEW THE CONCERN WITH THE DEALER

VERIFY ALL FINDINGS OF CONDENSATION BUILD UP AFTER DIRECTED REPAIRS
HAVE BEEN PERFORMED. PROVIDE ANY ADDITIONAL INSPECTION OR TESTING AS
NEEDED AS WELL AS AN APPROPRIATE REPAIR DIRECTION BASED ON
FINDINGS. REPAIR ATTEMPTS: 3 ESTIMATE OF TOTAL DAYS OUT OF SERVICE:

5(TECH CERTIFIED)

CUDL CASE # [REDACTED]

From: McDonagh, Scot (S.M.)
Sent: Thursday, January 05, 2012 11:42 AM
To: Ricks, Kevin (K.J.); Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.)
Subject: RE: P-415 3.5L GTDI MISFIRE - Report Summary(s) from a GCQIS Query Disposition
Attachments: P415 Misfire

Please use 2/9/12 for now since that was Mr. Bakaj's directive to his Team in the PDQR. I just heard root cause of Misfire looks like water ingestion from the CAC. Same issue we addressed on RFR with revised Cooler for QSF closure. Vehicle testing IP. Please keep this between us until PT Management announces this newsflash. Thanks

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Ricks, Kevin (K.J.)
Sent: Thursday, January 05, 2012 11:33 AM
To: McDonagh, Scot (S.M.); Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.)
Subject: RE: P-415 3.5L GTDI MISFIRE - Report Summary(s) from a GCQIS Query Disposition

Should we use this date or something close for QSF timing?

From: McDonagh, Scot (S.M.)
Sent: Friday, December 09, 2011 7:38 AM
To: Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.); Ricks, Kevin (K.J.)
Subject: RE: P-415 3.5L GTDI MISFIRE - Report Summary(s) from a GCQIS Query Disposition

PT VP stated in yesterday's PDQR that we are releasing redundant G105 ground, revised spark plugs and Software on 2/9/12.

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: RNOWACZY
Sent: Friday, December 09, 2011 3:42 AM
To: SMCDONAG
Subject: P-415 3.5L GTDI MISFIRE - Report Summary(s) from a GCQIS Query Disposition

This email contains 7 report summary(s).

Attachments : 0

Report# : BLHAP005 NHL

Received: 12/08/2011

CCRG/EPRC: **Reviewed Status:** **Date:**
Vehicle: 2011,F150 4X4 ,F150 ,SUP CRW,STYSD **Build Date:** 06/19/2011
,1FTFW1ETXBF [REDACTED]
Odometer : 12,993 M **Engine:** 3.5L-GTDI **Calibration:** BF613C0N
Transmission: 6R80E **Axle:** 3800F3.55L **A/C:** YES
Dealer: USA 02009 Mountain Ford, Inc. **Phone#:** (606) 436-5239
City: Hazard **State:** Kentucky **Country :** USA
Originator: ALEX COMBS
Symptom: 5 50 2 39 DRV PERF,RUNS ROUGH,ACCEL,INTERMITTENT
Status:
VFG: V52 DRIVEABILITY
Additional Symptom: JERKS ON ACCELERATION
Fix: **Causal Component :** --
Condition Code:

Hotliner: DCHATFIE **Phone:** 313 317-6315 **Regn Cd:** G3 Cincinnati
Engineering: **Phone:** **TAR:**
Dlr Contact: ALEX COMBS **Phone:** 606 436-5239 **Title Cde:** SM

DTCs:
KOEO:
KOEC:
KOER:

Comments :

REPAIR 12/08/2011 09:41AM DAVID CHATFIELD MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:CK ENGINE LIGHT COMES ON AT ACCEL @ 45 MPH
AND JERKED AND BUMPED FOR 30 SECONDS DIAGNOSTICS: RAN EEC TEST (NO
CODES) TEST DROVE COULD NOT VERIFY CONCERN, CUSTOMER STATES THAT THIS
HAS HAPPENED TWO OR THREE TIMES PARTS REPLACED:NONE TECH
QUESTION:ARE THERE ANY OTHER COMPLAINTS LIKE THIS ONE REPORTED
RECOMM 12/08/2011 09:41AM DAVID CHATFIELD MSS - FCSD - TECH SVC HOTLINE
ALEX, RECOMMEND TO TRY AND DUPLICATE THE CONCERN (VEHICLE MIGHT HAVE
TO BE DRIVEN DURING A HIGH LOAD CONDITION, SUCH AS UP A HILL AT HIGH
RPM'S OVER 4000) WHILE MONITORING PIDS: APP(%), BARO(PRESS),
CYL_(1-6)_ACCL, FRP (PRESS), FRP_DSD, LOAD, MAP(PRESS), O2S11_CUR,
O2S21_CUR, RPM, SHRTFT1, SHRTFT2, TIP_PRS_BOOST, TP1, TP2, TQ_CNTRL,
VPWR, VREF, VSS ALONG WITH TURBO_BYPASS/ WGATE % AND SEE IF A FAULT
CAN BE FOUND. ADDITIONALLY, ACCESS MODE 6 DATA AND SEE IF ANY

MISFIRE EVENTS THAT HAVE BEEN RECORDED. ROAD TEST WITH THE IDS MISFIRE TEST AND SEE IF A MISFIRE CAN BE DUPLICATED. PERFORM A FUEL QUALITY TEST, CHECK FOR BOTH POOR QUALITY FUEL AND THE PRESENCE OF E85 IN THE TANK. REFER TO THE PC/ED PPT HC6 FOR TESTING. IF AN E85 MIX IS EVIDENT, RECOMMEND DRAINING THE FUEL TANK COMPLETELY, DRY IT OUT, AND ADD KNOWN GOOD FUEL. NEXT, INSPECT G105, WHICH IS THE GROUND FOR THE BANK 2 IGNITION COILS. THIS GROUND IS LOCATED ON THE REAR OF THE DRIVER SIDE CYLINDER HEAD AND MAY BE SEEN EASIER WITH THE VEHICLE ON THE HOIST. PLEASE DOCUMENT THE FOLLOWING: 1. ARE YOU ABLE TO LOOSEN THE G105 BOLT USING ONLY FINGER PRESSURE? 2. IF YOU ARE NOT ABLE TO LOOSEN THE G105 BOLT USING ONLY FINGER PRESSURE, ARE YOU ABLE TO TIGHTEN IT USING ONLY A SOCKET ON A SIX TO EIGHT INCH 3/8 DRIVE EXTENSION (NO RATCHET)? ENSURE G105 IS CLEAN AND TIGHTENED TO 10 NM + 45 DEGREES. RESPONSES TO THE ABOVE QUESTIONS ARE APPRECIATED AS THIS CONCERN IS CURRENTLY UNDER INVESTIGATION. THANK YOU FOR THE ASSISTANCE. PLEASE CONTINUE TO MONITOR OASIS FOR UPDATES.

Attachments : 0

Report# :	BLHDV007 NHL	Received:	12/08/2011
CCRG/EPRC:		Reviewed Status:	Date:
Vehicle:	2011,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET5BF [REDACTED]	Build Date:	10/30/2011
Odometer :	1,623 M	Engine:	3.5L-GTDI
Transmission:	6R80E	Axle:	3.73 LOCK
Dealer:	USA 07670 Mac Haik Ford Lincoln	Calibration:	BF613C0A
City:	Georgetown	State:	Texas
Originator:	LANDON PARKS	Phone#:	(512) 930-3673
Symptom:	5 50 2 39 DRV PERF,RUNS ROUGH,ACCEL,INTERMITTENT		
Status:			
VFG:	V52 DRIVEABILITY		
Additional Symptom:	MISFIRE/MIL FLASHING NO DTC'S		
Fix:	Causal Component :	--	
Condition Code:			

Hotliner: DKVENVOL

Phone: 313 317-9289

Regn Cd: C2 Houston

Engineering:

Phone:

TAR:

Dlr Contact: LANDON PARKS

Phone: 000 000-0000

Title Cde: T

DTCs:

KOEO:

KOEC:

KOER:

Comments :

REPAIR 12/08/2011 03:33PM DEREK KVENVOLD MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:MISSING ON ACCL, CHECK ENGINE LIGHT FLASHING,
DIAGNOSTICS: EEC TEST, MODE 6 PARTS REPLACED:NONE TECH
QUESTION:THIS IS THE THIRD LOW MILE ECOBOOST WITH THIS COMPLAINT, ALL
MODULES PASS, NO CODES, NO MISS IN MODE 6, HAVE DRIVEN OVER 60 MILES
WITH OUT A CONCERN, ANY KNOWNS

RECOMM 12/08/2011 03:33PM DEREK KVENVOLD MSS - FCSD - TECH SVC HOTLINE
LANDON, IT MAY BE NECESSARY TO DUPLICATE THE CUSTOMERS CONCERN TO
HELP IDENTIFY THE ROOT CAUSE FOR THIS CONCERN. IT IS RECOMMENDED TO
MONITOR BOTH MODE 6 AND POWER BALANCE TO VERIFY IF THERE ARE ANY
MISFIRES PRESENT. SPECIFICALLY MONITOR FOR MISFIRES ISOLATED TO BANK
2. FIRST, IT IS RECOMMENDED TO TAKE A FUEL SAMPLE AND CHECK FOR
BOTH POOR QUALITY FUEL AS WELL AS PRESENCE OF E85. TO CHECK FOR E85
CONTENT IN THE FUEL, RECOMMEND PERFORMING A WATER TEST. USING A CLEAR
BOTTLE, FILL IT HALFWAY WITH WATER, MARK THE LINE, ADD THE SAME AMOUNT
OF FUEL FROM THE VEHICLE, MIX TOGETHER, AND ALLOW TO SEPARATE. THE
ETHANOL WILL COMBINE WITH THE WATER INCREASING THE WATER LEVEL. AN
INCREASE OF WATER LEVEL UP TO 10% IS NORMAL GASOLINE. ANY MORE THAN
10% IS AN E85 MIX. IF AN E85 MIX IS EVIDENT, RECOMMEND DRAINING THE
FUEL TANK COMPLETELY, DRY IT OUT, ADD KNOWN GOOD FUEL, CLEAR KAM, AND
RETEST. NEXT, PLEASE INSPECT G105. THIS IS THE GROUND FOR THE BANK
TWO IGNITION COILS AND IS LOCATED ON THE BACK OF THE BANK TWO CYLINDER
HEAD. 1. ARE YOU ABLE TO LOOSEN THE G105 BOLT USING ONLY FINGER
PRESSURE? 2. IF YOU ARE NOT ABLE TO LOOSEN G105 WITH YOUR FINGERS,
CAN IT BE TIGHTENED USING ONLY A SOCKET AND A SIX-EIGHT INCH 3/8 DRIVE
EXTENSION? (NO RATCHET) 3. PLEASE ENSURE G105 IS CLEANED AND
TORQUED TO 10 NM PLUS AN ADDITIONAL 45 DEGREES. THIS CONCERN IS
CURRENTLY UNDER INVESTIGATION AND YOUR RESPONSES ARE IMPORTANT AND
APPRECIATED. PLEASE UPDATE THIS FORM WITH YOUR FINDINGS REGARDING THE
ABOVE TESTS AS WELL AS ANY ADDITIONAL QUESTIONS YOU MAY HAVE.

REPAIR 12/08/2011 04:19PM DEREK KVENVOLD MSS - FCSD - TECH SVC HOTLINE
FUEL IS NOT A PROBLEM, MODE 6 SHOWS 0 MISS FIRES, G105 WAS TIGHT,
COULD NOT LOOSEN WITH FINGER PRESSURE OR WITH SOCKET/EXTENSION,

RECOMM 12/08/2011 04:19PM DEREK KVENVOLD MSS - FCSD - TECH SVC HOTLINE
 LANDON, THANK YOU FOR THE UPDATE. CONTINUE TO ATTEMPT TO DUPLICATE THE CUSTOMERS CONCERN. IF YOU HAVEN'T ALREADY, PLEASE REMOVE GROUND G105 AND VERIFY IT IS CLEAN, AND ALSO RE-TORQUE IT TO 10NM PLUS AN ADDITIONAL 45 DEGREES. IN SOME CASES THERE MAY BE A MISFIRE(S) PRESENT THAT WILL NOT SHOW IN MODE 6. THIS MAY MAKE IT VERY TOUGH TO DETERMINE WHEN THERE ARE MISFIRES PRESENT. ALSO, IF THE CHECK ENGINE LIGHT IS FLASHING, THIS MEANS THAT THERE IS A MISFIRE PRESENT THAT MAY DAMAGE THE CATALYST. PLEASE SPECIFY IF YOU HAVE BEEN ABLE TO VERIFY THE CHECK ENGINE LIGHT FLASHING DURING THE MISFIRE CONCERN. IF YOU CAN, IT IS RECOMMENDED TO MONITOR THE FRP_ACT AND FRP_DSD TO MAKE SURE THEY MATCH. ATTEMPT TO ISOLATE THE MISFIRES TO A SPECIFIC CYLINDER(S) AS WELL. IF YOU CAN ISOLATE THE MISFIRES TO A SPECIFIC CYLINDER OR BANK, THIS WILL AID IN DETERMINING THE ROOT CAUSE FOR THIS CONCERN. IF THE MISFIRE IS ISOLATED TO A CYLINDER, SWAP THE IGN COIL AND SPARK PLUG WITH A KNOWN GOOD CYLINDER AND DETERMINE IF THE MISFIRE FOLLOWS EITHER OF THESE COMPONENTS. IF THE MISFIRES ARE ISOLATED TO BANK 2, AND THERE ARE NO CONCERNS FOUND WITH G105, ENGINEERING IS CURRENTLY INVESTIGATING THIS CONCERN, AND IT IS RECOMMENDED TO MONITOR OASIS FOR UPDATES.

Attachments : 0

Report# :	BLHAP003 NHL	Received:	12/08/2011
CCRG/EPRC:		Reviewed Status:	Date:
Vehicle:	2011,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET7BK [REDACTED]	Build Date:	06/17/2011
Odometer :	6,733 M	Engine:	3.5L-GTDI
Transmission:	6R80E	Axle:	3.73 LOCK
Dealer:	USA 00622 Zook Motors, Inc.	Calibration:	BF613C0N
City:	Kane	A/C:	YES
State:	Pennsylvania	Phone#:	(814) 837-7225
Originator:	KEN ZOOK	Country :	USA
Symptom:	5 54 2 39 DRV PERF,LACK/LOSS PWR ,ACCEL,INTERMITTENT		
Status:			
VFG:	V52 DRIVEABILITY		
Additional Symptom:	LACKS POWER MISFIRE HARD ACCEL		
Fix:	Causal Component :	--	
Condition Code:			

Hotliner: DCHATFIE

Phone: 313 317-6315

Regn Cd: G4 Pittsburgh

Engineering:

Phone:

TAR:

Dlr Contact: KEN ZOOK

Phone: 814 837-7225

Title Cde: T

DTCs:

KOEO:

KOEC:

KOER:

Comments

:

REPAIR 12/08/2011 08:55AM DAVID CHATFIELD MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:LOW ON POWER AND SEEMS TO BE GETTING WORSE
AND WENT TO PASS A VEHICLE AND UNIT STARTED TO CHUG BAD AND WOULD ONLY
GO 40 MPH. SOMEONE FOLLOWING CUSTOMER TOLD HIM TRUCK WAS BLOWING BLACK
SMOKE BUT NOT AT THE TIME OF LOW POWER. (TWO SEPERATE
EVENTS) DIAGNOSTICS: ROAD TEST, COULD NOT VERIFY CONCERN, TRUCK
RUNS AS GOOD AS EVERY OTHER ECOBOOST WE HAVE, NO CODES, NO MODE 6 DATA
FAULTS OASIS PARTS REPLACED:NONE TECH QUESTION:THE TRUCK SEEMS
TO RUN FINE FOR ME BUT WOUNDERING WHERE TO GO. THIS IS THE FIRST ECO
WE HAVE HAD IN THE SHOP WITH ANY ISSUES AND I CANT REPRODUCE CONCERN.

RECOMM 12/08/2011 08:55AM DAVID CHATFIELD MSS - FCSD - TECH SVC HOTLINE
KENNETH, RECOMMEND TO TRY AND DUPLICATE THE CONCERN (VEHICLE MIGHT
HAVE TO BE DRIVEN DURING A HIGH LOAD CONDITION, SUCH AS UP A HILL AT
HIGH RPM'S OVER 4000) WHILE MONITORING PIDS: APP(%), BARO(PRESS),
CYL_(1-6)_ACCL, FRP (PRESS), FRP_DSD, LOAD, MAP(PRESS), O2S11_CUR,
O2S21_CUR, RPM, SHRTFT1, SHRTFT2, TIP_PRS_BOOST, TP1, TP2, TQ_CNTRL,
VPWR, VREF, VSS ALONG WITH TURBO_BYPASS/ WGATE % AND SEE IF A FAULT
CAN BE FOUND. ADDITIONALLY, PERFORM THE IDS MISFIRE TEST AND SEE IF
A MISFIRE CAN BE DUPLICATED. PERFORM A FUEL QUALITY TEST, CHECK FOR
BOTH POOR QUALITY FUEL AND THE PRESENCE OF E85 IN THE TANK. REFER TO
THE PC/ED PPT HC6 FOR TESTING. IF AN E85 MIX IS EVIDENT, RECOMMEND
DRAINING THE FUEL TANK COMPLETELY, DRY IT OUT, AND ADD KNOWN GOOD
FUEL. NEXT, INSPECT G105, WHICH IS THE GROUND FOR THE BANK 2
IGNITION COILS. THIS GROUND IS LOCATED ON THE REAR OF THE DRIVER SIDE
CYLINDER HEAD AND MAY BE SEEN EASIER WITH THE VEHICLE ON THE
HOIST. PLEASE DOCUMENT THE FOLLOWING: 1. ARE YOU ABLE TO LOOSEN
THE G105 BOLT USING ONLY FINGER PRESSURE? 2. IF YOU ARE NOT ABLE TO
LOOSEN THE G105 BOLT USING ONLY FINGER PRESSURE, ARE YOU ABLE TO
TIGHTEN IT USING ONLY A SOCKET ON A SIX TO EIGHT INCH 3/8 DRIVE

EXTENSION (NO RATCHET)? ENSURE G105 IS CLEAN AND TIGHTENED TO 10 NM + 45 DEGREES. RESPONSES TO THE ABOVE QUESTIONS ARE APPRECIATED AS THIS CONCERN IS CURRENTLY UNDER INVESTIGATION. THANK YOU FOR THE ASSISTANCE. PLEASE CONTINUE TO MONITOR OASIS FOR UPDATES.

REPAIR 12/08/2011 09:32AM RUSSELL CUSHION MSS - FCSD - TECH SVC HOTLINE

I CHECKED GROUND FIRST BUT WANTED TO REPORT IT IS NOT LOSE BY FINGURE OR WITH EXTENSION. I DID BREAK IT LOOSE WITH RATCHET AND RETOURQE. IT HAS DIELECTRIC GREASE BETWEEN HEAD AND G105 WHICH IS FACTORY. I LL WILL ROAD TEST AND TRY TO DUPLICATE AFTER MISSFIRE TEST

RECOMM 12/08/2011 09:32AM RUSSELL CUSHION MSS - FCSD - TECH SVC HOTLINE

KENNETH, THANK YOU FOR THE UPDATE CONCERNING THE G105 GROUND. IF THERE ARE ADDITIONAL QUESTIONS PLEASE CONTACT THE HOTLINE.

Attachments : 0

Report# :	BLHE7154 CREDSR--or-- Q 201190849529	Received:	12/08/2011
CCRG/EPRC:	Reviewed Status:	Date:	
Vehicle:	2011,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET5BF [REDACTED]	Build Date:	08/05/2011
Odometer :	2,354 M	Engine:	3.5L-GTDI
Transmission:	6R80E	Axle:	3.73 LOCK
Dealer:	CAN B1392 McAlpine Ford Lincoln Sales Lt	Calibration:	BF613C0A
City:	Aurora	A/C:	YES
Originator:	Peter Watkins	Phone#:	(905) 841- 0800
Symptom:	5 54 2 39 DRV PERF,LACK/LOSS PWR ,ACCEL,INTERMITTENT		
Status:			
VFG:	V52 DRIVEABILITY		
Additional Symptom:			
Fix:	Causal Component :	UNKNOWN -- NOA	
Condition Code:			

Region Code: 01

Region Name: 01 FCSD REGION-CANADA

DTCs:
KOEO:
KOEC:
KOER:

Comments :

CONCER 12/08/2011 11:48AM
while driving customer claims vehicle check engine light came on
vehicle lossed power and felt a heavy miss .

TECH/C

12/08/2011 11:48AM
dealer realizes this concern is under investigation by engineering and
no repair attempts have been made. dealer filing report only

Attachments : 0

Report# :	BLHBM007 NHL	Received:	12/08/2011
CCRG/EPRC:		Reviewed Status:	Date:
Vehicle:	2011,F150 4X4 ,F150 ,REGCAB ,STYSD ,1FTPF1ET7BK [REDACTED]	Build Date:	10/06/2011
Odometer :	1,650 M	Engine:	3.5L-GTDI
Transmission:	6R80E	Axle:	3800F3.73L
Dealer:	CAN B8144 Cavalcade Ford Lincoln Sales L	Calibration:	BF613C0A
City:	Bracebridge	Province	Ontario
Originator:	AL HOOKER	Phone#:	(705) 645-8731
Symptom:	5 50 2 39 DRV PERF,RUNS ROUGH,ACCEL,INTERMITTENT		
Status:			
VFG:	V52 DRIVEABILITY		
Additional Symptom:	P0305 UNDER LOAD		
Fix:	Causal Component :	--	
Condition Code:			

Hotliner: DRIDOLF2 **Phone:** 000 248-8241 **Regn Cd:** 01 01 FCSD REGION-CANADA

Engineering: **Phone:** **TAR:**

Dlr Contact: AL HOOKER **Phone:** 705 645-8731 **Title Cde:** T

DTCs:

KOEO:

KOEC:

KOER:

Comments :

REPAIR 12/08/2011 10:39AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:ENGINE MISS UNDER LOAD DIAGNOSTICS: POWER
BAL TESTS #5 CYL DROPPING OUT PARTS REPLACED:NONE YET TECH
QUESTION:I HAVE BEEN GETTING ALOT OF THESE PROBLEMS LATELY ANY FIX FOR
CONCERN

RECOMM 12/08/2011 10:39AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE
ALLAN, -FIRST, WE SHOULD TAKE A FUEL SAMPLE AND CHECK FOR BOTH POOR
QUALITY FUEL AS WELL AS PRESENCE OF E85. TO CHECK FOR E85 CONTENT IN
THE FUEL, RECOMMEND PERFORMING A WATER TEST. USING A CLEAR BOTTLE,
FILL IT HALFWAY WITH WATER, MARK THE LINE, ADD THE SAME AMOUNT OF FUEL
FROM THE VEHICLE, MIX TOGETHER, AND ALLOW TO SEPARATE. THE ETHANOL
WILL COMBINE WITH THE WATER INCREASING THE WATER LEVEL. AN INCREASE OF
WATER LEVEL UP TO 10% IS NORMAL GASOLINE. ANY MORE THAN 10% IS AN E85
MIX. IF AN E85 MIX IS EVIDENT, RECOMMEND DRAINING THE FUEL TANK
COMPLETELY, DRY IT OUT, ADD KNOWN GOOD FUEL, CLEAR KAM, AND
RETEST. -NEXT, PLEASE INSPECT G105. THIS IS THE GROUND FOR THE BANK
TWO IGNITION COILS AND IS LOCATED ON THE BACK OF THE BANK TWO CYLINDER
HEAD. 1. ARE YOU ABLE TO LOOSEN THE G105 BOLT USING ONLY FINGER
PRESSURE? 2. IF YOU ARE NOT ABLE TO LOOSEN G105 WITH YOUR FINGERS,
CAN IT BE TIGHTENED USING ONLY A SOCKET AND A SIX-EIGHT INCH 3/8 DRIVE
EXTENSION? (NO RATCHET) 3. PLEASE ENSURE G105 IS CLEANED AND
TORQUED TO 10 NM + 45 DEGREES. -THIS CONCERN IS CURRENTLY UNDER
INVESTIGATION AND YOUR RESPONSES ARE IMPORTANT AND APPRECIATED. PLEASE
UPDATE THIS FORM WITH YOUR FINDINGS REGARDING THE ABOVE TESTS AS WELL
AS ANY ADDITIONAL QUESTIONS YOU MAY HAVE, THANK YOU. ISM 11-11-021
3.5L GTDI MISFIRE BANK TWO CYLINDERS 4,5,6

Attachments : 0

Report# :	BLHBR016 NHL	Received:	12/08/2011
CCRG/EPRC:		Date:	
Vehicle:	2011,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET5BF [REDACTED]	Build Date:	04/19/2011
Odometer :	7,000 M	Engine:	3.5L-GTDI
Transmission:	6R80E	Axle:	3800F3.31C
Dealer:	USA 05611 Eddie Gilstrap Motors, Inc.	Calibration:	BF613C0A
City:	Salem	A/C:	YES
Originator:	WILLIAM GOEN	Phone#:	(812) 883-2702
Symptom:	5 57 2 39 DRV PERF,HESITATES/STUM,ACCEL,INTERMITTENT	Country :	USA

Status:
VFG: V52 DRIVEABILITY
Additional Symptom: HESITATION
Fix: **Causal Component :** --
Condition Code:

Hotliner: RCUSHIO1 **Phone:** 313 317-8328 **Regn Cd:** G3 Cincinnati
Engineering: **Phone:** **TAR:**
Dlr Contact: WILLIAM GOEN **Phone:** 000 000-0000 **Title Cde:** T

DTCs:
KOEO:
KOEC:
KOER:

Comments :

REPAIR 12/08/2011 04:33PM RUSSELL CUSHION MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:ENGINE MISS UNDER LOAD AT TIMES 55 MPH UP A HILL. WITH TRANSMISSION PROBLEMS DIAGNOSTICS: NO CODES / RAN WITH IDS PARTS REPLACED:WE DID SOME TRANSMISSION REPAIRS AND THEY ARE FIXED. / PCM UPDATE TECH QUESTION:THE CUSTOMER CAME IN WITH TRANSMISSION PROBLEM WITH THE SURG OR HAS. WE REPAIRED TRANMSIION IT IS FIXED. THE CUSTOMER HAS CALLED BACK INTO THE DEALER AND THERE IS A MISS AT 55 MPH. CUSTOMER HAS DONE HIS ON DIAG ON THE NET STATING THERE IS REPORTED PROBLEMS WITH FUEL PUMPS WITH ECO BOOST ENGINE. CUSTOMER HAS AN APPOINTMENT AND I PLAN ON RIDING WITH CUSTOMER ANY INFO THAT YOU MIGHT BE ABLE TO GIVE WOULD BE GREAT.

RECOMM 12/08/2011 04:33PM RUSSELL CUSHION MSS - FCSD - TECH SVC HOTLINE
WILLIAM, PLEASE MONITOR TURBO_WGATE, TIP/2, AND TURBO_BPASS/2 DURING THE TIME OF THE CONDITION. IF THE DUTY CYCLE FOR THE TURBO CHARGER WASTE GATE IS FLUCTUATING RAPIDLY IN PERCENTAGE (SPIKES ON THE IDS GRAPH) AND THE BYPASS VALVES CHANGE FROM **ON** TO **OFF** CONSISTENTLY WITH THE WASTE GATE SPIKES, THIS CONCERN IS CONSISTENT WITH A CONDITION THAT IS CURRENTLY UNDER INVESTIGATION BY ENGINEERING. PLEASE DO NOT REPLACE ANY COMPONENTS FOR THIS CONCERN AT THIS TIME. PLEASE MONITOR OASIS FOR UPDATES AS A FIX HAS NOT YET BEEN RELEASED.

Attachments : 0

Report# : BLHCR009 NHL **Received:** 12/08/2011
CCRG/EPRC: **Reviewed Status:** **Date:**
Vehicle: 2011,F150 4X4 ,F150 ,SUP CRW,STYSD **Build Date:** 06/09/2011
,1FTFW1ET0BF [REDACTED]
Odometer : 13,484 M **Engine:** 3.5L-GTDI **Calibration:** BF613C0A
Transmission: 6R80E **Axle:** 3800F3.31C **A/C:** YES
Dealer: USA 08045 Oitker Ford Sales **Phone#:** (217) 335-2329
City: Barry **State:** Illinois **Country :** USA
Originator: JOSH PUTERBAUGH
Symptom: 5 57 2 39 DRV PERF,HESITATES/STUM,ACCEL,INTERMITTENT
Status:
VFG: V52 DRIVEABILITY
Additional Symptom: SURGE, FUEL CONSUMPTION
Fix: **Causal Component :** --
Condition Code:

Hotliner: DBARRE63 **Phone:** 313 317-9373 **Regn Cd:** C4 Kansas City
Engineering: **Phone:** **TAR:**
Dlr Contact: JOSH PUTERBAUGH **Phone:** 217 335-2329 **Title Cde:** SM

DTCs:
KOEO:
KOEC:
KOER:

Comments
:

REPAIR 12/08/2011 12:41PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:CUSTOMER COMPLAINS THAT THE FUEL MILEAGE HAS DROPPED TO 15MPG WITH ECOBOOST ENGINE. FEEL LIKE IT IS MISSING AT HIGHWAY SPEEDS UNDER A LIGHT LOAD. DIAGNOSTICS: PERFORMED EEC TESTS, POWER BALANCE TESTS, NO PROBLEMS FOUND. POWER BALANCE DOES NOT SHOW A MISS WHEN THIS OCCURS. PARTS REPLACED:NONE TECH QUESTION:VERIFIED 15MPG FUEL MILEAGE AND CAN DUPLICATE RUNNING ROUGH CONCERN WHILE DRIVING. NOTHING SHOWS UP ON IDS. ARE THERE ANY KNOWN FIXES? MESSAGE BOARD SHOWS MANY OTHER TRUCKS WITH SAME CONCERN...BUT NO FIXES SHOWN.

RECOMM 12/08/2011 12:41PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE
JOSH, FOR THE POOR FUEL ECONOMY CONCERN SUGGEST YOU USE < "" td "">

HREF HTTP://WWW.VREP.FORDTECHSERVICE.DEALERCONNECTION.COM/VDIRS/SSM/SSM.ASP?SSM_21902_TARGET='_BLANK'>SSM 21902 TO ADDRESS THIS CONDITION. FOR THE ENGINE MISS FEELING ON LIGHT ACCELERATION PLEASE MONITOR TURBO_WGATE, TP1/2, LOAD AND TURBO_BPASS/2 DURING THE EVENT. IF THE DUTY CYCLE FOR THE TURBO CHARGER WASTE GATE IS FLUCTUATING RAPIDLY IN PERCENTAGE (SPIKING ON THE IDS GRAPH) AND THE BYPASS VALVES CHANGE STATE FROM €?ON€? TO €?OFF€? CONSISTENTLY WITH THE WASTE GATE SPIKES, ENGINEERING IS CURRENTLY INVESTIGATING THIS ISSUE. PLEASE MONITOR OASIS FOR UPDATES.

REPAIR 12/08/2011 05:43PM ADAM HEBERT MSS - FCSD - TECH SVC HOTLINE
MONITORED PIDS, TURBO-WGATE AND TURBO-BPASS/S ARE BOTH FLUCTUATING RAPIDLY IN PERCENTAGE AND THE BYPASS VALVES CHANGE FROM ON TO OFF CONSISTENTLY WHEN CONDITION OCCURS. ARE THERE ANY KNOWN FIXES YET?

RECOMM 12/08/2011 05:43PM ADAM HEBERT MSS - FCSD - TECH SVC HOTLINE
JOSH, ENGINEERING IS AWARE OF THE CONCERN AND IS CURRENTLY WORKING ON A FIX. PLEASE ADVISE THE CUSTOMER THAT THERE IS NO DETRIMENTAL EFFECTS RELATED TO THIS CONCERN. THE FIX HAS NOT BEEN RELEASED YET. PLEASE CONTINUE TO MONITOR OASIS FOR UPDATES.

From: McDonagh, Scot (S.M.)
Sent: Thursday, January 05, 2012 11:34 AM
To: Mccoy, James (J.D.); Sims, Ivan (I.D.)
Subject: P415 Misfire

Enclosed files contain information on RFR White Smoke Lacks Power Misfire concern we addressed with revised Charge Air Cooler.



Microsoft Word: P415 Misfire - Test Plan
Microsoft Excel: P415 Misfire - Test Plan
Microsoft Excel: P415 Misfire - Test Plan
Microsoft Excel: P415 Misfire - Test Plan
Microsoft Word: P415 Misfire - Test Plan
Microsoft Excel: P415 Misfire - Test Plan

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

Redacted for Relevance

From: McDonagh, Scot (S.M.)
Sent: Thursday, January 05, 2012 12:10 PM
To: Nowaczyk, Rick (R.J.); Ricks, Kevin (K.J.); Dobbs, Dan (K.D.)
Subject: RE: P-415 3.5L GTDI MISFIRE - Report Summary(s) from a GCQIS Query Disposition

Use 2/9 for Production and TBD for Service

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Thursday, January 05, 2012 11:49 AM
To: McDonagh, Scot (S.M.); Ricks, Kevin (K.J.); Dobbs, Dan (K.D.)
Subject: RE: P-415 3.5L GTDI MISFIRE - Report Summary(s) from a GCQIS Query Disposition

What about Production QSF Closer Timing? Should that remain TBD? Production and Service typically never close on the same day.

From: McDonagh, Scot (S.M.)
Sent: Thursday, January 05, 2012 11:42 AM
To: Ricks, Kevin (K.J.); Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.)
Subject: RE: P-415 3.5L GTDI MISFIRE - Report Summary(s) from a GCQIS Query Disposition

Please use 2/9/12 for now since that was Mr. Bakaj's directive to his Team in the PDOR. I just heard root cause of Misfire looks like water ingestion from the CAC. Same issue we addressed on RFR with revised Cooler for QSF closure. Vehicle testing IP. Please keep this between us until PT Management announces this newsflash. Thanks

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Ricks, Kevin (K.J.)
Sent: Thursday, January 05, 2012 11:33 AM
To: McDonagh, Scot (S.M.); Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.)
Subject: RE: P-415 3.5L GTDI MISFIRE - Report Summary(s) from a GCQIS Query Disposition

Should we use this date or something close for QSF timing?

From: McDonagh, Scot (S.M.)
Sent: Friday, December 09, 2011 7:38 AM
To: Nowaczyk, Rick (R.J.); Dobbs, Dan (K.D.); Ricks, Kevin (K.J.)
Subject: RE: P-415 3.5L GTDI MISFIRE - Report Summary(s) from a GCQIS Query Disposition

PT VP stated in yesterday's PDQR that we are releasing redundant G105 ground, revised spark plugs and Software on 2/9/12.

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: RNOWACZY
Sent: Friday, December 09, 2011 3:42 AM
To: SMCDONAG
Subject: P-415 3.5L GTDI MISFIRE - Report Summary(s) from a GCQIS Query Disposition

This email contains 7 report summary(s).

Attachments : 0

Report# :	BLHAP005 NHL	Received:	12/08/2011
CCRG/EPRC:		Date:	
Vehicle:	2011,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ETXBF [REDACTED]	Build Date:	06/19/2011
Odometer :	12,993 M	Engine:	3.5L-GTDI
Transmission:	6R80E	Axle:	3800F3.55L
Dealer:	USA 02009 Mountain Ford, Inc.	Calibration:	BF613C0N
City:	Hazard	A/C:	YES
Originator:	ALEX COMBS	Phone#:	(606) 436-5239
Symptom:	5 50 2 39 DRV PERF,RUNS ROUGH,ACCEL,INTERMITTENT	Country :	USA
Status:			
VFG:	V52 DRIVEABILITY		
Additional Symptom:	JERKS ON ACCELERATION		
Fix:	Causal Component :		--
Condition Code:			

Hotliner: DCHATFIE

Phone: 313 317-6315

Regn Cd: G3 Cincinnati

Engineering:

Phone:

TAR:

Dlr Contact: ALEX COMBS

Phone: 606 436-5239

Title Cde: SM

DTCs:

KOEO:

KOEC:

KOER:

Comments :

REPAIR 12/08/2011 09:41AM DAVID CHATFIELD MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:CK ENGINE LIGHT COMES ON AT ACCEL @ 45 MPH
AND JERKED AND BUMPED FOR 30 SECONDS DIAGNOSTICS: RAN EEC TEST (NO
CODES) TEST DROVE COULD NOT VERIFY CONCERN, CUSTOMER STATES THAT THIS
HAS HAPPENED TWO OR THREE TIMES PARTS REPLACED:NONE TECH
QUESTION:ARE THERE ANY OTHER COMPLAINTS LIKE THIS ONE REPORTED

RECOMM 12/08/2011 09:41AM DAVID CHATFIELD MSS - FCSD - TECH SVC HOTLINE
ALEX, RECOMMEND TO TRY AND DUPLICATE THE CONCERN (VEHICLE MIGHT HAVE
TO BE DRIVEN DURING A HIGH LOAD CONDITION, SUCH AS UP A HILL AT HIGH
RPM'S OVER 4000) WHILE MONITORING PIDS: APP(%), BARO(PRESS),
CYL_(1-6)_ACCL, FRP (PRESS), FRP_DSD, LOAD, MAP(PRESS), O2S11_CUR,
O2S21_CUR, RPM, SHRTFT1, SHRTFT2, TIP_PRS_BOOST, TP1, TP2, TQ_CNTRL,
VPWR, VREF, VSS ALONG WITH TURBO_BYPASS/ WGATE % AND SEE IF A FAULT
CAN BE FOUND. ADDITIONALLY, ACCESS MODE 6 DATA AND SEE IF ANY
MISFIRE EVENTS THAT HAVE BEEN RECORDED. ROAD TEST WITH THE IDS MISFIRE
TEST AND SEE IF A MISFIRE CAN BE DUPLICATED. PERFORM A FUEL QUALITY
TEST, CHECK FOR BOTH POOR QUALITY FUEL AND THE PRESENCE OF E85 IN THE
TANK. REFER TO THE PC/ED PPT HC6 FOR TESTING. IF AN E85 MIX IS
EVIDENT, RECOMMEND DRAINING THE FUEL TANK COMPLETELY, DRY IT OUT, AND
ADD KNOWN GOOD FUEL. NEXT, INSPECT G105, WHICH IS THE GROUND FOR
THE BANK 2 IGNITION COILS. THIS GROUND IS LOCATED ON THE REAR OF THE
DRIVER SIDE CYLINDER HEAD AND MAY BE SEEN EASIER WITH THE VEHICLE ON
THE HOIST. PLEASE DOCUMENT THE FOLLOWING: 1. ARE YOU ABLE TO
LOOSEN THE G105 BOLT USING ONLY FINGER PRESSURE? 2. IF YOU ARE NOT
ABLE TO LOOSEN THE G105 BOLT USING ONLY FINGER PRESSURE, ARE YOU ABLE
TO TIGHTEN IT USING ONLY A SOCKET ON A SIX TO EIGHT INCH 3/8 DRIVE
EXTENSION (NO RATCHET)? ENSURE G105 IS CLEAN AND TIGHTENED TO 10 NM
+ 45 DEGREES. RESPONSES TO THE ABOVE QUESTIONS ARE APPRECIATED AS THIS
CONCERN IS CURRENTLY UNDER INVESTIGATION. THANK YOU FOR THE
ASSISTANCE. PLEASE CONTINUE TO MONITOR OASIS FOR UPDATES.

Attachments : 0

Report# : BLHDV007 NHL

Received: 12/08/2011

CCRG/EPRC: **Reviewed Status:** **Date:**
Vehicle: 2011,F150 4X4 ,F150 ,SUP CRW,STYSD **Build Date:** 10/30/2011
,1FTFW1ET5BF [REDACTED]
Odometer : 1,623 M **Engine:** 3.5L-GTDI **Calibration:** BF613C0A
Transmission: 6R80E **Axle:** 3.73 **A/C:** YES
LOCK
Dealer: USA 07670 Mac Haik Ford Lincoln **Phone#:** (512) 930-3673
City: Georgetown **State:** Texas **Country :** USA
Originator: LONDON PARKS
Symptom: 5 50 2 39 DRV PERF,RUNS ROUGH,ACCEL,INTERMITTENT
Status:
VFG: V52 DRIVEABILITY
Additional Symptom: MISFIRE/MIL FLASHING NO DTC'S
Fix: **Causal Component :** --
Condition Code:

Hotliner: DKVENVOL **Phone:** 313 317-9289 **Regn Cd:** C2 Houston
Engineering: **Phone:** **TAR:**
Dlr Contact: LONDON PARKS **Phone:** 000 000-0000 **Title Cde:** T

DTCs:
KOEO:
KOEC:
KOER:

Comments :

REPAIR 12/08/2011 03:33PM DEREK KVENVOLD MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:MISSING ON ACCL, CHECK ENGINE LIGHT FLASHING,
DIAGNOSTICS: EEC TEST, MODE 6 PARTS REPLACED:NONE TECH
QUESTION:THIS IS THE THIRD LOW MILE ECOBOOST WITH THIS COMPLAINT, ALL
MODULES PASS, NO CODES, NO MISS IN MODE 6, HAVE DRIVEN OVER 60 MILES
WITH OUT A CONCERN, ANY KNOWNS
RECOMM 12/08/2011 03:33PM DEREK KVENVOLD MSS - FCSD - TECH SVC HOTLINE
LONDON, IT MAY BE NECESSARY TO DUPLICATE THE CUSTOMERS CONCERN TO
HELP IDENTIFY THE ROOT CAUSE FOR THIS CONCERN. IT IS RECOMMENDED TO
MONITOR BOTH MODE 6 AND POWER BALANCE TO VERIFY IF THERE ARE ANY
MISFIRES PRESENT. SPECIFICALLY MONITOR FOR MISFIRES ISOLATED TO BANK

2. FIRST, IT IS RECOMMENDED TO TAKE A FUEL SAMPLE AND CHECK FOR BOTH POOR QUALITY FUEL AS WELL AS PRESENCE OF E85. TO CHECK FOR E85 CONTENT IN THE FUEL, RECOMMEND PERFORMING A WATER TEST. USING A CLEAR BOTTLE, FILL IT HALFWAY WITH WATER, MARK THE LINE, ADD THE SAME AMOUNT OF FUEL FROM THE VEHICLE, MIX TOGETHER, AND ALLOW TO SEPARATE. THE ETHANOL WILL COMBINE WITH THE WATER INCREASING THE WATER LEVEL. AN INCREASE OF WATER LEVEL UP TO 10% IS NORMAL GASOLINE. ANY MORE THAN 10% IS AN E85 MIX. IF AN E85 MIX IS EVIDENT, RECOMMEND DRAINING THE FUEL TANK COMPLETELY, DRY IT OUT, ADD KNOWN GOOD FUEL, CLEAR KAM, AND RETEST. NEXT, PLEASE INSPECT G105. THIS IS THE GROUND FOR THE BANK TWO IGNITION COILS AND IS LOCATED ON THE BACK OF THE BANK TWO CYLINDER HEAD. 1. ARE YOU ABLE TO LOOSEN THE G105 BOLT USING ONLY FINGER PRESSURE? 2. IF YOU ARE NOT ABLE TO LOOSEN G105 WITH YOUR FINGERS, CAN IT BE TIGHTENED USING ONLY A SOCKET AND A SIX-EIGHT INCH 3/8 DRIVE EXTENSION? (NO RATCHET) 3. PLEASE ENSURE G105 IS CLEANED AND TORQUED TO 10 NM PLUS AN ADDITIONAL 45 DEGREES. THIS CONCERN IS CURRENTLY UNDER INVESTIGATION AND YOUR RESPONSES ARE IMPORTANT AND APPRECIATED. PLEASE UPDATE THIS FORM WITH YOUR FINDINGS REGARDING THE ABOVE TESTS AS WELL AS ANY ADDITIONAL QUESTIONS YOU MAY HAVE.

REPAIR

12/08/2011 04:19PM DEREK KVENVOLD MSS - FCSD - TECH SVC HOTLINE
FUEL IS NOT A PROBLEM, MODE 6 SHOWS 0 MISS FIRES, G105 WAS TIGHT, COULD NOT LOOSEN WITH FINGER PRESSURE OR WITH SOCKET/EXTENSION,

RECOMM

12/08/2011 04:19PM DEREK KVENVOLD MSS - FCSD - TECH SVC HOTLINE
LANDON, THANK YOU FOR THE UPDATE. CONTINUE TO ATTEMPT TO DUPLICATE THE CUSTOMERS CONCERN. IF YOU HAVEN'T ALREADY, PLEASE REMOVE GROUND G105 AND VERIFY IT IS CLEAN, AND ALSO RE-TORQUE IT TO 10NM PLUS AN ADDITIONAL 45 DEGREES. IN SOME CASES THERE MAY BE A MISFIRE(S) PRESENT THAT WILL NOT SHOW IN MODE 6. THIS MAY MAKE IT VERY TOUGH TO DETERMINE WHEN THERE ARE MISFIRES PRESENT. ALSO, IF THE CHECK ENGINE LIGHT IS FLASHING, THIS MEANS THAT THERE IS A MISFIRE PRESENT THAT MAY DAMAGE THE CATALYST. PLEASE SPECIFY IF YOU HAVE BEEN ABLE TO VERIFY THE CHECK ENGINE LIGHT FLASHING DURING THE MISFIRE CONCERN. IF YOU CAN, IT IS RECOMMENDED TO MONITOR THE FRP_ACT AND FRP_DSD TO MAKE SURE THEY MATCH. ATTEMPT TO ISOLATE THE MISFIRES TO A SPECIFIC CYLINDER(S) AS WELL. IF YOU CAN ISOLATE THE MISFIRES TO A SPECIFIC CYLINDER OR BANK, THIS WILL AID IN DETERMINING THE ROOT CAUSE FOR THIS CONCERN. IF THE MISFIRE IS ISOLATED TO A CYLINDER, SWAP THE IGN COIL AND SPARK PLUG WITH A KNOWN GOOD CYLINDER AND DETERMINE IF THE MISFIRE FOLLOWS EITHER OF THESE COMPONENTS. IF THE MISFIRES ARE ISOLATED TO BANK 2, AND THERE ARE NO CONCERNS FOUND WITH G105, ENGINEERING IS

CURRENTLY INVESTIGATING THIS CONCERN, AND IT IS RECOMMENDED TO MONITOR OASIS FOR UPDATES.

Attachments : 0

Report# : BLHAP003 NHL **Received:** 12/08/2011
CCRG/EPRC: **Reviewed Status:** **Date:**
Vehicle: 2011,F150 4X4 ,F150 ,SUP CRW,STYSD **Build Date:** 06/17/2011
,1FTFW1ET7BK [REDACTED]
Odometer : 6,733 M **Engine:** 3.5L-GTDI **Calibration:** BF613C0N
Transmission: 6R80E **Axle:** 3.73 LOCK **A/C:** YES
Dealer: USA 00622 Zook Motors, Inc. **Phone#:** (814) 837-7225
City: Kane **State:** Pennsylvania **Country :** USA
Originator: KEN ZOOK
Symptom: 5 54 2 39 DRV PERF,LACK/LOSS PWR ,ACCEL,INTERMITTENT
Status:
VFG: V52 DRIVEABILITY
Additional Symptom: LACKS POWER MISFIRE HARD ACCEL
Fix: **Causal Component :** --
Condition Code:

Hotliner: DCHATFIE **Phone:** 313 317-6315 **Regn Cd:** G4 Pittsburgh
Engineering: **Phone:** **TAR:**
Dlr Contact: KEN ZOOK **Phone:** 814 837-7225 **Title Cde:** T

DTCs:
KOEO:
KOEC:
KOER:

Comments

:
REPAIR 12/08/2011 08:55AM DAVID CHATFIELD MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:LOW ON POWER AND SEEMS TO BE GETTING WORSE
AND WENT TO PASS A VEHICLE AND UNIT STARTED TO CHUG BAD AND WOULD ONLY

GO 40 MPH. SOMEONE FOLLOWING CUSTOMER TOLD HIM TRUCK WAS BLOWING BLACK

SMOKE BUT NOT AT THE TIME OF LOW POWER. (TWO SEPERATE EVENTS) DIAGNOSTICS: ROAD TEST, COULD NOT VERIFY CONCERN, TRUCK RUNS AS GOOD AS EVERY OTHER ECOBOOST WE HAVE, NO CODES, NO MODE 6 DATA FAULTS OASIS PARTS REPLACED:NONE TECH QUESTION:THE TRUCK SEEMS TO RUN FINE FOR ME BUT WOUNDERING WHERE TO GO. THIS IS THE FIRST ECO WE HAVE HAD IN THE SHOP WITH ANY ISSUES AND I CANT REPRODUCE CONCERN.

RECOMM 12/08/2011 08:55AM DAVID CHATFIELD MSS - FCSD - TECH SVC HOTLINE

KENNETH, RECOMMEND TO TRY AND DUPLICATE THE CONCERN (VEHICLE MIGHT HAVE TO BE DRIVEN DURING A HIGH LOAD CONDITION, SUCH AS UP A HILL AT HIGH RPM'S OVER 4000) WHILE MONITORING PIDS: APP(%), BARO(PRESS), CYL_(1-6)_ACCL, FRP (PRESS), FRP_DSD, LOAD, MAP(PRESS), O2S11_CUR, O2S21_CUR, RPM, SHRTFT1, SHRTFT2, TIP_PRS_BOOST, TP1, TP2, TQ_CNTRL, VPWR, VREF, VSS ALONG WITH TURBO_BYPASS/ WGate % AND SEE IF A FAULT CAN BE FOUND. ADDITIONALLY, PERFORM THE IDS MISFIRE TEST AND SEE IF A MISFIRE CAN BE DUPLICATED. PERFORM A FUEL QUALITY TEST, CHECK FOR BOTH POOR QUALITY FUEL AND THE PRESENCE OF E85 IN THE TANK. REFER TO THE PC/ED PPT HC6 FOR TESTING. IF AN E85 MIX IS EVIDENT, RECOMMEND DRAINING THE FUEL TANK COMPLETELY, DRY IT OUT, AND ADD KNOWN GOOD FUEL. NEXT, INSPECT G105, WHICH IS THE GROUND FOR THE BANK 2 IGNITION COILS. THIS GROUND IS LOCATED ON THE REAR OF THE DRIVER SIDE CYLINDER HEAD AND MAY BE SEEN EASIER WITH THE VEHICLE ON THE HOIST. PLEASE DOCUMENT THE FOLLOWING: 1. ARE YOU ABLE TO LOOSEN THE G105 BOLT USING ONLY FINGER PRESSURE? 2. IF YOU ARE NOT ABLE TO LOOSEN THE G105 BOLT USING ONLY FINGER PRESSURE, ARE YOU ABLE TO TIGHTEN IT USING ONLY A SOCKET ON A SIX TO EIGHT INCH 3/8 DRIVE EXTENSION (NO RATCHET)? ENSURE G105 IS CLEAN AND TIGHTENED TO 10 NM + 45 DEGREES. RESPONSES TO THE ABOVE QUESTIONS ARE APPRECIATED AS THIS CONCERN IS CURRENTLY UNDER INVESTIGATION. THANK YOU FOR THE ASSISTANCE. PLEASE CONTINUE TO MONITOR OASIS FOR UPDATES.

REPAIR 12/08/2011 09:32AM RUSSELL CUSHION MSS - FCSD - TECH SVC HOTLINE

I CHECKED GROUND FIRST BUT WANTED TO REPORT IT IS NOT LOSE BY FINGURE OR WITH EXTENSION. I DID BREAK IT LOOSE WITH RATCHET AND RETOURQE. IT HAS DIELECTRIC GREASE BETWEEN HEAD AND G105 WHICH IS FACTORY. I LL WILL ROAD TEST AND TRY TO DUPLICATE AFTER MISSFIRE TEST

RECOMM 12/08/2011 09:32AM RUSSELL CUSHION MSS - FCSD - TECH SVC HOTLINE

KENNETH, THANK YOU FOR THE UPDATE CONCERNING THE G105 GROUND. IF THERE ARE ADDITIONAL QUESTIONS PLEASE CONTACT THE HOTLINE.

Attachments : 0

Report# : BLHE7154 CREDSR--or-- Q 201190849529 **Received:** 12/08/2011
CCRG/EPRC: **Reviewed Status:** **Date:**
Vehicle: 2011,F150 4X4 ,F150 ,SUP CRW,STYSD **Build Date:** 08/05/2011
,1FTFW1ET5BF [REDACTED]
Odometer : 2,354 M **Engine:** 3.5L-GTDI **Calibration:** BF613C0A
Transmission: 6R80E **Axle:** 3.73 **A/C:** YES
LOCK
Dealer: CAN B1392 McAlpine Ford Lincoln Sales Lt **Phone#:** (905) 841-0800
City: Aurora **Province:** Ontario **Country :** CAN
Originator: Peter Watkins
Symptom: 5 54 2 39 DRV PERF,LACK/LOSS PWR ,ACCEL,INTERMITTENT
Status:
VFG: V52 DRIVEABILITY
Additional Symptom:
Fix: **Causal Component :** UNKNOWN -- NOA
Condition Code:

Region Code: 01

Region Name: 01 FCSD REGION-CANADA

DTCs:

KOEO:

KOEC:

KOER:

Comments :

CONCER 12/08/2011 11:48AM
while driving customer claims vehicle check engine light came on
vehicle lossed power and felt a heavy miss .

TECH/C 12/08/2011 11:48AM
dealer realizes this concern is under investigation by engineering and
no repair attempts have been made. dealer filing report only

Attachments : 0

Report# : BLHBM007 NHL **Received:** 12/08/2011
CCRG/EPRC: **Reviewed Status:** **Date:**
Vehicle: 2011,F150 4X4 ,F150 ,REGCAB ,STYSD **Build Date:** 10/06/2011
,1FTPF1ET7BK [REDACTED]
Odometer : 1,650 M **Engine:** 3.5L-GTDI **Calibration:** BF613C0A
Transmission: 6R80E **Axle:** 3800F3.73L **A/C:** YES
Dealer: CAN B8144 Cavalcade Ford Lincoln Sales L **Phone#:** (705) 645-8731
City: Bracebridge **Province** Ontario **Country :** CAN
Originator: AL HOOKER
Symptom: 5 50 2 39 DRV PERF,RUNS ROUGH,ACCEL,INTERMITTENT
Status:
VFG: V52 DRIVEABILITY
Additional Symptom: P0305 UNDER LOAD
Fix: **Causal Component :** --
Condition Code:

Hotliner: DRIDOLF2 **Phone:** 000 248-8241 **Regn Cd:** 01 01 FCSD REGION-CANADA

Engineering: **Phone:** **TAR:**

Dlr Contact: AL HOOKER **Phone:** 705 645-8731 **Title Cde:** T

DTCs:

KOEO:

KOEC:

KOER:

Comments :

REPAIR 12/08/2011 10:39AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:ENGINE MISS UNDER LOAD DIAGNOSTICS: POWER
BAL TESTS #5 CYL DROPPING OUT PARTS REPLACED:NONE YET TECH
QUESTION:I HAVE BEEN GETTING ALOT OF THESE PROBLEMS LATELY ANY FIX FOR
CONCERN

RECOMM 12/08/2011 10:39AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE
ALLAN, -FIRST, WE SHOULD TAKE A FUEL SAMPLE AND CHECK FOR BOTH POOR
QUALITY FUEL AS WELL AS PRESENCE OF E85. TO CHECK FOR E85 CONTENT IN

THE FUEL, RECOMMEND PERFORMING A WATER TEST. USING A CLEAR BOTTLE, FILL IT HALFWAY WITH WATER, MARK THE LINE, ADD THE SAME AMOUNT OF FUEL FROM THE VEHICLE, MIX TOGETHER, AND ALLOW TO SEPARATE. THE ETHANOL WILL COMBINE WITH THE WATER INCREASING THE WATER LEVEL. AN INCREASE OF WATER LEVEL UP TO 10% IS NORMAL GASOLINE. ANY MORE THAN 10% IS AN E85 MIX. IF AN E85 MIX IS EVIDENT, RECOMMEND DRAINING THE FUEL TANK COMPLETELY, DRY IT OUT, ADD KNOWN GOOD FUEL, CLEAR KAM, AND RETEST. -NEXT, PLEASE INSPECT G105. THIS IS THE GROUND FOR THE BANK TWO IGNITION COILS AND IS LOCATED ON THE BACK OF THE BANK TWO CYLINDER HEAD. 1. ARE YOU ABLE TO LOOSEN THE G105 BOLT USING ONLY FINGER PRESSURE? 2. IF YOU ARE NOT ABLE TO LOOSEN G105 WITH YOUR FINGERS, CAN IT BE TIGHTENED USING ONLY A SOCKET AND A SIX-EIGHT INCH 3/8 DRIVE EXTENSION? (NO RATCHET) 3. PLEASE ENSURE G105 IS CLEANED AND TORQUED TO 10 NM + 45 DEGREES. -THIS CONCERN IS CURRENTLY UNDER INVESTIGATION AND YOUR RESPONSES ARE IMPORTANT AND APPRECIATED. PLEASE UPDATE THIS FORM WITH YOUR FINDINGS REGARDING THE ABOVE TESTS AS WELL AS ANY ADDITIONAL QUESTIONS YOU MAY HAVE, THANK YOU. ISM 11-11-021 3.5L GTDI MISFIRE BANK TWO CYLINDERS 4,5,6

Attachments : 0

Report# :	BLHBR016 NHL	Received:	12/08/2011
CCRG/EPRC:		Date:	
Vehicle:	2011,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET5BF [REDACTED]	Build Date:	04/19/2011
Odometer :	7,000 M	Engine:	3.5L-GTDI
Transmission:	6R80E	Axle:	3800F3.31C
Dealer:	USA 05611 Eddie Gilstrap Motors, Inc.	Calibration:	BF613C0A
City:	Salem	A/C:	YES
State:	Indiana	Phone#:	(812) 883-2702
Originator:	WILLIAM GOEN	Country :	USA
Symptom:	5 57 2 39 DRV PERF,HESITATES/STUM,ACCEL,INTERMITTENT		
Status:			
VFG:	V52 DRIVEABILITY		
Additional Symptom:	HESITATION		
Fix:	Causal Component :	--	
Condition Code:			

Hotliner: RCUSHIO1

Phone: 313 317-8328

Regn Cd: G3 Cincinnati

Engineering:

Phone:

TAR:

Dlr Contact: WILLIAM GOEN

Phone: 000 000-0000

Title Cde: T

DTCs:

KOEO:

KOEC:

KOER:

Comments :

REPAIR 12/08/2011 04:33PM RUSSELL CUSHION MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:ENGINE MISS UNDER LOAD AT TIMES 55 MPH UP A HILL. WITH TRANSMISSION PROBLEMS DIAGNOSTICS: NO CODES / RAN WITH IDS PARTS REPLACED:WE DID SOME TRANSMISSION REPAIRS AND THEY ARE FIXED. / PCM UPDATE TECH QUESTION:THE CUSTOMER CAME IN WITH TRANSMISSION PROBLEM WITH THE SURG OR HAS. WE REPAIRED TRANSMISSION IT IS FIXED. THE CUSTOMER HAS CALLED BACK INTO THE DEALER AND THERE IS A MISS AT 55 MPH. CUSTOMER HAS DONE HIS ON DIAG ON THE NET STATING THERE IS REPORTED PROBLEMS WITH FUEL PUMPS WITH ECO BOOST ENGINE. CUSTOMER HAS AN APPOINTMENT AND I PLAN ON RIDING WITH CUSTOMER ANY INFO THAT YOU MIGHT BE ABLE TO GIVE WOULD BE GREAT.

RECOMM 12/08/2011 04:33PM RUSSELL CUSHION MSS - FCSD - TECH SVC HOTLINE
WILLIAM, PLEASE MONITOR TURBO_WGATE, TIP/2, AND TURBO_BPASS/2 DURING THE TIME OF THE CONDITION. IF THE DUTY CYCLE FOR THE TURBO CHARGER WASTE GATE IS FLUCTUATING RAPIDLY IN PERCENTAGE (SPIKES ON THE IDS GRAPH) AND THE BYPASS VALVES CHANGE FROM **ON** TO **OFF** CONSISTENTLY WITH THE WASTE GATE SPIKES, THIS CONCERN IS CONSISTENT WITH A CONDITION THAT IS CURRENTLY UNDER INVESTIGATION BY ENGINEERING. PLEASE DO NOT REPLACE ANY COMPONENTS FOR THIS CONCERN AT THIS TIME. PLEASE MONITOR OASIS FOR UPDATES AS A FIX HAS NOT YET BEEN RELEASED.

Attachments : 0

Report# : BLHCR009 NHL

Received: 12/08/2011

CCRG/EPRC: **Reviewed Status:**

Date:

Vehicle: 2011,F150 4X4 ,F150 ,SUP CRW,STYSD
,1FTFW1ET0BF [REDACTED]

Build Date: 06/09/2011

Odometer : 13,484 M **Engine:** 3.5L-GTDI **Calibration:** BF613C0A
Transmission: 6R80E **Axle:** 3800F3.31C **A/C:** YES
Dealer: USA 08045 Oitker Ford Sales **Phone#:** (217) 335-2329
City: Barry **State:** Illinois **Country :** USA
Originator: JOSH PUTERBAUGH
Symptom: 5 57 2 39 DRV PERF,HESITATES/STUM,ACCEL,INTERMITTENT
Status:
VFG: V52 DRIVEABILITY
Additional Symptom: SURGE, FUEL CONSUMPTION
Fix: **Causal Component :** --
Condition Code:

Hotliner: DBARRE63 **Phone:** 313 317-9373 **Regn Cd:** C4 Kansas City
Engineering: **Phone:** **TAR:**
Dlr Contact: JOSH PUTERBAUGH **Phone:** 217 335-2329 **Title Cde:** SM

DTCs:
 KOEO:
 KOEC:
 KOER:

Comments

:
REPAIR 12/08/2011 12:41PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE
 WEB FORM DATA - CONCERN:CUSTOMER COMPLAINS THAT THE FUEL MILEAGE HAS DROPPED TO 15MPG WITH ECOBOOST ENGINE. FEEL LIKE IT IS MISSING AT HIGHWAY SPEEDS UNDER A LIGHT LOAD. DIAGNOSTICS: PERFORMED EEC TESTS, POWER BALANCE TESTS, NO PROBLEMS FOUND. POWER BALANCE DOES NOT SHOW A MISS WHEN THIS OCCURS. PARTS REPLACED:NONE TECH QUESTION:VERIFIED 15MPG FUEL MILEAGE AND CAN DUPLICATE RUNNING ROUGH CONCERN WHILE DRIVING. NOTHING SHOWS UP ON IDS. ARE THERE ANY KNOWN FIXES? MESSAGE BOARD SHOWS MANY OTHER TRUCKS WITH SAME CONCERN...BUT NO FIXES SHOWN.

RECOMM 12/08/2011 12:41PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE
 JOSH, FOR THE POOR FUEL ECONOMY CONCERN SUGGEST YOU USE < "" td "">
 HREF HTTP://WWW.VREP.FORDTECHSERVICE.DEALERCONNECTION.COM/VDIRS/SSM/SS
 M.ASP?SSM 21902 TARGET '_BLANK'>SSM 21902 TO ADDRESS THIS

CONDITION. FOR THE ENGINE MISS FEELING ON LIGHT ACCELERATION PLEASE MONITOR TURBO_WGATE, TP1/2, LOAD AND TURBO_BPASS/2 DURING THE EVENT. IF THE DUTY CYCLE FOR THE TURBO CHARGER WASTE GATE IS FLUCTUATING RAPIDLY IN PERCENTAGE (SPIKING ON THE IDS GRAPH) AND THE BYPASS VALVES CHANGE STATE FROM €?ON€? TO €?OFF€? CONSISTENTLY WITH THE WASTE GATE SPIKES, ENGINEERING IS CURRENTLY INVESTIGATING THIS ISSUE. PLEASE MONITOR OASIS FOR UPDATES.

REPAIR 12/08/2011 05:43PM ADAM HEBERT MSS - FCSD - TECH SVC HOTLINE
MONITORED PIDS, TURBO-WGATE AND TURBO-BPASS/S ARE BOTH FLUCTUATING RAPIDLY IN PERCENTAGE AND THE BYPASS VALVES CHANGE FROM ON TO OFF CONSISTENTLY WHEN CONDITION OCCURS. ARE THERE ANY KNOWN FIXES YET?

RECOMM 12/08/2011 05:43PM ADAM HEBERT MSS - FCSD - TECH SVC HOTLINE
JOSH, ENGINEERING IS AWARE OF THE CONCERN AND IS CURRENTLY WORKING ON A FIX. PLEASE ADVISE THE CUSTOMER THAT THERE IS NO DETRIMENTAL EFFECTS RELATED TO THIS CONCERN. THE FIX HAS NOT BEEN RELEASED YET. PLEASE CONTINUE TO MONITOR OASIS FOR UPDATES.

From: Yamada, Shuya Shark (S.Y.)
Sent: Monday, April 30, 2012 11:06 AM
To: Norman, Kristofor (K.R.); Lizotte, Brian (B.W.); Palm, Jim (J.R.); Ladd, John (J.R.); Kramer, Michael (M.T.); Tyler, Jim (J.S.); McCoy, Jim (D.); Cockerill, Al (C.A.); Mazuchowski, James (J.A.)
Subject: Sat F150 I-94 drive update.

██████████ gave me a verbal update. "**No Misfire**" on the F150 Maine buy back vehicle with 5000lb trailer from Saturday 6am to 2pm test drive.

It should have hit the rain on I-94 but I have to verify. Kris saw rain in Kalamazoo Sat AM.

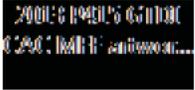
I installed a kitchen sink on this vehicle.

- 8cell 30mm shortened Flex CAC
- Shark Sonic Agitator water ingestion delay device in the end tank
- 6 tube RAM air blocker equivalent which blocks 9 of 29 tubes on this CAC.

I'll be in the 3pm drive tonight if we get rain. I will remove the 6 tube blocker plate later. Call me if you want to ride with me.

Shark.

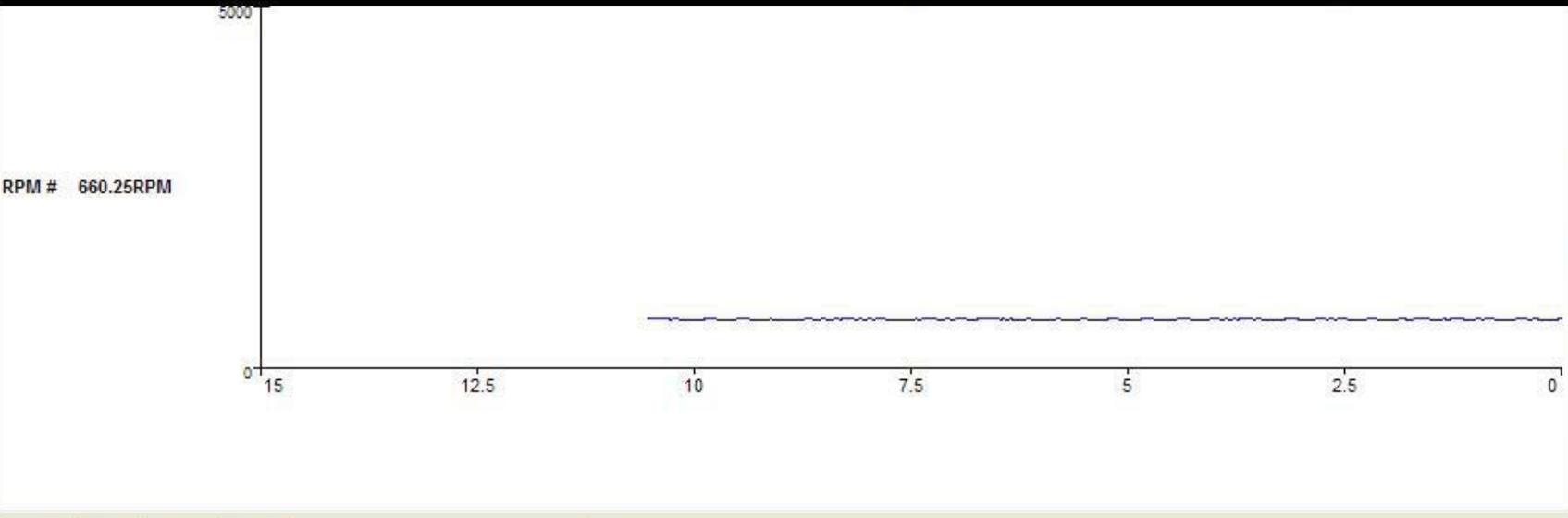
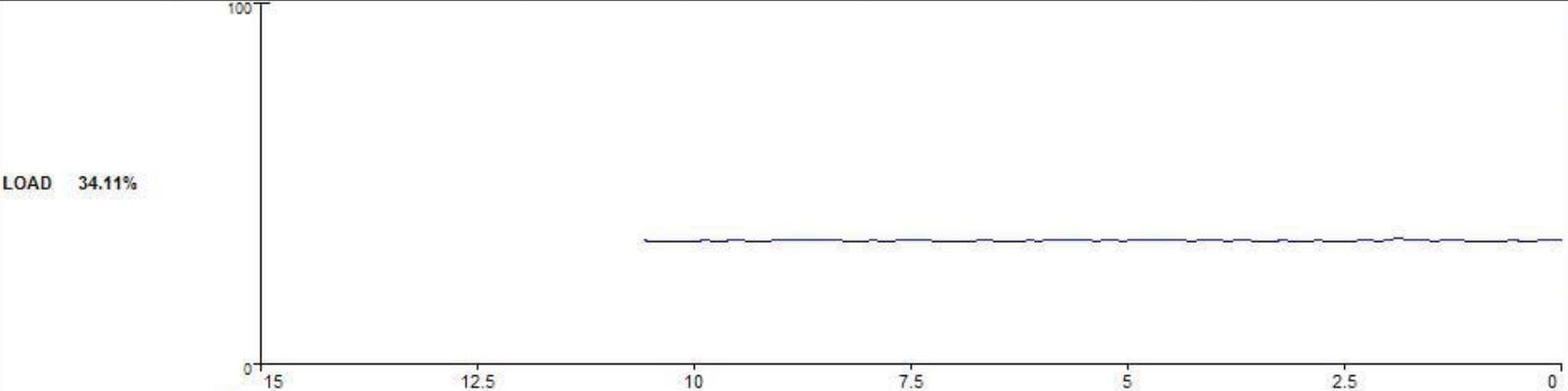
From: Oyafuso, Kevin (K.G.)
Sent: Friday, February 22, 2013 4:00 PM
To: McDonagh, Scot (S.M.); Nowaczyk, Rick (R.J.)
Cc: Ricks, Kevin (K.J.); Sparks, Douglas (D.S.); Dixon, Mark (M.R.); Dobbs, Dan (K.D.)
Subject: screed shots



Regards,
Kevin Oyafuso
Ford Motor Company
PD / Powertrain Integration Management - C&C Quality
(313) 805-4908



DTCcnt	MFF_LOAD	MFF_RPM	MFF_TRIP	MFF_VSS	MISFIRE	MISFIRE_MON	NUM_MISFIRE
4	144.56%	5463.50RPM	0	59.66MPH	No	Enabled	210



Engine load

From: Dobbs, Dan (K.D.)
Sent: Thursday, February 21, 2013 10:58 AM
To: Ricks, Kevin (K.J.)
Cc: Nowaczyk, Rick (R.J.)
Subject: TSB 12-10-19

The initial Parts Estimate for the Intercooler was for 2,500 parts.

However, The team reviewed and collectively agreed to launch at 1,000 parts based on a binge buy trend that initiated right after the BL3Z-6K775-B Intercooler (CAC) was released in WERS. Engineering released the CAC as a direct replacing part for the previous CAC, and opportunistic Dealers saw the catalog update and started ordering in advance of the TSB release. Some of the trend was honest need for crash parts etc. Others were moving in with large orders 30+ and higher.

We were forced to launch the TSB early to get the constrained supply of CAC's to the customers who needed the update. Before we launched the TSB there were 823 orders in place for the (unannounced) revised CAC.

Some of the constraint concern was due to a running change to the CAC made for 2013 launch. In 2013 a nMCR action was made to reduce the Turbo Blow-off Solenoids (2 were mounted on each cylinder bank) to a single CAC mounted solenoid. This made the 2013 unique from the previous CAC design. The supplier (VALEO) has to switch over a single production line to build the revised CAC, and the current 2013 production.

We launched with full support from PS&L, PTI/C&C Management.

Backorders are down to 4,200 this AM. This is down by ~ 1,000 from last week.

Regards

K.D. Dan Dobbs

FCSD Service Engineering Operations
F-150 PVT Program Manager
Certified 6-Sigma Master Black Belt Level II
Phone:313-845-6078
kdobbs@ford.com

*"The stock market is designed to transfer money from the active to the patient."
Warren Buffett*

From: Dobbs, Dan (K.D.)
Sent: Tuesday, November 27, 2012 2:01 PM
To: Kramer, Michael (M.T.)
Cc: Nowaczyk, Rick (R.J.); Ricks, Kevin (K.J.); Galas, Dean (C.K.); Jabbour, Paul (P.)
Subject: TSB for GTDI

GTDI Misfire actions chronology.

TSB 12-2-10 released 2/15/12 reflash calibration update for FMEM

TSB 12-6-4 released 6/7/12 reflash update and deflector

TSB 12-10-19 released 10/30/12 revised CAC (2011 and 2012 units)

TSB 12-11-15 released 11/23/12 for the limited number of 2013 unuits with the previous design CAC

Regards
K.D. Dan Dobbs
FCSD Service Engineering Operations
F-150 PVT Program Manager
Certified 6-Sigma Master Black Belt Level II
Phone:313-845-6078
kdobbs@ford.com

One cartload of the enemy's provisions is equivalent to twenty of one's own.

Sun Tzu

From: Kramer, Michael (M.T.)
Sent: Wednesday, April 11, 2012 4:10 PM
To: Joseph LUMETTA
Cc: Tyler, Jim (J.S.); Kramer, Michael (M.T.)
Subject: Tube blocker plate to end tank inner surface tight clearance

I followed up with Roger Khami after our discussion this afternoon. Min acceptable wall thickness is 1.4 mm. What other options are there to resolve?

Mike Kramer
RWD PT Cooling Supv.
Six Sigma Black Belt
Cell Phone: (313) 805-0190
Text Page: mkramer1
Page from outside Ford, External email: mkramer1@ford.com

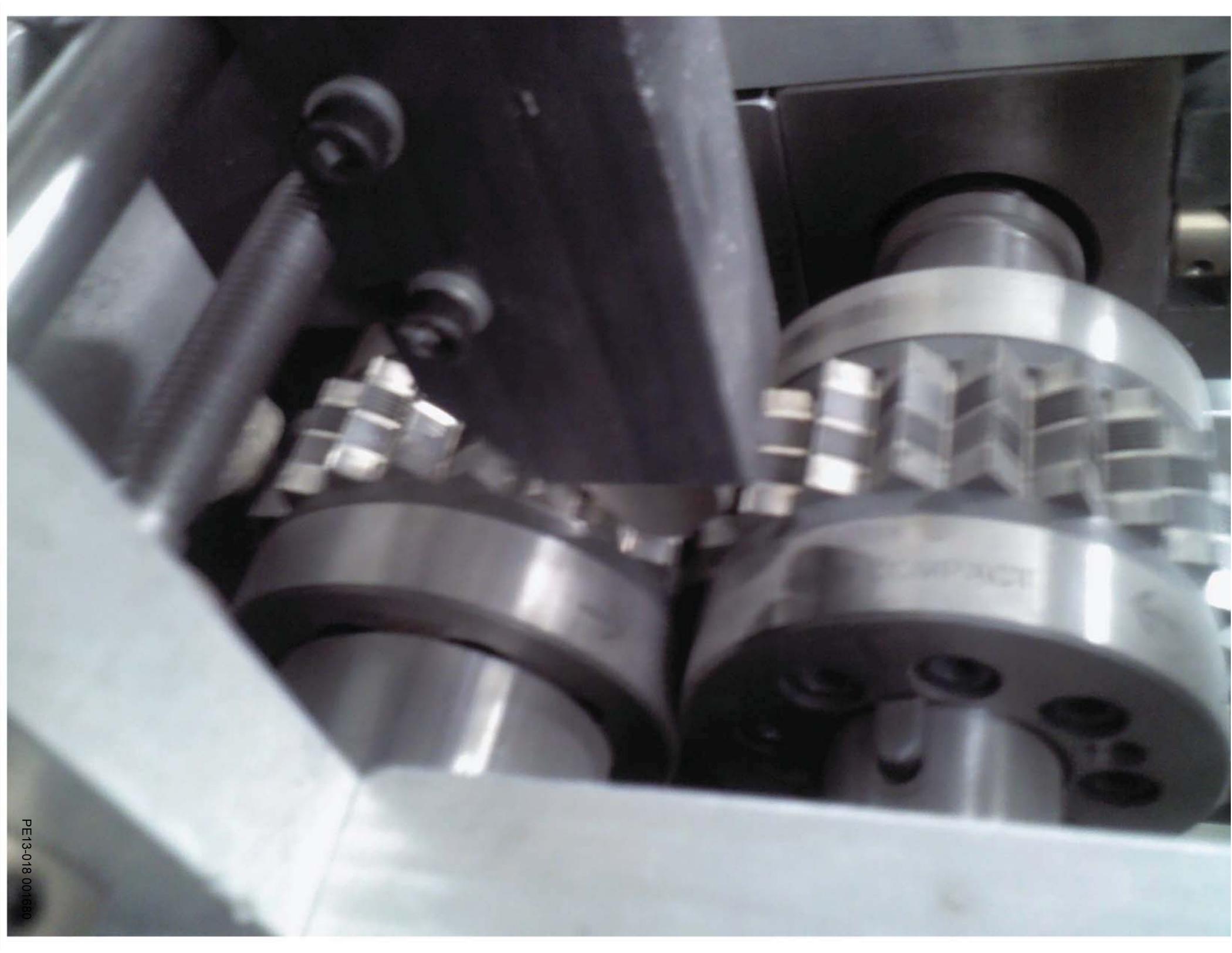
From: Blas-Fernando GUTIERREZ [blas-fernando.gutierrez@valeo.com]
Sent: Wednesday, April 04, 2012 4:02 PM
To: Kramer, Michael (M.T.); Tyler, Jim (J.S.)
Cc: Larry ENGEL; Joseph LUMETTA
Subject: Turb roll with louvers
Attachments: IMG038.jpg; IMG036.jpg

Mike, Jim,
Pictures from current turbulator Rolls with louvers...

Modifying current roll is feasible, but, there is no 2nd tool to permit us keep producing parts for regular production since a modification for this roll could take about 3-4 weeks...so, this is not an option...

BG

This e-mail message is intended only for the use of the intended recipient(s).
The information contained therein may be confidential or privileged,
and its disclosure or reproduction is strictly prohibited.
If you are not the intended recipient, please return it immediately to its sender
at the above address and destroy it.





20532
DE-MIN US
NO. D-396,741

From: Whitehead, Joseph (J.P.)
Sent: Monday, August 30, 2010 10:10 AM
To: Stefanski, John (J.C.); Bjorge, Deborah (D.)
Cc: Smith, Craig (C.A.); Cockerill, Al (C.A.); Fabien, Phil (P.A.); Sullivan, Todd (T.E.); Gorys, John (JPG.); Menning, Mark (M.A.); Garrett, David (D.P.); Baskins, Robert (R.S.); Devries, Jason (J.E.); Krygowski, Richard (R.J.); Fought, Matthew (M.S.); Mancini, Michael (M.A.); Whitehead, Joseph (J.P.)
Subject: Unexplained 3.5L P415 TT Vehicle Misfire & Shutdown

All,
[REDACTED] has experienced misfire around 5,000 rpm several times in a new 3.5L P415 TT vehicle. Engine dyno has experienced issues around 5,000 rpm due to an intermittent spark problem which delivers way too much spark to a single cylinder. John Gorys has one transmission calibration vehicle which has exhibited intermittent problems @ high speeds.

It's unknown if these issues are related. Let's continue to share info on debug results.

Deb,
Can the TT vehicle be given to calibration to coordinate an investigation into the misfire problem?

John,
If the TT vehicle is made available, we'll need to free up a dev PCM and install it to support data acq.

Joe Whitehead
3.5L & 4.0L Calibration
jwhite4@ford.com
313.805.5481

From: Stefanski, John (J.C.)
Sent: Monday, August 30, 2010 9:11 AM
To: Sullivan, Todd (T.E.); Whitehead, Joseph (J.P.); Smith, Craig (C.A.); Cockerill, Al (C.A.); Garrett, David (D.P.); Menning, Mark (M.A.); Gorys, John (JPG.)
Subject: RE: Code on BFA00116 GTDI misfire/shutdown

Good Morning Joe

Did you identify the root cause of the engine shut down?
Was there an explanation of the P061C code?
Have you been able to monitor the CKP signal and determine if the control strategy is losing synchronization?

I am trying to understand if the engine shut down is the same root cause of the engine failures we have had on dyno were pre-ignition has damaged pistons.
We are analyzing the control strategy to see what happens when the CKP signal / synchronization is lost. We know that when the strategy recognizes loss of CKP it shuts down both ignition and fuel. What we are trying to find out is what happens to a charging coil and sync is loosed but the strategy has not recognized it yet.

Is this vehicle loosing sync and shutting down the ignition and fuel? This is the question I would like to answer.

John C. Stefanski
Ford Motor Co.
Hardware Control Interface
313-205-2930
jstefans@ford.com

From: Sullivan, Todd (T.E.)
Sent: Thursday, August 26, 2010 6:29 PM
To: Whitehead, Joseph (J.P.); Smith, Craig (C.A.); Cockerill, Al (C.A.); Garrett, David (D.P.); Menning, Mark (M.A.); Stefanski, John (J.C.); Gorys, John (JPG.)
Subject: RE: Code on BFA00116 GTDI misfire/shutdown

Eric or Brian,

Whats a P061C code mean.....I think its something with the ipc

From: Whitehead, Joseph (J.P.)
Sent: Thursday, August 26, 2010 6:23 PM
To: Smith, Craig (C.A.); Cockerill, Al (C.A.); Garrett, David (D.P.); Menning, Mark (M.A.); Stefanski, John (J.C.); Sullivan, Todd (T.E.); Gorys, John (JPG.)
Subject: FW: Code on BFA00116 GTDI misfire/shutdown

Driver info on TT vehicle in Dbn with 47 miles on odo & it flamed out during WOP accel. Going to meet @ EVB 7:30 Friday morning to check vehicle.

Joe Whitehead
3.5L & 4.0L Calibration
jwhite4@ford.com
313.805.5481

From: Rubin, Zack (Z.)
Sent: Thursday, August 26, 2010 11:55 AM
To: Whitehead, Joseph (J.P.)
Cc: Bjorge, Deborah (D.)
Subject: Code on BFA00116 GTDI misfire/shutdown

Only code present is:

P061C 00 24 Internal Control Module Engine RPM Performance\

Sequence of events:

WOT acceleration forcing 2-1 downshift. At 5000 RPM, engine shut itself off, wrench light and low oil pressure light in cluster display (but not MIL)

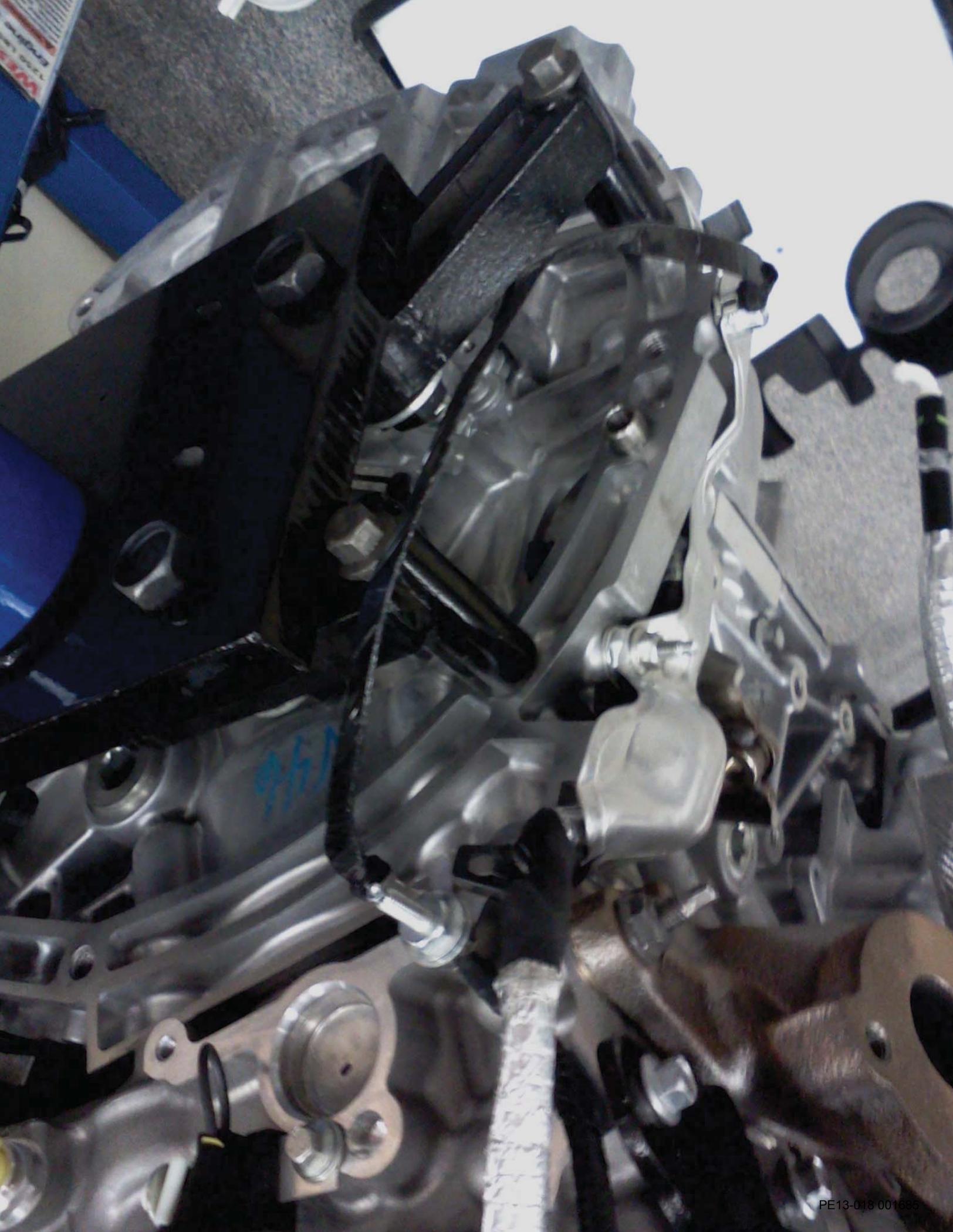
Coast to stop, remove key, wait 30 seconds, restart

WOT acceleration forcing 2-1 downshift. Major misfiring and uneven torque delivery above 4000 RPM.

Kept engine running, checked for codes, found code listed above

Zack Rubin
Vehicle PT NVH
✉ zrubin@ford.com
☎ (313)805 2145

From: Osepchook, William (W.R.)
Sent: Tuesday, January 03, 2012 9:55 AM
To: Osepchook, William (W.R.)
Attachments: IMG 20120103 095154.jpg



From: Osepchook, William (W.R.)
Sent: Tuesday, January 03, 2012 9:58 AM
To: Osepchook, William (W.R.)
Attachments: IMG 20120103 095136.jpg



From: Kramer, Michael (M.T.)
Sent: Thursday, May 17, 2012 12:45 PM
To: Ronzi, Bill (W.C.)
Cc: Madej, Jeanette (J.); Tyler, Jim (J.S.); Kramer, Michael (M.T.)
Subject: Upcoming P415 Misfire TSB

Present plan is for the subject to replace the existing R10 TSB which has a casual part of recalem (PT calibration).

The external air blocker shield has been proposed by the Quality and FCSD teams to be the causal part for the subject. This means in addition to the air blocker shield the R11 recal will be charged to PT Cooling as well as risk of catalyst replacements being charged to PT Cooling as well.

I anticipate an agreement between Julie McCoy, Joe Baum, and John Norton (FCSD CFE) will be needed. Do you have a forum to facilitate this meeting?

Mike Kramer
RWD PT Cooling Supv.
Six Sigma Black Belt
Cell Phone: (313) 805-0190
Text Page: mkramer1
Page from outside Ford, External email: mkramer1@ford.com

From: Kramer, Michael (M.T.)
Sent: Monday, April 23, 2012 4:04 PM
To: Peter GAUDINO (peter.gaudino@valeo.com); Larry ENGEL (larry.engel@valeo.com); Joseph LUMETTA; David CASTILLO (david.castillo@valeo.com)
Cc: Kramer, Michael (M.T.); Tyler, Jim (J.S.); Madej, Jeanette (J.); Kronig, Donald (D.M.)
Subject: Update to F150 charge air cooler actions

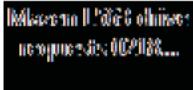
Based on our 4/20/12 wind tunnel test results, there are no further plans requiring the need for the manual plate crimping process.

Will proceed with conducting DV starting week of 4/30/12 with the initial PT Tech parts then make the necessary tooling changes that will enable PT Tech to also make 27 mm plates to protect implementation timing for the coordinated change 11 cell louverless turb with 27 mm tube end blocker plates.

Mike Kramer
RWD PT Cooling Supv.
Six Sigma Black Belt
Cell Phone: (313) 805-0190
Text Page: mkramer1
Page from outside Ford, External email: mkramer1@ford.com

From: Nicholl, Connie (C.J.)
Sent: Thursday, February 17, 2011 1:53 PM
To: Barwick, Matt (M.E.); Campbell, Mark (M.A.); Carroll, Lori (L.J.); Casedy, Michael (M.); Cutaia, Michael (MC.); Cyburt, Barry (B.A.); Dame, Andrew (A.C.); DeAngelis, Joseph (J.M.); Devries, Jason (J.E.); Ducklow, Corey (C.S.); Dukatz, Deborah (D.L.); Ek, Carl (C.H.); Ferla, Chris (C.N.); Fey, Stephen (S.H.); Fredericks, Edward (E.W.); Gancer, Anthony (A.L.); Gaworecki, Paul (P.C.); Goelzer, Curt (C.); Hammoud, Mazen (M.); Hart, Jenny (J.); Havenhill, Eric (E.L.); Horng, Margaret (M.); Hurley, Robert (R.E.); Jacobsen, Brent (B.A.); Kaminski, Leonard (L.J.); King, Brian (B.M.); Krygowski, Richard (R.J.); LeRoux, Mark (M.D.); Liebert, Mike (M.D.); Lisi, Paul (P.); Mannino, Anthony (A.J.); Marcum, Michael (M.P.); Martin, Thomas (T.C.); Mehl, Jonathan (J.D.); Meissner, Herbert (H.T.); Mullins, John (J.C.); Nault, Ben (B.D.); Nguyen, Ted (T.L.); Nixon, Mary (M.J.); Olson, David (D.L.); Panganis, Mike (M.A.); Patel, Vasant (V.B.); Pawlak, Greg (G.J.); Pierce, Michael (M.A.); Piontek, Timothy (T.A.); Roehl, Douglas (D.J.); Ross, Ann (A.M.); Royal, Matthew (M.E.); Rubinlicht, Rachel (R.L.); Shimon, Richard (R.L.); Smith, Craig (C.A.); Sonnichsen, John (J.W.); Sosnowski, Nicholas (N.A.); Sparks, Duane (D.M.); Stalsberg, Jamey (J.L.); Syrylo, Shelley (S.C.); Syrylo, Tom (T.M.); Toms, Douglas (D.O.); White, Stephen (S.M.); Whitehead, Joseph (J.P.); Willette, Paul (P.R.); Wisniewski, William (W.E.); Zimlich, Glenn (G.A.)
Subject: Weekend Drive Request(s)
Importance: High

The attached weekend drive request(s) have been approved.



Connie J. Nicholl (cnicholl)

Administrative Assistant & Building Coordinator
John Shanahan, Manager, Feature Calibration
Mazen Hammoud, Manager, Lge V6 Sm V8 Calibration
Peter Lyon, Manager, Diesel & o/8500 Gas Calibration
Chris Oberski, Manager, A/T Systems Engrg
Ken Leisenring, Manager, Diesel Feature Calibration
Al Dona, Manager, Gas Calibration

(313) 248-8543
TEE = Cube 1AA20
APTE = Cube AE06

P/T Calibration Personnel List for Weekend Overnight Drive Approval

Feb
18-Feb

Redacted for Relevance

Craig Smith		
Lori Carroll		
Margaret Horng	11.5MY P415 GTDI R11 & Misfire Issue	Y
Rick Krygowski	11.5MY P415 GTDI R11 & Misfire Issue	Y
Tom Martin		
Greg Pawlak	11.5MY P415 GTDI R11 & Misfire Issue	Y
Michael Pierce		
Tom Srylo		
Joe Whitehead	11.5MY P415 GTDI R11 & Misfire Issue	Y
Jason DeVries	11.5MY P415 GTDI R11 & Misfire Issue	Y
Corey Ducklow	11.5MY P415 GTDI R11 & Misfire Issue	Y
Paul Lisi		

Redacted for Relevance