INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

RQ14-005

FORD

4/24/2015

Appendix H

Engineering Review

Non Conf - Eng Review2

From: Mahoney, Mark (M.M.)
Sent: Friday, October 25, 2013 2:51 PM
To: Rinkevich, Daniel (D.J.); Bushman, Thomas (T.S.)
Subject: 11 truck

In our shop we have an 11 truck, BEA26815. It has been used for Workshop Manual/Service Labor Time Studies. In our work she and been completely disassembled several times. It sets no DTCs and only has 130 miles on the odo. For grins I tapped on all EGTs and wiggled all the wires after a 12 hour cold soak. The Volt PIDs didn't move at all they were rock solid.

Here is some stuff we have in a Supplemental Restraints Web Course about terminal fretting.


Page 1.JPG


pg 2.JPG

Supplemental Restraint System (SRS) Diagnosis
(34S30W0)
Mark Mahoney
Introduction
Overview
System Operation
Safety Procedures
Circuits
Diagnostics
Diagnostic Tools
Bit-Mapped DTCs
Symptoms
Terminal Fretting
Diagnostic Routines
Service Procedures
Lesson Review
Mastery Exam

Diagnostics

TERMINAL FRETTING

oxide film. Every time there is motion at the contact spot, the cycle repeats and more oxide debris builds up. With continued microscopic fretting movement between contacting surfaces, enough insulating oxide wear debris can build up, producing high resistance and or intermittent connections.



Supplemental Restraint System (SRS) Diagnosis (34S30W0)

Mark Mahoney

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- Overview
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  - Diagnostic Tools
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  - Symptoms
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  - Service Procedures
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Diagnostics

TERMINAL FRETTING

Speaking: Brent Williams (Ford)

There is nothing very exciting about the appearance of fretting corrosion. Severe cases of fretting corrosion look like little, dark smudges on electrical terminals. The smudges appear at the locations where the actual electrical contact is made. The photograph shows severe fretting corrosion on a



2013MY P473 - Status to Quality Objectives <PA>
Help Needed List (outside PT)

			Disposition Status
Driveline	**a**	**P473 Front Axle U-Joint Upgrade**	
	2-pager	Request Program Approval - CNE Decision Forum 4/19 F250/F350 SPL55 U-Joint material upgrade from SAE5115 to SAE 9310 steel As of 4/1/2011, there have been 155 failure claims for 2011MY. 3 MIS R/1000 = 0.16; 3 MIS CPU = 0.17 Additional savings at high time in service $1.85 at 12 MIS Average vehicle cost $1.20 12MY J#2 Tq Truncation through trans cal (wheel hop). Additional help needed from Chassis Brake Development for Wheel Hop Strategy at Job #1 for 2013 MY	
C&C	**b**	**2013 OBD Mileage Accumulation Fleet**	
	Program Summary	Request Program Approval Validation of the new emissions and OBD requirements; launch spike avoidance Risk Avoidance: 3 MIS R/1000 = 3 and TGW = 3	
Engine	**c**	~~**Turbochargers**~~ ~~Add to prior approval for CPU benefit~~ ~~Requires business case proposal from LGDEE to be taken to FSQR~~	**Withdrawn - No benefit**
TDE	**d**	**6R140 Pump and MCA service stock available (vs. full trans replacements)** CPU opportunity Requires business case from TDE to initiate discussions with FCSD	
VO	**c**	**Fuel Gelling** ~ 38 claims for fuel gelling to-date that can be linked to first tank of fuel. BP quote still pending (regional pricing affected, KTP strategy for fuel tanks, seasonal use, etc affects quote). Could be as high as $10/vehicle additional cost for lower cloud point fuel blend.	
Driveline	**f**	**Front CVH hub vacuum fitting cracked/broken**	
	2-pager	Request Program Approval Add retainer, revise connector and fitting in 4x4 vacuum system 3 MIS R/1000 = 0.10; 3 MIS CPU = 0.05 Additional savings at high time in service TBD at 12 MIS Average vehicle cost $0.40	
Driveline	**g**	**Front CVH knuckle**	
	2-pager	Request Program Approval Knuckle seal material upgrade 3 MIS R/1000 = 0.62; 3 MIS CPU = 0.13 Additional savings at high time in service $2.04 at 12 MIS Average vehicle cost $1.08	
Driveline	**h**	**Transfer case shift system upgrade**	
	NAPPR	Upgrade to Next gen shift system due to hardware limitations 14 TGW $3.00 vc, $3.5M investment	
Driveline	**i**	**4x4 switch blocked by column PRDNL** Need Chassis help to design/develop alternate column shifter design Alternate design change is to relocate 4x4 switch and requires Interior help 6 TGW opportunity	
Fuel	**j**	**Remote canister vent kit**	
	2-pager	Carbon canister dust ingestion due to severe customer usages Release a newly developed dust pre-filter box on all gas PU (PCA) 3 MIS R/1000 0.20; 3 MIS CPU = 0.11 Additional savings at high time in service	
VO	**k**	**Crushed urea line** VO and chassis support to eliminate crushed urea line issues casued during vehicle transport. (P20BD, P20BE & some P202D)	
VO	**l**	**EGT sensor connections** VO support to eliminate all intermittent EGT sensor connections. (P200C & P200E)	

From: Moylan, James (J.J.)
Sent: Thursday, August 08, 2013 11:55 AM
To: Phillips, Michelle (M.R.); McDonagh, Scot (S.M.)
Cc: Rinkevich, Daniel (D.J.); Sonat, Ibrahim (I.); Philbin, Jeff
Subject: 1FD0W5HT2DE[redacted] - EGT4 P2471

Michelle,

Please Hot Process this part to Scot. Thanks.

AC3Z 5J213 B SNS ASY-ENG EXH TEMP THRML

Scot,

This truck went to an Upfitter so please do a visual check when you receive this part. It passed EOL and there were no repairs in QLS. Thanks.

Server: **AWS Prod**
Claims loaded through: **07-AUG-2013**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2013; **Claim Key** = 2560931

Vehicle Information

Model Year: 2013
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/EB-550 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FA-P473 SUPER DUTY [11-14]
Warranty Start Date:
Production Date: 14-JUN-2013
VIN: 1FD0W5HT2DE[redacted]

Claim Information

Document Numbe[redacted]
Repair Date: 02-AUG-2013
Distance: 14
TIS: -1
AWS Load Date: 07-AUG-2013

Dealer Information:

Expense Information

Customer Paid Amount: .00

Dealer Name	DENNY ANDREWS FORD SALES INC.	Deductible Amount:	.00
Dealer Code:	B6280 - *	Dealer Paid Amount:	.00
Address:	18208 STONY PLAIN RD	Labor Cost:	115.08
City:	EDMONTON	Misc. Expense Amount:	7.64
State:	AB Zip Code:T5S1A7	Part Markup Amount:	10.76
Country:	CAN Region Code: NA	Material Cost:	37.65
Phone:	(780)489-9999	Total Cost Gross:	152.73

Cust. Concern Code: E29 - CHECK ENGINE LIGHT TROUBLE

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: CHECKED FOR CHECK ENGINE LIGHT ON,-CHECKED FAULT CODES P2471 PRESENT-CHECKED TSBS AND SSMS-FOLLOWED PINPOINT TEST RC IN PC/ED- RC1 PRELIMINARY DIAGNOSIS= P2471 PRESENT-RC2 CHECKED ENGINE OIL LEVEL = LEVEL AT PROPER AMOUNT IN BETWEEN CROSSHATCH-RC3 CHECKED ENGINE COOLANT LEVEL= LEVELS IN PRIMARY AND SECONDARY COOLING SYSTEMS GOOD-RC4 CHECKED FOR EXHAUST LEAKS= NO EXHAUST LEAKS PRESENT-RC5 CHECKED EGT SENSOR PIDS= FOUND EGT SENSOR 1/3 AT 11000 DEG F WAY OUT OF SPEC.-REPLACED FAULTY EGT SENSOR 1/3 CLEARED CODES AND CHECKED OPERATION.-CONFIRMED REPAIR

Customer Comment: E29 INSPECT AND REPORT FOR CEL ON

Labor Op Code	Labor Op Description	Labor Op Cost
12650D45D		34.52
12650D68		34.52
12650D80D		11.51
12650DD		23.01
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	11.51

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	AC3Z 5J213	B		SNS ASY-ENG EXH TEMP THRML	031403	1	37.65

DTC Sections: **Mil. Light On =** Y

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
Y	KC	P2471	EXHAUST GAS TEMPERATURE SENSOR CIRCUIT HIGH (BANK 1 SENSOR 4)	40	EXH GAS SENSOR(COMPONENT)
N	KO	P1111	SYSTEM PASS	27	NO-FAULT CODES
N	KR	P1111	SYSTEM PASS	27	NO-FAULT CODES

Any comments? You can contact



webmaster

36201

James J. Moylan tcb
Kentucky Truck Plant
Powertrain PVT - Sr. Engineer
313-805-3887
><((((º>

From: Dixon, Mark (M.R.)
Sent: Thursday, July 31, 2014 11:32 AM
To: McDonagh, Scot (S.M.)
Cc: Caesar, Cynthia (C.L.)
Subject: 2011/12 EGT Claims

Scot, per discussion, any quick way you can help get more info on DTCs into the claims below would really help this analysis (just those with labor op over 0.5 hrs and single EGT replaced).

Would like to highlight those claims that are not applicable since DTC in the claim not on DTC.

First step is to flag the claims with no DTCs, then see what Cynthia can do to fill in the missing DTC.

Then would want to highlight the claims that contain DTCs not addressed in the TSBs. These claims would be "out of bounds" for any TCA action.

Thanks.



Mark Dixon
Powertrain Quality
Ford Motor Company
Building 2 / 24K36
mailto:mdixon@ford.com
Tel: (313) 805-7051

From: NSK UOSS Equip Supv <NSKUOSSEquipSupv@conocophillips.com>
Sent: Tuesday, July 17, 2012 12:45 PM
To: Johnson, Daniel (D.W.); Parrish, Kirk (K.A.)
Cc: 'Lonny Rhude'; 'Kup PM'; 'jody.swanson@ch2m.com'; 'john.sears@ch2m.com'; 'russell.stewart@ch2m.com'; 'bracken.jackson@ch2m.com'; 'david.eby@ch2m.com'
Subject: 2011 Ford 6.7L Diesel Issues
Attachments: UOSS Truck VIN List.xlsx

Importance: High

Dan & Kirk,

As per my phone conversation with both of you last week, I wanted to follow up with an e-mail regarding the issues we have been experiencing here on the North Slope in Kuparuk.

The 1st thing I would like to mention is I really appreciate both you gentlemen taking my phone call while you were both on vacation.

So, as you know we are having a major issue with the Exhaust Filter Assembly containing the DOC, SCR, and, DPF on our F-250 & F-350 Trucks.

I have attached a copy of our VIN list for your review. We currently have a Fleet of 40 Ford Trucks. Of these 40 trucks, 30 of them are 2011 F-250 / F-350 6.7L Diesel Crew Cab Long Beds. These trucks never haul any kind of load as they are primarily used for personnel transportation only.

Of these 30 Trucks, over 15 of them are having the P0207F Code. Some of the trucks are also having the P200E and P200C codes with the stop safely now instrument message. We have been working closely with CH2M Hill to have the recall performed on the NOx Sensor. However, Even with the new updated sensor the codes come back almost instantly. The only way we have kept going is to hook up our IDS / VCM to the trucks on a daily basis and clear the codes and start the process over again.

I know we all realize that this is an extreme operating environment. Here on the North Slope we experience extremely cold temperatures in the winter up to -70 below zero. So far this summer we have seen temperatures up to 75 degrees. This is probably one of the most extreme temperature swings between seasons in the world. Another point is we are very limited on speed here with the top speed being 45 MPH and that speed is only achieved for a very short distance. I would say the average speed is around 20MPH here in the Kuparuk Field. Furthermore, we all know that these engines are not designed to idle for long periods of time. The problem is, given our environment and winter temperatures our trucks are used not only to access the job sites here, but are more importantly used a safe warm place for our employee's to get out of the weather. With that being said, we have no way of getting a good regeneration done on the system to help keep the DPF clean and functioning properly.

Taking into account all of the conditions and limitations, it's quite obvious that all the new diesel trucks with the new emissions requirements from the EPA do not perform well up here no matter what brand you choose to purchase.

We as a company are depending on Ford Motor Company to come up with a solution to these problems. We are the only representation of the new 6.7L diesel in the Kuparuk Field as ConocoPhillips has a fleet of primarily the Chevrolet Duramax package. There are very few Fords present in this field other than ours.

As I told you gentlemen on the phone, these issues are starting to impact our productivity and ability to perform our work for our client ConocoPhillips. We cannot be successful here if we continue to face these challenges with our trucks.

As the Equipment Manager for UOSS, it is my responsibility to make sure our fleet stays maintained at the proper service intervals and keep these trucks running down the road. We buy all of our parts and filters from Kendall Ford in Wasilla as we only use Motorcraft filters and factory Ford parts. We take really good care of these trucks mechanically, utilizing the 300 hour maintenance intervals required for the severe service conditions as recommended by Ford.

Gentlemen, We need your help and the support of Ford Motor Company to resolve these issues in a timely fashion. Given the facts, I do have a concern with just replacing the Exhaust Filter Assembly. When these trucks go out off warranty, we don't want to have to keep buying a new assembly every time this issue comes up, and I'm sure that you guys don't want to keep replacing these under warranty either. Is there a way to write a better program for the PCM to allow a better overall function of the emissions controls and exhaust system for the conditions in which we operate these trucks?

In closing, I would like to say that the team at CH2M Hill has been outstanding to work with. They have a great group of guys there who have been working hard and are serious about helping us resolve our issues.

I want to thank everyone evolved here for their time and understanding to our concerns regarding these issues. I look forward to working together to come up with a resolution soon.

I'm leaving the slope today for R&R. I'll be out for 2 weeks returning on June 31st. If you have any questions or concerns, please feel free to call me on my personal cell phone at [redacted]

You can also follow up with my alternate Don Lugdon at the contact info below.

Sincerely,

Justin Lemoine
Equipment Manger / Support Services Supervisor
Udelhoven Oilfield System Services, Inc.
Kuparuk, Alaska
n2160@conocophillps.com
(907)659-7966 desk
(907)943-0127 mobile

Asset Number	Vehicle Identification Number	Year	Make	Model	Description
18876	1HTMPAFM87	2007	INTERNATIONAL	4200/VT365	2 Ton Flatbed
17769	1FDXW47P15E	2006	FORD	F550	Crew Cab Box Van
19553	1FTWW31RX8	2008	FORD	F350	Crew Cab Truck
24459	1FT7W2BT3BE	2011	FORD	F250	Crew Cab Truck
24467	1FT7W2BT6BE	2011	FORD	F250	Crew Cab Truck
24475	1FT7W2BT4BE	2011	FORD	F250	Crew Cab Truck
24483	1FT8W3BT3BE	2011	FORD	F350	Crew Cab Truck
24491	1FT8W3BT5BE	2011	FORD	F350	Crew Cab Truck
24504	1FT8W3BT9BE	2011	FORD	F350	Crew Cab Truck
24512	1FT8W3BT8BE	2011	FORD	F350	Crew Cab Truck
24521	1FT8W3BTXBE	2011	FORD	F350	Crew Cab Truck
24803	1FT7W2BT0BE	2011	FORD	F250	Crew Cab Truck
24811	1FT7W2BT9BE	2011	FORD	F250	Crew Cab Truck
25144	1FT8W3BT5BE	2011	FORD	F350	Crew Cab Truck
25152	1FT8W3BT7BE	2011	FORD	F350	Crew Cab Truck
25161	1FT8W3BT9BE	2011	FORD	F350	Crew Cab Truck
25179	1FT8W3BT0BE	2011	FORD	F350	Crew Cab Truck
25187	1FT8W3BT2BE	2011	FORD	F350	Crew Cab Truck
25195	1FT8W3BT4BE	2011	FORD	F350	Crew Cab Truck
25208	1FT8W3BT6BE	2011	FORD	F350	Crew Cab Truck
25216	1FT8W3BT8BE	2011	FORD	F350	Crew Cab Truck
25224	1FT8W3BTXBE	2011	FORD	F350	Crew Cab Truck
25232	1FT8W3BT6BE	2011	FORD	F350	Crew Cab Truck
25291	1FT8W3BT7BE	2011	FORD	F350	Crew Cab Truck
25304	1FT8W3BT9BE	2011	FORD	F350	Crew Cab Truck
25734	1FT7W2BT9BE	2011	FORD	F250	Crew Cab Truck
25742	1FT7W2BT7BE	2011	FORD	F250	Crew Cab Truck
25822	1FT8W3BT8BE	2011	FORD	F350	Crew Cab Truck
25831	1FT8W3BTXBE	2011	FORD	F350	Crew Cab Truck
25873	1FT8W3BT4BE	2011	FORD	F350	Crew Cab Truck
25881	1FT8W3BT0BE	2011	FORD	F350	Crew Cab Truck
25890	1FT8W3BT2BE	2011	FORD	F350	Crew Cab Truck
25253	1FD8W3HT6BE	2011	FORD	F350	Crew Cab Flatbed Truck
25283	1FD8W3HT4BE	2011	FORD	F350	Crew Cab Flatbed Truck
24571	1FDWW3HR2A	2010	FORD	F350	Crew Cab Welding Truck
24580	1FDWW3HR3A	2010	FORD	F350	Crew Cab Welding Truck
24598	1FDWW3HR6A	2010	FORD	F350	Crew Cab Welding Truck
24539	1FD0W5HT0BE	2011	FORD	F550	Crew Cab Welding Truck
24547	1FD0W5HT3BE	2011	FORD	F550	Crew Cab Welding Truck
24563	1FD0W5HT8BE	2011	FORD	F550	Crew Cab Welding Truck
24758	1FD0W5HT6BE	2011	FORD	F550	Crew Cab Welding Truck

Asset Number	Vehicle Identification Number	Year	Make	Model	Description
24619	1GBJK736X9[redacted]	2009	CHEVY	K3500	Crew Cab Mechanic Truck
20175	1GBJK33617F[redacted]	2007	CHEVY	K3500	Crew Cab Welding Truck

From: Opolsky, Norman (N.H.)
Sent: Monday, October 14, 2013 2:12 PM
To: Zambare, Vidhushekhar (V.V.) (vzambare@ford.com)
Subject: 2012_P473_EGT_VVZ.pptx
Attachments: 2012_P473_EGT_VVZ.pptx

Shekhar,

I added a slide 2, can you identify the EGT order on each system, it is -> (CC 11,12,13,14 DC 11,12,14,13)
Can you also make a summary table? Like…

Position/fault	open	short
EGT 11	running	running
EGT 12	running	running
EGT 13	running	running
EGT 14	shutdown	shutdown

RQ14-005 000013 ER

2012, P473 EGT Investigation

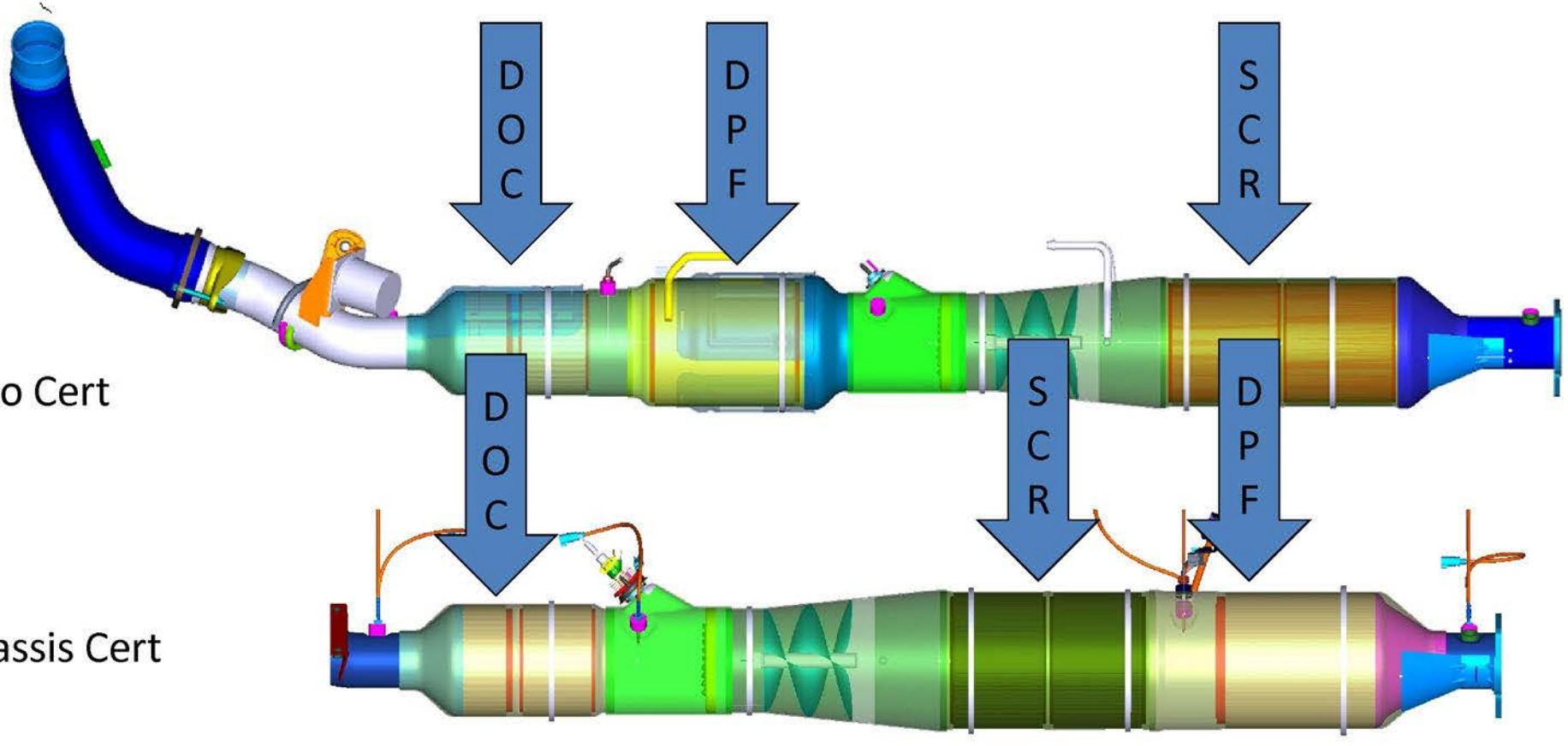
Shekhar V. Zambare

October 11th, 2013

Vehicle Used – 2012, Super Duty, F250, Chassis Cert
Software Used – DDBW2
Calibration Used – COD 444, U10

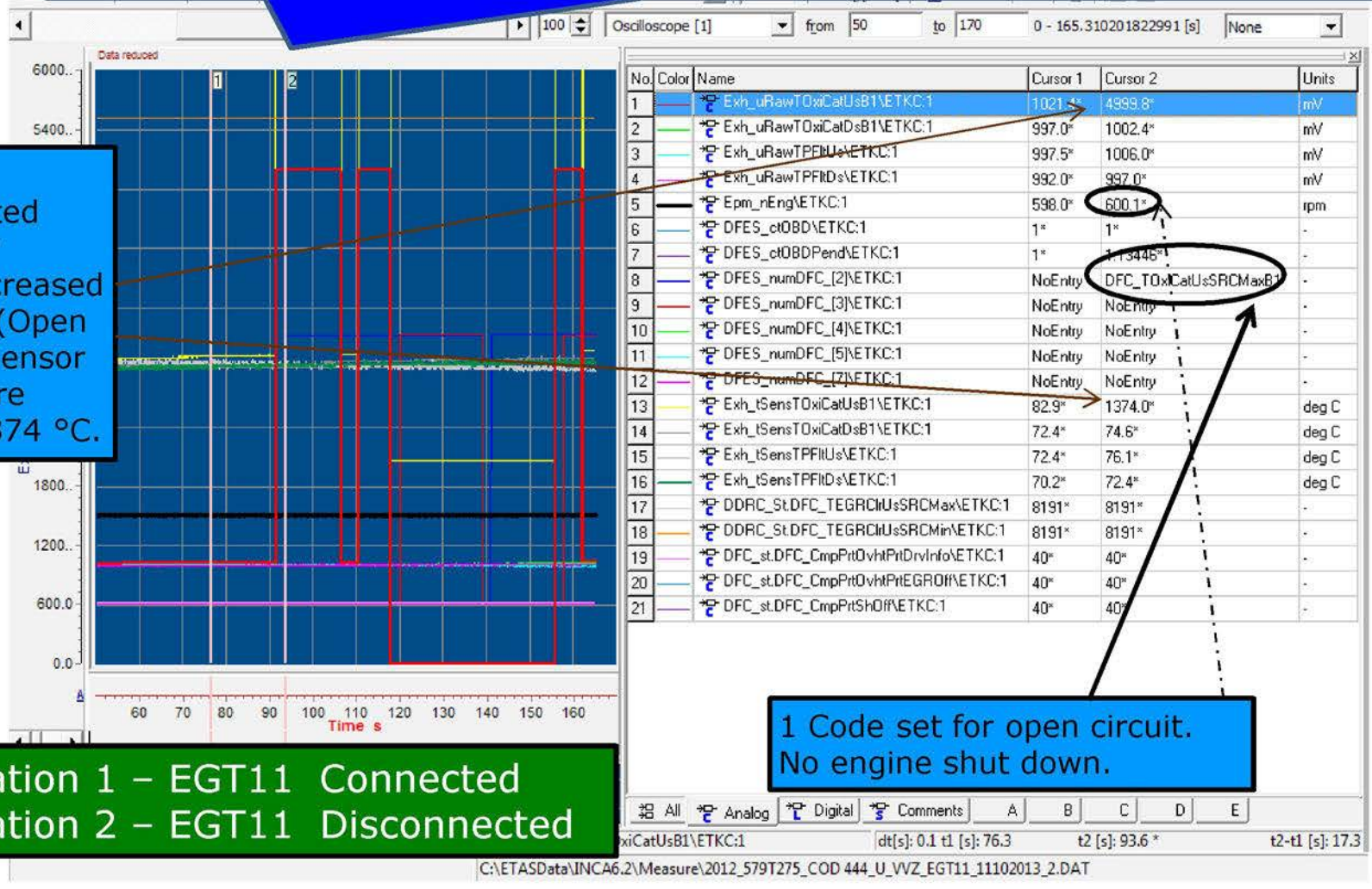
aarti527@yahoo.com

P473 MY11 Aftertreatment systems construction overview



EGT11

Location	Raw voltage	Temperature	Code
1	980 mV	83 °C	NIL
2	4985 mV	1374 °C	Open Circuit (1)



EGT11 Disconnected here. Raw voltage increased to ~4.9 V (Open Circuit). Sensor temperature became 1374 °C.

1 Code set for open circuit. No engine shut down.

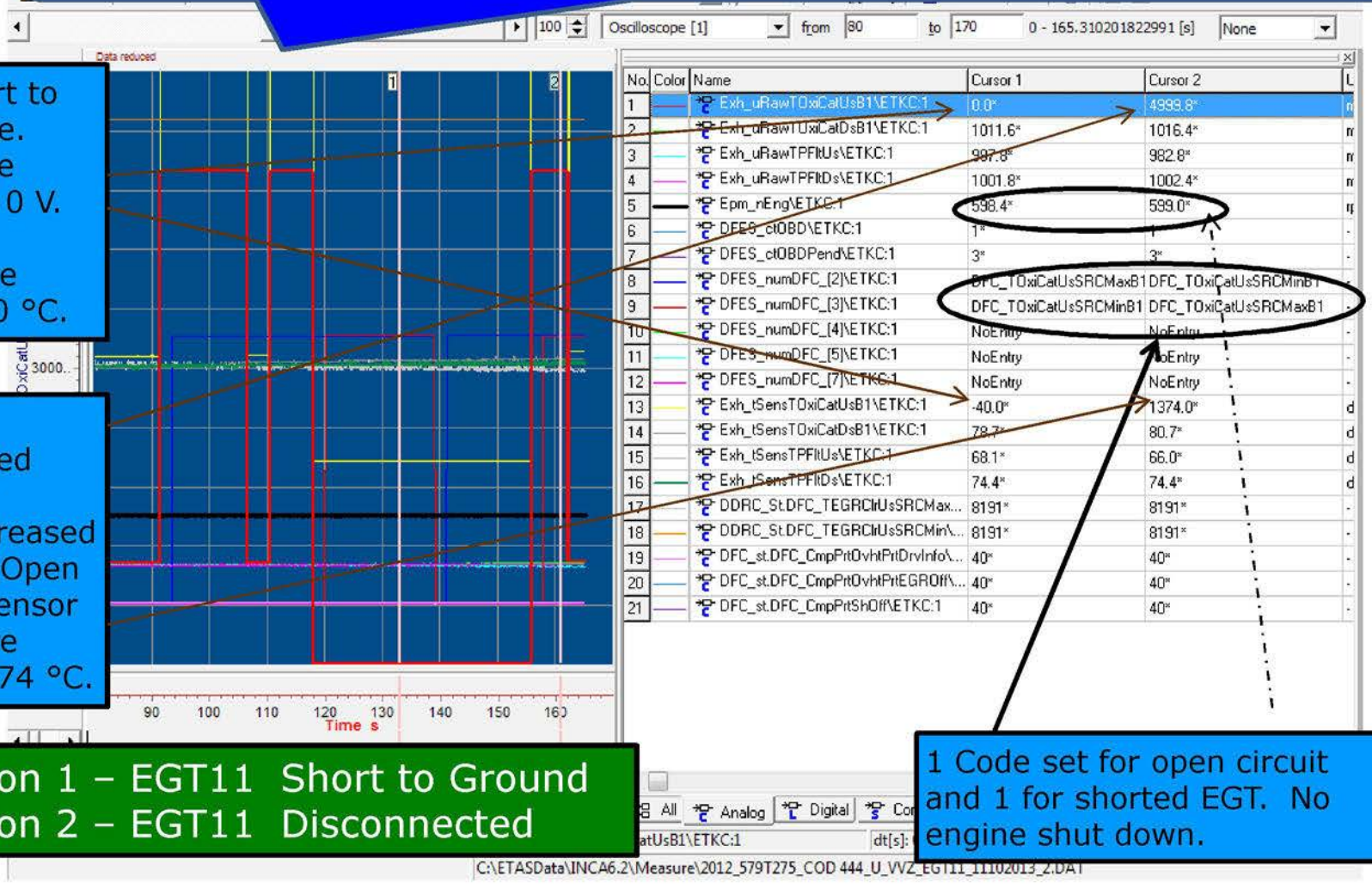
Location 1 – EGT11 Connected
Location 2 – EGT11 Disconnected

EGT11

Location	Raw voltage	Temperature	Code
1	0 mV	-40 °C	Short to Ground (1)
2	4990 mV	1374 °C	Open Circuit (1)

EGT11 short to ground here. Raw voltage dropped to 0 V. Sensor temperature became -40 °C.

EGT11 Disconnected here. Raw voltage increased to ~4.9 V (Open Circuit). Sensor temperature became 1374 °C.

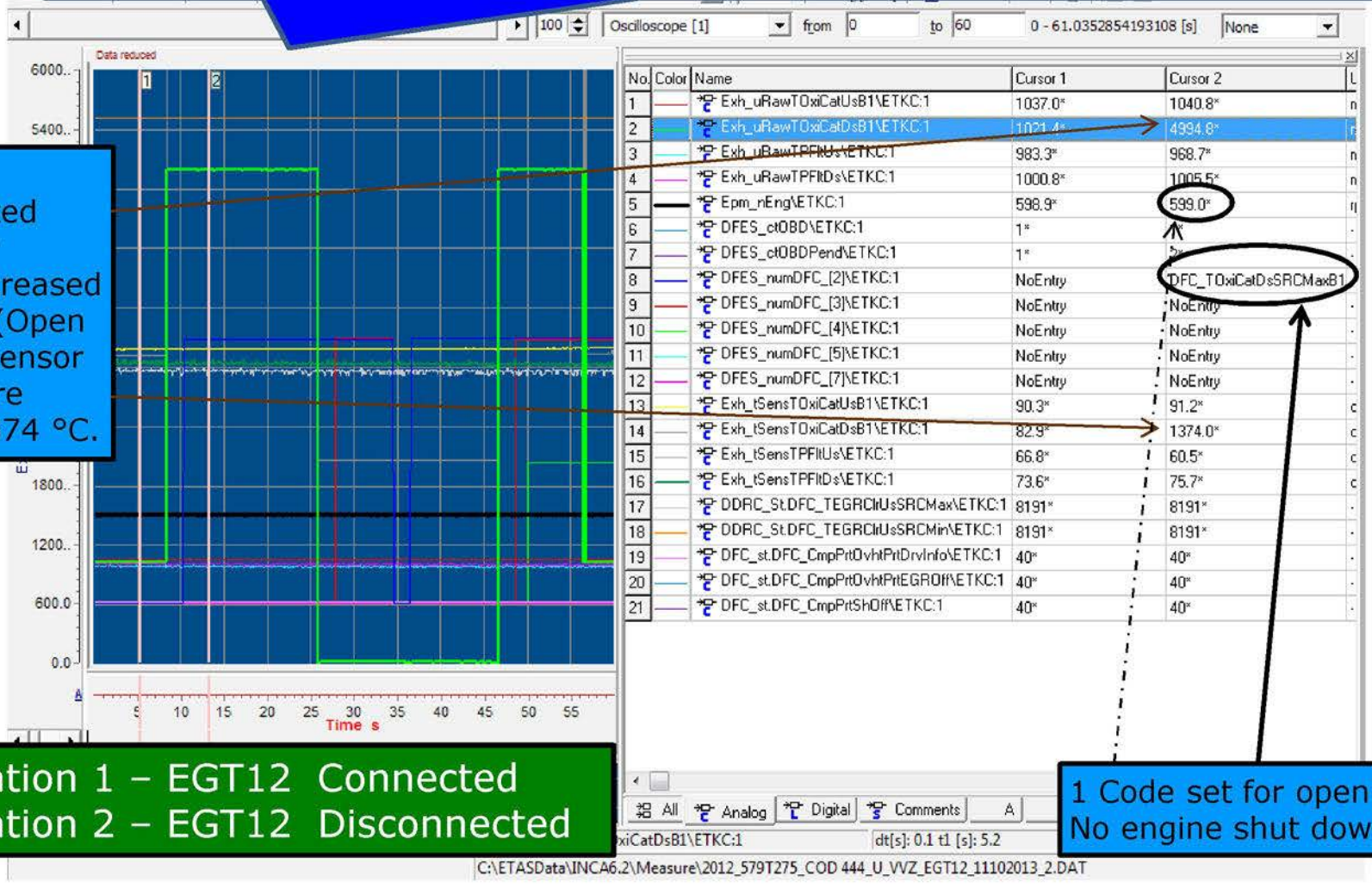


Location 1 – EGT11 Short to Ground
Location 2 – EGT11 Disconnected

1 Code set for open circuit and 1 for shorted EGT. No engine shut down.

EGT12

Location	Raw voltage	Temperature	Code
1	1021 mV	82.9 °C	NIL
2	4994 mV	1374 °C	Open Circuit (1)



EGT12 Disconnected here. Raw voltage increased to ~4.9 V (Open Circuit). Sensor temperature became 1374 °C.

Location 1 – EGT12 Connected
Location 2 – EGT12 Disconnected

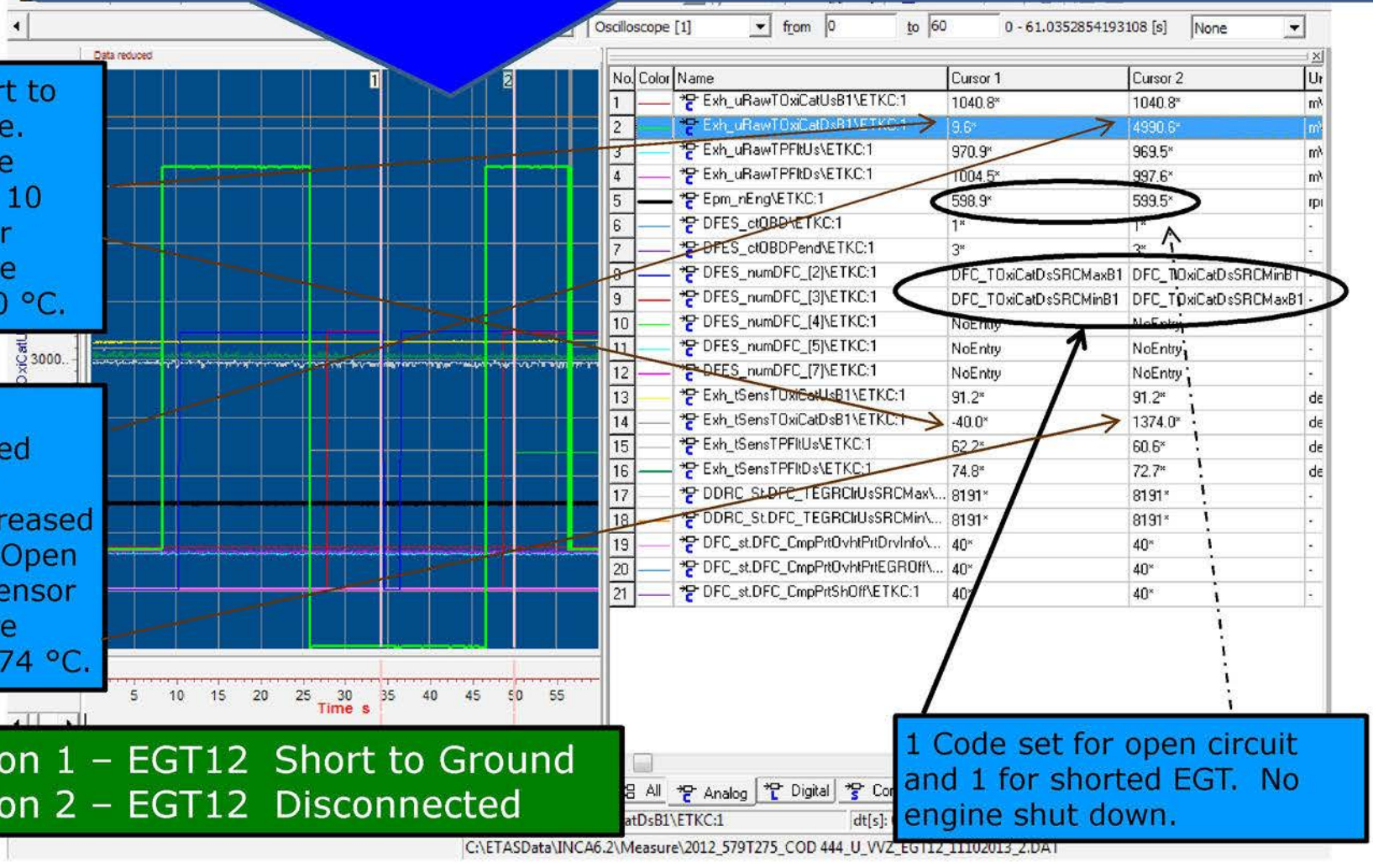
1 Code set for open circuit.
No engine shut down.

EGT12

Location	Raw voltage	Temperature	Code
1	9.6 mV	-40 °C	Short to Ground (1)
2	4990 mV	1374 °C	Open Circuit (1)

EGT12 short to ground here. Raw voltage dropped to 10 mV. Sensor temperature became -40 °C.

EGT12 Disconnected here. Raw voltage increased to ~4.9 V (Open Circuit). Sensor temperature became 1374 °C.

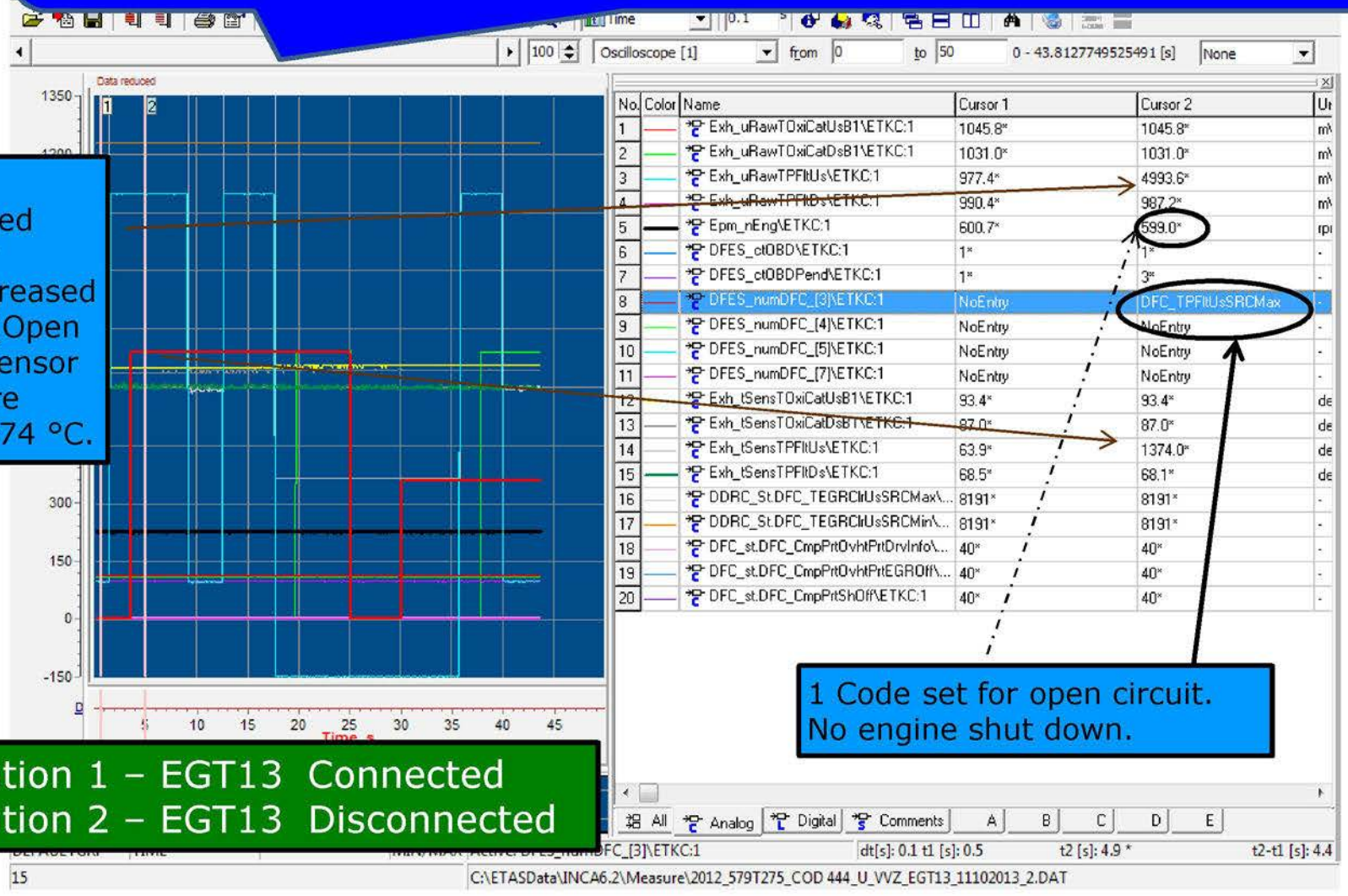


Location 1 – EGT12 Short to Ground
Location 2 – EGT12 Disconnected

1 Code set for open circuit and 1 for shorted EGT. No engine shut down.

EGT13

Location	Raw voltage	Temperature	Code
1	977 mV	64 °C	NIL
2	4994 mV	1374 °C	Open Circuit (1)



EGT13 Disconnected here. Raw voltage increased to ~4.9 V (Open Circuit). Sensor temperature became 1374 °C.

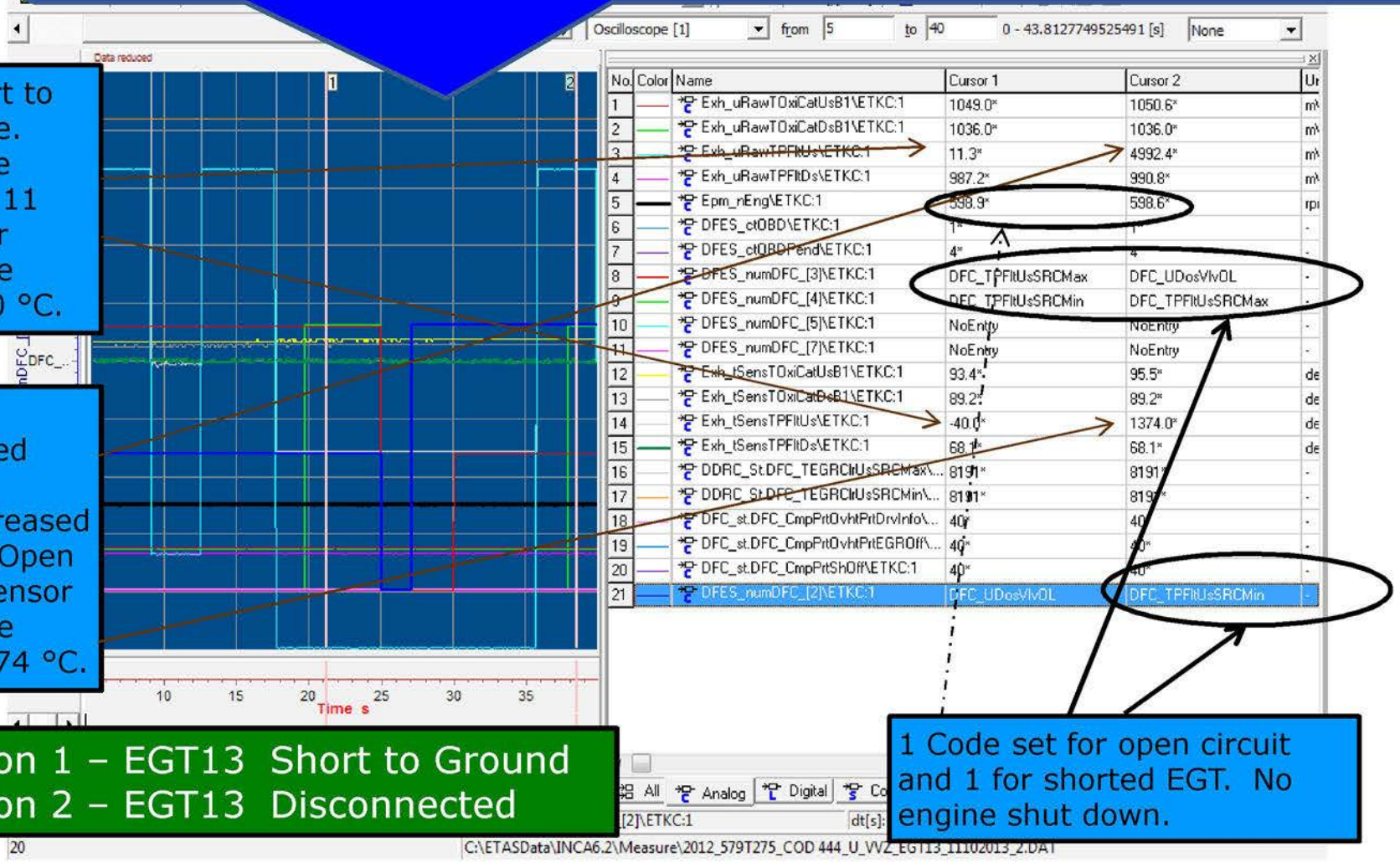
1 Code set for open circuit. No engine shut down.

Location 1 – EGT13 Connected
Location 2 – EGT13 Disconnected

EGT13			
Location	Raw voltage	Temperature	Code
1	11.3 mV	-40 °C	Short to Ground (1)
2	4992 mV	1374 °C	Open Circuit (1)

EGT13 short to ground here. Raw voltage dropped to 11 mV. Sensor temperature became -40 °C.

EGT13 Disconnected here. Raw voltage increased to ~4.9 V (Open Circuit). Sensor temperature became 1374 °C.

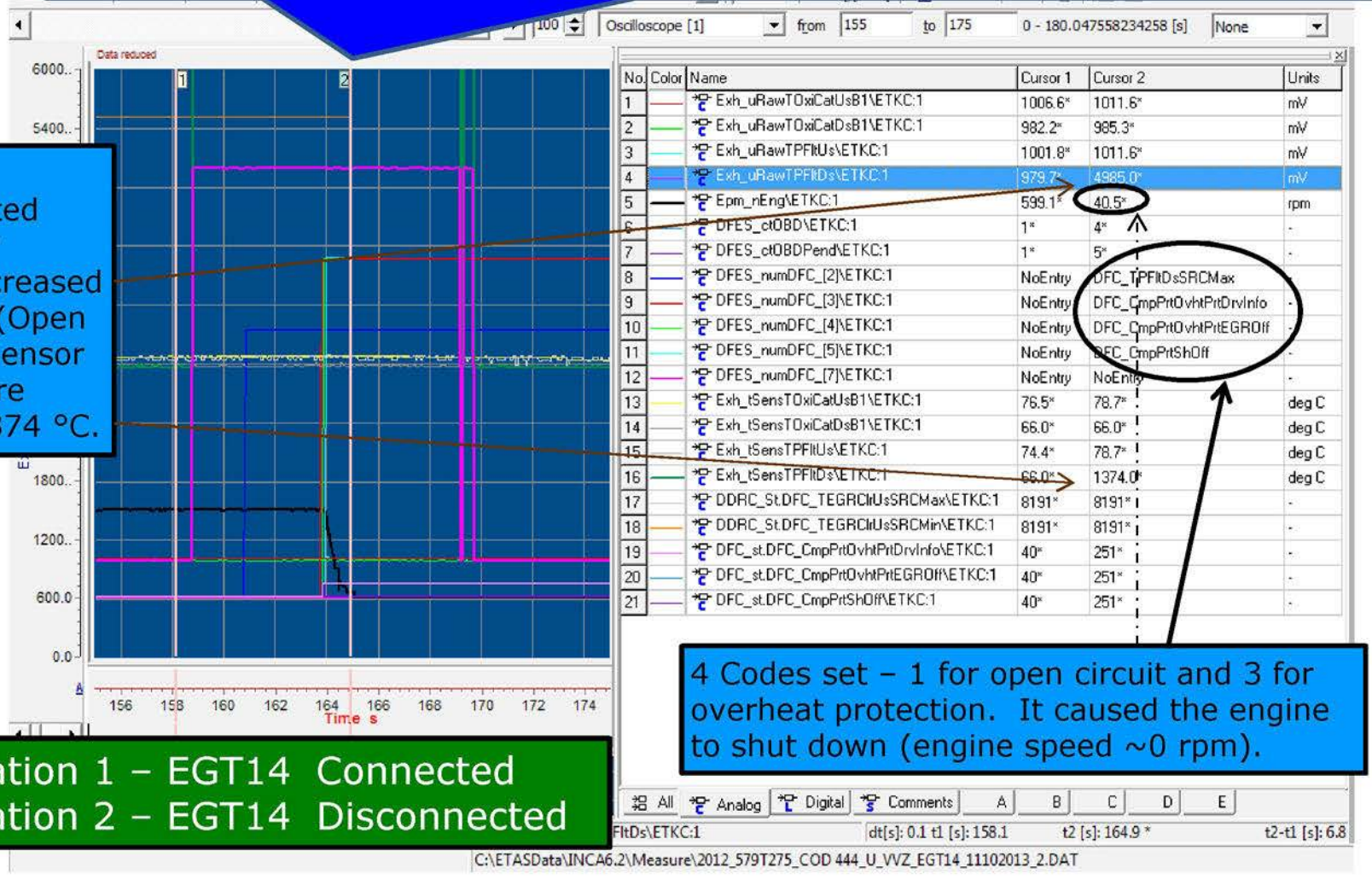


Location 1 – EGT13 Short to Ground
Location 2 – EGT13 Disconnected

1 Code set for open circuit and 1 for shorted EGT. No engine shut down.

EGT14

Location	Raw voltage	Temperature	Code
1	980 mV	64 °C	NIL
2	4985 mV	1374 °C	Open Circuit (1) Overheat Protection (3)



EGT14 Disconnected here. Raw voltage increased to ~4.9 V (Open Circuit). Sensor temperature became 1374 °C.

4 Codes set – 1 for open circuit and 3 for overheat protection. It caused the engine to shut down (engine speed ~0 rpm).

Location 1 – EGT14 Connected
Location 2 – EGT14 Disconnected

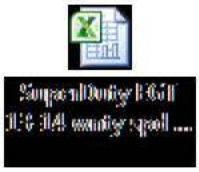
From: Dixon, Mark (M.R.)
Sent: Friday, July 25, 2014 3:40 PM
To: McDonagh, Scot (S.M.); Wagers, Sue (S.K.)
Subject: 2013/13 MY EGT Claims

Attached file has EGT claims for 2013/14 MY for June and July load month.

When you un-filter the file you will notice a ton of claims from April and May in the June/July load. This provides some of the answer on why our CPR did not drop as quicky as possible.

Other reason is that many of the claims are P06EA/EAB. For 2013 MY, claims with these codes get both flash and harness repair so higher labor hrs.

Scot, I do notice a fair number of techs are charging for a reflash for 2014 MY vehicles. Note the orange highlighted items in verbatim column AN with 1.1 hr labor charge. May need a TCA on this.



Mark Dixon
Powertrain Quality
Ford Motor Company
Building 2 / 24K36
mailto:mdixon@ford.com
Tel: (313) 805-7051

From: McCall, Kris (K.J.)
Sent: Tuesday, June 24, 2014 6:56 PM
To: McDonagh, Scot (S.M.)
Subject: 2014 MY 6.7 Super Duty EGT 1-1 suspected failed

Scott,

Per my voicemail, VIN 1FT7W2BT8EE[redacted]s currently in the process of going through PPT RC to verify this is the root cause, however from my conversation with Tony Rea (tech) at Strike, LLC, it appears this sensor has failed. Refer to the warranty history, it had P2080 and got the pigtail, code has returned.

Do you want the sensor?

Kris McCall
Fleet Service Zone Manager, Texas
Ford Motor Company
Mobile: 407-467-4980
Fax: 866-934-4064
Email: kmccall1@ford.com
Website: www.fleet.ford.com

From: Curtis, Andrew (A.)
Sent: Monday, August 13, 2012 2:27 PM
To: Opolsky, Norman (N.H.)
Subject: 6.7L Shutdown due to EGT overtemp

Norm,
I ended up speaking to a technician review panel member from Texas and he had a question about the 6.7L shut down strategy when an EGT goes hot. His question was why do we shut the truck off for one EGT sensor going hot? If there is truly an over temperature due to some form of foreign contaminant shouldn't we see at least two sensor going hot? What he thought would make sense is to have the truck derate power if one sensor went hot and then to go into shut down if a second sensor went hot. He states that this would eliminate the customer concern of being stranded 3 hours from the nearest town.

I do agree with the technician that this idea makes sense, but I also understand that there are many variables in doing something like this and there are most likely many reasons why we do what we do. I know that you are busy, but the TRP members will be in town this week and I would like to be able to give this guy a quick explanation on why we shut down for one EGT going hot or why we cannot do what he thinks makes sense.

Thanks Norm

Andrew Curtis
Diesel Commodity Concern Engineer
(313) 390-2132
1700 Fairlane Dr. Allen Park, Mi 48101
Cube 257

From: Hamilton, Steven (S.C.)
Sent: Friday, November 09, 2012 2:59 PM
To: McDonagh, Scot (S.M.); Leisenring, Kenneth (K.C.)
Cc: Curtis, Andrew (A.); Baum, Joe (J.M.); Ricks, Kevin (K.J.); Bandoske, Pete (P.F.)
Subject: 6.7L Dyno Cert EGT Sensor Location Production QSF Closure

Scot, Ken,

The production QSF for 6.7L Dyno Cert EGT Sensor Location has been closed today (28 days) with the R14 calibration release at KTP, which is well ahead of the 90 day closure metric. The service portion of the QSF will be closed early next week with the diagnostic job aid posting to PTS and SSM release, which will also be well ahead of the 68 day closure metric.

Thank you for your help with resolving this concern quickly.

Best regards,

Steve Hamilton

FCSD Service Engineering Operations
Diesel Commodity Manager
(313)390-7750

From: McDonagh, Scot (S.M.)
Sent: Friday, November 09, 2012 8:57 AM
To: Hamilton, Steven (S.C.)
Subject: RE: QSF CLOSURE PROPOSAL

Use today for Production closure. We jumped from R12 to R14 because of CCV concern. KTP is flashing with R14 as we speak.

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

From: Hamilton, Steven (S.C.)
Sent: Friday, November 09, 2012 8:50 AM
To: McDonagh, Scot (S.M.)
Subject: RE: QSF CLOSURE PROPOSAL

Scott,

Did 2013 production cal updates make it for EGT identification fix? If so, do you have the final date?

Thanks.

Best regards,

Steve Hamilton

FCSD Service Engineering Operations
Diesel Commodity Manager
(313)390-7750

From: Hamilton, Steven (S.C.)
Sent: Wednesday, November 14, 2012 9:21 PM
To: McDonagh, Scot (S.M.); Leisenring, Kenneth (K.C.); Baum, Joe (J.M.)
Cc: Curtis, Andrew (A.); Ricks, Kevin (K.J.); Bandoske, Pete (P.F.)
Subject: 6.7L Dyno Cert EGT Sensor Location Service QSF Closure

Gentlemen,

The service QSF for 6.7L Dyno Cert EGT Sensor Location has been closed today (33 days) with the release of SSM 12044 and publication of the EGT Diagnostic Job Aid on PTS. Both the production and service QSF's for this issue were closed well ahead of the 68 and 90 day metrics.

Thank you again for your help with resolving this concern quickly.

Best regards,

Steve Hamilton
FCSD Service Engineering Operations
Diesel Commodity Manager
(313)390-7750

From: Hamilton, Steven (S.C.)
Sent: Friday, November 09, 2012 9:59 AM
To: McDonagh, Scot (S.M.); Leisenring, Kenneth (K.C.)
Cc: Curtis, Andrew (A.); Baum, Joe (J.M.); Ricks, Kevin (K.J.); Bandoske, Pete (P.F.)
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To: McDonagh, Scot (S.M.)
Subject: RE: QSF CLOSURE PROPOSAL

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Thanks.

Best regards,

Steve Hamilton
FCSD Service Engineering Operations
Diesel Commodity Manager
(313)390-7750

From: Hale, Curt (B.C.)
Sent: Tuesday, August 27, 2013 5:28 PM
To: Lyon, Peter (P.M.)
Cc: McDonagh, Scot (S.M.); Moylan, James (J.J.)
Subject: 6.7L Emergency Vehicle Cal

Pete,

Are we working on release of a unique cal for emergency vehicles? This has come up several times over the years and there was an EPA communication that went out early this year that appears to revise the rules to allow for unique cals for emergency vehicles.

B. Curtis Hale
FCSD PVT Program Manager – KTP
F- Super Duty – Expedition/Navigator

RQ14-005 000032 ER

GCQIS query for 2011 -2012 6.7L V29, V44, V52 and V53 chassis cab with a word search of:

DTC	Report Count
P200C	615
P200E	619
P200C & E	649
P2031	38
P2032	4
P2033	16
P2471	81
P2084	0
P2479	32
P242A	120
P242D	69
P246E	73
P247B	42
P0544	19
All Above	781
P20	3355
P2	6478

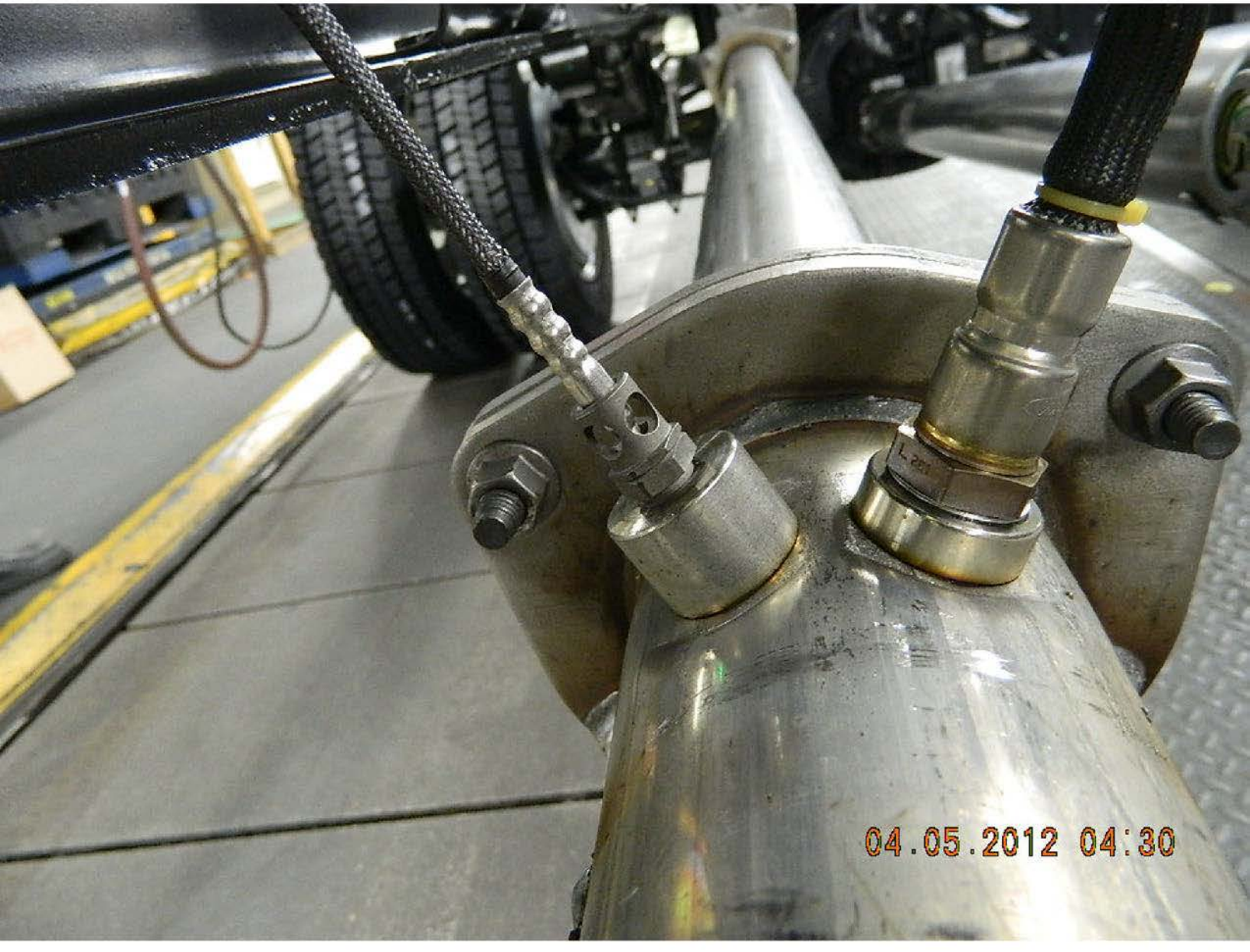
VEH	Report Count
6.7L V53 chassis cab	254
6.7L V52 chassis cab	9744
6.7L V44 chassis cab	1208
6.7L V29 chassis cab	3650
6.7L V29, V44, V52 and V53 chassis cab	14856
6.7L chassis cab	24418
6.7L V29, V44, V52 and V53 chassis cab AMB	772
6.7L V29, V44, V52 and V53 chassis cab EMER	502
6.7L V29, V44, V52 and V53 chassis cab EGT	1123

McDowell County 6.7L EGT Sensor Replacment History
McDowell County EMS - McDowell County, NC

VIN	RO	Mileage	Date	Sensor Replaced	Code Received	Temp Reading (time of diagnosis)	Notes
1FDUF4HT1CE[redacted]	63416	45,589	8/5/2013	EGT 14	P200E/P200C	2500 degrees F	
[redacted]	64061	47,788	8/24/2013	EGT 14	P200C/P249C/P246E	N/A	All 4 EGT sensors were replaced on this date (8/24/13), plus EGT 14 for second failure.
	64543	49,862	9/12/2013	EGT 13	P246E	Neg 40 degrees F	AC3Z-5J213-B was replaced a second time after all sensors were replaced on 8/24/13. Pigtail was not replaced.
1FDUF4HT3B	44306	23,049	7/25/2011	EGT 13	P2456	2509 degrees F	
	52091	57,829	6/25/2012	EGT 12	P200C/P2479/P200E	N/A	
	53227	59,135	7/9/2012	EGT 13	P200C/P200E	N/A	
	54068	63,885	8/7/2012	EGT 13	P200C/P2463	1400 plus degrees	
	59626	94,232	3/15/2013	EGT 14	P200C/P200E/P2456	1848 degrees F	Customer Pay
	60403	97,478	4/16/2013	EGT 12	P200C/P200E	1662 degrees F	SPW for sensor replacement on 3/15/13
							All 4 EGT sensors were replaced on 9/16/13 with "B" level sensors. The truck has not been back.
1FDUF4HT4B	52303	65,806	5/31/2012	EGT 12	P2006/P2479	N/A	
	52941	70,347	6/26/2012	EGT 13	N/A	N/A	
	58221	93,732	1/21/2013	EGT 12	N/A	N/A	
	63642	116,429	8/12/2013	EGT 12 & 14	N/A	N/A	
							All 4 EGT sensors were replaced on 8/28/13 with "B" level sensors. The truck has not been back.

UNIT	FAILURE DATE	VIN	FAILED MILES
S13-F492	12/10/2013	DE	30,261
S13-F616	11/29/2013	DE	11,629
S12-F404	10/21/2013	CE	35,321
S12-F296	10/21/2013	CE	53,730
S12-F227	10/3/2013	CE	100,725
S12-F473	4/18/2013	CE	16,281
S12-F549	8/30/2013	DE	24,077
S12-F453	4/26/2013	CE	56,049
S12-F415	4/10/2013	CE	30,000
S12-F185	4/3/2013	CE	49,314
S12-F359	12/10/2013	CE	26,192
S12-F224	9/4/2013	CE	152,512
S12-F203	11/27/2013	CE	63,628
S12-F261	11/16/2013	CE	50,965
S11-F137	8/29/2013	BE	82,039
S12-F368	10/3/2013	CE	75,174
S12-F231	9/12/2013	CE	64,042
S12-F220	10/4/2013	CE	59,864
S12-F288	9/5/2013	CE	57,546


04.05.2012 04:30


04.05.2012 04:30

From: Bushman, Thomas (T.S.)
Sent: Tuesday, January 29, 2013 7:14 PM
To: Moylan, James (J.J.)
Subject: EGT - Holding Bin

Jim – are we putting all post PCA EGTs into the Dislike Design Holding Bin?

This was is binned as "defective" in ECB. Do you want to stay with that bin category?

Server: **AWS Prod**
Claims loaded through: **28-JAN-2013**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2013; **Claim Key** = 835713

Vehicle Information

Model Year: 2013
Market Derived: F - FORD
Body/Cab Type: T/BB - SINGLE CAB (REGULAR CAB)
Version/Series: T/EB-550 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FA-P473 SUPER DUTY [11-13]
Warranty Start Date: 06-DEC-2012
Production Date: 09-NOV-2012
VIN: 1FDUF5HT3DE[redacted]

Claim Information

Document Number [redacted]
Repair Date: 21-JAN-2013
Distance: 413
TIS: 2
AWS Load Date: 23-JAN-2013

Dealer Information:

Dealer Name BONDY'S FORD LINCOLN
Dealer Code: 00469 - *
Address: 3615 ROSS CLARK CIRCLE NW
City: DOTHAN
State: AL Zip Code:36303
Country: USA Region Code: NA
Phone: (334)792-5171

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	66.21
Misc. Expense Amount:	.00
Part Markup Amount:	8.93
Material Cost:	31.26
Total Cost Gross:	97.47

Cust. Concern Code: E29 - CHECK ENGINE LIGHT TROUBLE

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: SENSOR SENSOR - EXHAUST GAS TEMPERATURE - DIESEL PARTICULATE FILTER (DPF)

Customer Comment: CUSTOMER SAYS CHECK ENGINE LIGHT IS ON

Labor Op Code	Labor Op Description	Labor Op Cost
12650D68		24.83
12650DD		16.55
12650D45D		24.83

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	031403	1	31.26

DTC Sections: **Mil. Light On** = Y

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
Y	KC	P249C	EXCESSIVE TIME TO ENTER CLOSED LOOP REDUCTANT INJECTION CONTROL	37	NOX CATALYST (SYSTEM)
Y	KO	P249C	EXCESSIVE TIME TO ENTER CLOSED LOOP REDUCTANT INJECTION CONTROL	37	NOX CATALYST (SYSTEM)
Y	KR	P249C	EXCESSIVE TIME TO ENTER CLOSED LOOP REDUCTANT INJECTION CONTROL	37	NOX CATALYST (SYSTEM)

Any comments? You can contact



webmaster

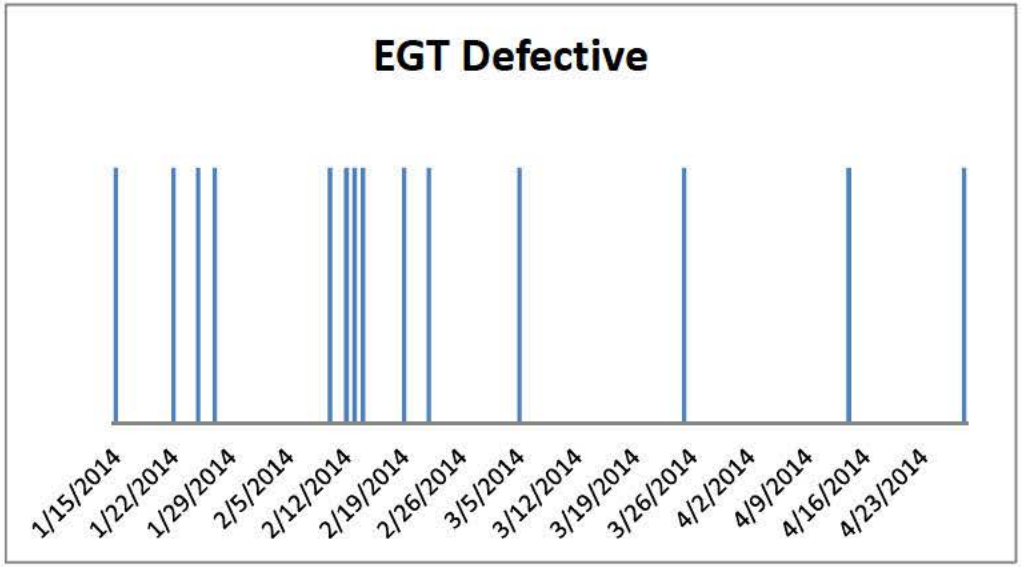
66258

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

"Who is John Galt..."

Production Date	
1/15/2014	1
1/22/2014	1
1/25/2014	1
1/27/2014	1
2/10/2014	1
2/12/2014	1
2/12/2014	1
2/12/2014	1
2/13/2014	1
2/14/2014	1
2/19/2014	1
2/22/2014	1
3/5/2014	1
3/25/2014	1
4/14/2014	1
4/28/2014	1



From: Parrish, Kirk (K.A.)
Sent: Thursday, May 15, 2014 5:39 PM
To: Goodwin, William (W.R.)
Subject: EGT Failure Shutdowns

Bill, Do you have any data showing the number of shutdowns that are attributed to each EGT Sensor on the P473 vehicles? We recently had one of our test vehicles shutdown due to a failed EGT12 Sensor and would like to know how many of these types of shutdowns are occurring in the field.

Sincerely,
Kirk A. Parrish
Supervisor
Diesel Aftertreatment Temperature Control
(313)805-0162
kparrish@ford.com

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From: Bailey, Owen (O.R.)
Sent: Wednesday, February 05, 2014 5:25 AM
To: Goodwin, William (W.R.)
Subject: EGT For Ambulance and other population

Bill,
Attached is a summary item from Phil's hot topic list. As you can see he is carrying the EGT3 issue. What is our proposed actions and timing for the non-ambulance items?
Thanks.

Exhaust gas temp sensor EGT3 for P473 dyno – no signal resulting in shutdown as planned. F/U for the rest of population impact – OB. When will we review this status and projection? OB

Owen Bailey
Assistant Chief Engineer & Gasoline Software Manager – Powertrain Controls
Powertrain Calibration Controls NVH [PCCN]
Building 2
Room 22K23
E-mail obailey@ford.com
Tel: 313-248-8118
Mob: 313-805-7847
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: Straub, Brady <Brady.Straub@stoneridge.com>
Sent: Thursday, September 29, 2011 4:37 AM
To: McDonagh, Scot (S.M.)
Subject: EGT Freeze Frame Data Request

Scot,

I have taken back over for Bill on the EGT warranty here at stoneridge. Can I get a copy of the latest freeze frame data for the following EGT DTC codes. I show these as my top DTC codes for the parts we find as TNI.

- P242A
- P246E
- P2031
- P0544

Thanks,

Brady A. Straub
APQP Engineer
Hi-Stat Mfg.
345 South Mill Street
Lexington, Ohio 44904
Phone: 419-884-4125
Fax: 419-884-4195

From: Erginer, Bora (B.E.)
Sent: Tuesday, July 31, 2012 9:54 PM
To: Bushman, Thomas (T.S.)
Subject: EGT terminal weld issue

Hello Tom,

I just wanted you to know that I just left Hi-Stat facility in Lexington, OH and on my way back to home after 2 days comprehensive meetings focused EGT quality. Site STA Vijay Patel also joined me on my visit and we reviewed the latest failure mode that you raised.

I asked Hi-Stat to keep you in distribution list when sending out meeting minutes including interim and permanent action plan. Tonight or tomorrow morning you will receive the e-mail.

Please be aware that both managements in CPE level in Dearborn/Dunton and Turkey are aware of current issue. We are having various quality issues with Hi-Stat for more than 2 years. Soon Ford management will meet with Hi-Stat president to discuss overall quality problems. As core D&R engineer Ibrahim already have regular meetings with Hi-Stat and they are reviewing warranty return part analysis reports and AWS data. Since we had a gap on part request, Hi-Stat have not received April parts so unaware of the issue. And also since AWS does not include early claims, Ibrahim was also unaware of the April spike.

I do have access to Early Claim Binning system and Ibrahim will get an access soon. Until he gets the access I will provide ECB data to him so can review on their regular quality meetings.

Thank you for warning me and Ibrahim about latest issue. For future sensor issues, you can also contact to core sensor team supervisor, Suphi Ramazanoglu (aramazan). He will help engineers to prioritize their work.

Regards,

Bora Erginer
Core Sensors
Global Powertrain Control Systems Engineering
Tel: (313) 3220577
Ford Motor Company / Building #2 / 22B15

Go Further...!

Please raise an e-tracker for any request to global Core Sensor Team

RQ14-005 000045 ER

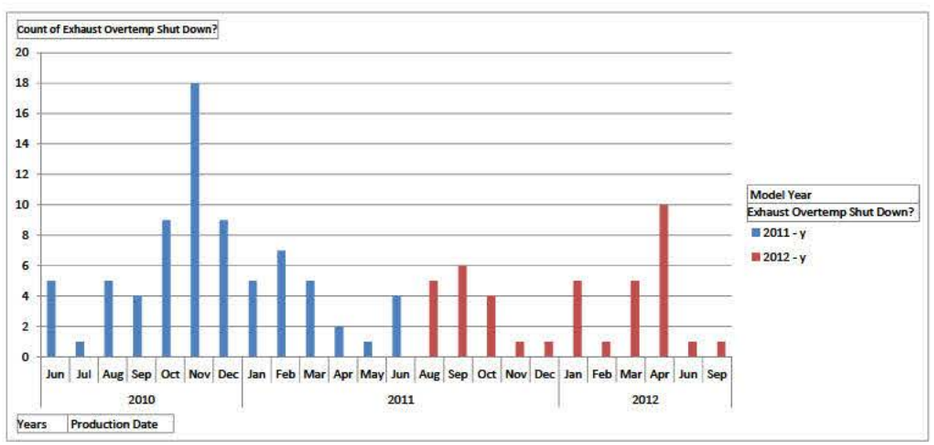
From: Love, Keith (K.A.)
Sent: Monday, September 23, 2013 5:26 PM
To: Goodwin, William (W.R.)
Subject: SD Ambulance EGT

Bill, here is the results of the search for vehicles with the ambulance package. This is an extract from a larger stripped chassis file.



Keith A. Love
Ford Motor Company
Automotive Safety Office
Fairlane Plaza South, Suite 500
Phone (313) 390-1932
Fax (313) 594-2268
e-mail: klove@ford.com

Count of Exhaust Overtemp Shut Down?	Column Labels				
	2011	2011 Total	2012	2012 Total	Grand Total
Row Labels	y		y		
2010					
Jun	5	5			5
Jul	1	1			1
Aug	5	5			5
Sep	4	4			4
Oct	9	9			9
Nov	18	18			18
Dec	9	9			9
2011					
Jan	5	5			5
Feb	7	7			7
Mar	5	5			5
Apr	2	2			2
May	1	1			1
Jun	4	4			4
Aug			5	5	5
Sep			6	6	6
Oct			4	4	4
Nov			1	1	1
Dec			1	1	1
2012					
Jan			5	5	5
Feb			1	1	1
Mar			5	5	5
Apr			10	10	10
Jun			1	1	1
Sep			1	1	1
Grand Total	**75**	**75**	**40**	**40**	**115**



ECI Record ID	Source Code	Repair/Report/Paid Date	Load Date	Maintenance Date	Causal Part Prefix	Causal Part Base	Causal Part Suffix	Causal Part Name	Dealer City
900075386	FMC360	7/3/2013	7/4/2013 18:13	7/4/2013 18:13				NOT PROVIDED BY SOURCE	BURLINGTON
900056826	FMC360	6/4/2013	6/5/2013 18:18	6/5/2013 18:18				NOT PROVIDED BY SOURCE	BENSENVILLE

900016555	FMC360	1/24/2013	5/7/2013 6:49	5/7/2013 6:49		NOT PROVIDED BY SOURCE	WESLEY CHAPEL

30635723	MORS\CUDL	9/21/2012	9/22/2012 14:12	10/6/2012 15:28		NOT PROVIDED BY SOURCE	ACTON

30698493	MORS\CUDL	10/15/2012	10/16/2012 18:12	10/16/2012 18:12				NOT PROVIDED BY SOURCE	ACTON
545314933	AWS	7/19/2012	7/21/2012 15:25	7/21/2012 15:25	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	FAYETTEVILLE

560949946	AWS	6/20/2013	6/22/2013 14:14	6/22/2013 14:14		5J213		SNS ASY-ENG EXH TEMP THRML	COCOA
553881110	AWS	1/2/2013	1/3/2013 18:16	1/3/2013 18:16	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	FAYETTEVILLE
543283584	AWS	6/4/2012	6/5/2012 18:13	6/5/2012 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	FAYETTEVILLE
560918779	AWS	6/19/2013	6/20/2013 18:24	6/20/2013 18:24	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	REDLANDS
543227194	AWS	6/1/2012	6/4/2012 18:13	6/4/2012 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	BUDA

540094001	AWS	3/22/2012	3/24/2012 14:13	3/24/2012 14:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	BUDA
552210874	AWS	11/19/2012	11/20/2012 18:13	11/20/2012 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	BUDA
562563520	AWS	8/1/2013	8/3/2013 14:13	8/3/2013 14:13	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	BUDA
547684821	AWS	8/31/2012	9/3/2012 18:12	9/3/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	BUDA
559500209	AWS	5/15/2013	5/16/2013 18:15	5/16/2013 18:15	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	KENNER
560731238	AWS	6/14/2013	6/17/2013 18:15	6/17/2013 18:15	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	FORT MYERS

554629742	AWS	12/26/2012	1/22/2013 18:25	1/22/2013 18:25	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	BESSEMER
560388668	AWS	6/5/2013	6/6/2013 18:25	6/6/2013 18:25	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	TULSA
547878194	AWS	9/6/2012	9/8/2012 14:13	9/8/2012 14:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	CLARKSVILLE
551876260	AWS	11/9/2012	11/12/2012 18:12	11/12/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	DARIEN
557529363	AWS	3/22/2013	3/25/2013 18:17	3/25/2013 18:17	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	COLUMBIA
544363968	AWS	6/29/2012	7/3/2012 5:09	7/3/2012 5:09	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	GARDEN CITY

554637521	AWS	12/27/2012	1/22/2013 18:25	1/22/2013 18:25	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	GARDEN CITY
560845829	AWS	6/18/2013	6/19/2013 18:15	6/19/2013 18:15	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	MILAN
557689698	AWS	3/27/2013	3/28/2013 18:18	3/28/2013 18:18	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	EL PASO
545106720	AWS	7/13/2012	7/16/2012 18:16	7/16/2012 18:16	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	SAN ANTONIO
557747733	AWS	3/28/2013	3/30/2013 14:14	3/30/2013 14:14	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	PROVO
562598238	AWS	8/2/2013	8/5/2013 18:26	8/5/2013 18:26	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	AUGUSTA

559031793	AWS	5/2/2013	5/4/2013 14:14	5/4/2013 14:14	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	VALDOSTA
548696807	AWS	9/17/2012	9/19/2012 18:13	9/19/2012 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	FT WORTH
548860287	AWS	9/20/2012	9/22/2012 14:12	9/22/2012 14:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	RICHARDSON
550705747	AWS	10/10/2012	10/11/2012 18:12	10/11/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	WANTAGH
562009707	AWS	7/19/2013	7/22/2013 19:08	7/22/2013 19:08	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	PERRY
560275708	AWS	6/3/2013	6/4/2013 18:15	6/4/2013 18:15	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	EL PASO

557881519	AWS	4/3/2013	4/4/2013 18:16	4/4/2013 18:16	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	RICHARDSON
561115385	AWS	6/25/2013	6/26/2013 20:26	6/26/2013 20:26	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	ALBUQUERQUE
546657586	AWS	8/7/2012	8/8/2012 18:13	8/8/2012 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	ANNISTON
559186045	AWS	5/7/2013	5/8/2013 18:16	5/8/2013 18:16	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	GREER
558367918	AWS	4/16/2013	4/17/2013 18:13	4/17/2013 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	CARROLLTON
560639819	AWS	6/12/2013	6/13/2013 18:15	6/13/2013 18:15	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	TULLAHOMA
555182876	AWS	1/29/2013	1/30/2013 18:17	1/30/2013 18:17	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	GARDEN CITY

560870492	AWS	6/18/2013	6/19/2013 18:15	6/19/2013 18:15	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	ANSON
551190021	AWS	10/23/2012	10/24/2012 18:13	10/24/2012 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	GREENVILLE
554213143	AWS	1/10/2013	1/12/2013 14:13	1/12/2013 14:13	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	AUGUSTA
561636467	AWS	7/9/2013	7/10/2013 18:19	7/10/2013 18:19	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	MCKINNEY
560571245	AWS	6/11/2013	6/12/2013 18:25	6/12/2013 18:25	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	SNYDER
547780972	AWS	9/4/2012	9/5/2012 18:12	9/5/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	GREENVILLE

558205559	AWS	4/11/2013	4/13/2013 14:48	4/13/2013 14:48	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	VALLEY STREAM
547107796	AWS	8/17/2012	8/20/2012 18:12	8/20/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	TUCSON
550116176	AWS	9/25/2012	9/27/2012 19:03	9/27/2012 19:03	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	ATHENS
533363071	AWS	9/28/2011	9/29/2011 18:13	9/29/2011 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	GALLUP
545443938	AWS	7/23/2012	7/24/2012 18:14	7/24/2012 18:14	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	HAYESVILLE

552974270	AWS	12/6/2012	12/8/2012 14:13	12/8/2012 14:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	MORGANTOWN
541810784	AWS	4/26/2012	4/28/2012 14:13	4/28/2012 14:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	SOMERSET
539984065	AWS	3/20/2012	3/21/2012 18:13	3/21/2012 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	LACOMBE
551455150	AWS	10/30/2012	10/31/2012 18:12	10/31/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	FORT WORTH
562762193	AWS	8/7/2013	8/8/2013 18:12	8/8/2013 18:12	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	SHAWNEE
561036522	AWS	6/24/2013	6/26/2013 0:43	6/26/2013 0:43	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	APOPKA
549458555	AWS	9/24/2012	9/25/2012 18:12	9/25/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	TAYLOR

544585086	AWS	7/5/2012	7/7/2012 14:56	7/7/2012 14:56	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	SPARTA
548699175	AWS	9/17/2012	9/19/2012 18:13	9/19/2012 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	LINCOLN
562538713	AWS	8/1/2013	8/3/2013 14:13	8/3/2013 14:13	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	MOBILE
561825424	AWS	7/15/2013	7/16/2013 18:13	7/16/2013 18:13	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	ELK GROVE
550633694	AWS	10/9/2012	10/10/2012 18:13	10/10/2012 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	HUTTO
546324577	AWS	7/30/2012	7/31/2012 18:12	7/31/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	ASHLAND

544896767	AWS	7/10/2012	7/11/2012 18:12	7/11/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	HUTTO
548812074	AWS	9/19/2012	9/20/2012 18:54	9/20/2012 18:54	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	LINCOLN
554737754	AWS	12/27/2012	1/23/2013 18:52	1/23/2013 18:52	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	MARIANNA
561861914	AWS	7/16/2013	7/17/2013 18:20	7/17/2013 18:20	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	CARLSBAD
561462803	AWS	7/3/2013	7/4/2013 18:13	7/4/2013 18:13	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	TUCSON
547219507	AWS	8/21/2012	8/22/2012 18:13	8/22/2012 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	TAYLOR
557760423	AWS	3/28/2013	3/30/2013 14:14	3/30/2013 14:14	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	CROSSVILLE

533977069	AWS	10/11/2011	10/12/2011 18:13	10/12/2011 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	MONCKS CORNER
545442126	AWS	7/23/2012	7/24/2012 18:14	7/24/2012 18:14	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	PASADENA
561013785	AWS	6/21/2013	6/26/2013 0:43	6/26/2013 0:43	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	SUMMERVILLE
541879869	AWS	4/27/2012	4/30/2012 18:12	4/30/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	HARDEEVILLE
547378928	AWS	8/24/2012	8/27/2012 18:12	8/27/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	LINCOLN
560626117	AWS	6/12/2013	6/13/2013 18:15	6/13/2013 18:15	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	SHAWNEE

556840750	AWS	3/7/2013	3/8/2013 22:35	3/8/2013 22:35	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	ESTILL
547215542	AWS	8/21/2012	8/22/2012 18:13	8/22/2012 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	HUTTO
559908254	AWS	5/23/2013	5/25/2013 14:14	5/25/2013 14:14	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	PRINCE FREDERICK
556041454	AWS	2/19/2013	2/20/2013 22:00	2/20/2013 22:00	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	NEW BRAUNFELS
557587444	AWS	3/25/2013	3/26/2013 18:16	3/26/2013 18:16	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	SUFFOLK
560053086	AWS	5/28/2013	5/29/2013 18:17	5/29/2013 18:17	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	NEW BRAUNFELS

542018940	AWS	5/1/2012	5/2/2012 18:12	5/2/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	ESTILL
548104550	AWS	9/12/2012	9/13/2012 18:13	9/13/2012 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	LEESBURG
562766070	AWS	8/7/2013	8/8/2013 18:12	8/8/2013 18:12	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	MORGANTON
560570989	AWS	6/11/2013	6/12/2013 18:25	6/12/2013 18:25	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	MIAMI
539988645	AWS	3/20/2012	3/21/2012 18:13	3/21/2012 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	PARIS
546735089	AWS	8/8/2012	8/9/2012 18:12	8/9/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	MORGANTON

558951962	AWS	4/30/2013	5/1/2013 18:16	5/1/2013 18:16	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	ROANOKE
560167217	AWS	5/30/2013	6/1/2013 14:14	6/1/2013 14:14	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	REDLANDS
546965267	AWS	8/14/2012	8/16/2012 18:12	8/16/2012 18:12		5J213		SNS ASY-ENG EXH TEMP THRML	ALAMOSA
551339799	AWS	10/26/2012	10/29/2012 18:12	10/29/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	WATERTOWN
559689061	AWS	4/1/2013	5/21/2013 3:59	5/21/2013 3:59	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	GREENSBORO
561678563	AWS	7/10/2013	7/11/2013 18:13	7/11/2013 18:13	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	HEIDELBERG

556211565	AWS	1/16/2013	2/25/2013 20:18	2/25/2013 20:18	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	COLUMBIA
562031233	AWS	7/19/2013	7/22/2013 19:08	7/22/2013 19:08	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	CIRCLEVILLE
555353672	AWS	2/1/2013	2/4/2013 18:16	2/4/2013 18:16	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	HEIDELBERG
551706157	AWS	11/6/2012	11/7/2012 18:12	11/7/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	ACTON
530329993	AWS	7/13/2011	7/14/2011 18:26	7/14/2011 18:26	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	REDMOND

551517917	AWS	10/31/2012	11/1/2012 18:12	11/1/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	WALPOLE
551076686	AWS	10/19/2012	10/22/2012 18:13	10/22/2012 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	BALTIMORE
561221145	AWS	6/27/2013	6/29/2013 14:13	6/29/2013 14:13	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	NORTHGLENN
544149340	AWS	6/25/2012	6/26/2012 18:12	6/26/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	GLENDALE
552493268	AWS	11/26/2012	11/27/2012 18:13	11/27/2012 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	COLUMBUS
560235397	AWS	5/31/2013	6/3/2013 18:28	6/3/2013 18:28	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	CINCINNATI
559080095	AWS	5/3/2013	5/6/2013 18:18	5/6/2013 18:18	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	NAPLES

527281507	AWS	5/4/2011	5/5/2011 18:27	5/5/2011 18:27	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	SOUTH BEND
560545244	AWS	6/10/2013	6/11/2013 18:15	6/11/2013 18:15	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	GLENDALE
561870205	AWS	7/16/2013	7/17/2013 18:20	7/17/2013 18:20	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	OLATHE
555559554	AWS	2/6/2013	2/7/2013 18:15	2/7/2013 18:15	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	KENNER
538371056	AWS	2/6/2012	2/7/2012 18:13	2/7/2012 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	WARRENSBURG
552429613	AWS	11/23/2012	11/26/2012 18:12	11/26/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	DEXTER

Dealer State/Province	VIN	Production Date	Model Year	Vehicle Description	Engine Description	Warranty Start Date	Mileage
NC	1FDUF4GT5CE[redacted]	3/9/2012	2012	F-450 SD	6.7L 4V HPCR V8 T/C DSL	5/23/2012	664
IL	1FDUF4GT6CEB[redacted]	4/20/2012	2012	F-450 SD	6.7L 4V HPCR V8 T/C DSL	8/22/2012	0

FL	1FDUF4GT7BE[redacted]	10/14/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	3/21/2011	67117

MA	1FDUF4HT8BEB[redacted]	11/11/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	5/5/2011	21000

MA	1FDUF4HT8BE[redacted]	11/11/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	5/5/2011	21000
NC	1FD0W4GT1BEC[redacted]	3/28/2011	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	6/14/2011	36194

FL	1FD0W4GT5C	3/26/2012	2012 F-450 SD	6.7L 4V HPCR V8 T/C DSL	7/31/2012	33612
NC	1FD0W4GT8C	1/26/2012	2012 F-450 SD	6.7L 4V HPCR V8 T/C DSL	3/26/2012	26455
NC	1FD0W4GTXB	3/29/2011	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	6/14/2011	45183
CA	1FD0W4HT6B	6/14/2011	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	9/16/2011	20404
TX	1FD0X4GT0BE	2/23/2011	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	5/9/2011	44895

TX	1FD0X4GT1BE	[redacted]	9/16/2010	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	2/10/2011	48362
TX	1FD0X4GT3CE		8/16/2011	2012 F-450 SD	6.7L 4V HPCR V8 T/C DSL	11/15/2011	32015
TX	1FD0X4GT4BE		2/4/2011	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	5/9/2011	79690
TX	1FD0X4GT5BE		9/14/2010	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	2/10/2011	35048
LA	1FD0X4GT5CE		9/17/2012	2012 F-450 SD	6.7L 4V HPCR V8 T/C DSL	4/24/2013	1437
FL	1FD0X4GT7CE		9/22/2011	2012 F-450 SD	6.7L 4V HPCR V8 T/C DSL	1/23/2012	45593

AL	1FD0X4HT7	[redacted]	1/3/2011	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	1/5/2011	31485
OK	1FD0X5HT0		1/25/2011	2011	F-550 SD	6.7L 4V HPCR V8 T/C DSL	2/3/2012	11928
TN	1FD8X3HT		9/13/2010	2011	F-350 SD	6.7L 4V HPCR V8 T/C DSL	11/23/2010	5974
GA	1FDRF3GT		11/8/2010	2011	F-350 SD	6.7L 4V HPCR V8 T/C DSL	8/12/2011	38201
SC	1FDRF3GT		4/28/2011	2011	F-350 SD	6.7L 4V HPCR V8 T/C DSL	6/30/2011	31145
GA	1FDRF3GT		8/9/2011	2012	F-350 SD	6.7L 4V HPCR V8 T/C DSL	3/15/2012	7809

GA	1FDRF3GT2B	[redacted]	10/14/2010	2011 F-350 SD	6.7L 4V HPCR V8 T/C DSL	6/3/2011	65658
TN	1FDRF3GT2C		10/6/2011	2012 F-350 SD	6.7L 4V HPCR V8 T/C DSL	12/8/2011	41587
TX	1FDRF3GT2C		4/4/2012	2012 F-350 SD	6.7L 4V HPCR V8 T/C DSL	6/18/2012	17504
TX	1FDRF3GT3B		5/12/2011	2011 F-350 SD	6.7L 4V HPCR V8 T/C DSL	9/1/2011	17480
UT	1FDRF3GT3C		8/10/2011	2012 F-350 SD	6.7L 4V HPCR V8 T/C DSL	8/22/2012	10357
GA	1FDRF3GT3C		9/28/2011	2012 F-350 SD	6.7L 4V HPCR V8 T/C DSL	11/18/2011	72262

GA	1FDRF3GT3C	[redacted]	4/4/2012	2012 F-350 SD	6.7L 4V HPCR V8 T/C DSL	6/15/2012	40832
TX	1FDRF3GT3C	[redacted]	4/5/2012	2012 F-350 SD	6.7L 4V HPCR V8 T/C DSL	4/27/2012	9035
TX	1FDRF3GT4B	[redacted]	11/8/2010	2011 F-350 SD	6.7L 4V HPCR V8 T/C DSL	8/24/2011	39569
NY	1FDRF3GT4B	[redacted]	11/19/2010	2011 F-350 SD	6.7L 4V HPCR V8 T/C DSL	6/15/2011	33413
FL	1FDRF3GT4C	[redacted]	9/28/2011	2012 F-350 SD	6.7L 4V HPCR V8 T/C DSL	1/18/2012	49220
TX	1FDRF3GT4C	[redacted]	4/4/2012	2012 F-350 SD	6.7L 4V HPCR V8 T/C DSL	7/6/2012	15852

TX	1FDRF3GT5	[redacted]	6/15/2011	2011	F-350 SD	6.7L 4V HPCR V8 T/C DSL	8/26/2011	45906
NM	1FDRF3GT5		10/4/2011	2012	F-350 SD	6.7L 4V HPCR V8 T/C DSL	1/13/2012	34478
AL	1FDRF3GT5		4/4/2012	2012	F-350 SD	6.7L 4V HPCR V8 T/C DSL	8/1/2012	152
SC	1FDRF3GT5		4/11/2012	2012	F-350 SD	6.7L 4V HPCR V8 T/C DSL	4/25/2012	29148
GA	1FDRF3GT5		4/4/2012	2012	F-350 SD	6.7L 4V HPCR V8 T/C DSL	7/3/2012	49361
TN	1FDRF3GT7		9/27/2010	2011	F-350 SD	6.7L 4V HPCR V8 T/C DSL	10/20/2010	92187
GA	1FDRF3GT7		10/1/2010	2011	F-350 SD	6.7L 4V HPCR V8 T/C DSL	6/3/2011	38539

TX	1FDRF3GT7B	[redacted]	4/27/2011	2011 F-350 SD	6.7L 4V HPCR V8 T/C DSL	5/25/2011	31990
SC	1FDRF3GT7B		6/21/2011	2011 F-350 SD	6.7L 4V HPCR V8 T/C DSL	7/7/2011	26184
GA	1FDRF3GT7C		9/29/2011	2012 F-350 SD	6.7L 4V HPCR V8 T/C DSL	2/2/2012	43610
TX	1FDRF3GT8B		11/10/2010	2011 F-350 SD	6.7L 4V HPCR V8 T/C DSL	3/10/2011	37467
TX	1FDRF3GT8C		4/3/2012	2012 F-350 SD	6.7L 4V HPCR V8 T/C DSL	9/21/2012	10941
SC	1FDRF3GT9B		6/21/2011	2011 F-350 SD	6.7L 4V HPCR V8 T/C DSL	7/7/2011	12219

NY	1FDRF3GTXB	[redacted]	8/2/2010	2011	F-350 SD	6.7L 4V HPCR V8 T/C DSL	6/9/2011	39218
AZ	1FDRF3GTXB		10/28/2010	2011	F-350 SD	6.7L 4V HPCR V8 T/C DSL	7/20/2011	23946
AL	1FDRF3GTXB		11/3/2010	2011	F-350 SD	6.7L 4V HPCR V8 T/C DSL	11/10/2010	43180
NM	1FDRF3HT0B		11/11/2010	2011	F-350 SD	6.7L 4V HPCR V8 T/C DSL	2/7/2011	21710
NC	1FDRF3HT0B		12/22/2010	2011	F-350 SD	6.7L 4V HPCR V8 T/C DSL	1/18/2011	24342

WV	1FDRF3HT5C	[redacted]	3/30/2012	2012 F-350 SD	6.7L 4V HPCR V8 T/C DSL	5/30/2012	12246
KY	1FDRF3HT6B		11/12/2010	2011 F-350 SD	6.7L 4V HPCR V8 T/C DSL	11/22/2010	26280
AB	1FDRF3HTXB		1/6/2011	2011 F-350 SD	6.7L 4V HPCR V8 T/C DSL	3/4/2011	2750
TX	1FDUF4GT0B		10/27/2010	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	5/30/2011	20043
KS	1FDUF4GT0C		9/13/2011	2012 F-450 SD	6.7L 4V HPCR V8 T/C DSL	10/25/2011	47915
FL	1FDUF4GT0C		2/7/2012	2012 F-450 SD	6.7L 4V HPCR V8 T/C DSL	2/17/2012	11426
TX	1FDUF4GT1B		8/6/2010	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	2/17/2011	35666

TN	1FDUF4GT1B	[redacted]	8/6/2010	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	10/13/2010	42598
NE	1FDUF4GT1C		8/22/2011	2012 F-450 SD	6.7L 4V HPCR V8 T/C DSL	10/31/2011	18166
AL	1FDUF4GT1C		11/3/2011	2012 F-450 SD	6.7L 4V HPCR V8 T/C DSL	12/28/2011	36961
CA	1FDUF4GT2B		12/23/2010	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	3/22/2011	83287
TX	1FDUF4GT2C		10/25/2011	2012 F-450 SD	6.7L 4V HPCR V8 T/C DSL	3/22/2012	22635
KY	1FDUF4GT3B		8/11/2010	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	4/25/2011	26911

TX	1FDUF4GT4B	[redacted]	12/21/2010	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	2/7/2011	25330
NE	1FDUF4GT4B		3/8/2011	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	5/23/2011	37070
FL	1FDUF4GT5C		1/26/2012	2012 F-450 SD	6.7L 4V HPCR V8 T/C DSL	2/13/2012	29136
CA	1FDUF4GT5C		1/27/2012	2012 F-450 SD	6.7L 4V HPCR V8 T/C DSL	8/28/2012	30158
AZ	1FDUF4GT6B		11/9/2010	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	6/24/2011	51131
TX	1FDUF4GT6B		12/21/2010	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	2/7/2011	32702
TN	1FDUF4GT6B		2/14/2011	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	4/2/2012	29915

SC	1FDUF4GT7B	[redacted]	6/21/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	4/4/2011	26413
TX	1FDUF4GT7B		12/21/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	3/15/2011	30221
SC	1FDUF4GT7C		12/1/2011	2012	F-450 SD	6.7L 4V HPCR V8 T/C DSL	5/23/2012	39482
SC	1FDUF4GT8B		10/19/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	6/15/2011	29621
NE	1FDUF4GT8B		3/8/2011	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	5/23/2011	33865
KS	1FDUF4GT8C		9/20/2011	2012	F-450 SD	6.7L 4V HPCR V8 T/C DSL	12/7/2011	49446

SC	1FDUF4GT9	[redacted]	6/21/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	3/10/2011	31470
TX	1FDUF4GT9	[redacted]	8/6/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	2/14/2011	29560
MD	1FDUF4GT9	[redacted]	10/27/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	7/6/2011	29974
TX	1FDUF4GT9	[redacted]	1/11/2011	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	5/12/2011	31748
VA	1FDUF4GTX	[redacted]	6/21/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	4/28/2011	48597
TX	1FDUF4GTX	[redacted]	11/9/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	3/22/2011	34984

SC	1FDUF4GTX	[redacted]	12/20/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	3/10/2011	35558
FL	1FDUF4GTX		2/3/2011	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	3/16/2011	30392
NC	1FDUF4HT1		1/19/2012	2012	F-450 SD	6.7L 4V HPCR V8 T/C DSL	6/21/2012	45575
OK	1FDUF4HT2		8/11/2011	2012	F-450 SD	6.7L 4V HPCR V8 T/C DSL	10/12/2011	24052
AR	1FDUF4HT3		11/12/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	5/20/2011	33706
NC	1FDUF4HT3		11/11/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	2/7/2011	63885

VA	1FDUF4HT4B	[redacted]	11/11/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	12/10/2010	25930
CA	1FDUF4HT4B	[redacted]	1/26/2011	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	2/15/2012	35579
CO	1FDUF4HT5B	[redacted]	6/16/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	1/4/2013	36770
MA	1FDUF4HT5B	[redacted]	11/19/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	7/28/2011	14877
NC	1FDUF4HT5C	[redacted]	3/29/2012	2012	F-450 SD	6.7L 4V HPCR V8 T/C DSL	4/19/2012	14757
PA	1FDUF4HT6B	[redacted]	10/5/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	10/26/2010	69348

MD	1FDUF4HT6B	[redacted]	10/28/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	8/31/2011	13018
OH	1FDUF4HT7B		2/9/2011	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	5/26/2011	32461
PA	1FDUF4HT7C		10/22/2011	2012	F-450 SD	6.7L 4V HPCR V8 T/C DSL	3/5/2012	28521
MA	1FDUF4HT8B		11/11/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	5/5/2011	21324
OR	1FDUF4HT8B		12/23/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	3/22/2011	2706

MA	1FDUF4HT9B	[redacted]	11/18/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	7/26/2011	21528
MD	1FDUF4HT9B	[redacted]	3/2/2011	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	10/18/2011	20823
CO	1FDUF4HT9C	[redacted]	4/2/2012	2012	F-450 SD	6.7L 4V HPCR V8 T/C DSL	9/5/2012	11841
CA	1FDUF5GT3B	[redacted]	2/15/2011	2011	F-550 SD	6.7L 4V HPCR V8 T/C DSL	9/8/2011	5784
OH	1FDUF5GT6B	[redacted]	7/30/2010	2011	F-550 SD	6.7L 4V HPCR V8 T/C DSL	11/23/2010	44786
OH	1FDUF5GT8B	[redacted]	11/22/2010	2011	F-550 SD	6.7L 4V HPCR V8 T/C DSL	4/28/2011	48108
FL	1FDUF5GT8C	[redacted]	1/30/2012	2012	F-550 SD	6.7L 4V HPCR V8 T/C DSL	5/9/2012	26641

IN	1FDUF5GTXB[redacted]	12/23/2010	2011	F-550 SD	6.7L 4V HPCR V8 T/C DSL	1/6/2011	876
CA	1FDUF5GTXB[redacted]	2/16/2011	2011	F-550 SD	6.7L 4V HPCR V8 T/C DSL	9/22/2011	17567
KS	1FDUF5HT0C[redacted]	6/11/2012	2012	F-550 SD	6.7L 4V HPCR V8 T/C DSL	12/3/2012	21052
LA	1FDUF5HT6B[redacted]	6/26/2010	2011	F-550 SD	6.7L 4V HPCR V8 T/C DSL	6/2/2011	4536
MO	1FDUF5HT7B[redacted]	12/23/2010	2011	F-550 SD	6.7L 4V HPCR V8 T/C DSL	4/5/2011	30109
MO	1FDUF5HT8C[redacted]	3/30/2012	2012	F-550 SD	6.7L 4V HPCR V8 T/C DSL	10/2/2012	5182

Customer Comments	Technician Comments	CQIS Recommendations	Exhaust Overtemp Shut Down?	Loss of Power?
2013-07-03-15.35.36.000000 BY LISA FRYE - CUT OFF WHILE DRIVING--EGT TEMP SENSOR,ASSISTANCE TO CUSTOMER FOR SATISFACTION	2013-07-03-15.35.36.000000		y	
2013-06-04-20.37.24.000000 --1FDUF4GT6CE[redacted]--12 F450--13004M--C/W DAN COLPO--6306205753--SENIOR MECH--CUST SAYS--AMBULANCE CHASSIS OVER THE WEEKEND--VEH SHUT DOWN OVER THE WEEKEND WITH A BAD SENSOR--BAD EGT--DRIVER SAID PREPAR TO PULL OVER AND THE VEH SHUT DOWN BEFOR HE COULD PULLOVER--DLR TOOK CARE OF THE ISSUE--WORKING WITH MARK RUTKOWSKI S/A--JUST WANTED US TO KNOW ABOUT THIS04221ROESCH FORD333 WEST GRAND AVENUEBENSENVILLE, IL 60106(630) 279-6000--ADVISED CUST--TO SUBMITT THIS INFO TO ADVISORY BOARD --I HAVE DOCUMENTED THE CONCERN THANK YOU FOR CALLING FMC	2013-06-04-20.37.24.000000		y	

PICKED UP
2013-01-24-19.46.43.000000 CSM AUTUMN X77763 CSM RECEIVED EMAIL FROM S/M BOB AND HE ADVISED THAT THE CUSTOMER VEHICLE NEEDS NEEDED 2 OF 4 EGT REPLACED FOR A TOTAL WARRANTY CLAIM OF 231.39 AND S/M PROVIDED RO 355860 JOB LINE A AND CSM EMAILED PROGRAM CODE W02 AND APPROVAL CODE Y02DV
2013-01-24-19.46.43.000000 CSM AUTUMN X77763 OBC TO DEALER AND SPOKE TO S/M BOB AND HE ADVISED THAT THE CUSTOMER SPOKE TO S/M BOB AND THE CUSTOMER BROUGHT THE OTHER VEHICLE IN . CSM WILL FOLLOW UP ON 02-12-2013
2013-01-24-19.46.43.000000 CSM AUTUMN X77763 2011 F450 CUSTOMER VERIFIED MILEAGE AT 67117 MILES ON THE VEHICLE 1 RELATED CLAIM IN AWS WSD-03-21-2011-NO ESP -- OBC TO DEALER AND SPOKE TO SA BRENT AND HE ADVISED THAT THERE ARE NO AMBULANCES AT THE DEALERSHIP .- CSM WAS WORKING A CUDL CASE IN 10-11-2012 ON 357202842 FOR AN EXHAUST TEMPERATURE SENSOR OBC TO DEALER AND SPOKE TO SA BRENT AND HE ADVISED THAT THERE ARE NO AMBULANCES AT THE DEALERSHIP.- THE VEHICLE WAS AT THE DEALERSHIP IN MAY OF LAST YEAR FOR THE EGT SENSOR OBC TO CUSTOMER @[redacted] AND WAS ABLE TO REACH AND CSM ADVISED THAT THE EGT SENSORS CUSTOMER ADVISED THAT HE IS THE MECHANIC ON THE AMBULANCE AND HE ADVISED THAT THE CUSTOMERS VEHICLE SHUT DOWN AND THE VEHICLE DOES DON T NOT PROVIDED ENOUGH TIME TO STEER OUT OF TRAFFIC AND GET INTO A SAFE PLACE WHEN THE EGT SENSOR GOES OUT .WHEN THE EGT SENSOR FAILS THE VEHICLES STEERING LOCKS UP.BC3Z12B591C AND HE ADVISED THAT AND ONE OF THEM AC3Z5J213A ADVISED THAT IT TAKE 4. CUSTOMER IS FRUSTRATED THAT IT IS NOT COVERED UNDER WARRANTY AND CSM EXPLAINED THAT THE EMISSION IS 5/50,000 MILES AND THAT THESE COMPONENTS ARE NOT WARRANTABLE BECAUSE .- CSM REVIEWED CASE WITH JAKE DOSS AND HE REQUESTED MAINTENANCE RECORDS AND ENGINE HOURS FROM BOTH VEHICLES .- .- CUSTOMERS EMAIL BLLOYD@PASCOCOUNTYFL.NET- CUSTOMER ADVISED THAT HE WIOLL SEND ALL INFORMATION REQUESTED . CSM WILL FOLLOW UP ON 01-30-2013
2013-01-24-19.46.43.000000 CSM AUTUMN X77763 CSM RECEIVED EMAIL FROM CUSTOMER AND HE ADVISED THAT THE ENGINE HOURS ARE 5669 FOR THIS VEHICLE
2013-01-24-19.46.43.000000 PLEASE REFER TO THE ABOVE REGARDING CASE FOR DETAILS ABOUT THIS SME TECHNICAL ASSISTANCE REQUEST
2013-01-24-19.46.43.000000 PLEASE REFER TO THE ABOVE REGARDING CASE FOR DETAILS ABOUT THIS SME TECHNICAL ASSISTANCE REQUEST
2013-01-24-19.46.43.000000 PLEASE REFER TO THE ABOVE REGARDING CASE FOR DETAILS ABOUT THIS SME TECHNICAL ASSISTANCE REQUEST
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2013-01-24-19.46.43.000000 PLEASE REFER TO THE ABOVE REGARDING CASE FOR DETAILS ABOUT THIS SME TECHNICAL ASSISTANCE REQUEST
y

[redacted] CELL TITLE: FIRE CHIEF VIN: 1FDUF4HT8B[redacted]
MILEAGE: 21000 MI*****CUSTOMER SAYS:***** VEH HAS BROKEN 2 TIMES WITH PATIENTS IN THE BACK. CANT ACCEPT AMBULANCE BACK UNTIL VEH IS DEEMED RELIABLE. VEH HAS BEEN TO DLR 7 TIMES SINCE JUNE. CUST STATES HES WANTS REASSURANCE/CERTIFICATION THAT THE VEH IS REPAIRED AND THE PROBLEM IS RESOLVED. CANT TAKE THE CHANCE OF TAKING THE VEH BACK AND HAVING IT BREAK DOWN WITH ANOTHER PATIENT. THE CHECK ENGINE LIGHT COMES ON AND THEN IT GOES ENGINE FAIL MODE THEN COMPLETELY SHUTS DOWN.*****DLR SAYS:*****ACTON FORD INC.76 POWDERMILL RD.ACTON MA 01720(978) 897-7000 SM MARK*****CRC ADVISED:*****I WILL ESCALATE THIS TO OUR CUSTOMER CARE SOLUTIONS TEAM. PLEASE HOLD WHILE I TRANSFER YOU TO THE AGENT WHO WORKS WITH YOUR SERVICING DEALERSHIP. IF HE/SHE IS NOT AVAILABLE, PLEASE LEAVE A MESSAGE FOR THE AGENT WITH YOUR NAME, CASE NUMBER AND BEST DAYTIME PHONE NUMBER FOR THEM TO REACH YOU. YOUR CASE NUMBER IS _____. CSM ANGELA EXT 77790 ADVISED CUST I WOULD ESCALATE TO KEEP COMMUNICATION BETWEEN ALL PARTIES OPEN.

2012-09-24-16.24.36.917712 2011 SUPER DUTY W/ 21324 MILES - WSD 05-05-2011 - LTV FLT - HOTLINE CONTACTED - EXTRACARE ESP - NO OPEN RECALLS - OBC TO CUSTOMER [redacted] - CUSTOMER STATES THAT THEY CANNOT TAKE THE AMBULANCE BACK UNTIL FORD CERTIFIES THAT THEY HAVE ADDRESSED THE CONCERN. CUSTOMER STATES THAT IT WOULD BE SETTING THE TOWN UP FOR A LIABILITY. CUSTOMER STATES THE VEHICLE WAS TOWED 5 TIMES OVER THE PAST 8 MONTHS - 2 TIMES WITH PATIENTS IN BACK. CUSTOMER STATES THAT THE TOWN IS AWARE THAT THERE IS AN ISSUE WITH THE TRUCK AND IT WOULD BE NEGLIGENT. CUSTOMER STATES THAT HE WANTS FORD TO GUARANTEE THE REPAIR. CSM ADVISED CUSTOMER THAT THERE IS NO WAY FOR FMC TO GUARANTEE THE REPAIR - WE GUARANTEE PARTS AND THAT WE WILL REPAIR THE VEHICLE WHILE IT IS UNDER BTB WARRANTY. CSM ADVISED CUSTOMER THAT I WOULD CONTACT THE DEALERSHIP TO FIND OUT MORE INFORMATION AS TO THE REPAIR ON THE VEHICLE. CSM SETTING FU 09-25-2012.

2012-09-25-15.57.39.598453 OBC TO SM MARK @ 978-897-7000 - SM STATES THAT THEY WERE TEST DRIVING THE VEHICLE AND CALLED THE CUSTOMER TO LET HIM y

2012-10-15-08.48.54.151236 --CUSTOMER SAYS:**[redacted] CHIEF ****SEE HISTORICALS.-VEH WAS TRANSPORTING INJURED POLICE -VEH STARTED TO RUN ROUGH.-VEH WENT INTO FAIL SAFE MODE.-VEH IS WITH THE CUST.-CUST IS CONERNED WITH THE QUALITY OF THE VEH AND CONCERNED IT CAN NO LONGER BE USED AS AN AMBULANCE.-CUST HAS GROUND THE VEH.-CUST STATES THAT LEMON LAW IS DIFFERENT FOR A MUNICIPALITY.-SEEKING BUYBACK.--DEALER SAYS:ACTON FORD INC.76 POWDERMILL RD.ACTON MA 01720 TEL: ([redacted]0 --CRC SAYS:WE RECOMMEND THAT YOUR VEHICLE BE INSPECTED BY A FORD/LINCOLN/MERCURY DEALERSHIP TO DETERMINE THE CAUSE OF ANY SYMPTOMS YOUR VEHICLE MAY BE EXPERIENCING. YOUR LOCAL FORD/LINCOLN DEALERSHIP HAS FACTORY-TRAINED TECHNICIANS, THE MOST CURRENT ENGINEERING SERVICE INFORMATION, AND THE SPECIALIZED EQUIPMENT REQUIRED TO RESOLVE YOUR VEHICLE CONCERNS. IF THERE IS NO COVERAGE UNDER APPLICABLE WARRANTIES, RECALLS, OR ESPS, REPAIRS AND SERVICES WOULD BE YOUR RESPONSIBILITY. YOUR NEXT STEP IS TO MAKE AN APPOINTMENT WITH YOUR SERVICING DEALERSHIP TO HAVE YOUR VEHICLE DIAGNOSED. (REFER TO NEAREST LOCAL DEALER OR SERVICING DEALER OF CHOICE)-ADV OF ABOVE.-OFFERED TO TRANS TO ROADSIDE OR TO DLR.-CUST DECLINED STATED THAT HE WOULD HAVE TO STRIP THE VEH OF VARIOUS ITEMS BEFORE TOWING THE VEH IN.		y
	VERIFIED CONCERN,PRECHECKS ALL OK.EEC TESTP2471 ONDEMAND AND IN MEMORY,PINPOINT TEST RC,RC1 CODE2471RC2,RC3 FLUIDS GOODRC4 NO EXHAUST LEAKS RC 5 PID MONITOR SUSPECT EGT(2.5K)OUT OF RANGE,REPLACED EGT CLEAR CODE ROAD TEST AND REPEAT FINAL	
MESSAGE CENTER READ STOP SAFELY NOW.STOPPED ENGINE BUT NOW WILL NOT CRANK OVER.		y

ERS TOW IN - CK VECH WON'T STAY RUNNING	ECC TEST KOEO CMDTCS TROUBLE CODES P200E-P2471-P2478-P200C WHENT INTO PIDS PER TSB 12-7-4 MONITORED EGT 11-EGT12-EGT14-EGT13 - EGT 11 WAS 384F -EGT 12 WAS 521F-EGT 14 WAS 2.408F - EGT 13 WAS 786 REPLACED EGT 14 SENSER IT WAS OUT OF	y
CK ENGINE LIGHT ON.STOP SAFELY NOW APPEARED IN MES SAGE CENTER	VERIFIED CUSTOMER CONCERN. EEC SYSTEM DIAG. P200E, P200C. PINPOINT TEST RC1-RC5. EGT13 2,500 DEG. RE PLACED EGT13. ROAD TEST. EXTRA TIME FOR FINAL QUIC K TEST-PASS. OK	y
ENGINE STALLED WHILE DRIVING.WOULD NOT START BACK UP.	VERIFIED CHECK ENGINE LIGHT ON. EEC SYSTEM DIAG QUICK TEST. KOEO ODDTC PASS, KOEO CMDTC P200C, P200E. EEC SYSTEM DIAG PINPOINT TEST RC. RC1 YES P200C,P200E. RC2 NO OIL LEVEL NOT OVERFULL. RC3 YES COO LANT LEVEL OK. RC4 NO VISUAL INSP OK. RC5 NO (PID RECORDER/MONITOR TEST. RC6 NO. RC7 NO EGT14 40 DEG HIGHER. RC9 YES. RC10 YES. RC11 YES. RC12 NO. RC13 (MTIME FOR CHECKING TURBOCHARGER COMPRESSOR INLE	y
DSL ENGINE CONCERN CHECK AND ADVISE THE CUSTOMER STATES THAT THE INFO CENTER SAID STOP VEHICLE SAFELY AND THE THE TRUCK SHUT DOWN AND WILL NOT CRANK	VERIFY CONCERN VISUAL INSPECT CHK OIL AND FUEL BOT H OK DTCS P200C P2003 PERFORM PPT RC LEADS TO REPL ACEMENT OF EGT SENSOR TSB 12-07-01 APPLIES REPLACE SENSOR ND RETEST CLEAR CODES OK	y
VEHICLE TOWED IN, CHECK ENGINE LIGHT CAME ON, LOST POWER, THEN WOULD NOT START. ADVIS E	CUSTOMER STATES ENGINE WILL NOT START. CONCERN VERIFIED. EEC DIAGWAS PERFORMED CODES WERE RETRIEVED P200E PRESENT. PP TEST RC WAS FOLLOWED. RC1 P200E PRESENT. OIL LEVEL OK. COOLANT LEVEL OK. NO EXHAUST LEAKS PRESENT. RETRIEVE PIDS 3 AND 4 EGTS OUT OF SPEC. REPLACE 3 AND 4 EGT SENSORS. CLEAR CODES RETEST. CONCERN VE RIFIED.	y

C/S PULL OVER AND STOP MSG. ON	VERIFIED CONCERN. PERFORMED VISUAL INSPECTION PASSED. PERFORMED SELF TESTS AND FOUND DTC'S P200C AND P200E. PERFORMED PPT RC. RC1, YES, P200C AND P200E. RC2, NO, AT PROPER LEVEL. RC3, YES, BETWEEN COLD FILL RANGE. RC4, NO, NO LEAKS, DAMAGE, OR CONTAMINATION PRESENT. RC5, NO, MONITERED PIDS #1 AT 75.20F, #2 AT 93.20F, #3 AT 86.40F, #4 AT 467.60F. RC6, NO, NO FLUCTUATIONS PRESENT. RC7, NO, EGT4 AT 4	y
VEHICLE TOWED IN/ PULL OVER SOON LIGHT CAME / VEHICLE DIED	VERFIED CONCERN. PULLED CODES GOT P2471 SO WILE MONATERING EGT WITH IDS TEMP FLEXING ON SENSOR #4EGT SO REPLACED RETEST ALL OK REPAIR VERFIED.	y
HAS A CRANK, NO STARRT SITUATION	TEST, P200C, P200E, P24A5, PERFORM TSB 12-07-01, FF DATA EGT13 2.505K, REPL EGT 13 RESET ECM, ROAD TEST, OK	y
VEHICLE TOWED IN, PULL OVER SOON DISPLAYED ON ,STALLED OUT, WON'T RESTART	CUSTOMER STATES PULL OVER SOON MESSAGE CAME ON ENGINE WONT START. CONCERN VERIFIED. P200E WAS RETRIEVED. TSB 12 7 1 WAS FOUND AND FOLLOWED FIND EGT 12 1000 DEGREES OVER. TSB DIRECTS TO REPLACE SENSOR SENSOR WAS REPLACED. REPAIR VERI	y
E29-CHECK ENGINE-AMBER (MIL) / SES LITE IS ON AND MESSAGE CAME ON PULLOVER AND SHUT DOWN /	RAN CODES FOUND CIRCUIT LOW ON EGT 14 WATCHED DATA LOGGER SENSOR DROPPED IN TEMP T0 -40 REPLACED SENSOR CLEARED CODE AND TERST DROVE ALL CLEAR	y
PULL OVER SAFELYMESSAGE DISPLAYED	VERIFIED CONCERN RAN DTC FOUND P200C P200E FOLLOWED TSB 12-7-1 FOUND CODES CK FREEZE FAMR DATA FOUND DEGT 12 BAD R&R EGT12 W/NEW CLEARED CODES ROAD TEST VEH VEH RAN FINE RETURN TO SHOP RAN DTC NO CODES FOUND CC	y

CUSTOMER STATES THAT ENGINE DIED WHILE DRIVING	PERFORMED EEC TEST.KOEO PASS KOEC P200C P200E KOER PASSED. PERFORFORMED PPT RC FOUND ALL READINGS WITHIN SPECS AT THIS TIME.CHECK FREEZE FRAME DATA AND FOUND THAT TIME OF EVENT EGT 13 WAS AT 2K DEGREE.TEST DRIVE VEHICLE AND MONITER PIDS.FOUND THAT EGT 13 GOES TO 2K ONCE HOT.REMOVED AND REPLACED EGT 13 .CLEAR CODES TEST DRIVE AND VERIFIED REPAIR	y
CUSTOMER STATES DIED WHILE DRIVING STOP NOW MESSAGE APPEARED	VERIFIED CONCERN PERFORMED DIAG KOEO TEST RETRIVED DTCS P2471 FOUND TSB 12-07-01 APPLY TO CONCERN REPLACED OUT OF RANGE EGT4 CLEAR DTC ALL SYSTEM CK GOOD AT TTHIS TIME QCBYJL	y
CUST STATES VEHICLE STALLED, CHECK ENGINE LIGHT IS ON, OIL LEVEL IS OVERFULL	TESTED AND REPLACED BOTH REAR EGT SENSORS, AND WAS NECESSARY TO CHANGE OIL AND FILTER DUE TO EXCESS FUEL DUMPING INTO CRANK CASE	y
CUST STATES TRUCK CUT OFF,PULL OVER WHEN SAFE, MESSAGE	PERFORMED TEST KOEO,KOER, GOT CODES P200C, P200E, CHECKED OASIS, FOUND TSB 12 07 01, REOMVED AND REPLACED EXHAUST SENSOR #3, RETEST, OK	y
VEHICLE STALLED WHILE DRIVING TO HOPSITAL WITH PATIENT	TOWED TO SHOP. FOUND CODE P200C,P200E. REPL EGT SENSOR PER TSB12-07-01	y
CHECK UNIT WONT STAY RUNNING	START ENG AND RAN FOR APPROX 3MINS, STOP SAFTEY NOW APPEARED ON IC AND ENGINE SHUTS DOWN, CODES CMOTC P200C P200E AND P247B, FREEZE FRAME DATA EGT13 OVER TEMP PPTRC1 P200C, P200E, P247B, RC2 OIL LEVEL OK, RC3 COOLANT OK, RC5 ACCESS PCM AND MONITOR SUSPECT EGT13 READING 2045, INSTALLED NEW EGT AND CLEAR CODES, RETEST AND ALL CHECKS OK, MT TO PERFORM	y

CHECK UNIT SHUTS OFF GOING DOWN ROAD	ROADTEST AND VERIFY CLUSTER WILL SAY STOP SAFELY NOW AND UNIT WILL SHUT OFF, RAN TEST AND FOUND DTC P200E AND P200C, FOLLOWED TSB 12 7 1 AND REPLACED THE EGT 13 PER INSTRUCTIONS, RETEST AND ROADTEST.	y
CK QUIT WHILE DRIVING - JUST LIKE SOMEONE TURNED KEY OFF	EEC TEST CODE P200E P200C NECESSARY TO REPLACE SENSOR 12 PER TSB 120701 CP 5J213 CC 42	y
C/S INSPECT FOR CHECK ENGINE LIGHT ON , STOP SAFELY NOW MESSAGE APPEARED AND NOW IT WILL NOT START	CONNECTED IDS CODES 2471 200C 200E MODE DATA EGT1 3 AT2.505K PID DATA SAME RESULT. PINPOINT TEST SENSOR INOP REPLACED EGT 1/3 CLEARED CODES AND ROAD TESTED PASS VERIFIED CONCERN. PERFORMED DIESEL DIAG. CHECK OIL LEVEL,OK. CHECK COOLANT LEVEL OK CK FOR CODES P200C P200E P2463 P246E CLR CODES RETEST P246E PERF PID DATA MONITOR EGT 14 READING 1.142K DEGREES OUT OF SPECS REPL EGT 14 CLR CODES & R TEST WRENCH LITE BACK ON P2463 PID MONITOR FOUND SOOT ACCUMULATION AT 2.2 GRAMS PERF DYNAMIC REGEN CLR CODES R TEST AGAIN VEHICLE DIED CK FREEZE	y
D50 CUSTOMER STATES VEHICLE WILL NOT CRANK OR START VEHICLE LOST POWER WHEN DRIVING AND DIE CHECK AND ADVISE		y
CUSTOMER STATE STHAT THE DASH READS EXHAUST FILTER 80% FULL AND THE VEHICLE LOST POWER AND DIED WHEN THEY PULLED OFF THE FREEWA Y	.5 120701A DTCS P200E P200C DIAGNOSED AND REPLACED #13 SENSOR RE TESTED OK	y
SAID PULL OVER SAFELY & SHUT OFF THEN THE ENGINE DIED BEFORE PULLING OVER--WOULDNT EVEN SPIN OVER TO RESTART	DIAGNOSED AND REPLACED NO.3 EGT SENSOR PER TSB - READING 2.5K DEGREES	y

ENGINE SHUT OFF WHEN DRIVING	DOES NOT OPERATE-EGT #2 FAILED TSB 12-7-1 VERIFY CONCERN. CHECK OASIS FOR TSB/SSM. IDS-CMDTC P200C & P200E. PERFORM TSB 12-7-1. CHECK FREEZE FRAME DATA-EGT #2 SENSOR AT 2400 DEGREES F. REPLACE EGT #2 SENSOR PER TSB. CLEAR CODES & VERIFY REPAIR.	y
CUSTOMER STATES VEHICLE AFTER IDLING A WHILE WILL DIE AND THEN HAS TO SIT ABOUT A HOUR BEFORE RESTARTING	VERIFIED CONCERN, FOUND VEHICLE NO CRANK NO START AFTER RUNNING FOR AWHILE. PEFORMED EEC DIAGNOSIS. FOUND P200E . PERFORMED PIN POINT TEST AND FOUND EXHUAST TEMP SESNORS 3 4 STICKING AT 2.5K AT TIMES. REPLACED BOTH TEMP SENSORS AND OK AT THIS TIME. ALL OK AT THIS TIME	y
CUSTOMER STATES MOISE AT TURBO AREA, THEN VEHICLE DIED	VERIFY CONCERN, COLD SIDE CAC TUBE CAME APART, ALSO P200C IN PCM, REFER TO TSB 120701A, REPLACE EGT 13 PER BIASED READING 2196 DEGREES KOEO, REPLACE CAC TUBE AND RETEST FOR POSSIBLE OVERBOOST CONDITION, BOOST PRESSURE 30 PSI/PASS. ALL EGT SENSORS READING NORMALL Y	y
CUST STATES, CHECK ENGINE LIGHT. VEH ENTERS FAIL SAFE MODE. WITH VEHICLE OFF NO CRANK NO START.	VERIFY CUSTOMERS CONCERN, PERFORM SELFTEST RETRIEVE DTC P132B, TURBO BOOST CONTROL A PERFORMANCE. PO200C DPF TEMP B1 OVER TEMP. P200E CAT SYSTEM OVER HEAT, P2033 EFT SENSOR B1 SENSOR 2, P2463; PERFORM ROADTEST TO VERIFY, VEHICLE NOW OPERATING AS DESIGNED.	y
C/S CHECK ANGINE LIGHT ON AND ENGINE SHUTS OFF ON OWN	IDS TEST FOUND CODE P200C, P200E CHECK OASIS TSB 12-07-01 APPLIES REMOVE AND REPLACE EGT SENSOR 120701A .5	y
C/S INSPECT FOR VEHICLE STALLED OUT BUT RESTARTED A COUPLE OF HOURS LATER AND CHECK ENIGNE LIGHT CAME ON	PERFORMED SELF TEST CODE P200E AND P200C. PERFORMED TSB 12-07-01. #2 EGT AT 2505K ON FREEZE FRAME. REPLACED SENSOR	y

DRIVEABILITY - DIES AFTER START UP - WONT STAY RUNNING REPORT	DTC P200E AND P200C.EGT PIDS SHOW EGT13 AT 2.50K DEGREES.REST AT AMBIENT TEMP 42 DEGREES.PERFORMED TSB 12 07 01.REPLACED EGT 13.CLEARED AND RETEST.ALL READING SAME. 120701A 0.5 H R	y
CUSTOMER STATES THE VEH STALLED WHEN DRIVING, THEN CRANK NO START, CHECK ENGINE LIGHT IS ON, ADVISE	FAILED EGT SENSORS VERIFIED CONCERN RAN KOEO,KOER,CODES P200E,P200C,MONITORED PIDS FOUND EGT SENSORS 2,3 OUT OF RANGE,PERFORM PPT TEST #2 1.47K,#3 1.30K REPLACE BOTH SENSORS CLEARED CODES & TEST DROVE 23 MILES IN 100 DEGREE HEAT OK NO CODES RETURN TO SERVICE.	y
CUST STATES ENGINE DIED WHILE DRIVING CK ENGINE LIGHT ON	TEST EEC AND RETRIEVED CODES P200C AND P200E; PERFORMED WIRING PINPOINT TEST PER HOTLINE ID NO. 105 614 433 REPLACED EGT 14 AND EGT 13; RETEST AND TEST DROVE. VERIFIED REPAIR	y
CUST STATES VEH WAS RUNNING ROUGH JUST PRIOR TO SHUTTTING OFF	VRIF CONCERN PERF EED TEST FOUND P2471 P200C AND P200E IN PCM PERF TSN B 12-7-1 FOUND EGT 13 READING 2000 DEGREES REPLACED EGT SENSOR 13 VERIF FIX	y
DRIVEABILITY REPAIR CK FOR VEH CUT OFF WHILE DRIVING, NO SPIN NO START, CK ENGINE LIGHT ON	PCM QUICK TEST, P0231, P249F, P200E, P200C IN MEMORY. PPT DTC P0231 PID MONITOR TEST DRIVE TO MONITOR TEMP READINGS. PERFORMED CIRCUIT TEST FOR HIGH RESISTANCE. FOUND 2 TEMP SENSOR BIASED. REPLACED SENSOR AND RETESTED OK	y
WHILE DRIVING MESSAGE DISPLAYED PULL OVER SAFELY NOW AND THEN DIED AND WOULD NOT RESTART	VERIFIED CONCERN PERFORMED TSB 12-7-1 REPLACEING #2 EGT SENSOR CLEARED CODES ROAD TESTED AND SYST WAS OPERATING NORMALLY	y
CHECK UNIT WONT START	VERIFY TEST AND DIAG, STOP SAFELY MESSAGE CAME UP ON IC AND ENG SHUT OFF AND WOULD NOT STRAT, CODE P200E AND P200C PRESENT, VIEWED FREEZE FRAME DATA AND FOUND EGT 14 OUT OF SPECS AT 25K, FOLLOWED TSB AND REPLACED EGT 14, RETEST AND ALL CHECKS	y

VEHICLE DIED AND WOULD NOT RESTART GAVE INDICATION TO PULL O VER SAFELY NOW.	DIAG, KOEO P2470, P200E, P200C, MONITORED PID DATA EGT13 REA DING -40, REPLACE EGT 13 AND RETESTED. PINTEST RC1 YES, RC2 NO, RC3 YES, RC4NO, RC5 NO, RC6 NO, RC7 NO, RC9 NO, 2 OHMS, INSTALL NEW EGT ROADTESTED O.K.	y
VEHICLE WONT START CLICKS ONCE (TOWED TO SHOP)	VERIFIED CONCERN, CHECKED FOR DTCS, P200C AND P200E PRESENT. CHECKED OASIS FOUND TSB 12 7 1. CHECKED FREEZE FRAME DATA PER TSB AND FOUND EGT 13 TO BE AT 1.5K DEGREES AT TIME OF FAULT. REPLACED EGT13, CLEARED DTCS AND RETESTED. ENGINE	y
VEHICLE STALLS AND RESTARTS AFTER A FEW HOURS	DIAGNOSED AND REPLACED 1 EGT SENSOR PER TSB	y
DIESEL ENGINE CONCERN D21 CUSTOMER STATES ENGINE KEEPS DYING	VERIFIED CONCERN. RETRIEVED DTC P200C AND P200E. M PERORMED PINPOINT TEST. MONITERED PIDS AND FOUND E GT SENSOR #2 READING IMPROPERLY. REPLACED SENSOR. PID MONITERED ROAD TEST AND NPF.	y
STOP SAFLEY NOW LIGHT CAME ON AND UNTI STALLED	TESTED SYSTEM ON IDS PERFORM TSB 120701 EGT 2.5K REPLACED EGT 14 RETEST OK	y
REPAIR ENGINE TO RUN SHUT OFF AND COASTED IN (STOP SAFELY NOW MESSAGE ON)	VERIFIED CONCERN. DTC P200E AND P200C PRESENT. BEGIN PPT RC.CLEARED AND RETESTED. DTCS ARE HARD FAULTS (RETURNED). PERFORMED PPT RC2,FOUND ENGINE OIL GOOD. PPT RC3, FOUND COOLANT GOOD. PPT RC4, FOUND EXHAUST IN GOOD CONDITION. RC5, MONITOR PIDS. EGRT 12 READING WAS 1.2K DEGREES WHILE OTHER TEMP SENSORS WERE 155 DEGREES. REPLACED EGRT 12, CLEARED DTCS AND RETESTED. NO	y

	AND WILL NOT RESTART UNTIL COLD ROAD TESTED VEHICLE TO CHECK FOR STALLING. UNABLE TO VERIFY. PERFORMED SELF TEST WITH IDS RETRIEVED DTCS P200E AND P200C. CHECKED OASIS FOR TSBS. FOUND TSB 12-7-1. FOLLOWED TSB UP UNTIL FREEZE FRAME DATA CHECK. ALL EGT TEMPS NORMAL DURING FAULT AND TSB DOES NOT APPLY. SEE ATTACHED	
CUST STATES WHEN VEH GETS HOT LIGHT COMES DASHBOARD SAYING TO SHUT VEH OFF-THEN VEH SHUTS ITS SELF DOWN	FREEZE FRAME DATA PRINT OUT. CONTINUED WITH NORMAL DIAG. FOLLOWED PIN POINT CHECK AND VERIFY CONCERN AND FOUND CHECK ENGINE LIGHT ON. RETRIEVE DTC FROUBLE CODES P200C AND P200E FOR EGT TEMP CKT. CODE ARE RELATED TO DPF AND CATALYST OVER TEMP. CHECK FOR ANY RELATED TSB AND ACCESS AND REMOVE AND REPLACE EGT TEMP SENSOR 1 2 DUE TO VOLTAGE INCREASED WHILE PERFORMING	y
FACTORY WARR CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON AND PULLOVER WARNING CAME ON AND VEHICLE WILL NOT START	ROAD SHOCK TEST. RETEST FOR PROPER EGT TEMP VOLTAGE WHILE RETESTING RC 6 STEP DIAG ENGINE SHUT DOWN,PERFORM SELF TESTS,P246E PRESENT,PC/ED PPT RCI,P246E PRESENT,PPDT RC2 OIL LEVEL CORRECT,RC3 COOLANT LEVEL OK,REC4 EXHAUST SYSTEM OK,PPT RC5 MONITOR EGT PIDS.EGT 1 4	y
CUSTOMER STATES;DIED WHILE DRIVING	READING 2500 DEGREES.R&R EGT 1 4 RETEST ED,ROADTEST PASS	y
CUST STATES VEH DIED WHILE DRIVING AT THE STOP SIGN VEH CRANK BUT DID NOT START ADVISE AND ESTIMATE	EGT12 SENSOR VERIFY CONCERN. ENG LITE ON. EEC TEST P2003. CHECK OASIS FOR SSM & TSB. PPT RC1 YES, RC2 NO, RC3 YES, RC4 NO, RC5 CK PIDS EGT12 2.50K DEGREES ALL TIMES. REPL EGT12 SENSOR. RESET DPF PARAMETERS. CLEAR DTC S. ROADTEST.	y
CUST STATES YESTERDAY PUT DRIVERS SAFETY KEY IN DISC ENGINE DIED WOULD NOT DO ANYTHING LET VEHICLE SIT FOR COUPLE OF HOURS CRANKED RIGHT UP CHECK E NGINE LIGHT ON CHECK AND ADVISE	RAN DIESAL ENGINE PERFORMANCE TEST CODE P200CP200E P2031 RAN PIN POINT TEST RAN PID MONITORTEST ECTTEMP SENSOR 12 2.505K, SENSOR 11 13 1489 DEG #2SENSOR BAD REPLACED SENSOR CLEARED CODETEST DROV	y

Customer States VEHICLE QUIT RUNNING CUSTOMER STATED HAS STORED CODESFOR HIGH BANK 1	KOEO P200 P00E TSB 12 7 1 POERATION 120701A CONDITION CODE 42 PART 5J2; REPLACED EGT 13 CLEARED CODES REMONITORED GOOD AT THIS TIME	y
INSTRUMENT CLUSTER STATED PULL OVER SAFELY AND ENGINE DIED	T TEST OK, REPLACED EGT 1 2, EGT 1 3. CLEARED CODES AND TEST DRIVE OK. RETEST OK.	y
CHECK FOR NO START, NO CRANK	KOEO & KOER FOUND CODES, MONITOR PIDS, EGT#3 VOLTAGE IRRATIC, PINPOINT TEST EGT#3, REPLACE EGT#3, CLEAR CODES RDTEST, GOOD NOW	y
DIESEL VEHICLE CUSTOMER STATE CHECK ENG LIGHT IS ON. STATES RESPONDED TO A CALL AT 3AM AND DASH READ SYSTEM SHUT DOWN. STATES HAS A NO CRANK NO START.	VERIFY CONCERN FOUND NO CRANK PRESENT, CHECK DTC FOUND P200E, P200C. CHECK TSB FOUND 12 7 1, CHECK DATALOGGER FOUND EGT 1 3 AT 40. REPLACE EGT 1 3 CLEAR CODES AND RETEST, EGT 1 3 AT AMBIENT TEMP, ENGINE STARTS AND RUNS NORMAL, NO FAULTS	y
DIED WHILE DRIVING 3290 ENG HRS	INOP DIAGNOSE, AND REPLACE ONE EGT SENSOR PER TSB 120701, RETEST, OK	y
TOW IN- CUST STS WHILE DRIVING ENGINE MESSAGE CAME UP SHUT DOWN AND PULL OVER SAFELY	VERIFY CONCERN PERFORM DIESEL TESTS AND CODE P2033 CLEAR CODE PERFORM PINPOINT TESTS RC-1 YES/RC2 NO/RC3 YES/RC4 NO/RC5 YES WITH EGT 12 READING 212K DEGREES REPLACE EGT 12 CLEAR CODES ROAD TEST VERIFY REPAIRS. C-42	y
STOP SAFELY NOW MESSAGE IN INSTRUMENT CLUSTER.WONT CRANK TOWED IN	SELF TST.RPLACE EGT 13 PER TSB INSTRUCTIONS	y

	P200C DIESEL PART FILTER OVER TEMP BANK 1 TEST RC P200E CAT SYS OVER TEMP BANK 1 PPT RC1 Y RC2 N RC3 Y RC4 N RC5 EGT12 OL	
CHECK ENG SHUTS DOWN WHEN GETS HOT	REPLACE EGT SENSOR CLEAR PCM RETEST OK VERIRY CONCERN WILL START AND DIE KOEO PASS KOEC P200E P200C REF TSB 12 07 01	y
CUST STASTE ENGINE LOST POWER AND DIED	FOUND EGT13 READING 2500 DEGREES ALL THE TIME REPLACE CLEAR DTCS ROAD TEST AND RETEST PEFORM MANUAL REGEN	y
ENGINE SHUT OFF WILL NOT RESTART	CHECK ENGINE FOR NO START. FOUND ENGINE STARTS AND MIL ON. RUN EEC TEST. MEM-200E-200C. RUN OASIS. PERFORM TSB 12-7-1. MONITER FREEZE FRAME DATA. FOUND EGT 13 HIGH AT 2.5K*F. REPLACE EGT 13. REASSEMBLE. CLEAR CODES. OK. LAST TIME WAS EGT 12	y
CUST STATES ENGINE WILL STALL AFTER STARTING ADVISE REPAIR TOWED IN	VERIFIED THE CUSTOMER'S CONCERN, THE ENGINE WILL NOT CRANK. SELF TESTED THE PCM, FOUND P200C AND P200E ON C.C.. RAN OASIS, LOCATED TSB# 12-7-1 THAT RELATES TO THIS CONCERN. PERFORMED DIAGNOSIS FROM TSB# 12-7-1. STEP 1- P200E AND P200C PRESENT. STEP 2- EGT 1/3 READS 2,5K DEGREES KOEO. REPLACED EGT 1/3. CLEARED DTC'S. RECHECKED PIDS, ALL FOUR EGT PIDS MATCH. INSTALLED THE DRIVELINE THAT WAS REMOVED	y
D21 CUSTOMER STATES CHK ENG LIGHT IS ON TRUCK SHUT OFF TOWED IN ADVISE	CUST STATES CK ENG LIGHT IS ON AND SHUT OFF VERIFIED THAT CK ENG LIGHT IS ON VEH WOULD NOT START PERF EEC TEST P2033 REPL EGT SENSOR CLEARED CODES RETEST OK	y
WILL NOT START BACK NO CRANK WHEN THIS OCCURS THEN COME BACK LATER WILL START MAYBE (WILL RUN AT IDLE WITH EM. BRAKE ON AND IDLE PICKS UP)	CHECK OUT AND RUN IDS TESTS KOEO P0200C RUN TEST AND DATA LOGGER AND FOUND 1 3 EGT NOT READING WAS 40 DEG F WHILE THE OTHERS READING 480 DEG F REPALCED THE EGT SENSOR AND RETEST AND IS OK.	y

E29 CUSTOMER STATES CHK ENGINE LIGHT IS ON AND TRUCK DIES WHILE DRIVING ADVISE	EEC TEST PINPOINT TEST FOUND EGT 14 INOP REPL AND RETEST ALL OK	y
VEHICLE WAS TOWED IN, DIED WHILE DRIVING ON THE INTERSTATE WITH NO WARNING, CHECK AND ADVISE	VERIFIED COCNERN FOUND P2479 P200C P200E IN MEMORYREF TSB12 07 01 FOUND THAT EGT12 READING 250 DEGREES HOTTER KOEO AND IS ERATIC WHILE DRIVING REPLACED EGT12 AND PERFORMED POST ROADTEST VERIFIED CORRECT OPERATION AT THIS TIME ALSO PERFORMED MANUAL REGEN AND RELEASED	y
CUSTOMER STATES QUIT WHILE DRIVING WOULDNT RESTART	EGT SENSOR PERFORMED DIAGF KOEO PCM TCM P200C P200E P2463 CHECK TSB FOUND12-7-1 PERFORMED TSB REPLACED EGT SENSOR 12 RETSET CHECKS GOOD TEST DROVE CHECKS GOODE	y
CUSTOMER STATES CHECK ENGINE LIGHT, ENGINE CUTTING OFF	DIAG CODE P2471 PINPOINT TEST, MONITOR PIDS, FAULTY TEMP SENSOR, (OUT OF RANGE) REPLACED EXHAUST TEMP SENSOR , CLEAR CODES, ROAD TEST OK	y
C/S VEHICLE STALLED WHILE DRIVING,SLOW TO STOP ON PANEL WAITED 1 HR THEN STARTED UP FINE(SES LIGHT IS ON)	VERIFY CONCERN. CHECK ENGINE LIGHT ALSO ON. DIESEL DIAG. CODES P200C AND P200E IN MEMORY. REFER TO TSB 12-07-01. REVIEW FREEZE FRAME DATA. REGEN INACTIVE, EGT11 617, EGT12 1.675K, EGT13 627 AND EGT14 590 DEGREES. REPLACE EGT12 SENSOR AS PER TSB. CLEAR CODES AND ROAD TEST. RETEST	y
TOWED IN.VEHICLE DIED WHILE DRIVING.STARTS NORMALL NOW.MIL ON	PFORM SELF TST.CODES P200C P242D.PIN POINT TST.MONIOR & RECORD EGT TEMPS.EGT 14 ERRATIC TEMP READING OF 2505DG.EGT 14 SHORTED.RPLACE EGT 14 SENSOR.CLEAN CODES.ROAD TST & VERIFIED REPAIR.	y
CHECK ENGINE LIGHT ON - PULL OFF SAFELY FLASHED - WOULDNT RESTART	TOWED IN RETRIEVE CODES FOLLOW PINPOINT TEST EGT SENSOR READS HIGH AND NOX SENSOR OUT OF SPECS REPLACE BOTH AND RETEST	y

CLIENT STATES VEHICLE SHUT OFF WHILE RUNNING WILL START BACK UP WHEN ENGINE COOLS OFF THEN SHUTS OFF WHEN WARMS UP	PERFORM EEC TEST P200C AND P200E RETRIEVED FROM PCM PERFORM PINPOINT TEST PERFORM PID MONITOR RECORDER WHILE ROAD TEST RESULTS INCONCLUSIVE PERFORM INTERMITTED DIAGNOSIS INCLUDINGWIGGLE TEST FOUND FAULTS WITH TWO EGT SENSORS RENEW BOTH REAR EGT SENSORS (SENSOR 1 4 AND SENSOR 1 3) ON DPF REASSEMBLE CLEAR DTCS AND ROAD TEST FOR 60 MILES AND POST TEST NO DTCS RETRIEVED APPEAR	y
CUSTOMER STATES VEHICLE STALLED WHILE DRIVING	PERFORM EEC TEST FOUND P200C P200E. RUN OASIS FOUND TSB 12 7 1. PERFORM TSB AND FOUND EGT #2 SENSOR IS OUT OF RANGE TSB ADVISED TO REPLACE SENSOR. REMOVE AND REPLACE #2 EGT SENSOR AND RETEST ALL OK AT THIS TIME. MILES OUT 30,232.	y
DIAG C/S CHECK ENGINE LT CAME ON AND WENT INTO FAIL SAFE MODE	CODES P200E P200C EGT SENSOR 13 FAULTY PERFORM TSB 12-07-01	y
CUST STS WHILE DRIVING IT BEEPED 4 TIMES THEN WENT INTO SHUT OFF SAFELY MODE THEN DIED AND NOW IT WILL NOT START NOTE: EXHAUST FLUID HAS BEEN TOPPED OFF 2 TIMES IN A 2 WEEK SPAN	VEHICLE SHUT OFF PREPARATION OF CLAIM TO TRANSMIT REPLACED EGT SENSOR SEE ATTACHED WRITE UP	y
CUST STASTE PULL OVER SAFELY MESSAGE CAME ON AND ENGINE DIED	VERIFY COCNERN KOEO PASS KOEC P200E P200C MONITOR EGT SENSOR READINGS COLD FOUND EGT3 READING 2500 DEGREES REPLACE COMPLETE MAN REGEN CLEAR DTCS ROAD TEST AND RETEST TO VERIFY REPAIR	y
CHECK VEHICLE DIES AT STOPS	INOP REPLACED ONE EGT SENSOR	y

engine wont start	p200c and p200e present - egt 11,12, 13, 14 reading 950 degrees celius - per service bulletin 12-7-1 replace sensor - EMS ambulance was shut down in stop safely now mode with a patient on the transport - on service call opted to replace all 4 egt sensor to get EMS	y
D02 CUSTOMER STATES NO CRANK NO START ADVISE	PERFORMED CEC. RECEIVED CODES P200C AND P200E OBTAINED THE CGT READINGS FOUND 1,3 WITH A HIGH READING. REPLACED EGT SENSOR 1,3 AS PER TSB 12 7 1 RETEST TEST PASSED.	y
CUST STATES SHUT OFF WHILE DRIVING WRENCH LIGHT CAME ON CRANK NO START TOW IN CHECK AND ADVISE	PERFORM DIAG AND VERIFY CONCERN MIL WRENCH LIGHT SELF TEST PPTEST CODES P200C P200E FOUND FAILED TEMP SENSOR BANK ONE SEN 2 INSTALL NEW SENSOR CLEAR CODES AND RE TEST POST ROAD TEST CONCERN NO LONGER PRESENT AT THIS TIME	y
PULL OVER SAFELTY ON MESSAGE CENTER THAN DIED-CRANKS NO START	VERIFIED THE CUSTOMER CONCERN. FOUND CODES P200C AND P200E. USED TSB 12-7-1 FOR THIS CONCERN. MONITOR PIDS AND FOUND EGT 13 AT -40 DEGREES. REPLACED #3 EGT AND RETEST FOR NORMAL OPERATION AT THIS TIME.	y
CK ENGINE LIGHT ON AND ENGINE IS CUTTINT OFF	CK OPERATION OF VEHICLE. PERFORM KOEO SELF-TEST. FOUND DTC S P200C AND P200E. RAN OASIS AND FOUND TSB 12-07-01. PERFORM TSB, FOUND EGT 13 SENSOR FAULT ON FREEZE FRAME DATA. RAN PID DATA AND CONNFIRMED FAULT. REPLACED EGT 13 SENSOR. CLEAR DTC'S. RETEST, ROADTEST OK. VERIFIED	y
PULL OVER SAFETLY-DIES-NO CRANK NO STAR T	VERIFIED THE CHECK ENGINE LIGHT, FOUND CODES P200C AND P200E. USED TSB 12-7-1 FOR THIS CONCERN. FREEZE FRAME DATA SHOWS #3 EGT AT 2.5K DEGREES. REMOVED THE OLD SENSOR AND INSTALLED A NEW EGT SENSOR. CLEARED CODES AND RETEST FOR NORMAL OPERATION AT THIS TIME. ROAD TEST OK.	y

ENGINE WILL NOT CRANK	TEST EEC SYSTEM DTC P200C AND P200E PERFORM PPT RC1 YES P200C AND P200E RC2 NO OIL IS AT CORRECT LEVEL RC3 YES ENGINE COOLANT IS AT CORRECT LEVEL RC4 NO CONCERN SEEN RC5 YES EGT 13 IS GREATER THAN 2012 DEGREES F PER PPT RC5 REPLACE EGT13 AND RETEST CONCERN IS GONE ENGINE STARTS ROAD TEST AND RETEST SYSTEM INOP VERIFIED, PERFORMED SELF TEST, PINPOINT AND FOLLOW WSM AND H OTLINE INSTRUCTION. LED TO REPLACEMENT OF THE 1 4 EGT. REPL ACED. RETESTED AND ROAD TESTED. HAPPENED AGAIN. RECONTACT HO	y
PULL OVER SAFELY MESSAGE APPEARED CHECK ENGINE LIGHT CAME ON VEHCILE STALLED OUT WOULD NOT RESTART CHECK HISTORY	TLINE, ADVISED OF POSSIBLE CROSS READ BY PCM AND REPLACED 1 2 EGT. RETESTED, VERIFY CONCERN PERFORM DIESEL PERFORMANCE DIAG P200C P200E PERFORM TSB 120701A STEP 1 RETRIEVE DTC'S P200E AND P200C STEP 2 MONITOR FREEZE FRAME DATA AND FOUND EGT14 OUT OF RANGE 2500 DEG F, REPLACE EGT14 SENSOR CLEAR CODES	y
RAN HOT AND QUIT RUNNING,TOWED IN	RECHECK AND ROADTEST OK	y
C/S ENGINE STALLED AFTER MESSAGE SAID PULL OVER AND STOP	CONNECTED IDS TO VEHECLE PERFORMED TSB 12-07-01 FOR IT REFEME TO EGT 1-3 THER OTHER CODE EGT OVER TEM REPALCED EGT TEST DROVE AND NO CODE	y
VEHICLE DIED WHEN TAKING OFF AND WILL NOT START BACK	EEC TEST P200C, P200C, P200E, P247B DIAG PIN POINT REPLACED #4 SENSOR, BAD VOLTAGE READING 4.5 VOLTS TEMP OUT OF RANGE CLEAR CODE TEST DRIVE RETEST OK	y
CELO SAID TO SHUT DOWN WRENCH LIGHT ON AS WELL	RUN IDS DIAG KOEO P200C:OOA8 P2463:0068 CONTACT HOTLINE , PERFORM PPT RC. NO VISAL DAMAGE MONITOR EGT TEMP PIDS. & TAP SENSORS.# 13 TEMP WENT OVER 1400 OUT OF RANGE . REMOVE & CLEAN DTC & ROAD TEST VEHICLE . PER TSB 12 7 1	y

CUST STATES CK ENG LIGHT CAME ON,STOP VEH SAFE LIGHT CAME ON,VEH CUT OFF IT DID RESTART,BUT IT DID STALL AGAIN	CUSTOMER STATES CK ENGINE LIGHT ON.DIAG CODE P2033.REPAIR PER TSB 12-7-2.REPLACE EGT 12 SENSOR.CLEAR CODES ROAD TEST RE TEST,	y
DSL ENGINE CONCERN CHECK AND ADVISE THE CUSTOMER STATES THAT THE CHECK ENGINE LIGHT CAME ON WHILE DRIVING AND THEN THE VEHICLE SHUT DOWN AND WOULD NOT CRANK TO	VERIFIED CONCERN- VISUAL INSPECTION OK- FUEL AND O IL OK- PERFORMED KOEO/CMDTC- RETRIEVED P246E,P200E ,P200C- PERFORMED PPT RC RC1 RETRIEVED P246E,P200E ,P200C- RC1 CHECKED OIL LEVEL OK- RC3 CHECKED COOL ANT LEVEL OK- RC4 CHECKED FOR LEAKS IN THE EXHAUST SYSTEM- NO LEAKS FOUND- RC5 CHECKED EGT SENSOR TE MP- HIGH TEMP ON SENSOR 3- REPLACED SENSOR 3- ALSO REPLACED SENSOR4 DUE TO CODE-	y
ENGINE LIGHT CAME ON PULL OVER SAFE MESS CAME ON NO START	CHECKED DTC P200C & P200E FOUND TSB 12 07 01 CHECKED FFREESR FRAME EGT SENSOR 12 1.533K*F REMOVED & REPLACED EGT 12 PER TSB	y
ENGINE DIES OUT WHILE DRIVEING CHECK ENGINE LIGHT IS ON	PERFORMANED DIAG USING THE IDS.WENT THROUGH THE SELF TESTS.GOT A DTC.P2033.INSPECTED AND PERFORMANED TSB 12 7 2.SEE COPY STAPLED TO REPAIR ORDER.	y
CHECK ENGINE LIGHT ON,ENGINE SHUT DOWN AT CRUISE SPEE D	ENGINE NO START TOWED IN.EEC TEST FOUND CODES P200C P200E BANK 1 SENSOR 4.CLEARED CODES,RETST SAME.VIEWED PIDS EGT 13 2.50K F ALL OTHERS PIDS NORMAL.INSPECTED HARNESS,OK.REPLACED EGT SENSOR4.CLEARED CODES,RDTST OK,LET SET AT ILDE,KOEO PASSED NO CODES,RESTARTED	y
CUST STATES TOWED IN STALLSOUT ON ROAD AND CHECK ENGINE LIGT IS ON - WILL NOT RESTART AFTER STALL IF LET SIT IT WILL RESTART	TECH 101 STALLS OUT CHECK ENGINE LAMP IS ON VERIFY PERFORM DIAG QUICK TEST CODES P200C P200E P2420 TSB 12-07-01 CHECK EGT MONITOR PIDS EGT14 2000F FAILS REPLACE EGT 14 CLEAR CODES	y

C/S CHECK ENGINE CUT OFF WHILE DRIVING------TOWED TO SHOP	DIAGNOSED AND REPLACED EGT14 SENSOR PER TSB#12-07-01 FOR DTC P242D WITH SENSOR READINGS OF 2.505K DEGREES,REPLACED SENSOR AND RETESTED OK,EXTRA TIME FOR REINSTALLATION OF DRIVESHAFT REMOVED BY TOW COMPANY	y
00 CUSTOMER STATES MESSAGE CAME UP TO PULL OVER VEHIC LE DIED WONT RESTART	RAN EEC TEST GOT P200E AND P200C AND P242D RAN OAS IS FOUND TSB 12-7-1 FOUND THAT THE EGT14 SENSOR WA S READING 2.5K DEGREES FARENHEIT REPLACED SENSOR C LEARED CODES AND RETESTED OK	y
CUSTOMER STSTES WHILE DRIVING DOWN ROAD TRUCK JUST SHUT OFF. WOULD NOT RESTART ON A NUMBER OF ATTEMPTS, HAD TOWED. STSTES NAY HAVE REMOVED DRIVESHAFT TO TOW, NOT SURE	TECH 054 DIAGNOSE CHARGE BATTERY PERFORM KOEO P200E P200E P1247 PERFORM TSB 12-07-01 REPLACE SENSOR 2 EGT CLEAR CODE RETEST P1247	y
CUSTOMER REPORTS VEHICLE WAS DRIVEN AND AFTER IS WAS PARKED/SHUT DOWN CUSTOMER RESTARTED. WENT INTO REDUCED POWER MODE.	VERIFIED CONCERN , SELFTESTED AND HAS DTC'S P200C, P200E AND P247B , PERFORMED DIAGNOSTICS PER PCED MANUAL SECTION 4 DUE TO THE FACT THAT THE EGT 13 WAS REPLACED AS PART OF THE TSB # 12 07 01 AT A PREVIOUS VISIT . I FOUND A NO PROBLEM FOUND CONCERN AFTER PERFORMING DIAGNOSTICS . I THEN CONTACTED THE HOTLINE AND THEY STATED TO PERFORM A LOAD TEST ON THE CIRCUITS WITH A HEADLAMP	y
CUST. STATES CK ENGINE LIGHT CAME ON. ENGINE DIED.DIAGNOSE & ADVISE. . .	VERIFIED CONCERN. SET UP IDS.RUN SELF TESTS. PERFORM PINPOINT TEST RC1: P200E, P2471. RC2: NO,OIL LEVEL OK.RC3:ADJUST COOLANT LEVEL.RC4: NO EXHAUST LEAKS FOUND.RC5:PERFORM DATALOGGER ROAD TEST.FOUND EGT13 AND EGT 14 JUMP TO 2500 DEG F AT TIMES.REMOVEAND REPLACE EGT13 AND EGT14.MT REQUESTED FOR EXTR A TIME REQUIRED FOR ACCESS LIMITATIONS DUE TO AMBULANCE EQUIPED ROAD TEST.RERUN SELF	y

CHECK ENGINE LIGHT COMES ON AND STALLS OUT	9211 HAD CODE P2032 CONTINIOUS AND HARD FAULT. CHECKED SENSOR READING 40F REMOVED AND REPLACED SENSOR PER TSB 12 7 2. HAD TO BORROW SENSOR FROM STK 550417	y
CRANKS NO SART STALLS WHIN IT DOES START. PEROFRMED DIAG AND HAD	CODES P200E AND P206C PERFORMED TSB 12.07.01 REPLACED SENSOR AND CLEARED CODES ROAD TEST OK	y
CUSTOMER STATES THE PULL OVER SAFELY LIGHT CAME ON. CUSTOMER PULLED OVER AND ENGINE STALLED CRANKS NO START ADVISE	EGT SENSOR #13 OUT OF RANGE 42 SELF TEST CODE P2471 CHECK EGT SENSOR PIDS FOUND EGT SENSOR #13 OUT OF RANGE REPLACE EGT SENSOR #13 RETEST NO CODES TEST DRIVE TRUCK RUNS FINE	y
TOWED IN,CUST STATES STARTED TO LOOSE POWER WHILE DRIVING WARNING TO PULL OVER CAME ON AND VEHICLE STALLED, NO RESTART	EEC TEST AND DIESEL DIAGNOSTICS,CHECKED AND REPLACED EGT SENSOR.RETEST OK AFTER REPAIR	y
MESSAGE CENTER READ PULL OVER SAFELY AND VEHICLE DIED. TOWED IN	IDS DIAG CONT DTC P247B KOEO KOER PASS CHECK OASIS FOUND TSB 12 07 01 CHECKED FREEZE FRAME DATA REPLACED FAILED EGT 14 AND RETEST NO DTCS	y
CUST WAS DRIVING AND LIGHT SAYING PULL OVER SAFELY LIGHT CAME ON , AND WOULD NOT START NOW WILL START AND SEEMS OK HAS LACK OF POWER AND TOWED IN BY MEINKINGS	CHECKED VEH RAN DTC FOUND P2471, RAN TSB 12 07 1 RECALIBRATE RETEST FOUND P2471 RUN JOB AID FOR 6.7L UNPLUG NUMBER 14 EGT FOUND NUMBER 14 AT 2.5K FAHRENHEIT NECESSARY TO REPLACE EGT 13 PER JOB AID ROAD TEST RECHECKED OK	y
CUSTOMER STATES WHILE DRIVING ENGINE LOST POWER WENT INTO A FAIL SAFE MODE	FOUND EGT 13 IS NOT WORKING CORRECTLY EEC TEST P200C P200E FREEZE FRAME DATA DOES NOT SHOW DEFECTIVE SENSOR PERFORM PPT RC FOUND EGT 13 48DEGREES ABOVE SPECS REPLACED EGT 13 RETESTED OK	y

WHILE DRIVING FROM OHIO TO MICHIGAN VEHICLE SHUTS DOWN AND WON T RESTART TILL COOL: FORD DEALER REPLACED EXHAUSTE TEMP SENSOR: VEHICLE DROVE TILL GRAND RAPIDS AND STALLED AGAING:	PERFORMED EEC TEST, P242D HARD CODE, PERFORMED PINPOINT TEST RC 1 RC5 EGT 14 PID READS 2.5K DEG.F, MIN SPECK 2012 DEG F HAD TO REPLACE #4 EXHAUST GAS TEMPERATURE SENSOR REPLACED #4 EGT SENSOR. RETESTED. OK AT THIS TIME	y
CUSTOMER STATES VEHICLE WILL NOT START	HARNESS DIAG DIESEL ENG SHUT DOWN ,PERFORMED ECC TEST,BATTERIES LOW USE JUMPER TO CHARGE BATTERIES AND CODES PRESENT EXHAUST OVER TEMP ,ROAD TEST AND DPF SCALE AND EGT 14 ERRATIC WIRING OK PASSED PIN POINT TESTED AND RECONNECT NOX SENSOR AND ,REPLACED BOTH ECT SENSORS, USE SILICON CRANK FOR PROPER CONNECTION,CLEAR AND ROAD	y
check for vehicle wont start	DIAG P2471 P200E REMOVE REAR 34EXHAUST TEMP SENSOR THREADS STRIPPED WHILE REMOVING REMOVE AND REPAIR THREADS REPL SESNOR ROAD TEST TRUCK WONT START NEXT MORNING TEST P200E MONITOR DATA 33 SENSOR AT 2500 REMOVE AND REPLACED #3 TEMP SENSOR AND RETEST OK	y
TOWED IN ENGINE SHUT DOWN AND WONT REST ART	PERFORMED DIAG AND HAD CODES P200E AND P200C WATCH EGT SENSORS AND FOUND THAT SENSOR 2 WAS HIGHER THEN REST OF SENSORS REPLACED SENSOR TEST DROVE GOOD	y
CUSTOMER STATES VEHICLE WONT START	VERIFIED CUSTOMERS CONCERN PERFORMED 6.7 PERFORMEA NCE TEST PERFORMED EEC TEST FOUND CODE P242D AND P 200C IN PCM PERFORMED PPT FOUND RC SENSOR BANK 1 S ENSOR 3 IS READING 2500 DEGREES F REPLACED SENSOR PERFORMED FINAL TEST RETESTED TEST DROVE	y
WILL START AND DIES SAYS PULL OVER SAFELY BEF ORE DIES	TEST EEC P2471 200E 200L FOUND TSB 12 7 1 FRE EZE FRAME DATA EGT SENSOR 13 BAD ORDER SENSOR REPLACE AND CLEAR CODES ALL OK	y

Overtemp or Loss of Power	All Reports	CEL Only	Ambulance Only	Repeat?
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2013MY EGT SENSOR TNI TESTING

Test Vehicle 302T662: Start Mileage- 24064- Current Mileage- 24962- Total= 898

Test Vehicle 184T117: Start Mileage- 12768- Current Mileage- 13414- Total= 1514

Confirmed NO DTCs stored in PCM Memory at Test Start

Return #18- EGT Position 2- 1FT7W2BT6DE[redacted]P1247, P200C, P200E, P203F(EGT 2)- Neil C

Return #20- EGT Position 2- 1FD0X5HT6DE[redacted] P2033(EGT)- Scot M

Return #11- EGT Position 4- 1FT8W3BT7DE[redacted] P200C/P200E(EGT 3)- Neil C

Return #19- EGT Position 4- 1FT7W2BT6DEA[redacted] P1247, P200C, P200E, P203F(EGT 2) Scot M

From: Bogema, John (P.)
Sent: Wednesday, December 21, 2011 4:28 PM
To: Luke, Darrin (D.B.); Ahluwalia, Lohpartap (L.S.); Leisenring, Kenneth (K.C.); Lyon, Peter (P.M.); Korpics, Frank (F.M.)
Subject: Engine Limp Home and Derate Modes - 6.7L.doc


Engine Limp Home and Derate Mo...

NHTSA has asked to review the limp home and derate actions of the 6.7 L engine. We will be sending this document (which describes the actions) and the OBD operation summary (which describes how each P-code is set) to NHTSA shortly. Please review and let me know if there are any errors or clarifications that should be made…

John P. Bogema
PTE Diesel OBD/SCR Calibration Supervisor
Office Bldg 2 - 22P05
20000 Rotunda Drive
Dearborn, MI 48124
Ph. 313.805.4942
Mail jbogema@ford.com

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"Limp Home" and De-rate System Operation Summary for 6.7L Diesel Engines

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RQ14-005 000138 ER

30% Torque De-rate

The 6.7L engine will de-rate the engine by 30% of the maximum available torque for the following diagnostic codes. For the SCR system codes, this 30% de-rate is designed to inform the customer of errors in the SCR hydraulic and control system and to persuade them to fix the condition. Because of this, the de-rate only occurs once the “Check Engine” lamp has been illuminated (after two trips for instance). For all other codes, if the system is a pending fault mode (no lamp illuminated) the de-rate will occur without notice to the customer.

Table 1 – non-SCR system codes

P1103	P0402	P24A5	P0336	P007C	P2479
P1102	P007B	P0403	P0335	P040B	P2033
P0100	P041B	P0490	P246C	P040D	P2032
P0103	P0116	P0489	P1249	P040C	P247B
P0102	P2183	P042E	P008A	P02E0	P2471
P02ED	P0128	P0406	P0299	P02E3	P2470
P04D9	P2425	P0405	P0089	P02E2	P0243
P02EC	P2427	P2227	P06A6	P02E1	P0246
P04DA	P2426	P2229	P06A7	P02E9	
P0401	P2457	P2228	P007D	P02E8	

Table 2 – SCR system codes

P204F	P0133	P2047	P20C0	P20A3	
U0074	P2A00	P2049	P20BF	P20A2	
U029D	P20E9	P2048	P20C2	P203A	
U05A1	P20E8	P20BD	P20B9	P203C	
P06EA	P208E	P20BE	P20BC	P205D	
P225A	P204D	P20BA	P20BB	P205C	
P220E	P203D	P064C	P208A		
P2201	P21AB	P20C1	P208D		
P220A	P21B0	P20C4	P208C		
P2200	P204C	P20C3	P20A0		

50% Torque De-rate

The 6.7L engine will de-rate the engine by 50% of the maximum available torque for the following diagnostic codes. All of these codes are accompanied by the check engine lamp at the time that the de-rate of the vehicle occurs. Additionally, the phrase "Reduced Engine Power" is displayed for all of these faults within the cluster.

Table 3 – 50% torque de-rate P-codes

P0087
P0088
P0191
P0193
P0192

70% Torque De-rate

The 6.7L engine will de-rate the engine by 70% of the maximum available torque for the following diagnostic codes. All of these codes are accompanied by the check engine lamp at the time that the de-rate of the vehicle occurs. Additionally, the phrase "Reduced Engine Power" is displayed for all of these faults within the cluster.

Table 4 – 70% torque de-rate P-codes

P2560
P060A
P0091
P0088
P2560

Over Boost De-rate

The 6.7L engine will de-rate the engine to the shown table. This is required to prevent intake manifold damage caused by excessive boost due to a turbo charger fault. All of these codes are accompanied by the check engine lamp at the time that the de-rate of the vehicle occurs. Additionally, the phrase "Reduced Engine Power" is displayed for all of these faults within the cluster.

Table 5-OverBoost de-rate P-codes

P0234
P132A

Table 6-OverBoost de-rate schedule

Engine Speed	**0**	**250**	**500**	**750**	**1000**	**1200**	**1500**	**1750**
Maximum Torque (N*M)	400	400	400	400	400	200	0	0

Turbo Vanes Full Open

The 6.7L engine will move the VGT position to full open to limit Boost response for the following codes. This is done when the system is not able to control the boost system correctly.

Table 8 – Turbo Vane de-rate P-codes

P132B
P1247
P0234
P0234
P0069
P0069
P0108
P0107
P06A7
P132A

Default Rail Pressure

The 6.7L engine will utilize a default fuel rail pressure instead of a sensed value when the fuel system pressure sensing has been comprimized.

Table 9 – Default rail pressure

P228E
P0191
P0193
P0192
P06A6

Non-Controlled Engine Shut-Down

The 6.7L engine will shut-down if any of the following codes are present. This is an uncontrolled event where the controller is not commanding the condition. The system is simply not able to maintain conditions necessary for combustion.

Table 10 – non-controlled engine shut-down

P0003
P0090
P0089
P0092
P0627
P0629

Controlled Engine Shut-Down

The 6.7L engine will shut-down if any of the following codes are present. This is a controlled event where the controller is commanding the condition. The system takes this response due to either a detected fuel leak or DPF catalyst over temperature conditions.

Table 11 – Controlled engine shut-down

P0093
P200E

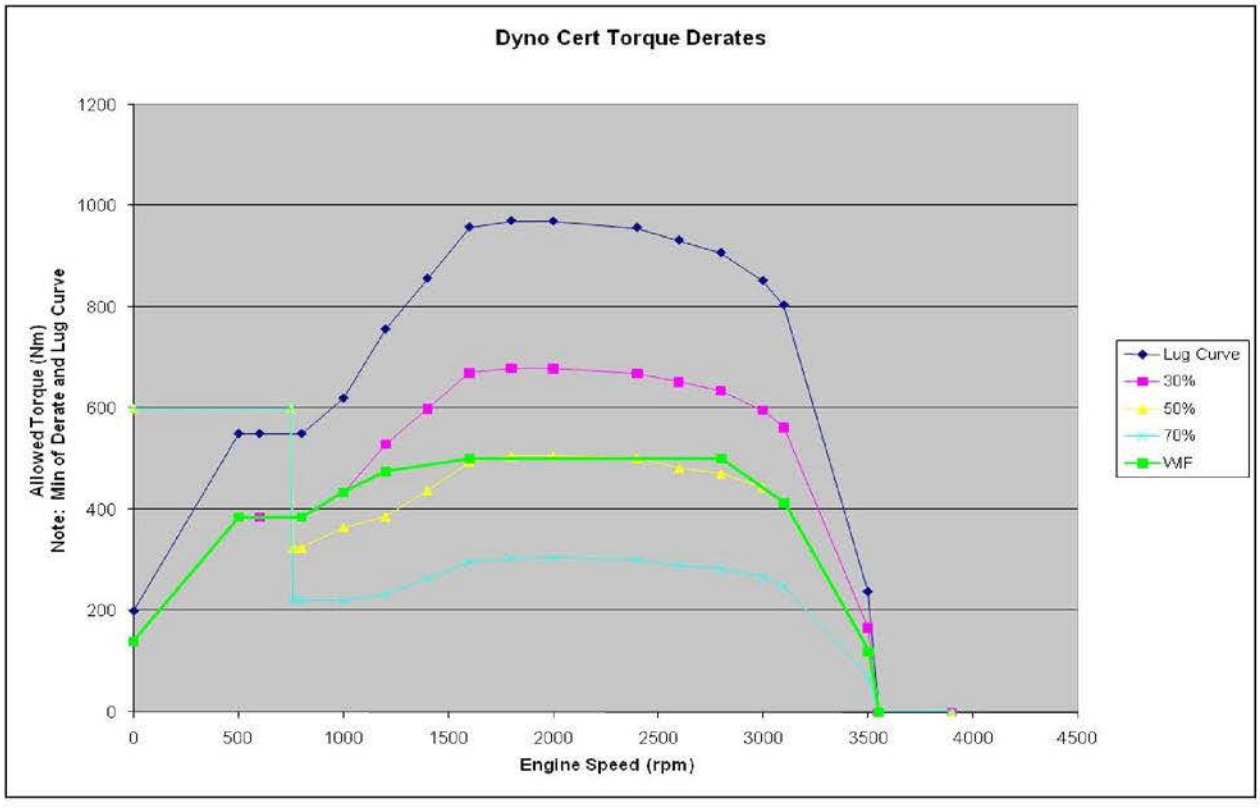
Water in Fuel De-rate

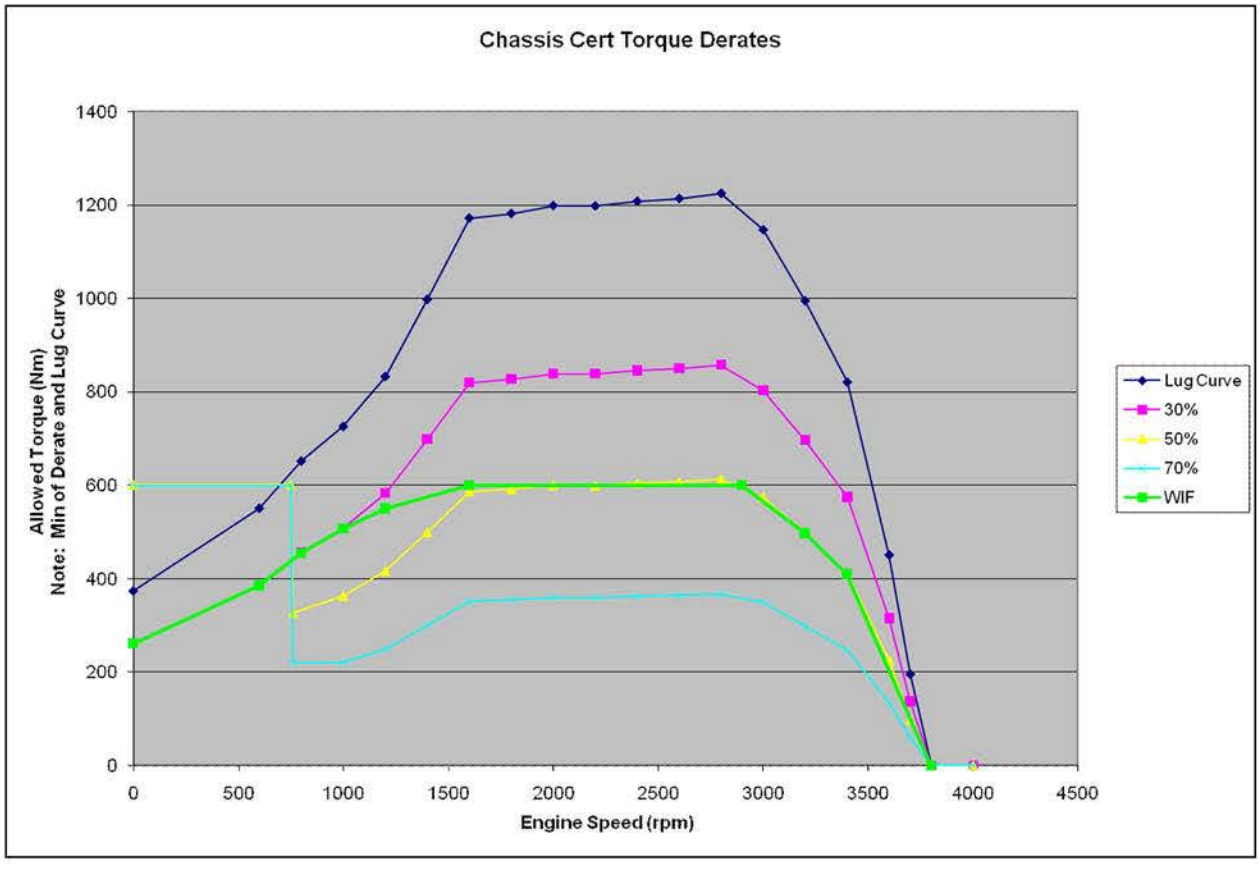
The 6.7L engine will de-rate the vehicle if excessive water has built up in the water separator. This is accompanied by a symbol on the dash indicating the condition and is intended to induce the customer to drain the fluid from the separator.

Table 12 – WIF

P2269

Torque De-rate Curves





From: Taylor, Perry (P.A.)
Sent: Monday, September 29, 2014 2:46 PM
To: Cercone, Guy (G.)
Cc: Hoppe, Thomas (T.)
Subject: Engine sensors
Attachments: Engine Sensors Chep.pptx

I have a colleague down in KCAP, he is not very smart so I try and help him (I am just a nice guy, but that is not important right now) I was unsure of the answer but figured you can probably answer off the top of your head.

There are two sensors that come PIA on the engines (6.7L from Chep) can you tell me what they are and who supplies them?

They look like gas temperature sensors (very similar to the EGT sensor we use in the exhaust system). I took some pictures, so I will quit using words now.

Perry A. Taylor

PVT Powertrain

Kentucky Truck Plant – Super Duty

Cell Phone: (313) 805-5182
Desk Phone: (502) 429-2702
Fax: (502) 429-2111
PTAYLOR8@ford.com

From: Hoppe, Thomas (T.)
Sent: Monday, September 29, 2014 8:25 AM
To: Taylor, Perry (P.A.)
Subject: RE: EGT

Do any come PIA on the Engine?

From: Taylor, Perry (P.A.)
Sent: Sunday, September 28, 2014 12:35 PM
To: Hoppe, Thomas (T.)
Subject: RE: EGT

We use four EGT sensors in the exhaust system of the diesel variant.

4 places in 2014/2015 MY 6.7L Diesel Exhaust
Part Numbers:
AC3A-12B591-AC – Standard nut on front (2) sensors; EGT 11 & EGT 12
AC3A-12B591-BC – Extended nut on rear (2) sensors; EGT 13 & EGT 14
They are supplied by Stoneridge out of Lexington, OH

They are NOT made by Borg Warner—just like I told you on the phone.

Perry A. Taylor

PVT Powertrain

Kentucky Truck Plant – Super Duty

Cell Phone: (313) 805-5182
Desk Phone: (502) 429-2702
Fax: (502) 429-2111
PTAYLOR8@ford.com

From: Hoppe, Thomas (T.)
Sent: Thursday, September 25, 2014 9:06 AM
To: Taylor, Perry (P.A.)
Subject: EGT

Does Borgwarner build any EGT's for you?

Thomas (Tom) Hoppe II
Thoppe@Ford.Com
PVT Powertrain Engineering
(816) 459-1205 Desk
(816) 500-1697 Cell



Front view of Engine



Rear view of Engine



Rear view of Engine





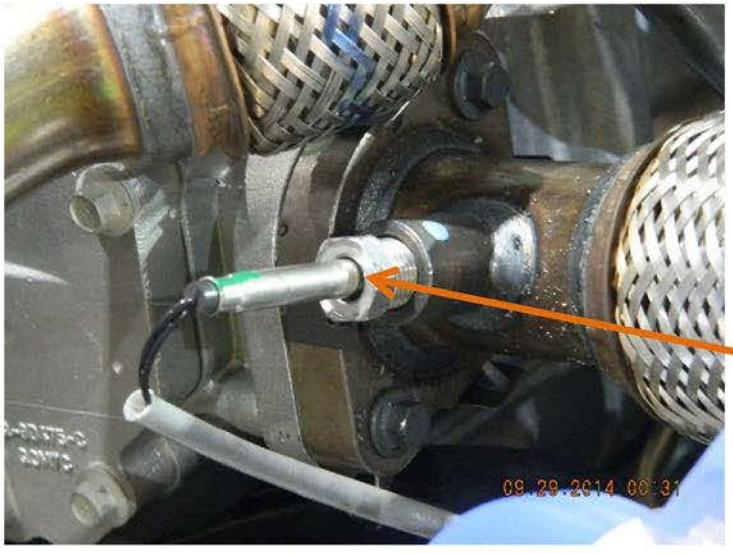
What sensor is this?
Who supplies this sensor? Is it PIA in an assembly to Chep or do you install?



Front view of Engine







What sensor is this? EGR Temperature (EGRT) sensor?
Who supplies this sensor? Is it PIA in an assembly to Chep or do you install?

General Info

- **Part Name:** Exhaust Gas Temperature Sensor
- **Usage**: 4 places in 2014/2015 MY 6.7L Diesel Exhaust
- **Part Numbers:**
  - AC3A-12B591-AC – Standard nut on front 2 sensors
  - AC3A-12B591-BC – Extended nut on rear two sensors
  - AC3Z-5J213B-B – Service part
    - Service part is same as front sensor
    - Extended nut is to prevent damage during assembly
  - ES-AC3A-12B591-BA - Engineering Specification
- **Manufacturer:**

  Stoneridge Control Devices (F903A)

  345 South Mill Street

  Lexington, Ohio 44904

Typical Exhaust Gas Temperature Sensor



UNIT#	DATE ACQ	EHDept	EHMake	EHModel	EHSerial	EHSite	Yr Model	FAILED MI	FAILED DT	CURRENT MI	PM DT	Sensors Replaced	Note
ET1103	20101129	540	FORD	F450 AMB	1FDUF4GT	MED32	2011	64237	1/12/2013	69737		1	
ET1128	20110214	540	FORD	F450 AMB	1FDUF4GT	MED21	2011						
ET1129	20110214	540	FORD	F450 AMB	1FDUF4GT	MED31	2011			79767	3/18/2013	4	Starting in Jan 2013 we are replacing all (4) as a precaution on our PM program
ET1130	20110214	540	FORD	F450 AMB	1FDUF4GT	MED13	2011	39670	1/25/2013	42466		4	Starting in Jan 2013 we are replacing all (4) as a precaution after a failure
								28802	8/20/122			1	
								25824	6/25/2012			1	
ET1131	20110214	540	FORD	F450 AMB	1FDUF4GT	MED14	2011	45705	1/14/2013	51516		4	Starting in Jan 2013 we are replacing all (4) as a precaution after a failure
								36666	9/14/2012			1	
ET1158	20110721	540	FORD	F450 AMB	1FDUF4GT	MED24	2011	25312	7/2/2012	47139		1	
ET1159	20110921	540	FORD	F450 AMB	1FDUF4GT	MED42	2011	32702	8/8/2012	59848		1	
ET1207	20111128	540	FORD	F450 AMB	1FDUF4GT	MED15	2012						
ET1231	20120321	540	FORD	F450 AMB	1FDUF4GT	MED33	2012	42136	3/18/2013	42136		4	Starting in Jan 2013 we are replacing all (4) as a precaution after a failure
ET1232	20120321	540	FORD	F450 AMB	1FDUF4GT	MED22	2012						
ET1233	20120321	540	FORD	F450 AMB	1FDUF4GT	MED41	2012						
ET1234	20120321	540	FORD	F450 AMB	1FDUF4GT	MED43	2012	22635	10/5/2012	39823		1	
ET1235	20120329	540	FORD	F450 AMB	1FDUF4GT	MED23	2012	26693	2/20/2013	28682		4	Starting in Jan 2013 we are replacing all (4) as a precaution after a failure
ET1240	20120420	540	FORD	F450 AMB	1FDUF4GT	MED12	2012						
ET1251	20120814	540	FORD	F450 AMB	1FDUF4GT	UD	2012						

Count of F450 units in service		15		TOTAL UNITS FAILED	8		Total Sensors Replaced	27	

Diesel EGT

Exhaust Gas Temperature Sensor Rationality Test

Each EGT Sensor is checked continuously for proper circuit continuity and out of range high values. In addition, a rationality test is performed once every drive cycle, after a soak of 6 hours or greater. The rationality test consists of two components, the first being a comparison against modeled values, and the second being a key-on 5-way temperature sensor comparison. At key-on, a temperature sample is taken of each of the following sensors: Ambient Air (AAT), Exhaust Gas Temperature (EGT11), Exhaust Gas Temperature (EGT12), Exhaust Gas Temperature (EGT13), and Exhaust Gas Temperature (EGT14). Once the engine starts and a cold start has been confirmed, the model comparison tests begin. The model comparison tests ensure that each sensor correlates with an expected modeled value, and a fault is set if the difference is significant and persistent. When the model comparison tests are complete, the temperature samples from key-on are compared against each other, and the temperature differences are compared against a threshold. One sensor must fail key-on plausibility with four other sensors to set a fault. If two sensors fail plausibility with three other sensors a general fault is set (P117B). The rationality tests rely on entry conditions that include engine operation time, minimum modeled temperature, minimum engine coolant, and minimum engine torque. Once the entry conditions have been met, the model comparisons continue for several minutes to ensure a robust detection. The modeled value for EGT11 is based on Modeled Turbo Temperatures. The modeled value for EGT12 is based on EGT11. The modeled value for EGT13 is based on EGT12. The modeled value for EGT14 is based on EGT13.

Exhaust Gas Temperature (EGT) Sensor Circuit Check:	
DTCs	P0545 – Exhaust Gas Temperature Circuit Low (Sensor 1) P0546 – Exhaust Gas Temperature Sensor Circuit High (Sensor 1) >1000°C P2478 – Exhaust Gas Temperature Out Of Range (Sensor 1) P2032 – Exhaust Gas Temperature Circuit Low (Sensor 2) P2033 – Exhaust Gas Temperature Sensor Circuit High (Sensor 2) P2479 – Exhaust Gas Temperature Out Of Range (Sensor 2) P242C – Exhaust Gas Temperature Circuit Low (Sensor 3) P242D – Exhaust Gas Temperature Sensor Circuit High (Sensor 3) P247A – Exhaust Gas Temperature Out Of Range (Sensor 3) P2470 – Exhaust Gas Temperature Circuit Low (Sensor 4) P2471 – Exhaust Gas Temperature Sensor Circuit High (Sensor 4) P247B – Exhaust Gas Temperature Out Of Range (Sensor 4)
Monitor Execution	Continuous
Monitor Sequence	None
Sensors OK	Not applicable
Typical Monitoring Duration	2 sec.

Typical Exhaust Gas Temperature Sensor Circuit Check Entry Conditions:		
Entry Condition	Minimum	Maximum
Battery Voltage	8v	15v
Key On		

Typical Exhaust Gas Temperature Sensor Circuit Check Malfunction Thresholds:
Voltage < .10 volts or voltage > 4.90 volts
Out Of Range test is based on Engineering Units and is high-side only. The Out Of Range Threshold is typically set to 1100 deg C. Transfer function of the sensors does not allow for unique circuit range and engineering range thresholds on the low-side.

The Exhaust Gas Temperature Sensor is a PTC Thermistor that provides an analog output voltage proportional to the exhaust gas temperature. This EGT sensor is capable of being used anywhere in the exhaust gas stream. Some possible applications are listed below:

EGT	Exhaust Gas Temp
EGR_CIT	EGR Cooler Inlet Exhaust Gas Temp
EGR_COT	EGR Cooler Outlet Exhaust Gas Temp
DPF_IN	Diesel Particualte Filter Inlet Exhaust Gas Temp
DPF_OUT	Diesel Particulate Filter Outlet Exhaust Gas Temp
SCR_IN	SCR Inlet Exhaust Gas Temp
SCR_OUT	SCR Outlet Exhaust Gas Temp

EGT Sensor Transfer Function

Vout = (Vref * R sensor) / (1K + R sensor)

Response Time: 1 time constant = 15 sec for 300 deg C step @ 10m/sec gas flow

Volts	A/D Counts in PCM	Ohms	Temperature, deg C
0.10		short circuit	n/a
0.73		171	-40
0.84		202	0
1.09		277	100
1.30		350	200
1.48		421	300
1.64		490	400
1.79		556	500
1.91		619	600
2.02		691	700
2.13		740	800
2.17		768	850
			1100
4.90		open circuit	n/a

Exhaust Gas Temperature Rationality Check	
DTCs	P0544 – Exhaust Gas Temperature Sensor Circuit (Sensor 1) P2031 – Exhaust Gas Temperature Sensor Circuit (Sensor 2) P242A – Exhaust Gas Temperature Sensor Circuit (Sensor 3) P246E – Exhaust Gas Temperature Sensor Circuit (Sensor 4) P117B – Exhaust Gas Temperature Sensor Correlation
Monitor Execution	Once per driving cycle.
Monitor Sequence	Correlation Test completes after the Model Comparison Tests.
Sensors OK	
Typical Monitoring Duration	Model Comparison Test Monitor Duration is 100 to 300 seconds.

Typical Exhaust Gas Temperature Rationality Check Entry Conditions:		
Entry Condition	Minimum	Maximum
Engine Off Time	4 hrs	N/A
Coolant Temp	66 deg C	N/A
Engine Run Time	300 seconds	
Modeled Sensor Temp	170 deg C for EGT11 150 deg C for EGT12 130 deg C for EGT13 110 deg C for EGT14	
Engine Torque	100 Nm	

Typical Exhaust Gas Temperature Rationality Check Thresholds:	
Each EGT Rationality is confirmed against 4 other sensors (absolute temperature difference thresholds):	
Key-On Comparison Threshold	50 deg C
Modeled Comparison Threshold	>150 deg C for EGT11, >100 deg C for EGT12, >50 deg C for EGT13, 50 deg C for EGT14
Modeled Comparison Duration	Comparison Test will run for 100 to 300 seconds. Fault must persist for 30 seconds for robust detection.

From: FAVMATCH@ford.com
Sent: Wednesday, September 18, 2013 10:15 PM
To: Kue, Ace (K.); Rinkevich, Daniel (D.J.); Hutchinson, Rob (R.); Johnson, Seth (S.); McDonagh, Scot (S.M.)
Subject: Find A Vehicle Notification for 2013 F250HD/350/450/550 (6.7L 4V HPCR V8 T/C DSL 400HP) matching ...



You received this notification from FAV because a dealership ran OASIS on this VIN with one or more requested symptom codes and or DTCs.

This notification came from Find A Vehicle for the request :EGT Sensor	
Dealer Code	00654
Dealer Name	Baytown Ford
Dealer Address	4110 I-10 East Baytown Harris/TX 77521
Geographical Region	Houston
Country of Dealer	USA
Phone # of Dealer	281-839-3300
VIN	1FT7W2BT7DE[redacted]
Model Year	2013
Model	F250HD/350/450/550
Build Date	Jan-04-2013
Body Style	DOUBLE CAB (CREW CAB)
Axle Ratio	3.55 FINAL DRIVE RATIO
Transmission	6 SP AUTO TRANS (6R140)-LG DSL
Plant	KENTUCKY TRUCK PLANT BUILD

Engine	6.7L 4V HPCR V8 T/C DSL 400HP
Codes used by dealer	P2080
Codes you specified to monitor	P246E,P247B,P0546,P242A,P2080

If this notification yields a concern vehicle, where the dealership has been engaged to perform testing or direct repairs, the FCSD PVT Representative MUST document the results using this special GCQIS report. If a GCQIS report already exists for this vehicle, specific to this concern, creation of a new report is not necessary, document your efforts with the dealer in the existing report.

Any questions related to required documentation should be directed to your local Find a Vehicle Co-ordinator.

Click to Submit Survey Form

Click to View Dealer Contact Information.

Click to View the vehicle warranty history in AWS

This is an automated email. Please DO NOT Reply.

From: FAVMATCH@ford.com
Sent: Wednesday, September 18, 2013 7:35 PM
To: Kue, Ace (K.); Rinkevich, Daniel (D.J.); Hutchinson, Rob (R.); Johnson, Seth (S.); McDonagh, Scot (S.M.)
Subject: Find A Vehicle Notification for 2014 F250HD/350/450/550 (6.7L 4V HPCR V8 T/C DSL 400HP) matching ...



You received this notification from FAV because a dealership ran OASIS on this VIN with one or more requested symptom codes and or DTCs.

This notification came from Find A Vehicle for the request :EGT Sensor	
Dealer Code	03228
Dealer Name	Stuart Powell Ford Inc
Dealer Address	225 South Danville Bypass Danville Boyle/KY 40422
Geographical Region	A1
Country of Dealer	USA
Phone # of Dealer	859-236-8917
VIN	1FT7W2BT5EE[redacted]
Model Year	2014
Model	F250HD/350/450/550
Build Date	Aug-30-2013
Body Style	DOUBLE CAB (CREW CAB)
Axle Ratio	3.55 FINAL DRIVE RATIO
Transmission	6 SP AUTO TRANS (6R140)-LG DSL
Plant	KENTUCKY TRUCK PLANT BUILD

Engine	6.7L 4V HPCR V8 T/C DSL 400HP
Codes used by dealer	P246E,B1B44
Codes you specified to monitor	P246E,P247B,P0546,P242A,P2080

If this notification yields a concern vehicle, where the dealership has been engaged to perform testing or direct repairs, the FCSD PVT Representative MUST document the results using this special GCQIS report. If a GCQIS report already exists for this vehicle, specific to this concern, creation of a new report is not necessary, document your efforts with the dealer in the existing report.

Any questions related to required documentation should be directed to your local Find a Vehicle Co-ordinator.

Click to Submit Survey Form

Click to View Dealer Contact Information.

Click to View the vehicle warranty history in AWS

This is an automated email. Please DO NOT Reply.

From: Porter, Brian (B.M.)
Sent: Monday, July 21, 2014 6:09 PM
To: Pancioli, Tim (T.N.)
Subject: FW: 6.7L egt sensor campaign??

Hey bud,

Any truth to Eric's question. Any info I can share?

Regards, Brian Porter
FCSD Technical Support Operations
Ford Technical Communications Coordinator
1555 Fairlane Business Park III, Cube 206 A
Allen Park, MI 48101
Phone: 313-322-2342 Fax: 313-248-1388
Bporter4@ford.com

From: Eric Burns [mailto:eburns@gatorford.com]
Sent: Monday, July 21, 2014 1:20 PM
To: Porter, Brian (B.M.)
Subject: 6.7L egt sensor campaign??

Hello Brian,

I have a question regarding the 6.7L egt sensor that is on back order, AC3Z-5J213-B. The DOW remarks state that the reason is a campaign. Is there going to be a recall on these sensors and that's why there is no supply or do they have a manufacturing issue holding these up? It becomes a pain for the techs and customers when these common failure parts go backorder. It's already bad enough when tsb's cut time to 0.5 hrs to diag and change them but now we don't have the parts to repair. Any info would be appreciated.

Thanks,

Eric Burns
Orlando Market TRP
2011-12

From: Dixon, Mark (M.R.)
Sent: Wednesday, September 05, 2012 7:24 PM
To: Wagers, Sue (S.K.)
Cc: Caesar, Cynthia (C.L.)
Subject: FW: BSAQ Critical X updates

Let's review this with Cynthia at the 11:00AM meeting you have set up for tomorrow.

From: Bushman, Thomas (T.S.)
Sent: Wednesday, September 05, 2012 3:11 PM
To: Dixon, Mark (M.R.)
Cc: Wagers, Sue (S.K.)
Subject: RE: BSAQ Critical X updates

Mark – the Critical Xs have been identified, but they now need to update the project on how those Critical Xs are controlled, and when that control went into effect. Right now, they are all blank.

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

"Who is John Galt..."

From: Dixon, Mark (M.R.)
Sent: Wednesday, September 05, 2012 2:54 PM
To: Bushman, Thomas (T.S.)
Cc: Wagers, Sue (S.K.)
Subject: FW: BSAQ Critical X updates

Tom, please check recent updates to the two projects below and identify what still needs to be done. We'll get Bora together with Cynthia tomorrow or Friday to complete any remaining tasks.

From: Erginer, Bora (B.E.)
Sent: Wednesday, September 05, 2012 2:49 PM
To: Wagers, Sue (S.K.); Caesar, Cynthia (C.L.)
Cc: Dixon, Mark (M.R.); Sonat, Ibrahim (I.)
Subject: RE: BSAQ Critical X updates

Well, actually Ibrahim has already updated two relevant BSAQs. I am not sure Tom Bushman`s response to that. We entered critical X`s and associated the ones we decided as potential root causes. So the update in the BSAQs should be correct now. What I wonder is the way of updating the information. I am in training full day today and tomorrow I will try to swing by Cynthia on Friday if I can.

-----Original Appointment-----
From: Wagers, Sue (S.K.)
Sent: Wednesday, September 05, 2012 10:06 AM

To: Erginer, Bora (B.E.); Caesar, Cynthia (C.L.)
Cc: Dixon, Mark (M.R.)
Subject: Updated: BSAQ Critical X updates
When: Thursday, September 06, 2012 11:00 AM-11:30 AM (UTC-05:00) Eastern Time (US & Canada).
Where: Cynthia's desk (4th floor)

When: Thursday, September 06, 2012 11:00 AM-11:30 AM (GMT-05:00) Eastern Time (US & Canada).
Where: Cynthia's desk (4th floor)

Note: The GMT offset above does not reflect daylight saving time adjustments.

~~*~*~*~*~*~*~*~*

Bora -- I see that you're in class. If you can send the information needed to update BSAQ, I'll work with Cynthia to get it uploaded.

Cynthia -- if we don't hear from Bora, then I'll reschedule.

#3) EGT Defective – Replaced – Ibrahim Sonat / Bora Erginer
SAQ2012227211 – LTIS Failures
Critical Xs need to be updated – project is being held at YELLOW/YELLOW due to uncompleted VRT Tab.
A PCA must be defined – it is currently left open – what is the team planning to do?
SAQ2011197904 – Moved RTD
The Critical X for the MI Cable Position needs to be completed, or moved to the LTIS project.
SIXTH REQUEST

From: Taylor, Perry (P.A.)
Sent: Tuesday, March 11, 2014 1:08 PM
To: Boone, Bill (W.P.)
Subject: FW: Can EGT cause No Start? 1FT8W3BT8E[redacted]
Attachments: 1FT8W3BT8E[redacted]pdf

Categories: Red Category

Do you know, can an EGT cause a no start?

Perry A. Taylor

PVT Powertrain

~~Louisville Assembly~~ Kentucky Truck Plant

Cell Phone: (313) 805-5182

~~Desk Phone: (502) 357-6004~~

~~Fax: (502) 364-3935~~

PTAYLOR8@ford.com

From: Taylor, Perry (P.A.)
Sent: Tuesday, March 11, 2014 9:00 AM
To: Niland, Tom (T.H.); Castillo, Luis Antonio (L.); Soto, Eduardo (E.); Rinkevich, Daniel (D.J.)
Cc: Bushman, Thomas (T.S.); Jeffrey.Philbin@stoneridge.com
Subject: Can EGT cause No Start? 1FT8W3BT8E[redacted]

Not sure how to bin this. Technician replaced two parts.

Vehicle did have two separate and in my opinion unrelated codes. Yet I can only bin to one root cause.

BC3Z 9E882 A VALVE-EGR VAC REG
AC3Z 5J213 B SNS ASY-ENG EXH TEMP THRML

P200E CATALYST SYSTEM OVER TEMPERATURE (BANK 1) 1 CATALYST (SYSTEM)—guessing this was due to "bad" EGT
P1247 TURBOCHARGER BOOST PRESSURE LOW—guessing this was due to "bad" EGR Vacuum regulator.

Customer complaint = VEH WENT INTO LIMP MODE, HAD PULL OVER SAFELY MESSAGE AND WILL NOT START

Technician listed EGT as causal part, so I will bin to EGT.

However, the question is which issue is most likely responsible for the customer's complaint? Limp mode; No start?

Perry A. Taylor

PVT Powertrain

~~Louisville Assembly~~ Kentucky Truck Plant
Cell Phone: (313) 805-5182
~~Desk Phone: (502) 357-6004~~
~~Fax: (502) 364-3935~~
PTAYLOR8@ford.com

Server: **AWS Prod**
Claims loaded through: **10-MAR-2014**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2014; **Claim Key** = 622657

Vehicle Information

Model Year: 2014
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/CD-350 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FA-P473 SUPER DUTY [11-15]
Warranty Start Date: 06-JAN-2014
Production Date: 26-NOV-2013
VIN: 1FT8W3BT8E[redacted]

Claim Information

Document Number: [redacted]
Repair Date: 05-MAR-2014
Distance: 654
TIS: 2
AWS Load Date: 10-MAR-2014

Dealer Information:

Dealer Name: JIM HANSEN'S GATEWAY FORD LINC
Dealer Code: A6017 - *
Address: 10101 - 112 STREET
City: GRANDE PRAIRIE
State: AB Zip Code:T8V8H6
Country: CAN Region Code: NA
Phone: (780)538-4044

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	345.27
Misc. Expense Amount:	21.02
Part Markup Amount:	21.42
Material Cost:	74.98
Total Cost Gross:	420.25

Cust. Concern Code: D42 - POOR PERFORMANCE/LACKS POWER
Condition Code: 42 - DOES NOT OPERATE PROPERLY
Technician Comment:

ENGINE STARTED.ENGINE LACKING POWER.RETRIEVED CMDTCS P1247,P200E.PERFORMED PIN TEST KA.KA1-YES.KA2-NO.KA3-NO.KA5- YES.KA6 NO(NO MOVEMENT) KA7 YES.KA8 NO.R/I ACL AND EGR THROTTLE PLATE FOR ACCESS AND REPLACED TURBO WASTEGATE REGULATING VALVE ASSEMBLY.RETESTED. PASS.PERFORMED PIN TEST RC.RC1-YES.RC2- NO.RC3-YES.RC4-NO.RC5-NO.RC6-YES.EGT 13 VOLTAGE FLUCTUATION DURING TAP TEST.REPLACED EGT 13 SENSOR.CLEARED CODES.ROAD TESTED AND MONITORED AND RECORDED PID DATA.REVIEWED

RQ14-005.000163 ER

RECORDING AND FOUND ALL READINGS WITHIN SPEC.RETE STED.PASS.

Customer Comment: CHECK AND ADVISE ON VEH WENT INTO LIMP MODE, HADPULL OVER SAFELY MESSAGE AND WILL NOTSTART

Labor Op Code	Labor Op Description	Labor Op Cost
12650D45D		36.99
12650D68D		86.32
12650D81D		61.65
12650DD		24.67
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	12.33
MT6K682		123.31

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
N	BC3Z	9E882	A	VALVE-EGR VAC REG	032103	1	25.51
Y	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	031403	1	49.46

DTC Sections: **Mil. Light On =** N

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
Y	KC	P200E	CATALYST SYSTEM OVER TEMPERATURE (BANK 1)	1	CATALYST (SYSTEM)
Y	KC	P1247	TURBOCHARGER BOOST PRESSURE LOW	41	BOOST CONTROL (SYSTEM)
Y	KO	P1247	TURBOCHARGER BOOST PRESSURE LOW	41	BOOST CONTROL (SYSTEM)
Y	KO	P200E	CATALYST SYSTEM OVER TEMPERATURE (BANK 1)	1	CATALYST (SYSTEM)
Y	KR	P1247	TURBOCHARGER BOOST PRESSURE LOW	41	BOOST CONTROL (SYSTEM)
Y	KR	P200E	CATALYST SYSTEM OVER TEMPERATURE (BANK 1)	1	CATALYST (SYSTEM)

Any comments? You can contact

webmaster

11731

RQ14-005 000164 ER

From: Rinkevich, Daniel (D.J.)
Sent: Tuesday, August 06, 2013 9:36 AM
To: Kue, Ace (K.)
Cc: Bogema, John (P.); Johnson, Seth (S.)
Subject: FW: EGT Freeze frame folder

Ace,
There have been a lot of instances where P200C/P200E codes have set and the freeze frame data looks okay. Can you please look into the code and explain why this could happen? It sounds like a software error.

Seth,
Can you please provide the actual freeze frame data from these events?

Dan Rinkevich
Powertrain Quality
(313) 32-23653 (Desk)
(313) 676-9572 (Cellular)

From: Johnson, Seth (S.)
Sent: Friday, August 02, 2013 9:19 AM
To: Rinkevich, Daniel (D.J.)
Subject: EGT Freeze frame folder

Dan,

Here is the folder that contains the reports where a P200E/P200C code set but the freeze frame was reported as "in-range:" usually 400-600 degrees when the TSB calls out 850. Just trying to figure out more information on why the codes would set within the normal range per the TSB.



Thanks,

Seth H. Johnson
Diesel Commodity Concern Engineer
1700 Fairlane Business Drive - DSC 1
Phone: (313)-390-6051
SJOHN274@Ford.com

Folder Report Listing

Folder Number : 130057520000										
ENGINE DESC	**VEHICLE LINE DESC**	**REPORT DATE**	**REPORT NUMBER**	**MODEL YEAR**	**VIN**	**BUILD DATE**	**ODOMETER**	**SYMPTOM FULL DESC**	**ADDITIONAL SYMPTOM**	**EXISTS IN OTHER FOLDERS**
6.7L DI	F550X2	07/31/2013	D[redacted]	2011	1FD	04/26/2010	162869	ST/RN/MV,STARTING	PULL OVER SAFELY	No
6.7L DI	F350X4	07/25/2013	D	2011	1FT	11/10/2010	46602	DRV PERF,LACK/LOSS	LACK OF POWER	No
6.7L DI	F350X4	07/23/2013	D	2011	1FD	06/18/2010	63069	AID/INFO,WNG	REPEAT EGT SENSOR	No
6.7L DI	F250X2	07/23/2013	D	2012	1FT	08/15/2011	3418	DRV	CHECK ENGINE LIGHT IS	No
6.7L DI	F350X4	07/19/2013	D	2012	1FT	04/13/2012	18042	ST/RN/MV,STARTING	EGT TEMP	No
6.7L DI	F550X2	07/11/2013	D	2012	1FD	10/25/2011	74197	AID/INFO,WNG	EGT AD CAC SENSOR	No
6.7L DI	F350X4	07/09/2013	D	2011	1FT	03/17/2011	67939	DRV PERF,LACK/LOSS	STALLED WHILE	No
6.7L DI	F350X4	07/08/2013	D	2012	1FT	11/07/2011	43174	DRV PERF,LACK/LOSS	CEL ON LOST POWER	No
6.7L DI	F550X2	07/05/2013	D	2011	1FD	03/03/2011	118000	AID/INFO,WNG	REPEAT EGT DTCS	No
6.7L DI	F350X4	06/24/2013	D	2012	1FT	11/02/2011	19464	ST/RN/MV,STARTING	EXHAUST OVER TEMP	No
6.7L DI	F450X4	06/21/2013	D	2011	1FD	05/26/2010	104035	ST/RN/MV,RUNNING	ENGINE STALLS	No
6.7L DI	F250X4	06/18/2013	D	2011	1FT	10/19/2010	141584	DRV	CATALYST OVER	No
6.7L DI	F250X4	06/11/2013	D	2011	1FT	01/26/2011	90583	DRV PERF,LACK/LOSS	LOSS OF POWER SHUTS	No
6.7L DI	F250X2	06/11/2013	D	2011	1FT	10/05/2010	79912	DRV PERF,LACK/LOSS	LACK OF POWER.	No

From: McDonagh, Scot (S.M.)
Sent: Wednesday, August 01, 2012 7:39 AM
To: Baum, Joe (J.M.); Sparks, Douglas (D.S.); Lyon, Peter (P.M.); Leisenring, Kenneth (K.C.); Bushman, Thomas (T.S.)
Subject: FW: EGT PARTS RETREIVAL FROM DEALERS
Attachments: New Request, Request # 174851- 2012MY P473 6.7L DIESEL- 5J213 EGT SENSOR- VBD >3/15/12; P473-5J213-AWS.xlsx

Importance: High

INFO

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

From: McDonagh, Scot (S.M.)
Sent: Tuesday, July 31, 2012 3:32 PM
To: 'Philbin, Jeff'; Shisko, Guy; Mitchell, Anthony (A.N.)
Cc: Dixon, Mark (M.R.); Goodwin, William (W.R.); Sonat, Ibrahim (I.); Wagers, Sue (S.K.); Erginer, Bora (B.E.); Roth, Glenn; Bushman, Thomas (T.S.); Moylan, James (J.J.); Sparks, Robert; Landis, Ron; Straub, Brady
Subject: RE: EGT PARTS RETREIVAL FROM DEALERS

Jeff- I just submitted enclosed request for 2012MY 5J213 EGT Sensor returns on vehicles built after 3/15/12. Parts will be shipped directly to me at Bldg 2. Will advise on date codes when parts are received. Will ask Tony Mitchell to ensure request 174851 has higher priority than any existing 5J213 return requests. Also including latest AWS pivot tables W/DTCs for 5J213 EGT Sensor. Please call
me if you have any questions. Thanks

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

From: Philbin, Jeff [mailto:Jeff.Philbin@stoneridge.com]
Sent: Tuesday, July 31, 2012 2:20 PM
To: Shisko, Guy; McDonagh, Scot (S.M.)
Cc: Dixon, Mark (M.R.); Goodwin, William (W.R.); Sonat, Ibrahim (I.); Wagers, Sue (S.K.); Erginer, Bora (B.E.); Roth, Glenn; Bushman, Thomas (T.S.); Moylan, James (J.J.); Sparks, Robert; Landis, Ron; Straub, Brady
Subject: RE: EGT PARTS RETREIVAL FROM DEALERS

Scot:

Per the discussion below, we do need help getting information and parts from the dealers. In our last call, we discussed getting preliminary information from the dealers, specifically the date code on the sensors. Guy and his team tried to contact the dealers, but they will only share information directly with Ford.

RQ14-005 000167 ER

Is it possible for you to help us get the date code details from the list of parts provided by Guy (attached)? Also attached is a photo of the date code location on the sensor connector.

Also – can you verify if the DTC Code for the early warranty failures is available? Bora tried to pull from the early warning warranty data, and the DTC codes were not included. Is there a way to get this so we can also use for an indicator?

Please let us know if you have any questions. We appreciate your help!

Jeffrey Philbin

From: Shisko, Guy
Sent: Tuesday, July 31, 2012 8:25 AM
To: McDonagh, Scot (S.M.)
Cc: Dixon, Mark (M.R.); Goodwin, William (W.R.); Sonat, Ibrahim (I.); Erginer, Bora (B.E.); Wagers, Sue (S.K.); Bushman, Thomas (T.S.); Moylan, James (J.J.); Philbin, Jeff; Roth, Glenn
Subject: RE: EGT PARTS RETREIVAL FROM DEALERS

Scot,

Here is a listing of the claims that we would like to retrieve. Some have a repair date going back to 7/10/2012, so I don't know if they would have already been sent out through the normal process already. In the expedited process would they be sent to WPAC or is it possible to have them sent directly to the Hi-Stat location in Lexington, OH?? Also how could we get future repairs on this expedited process?

Regards,
Guy Shisko
Quality Systems and Warranty Manager
Control Devices – Stoneridge
781-830-5332

From: McDonagh, Scot (S.M.) [mailto:smcdonag@ford.com]
Sent: Tuesday, July 31, 2012 7:37 AM
To: Shisko, Guy; Philbin, Jeff
Cc: Dixon, Mark (M.R.); Goodwin, William (W.R.); Sonat, Ibrahim (I.); Erginer, Bora (B.E.); Wagers, Sue (S.K.); Bushman, Thomas (T.S.); Moylan, James (J.J.)
Subject: RE: EGT PARTS RETREIVAL FROM DEALERS

Please provide VINs and dealer information. The key to expediting hot request returns is the dealer must submit warranty claim immediately after vehicle repair in order for Ford WPAC system to activate 700 Tag. Please call me if you have any questions. Thanks

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

From: Shisko, Guy [mailto:Guy.Shisko@stoneridge.com]
Sent: Monday, July 30, 2012 4:25 PM
To: McDonagh, Scot (S.M.)
Subject: EGT PARTS RETREIVAL FROM DEALERS

Scot,

Bill Goodwin suggested I give you a call to determine the quickest way to get back parts from dealers for the EGT parts that were just replaced. I called one dealer and they talked about the Pears Registry and Bill mentioned the Hot Process Request. That dealer I called is within driving distance from us. Others would not be. Please let me know what process we can use. We can call the dealers if needed.

Regards,
Guy Shisko
Quality Systems and Warranty Manager
Control Devices – Stoneridge
781-830-5332

From: wpacwh@ford.com
Sent: Tuesday, July 31, 2012 3:18 PM
To: Mitchell, Anthony (A.N.); McDonagh, Scot (S.M.)
Subject: New Request, Request # 174851- 2012MY P473 6.7L DIESEL- 5J213 EGT SENSOR- VBD >3/15/12

Your request has been submitted, click here to view the request summary
http://www.wpac.ford.com/prs/PRS_Summary.asp?reqid=174851 Your temporary web reference #: 174851

From: Hamilton, Steven (S.C.)
Sent: Friday, March 22, 2013 11:24 AM
To: Johnson, Seth (S.)
Subject: FW: EGT Sensor Robustness

FYI only.....

Best regards,

Steve Hamilton
FCSD Service Engineering Operations
Diesel Commodity Manager
(313)390-7750

From: Philbin, Jeff [mailto:Jeff.Philbin@stoneridge.com]
Sent: Thursday, March 21, 2013 4:49 PM
To: Knitter, Alan (A.R.); McDonagh, Scot (S.M.); Hamilton, Steven (S.C.); Wagers, Sue (S.K.); Goodwin, William (W.R.); Sonat, Ibrahim (I.)
Cc: Kahn, Jason (J.)
Subject: RE: EGT Sensor Robustness

Alan:

On your question below – Stoneridge has been shipping the new powder sensors since mid-October 2012 to both the assembly plant and service. The production part is identified with the AC3A-12B591-**AC** part number.

We did check our warranty returns and had no sensors returned from the VIN numbers provided below. If any of these sensors are available, it would be good to return to Stoneridge so we can confirm the failure mode.

Please let me know if you have other questions.

Jeffrey Philbin
Stoneridge, Inc
28001 Cabot Drive, Suite 100, Novi, MI
248-324-3856 Office 248-469-9942 Cell
Jeffrey.philbin@stoneridge.com | www.stoneridge.com

From: Knitter, Alan (A.R.) [mailto:aknitter@ford.com]
Sent: Thursday, March 21, 2013 3:20 PM
To: McDonagh, Scot (S.M.); Hamilton, Steven (S.C.); Wagers, Sue (S.K.); Goodwin, William (W.R.); Sonat, Ibrahim (I.); Philbin, Jeff
Cc: Kahn, Jason (J.)
Subject: RE: EGT Sensor Robustness

Scot,

Is there verification that the Powder fill EGT's are available for service for 11-12 MY trucks?

Thank you.

Alan R. Knitter

Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

From: McDonagh, Scot (S.M.)
Sent: Monday, March 18, 2013 3:38 PM
To: Hamilton, Steven (S.C.); Wagers, Sue (S.K.); Goodwin, William (W.R.); Sonat, Ibrahim (I.); Jeff.Philbin@stoneridge.com
Cc: Kahn, Jason (J.); Knitter, Alan (A.R.)
Subject: RE: EGT Sensor Robustness

AC3A-12B591-AC/-BC Powder Fill EGTs went into Production for 2013MY on 10/10/12. Will ask Hi-Stat and Core Engineering to confirm Powder Fill EGTs are available in Service for 11-12MY.

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

From: Hamilton, Steven (S.C.)
Sent: Monday, March 18, 2013 3:32 PM
To: Knitter, Alan (A.R.); McDonagh, Scot (S.M.)
Cc: Kahn, Jason (J.)
Subject: RE: EGT Sensor Robustness

Alan,

There have been issues with EGT sensors for which we released multiple directed repair TSB's (latest TSB's attached).

There have also been several EGT sensor improvements made.

Scot,

Can you please verify if the powder filled EGT sensor has been released? I am pretty sure this was some time ago.

Thanks.

Best regards,

Steve Hamilton
FCSD Service Engineering Operations
Diesel Commodity Manager
(313)390-7750

From: Knitter, Alan (A.R.)
Sent: Monday, March 18, 2013 2:17 PM
To: Hamilton, Steven (S.C.)
Cc: Knitter, Alan (A.R.); Kahn, Jason (J.)
Subject: EGT Sensor Robustness

Steve,

In the interest of time on the call today I didn't pose this question, but I have an ambulance fleet that has been replacing a lot of EGT's. They are very concerned about the repeat failures and the vehicles leaving them stranded. Back in August of 2012 I asked a question about this on one of the FSE calls and was told the sensor design was being changed?

Do you have any information about this you can share with me? Below is what I got about replacements on the ambulance fleet's units from the service manager at my dealer.

Thanks!

This unit was the last to be in for a sensor. 2011 SDuty 1FDUF4HT3BE[redacted]

03/15/13 94,232 miles, replaced one sensor.
Between 89k and 92k McDowell Co garage replaced 3 sensors according to the EMS Director.
08/07/12 63,885 miles, replaced one sensor.
07/09/12 59,135 miles, replaced one sensor.
06/25/12 57,829 miles, replaced one sensor.
07/25/11 23,049 miles, replaced one sensor.

Unit 1FDUF4HT4B[redacted]2011 SDuty.

01/21/13 93,732 miles, replaced one sensor.
06/26/12 70,347 miles, replaced one sensor.
05/31/12 65,806 miles, replaced one sensor.

This last unit is a 2009 6.4 that has had several replaced also. He asked me to mention it also. 1FDAF47R49E[redacted]

08/24/12 133,205 miles, replaced one sensor.
06/25/12 126,069 miles, replaced one sensor.
09/20/10 50,991 miles, replaced one sensor.

Thanks,

Jonathan Lankford, Service Manager
Crossroads Ford Lincoln of Morganton
1001 Jamestown Rd
Morganton, NC 28655
Phone 828-584-4600
Fax 828-391-6835
jonathan.lankford@crossroadscars.com

Good Morning,

We had a conversation before about the 6.7 and the exhaust temp sensors some time ago. McDowell Co EMS has been replacing them way too often due to failures. They replaced two this past week and another went out yesterday while on a call. William Keller just called me and he was pretty upset about it as a man almost died yesterday due to the unit not being able to get to him. Has there been any progress or any attempt to reconcile this problem that you know of?

Thanks,

Jonathan Lankford, Service Manager
Crossroads Ford Lincoln of Morganton
1001 Jamestown Rd
Morganton, NC 28655
Phone 828-584-4600
Fax 828-391-6835
jonathan.lankford@crossroadscars.com

Alan R. Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

From: McDonagh, Scot (S.M.)
Sent: Monday, September 16, 2013 1:16 PM
To: Rinkevich, Daniel (D.J.); Bushman, Thomas (T.S.); Dixon, Mark (M.R.); Wagers, Sue (S.K.); Goodwin, William (W.R.); Moylan, James (J.J.); Kue, Ace (K.); Bogema, John (P.)
Subject: FW: McDowell County Ambulance EGT Sensor Information Needed

INFO

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

From: Knitter, Alan (A.R.)
Sent: Monday, September 16, 2013 9:09 AM
To: McDonagh, Scot (S.M.)
Cc: Tyrpak, Steve (S.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Scot,

The Service Manager at Crossroads of Morganton called me on Friday, they had one of the new EGT sensors we had them replace fail on a unit that recently got four new EGT sensors. This is for sure a "B" level sensor. The Service Manager has it bagged and I will pick it up with the others this Wednesday.

Alan R. Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

From: McDonagh, Scot (S.M.)
Sent: Wednesday, September 11, 2013 3:29 PM
To: Knitter, Alan (A.R.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Excellent- Thank you

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

From: Knitter, Alan (A.R.)
Sent: Wednesday, September 11, 2013 2:56 PM
To: McDonagh, Scot (S.M.)
Cc: Tyrpak, Steve (S.); Dodds, Dave (D.C.); McCormick, Patrick (P.J.); Buss, Donna (D.M.); Rinkevich, Daniel (D.J.); Dixon, Mark (M.R.); Bogema, John (P.); Kue, Ace (K.); Hale, Curt (B.C.)
Subject: Re: McDowell County Ambulance EGT Sensor Information Needed

Scot,

The 6.7 that was in the shop last week was released with a new turbo (second replacement for exhaust (turbine side) damage. The 6.4 has just been approved by ESP for turbos, DPF and oxidation catalyst replacement.

So, to answer your question, the last 6.7 will be brought in late this week for the EGT sensor replacement. I will pick them up next week, take pictures and get them sent off to you. If for some reason they cannot bring the ambulance in, I will go retrieve the 8 EGT's they have and get them sent to you.

Alan Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837
Sent via my BlackBerry

From: McDonagh, Scot (S.M.)
Sent: Wednesday, September 11, 2013 09:14 AM
To: Knitter, Alan (A.R.)
Cc: Tyrpak, Steve (S.); Dodds, Dave (D.C.); McCormick, Patrick (P.J.); Buss, Donna (D.M.); Rinkevich, Daniel (D.J.); Dixon, Mark (M.R.); Bogema, John (P.); Kue, Ace (K.); Hale, Curt (B.C.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Any progress on EGT Sensor & Connector returns ?

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

From: Knitter, Alan (A.R.)
Sent: Thursday, September 05, 2013 9:23 AM
To: Buss, Donna (D.M.)
Cc: Tyrpak, Steve (S.); Dodds, Dave (D.C.); McCormick, Patrick (P.J.); McDonagh, Scot (S.M.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Donna,

I have been speaking with Jonathan this week and had planned to visit the dealer to pick up the sensors, however, they (Crossroads) have been waiting on the final 6.7L ambulance to be brought to the dealer to change the EGT sensors.

As of yesterday morning (9/4) Crossroads had one of McDowell County's 6.4L ambulances in the shop for a DPF concern, so McDowell county could not give up another ambulance to change out the sensors. Then late

yesterday afternoon one of the 6.7L ambulances that has already had the sensors changed came in for a turbo issue.

Jonathan is staying in touch with me and will let me know when the last ambulance has the EGT sensors replaced. In addition, he is working with the hotline on the two that are currently in the shop and will get me involved in those if needed.

Alan R. Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

From: Buss, Donna (D.M.)
Sent: Wednesday, September 04, 2013 10:15 PM
To: Knitter, Alan (A.R.); Tyrpak, Steve (S.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Where are we on this unit?

Donna Buss
Parts, Service and Sales
Regional Manager
Charlotte Region
(704) 726-0182 cell
(704) 998-2641 office

Go Further

From: Knitter, Alan (A.R.)
Sent: Tuesday, August 27, 2013 9:20 AM
To: Jonathan.lankford@crossroadscars.com
Cc: Tyrpak, Steve (S.); Buss, Donna (D.M.); Dodds, Dave (D.C.); McCormick, Patrick (P.J.); Crossroads Ford of Morganton
Subject: McDowell County Ambulance EGT Sensor Information Needed

Jonathan,

I know I have sent you several emails about McDowell County over the past two days; I want to clarify what should be happening right now and what we (Ford) needs from you.

1. As we discussed yesterday, replace all 4 EGT sensors on all there ambulance units. I show VIN's 1FDUF4HT1CE[redacted] FDUF4HT3BE[redacted] and 1FDUF4HT4BE[redacted]s their only 6.7L units.

2. Mark the sensors so we know what vehicle and what position in the exhaust they came from. Get some plastic baggies or something like that so the VIN and the EGT position in the exhaust can be marked down. Use a paint pen to mark the position on the sensor itself.

3. Save any sensors that have been replaced over the past 6-8 months if they are still in your possession, and try to match the sensor to the vehicle (VIN) they came from.

4. Verify that all current sensors being replaced are part number AC3Z-5J213-B.

5. Pull all non-warranty RO's on the 6.7L Ambulances and record how many, and what part number EGT sensor was used per VIN. Also, if it's recorded, what position in the exhaust the sensor was located.

6. New TSB 12-7-1 and 12-7-2 were released about this concern July 10, 2012. Please follow the TSB's for any future issues with McDowell County or other 6.7L vehicles.

Call me with any questions. Thank you for all your help Jonathan!

Alan R. Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

From: McDonagh, Scot (S.M.)
Sent: Thursday, September 19, 2013 2:39 PM
To: Hale, Curt (B.C.); Oswalt, Greg (G.G.); Bogema, John (P.)
Subject: FW: McDowell County Ambulance EGT Sensor Information Needed
Attachments: McDowell County EGT Replacement History.xlsx

Follow up to our meeting on 8/14/13

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

From: Knitter, Alan (A.R.)
Sent: Thursday, September 19, 2013 11:04 AM
To: McDonagh, Scot (S.M.)
Cc: Rinkevich, Daniel (D.J.); Dodds, Dave (D.C.); McCormick, Patrick (P.J.); Tyrpak, Steve (S.); Buss, Donna (D.M.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Scot,

I have attached a spread sheet with the EGT sensor replacement data for McDowell County EMS – McDowell County, NC. The sensors will be shipped out later today.

I am continuing to work with McDowell County and the dealer, Crossroads Ford of Morganton, on any future sensor replacements. They have been instructed to replace the pigtail and sensor if one of the ambulance units comes back in with an EGT that requires replacement.

Additionally, I have been contacted by the local Duke Power Fleet Technical Support Manager who has been seeing many EGT sensor replacements on their 6.7L trucks. I have instructed him to do the same as Crossroads Ford and replace pigtail and sensor together.

Alan R. Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

From: McDonagh, Scot (S.M.)
Sent: Wednesday, September 18, 2013 12:48 PM
To: Knitter, Alan (A.R.)
Cc: Rinkevich, Daniel (D.J.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Thanks- I need matched sets of Sensor & Pigtail for root cause investigation. ~100 sensor returns have been TNI per Supplier. Can you help ?

RQ14-005 000179 ER

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

From: Knitter, Alan (A.R.)
Sent: Wednesday, September 18, 2013 12:20 PM
To: McDonagh, Scot (S.M.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Scot,

I'm at the dealer picking up all the sensors; the pigtail was not replaced. The sensor that was replaced was EGT13, this was after all sensors were replaced on 8/24/13. For this vehicle's VIN, two EGT's1(position 14) had been replaced previously, never position 13.

Alan R. Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

From: McDonagh, Scot (S.M.)
Sent: Monday, September 16, 2013 2:47 PM
To: Bushman, Thomas (T.S.)
Cc: Knitter, Alan (A.R.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

You are reading correctly- Need Alan to advise if Fleet is providing Sensor Pigtail combo

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

From: Bushman, Thomas (T.S.)
Sent: Monday, September 16, 2013 2:18 PM
To: McDonagh, Scot (S.M.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Scot – please let me know if I'm reading this correctly:

A new EGT failed on this unit – am I reading this right?

Did they get the mating connector when they swapped out the new EGT?

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: McDonagh, Scot (S.M.)
Sent: Monday, September 16, 2013 9:16 AM
To: Rinkevich, Daniel (D.J.); Bushman, Thomas (T.S.); Dixon, Mark (M.R.); Wagers, Sue (S.K.); Goodwin, William (W.R.); Moylan, James (J.J.); Kue, Ace (K.); Bogema, John (P.)
Subject: FW: McDowell County Ambulance EGT Sensor Information Needed

INFO

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

From: Knitter, Alan (A.R.)
Sent: Monday, September 16, 2013 9:09 AM
To: McDonagh, Scot (S.M.)
Cc: Tyrpak, Steve (S.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Scot,

The Service Manager at Crossroads of Morganton called me on Friday, they had one of the new EGT sensors we had them replace fail on a unit that recently got four new EGT sensors. This is for sure a "B" level sensor. The Service Manager has it bagged and I will pick it up with the others this Wednesday.

Alan R. Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

From: McDonagh, Scot (S.M.)
Sent: Wednesday, September 11, 2013 3:29 PM
To: Knitter, Alan (A.R.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Excellent- Thank you

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

From: Knitter, Alan (A.R.)
Sent: Wednesday, September 11, 2013 2:56 PM
To: McDonagh, Scot (S.M.)
Cc: Tyrpak, Steve (S.); Dodds, Dave (D.C.); McCormick, Patrick (P.J.); Buss, Donna (D.M.); Rinkevich, Daniel (D.J.); Dixon, Mark (M.R.); Bogema, John (P.); Kue, Ace (K.); Hale, Curt (B.C.)
Subject: Re: McDowell County Ambulance EGT Sensor Information Needed

Scot,

The 6.7 that was in the shop last week was released with a new turbo (second replacement for exhaust (turbine side) damage. The 6.4 has just been approved by ESP for turbos, DPF and oxidation catalyst replacement.

So, to answer your question, the last 6.7 will be brought in late this week for the EGT sensor replacement. I will pick them up next week, take pictures and get them sent off to you. If for some reason they cannot bring the ambulance in, I will go retrieve the 8 EGT's they have and get them sent to you.

Alan Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837
Sent via my BlackBerry

From: McDonagh, Scot (S.M.)
Sent: Wednesday, September 11, 2013 09:14 AM
To: Knitter, Alan (A.R.)
Cc: Tyrpak, Steve (S.); Dodds, Dave (D.C.); McCormick, Patrick (P.J.); Buss, Donna (D.M.); Rinkevich, Daniel (D.J.); Dixon, Mark (M.R.); Bogema, John (P.); Kue, Ace (K.); Hale, Curt (B.C.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Any progress on EGT Sensor & Connector returns ?

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

From: Knitter, Alan (A.R.)
Sent: Thursday, September 05, 2013 9:23 AM
To: Buss, Donna (D.M.)
Cc: Tyrpak, Steve (S.); Dodds, Dave (D.C.); McCormick, Patrick (P.J.); McDonagh, Scot (S.M.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Donna,

I have been speaking with Jonathan this week and had planned to visit the dealer to pick up the sensors, however, they (Crossroads) have been waiting on the final 6.7L ambulance to be brought to the dealer to change the EGT sensors.

As of yesterday morning (9/4) Crossroads had one of McDowell County's 6.4L ambulances in the shop for a DPF concern, so McDowell county could not give up another ambulance to change out the sensors. Then late yesterday afternoon one of the 6.7L ambulances that has already had the sensors changed came in for a turbo issue.

Jonathan is staying in touch with me and will let me know when the last ambulance has the EGT sensors replaced. In addition, he is working with the hotline on the two that are currently in the shop and will get me involved in those if needed.

Alan R. Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

From: Buss, Donna (D.M.)
Sent: Wednesday, September 04, 2013 10:15 PM
To: Knitter, Alan (A.R.); Tyrpak, Steve (S.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Where are we on this unit?

Donna Buss
Parts, Service and Sales
Regional Manager
Charlotte Region
(704) 726-0182 cell
(704) 998-2641 office

Go Further

From: Knitter, Alan (A.R.)
Sent: Tuesday, August 27, 2013 9:20 AM
To: Jonathan.lankford@crossroadscars.com
Cc: Tyrpak, Steve (S.); Buss, Donna (D.M.); Dodds, Dave (D.C.); McCormick, Patrick (P.J.); Crossroads Ford of Morganton
Subject: McDowell County Ambulance EGT Sensor Information Needed

Jonathan,

I know I have sent you several emails about McDowell County over the past two days; I want to clarify what should be happening right now and what we (Ford) needs from you.

1. As we discussed yesterday, replace all 4 EGT sensors on all there ambulance units. I show VIN's 1FDUF4HT1C[redacted]8, 1FDUF4HT3B[redacted]1 and 1FDUF4HT4BE[redacted] as their only 6.7L units.

2. Mark the sensors so we know what vehicle and what position in the exhaust they came from. Get some plastic baggies or something like that so the VIN and the EGT position in the exhaust can be marked down. Use a paint pen to mark the position on the sensor itself.

3. Save any sensors that have been replaced over the past 6-8 months if they are still in your possession, and try to match the sensor to the vehicle (VIN) they came from.

4. Verify that all current sensors being replaced are part number AC3Z-5J213-B.

5. Pull all non-warranty RO's on the 6.7L Ambulances and record how many, and what part number EGT sensor was used per VIN. Also, if it's recorded, what position in the exhaust the sensor was located.

6. New TSB 12-7-1 and 12-7-2 were released about this concern July 10, 2012. Please follow the TSB's for any future issues with McDowell County or other 6.7L vehicles.

Call me with any questions. Thank you for all your help Jonathan!

Alan R. Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

McDowell County 6.7L EGT Sensor Replacment History
McDowell County EMS - McDowell County, NC

VIN	RO	Mileage	Date	Sensor Replaced	Code Received	Temp Reading (time of diagnosis)	Notes
1FDUF4HT1CE[redacted]	[redacted]	45,589	8/5/2013	EGT 14	P200E/P200C	2500 degrees F	
		47,788	8/24/2013	EGT 14	P200C/P249C/P246E	N/A	All 4 EGT sensors were replaced on this date (8/24/13), plus EGT 14 for second failure.
		49,862	9/12/2013	EGT 13	P246E	Neg 40 degrees F	AC3Z-5J213-B was replaced a second time after all sensors were replaced on 8/24/13. Pigtail was not replaced.
1FDUF4HT3BE		23,049	7/25/2011	EGT 13	P2456	2509 degrees F	
		57,829	6/25/2012	EGT 12	P200C/P2479/P200E	N/A	
		59,135	7/9/2012	EGT 13	P200C/P200E	N/A	
		63,885	8/7/2012	EGT 13	P200C/P2463	1400 plus degrees	
		94,232	3/15/2013	EGT 14	P200C/P200E/P2456	1848 degrees F	Customer Pay
		97,478	4/16/2013	EGT 12	P200C/P200E	1662 degrees F	SPW for sensor replacement on 3/15/13
							All 4 EGT sensors were replaced on 9/16/13 with "B" level sensors. The truck has not been back.
1FDUF4HT4BE		65,806	5/31/2012	EGT 12	P2006/P2479	N/A	
		70,347	6/26/2012	EGT 13	N/A	N/A	
		93,732	1/21/2013	EGT 12	N/A	N/A	
		116,429	8/12/2013	EGT 12 & 14	N/A	N/A	
							All 4 EGT sensors were replaced on 8/28/13 with "B" level sensors. The truck has not been back.

From: Chacon, Jose (A.)
Sent: Friday, October 17, 2014 7:43 PM
To: Johnson, Seth (S.); Hall, Christopher (C.)
Subject: FW: P473 - GOING RAV - FINAL REPAIR ATTEMPS - EFPBV012 FREQUENT REGENERATION - NHL - http://www.quality.ford.com/aws/cgi-bin/jlu/clmlist20.pl?srvr=AWSPPRDDG&modelyr=2013&vin_cd=1FT7W2BT7DE[redacted]

Sensitivity: Private

Thank You Seth for your input on this vehicle, this may be the final resolution for this vehicle. I included Chris, to pass the information.
JCH

From: Johnson, Seth (S.)
Sent: Friday, October 17, 2014 3:05 PM
To: Chacon, Jose (A.)
Subject: RE: P473 - GOING RAV - FINAL REPAIR ATTEMPS - EFPBV012 FREQUENT REGENERATION - NHL - http://www.quality.ford.com/aws/cgi-bin/jlu/clmlist20.pl?srvr=AWSPPRDDG&modelyr=2013&vin_cd=1FT7W2BT7DE[redacted]
Sensitivity: Private

Jose,

I will not be able to attend the meeting but I will add this for the discussion:

- Vehicle had runs rough in regen TSB performed March 2014 at 12,600 miles. This was the first drivability repair performed on the vehicle.
- Frequent regen was reported in AWS in June and the dealer replaced an EGT sensor. Since then I only see that the MAF and another EGT sensor were replaced.
- Vehicle has accrued 18,000 miles since regen repair in March so the vehicle is driven enough so regen should complete with less frequency.

As long as the vehicle is programmed for the larger tires it should not be an issue. If the tires are so large they are outside the parameters of IDS, then I'm not sure why we are entertaining this. My thought is that the SCR system needs to be replaced and I would replace the other EGT sensors as well for safe measure. If the runs rough in regen caused severe loading of the DPF due to unburned fuel then it is probably at the point where it won't set a DTC for a while but it can only get it so clean. In cases where we recommend reusing a DPF that has been contaminated (oil, fuel, coolant) has a very high probability of needing the DPF replaced within a few thousand miles. Other examples are P207F vehicles that clear the DTC only to return later for DPF replacement.

Regards,

Seth H. Johnson
Diesel/Hybrid/Gasoline Commodity Engineer
1700 Fairlane Business Drive - DSC 1

Phone: (313)-390-6051
SJOHN274@Ford.com

-----Original Appointment-----
From: Chacon, Jose (A.)
Sent: Friday, October 17, 2014 11:21 AM
To: Bird, Kevin (M.); Parrish, Kirk (K.A.); Renaud, Chris (C.M.); Zimmerman, Bret (B.A.); Zelecki, Thomas (T.); Johnson, Seth (S.); Pusta, Ionut (I.); Rinkevich, Daniel (D.J.); Hale, Curt (B.C.); Garman, Benjamin (B.D.); Chacon, Jose (A.); Hall, Christopher (C.)
Subject: P473 - GOING RAV - FINAL REPAIR ATTEMPS - EFPBV012 FREQUENT REGENERATION - NHL - http://www.quality.ford.com/aws/cgi-bin/jlu/clmlist20.pl?srvr=AWSPPRDDG&modelyr=2013&vin_cd=1FT7W2BT7DEA15071
When: Occurs every Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday effective 10/20/2014 until 12/11/2014 from 3:45 PM to 4:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where: Conference Call & Web-Ex Meeting
Importance: High
Sensitivity: Private

Team,

Conference Call & Web-Ex Information Below:

Team we need your help on this 2013 6.7L F250 4X4 Unit with on-going concern of Frequent Regen. This is not a mandatory meeting; however, you expertise and background can provide the right fix for this vehicle, prior to reaching RAV/BBB. You are identify to support on this vehicle, based on earlier communications. If I missed any-one please forward the meeting notice to additional team members.

+ What is a TAR/TFOAM: + Basically, a TAR/TFOAM is open against Ford, due to the Diagnostic Manuals, Parts, Tools and Trained service personnel has exhausted all possible recommendations, to resolve the owners original root concern. Through E-mail, warranty pull and/or any GCQIS historic data, the team provides a service direction. In this case, all technical service knowledge and publication usage was exhausted to no avail.
+ The Customer waits for a fix.

+ Status:
The vehicle has had Engineering Flight Recorder installed since July 2014
There is a possibility to a second recorder might be available.
Latest E-mail Communication attached.
+ Request Core team to meet daily until resolution.
<< Message: RE: ! Unit Down - On Going Concern 2013 Florida F-Super Duty >>

Meeting:

3:45-3:50 PM Meet the Team
3:50-4:00 PM Vehicle Status FSE Chris Hall
4:00-4:15 PM Data recorder, results, next steps: PD Leads: Kevin B., Kirk P., Bret Z., Thomas Z., Benjamin G.
4:15-4:30 PM Meeting is a re-occurrence to get final resolution.

Regards,

FCSD KTP Team

Jose Chacon invites you to the following WebEx meeting:

WebEx meeting information

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Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Access code:716 835 294

MC05

http://www.webex.com

From: McDonagh, Scot (S.M.)
Sent: Friday, January 21, 2011 1:47 PM
To: Opolsky, Norman (N.H.)
Cc: Lyon, Peter (P.M.); Leisenring, Kenneth (K.C.); Korpics, Frank (F.M.); Bogema, John (P.)
Subject: FW: P473 Warranty Review
Attachments: EGT Claims and FF_Hi-Stat_1-18-11.xls

Latest Hi-Stat P473 EGT warranty return analysis enclosed. Any progress with vehicle testing on P200C, P200E TNI returns I provided ?

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

From: Jenney, Edward [mailto:Edward.Jenney@stoneridge.com]
Sent: Tuesday, January 18, 2011 8:54 PM
To: Clark, Scott; Straub, Brady; Erginer, Bora (B.E.); McDonagh, Scot (S.M.); Sahin, Mustafa (M.); Dixon, Mark (M.R.); Goodwin, William (W.R.); Sparks, Robert; Frederick, Elayne; Fitzrandolph, Bill
Subject: RE: P473 Warranty Review

Team,

Please find the attached file. No change from last week.
FYI: Bora is off work ill.

Ed Jenney

RQ14-005 000189 ER

From: Parrish, Kirk (K.A.)
Sent: Thursday, July 31, 2014 3:09 PM
To: Smith, Jason (JRS.)
Subject: FW: Reduced Engine Power Derate with 2 failed RTD's

I haven't heard from Shekhar on this and John is looking for the information for review he has with Phil tomorrow. Do you know what the derate is for 2 failed EGT's?

Sincerely,
Kirk A. Parrish
Supervisor
Diesel Aftertreatment Temperature Control
(313)805-0162
kparrish@ford.com

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From: Parrish, Kirk (K.A.)
Sent: Wednesday, July 30, 2014 4:02 PM
To: Zambare, Vidhushekhar (V.V.)
Subject: Reduced Engine Power Derate with 2 failed RTD's

Shekhar, What is the level of Derate when the 2 rear RTD's fail on the Dyno Cert trucks? Your Matrix note just states Reduced Engine Power.

Sincerely,
Kirk A. Parrish
Supervisor
Diesel Aftertreatment Temperature Control
(313)805-0162
kparrish@ford.com

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From: Dixon, Mark (M.R.)
Sent: Thursday, July 31, 2014 12:05 PM
To: Rinkevich, Daniel (D.J.)
Cc: McDonagh, Scot (S.M.); Johnson, Seth (S.)
Subject: FW: Repeat repairs after TSB 14-0108
Attachments: Report Summary for the CQIS Report#EFQCU005; EGT Replacement.xlsx

Dan, could we add this item to the diesel MIL Affinity Team agenda for tomorrow. Not clear whether these repeats are being driven by bad service stock, sloppy connector installation, or different root cause than EGT harness crimp.

From: Johnson, Seth (S.)
Sent: Tuesday, July 29, 2014 9:51 AM
To: Hale, Curt (B.C.); Rinkevich, Daniel (D.J.)
Cc: McDonagh, Scot (S.M.); Dixon, Mark (M.R.); Chacon, Jose (A.); Pusta, Ionut (I.); Williams, Brent (B.A.); Roberts, James (J.B.); Taylor, Perry (P.A.)
Subject: RE: Repeat repairs after TSB 14-0108

Dan,

I added to the Excel sheet after reading over the reports. Some consistencies I found were that almost all of the repeat EGT concerns were for the same sensor that the connector was replaced for. Most all of them set the same DTCs as the first repair and most all related to higher temp readings. I also found quite a few where on the second visit it had now set a P06EA and/or P06EB. If EGT 14 connector was replaced on the first visit, most all of those came back with a P06EB on the second visit. I also attached a report as an example of what the dealers are reporting. Many of them state that they have multiple trucks with this repeat concern.

Best Regards,

Seth H. Johnson
Diesel/Hybrid Warranty Commodity Engineer
1700 Fairlane Business Drive - DSC 1
Phone: (313)-390-6051
SJOHN274@Ford.com

From: Hale, Curt (B.C.)
Sent: Tuesday, July 29, 2014 7:35 AM
To: Rinkevich, Daniel (D.J.)
Cc: McDonagh, Scot (S.M.); Dixon, Mark (M.R.); Chacon, Jose (A.); Johnson, Seth (S.); Pusta, Ionut (I.); Williams, Brent (B.A.); Roberts, James (J.B.); Taylor, Perry (P.A.)
Subject: FW: Repeat repairs after TSB 14-0108

Dan,

We're getting repeat repairs after techs use the EGT Pigtail "Crimp" TSB. Hotline is looking for additional repair direction.

From: Pusta, Ionut (I.)
Sent: Monday, July 28, 2014 5:41 PM
To: Hale, Curt (B.C.)
Cc: Chacon, Jose (A.); Johnson, Seth (S.); Glennie, Chad (C.); Pusta, Ionut (I.)
Subject: RE: Repeat repairs after TSB 14-0108

RQ14-005 000191 ER

Curt,

The previous attachment may not be working properly. I sent you a new Excel file with the list of reports.

Ionuţ (John) Pusta

Diesel Commodity SME - Technical Service Hotline
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
1(313)317-9298

From: Pusta, Ionut (I.)
Sent: Monday, July 28, 2014 5:32 PM
To: Hale, Curt (B.C.)
Cc: Chacon, Jose (A.); Johnson, Seth (S.); Glennie, Chad (C.); Pusta, Ionut (I.)
Subject: Repeat repairs after TSB 14-0108

Curt,

Attached is a list of 70 GCQIS reports where the technician claims that the TSB 14-0108 is not addressing the vehicle concern. Most reports show that the repair is repeat after the TSB has been completed.

Ionuţ (John) Pusta

Diesel Commodity SME - Technical Service Hotline
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
1(313)317-9298

From: Johnson, Seth (S.)
Sent: Tuesday, July 29, 2014 8:41 AM
To: Johnson, Seth (S.)
Subject: Report Summary for the CQIS Report#EFQCU005

Attachments : 0

Report# :	[redacted]			**Received:**	06/17/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2013,F250 4X4 ,F250 ,CRW CAB,PICKUP ,1FT7W2BT6DE[redacted]			**Build Date:**	06/20/2013
Odometer :	5,535 M	**Engine:**	6.7L DI	**Calibration:**	DFA17A0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 04437 Covert Ford Lincoln			**Phone#:**	512-345-6070
City:	Austin	**State:**	Texas	**Country :**	USA

Originator: CHAD EVANS
Symptom: 2 27 Q 68 AID/INFO,WNG IND/MESS/C,ENGINE IMAGE,STAYS ON
Status:
VFG: V29 CHECK ENGINE LIGHT
Additional Symptom: CEL P242B, EGT13
Fix: **Causal Component :**
Condition Code:

Hotliner: TTENNANT **Phone:** 001-313-3179387 **Regn Cd:** C2 Houston
Engineering: **Phone:** **TAR:**
Dlr Contact: **Phone:** **Title Cde:** T

DTCs:
KOEO:P242B
KOEC:
KOER:

Comments :

REPAIR 06/17/2014 09:49AM TIMOTHY TENNANT MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: MIL ON, SECOND TIME. DIAGNOSTICS: EEC TEST - P242B. FREEZE FRAME SHOWS EGT 13 AT 289 DEGREES WHILE ALL OTHERS ARE AT 91 DEGREES. WIGGLE TEST AT SENSOR AND ON HARNESS NEAR SENSOR WHILE MONITORING PIDS - NO CONCERN FOUND. PARTS REPLACED: NONE THIS VISIT TECH QUESTION: ON 6/11 THIS

TRUCK WAS IN AND HAD THE SAME CODE. I FOLLOWED TSB 14-0108 AND REPLACED THE HARNESS SIDE CONNECTOR. NOW IT IS BACK AND HAS THE SAME CODE. I DOUBLE CHECKED THE SOLDER SPLICE AND CAN FIND NO ISSUE THERE. WHAT NEXT.

RECOMM 06/17/2014 09:49AM TIMOTHY TENNANT MSS - FCSD - TECH SVC HOTLINE

CHAD, WITH THE REPLACEMENT OF THE EGT PIGTAIL HAVING BEEN COMPLETED, IT WOULD BE RECOMMENDED TO PERFORM PINPOINT TEST RC FROM THE ONLINE PC/ED SECTION 5. IF IT IS FOUND THAT THE EGT13 IS READING HIGHER AND IS SHOWING A BIAS OR IF THE PINPOINT TEST DIRECTS IT, IT IS RECOMMENDED TO REPLACE THE SENSOR AND RETEST FOR A BIAS IN THE READINGS.

REPAIR 06/19/2014 07:00PM WILHELM WEISE MSS - FCSD - TECH SVC HOTLINE

EGT 13 WAS READING 193 DEGREES WHEN COLD WHILE ALL OTHER EGTS WERE AT OR NEAR 90 DEGREES. I REPLACED THE SENSOR AND IMMEDIATELY CHECKED THE PIDS - CHANGING THE SENSOR MADE THE READING GO FROM 193 TO 91. I RETESTED MULTIPLE TIMES - THE FAULT DID NOT RETURN. TODAY I HAD YET ANOTHER TRUCK RETURN WITH THE EXACT SAME ISSUE. I REPLACED THE CONNECTOR PER THE TSB, THEN IT CAME BACK WITH THE SENSOR READING 238 COLD. I REPLACED THE SENSOR AND IT FELL TO 96 - RIGHT IN LINE WITH THE OTHER EGTS. IF THERE WAS A PROBLEM WITH THE SOLDER, CHANGING THE SENSOR WOULD NOT HAVE AN EFFECT. THIS COULD BECOME A BIG ISSUE. I DON'T LIKE HAVING TRUCKS COME BACK. THE EGT SENSOR IS CORRECTING THE CONCERN LIKE IT HAS SINCE 2008. SHOULD THIS TSB REVIEWED?

RECOMM 06/19/2014 07:00PM WILHELM WEISE MSS - FCSD - TECH SVC HOTLINE

CHAD, THE TSB WAS WRITTEN TO COVER A FAILURE WHERE NONE OF THE EGT SENSORS WERE BIASED. WHEN A SENSOR IS READING BIASED AFTER A COLD SOAK IT IS RECOMMENDED TO REPLACE THE SENSOR AND RETEST. WHEN A CODE IS PRESENT AND THE EGTS ARE READ NORMALLY IT IS SUSPECTED THAT THE CONNECTOR IS THE SOURCE OF THE CONCERN AND THE TSB SHOULD BE USED. WE APOLOGIZE FOR ANY CONFUSION THIS MAY HAVE CAUSED.

REPAIR 06/26/2014 11:08AM CODY DREW MSS - FCSD - TECH SVC HOTLINE

THE TSB IS NOT WORDED IN THAT MANNER. THERE IS NO MENTION OF SENSOR READINGS IN THE TSB. WHEN WE RUN CODES AND HAVE A TSB OF THIS NATURE - IS CODE X PRESENT, IF SO REPLACE X - WE FOLLOW THE TSB. I'VE GOT QUITE A FEW TRUCKS COMING BACK WITH ANGRY CUSTOMERS DUE TO THIS OVERSIGHT.

RECOMM 06/26/2014 11:08AM CODY DREW MSS - FCSD - TECH SVC HOTLINE

CHAD, 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 06/26/2014 12:33PM CODY DREW MSS - FCSD - TECH SVC HOTLINE

OUTBOUND CALL TO DEALER, SPOKE WITH CHAD EVANS. CHAD STATED THAT THE DTCS STATED IN TSB 14-0108 SOMETIMES TAKE A FEW DAYS FOR THE DTC TO REAPPEAR. THE VEHICLE DOES NOT RESET THE DTC UNTIL AFTER THE VEHICLE HAS BEEN RELEASED TO THE CUSTOMER AND THE VEHICLE BROUGHT BACK. CHAD MENTIONED THAT THE TSB TIME FOR CONNECTOR REPLACEMENT DOES NOT TAKE INTO ACCOUNT THE AMOUNT OF TIME THAT IT IS TAKING TO RESET THE DTC. IT WAS STATED THAT THIS HAS RESULTED IN REPEAT COMEBACKS FOR THIS CONCERN AND THE FAULT ENDS UP BEING THE SENSOR.

RECOMM 06/26/2014 12:33PM CODY DREW MSS - FCSD - TECH SVC HOTLINE

CHAD, APOLOGIES FOR THE MISUNDERSTANDING OF WHY THE TSB WAS IMPLEMENTED.

THE TSB WAS PUT IN PLACE TO REPAIR A KNOWN FAULT IN A CRIMP ON THE BODY HARNESS PRIOR TO MAKING ANY FURTHER DIAGNOSIS OF A FAULT. A FAULTY CONNECTION DUE TO THE CRIMP CAN CAUSE A FALSE READING TO THE PCM WHICH COULD IN TURN SET ANY OF THE DTCS IN TSB 14-0108. NORMAL DIAGNOSTICS WOULD CONTINUE AFTER PERFORMING THE TSB IF THE CONCERN IS STILL PRESENT. BASED ON OBDII THEORY AND OPERATION SUB TAB OF THE PC/ED, THE EGT RATIONALITY CHECK WILL MONITOR THE EGT SENSORS ONCE PER DRIVE CYCLE. BASED ON THIS OPERATION, THE DTC/MIL SHOULD RETURN IF THE FAULT IS A HARD FAULT, AND A DRIVE CYCLE IS BEING PERFORMED AS PER THE DRIVE CYCLE PROCEDURE IN THE DIAGNOSTIC METHODS SECTION OF THE PC/ED. UPON FURTHER INVESTIGATION, IF THERE IS A HARD FAULT PRESENT WITH ANY OF THE EGT SENSORS BEING BIASED, THEN THIS SHOULD APPEAR IN THE PID DATA FOR THE EGT SENSORS. THIS MEANS THAT IF ONE OF THE EGT SENSORS STILL READS ABNORMAL IN COMPARISON TO THE OTHER SENSORS WHEN TESTED FOR BIAS DIRECTLY AFTER THE TSB IS PERFORMED , THAT THE EGT SENSOR IN QUESTION IS AT FAULT AND SHOULD BE REPLACED.

ADD-ON 06/26/2014 12:33PM CODY DREW MSS - FCSD - TECH SVC HOTLINE

CONSULTED JOHN PUSTA

								Repeat Concern	NOx DTCs on second visit
MIL LACK	41781	[redacted]	2011	48805	1FT7W2BTXBE	2-27-Q-68	No	EGT 12 at 165 after pigtail	
CEL ON	41804		2013	26796	1FD8W3HT7DE	2-27-Q-68	No	EGT 14 60 deg higher after pigtail	
CEL EGT1	41817		2013	16601	1FT7W2BT0DE	2-27-Q-68	No	EGT 14 P246E after pigtail	
MIL	41823		2013	6128	1FT8W3BT4DE	2-27-Q-68	No	EGT 11 set P2080 after pigtail	
CEL ON	41845		2013	39009	1FD8W3HT4DE	2-27-Q-68	No	EGT 11 at 400 deg after pigtail	
REPEAT C	41842		2013	24586	1FT8W3BT1DE	2-27-Q-68	No	General repeat question	**P06EA and P06EB**
CEL ON/M	41809		2013	4752	1FT8W3BT2DE	2-27-Q-68	No	EGT 13 after pigtail P242B	
CEL ON E	41841		2013	32190	1FT8W3BT1DE	2-27-Q-68	No	EGT 14 after pigtail P246E/246F	**P06EB**
CEL	41813		2013	37697	1FT8W3BT1DE	2-27-Q-68	No	Not a Repeat	
CEL P06E	41809		2013	9229	1FT8X3BTXDEA	2-27-5-68	No	Not a Repeat	**P06EA**
REPEAT C	41834		2013	21604	1FT7W2BT3DE	2-27-Q-68	No	EGT 11 after pigtail 800miles	
FORCED I	41794		2013	37727	1FT7W2BT5DE	2-27-5-68	No	Not a Repeat	
CEL ON	41828		2013	35159	1FT8W3DT9DE	2-27-Q-68	No	EGT 11 after pigtail	
CEL P2084	41830		2013	13111	1FT8W3BT3DE	2-27-Q-68	No	Not a Repeat	**P06EA**
CEL	41796		2013	17611	1FT7W2BTXDE	4-40-Z-00	No	EGT 11 after pitail	
CEL	41845		2013	20659	1FT7W2BT1DE	2-27-Q-68	No	EGT 12 after pigtail	**P06EA**
CEL	41827		2013	17884	1FT7W2BT2DE	2-27-Z-00	No	EGT 11 after pigtail - 60 miles	
REPEAT P	41806		2013	20194	1FT8W3BT0DE	2-27-Q-68	No	EGT 14 after pigtail	**P06EB**
CEL	41844		2013	8621	1FDUF5GT5DE	2-27-Q-68	No	EGT 14 after pigtail	
CEL P06E	41830		2013	14765	1FTRF3BT7DEB	2-27-Q-68	No	Not a Repeat (P06EA)	**P06EA**
LACKS PO	41807		2013	6371	1FD0W5HT6DE	5-54-2-39	No	EGT 13 after pigtail	
MIL	41842		2013	40600	1FT8W3BT9DE	2-27-Q-68	No	EGT 13 after pigtail	
CEL ON	41796		2013	8692	1FT7W2BT4DE	2-27-Q-68	No	EGT 12 after pigtail	
REPEAT C	41844		2013	27061	1FT8W3BT8DE	2-27-Q-68	No	EGT 12 after pigtail	
CEL ON/M	41787		2013	11105	1FT7W2BT7DE	2-27-Q-68	Yes	EGT 12 after pigtail	**P06EA**
CEL IS ON	41837		2013	13040	1FT8W3BT2DE	2-27-Q-68	No	EGT 14 after pigtail	**P06EB**
CEL ON	41828		2013	6494	1FT8W3BT4DE	2-27-Q-68	No	EGT 13 and 14 after pigtails	**P06EB**
REPEAT M	41842		2013	13203	1FT8W3BT1DE	2-27-Q-68	No	EGT 13 after pigtail	
CEL ON	41827		2013	20137	1FT8W3BT1DE	2-27-Q-68	No	EGT 11 after pigtail	
CEL ON	41816		2013	25852	1FT7W2BT1DE	2-27-Q-68	No	EGT 13 after pigtail	
CEL P242E	41807		2013	5535	1FT7W2BT6DE	2-27-Q-68	No	EGT 13 after pigtail	
CEL	41807		2013	40782	1FT7W2BT0DE	2-27-Z-00	No	EGT 11 after pigtail	
MIL LIGHT	41815		2013	7502	1FT8W3DTXDE	2-27-Q-68	No	EGT 12 after pigtail	**P06EA**
CEL	41795		2013	12296	1FT7W2BT0DE	2-27-Q-68	No	EGT 13 after pigtail	
MIL ON RE	41816		2013	12773	1FT7W2BT1DE	2-27-Q-68	No	EGT 12 after pigtail	**P06EA**
CEL	41769		2013	11125	1FT7W2BT4DE	2-27-Q-68	No	EGT 11 after pigtail for EGT 13	**P06EB**
CEL	41772		2013	8476	1FDUF4GT7DE	2-27-Q-68	No	Repeat P06EB after TSB	**P06EB**
REPEAT C	41827		2013	12294	1FT7W2BT8DE	2-27-Q-68	No	EGT 13 after pigtail	
SES LIGH	41831		2013	28871	1FT8W4DT7DE	2-27-Q-68	No	EGT reading not changed after pigtail	

CEL ON	41835	[redacted]	2013	23507	1FT7W2BT5DE	[redacted]	2-27-Q-68	No	EGT 14 pigtail replaced then ->	**P06EB**
MIL ON	41827		2014	3778	1FT7W2BT1EE		2-27-Q-68	No	EGT 14 after pigtail for 14 and 12	**P06EB**
CEL, P06E	41652		2014	22501	1FT8W3BT4EE		2-27-5-68	Yes	EGT 13 after pigtail and sensor	
REPEAT C	41838		2014	14404	1FT7W2BT2EE		4-40-Z-00	No	EGT 13 after pigtail	
REPEAT M	41844		2014	11856	1FT7W2BT3EE		2-27-Q-68	No	P06EB after EGT 14 pigtail	**P06EB**
CEL	41814		2014	19511	1FT7W2BT1EE		2-27-Q-68	Yes	EGT 14 after pigtail, repeat P06EB	**P06EB**
MIL ON	41807		2014	14475	1FT7W2BTXEE		2-27-Q-68	Yes	EGT 11 after pigtail	
CEL ON	41830		2014	2176	1FT8W3BT4EE		2-27-Q-68	No	EGT 14 after pigtail for 14 and 12	**P06EB**
REPEAT D	41801		2014	4510	1FT7W2BT3EE		2-27-Q-68	Yes	EGT 12 after pigtail	**P06EA**
MIL ON	41808		2014	15477	1FT8W3BT4EE		4-41-Z-00	Yes	EGT 14 after pigtail - set P06EB	**P06EB**
	41810		2014	13444	1FT8W3BT2EE		2-27-Q-68	Yes	EGT 13 after pigtail	
MIL CONC	41821		2014	25234	1FT8W3DT9EE		2-27-Q-68	No	EGT 13 after pigtail	
CHECK EN	41810		2014	7153	1FT7W2BT5EE		2-27-Q-68	Yes	EGT 11 after pigtail	
CEL ON	41828		2014	6834	1FT7W2BT2EE		2-27-Q-68	No	EGT 11 after pigtail	
CEL	41792		2014	12589	1FT8W3DT5EE		2-27-Q-68	Yes	P06EA after Pigtail for 11,12,13	**P06EA**
CEL	41839		2014	29363	1FDUF5HT0EEA		2-27-Q-68	No	EGT 14 after pigtail	**P06EB**
CEL ON	41842		2014	10422	1FT7W2BT8EE		2-27-Q-68	No	EGT 11 after pigtail	
CEL	41817		2014	15770	1FT7W2BT1EE		2-27-Q-68	Yes	EGT 11 after pigtail	
REPEAT C	41799		2014	15310	1FT7X2BT6EEA		2-27-Q-68	Yes	EGT 14 after pigtail - set P06EB	**P06EB**
CEL ON	41799		2014	7137	1FT8W3BT9EE		2-27-Q-68	Yes	EGT 11 after pigtail	
CEL ON	41827		2014	16271	1FT7W2BT5EE		2-27-Q-68	No	EGT 13 after pigtail	
MIL	41800		2014	15504	1FT8W4DT7EE		2-27-Q-68	Yes	EGT 11 and 14 after pigtail	**P06EA**
CEL REPE	41836		2014	5589	1FT7W2BT5EE		2-27-Q-68	No	EGT 14 after pigtail for 14 and 13	**P06EB**
CEL	41821		2014	9948	1FD8W3GT2EE		2-27-Q-68	Yes	Not a repeat	
REPEAT C	41828		2014	21972	1FT7X2BT7EEA		2-27-Q-68	No	EGT 12 after pigtail	
CHECK EN	41822		2014	6499	1FT8W3BT0EE		2-27-Q-68	Yes	EGT 14 after pigtail set P06EB	**P06EB**
MIL, NO S	41834		2014	2590	1FT8W3BT7EE		2-27-Q-68	No	EGT 12 after pigtail	
EXHAUST	41799		2014	3380	1FT7W2BT8EE		2-27-B-68	Yes	Not a Repeat	
CEL ON	41822		2014	11166	1FDUF5HT7EEB		2-27-Q-68	No	EGT 11 after pigtail and sensor	
CEL, EGT	41809		2014	3515	1FT7W2BT4EE		2-27-Q-68	Yes	EGT 12 after pigtail	
CEL P06E	41822		2014	7468	1FT8W3BT3EE		5-54-Z-00	Yes	EGT 14 after pigtail	**P06EB**

From: Hayduk, Mark (M.S.)
Sent: Friday, March 28, 2014 11:50 AM
To: Chacon, Jose (A.)
Cc: Hayduk, Mark (M.S.)
Subject: FW: Report Summary for the CQIS Report#ECZFS006

Jose, hope all is well.

I got a call from a tech. with a 2013 6.7L, report below.

He had a DEF code P204C for the press. Sensor. He resolved that with a DEF pump but vehicle was still in forced idle and he could not resolve the forced idle.

Hotline indicates that the PCM forced idle timer has reached 0 miles and the PCM must be replaced.

Tech. is proceeding with the replacement of the PCM to resolve the concern...which I'm sure it will.

I was just curious if engineering is working on any calibration updates to prevent PCM replacements for this condition? Seems expensive to replace a PCM because it gets locked up.

Thanks.

From: Hayduk, Mark (M.S.)
Sent: Friday, March 28, 2014 7:44 AM
To: Hayduk, Mark (M.S.)
Subject: Report Summary for the CQIS Report#ECZFS006

Attachments : 0

Report# :	[redacted]			**Received:**	03/26/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2013,F550 4X4 SD ,F550 ,REG CAB,CHASCAB ,1FDUF5HTXDE[redacted]			**Build Date:**	01/02/2013
Odometer :	28,410 M	**Engine:**	6.7L DI	**Calibration:**	DFA17M0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 01514 Country Roads Ford, Inc.			**Phone#:**	304-455-1303
City:	New Martinsville	**State:**	West Virgini	**Country :**	USA
Originator:	DAVID MAGRUDER				
Symptom:	2 27 B 68 AID/INFO,WNG IND/MESS/C,DIESEL FLUID,STAYS ON				
Status:					
VFG:	V83 INSTRUMENTATION FUNCTION				

Additional Symptom: ANTI TAMPERING

Fix: **Causal Component :**

Condition Code:

Hotliner: CBOWSER5 **Phone:** 001-313-3179357 **Regn Cd:** G4 Pittsburgh

Engineering: **Phone:** **TAR:**

Dlr Contact: **Phone:** **Title Cde:** T

DTCs:

KOEO:

KOEC:

KOER:

Comments :

REPAIR 03/26/2014 01:47PM CHAD BOWSER MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: VEHICLE DISPLAYS 'ENGINE IDLED SEE MANUAL' AND 'EXHAUST FLUID SYSTEM FAULT' AND IS IN FORCED IDLE AFTER REPAIR OF DTC P204C. DIAGNOSTICS: SSM 44458 TO VERIFY G400 INTEGRITY. PINPOINT TEST RF TO REPAIR THE DTC P204C.AFTER REPAIR SSM 32155 TO REMOVE VEHICLE FROM FORCED IDLE SITUATION. PARTS REPLACED: REDUCTANT PUMP. TECH QUESTION: IS THERE ANY FURTHER STEPS TO RESOLVE THE FORCED IDLE CONCERN?

RECOMM **03/26/2014 01:47PM CHAD BOWSER MSS - FCSD - TECH SVC HOTLINE**
DAVID, SOME 2011-2014 6.7L EQUIPPED F250-F550 VEHICLES MAY EXHIBIT A DEF ANTI-TAMPERING MESSAGE ON THE INSTRUMENT PANEL CLUSTER (IPC). PAST REPORTS TO THE HOTLINE HAVE FOUND THIS ANTI-TAMPERING MESSAGE IS
OFTEN CONFUSED WITH DEF LEVEL CONCERNS. WHEN THE ANTI-TAMPERING MESSAGE IS TRIGGERED THE FOLLOWING TEXT IS DISPLAYED IN THE IPC MESSAGE CENTER: "IN 50 MILES, SPEED LIMITED TO 50 MPH, EXHAUST FLUID SYSTEM FAULT" THIS MESSAGE WILL CONTINUE TO COUNTDOWN UNTIL AN "ENGINE IDLED" MESSAGE IS RECEIVED, AT WHICH POINT THE VEHICLE WILL BE SPEED LIMITED TO 5 MPH IN GEAR. THIS MESSAGE IS NOT DEF LEVEL RELATED AND ACTUALLY SETS WHEN THE PCM HAS DETECTED AN OPEN CIRCUIT
CONDITION AT SOME POINT IN TIME ON ANY OF THE FOLLOWING COMPONENTS: -NOX SENSOR(S) -NOX MODULE(S) -ANY EXHAUST GAS TEMPERATURE (EGT) SENSOR -DEF PUMP MOTOR -DEF PRESSURE SENSOR -DEF INJECTOR (DOSING MODULE) -DEF LEVEL SENSOR -DEF TEMPERATURE

SENSOR VERY OFTEN THESE CONDITIONS ARE INDUCED BY VEHICLE MODIFIERS/UP- FITTERS DURING INSTALLATION OF AFTERMARKET BODIES AND COMPONENTS IN WHICH ANY OF THE ABOVE MENTIONED ITEMS ARE UNPLUGGED OR GROUNDS (G400) ARE RELOCATED. IT IS RECOMMENDED TO MAKE SURE ALL DTCS OR CONNECTION CONCERNS BE ADDRESSED BEFORE ATTEMPTING TO CLEAR THE ANTI-TAMPERING MESSAGE. ONCE ALL CONNECTIONS HAVE BEEN INSPECTED AND NO CONCERNS ARE FOUND; THEN CYCLE THE KEY AND THE VEHICLE SHOULD BE OUT OF THE FORCED IDLE.

REPAIR **03/27/2014 09:22AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE**

I MIGHT BE CONFUSED AS TO WHAT IS BEING SAID HERE. THE OPEN CIRCUIT WAS IN THE DEF PRESSURE SENSOR(P204C).THE REPAIR WAS MADE WITH THE REPLACEMENT OF THE PUMP ASSEMBLY. I DID HAVE C110, C3047,AND C3615 DISCONNECTED DURING PINPOINT TEST RF. ALL CONNECTORS WERE INSPECTED AND CLEANED BEFORE REPLACEMENT. G400 WAS INSPECTED AND CLEANED AS PER SSM 44458. THE VEHICLE PASSES ALL SELF TESTS NOW BUT WILL NOT EXIT FORCED IDLE. ARE YOU SAYING THAT ITS POSSIBLE TO HAVE A CIRCUIT CONCERN WITHOUT SETTING A DTC?

RECOMM **03/27/2014 09:22AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE**

DAVID, WE APOLOGIZE FOR THE CONFUSION. SINCE THE ACTUAL ISSUE THAT PUT THE VEHICLE INTO FORCED IDLE HAS BEEN CORRECTED BY THE REPLACEMENT OF THE REDUCTANT PUMP, BUT THE ENGINE REMAINS IN FORCED IDLE, THE ISSUE LIES WITHIN THE PCM. THE PCM WILL GET LOCKED INTO FORCED IDLE IF THE COUNTDOWN TIMER HAS REACHED 0 MILES. AT THIS TIME, PROCEED WITH PCM REPLACEMENT TO CORRECT THIS CONDITION.

From: Kelly, Jim (J.)
Sent: Monday, April 07, 2014 6:45 PM
To: Chacon, Jose (A.)
Cc: Kelly, Jim (J.)
Subject: FW: Report Summary for the CQIS Report#EDCFY007

Jose:
See thread below. Truck down on road 4 times with shutdown message.
I see there is an AEQ tracker [redacted]ncludes DTC P207F:00. Is there a service fix coming for this soon?
Thanks!

Jim Kelly
Field Service Engineer - Philadelphia Region
Ford Motor Company
jkelly22@ford.com
phone: 703-498-3401 *toll-free fax*: 866-379-5708

From: Mark Stromelo [mailto:mstromelo@KOVATCH.com]
Sent: Monday, April 07, 2014 1:44 PM
To: Kelly, Jim (J.)
Subject: RE: Report Summary for the CQIS Report#EDCFY007

Jim,
We did what the Hotline suggested, G400 did have paint under it and was not cleaned, cleaned area of frame and installed the ground, however we won't know if it is fixed until driven for several hundred miles, Hotline cannot provide any direction on this besides stating previous repairs were correct. What do I do? I cannot confirm that this has fixed the issue.

Let me know. Thanks.

From: Kelly, Jim (J.) [mailto:jkelly22@ford.com]
Sent: Thursday, April 03, 2014 3:40 PM
To: Mark Stromelo
Subject: RE: Report Summary for the CQIS Report#EDCFY007

Okay let me know if any more questions.

Jim Kelly
Field Service Engineer - Philadelphia Region
Ford Motor Company
jkelly22@ford.com
phone: 703-498-3401 *toll-free fax*: 866-379-5708

RQ14-005 000201 ER

From: Mark Stromelo [mailto:mstromelo@KOVATCH.com]
Sent: Thursday, April 03, 2014 2:27 PM
To: Kelly, Jim (J.)
Subject: RE: Report Summary for the CQIS Report#EDCFY007

YES, Travis just let me know that the hotline just got back to him on the ground circuit. This is the 4th time back for the same concern, I advised the tech about the ssm that was just out about the pcm, it is not there anymore, now it is in for communication issues, guy Is getting frustrated and only happens to him while on interstate/turnpike, we drove the other day after replacing the def pump, captured data at that time showed below specs for psi, drove vehicle for 2.5 hours, no issues, he took it and put about 250 miles on it and now back again.

From: Kelly, Jim (J.) [mailto:jkelly22@ford.com]
Sent: Thursday, April 03, 2014 1:10 PM
To: Mark Stromelo
Cc: Kelly, Jim (J.)
Subject: FW: Report Summary for the CQIS Report#EDCFY007

Just got out of a meeting and looked up this truck. Looks like they just contacted you guys back with some info. Are you good for now?

Jim Kelly
Field Service Engineer - Philadelphia Region
Ford Motor Company
jkelly22@ford.com
phone: 703-498-3401 *toll-free fax*: 866-379-5708

From: Kelly, Jim (J.)
Sent: Thursday, April 03, 2014 1:09 PM
To: Kelly, Jim (J.)
Subject: Report Summary for the CQIS Report#EDCFY007

Attachments : 0

Report# :	[redacted]			**Received:**	04/03/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2012,F350 4X4 ,F350 ,CRWCAB ,PICKUP ,1FT8W3DT3C[redacted]			**Build Date:**	01/31/2012
Odometer :	25,307 M	**Engine:**	6.7L DI	**Calibration:**	CFA17E0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 01335 Kovatch Ford, Inc.			**Phone#:**	570-669-5111
City:	Nesquehoning	**State:**	Pennsylvania	**Country :**	USA
Originator:	TRAVIS MYERCHIN				
Symptom:	2 27 B 68 AID/INFO,WNG IND/MESS/C,DIESEL FLUID,STAYS ON				
Status:					

VFG: V83 INSTRUMENTATION FUNCTION

Additional Symptom: IDLE ONLY MODE

Fix: **Causal Component :**

Condition Code:

Hotliner: CBISHO41 **Phone:** 001-313-3179359 **Regn Cd:** N3 Philadelphia

Engineering: **Phone:** **TAR:**

Dlr Contact: **Phone:** **Title Cde:** T

DTCs:

KOEO:B10F1:14 P204F:00 P207F:00 U0100:20 U0100:87

KOEC:

KOER:

Comments :

REPAIR 04/03/2014 12:19PM CHRIS BISHOP MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: IDLE ONLY MODE ON DASH. VEHICLE DOES NOT GIVE WARNING SO MANY MILES TILL IDLE ONLY JUST SHUTS TRUCK DOWN TO IDLE ONLY DIAGNOSTICS: RETRIEVED DTC'S AND VERIFIED CUSTOMER CONCERN. THIS IS THE 4TH TIME FOR THIS CONCERN, I HAVE FOLLOWED PINPOINT TESTS AND REPLACED PARTS AS NECCASARY DUE TO TEST RESULTS. NOW THERE ARE LOSS OF COMUNICATION CODES PRESENT. PARTS REPLACED: PREVIOUS REPAIRS REMOVED TANK REPLACED DEF FLUID, REPLACED DEF PUMP. TECH QUESTION: WOULD LIKE A FIELD REP TO COME OUT AND HELP RESOLVE THIS CUSTOMERS CONCERN. IVE ROAD TEST VEHICLE AFTER REPAIRS AND VEHICLE IS FINE FOR A WEEK AND THEN THIS CONCERN IS BACK. IS IT POSSIBLE THE DEF CODES ARE FALSE CODES AND THE PROBLEM IS JUST A COMMUNICATION CONCERN?

RECOMM 04/03/2014 12:19PM CHRIS BISHOP MSS - FCSD - TECH SVC HOTLINE
TRAVIS, BASED ON THE INFORMATION PROVIDED, IT IS POSSIBLE THAT WE ARE WORKING WITH MORE THAN ONE FAULT. THE IDLE ONLY CONDITION THIS TRUCK IS IN AND THE MESSAGE BEING DISPLAYED IN THE INSTRUMENT CLUSTER IS PART OF A DEF ANTI-TAMPERING STRATEGY INITIATED BY THE PCM. PLEASE REFERENCE <="" td="">
HREF=HTTP://WWW.VREP.FORDTECHSERVICE.DEALERCONNECTION.COM/VDIRS/SSM/SSM.ASP?SSM=44477 TARGET='_BLANK'>SSM 44477 FOR ADDITIONAL INFORMATION AND FOR THE REQUIRED PROCEDURE FOR REMOVING THE TRUCK

FROM
IDLE ONLY MODE. THIS FAULT IS CAUSED BY ANY FAULT DETECTED WITH ANY NOX OR REDUCTANT SYSTEM COMPONENT. MORE SPECIFICALLY, THE NOX SENSOR(S), NOX MODULE(S), ANY EXHAUST GAS TEMPERATURE (EGT) SENSOR, DEF PUMP MOTOR, DEF PRESSURE SENSOR, DEF INJECTOR (DOSING MODULE), DEF LEVEL SENSOR, AND/OR THE DEF TEMPERATURE SENSOR. THIS CAN ALSO BE CAUSED BY A RELOCATED OR POOR CONNECTION AT GROUND G400. RECOMMEND INSPECTING GROUND G400 TO ENSURE IT IS IN ITS PROPER LOCATION AND THAT IT IS FREE FROM CORROSION AND SECURELY MOUNTED. WE WILL ALSO WANT TO INSPECT PREVIOUSLY MENTIONED COMPONENTS, CONNECTORS AND RESPECTIVE HARNESSES FOR DAMAGE, WATER INTRUSION, AND CHAFFING. REPAIR ANY FAULTS FOUND. WITH RESPECT TO THE COMMUNICATION CODES WE HAVE, IT IS NOT SUSPECTED THAT THIS CONDITION IS RELATED TO THE IDLE ONLY CONDITION AT THIS POINT. RECOMMEND PERFORMING THE APPROPRIATE PIN POINT TEST FROM THE ONLINE WORKSHOP MANUAL FOR THESE CODES TO DETERMINE THE SOURCE OF THE FAULT. .....SSM 44477 2011-2013 F-SUPERDUTY - 6.7L
ENGINE - UPDATED PC/ED DRIVE CYCLE PROCEDURE TO CLEAR "ENGINE IDLE SOON AND/OR ENGINE IDLE EXHAUST SYSTEM FAULT" MESSAGES ISM 13-11-021 2011-2014 6.7L - DEF ANTI-TAMPERING MESSAGE CLARIFICATION

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From: Opolsky, Norman (N.H.)
Sent: Tuesday, February 07, 2012 2:56 PM
To: Parrish, Kirk (K.A.)
Subject: FW: Software change required to implement derate instead of shutdown for DPF-out EGT

From: Luke, Darrin (D.B.)
Sent: Tuesday, February 07, 2012 9:50 AM
To: Leisenring, Kenneth (K.C.)
Cc: Opolsky, Norman (N.H.); Chen, Kevin (S.); Bogema, John (P.)
Subject: FW: Software change required to implement derate instead of shutdown for DPF-out EGT

Ken,

Please clarify. Should I go ahead and submit an e-tracker for 2013 to have the necessary Tamper DFC created in case we want to implement for DC (see Norm's note in red)? Or should the eTracker only be for 2014MY?

Darrin Luke
Diesel OBD Calibration
Phone: (313) 805-3894

From: Leisenring, Kenneth (K.C.)
Sent: Thursday, January 19, 2012 2:32 PM
To: Opolsky, Norman (N.H.); Bogema, John (P.); Luke, Darrin (D.B.)
Cc: Chen, Kevin (S.)
Subject: RE: Software change required to implement derate instead of shutdown for DPF-out EGT

OK. Unless someone speaks up (by "reply all" to this note), then we will consider this direction for 2013 MY P473.

Make it happen.

Thanks.

Ken Leisenring
Manager, Diesel Feature Calibration
Cell: (313) 600-0711
kleisenr@ford.com

From: Opolsky, Norman (N.H.)
Sent: Thursday, January 19, 2012 1:35 PM
To: Leisenring, Kenneth (K.C.); Bogema, John (P.); Luke, Darrin (D.B.)
Cc: Chen, Kevin (S.)
Subject: RE: Software change required to implement derate instead of shutdown for DPF-out EGT

Recommend pulling the trigger on CC and letting DC alone with e-tracker for 2013. If any must-fixes for 2013 are needed we can release this change otherwise we will be re-aligned on 2014.

From: Leisenring, Kenneth (K.C.)
Sent: Thursday, January 19, 2012 12:59 PM
To: Bogema, John (P.); Opolsky, Norman (N.H.); Luke, Darrin (D.B.)
Cc: Chen, Kevin (S.)
Subject: RE: Software change required to implement derate instead of shutdown for DPF-out EGT

No new strategy. No new ARB discussions. Leave DC alone. CC only is last thing to decide.

Norm, what do you recommend for 2013 MY CC solution taking all of the pros and cons below into account?

Ken Leisenring
Manager, Diesel Feature Calibration
Cell: (313) 600-0711
kleisenr@ford.com

From: Bogema, John (P.)
Sent: Thursday, January 19, 2012 12:47 PM
To: Opolsky, Norman (N.H.); Leisenring, Kenneth (K.C.); Luke, Darrin (D.B.)
Cc: Chen, Kevin (S.)
Subject: RE: Software change required to implement derate instead of shutdown for DPF-out EGT

1) A strategy chain could be pushed if desired from management
2) If it is important to the customer for this functionality, than I would think it would still be important for 80% of the customers.
3) Sounds like the stop safely now is not described. So this is not an issue???
4) Avoid discussions with ARB cert, I don't expect a positive answer out of a request to allow unlimited engine operation time at 70% de-rate without DEF injection.

From: Opolsky, Norman (N.H.)
Sent: Thursday, January 19, 2012 11:02 AM
To: Leisenring, Kenneth (K.C.); Luke, Darrin (D.B.); Bogema, John (P.)
Cc: Chen, Kevin (S.)
Subject: RE: Software change required to implement derate instead of shutdown for DPF-out EGT

For disconnected sensor we would no longer display "stop safely now". The MIL and derate will occur and this should be treated as a normal MIL with no description or further action required. It is currently not described in the manual.

From: Leisenring, Kenneth (K.C.)
Sent: Thursday, January 19, 2012 10:20 AM
To: Opolsky, Norman (N.H.); Luke, Darrin (D.B.); Bogema, John (P.)
Cc: Chen, Kevin (S.)
Subject: RE: Software change required to implement derate instead of shutdown for DPF-out EGT

My major points/questions:

1) We can't do anything for 2013 MY P473 that requires new strategy, therefore DC is out.

2) Do we want to have split solutions for CC and DC? If we change CC only, then we would get the majority of the volume, but I am concerned about managing different solutions for the customer.

3) If we do decide to change CC only, do we have time to update the owner's manual and any other info/documents to change from the current "stop safely now" system to the revised strategy and still keep it clear to service and the customer that CC is one way and DC is the other?

If we can't quickly come up with good answers

Ken Leisenring
Manager, Diesel Feature Calibration
Cell: (313) 600-0711
kleisenr@ford.com

From: Opolsky, Norman (N.H.)
Sent: Thursday, January 19, 2012 9:51 AM
To: Luke, Darrin (D.B.); Leisenring, Kenneth (K.C.); Bogema, John (P.)
Cc: Chen, Kevin (S.)
Subject: RE: Software change required to implement derate instead of shutdown for DPF-out EGT

It's not likely that agencies will dis-allow the tampering on DC. We can either leave DC as it is (still covered 90% of sales), force idle, or request SW.

In either case I'd recommend proceeding with the CC changes.

Does forced idle have the same issue?
Does Jim B or Kevin have any further suggestions?

John, what would be your call?

From: Luke, Darrin (D.B.)
Sent: Thursday, January 19, 2012 9:43 AM
To: Leisenring, Kenneth (K.C.); Opolsky, Norman (N.H.); Bogema, John (P.)
Cc: Chen, Kevin (S.)
Subject: Software change required to implement derate instead of shutdown for DPF-out EGT
Importance: High

Ken / Norm / John,

After a thorough analysis of the changes required to switch from engine shutdown to a 70% derate on circuit faults for the downstream DPF EGT, I have discovered an issue.
For Dyno Cert applications, the downstream DPF EGT is also the upstream SCR EGT. To comply with SCR tampering, we have to enable the tamper chain for open circuit faults on this EGT. The issue is that the current software does not have a tamper DFC for Exh_TPFltUsSRCMax (2013MY Dyno Cert EGT). Since the current calibration forces engine shutdown, we were not required to have a tamper DFC.
If we switch from shutdown to derate then we would need a software change to add another DFC for tampering.

This issue only affects the 2013MY Dyno Cert applications, no software changes are needed to implement this on 2013MY Chassis Cert applications or 2011-2012MY CC/DC.

Based on this information, how do you want to proceed?

Darrin Luke
Diesel OBD Calibration
Phone: (313) 805-3894

From: Dixon, Mark (M.R.)
Sent: Tuesday, July 17, 2012 11:32 AM
To: Wagers, Sue (S.K.)
Subject: FW: Stoneridge EGT Sensor

Info. We will need Bill's help to negotiate with Hi Stat on responsibility for the moved RTD concern.

From: Rodack, Cindy (E.)
Sent: Monday, July 16, 2012 3:42 PM
To: Goodwin, William (W.R.); Dixon, Mark (M.R.)
Cc: Mitchell, Anthony (A.N.); Reiners, Donna (D.L.)
Subject: Stoneridge EGT Sensor

Bill/Mark,

The following GWC Item will be discussed in the Recovery PST on 7/18/12 @ 3pm. Please attend, if you are unable to attend please send a representative to address this item.

#49 Stoneridge EGT Sensor	W. Goodwin / M. Dixon

Thanks,

E. Cindy Rodack
GWC Project Manager
Ford Motor Company
(313) 621-2831
Erodack1@ford.com

From: Goodwin, William (W.R.)
Sent: Friday, July 20, 2012 2:04 PM
To: Wagers, Sue (S.K.)
Subject: FW: stoneridge EGT sensor
Attachments: RE: Stoneridge EGT Sensor Issue

Sue,

FYI.

Regards,
Bill Goodwin
Powertrain Sensors Technical Specialist
Global Powertrain Control Systems Engineering
Ford Motor Company / Building #2 / 22B19
E-mail: wgoodwin@ford.com
Tel: (313) 805-9111
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: Goodwin, William (W.R.)
Sent: Friday, July 20, 2012 10:03 AM
To: Mitchell, Anthony (A.N.); Dixon, Mark (M.R.)
Cc: Reiners, Donna (D.L.)
Subject: RE: stoneridge EGT sensor

Anthony,

Please review my earlier email…I believe there's some confusion and that Julia might have some insight into this issue.

Regards,
Bill Goodwin
Powertrain Sensors Technical Specialist
Global Powertrain Control Systems Engineering
Ford Motor Company / Building #2 / 22B19
E-mail: wgoodwin@ford.com
Tel: (313) 805-9111
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: Mitchell, Anthony (A.N.)
Sent: Friday, July 20, 2012 9:32 AM
To: Dixon, Mark (M.R.); Goodwin, William (W.R.)
Cc: Reiners, Donna (D.L.)
Subject: stoneridge EGT sensor

Good morning Mark / Bill

Any updates on how to proceed with the EGT sensor chargeback? Do we have concurrence with Stoneridge on the RTD weld failure that they are responsible?

Anthony Mitchell
6 Sigma Black Belt
Warranty Engineer: Powertrain / Hybrid
15010 Commerce Park South
Dearborn, MI 48120
313-84- 50774
https://team.sp.ford.com/sites/uswpac/Shared%20Documents/WPAC%20Web%20Part%20Pages/WPAC.aspx

From: Goodwin, William (W.R.)
Sent: Thursday, July 12, 2012 3:23 AM
To: Mitchell, Anthony (A.N.); Reiners, Donna (D.L.); Dixon, Mark (M.R.)
Subject: RE: Stoneridge EGT Sensor Issue

We have two failure modes….weld failure and moved RTD….we were already clear that the weld failures were Stoneridge responsibility. On the moved RTD condition, there is a design change coming and there was a shared responsibility of the design change costs. I would suggest contacting Julia Yan to see if she can give some indication of the negotiations that occurred.

Regards,
Bill Goodwin
Powertrain Sensors Technical Specialist
Global Powertrain Control Systems Engineering
Ford Motor Company / Building #2 / 22B19
E-mail: wgoodwin@ford.com
Tel: (313) 805-9111
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: Mitchell, Anthony (A.N.)
Sent: Wednesday, July 11, 2012 2:44 PM
To: Goodwin, William (W.R.); Reiners, Donna (D.L.); Dixon, Mark (M.R.)
Subject: RE: Stoneridge EGT Sensor Issue

Hi Bill
We basically needed to know if the Stoneridge EGT weld failure can be binned to Stoneridge. What are your thoughts?

From: Goodwin, William (W.R.)
Sent: Wednesday, July 11, 2012 2:38 PM
To: Reiners, Donna (D.L.); Mitchell, Anthony (A.N.); Dixon, Mark (M.R.)
Subject: RE: Stoneridge EGT Sensor Issue

I would like to make the meeting, but I may miss due to meetings related to a critical supply issues.

Regards,
Bill Goodwin
Powertrain Sensors Technical Specialist
Global Powertrain Control Systems Engineering
Ford Motor Company / Building #2 / 22B19
E-mail: wgoodwin@ford.com
Tel: (313) 805-9111
ONE FORD: ONE Plan - ONE Team - ONE Goal

-----Original Appointment-----
From: Reiners, Donna (D.L.)
Sent: Monday, June 25, 2012 4:46 PM
To: Reiners, Donna (D.L.); Mitchell, Anthony (A.N.); Dixon, Mark (M.R.); Goodwin, William (W.R.)
Subject: Stoneridge EGT Sensor Issue
When: Thursday, July 12, 2012 9:00 AM-9:30 AM (UTC-05:00) Eastern Time (US & Canada).
Where: audio

Conference Call Information
1. Use a dial-in number from the list below
2. Press 1
3. Enter the Meeting ID < 89407538 > and press #

From: Bogema, John (P.)
Sent: Tuesday, January 20, 2015 3:06 PM
To: Boone, Bill (W.P.)
Subject: FW: Superduty NHTSA Investigation

Importance: High

Please dig into this, looks like it was done with DSM and Darrin did much of the work….

From: Bogema, John (P.)
Sent: Tuesday, January 20, 2015 10:04 AM
To: Parrish, Kirk (K.A.)
Subject: RE: Superduty NHTSA Investigation

Also need to know when the circuit out of range was removed from stop safely now. Looks like it went into 2013MY job 1, did it go back into service releases for 2011-12? Did it go into 13 job 1?

From: Bogema, John (P.)
Sent: Tuesday, January 20, 2015 8:33 AM
To: Parrish, Kirk (K.A.)
Subject: FW: Superduty NHTSA Investigation

I saw the investigation notice over the weekend.

To support the upcoming discussions, can you give me:

Model Year by Model Year release date (in IDS) of the "and" condition for both chassis and dyno cert?
Do all model year's include exotherm over components removed?

From: Yuhasz, Philip (P.D.)
Sent: Tuesday, January 20, 2015 7:37 AM
To: Goodliff, Simon (S.); Bailey, Owen (O.R.); Perry, Brian (B.J.); Dmytro, Sherry (S.A.); Goodwin, William (W.R.)
Cc: Renwick, Rick (R.J.); Beltramo, Joel (J.J.); Bogema, John (P.); Baum, Joe (J.M.); Lyon, Peter (P.M.)
Subject: RE: Superduty NHTSA Investigation

Let's review overall data and rates in this week's design review:

- Incident rates for the various sensors/ model years
- Incidents on repaired vehicles

Probably 25 minutes

Phil Yuhasz

Philip Yuhasz
Engineering Director - Global Powertrain Calibration, Controls and NVH (PCCN)

Ph. 313 845-7966 Fax 313 390-7127
Admin. Assistant: Elaine McKinney, 313 323-1889

From: Lyon, Peter (P.M.)
Sent: Monday, January 19, 2015 6:56 PM
To: Yuhasz, Philip (P.D.); Baum, Joe (J.M.); Goodliff, Simon (S.); Bailey, Owen (O.R.); Perry, Brian (B.J.)
Cc: Renwick, Rick (R.J.); Beltramo, Joel (J.J.); Bogema, John (P.)
Subject: Superduty NHTSA Investigation

FYI in case you have not heard already. Investigation opened Jan 13th.

New Complaints about
Stalling Ford Pickups

Posted: January 19, 2015 at 12:43 am
In 2013 Ford Motor Co. began recalling 2010-2012 model Super Duty F-350, F-450 and F-550 trucks to replace an exhaust gas temperature (EGT) sensor that should shut down the engine. But the National Highway Traffic Safety Administration is launching a new probe into the problem after receiving 30 complaints about failures in trucks that been repaired previously, and others outside the original recall group. NHTSA notes that the affected trucks have multiple EGT sensors, but Ford opted to replace only one. The agency cites complaints of replaced sensor that fail again, and reports that multiple sensors in different locations have failed over time.

Peter Lyon
Manager: FNA Diesel and O/8500 Gas Powertrain Calibration
| phone: 313-805-5745
ONE FORD: One Team-One Plan-One Goal

From: Dixon, Mark (M.R.)
Sent: Friday, January 23, 2015 3:19 PM
To: Goodwin, William (W.R.)
Subject: FW: Superduty Top 20 ECB

Info on shipment of the laser weld EGTs on forward two positions on P473.

From: Philbin, Jeff [mailto:Jeff.Philbin@stoneridge.com]
Sent: Friday, January 23, 2015 9:31 AM
To: Taylor, Perry (P.A.); Doering, Bob
Cc: Roberts, James (J.B.); Jones, John; Garcia, Gustavo; Sonat, Ibrahim (I.); Dixon, Mark (M.R.); McDonagh, Scot (S.M.); Rinkevich, Daniel (D.J.)
Subject: RE: Superduty Top 20 ECB

Perry:

Per earlier note, as of our shipment on Thursday 22Jan we are 100% shipping the laser welded parts. Initial shipments are still being made against the "-*C" revision with Alert #A12926721. We will change to the "-*D" revision as soon as we have PPAP approval from our STA. Please note that all of the laser welded parts are laser-marked with the "-*D" part number and boxes identified with the Alert number.

Shipping info from yesterday:

Customer Part:	**AC3A 12B591 AC**
OMAR Product #:	**AC3A-12B591-AC***
Hi-Stat Part:	**8402-657**
Sales Order:	**29942**
Purchase Order:	**SD6L00**
SID:	**100304942**
Freight Terms:	**Freight Collect**
Method of Shipment:	**Consolidation**
Shipment Date:	**1/22/2015**
Send Date:	**1/22/2015 09:35**
Master Bill:	**150122818**
Bill of Lading:	**150122818D**
Trailer Number:	**738183**
Pro Number:	**202030**
AETC:	
Packing Slip:	**5244455**
Invoice:	**5244455**

Please let us know if you have any questions.

Jeffrey Philbin

From: Taylor, Perry (P.A.) [mailto:ptaylor8@ford.com]
Sent: Thursday, January 22, 2015 4:17 PM
To: Philbin, Jeff; Doering, Bob

Cc: Roberts, James (J.B.); Jones, John; Garcia, Gustavo
Subject: RE: Superduty Top 20 ECB

What is the latest timing on the introduction into production of the laser welded EGT sensor for positions number 1 and 2? EGT 11 & EGT 12.

The last timing I heard was 1/23 which is tomorrow. Just wanted to get the latest and greatest on timing.

Perry A. Taylor

PVT Powertrain

Kentucky Truck Plant – Super Duty

Cell Phone: (313) 805-5182
Desk Phone: (502) 429-2702
Fax: (502) 429-2111
PTAYLOR8@ford.com

From: Roberts, James (J.B.)
Sent: Thursday, January 22, 2015 2:08 PM
To: Niland, Tom (T.H.); Hehir, Steven (S.R.); Taylor, Perry (P.A.)
Subject: Superduty Top 20 ECB
Importance: High

Please make sure you have BSAQ projects for each one and they have been updated in the last week. We will be reporting out on Monday 9:30. Be ready for discussion. Thanks

Status	Rank	Bin (Aggregation Level: Part (Item), Concern, Concern Type, , , Position C, Position D)
		TOTAL(ALL FILTERS EXCEPT TOP N)
R	1	EXHAUST GAS RECIRCULATING VALVE, DEFECTIVE, , , , SCORPION
G	2	EXHAUST GAS TEMPERATURE SENSOR, DEFECTIVE, , , CIRCUIT #1
G	3	TRANSMISSION (AUTOMATIC), IMPROPER ASSEMBLY, , , , ,
G	4	TRANSFER CASE, NOISY, SQUEAL, , SEAL
Y	5	CRANK SHAFT, LEAK, , , , SCORPION DIESEL V8 RWD - CH2, REPAIR
R	6	FUEL PUMP MODULE, DEFECTIVE, , , GASOLINE
R	7	EXHAUST GAS TEMPERATURE SENSOR, DEFECTIVE, , , , , # 3
R	8	TRANSMISSION CONTROL MODULE, DEFECTIVE, , , DIESEL
G	9	COOLANT RESERVOIR, DEFECTIVE, , , SECONDARY, DIESEL
R	10	EXHAUST FLUID RESERVOIR, DEFECTIVE, , , PUMP
G	11	CATALYZED DIESEL PARTICULATE FILTER, CONTAMINATED, , , , SCO
R	12	POWERTRAIN CONTROL MODULE, DEFECTIVE, , , PV8 (6.2L) GAS V
R	13	EXHAUST FLUID RESERVOIR, CONTAMINATED, , , , , P20EE
R	14	FUEL PUMP, DIRTY, , , FILTER, P006A
R	15	CRANK SHAFT POSITION SENSOR, DEFECTIVE, , , , DIESEL
R	16	COOLANT SYSTEM, LEAK, , , PV8 (6.2L) GAS V8 RWD - REP, D 1
R	17	COOLANT SYSTEM, IMPROPER ASSEMBLY, , , , SCORPION DIESEL V
G	18	MANIFOLD ABSOLUTE PRESSURE SENSOR, DAMAGED, , , SCORPI
R	19	TURBO CHARGER, DEFECTIVE, , , , SCORPION DIESEL V8 RWD - CH2
R	20	CATALYTIC CONVERTER, IMPROPER FUNCTION, , , ,

James Roberts, P.E.
PT PVT Supervisor – KTP
jrobert4@ford.com (313)805-5659 cell
(502)429-2266 fax (502)429-2111

From: Wagers, Sue (S.K.)
Sent: Thursday, May 09, 2013 3:41 PM
To: Bogema, John (P.)
Subject: FW: Temp Sensor Failures

John, FYI. There's a meeting next week and I think Mark is handling it but this reached high levels (Mullaly) and thought you ought to be aware.

Sue Wagers
Supervisor - gPCSE Quality
Global Powertrain Controls Systems Engineering
Dearborn - Building 2 Room 22G20
E-mail swagers@ford.com
Tel: (313) 805 7177
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: Keady, Christopher (C.M.)
Sent: Wednesday, May 08, 2013 5:05 PM
To: Dixon, Leonard (L.M.)
Cc: Wagers, Sue (S.K.); McDonagh, Scot (S.M.); Hamilton, Steven (S.C.)
Subject: FW: Temp Sensor Failures

Just so you know "his" office is involved.

From: Bondoni, Mark (M.J.)
Sent: Tuesday, April 23, 2013 10:56 AM
To: Keady, Christopher (C.M.)
Subject: FW: Temp Sensor Failures

Chris,

Please see the trail below and let me know the current status. Thanks, Mark

From: Sloan, Jeffrey (J.)
Sent: Tuesday, April 23, 2013 10:48 AM
To: Bondoni, Mark (M.J.)
Cc: Tansil-Marshall, Robin (R.)
Subject: FW: Temp Sensor Failures

Mark,

The following email string was sent to Alan Mulally.

I see that Keady has already been working this case and you will read the fleet service director is recommending that the county not purchase 2014 Ford vehicles.

I think it is best your team handle this one.

Let me know if you concur or how you would like EL to support.

Jeffrey T. Sloan
Executive Liaison Manager
Ford Customer Service Division
425-765-0262 (Cell)
313-845-5775
888-765-1019 (Fax)

From: Showler, Amy (A.L.)
Sent: Tuesday, April 23, 2013 10:31 AM
To: Tansil-Marshall, Robin (R.); Sloan, Jeffrey (J.)
Subject: FW: Temp Sensor Failures

Thank you!

Regards,
Amy Showler
Office of Alan Mulally
Ph: (313) 323-8136; Fx: (313) 322-1325

From: Randy Rodgers [mailto:rrodgers@wilco.org]
Sent: Tuesday, April 23, 2013 10:03 AM
To: Joe Granberry; Kenny Schnell
Cc: 'John Bodenmiller'; Keady, Christopher (C.M.); Rex Schneider; Mulally, Alan (A.R.)
Subject: FW: Temp Sensor Failures

Good Morning Joe,

I am sorry to say that I have been unsuccessful in getting results from Ford on our sensor issues. As a matter of fact just getting Ford to keep me updated on resolving our issue has been unsuccessful.

I was expecting better results for Williamson County in light of the fact we spent $720,000 on Ford Ems units in 2012 that are now having issues. As a point of information it is worth noting that our Ford product line purchases since 2000 is; 317 units at a cost of $9,540,781.10 this is a substantial number but it doesn't give us any guarantee of service.

As you know it is budget season and we are all looking at FY2014 vehicle replacements. I would urge you to use caution in your considerations for replacement vehicles. In light of the fact that we are unable to get service after the sale for Ford Ambulance products we might consider other options.

I know I will be cautious in my recommendations.

Thank You for your time,

Randy Rodgers
Director of Fleet Services Division
Infrastructure Services
Williamson County
(512) 943-3368

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From: Randy Rodgers
Sent: Tuesday, April 16, 2013 7:58 AM
To: 'ckeady@ford.com'
Subject: FW: Temp Sensor Failures

Just following up to make sure you received this….

From: Randy Rodgers
Sent: Monday, April 15, 2013 8:00 AM
To: 'ckeady@ford.com'
Subject: FW: Temp Sensor Failures

Chris,

I received your voice mail. The message I got from this email was this is not the problem but as a note make sure you use the "B" version where appropriate. I did not understand it to say that you were waiting on a response from me before you proceed.

As you can see by the response below we have used all "B" suffix sensors and we still have the failures.

Keep me informed about where we are heading with all of this.

Thank You for your time,

Randy Rodgers
Director of Fleet Services Division
Infrastructure Services
Williamson County
(512) 943-3368

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From: Ed Pospisil
Sent: Wednesday, April 03, 2013 4:24 PM
To: Randy Rodgers; Rex Schneider
Subject: RE: Temp Sensor Failures

Only 4 have been purchased out of 52 before 10/1/12 but all purchased have been with a b suffix-ed

From: Randy Rodgers
Sent: Wednesday, April 03, 2013 3:53 PM
To: Ed Pospisil; Rex Schneider
Subject: FW: Temp Sensor Failures

Let's try and determine which units use which sensor and make sure we have used the correct ones in each unit.

Randy

From: Keady, Christopher (C.M.) [mailto:ckeady@ford.com]
Sent: Wednesday, April 03, 2013 3:32 PM
To: Randy Rodgers
Cc: Keady, Christopher (C.M.)
Subject: RE: Temp Sensor Failures

Randy,

Thank you for the list. There was a part level change from AC3Z 5J213 A to the same part number with the A changing to a B for the last character in the 10-1-12 time frame . Any vehicle repaired or the sensor replaced prior to the 10-1-12 part change will have the 'A' level part. This in itself is not a negative but if you are replacing sensors as part of the PM the "B" level part is preferred. Please see if you can determine by your paperwork the part levels replace in each vehicle.

CK

From: Randy Rodgers [mailto:rrodgers@wilco.org]
Sent: Wednesday, April 03, 2013 3:53 PM
To: Keady, Christopher (C.M.)
Subject: FW: Temp Sensor Failures

Here is the list.

From: Randy Rodgers
Sent: Wednesday, March 20, 2013 3:20 PM
To: 'JOHNB@OLATHEFORD.COM'
Cc: Rex Schneider; Joe Granberry; Kenny Schnell
Subject: Temp Sensor Failures

Correction: These units are 2011' and 2012's , corrected in Red below.

Hello John,

I wanted to thank you for your assistance in this matter. We are struggling to get it resolved with Ford and we feel a bigger dealer with a vested interest would be helpful.

As per our phone conversation, here is a brief description of our problem. We have a Fleet of (30) Ford Ambulances of which (7) are 2011's and (8) are 2012's. We have a condition where the exhaust gas temperature sensor fails and the ECM shuts the unit down, no limp mode, on these two year models. We have experienced (11) failures causing units to shutdown in place on (8) individual units. This means some units have multiple failures(see attached sheet).

Currently we have a unit in the shop that suffered a shutdown with a patient in the unit. EMS had to dispatch another crew and unit to pick up the patient and continue the transport to the hospital. This has serious consequences for the County.

We have been working with a local dealer and a local Ford rep but we do not feel the issue has received the sense of urgency it deserves. As I mentioned before over the phone the sensors are on national back order.

We are reaching out to you for assistance in resolving this issue.

Thank You for your time,

Randy Rodgers
Director of Fleet Services Division
Infrastructure Services
Williamson County
(512) 943-3368

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From: Johnston, Dennis (D.T.)
Sent: Tuesday, August 13, 2013 5:37 PM
To: Love, Keith (K.A.)
Subject: FW: CCRG Discussion: 2012 MY F-Super duty 6.7L Diesel Ambulance EGT Sensor

Sensitivity: Private

Keith,

Ambulance volumes.

Dennis

From: Keady, Christopher (C.M.)
Sent: Monday, July 29, 2013 12:32 PM
To: Johnston, Dennis (D.T.)
Cc: Keady, Christopher (C.M.)
Subject: FW: CCRG Discussion: 2012 MY F-Super duty 6.7L Diesel Ambulance EGT Sensor
Sensitivity: Private

Copy of requested information.

CK

From: Webber, Elizabeth (E.)
Sent: Monday, July 29, 2013 12:26 PM
To: Hall, Craig (C.E.)
Cc: Keady, Christopher (C.M.)
Subject: RE: CCRG Discussion: 2012 MY F-Super duty 6.7L Diesel Ambulance EGT Sensor
Sensitivity: Private

Chris – here are the results for F-Super Duty with the ambulance package and 6.7L engine:

Series	Model Year	Vehicle Count
SUPERDUTY	2011	1,198
SUPERDUTY	2012	1,598

Liz Webber

Pool Account Assistant Manager | Commercial Truck Sales & Marketing
North American Fleet, Lease and Remarketing Operations
Ford Motor Company | **Regent Court: Suite 6N212**

Phone ☎: (313) 390-2713 | Mailfax 🖷 : 866-402-9402 | e-mail ✉: ewebber@ford.com

---

From: Hall, Craig (C.E.)
Sent: Monday, July 29, 2013 9:54 AM
To: Webber, Elizabeth (E.)
Cc: Keady, Christopher (C.M.)
Subject: FW: CCRG Discussion: 2012 MY F-Super duty 6.7L Diesel Ambulance EGT Sensor
Sensitivity: Private

Hi Liz, could you please use MOCA and provide information to Chris. Thanks.

Craig Hall
Specialty Vehicle Account Manager
Commercial Vehicle Sales & Marketing
ph. (313) 390-6930
fax (313) 390-0819
chall2@ford.com

From: Keady, Christopher (C.M.)
Sent: Monday, July 29, 2013 9:06 AM
To: Johnston, Dennis (D.T.); Hall, Craig (C.E.)
Cc: Love, Keith (K.A.); Oswalt, Greg (G.G.)
Subject: RE: CCRG Discussion: 2012 MY F-Super duty 6.7L Diesel Ambulance EGT Sensor
Sensitivity: Private

Craig,
I need MY 12 as well .

CK

From: Keady, Christopher (C.M.)
Sent: Monday, July 29, 2013 9:00 AM
To: Johnston, Dennis (D.T.); Hall, Craig (C.E.)
Cc: Love, Keith (K.A.); Oswalt, Greg (G.G.); Keady, Christopher (C.M.)
Subject: RE: CCRG Discussion: 2012 MY F-Super duty 6.7L Diesel Ambulance EGT Sensor
Sensitivity: Private

Dennis,

Ball Park is just 1,000 units. I will get a more exact number.

Craig,

Looking for MY 2011 Ambulance prep package "47A " 6.7L will be all F-Series?

Chris Keady

From: Johnston, Dennis (D.T.)
Sent: Monday, July 29, 2013 8:29 AM
To: Keady, Christopher (C.M.)
Cc: Love, Keith (K.A.); Oswalt, Greg (G.G.)
Subject: RE: CCRG Discussion: 2012 MY F-Superduty 6.7L Diesel Ambulance EGT Sensor
Sensitivity: Private

Hi Chris,

As we review claims for the ambulance package, it will be helpful to understand the total volume of ambulance packages with the 6.7L sold for the 2011 and 2012 model years, to establish rates.

Is that something you could supply?

Thanks,

Best regards,

Dennis Johnston
Truck CCRG
313-845-8445

From: Keady, Christopher (C.M.)
Sent: Monday, July 15, 2013 10:03 AM
To: Johnston, Dennis (D.T.)
Cc: Love, Keith (K.A.); Oswalt, Greg (G.G.)
Subject: RE: CCRG Discussion: 2012 MY F-Superduty 6.7L Diesel Ambulance EGT Sensor
Sensitivity: Private

1FDUF4GT6CE[redacted]
1FDUF4GT2BEE
1FDUF4HT3B
1FDUF4HT4B
1FDUF4GT9BEA
1FDUF4GT1BEA
1FDUF4GT4BEE
1FDUF4GT6BEE
1FDUF4GT8CEA

1FDUF4GT2CE[redacted]
1FDUF4GT6CE[redacted]

From: Johnston, Dennis (D.T.)
Sent: Monday, July 15, 2013 9:58 AM
To: Keady, Christopher (C.M.)
Cc: Love, Keith (K.A.); Oswalt, Greg (G.G.)
Subject: RE: CCRG Discussion: 2012 MY F-Superduty 6.7L Diesel Ambulance EGT Sensor
Sensitivity: Private

Hi Chris,

Please send the details to myself and Keith love.

Sorry for the delay in response but I was on vacation.

Best regards,

Dennis Johnston
Truck CCRG
313-845-8445

From: Keady, Christopher (C.M.)
Sent: Friday, June 28, 2013 9:36 AM
To: Oswalt, Greg (G.G.); Hamilton, Steven (S.C.); Ricks, Kevin (K.J.); Dixon, Mark (M.R.); Goodwin, William (W.R.); Lyon, Peter (P.M.); Bondoni, Mark (M.J.); Tyburski, Ken (K.); Chew, William (W.J.); McClenaghan, Dave (D.); Johnston, Dennis (D.T.); Tuneff, Mark (M.S.); Cadagin, Ed (E.J.)
Subject: RE: CCRG Discussion: 2012 MY F-Superduty 6.7L Diesel Ambulance EGT Sensor
Sensitivity: Private

From the call yesterday who was requesting the details on the 6 cases I have ? Please advise

-----Original Appointment-----
From: Oswalt, Greg (G.G.)
Sent: Tuesday, June 18, 2013 1:42 PM
To: Oswalt, Greg (G.G.); Keady, Christopher (C.M.); Hamilton, Steven (S.C.); Ricks, Kevin (K.J.); Dixon, Mark (M.R.); Goodwin, William (W.R.); Lyon, Peter (P.M.); Bondoni, Mark (M.J.); Tyburski, Ken (K.); Chew, William (W.J.); McClenaghan, Dave (D.); Johnston, Dennis (D.T.); Tuneff, Mark (M.S.); Cadagin, Ed (E.J.)
Subject: CCRG Discussion: 2012 MY F-Superduty 6.7L Diesel Ambulance EGT Sensor
When: Thursday, June 27, 2013 8:00 AM-8:30 AM (UTC-05:00) Eastern Time (US & Canada).
Where: PDC 2B-F28 or (Webex # 713 038 663)
Sensitivity: Private

Please be advised that the subject concern is scheduled for review in the Pick-up/Medium Truck and Large SUV CCRG meeting on Thursday, Please be advised that the subject concern is scheduled for review in the Pick-up/Medium Truck and Large SUV CCRG meeting on Thursday, June 27, 2013, 8:00-8:30 am.

Please be prepared to provide a report out on the investigation findings.

The CCRG is moving to a paperless meeting. Please provide any presentation documents to support the discussion, to me (GOSWALT) electronically by Wednesday 06/26/2013 COB, make sure documents are marked "DRAFT".
Let me know if you have any questions.

The CCRG meeting is held in PDC Conf. Rm 2B-F28.

WebEx meeting information

Meeting Number: 713 038 663
Meeting Link: https://ford.webex.com/ford/j.php?J=713038663
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=189399962&tollFree=1
Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Access code:713 038 663

From: Moylan, James (J.J.)
Sent: Tuesday, October 09, 2012 6:21 PM
To: McDonagh, Scot (S.M.); Dixon, Mark (M.R.)
Subject: FW: AC3A-12B591 P473 MY2012 MG603 Alert

Clean cut off for the new EGT is Oct 10th.

James J. Moylan tcb
Kentucky Truck Plant
Powertrain PVT - Sr. Engineer
313-805-3887
><((((º>

From: Moylan, James (J.J.)
Sent: Tuesday, October 09, 2012 8:56 AM
To: 'Philbin, Jeff'; Sonat, Ibrahim (I.); Sparks, Robert; Straub, Brady; Melchor, David; Obenour, Doug; Landis, Ron; Volinski, Bridget (.); Bushman, Thomas (T.S.)
Cc: Goodwin, William (W.R.); Patel, Vijay (Vijay.)
Subject: AC3A-12B591 P473 MY2012 MG603 Alert

I checked our crib this morning and found two stacks of eight boxes. Unfortunately, the bottom two of one stack contained old level parts. I've instructed Material handling to use these next so a clean cutoff date will be tomorrow. Material Handling has some 8,000 end items coming in on a daily basis so FIFO is a challenge.

Note that KTP is a very large facility and our EGT crib is conservatively 3/4 mile from my desk. In addition, there are two locations on each line where we install EGTs.

In the event that we have to ever have to do this again, please take into consideration and inform me when parts are shipped so I can keep an eye out for them.

Kind regards.

James J. Moylan tcb
Kentucky Truck Plant
Powertrain PVT - Sr. Engineer
313-805-3887
><((((º>

From: Volinski, Bridget (.)
Sent: Monday, October 24, 2011 9:42 PM
To: McDonagh, Scot (S.M.)
Cc: Currie, David (J.); Erginer, Bora (B.E.)
Subject: FW: Aftertreatment EGT sensors for 6.7L

Hi Scot,

It is Craig Sloan, 248-324-3885.
Craig.sloan@stoneridge.com

Bridget Volinski
Applications Engineer
Global Powertrain Controls Systems Engineering
North American Applications - PT Sensors, ECM, TCM
Building 2
Room 22M27
E-mail bvolinsk@ford.com
Mob: 313-805-5436
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: McDonagh, Scot (S.M.)
Sent: Monday, October 24, 2011 9:47 AM
To: Currie, David (J.)
Cc: Erginer, Bora (B.E.); Volinski, Bridget (.)
Subject: RE: Aftertreatment EGT sensors for 6.7L

Bora has D&R responsibility for P473 EGT Sensors.

Bora/Bridget- Who is our Hi-Stat contact now that Scott Clark moved on ? Thanks

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

From: Currie, David (J.)
Sent: Monday, October 24, 2011 9:03 AM
To: McDonagh, Scot (S.M.)
Subject: Aftertreatment EGT sensors for 6.7L

Scot-

RQ14-005 000230 ER

Who owns these parts? We have one that has gone bad in one of our trucks. I was hopeful there may be a replacement kicking around somewhere.

Regards,
David J Currie

Global Engine Engineering
2015MY, 2.0L Turbo CPMT Leader
(313)-390-9928

From: Bushman, Thomas (T.S.)
Sent: Friday, September 06, 2013 6:59 PM
To: Bushman, Thomas (T.S.)
Subject: FW: Are these Lear Parts?

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: Lazar, Katalin (K.)
Sent: Friday, September 06, 2013 1:16 PM
To: Noval-Cenabre, Mary Beth (MNoval@lear.com); Rossman, Barbara (B.M.); Rinkevich, Daniel (D.J.); Williams, Brent (B.A.); Austin, Aaron (A.A.); Rembert, Shannon (S.A.); 'sfarrugia@lear.com'
Cc: McDonagh, Scot (S.M.); Bushman, Thomas (T.S.)
Subject: RE: Are these Lear Parts?

Hello Marybeth,

Can you please provide the manufacturing facility location of service kit 3U2J-14B475-BXAB?

Thanks, Katalin

From: Rossman, Barbara (B.M.)
Sent: Friday, September 06, 2013 1:00 PM
To: Rinkevich, Daniel (D.J.); Williams, Brent (B.A.); Austin, Aaron (A.A.); Rembert, Shannon (S.A.); 'sfarrugia@lear.com'; Lazar, Katalin (K.)
Cc: McDonagh, Scot (S.M.); Bushman, Thomas (T.S.)
Subject: RE: Are these Lear Parts?

Hello Brent: Will you be asking Lear for their manufacturing facility of "14406" harness?

Hello Katalin: Would you please ask Lear for the manufacturing facility location of service kit in attachment?

<< File: EGT Pigtail Kit WPT-984.pdf >>

Kind Regards,

Barb Rossman
Ford Motor Company
Supervisor: Connector Engineering
(313) 322-5696
brossman@ford.com

From: Rinkevich, Daniel (D.J.)
Sent: Friday, September 06, 2013 9:06 AM
To: Williams, Brent (B.A.); Austin, Aaron (A.A.); Rembert, Shannon (S.A.); 'sfarrugia@lear.com'
Cc: McDonagh, Scot (S.M.); Bushman, Thomas (T.S.); Rossman, Barbara (B.M.)
Subject: Are these Lear Parts?

The folks at Stoneridge did a section of the service pigtail that I gave them and found the crimp to be marginally acceptable. They said the crimp is too big for the wire gage. Does Lear make this service part? Is it made at the same facility as the Super Duty 14406?
<< OLE Object: Picture (Device Independent Bitmap) >>
<< File: EGT Pigtail Kit WPT-984.pdf >>

Dan Rinkevich
Powertrain Quality
(313) 32-23653 (Desk)
(313) 676-9572 (Cellular)

From: Hutchinson, Rob (R.)
Sent: Friday, April 25, 2014 2:43 PM
To: McDonagh, Scot (S.M.)
Cc: Rinkevich, Daniel (D.J.)
Subject: FW: eTracker Alert: Issue Id 12625739 Created in Project gPCSE Sensor Returns

EGT with pigtail arrived today!

Rob Hutchinson
Quality Analyst Sensors / Aux Modules
Powertrain Controls
Dearborn - Building 2 Room 24B32
1-313-845-1113
rhutch13ford.com

"It is difficult to free fools from the chains they revere" - Voltaire

From: Tracker, E (E.)
Sent: Friday, April 25, 2014 10:42 AM
To: Hutchinson, Rob (R.)
Subject: eTracker Alert: Issue Id 12625739 Created in Project gPCSE Sensor Returns

eTracker New Issue Alert

Issue Id **12625739** has been created by Rob Hutchinson (rhutch13) in Project: gPCSE Sensor Returns

- **Description:**

  DIESEL VEHICLE DIAGNOSIS C/S THE CEL IS ON - PLEASE ADVISE

- **Supplier** Stoneridge (Hi-Stat)

- **Supplier Plant Analyst** Jeffrey.Philbin@stoneridge.com

- **Type** Warranty

- **Priority** Low

- **Part Number** AC3Z 5J213 B

- **Model Year** 2014

- **Program** F250

- **VIN** 1FT7W2BT7EEA[redacted]

- **Mileage** 10024

- **Dealer Tech Comments**

  VERIFIED CONCERN CHECK ENGINE LIGHT ON,PERFORMED EEC TEST HAD DTC P2 080, RAN OAISIS AND SSMS FOUND SSM 44358, RAN PPT RC1 DTC PRESENT RC2 OIL LEVE L OK RC3 COOLANT LEVEL OK RC4 NO EXHAUST LEAKS RC5 NO EGT SENSOR REA

- **Repeat Repair** NOT CHECKED

- **700 Tag** 0277791467

- **Ford Drive Issue / Customer Complaint Duplicated** NOT CHECKED

- **Supplier Plant Issue / Customer Complaint Duplicated** NOT CHECKED

- **Analysis Category** In Analysis

- **Ford Quality Analyst** RHUTCH13

- **Ford Quality Supv** SWAGERS

From: Ricks, Kevin (K.J.)
Sent: Monday, May 05, 2014 4:29 PM
To: Hale, Curt (B.C.); McDonagh, Scot (S.M.)
Cc: Wilde, Chris (L.C.)
Subject: FW: heat sensor fault with the 6.7 diesel engine

Did I send this to you guys? Too fast paced.

From: Courteau, Mike (M.J.)
Sent: Thursday, May 01, 2014 7:13 PM
To: Ricks, Kevin (K.J.)
Subject: FW: heat sensor fault with the 6.7 diesel engine

Kevin,

More info regarding the exhaust temperature sensor question from Jim Burke Ford in the LA region.

Mike

From: Wilde, Chris (L.C.)
Sent: Thursday, May 01, 2014 3:19 PM
To: Courteau, Mike (M.J.)
Subject: FW: heat sensor fault with the 6.7 diesel engine

FYI

From: Suttles, Tom (T.D.)
Sent: Thursday, May 01, 2014 11:01 AM
To: Wilde, Chris (L.C.)
Subject: RE: heat sensor fault with the 6.7 diesel engine

Thanks Chris, please keep me posted on what you find. Their diesel volume makes often makes them a leading indicator on diesel concerns. It might be worth checking upstream to see if we are hearing of this issue on a broader basis. Much appreciated.

Tom

From: Wilde, Chris (L.C.)
Sent: Thursday, May 01, 2014 10:56 AM
To: Suttles, Tom (T.D.)
Subject: RE: heat sensor fault with the 6.7 diesel engine

Tom,
I have not heard any feedback from other dealers about this concern. I will check the AEQ web-site for emerging concerns and let you know what I find. I will also instruct the FSE to advise the dealer to make hotline contacts on vehicles that return with the concern.

Thank you,

From: Suttles, Tom (T.D.)
Sent: Thursday, May 01, 2014 10:53 AM
To: Wilde, Chris (L.C.)
Subject: FW: heat sensor fault with the 6.7 diesel engine

Chris, are you aware of any additional actions that are under investigation for the issue raised by John Hay at Jim Burke Ford?

They are seeing a high incident rate of 6.7 diesel trucks that are brought in with the instrument message: **STOP SAFELY NOW.**

They perform TSB 13-1002 but are finding a high return rate with failure of the replaced sensor prescribed in the TSB. They are concerned and want to know if there are further actions under investigation or planned by us. If not, they are a good source of feedback that we can take to Dearborn.

From: John Hay [mailto:johnhay@burkeauto.com]
Sent: Wednesday, April 30, 2014 2:10 PM
To: Suttles, Tom (T.D.)
Cc: Tom Moser
Subject: RE: heat sensor fault with the 6.7 diesel engine

I believe there is a TSB out in regards to this TSB 13-10-2

From: John Hay
Sent: Wednesday, April 30, 2014 1:44 PM
To: 'Suttles, Tom (T.D.)'
Cc: Tom Moser
Subject: RE: heat sensor fault with the 6.7 diesel engine

Mr. Suttles,

I verified with my diesel tech's and the new sensors are failing as well, they seem to go out every 15,000 miles or so. The most common failures are with the EGT 12 and 14 locations. They have started to recommend to replace all 4 if the vehicle is out of warranty.

John Hay

From: Suttles, Tom (T.D.) [mailto:tsuttles@ford.com]
Sent: Wednesday, April 30, 2014 10:27 AM
To: John Hay
Cc: Courteau, Mike (M.J.); Henry, Roger (R.J.)
Subject: RE: heat sensor fault with the 6.7 diesel engine

John, thanks for taking the time to alert me to this issue. As I recall from our conversation last week, you are seeing an increased failure rate of these temperature sensors. Are you also seeing high failure rates of the replacement sensors?

Tom Suttles
Regional Manager – Los Angeles Region
Ford Customer Service Division
Ford Motor Company
tsuttles@ford.com
Cell: (949)872-9409
Fax: (877) 793-8401

From: John Hay [mailto:johnhay@burkeauto.com]
Sent: Monday, April 28, 2014 3:37 PM
To: Suttles, Tom (T.D.)
Subject: heat sensor fault with the 6.7 diesel engine

Mr. Suttles,

I apologize about the delay in responding to your request in regards to the sensor issue with the 6.7 diesel engine. The issue occurs when there is a fault with one of the four temperature sensors located on the exhaust system. This causes the vehicle to think that it is overheating and flashes a warning to safely pull over then the vehicle shuts off. At this point the vehicle has to be towed to a dealer where the sensor can be replaced and the codes cleared. It is a minor repair, but it strands the driver every time. The part number for the sensor is AC3Z-5J213-B. Please let me know if you need anything else.

John Hay
Jim Burke Ford
2001 Oak Street
Bakersfield Ca, 93301
Office: (661) 328-3788
johnhay@burkeauto.com

From: Bushman, Thomas (T.S.)
Sent: Wednesday, October 09, 2013 2:56 PM
To: Rembert, Shannon (S.A.); Brackett, Tom (T.P.)
Cc: Williams, Brent (B.A.); Austin, Jon (J.A.); Rinkevich, Daniel (D.J.); Wagers, Sue (S.K.)
Subject: FW: MatingConnectorReturnedComparison_10_09_13

Shannon / Tom –

Can you please review this brief report from Stoneridge (EGT Supplier).

They received a Matched Set (Connector and EGT) return and they did a cross section of the EGT crimp and the Terminal crimp. It appears that we do not have an adequate crimp on the Terminal – what do you guys think? Have we had an opportunity to do the same cross sectional analysis on that EGT Connector that exhibited the intermittent open circuit during the tap test?

Please let us know – thanks.

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: Landis, Ron [mailto:Ronald.Landis@stoneridge.com]
Sent: Wednesday, October 09, 2013 10:30 AM
To: Bushman, Thomas (T.S.); Rinkevich, Daniel (D.J.)
Cc: Philbin, Jeff; Sparks, Robert; Doering, Bob
Subject: MatingConnectorReturnedComparison_10_09_13

From: McDonagh, Scot (S.M.)
Sent: Friday, September 06, 2013 1:52 PM
To: Bushman, Thomas (T.S.); Rinkevich, Daniel (D.J.); Moylan, James (J.J.)
Subject: FW: P473 EGT Inquiry

INFO

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

From: Farrugia, Samuel [mailto:SFarrugia@lear.com]
Sent: Tuesday, August 13, 2013 1:39 PM
To: McDonagh, Scot (S.M.); Williams, Brent (B.A.)
Cc: Rinkevich, Daniel (D.J.); Dixon, Mark (M.R.); Rembert, Shannon (S.A.)
Subject: RE: P473 EGT Inquiry

Hi Scott, Lears Aztecas plant manufactures the 14406.. the splices are welded..

From: McDonagh, Scot (S.M.) [mailto:smcdonag@ford.com]
Sent: Tuesday, August 13, 2013 12:58 PM
To: Williams, Brent (B.A.)
Cc: Rinkevich, Daniel (D.J.); Dixon, Mark (M.R.); Farrugia, Samuel; Rembert, Shannon (S.A.)
Subject: RE: P473 EGT Inquiry

Thanks Brent

Sam- Which LEAR facility manufactures P473 Diesel 14406 harness ? Does P473 Diesel 14406 harness have crimped splices ?

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

From: Williams, Brent (B.A.)
Sent: Tuesday, August 13, 2013 12:43 PM
To: McDonagh, Scot (S.M.); Rembert, Shannon (S.A.)
Cc: Rinkevich, Daniel (D.J.); Dixon, Mark (M.R.); Farrugia, Samuel (SFarrugia@lear.com)
Subject: RE: P473 EGT Inquiry

14406, Sam Farrugia (Lear) is lead D&R. (cc'd on this reply)

Brent A. Williams
Electrical PVT Supervisor, KTP - P473/U22x
F Super Duty/Expedition/Navigator
Desk - 502-429-2979
Cell - 313-805-8512
Email: bwillia8@ford.com

From: McDonagh, Scot (S.M.)
Sent: Tuesday, August 13, 2013 12:30 PM
To: Williams, Brent (B.A.); Rembert, Shannon (S.A.)
Cc: Rinkevich, Daniel (D.J.); Dixon, Mark (M.R.)
Subject: RE: P473 EGT Inquiry

Thanks- Who has D&R responsibility for the harness ? What is base part# for the harness ?

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

From: Williams, Brent (B.A.)
Sent: Tuesday, August 13, 2013 12:29 PM
To: McDonagh, Scot (S.M.); Rembert, Shannon (S.A.)
Cc: Rinkevich, Daniel (D.J.); Dixon, Mark (M.R.)
Subject: RE: P473 EGT Inquiry

Lear

Brent A. Williams
Electrical PVT Supervisor, KTP - P473/U22x
F Super Duty/Expedition/Navigator
Desk - 502-429-2979
Cell - 313-805-8512
Email: bwillia8@ford.com

From: McDonagh, Scot (S.M.)
Sent: Tuesday, August 13, 2013 12:27 PM
To: Williams, Brent (B.A.); Rembert, Shannon (S.A.)
Cc: Rinkevich, Daniel (D.J.); Dixon, Mark (M.R.)
Subject: P473 EGT Inquiry

Who is wiring Supplier for P473 6.7L Diesel EGT Sensor vehicle side harness ?

<< File: P473_EGT-WIRING.pdf >>
Scot G. McDonagh
PT Quality Engineering

Phone: (313)337-8091
smcdonag@ford.com

****
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****

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From: McDonagh, Scot (S.M.)
Sent: Tuesday, May 08, 2012 7:14 PM
To: Dixon, Mark (M.R.); Bushman, Thomas (T.S.); Moylan, James (J.J.); Cervenan, Neil (N.J.)
Subject: FW: P473 EGT Review

Stoneridge indicated in our 5/4 meeting that revised EGT to address RTD alignment will be released for 2013MY Job1(9/24/12). Component will also be released into service for 11-12MY Sept-2012

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

From: Philbin, Jeff [mailto:Jeff.Philbin@stoneridge.com]
Sent: Friday, May 04, 2012 5:34 PM
To: Sonat, Ibrahim (I.); Volinski, Bridget (.); Erginer, Bora (B.E.); Wagers, Sue (S.K.); McDonagh, Scot (S.M.)
Subject: P473 EGT Review

ALL:

First, thank you for your time in our meeting this morning for the P473 EGT sensor. Attached is a copy of the presentation / 6-Panel we reviewed along with the latest warranty claim data. The spreadsheet includes the P-Codes sortable by Root Cause.

Please let me know if you have any questions or if you would like the Stoneridge team to review the data and plan forward with others.

Thank you.

Jeffrey Philbin
Stoneridge, Inc
28001 Cabot Drive, Suite 100, Novi, MI
248-324-3856 Office 248-469-9942 Cell
Jeffrey.philbin@stoneridge.com | www.stoneridge.com

From: Curtis, Andrew (A.)
Sent: Tuesday, August 14, 2012 8:23 PM
To: Korpics, Frank (F.M.); Sonat, Ibrahim (I.); Opolsky, Norman (N.H.)
Cc: McDonagh, Scot (S.M.); Hamilton, Steven (S.C.)
Subject: FW: Report Summary for the CQIS Report#CHNFU002

Here is another report of the EGT sensors 13 and 14 reporting incorrectly. He states that this is the second one he has seen. The vehicle came in with a stop safely now message and the exhaust over temperature codes. The tech checked freeze frame and found EGT 13 reading 1.98K degrees. He replaced the EGT 13 sensor and the concern happened again the next morning. Again EGT 13 was high (1.96K). This time he replaced the EGT14 and the concern is resolved. I contact the technician by phone and confirmed he replaced the proper sensor as per freeze frame on the first repair attempt.

What information do we need to try and determine the cause of this concern. It is causing repeat repairs and dealer visits. Thanks

Andrew Curtis
Diesel Commodity Concern Engineer
(313) 390-2132
1700 Fairlane Dr. Allen Park, Mi 48101
Cube 257

From: ACURTI24@ford.com [mailto:ACURTI24@ford.com]
Sent: Tuesday, August 14, 2012 4:18 PM
To: Curtis, Andrew (A.)
Subject: Report Summary for the CQIS Report#CHNFU002

EGT locations

Attachments : 0

Report# :	[redacted]			**Received:**	08/14/2012
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2012,F350 4X4 ,F350 ,CRW CAB,CHASCAB ,1FD8W3FTXCEE[redacted]			**Build Date:**	12/08/2011
Odometer :	16,659 M	**Engine:**	6.7L DI	**Calibration:**	CFA17N0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 07090 Boeckman Ford, Inc.			**Phone#:**	(405) 375-4134
City:	Kingfisher	**State:**	Oklahoma	**Country :**	USA
Originator:	DANIEL AURINGER				
Symptom:	5 52 1 39 DRV PERF,STALLS/QUITS,AT IDLE,INTERMITTENT				
Status:					
VFG:	V52 DRIVEABILITY				
Additional Symptom:	STOP SAFELY NOW MESSAGE				

Fix: **Causal Component :**
Condition Code:

Hotliner: KLEWI102 **Phone:** 313 248-6272 **Regn Cd:** C1 Dallas

Engineering: **Phone:** **TAR:**

Dlr Contact: DANIEL AURINGER **Phone:** 000 000-0000 **Title Cde:** T

DTCs:
KOEO:
KOEC:P200C P200E
KOER:

Comments :

REPAIR 08/14/2012 03:56PM KEVIN LEWIS MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:SES LIGHT ON MESSAGE CENTER INDICATES STOP SAFELY NOW DIAGNOSTICS: KOEO PARTS REPLACED:EGT 13 ON PREVIOUS VISIT AND EGT 14 ON THIS VISIT TECH QUESTION:I HAVE GOT BURNT ON THIS NEW NEW TSB 12-7-1. VEHICLE WAS JUST IN AND HAD SAME CODES FREEZE FRAME DATA SHOWED EGT 13 AT 1.98K DEG REPLACED SENSOR AND CLEARED CODES THEN ROAD TESTED. CUST PICKED UP VEHICLE THIS MORNING AND MADE
IT 1 MILE UP THE ROAD AND SAME THING HAPPENED AGAIN W/ THE SAME CODES.
NOW EGT 13 READS 196 DEG. IT IS A CHASSIS CAB AND I REPLACED THE LAST EGT SENSOR AS PER THE PICTURE IN THE TSB. THIS TIME I REPLACED EGT 14 AND THE TRUCKS EGT TEMP PIDS STAY RIGHT AROUNG 600 DEG GOING DOWN THE
ROAD. THIS HAPPENED TO ANOTHER VEHICLE LAST WEEK SAME THING. REPLACED
THE SENSOR PER TSB, VEHICLE LEFT THEN RETURNED A FEW MINUTES LATER WITH SAME CONCERN. REPLACED EGT14 AND THE TRUCK HAS STAYED GONE. AM I
THE ONLY ONE LUCKY ENOUGHT TO HAVE THIS HAPPEN TO ME TWICE?

RECOMM **08/14/2012 03:56PM KEVIN LEWIS MSS - FCSD - TECH SVC HOTLINE**
DANIEL, THANKS FOR THE INFORMATION. THIS CONCERN HAS BEEN REPORTED AND
THE HOTLINE IS GATHERING INFORMATION TO ASSIST ENGINEERING IN DETERMINING THE CAUSE. IT IS UNCLEAR IF THIS CONCERN IS RELATED TO THE LAST IDS UPDATE OR THE LAST PCM CALIBRATION UPDATE. THIS REPORT IS BEING FORWARDED FOR FURTHER INVESTIGATION.

ADD-ON **08/14/2012 04:17PM ANDREW CURTIS MSS - FCSD - TECH SVC HOTLINE**

THE TECHNICIAN WAS CONTACTED BY PHONE TO VERIFY THE EGT13 SENSOR TEMPERATURE AT THE TIME OF THE SECOND FAILURE. THE TECH STATES THAT IT
WAS READING 1.96 DEGREES. TECH WAS ADVISED THAT THIS CONCERN IS CURRENTLY UNDER INVESTIGATION.

From: Curtis, Andrew (A.)
Sent: Wednesday, September 26, 2012 5:54 PM
To: Bogema, John (P.)
Cc: Hamilton, Steven (S.C.); McDonagh, Scot (S.M.)
Subject: FW: Report Summary for the CQIS Report#[redacted]

Here is another one that just came through for the EGT reading incorrectly concern.

Andrew Curtis
Diesel Commodity Concern Engineer
(313) 390-2132
1700 Fairlane Dr. Allen Park, Mi 48101
Cube 257

From: Curtis, Andrew (A.)
Sent: Wednesday, September 26, 2012 1:51 PM
To: Curtis, Andrew (A.)
Subject: Report Summary for the CQIS Report#CIYIE003

Attachments : 0

Report# :	[redacted]			**Received:**	09/25/2012
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2011,F550 4X2 SD ,F550 ,REG CAB,CHASCAB ,1FDUF5GT4BE[redacted]			**Build Date:**	06/13/2011
Odometer :	22,200 M	**Engine:**	6.7L DI	**Calibration:**	
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 04864 Mike Davidson Ford			**Phone#:**	(904) 725-3060
City:	Jacksonville	**State:**	Florida	**Country :**	USA
Originator:	ANDREW LAPLACE				
Symptom:	5 54 2 02 DRV PERF,LACK/LOSS PWR ,ACCEL,ALWAYS				
Status:					
VFG:	V52 DRIVEABILITY				
Additional Symptom:	CEL, EGT 13-14				
Fix:	**Causal Component :**				
Condition Code:					

Hotliner: TTENNANT **Phone:** 313 317-9387 **Regn Cd:** S3 Orlando

Engineering: **Phone:** **TAR:**

Dlr Contact: ANDREW LAPLACE **Phone:** 000 000-0000 **Title Cde:** T

DTCs:
KOEO:
KOEC:P242A P242C
KOER:

Comments
:

REPAIR 09/25/2012 04:42PM TIMOTHY TENNANT MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:CHECK ENGINE LIGHT IS ON DIAGNOSTICS:
KOEO, MOTIRED PIDS PARTS REPLACED:EGT SENSOR #4 TECH
QUESTION:VERIFIED CONCERN. FOUND CODES FOR EGT SENSOR #3. MONITORED
PIDS. FOUND EGT SENSOR #4 AT -40 CONSTANTLY. PROCEEDED TO WORKSHOP
MANUAL FOR DIAGRAM OF EXHAUST SYSTEM. FOUND BOTH DIAGRAM. MATCHED EGT
SENSOR LAY OUT TO DIAGRAM WITH EGT SET UP AS EGT 1,2,4 AND 3. REPLACED
SENSOR #4 LOCATED IN THE 3RD POSTION. MONITORED PIDS AND FOUND NO
CHANGE. PROCEEDED TO UNPLUG SENSORS FOR EXACT LOCATION. NOW I HAVE TO
REPLACE 2 SENSORS BECAUSE DIAGRAM IS INCORRECT. COULD YOU VERIFY EGT
SENSOR LAY OUT ON WORKSHOP MANUAL.

RECOMM 09/25/2012 04:42PM TIMOTHY TENNANT MSS - FCSD - TECH SVC HOTLINE
ANDREW, PLEASE REFER TO FIGURE 2 LOCATED WITHIN <="" td="">
HREF='HTTP://WWW.FORDTECHSERVICE.DEALERCONNECTION.COM/VDIRS/SPUBS/ANUM
Q.ASP?FLAVOR=DEALERS&SZARTICLE=12-07-01' TARGET='_BLANK'>TSB
12-07-01. THIS FIGURE SHOWS THE LOCATION OF THE EGTS BASED ON THE
CHASSIS CAB OR PICKUP MODELS. FOR THE F-550 CHASSIS CAB THE EGT
13 IS SUPPOSED TO BE LOCATED AT THE MOST REAR POSITION OF THE VEHICLE
AS THIS TEMPERATURE PROBE MONITORS THE TEMPERATURE AFTER THE SCR
SYSTEM HERE AS THE EGT 14 MONITORS THE TEMPERATURE AFTER THE DPF
FILTER. YOU ARE CORRECT WITH FINDING THE MISPLACEMENT OF THE EGT
13 AND 14 LOCATIONS AS THIS HAS BEEN SEEN ON SOME CHASSIS CAB MODELS.
AT THIS TIME NO REPAIR IS RECOMMENDED TO CORRECT THIS CONDITION AS IT
HAS NOT BEEN KNOWN AFFECT PERFORMANCE OF THE DPF SYSTEM.

REPAIR 09/25/2012 06:02PM KEVIN MARTIN MSS - FCSD - TECH SVC HOTLINE
I STILL NEED TO REPLACE THE BIAS SENSOR THAT IS READING -40 AT AMBIENT
TEMP. MY CONCERN IS THAT NOW I HAVE 2 PARTS CHARGED OUT WHEN I SHOULD
ONLY HAVE 1. DO I LEAVE THE BIAS SENSOR IN OR REPLACE IT. IT IS
SETTING THE CEL.

RECOMM 09/25/2012 06:02PM KEVIN MARTIN MSS - FCSD - TECH SVC HOTLINE
ANDREW, IT WILL BE NECESSARY TO RESOLVE THE -40 READING THAT IS
CAUSING THE CONCERN. IT IS RECOMMENDED TO INSPECT THE CIRCUITS FOR ANY

CHAFES OR PINCH AREAS AND PERFORM A WIGGLE TEST WHILE MONITORING THE PID. IF THE PREVIOUSLY REMOVED EGT SENSOR IS STILL AVAILABLE THEN IT CAN BE USED TO HELP DIAGNOSE THE CONCERN IF IT WAS FUNCTIONING PROPERLY. IT CAN ALSO BE REINSTALLED AND THE NEW ONE MOVED TO RESOLVE THE CONCERN AS EACH EGT SENSOR IS THE SAME. OTHERWISE REPLACE THE FAULTY SENSOR IF NECESSARY AND RETEST. THANK YOU.

REPAIR 09/26/2012 08:46AM MARK KLEIN(CLP) MSS - FCSD - TECH SVC HOTLINE

OLD EGT SENSOR CANNOT BE REUSED. CUTTING THE CIRCUIT WAS THE NECESSARY FOR REMOVAL OF EGT SENSOR. THANK YOU FOR YOU HELP.

RECOMM 09/26/2012 08:46AM MARK KLEIN(CLP) MSS - FCSD - TECH SVC HOTLINE

ANDREW, YOU ARE VERY WELCOME. THANK YOU FOR YOUR UPDATED INFORMATION, WE WILL DOCUMENT THIS INFORMATION FOR YOU. ONCE THE VEHICLE IS REPAIRED PLEASE FILL OUT AND SUBMIT THE SURVEY FOR THIS REPAIR SO WE CAN UPDATE OUR DATA BASE.

From: Wagers, Sue (S.K.)
Sent: Tuesday, January 20, 2015 12:35 PM
To: Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Dixon, Mark (M.R.); Oyafuso, Kevin (K.G.)
Subject: FW: Superduty NHTSA Investigation

FYI

Sue Wagers
Powertrain Calibration Controls NVH [PCCN]
Supervisor, NA Quality
Dearborn - Building 2 Room 24B31
E-mail swagers@ford.com
Tel: (313) 805 7177
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: Perry, Brian (B.J.)
Sent: Tuesday, January 20, 2015 12:59 AM
To: Wagers, Sue (S.K.)
Subject: FW: Superduty NHTSA Investigation

Sue, in case you were not aware.

Best regards / Saygilarimla,

Brian J. Perry
Global Core Sensors & Vehicle Applications Manager – Powertrain Controls
Powertrain Calibration Controls NVH (PCCN)
Email: bperry@ford.com **Cell:** +90 549 790 3994 **Office:** +90 216 664 9330 / 8 708 9330
On ISE assignment
FORD OTOSAN PRODUCT DEVELOPMENT
Istanbul Engineering Center (IEC) - A2-S4/B
Akpınar Mah. Hasan Basri Cad. No:2 34885 Sancaktepe / İstanbul / TÜRKİYE

From: Perry, Brian (B.J.)
Sent: Tuesday, January 20, 2015 7:54 AM
To: Bailey, Owen (O.R.); Goodwin, William (W.R.); Ramazanoglu, Suphi (A.); Sonat, Ibrahim (I.)
Subject: RE: Superduty NHTSA Investigation

I was not aware either.

Who should we have expected to alert us of this?

Best regards / Saygilarimla,

Brian J. Perry
Global Core Sensors & Vehicle Applications Manager – Powertrain Controls
Powertrain Calibration Controls NVH (PCCN)
Email: bperry@ford.com **Cell:** +90 549 790 3994 **Office:** +90 216 664 9330 / 8 708 9330
On ISE assignment
FORD OTOSAN PRODUCT DEVELOPMENT
Istanbul Engineering Center (IEC) - A2-S4/B
Akpınar Mah. Hasan Basri Cad. No:2 34885 Sancaktepe / İstanbul / TÜRKİYE

From: Bailey, Owen (O.R.)
Sent: Tuesday, January 20, 2015 5:51 AM
To: Goodwin, William (W.R.)
Cc: Perry, Brian (B.J.)
Subject: FW: Superduty NHTSA Investigation

I was not aware of this one.
Bill, maybe you can drop by Tuesday and we can discuss.
Thanks.

From: Lyon, Peter (P.M.)
Sent: Monday, January 19, 2015 6:56 PM
To: Yuhasz, Philip (P.D.); Baum, Joe (J.M.); Goodliff, Simon (S.); Bailey, Owen (O.R.); Perry, Brian (B.J.)
Cc: Renwick, Rick (R.J.); Beltramo, Joel (J.J.); Bogema, John (P.)
Subject: Superduty NHTSA Investigation

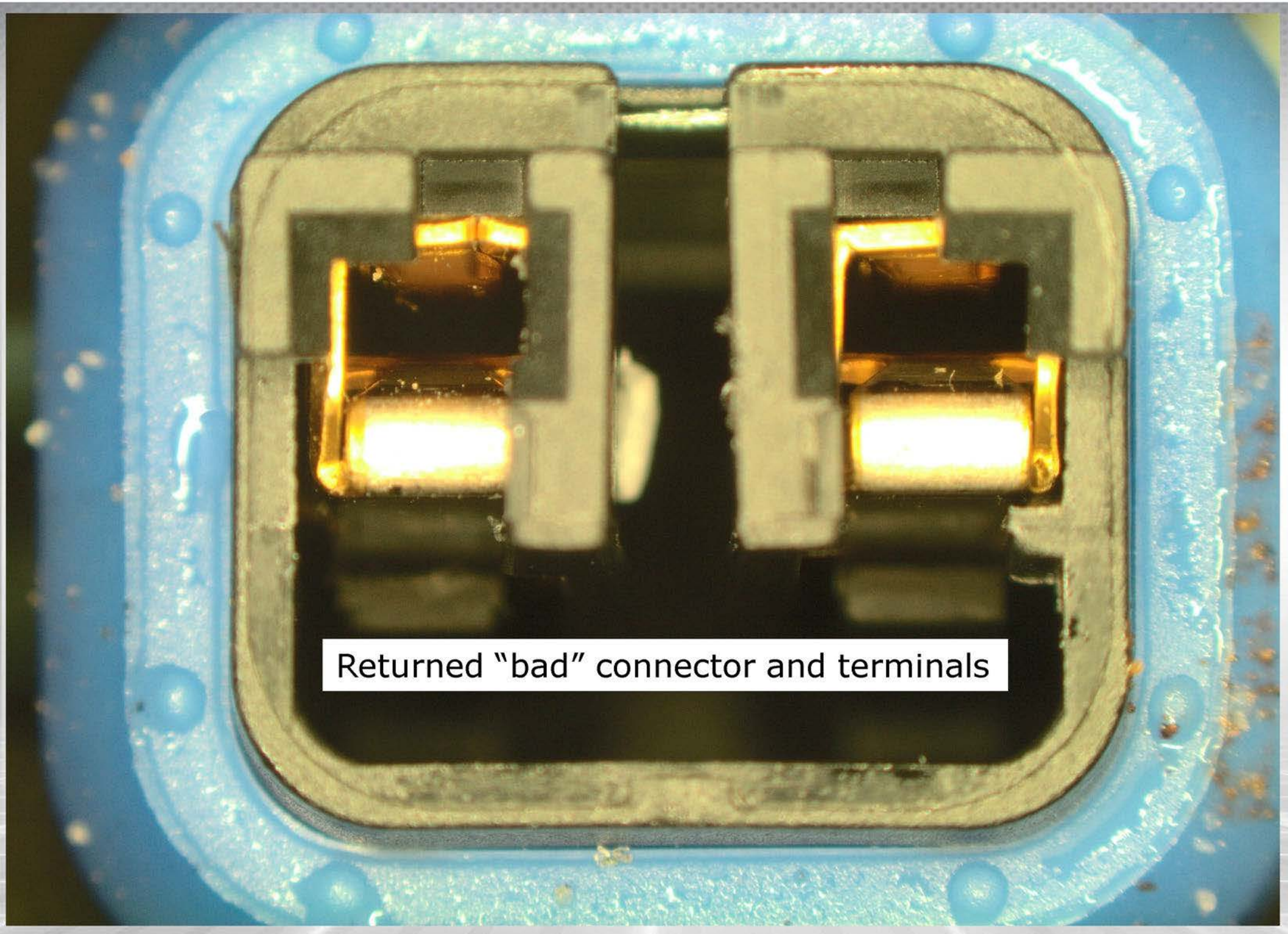
FYI in case you have not heard already. Investigation opened Jan 13th.

New Complaints about
Stalling Ford Pickups

Posted: January 19, 2015 at 12:43 am
In 2013 Ford Motor Co. began recalling 2010-2012 model Super Duty F-350, F-450 and F-550 trucks to replace an exhaust gas temperature (EGT) sensor that should shut down the engine. But the National Highway Traffic Safety Administration is launching a new probe into the problem after receiving 30 complaints about failures in trucks that been repaired previously, and others outside the original recall group. NHTSA notes that the affected trucks have multiple EGT sensors, but Ford opted to replace only one. The agency cites complaints of replaced sensor that fail again, and reports that multiple sensors in different locations have failed over time.

Peter Lyon
Manager: FNA Diesel and O/8500 Gas Powertrain Calibration

| phone: 313-805-5745
ONE FORD: One Team-One Plan-One Goal


Returned “bad” connector and terminals



RQ14-005 000255 ER


ONE
AC3Z-5J213-B
SENSOR

From: Landis, Ron <Ronald.Landis@stoneridge.com>
Sent: Thursday, October 24, 2013 12:22 PM
To: Bushman, Thomas (T.S.)
Cc: Philbin, Jeff; Doering, Bob
Subject: Input from our suppliers

Tom,

I sent the same presentation to our harness supplier as I sent you earlier this week and asked for their input per your request. This is their feedback:

"In summary, the crimps have air spaces or voids. The strands should appear as a perfect honeycomb with no air spaces. You can see the crimp wings are over-crimped. They should not be touching the base of the terminal. The terminal applicator is not set up correctly."

Ron Landis
Application Engineering Mgr
Stoneridge Inc.
Control Devices Division – Lexington
Ronald.Landis@Stoneridge.com

STONERIDGE LASER WELD EGT SENSOR VALIDATION

McDonagh- 301T088

EGT 11- #3

EGT 12- # 5

EGT 13- #6

EGT 14- #8

Dihle- 301T046

EGT 11- #22

EGT 12- # 23

EGT 13- #24

EGT 14- #25

Cervenan- 301T087

EGT 11- #

EGT 12- #

EGT 13- #

EGT 14- #

Merrell- 301T045

EGT 11- #

EGT 12- #

EGT 13- #

EGT 14- #

Kingston- 301T696

EGT 13- #27

Taylor- TBD

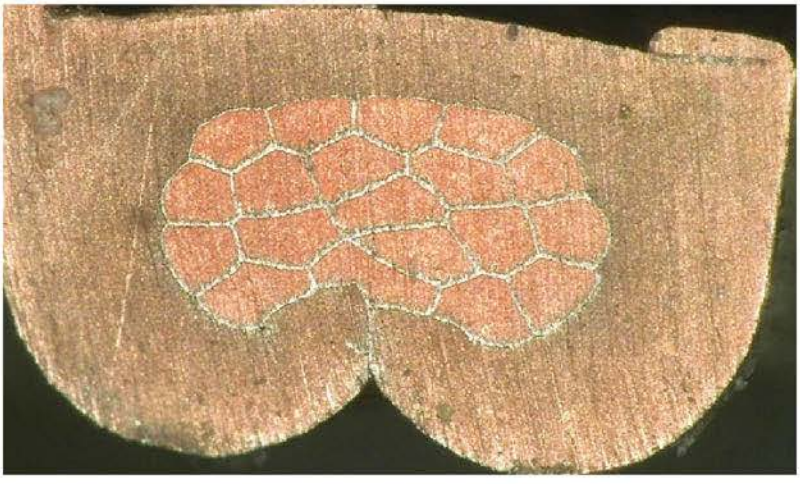
(8) Sensors shipped to KTP

From: Goodwin, William (W.R.)
Sent: Friday, August 03, 2012 3:59 PM
To: Bushman, Thomas (T.S.); Moylan, James (J.J.)
Subject: Management meeting with HiStat

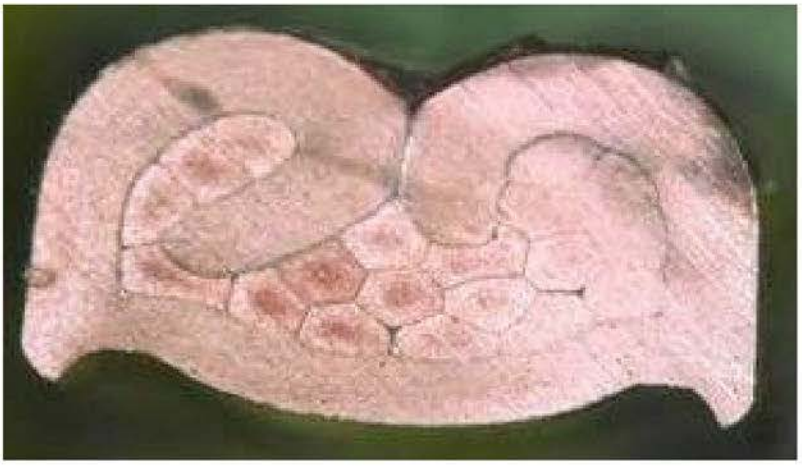
Tom and Jim,

Just wanted to let you know that Simon Goodliff and Laine had a discussion with HiStat top level management today. Simon explained the concerns we have on both product and manufacturing issues associated with their EGTS and told them it was imperative that they correct their issues. Stoneridge's leadership team stressed that fixing these issues is a top priority for them and that they have moved in a new quality manager from one of their other plants and that they are committed to see this to the end, no matter what additional resources they need apply. Just wanted you to be in the loop.

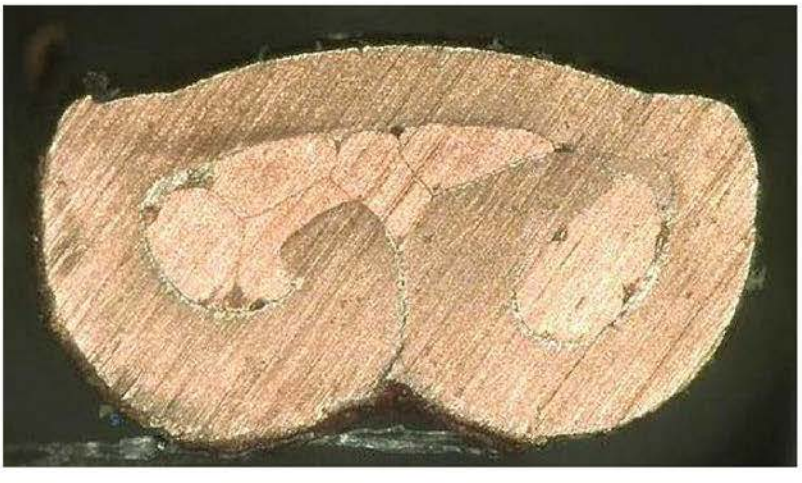
Regards,
Bill Goodwin
Powertrain Sensors Technical Specialist
Global Powertrain Control Systems Engineering
Ford Motor Company / Building #2 / 22B19
E-mail: wgoodwin@ford.com
Tel: (313) 805-9111
ONE FORD: ONE Plan - ONE Team - ONE Goal



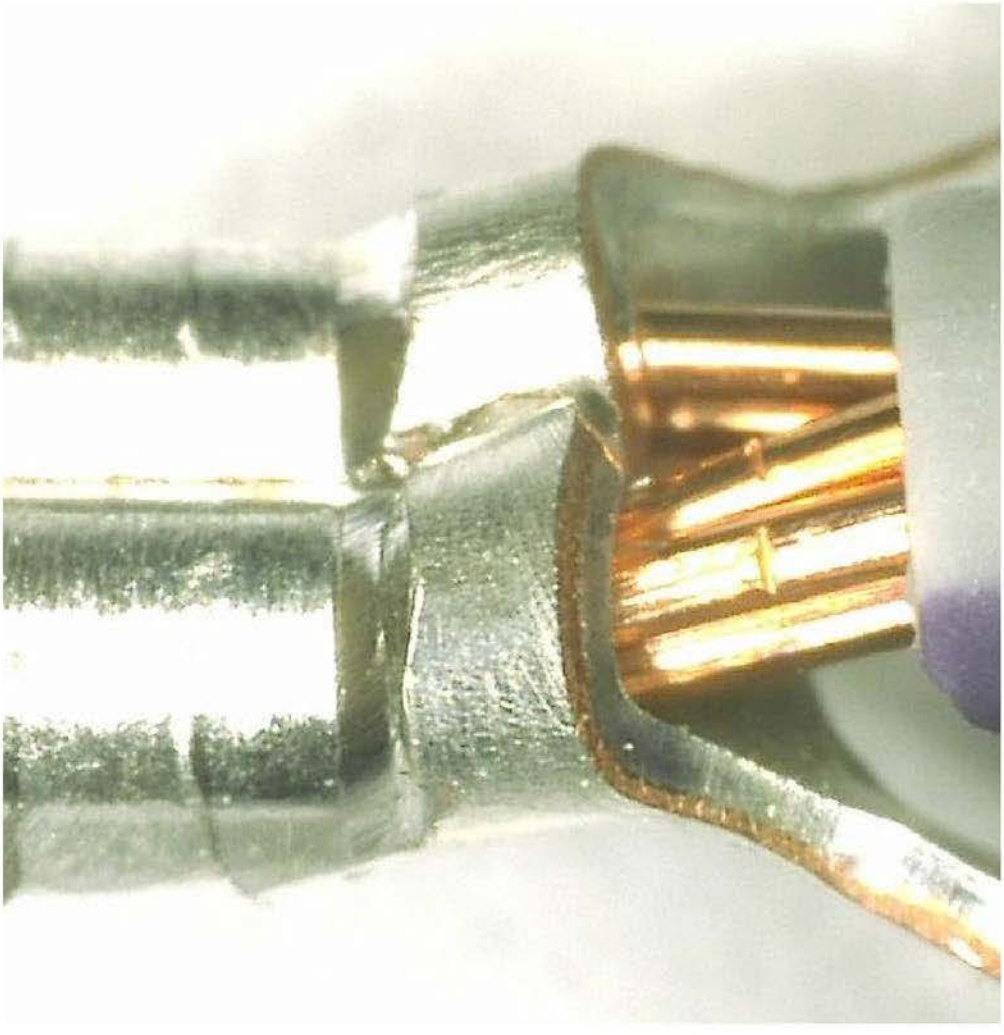
SRI Connector Terminal



WPT-984 Mating Connector Terminal



OEM Mating Connector Terminal



From: Moylan, James (J.J.)
Sent: Tuesday, September 10, 2013 7:54 PM
To: Bushman, Thomas (T.S.); Boone, Bill (W.P.)
Subject: Mod Center vehicle EEA38785 - P2031 pending code

Importance: High

Tom,

Bill reviewed the data that I pulled on the subject truck that set a P2031 **pending** code at the Mod Center that failed at CCG. There was nothing to indicate that there is anything amiss and his gut feeling is that this code will clear the next time that the monitor runs. He also reviewed a file of the actual EGT temperatures. (Bill, if you have anything to add, please feel free to do so)

I checked EOL for 2013 CY and there were two other incidences where this code set at CCG. They were written up as NPF in QLS. I also checked AWS and neither of these have come in for EGT warranty claims.

The monitor only ran once and will not run again until after a 6 hour soak which will be after 5pm today. Our proposal would be to re-run this truck after the 6 hour soak and see if the code clears.

Please let us know if this meets your approval. Thanks.

James J. Moylan tcb
Kentucky Truck Plant
Powertrain PVT - Sr. Engineer
313-805-3887
><((((º>

From: McDonagh, Scot (S.M.)
Sent: Tuesday, September 25, 2012 7:46 PM
To: Baum, Joe (J.M.); Sparks, Douglas (D.S.); Leisenring, Kenneth (K.C.); Bogema, John (P.); Kromberg, Arnold (A.W.); Dixon, Mark (M.R.); Opolsky, Norman (N.H.); Boone, Bill (W.P.); Korpics, Frank (F.M.)
Subject: New P473 Diesel Emerging Concern

FCSD is adding Incorrect EGT sensor readings on 2011-2012MY Dyno Cert Chassis Cabs to next week's Emerging Concern deck. CQIS report count exceeds QSF kick off thresholds.

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

From: Hamilton, Steven (S.C.)
Sent: Monday, September 17, 2012 2:55 PM
To: Curtis, Andrew (A.); Opolsky, Norman (N.H.); Korpics, Frank (F.M.); Bogema, John (P.); McDonagh, Scot (S.M.); Beecham, Winfred (A.); Dixon, Mark (M.R.)
Cc: Keithley, Richard (R.S.)
Subject: RE: Incorrect EGT sensor readings

Is there a chassis cab truck available that we can verify the issue on? This will drive up EGT warranty if we don't fix it.

Best regards,

Steve Hamilton
FCSD Service Engineering Operations
Diesel Commodity Manager
(313)390-7750

From: Curtis, Andrew (A.)
Sent: Monday, September 17, 2012 2:28 PM
To: Opolsky, Norman (N.H.); Korpics, Frank (F.M.); Hamilton, Steven (S.C.); Bogema, John (P.); McDonagh, Scot (S.M.); Beecham, Winfred (A.)
Cc: Keithley, Richard (R.S.)
Subject: RE: Incorrect EGT sensor readings

Team,
The technical hotline is continuing to take contacts on Dyno Cert vehicles that are reporting EGT13 and EGT14 backwards in freeze frame and pid data. I have attached another report of this concern. The FSE will be on site to assist the dealer with the repair and he has verified that the wrong sensor is reporting.

Andrew Curtis
Diesel Commodity Concern Engineer
(313) 390-2132
1700 Fairlane Dr. Allen Park, Mi 48101
Cube 257

From: Opolsky, Norman (N.H.)
Sent: Wednesday, August 15, 2012 10:25 AM
To: Curtis, Andrew (A.); Korpics, Frank (F.M.); Hamilton, Steven (S.C.); Bogema, John (P.); McDonagh, Scot (S.M.); Beecham, Winfred (A.)
Subject: RE: Incorrect EGT sensor readings

Yes that discussion is correct. I believe the question being asked is: are reporting out correctly to IDS and are we populating the PIDs for freeze frame correctly.

From: Curtis, Andrew (A.)
Sent: Wednesday, August 15, 2012 9:07 AM
To: Korpics, Frank (F.M.); Hamilton, Steven (S.C.); Opolsky, Norman (N.H.); Bogema, John (P.); McDonagh, Scot (S.M.); Beecham, Winfred (A.)
Subject: RE: Incorrect EGT sensor readings

This is our understanding also. We put a picture of the different lay outs from dyno to chassis in our EGT TSB. Does someone have a dyno cert vehicle that is at the latest calibration level? If so can we trying unplugging either EGT 13 or 14 and see which sensor shows high in data logger.

Andrew Curtis
Diesel Commodity Concern Engineer
(313) 390-2132
1700 Fairlane Dr. Allen Park, Mi 48101
Cube 257

From: Korpics, Frank (F.M.)
Sent: Wednesday, August 15, 2012 9:02 AM
To: Hamilton, Steven (S.C.); Opolsky, Norman (N.H.); Bogema, John (P.); McDonagh, Scot (S.M.); Beecham, Winfred (A.)
Cc: Curtis, Andrew (A.)
Subject: RE: Incorrect EGT sensor readings

My understanding is the following for P473 Super Duty Diesel trucks:

	2011-2012	2013
Chassis cert products (pickups)	EGT1,2,3,4 all read OK	EGT1,2,3,4 all read OK
Dyno cert products (non-pickups, export, ford of Mexico)	EGT1,2 OK, **EGT3 & EGT4 are swapped**	EGT1,2,3,4 all read OK

For 2013, wiring and calibration changes were made to the Dyno cert (+export and Mexico) products to address this concern.

Frank Korpics
313-805-5727
Diesel Calibration Development

From: Hamilton, Steven (S.C.)
Sent: Wednesday, August 15, 2012 8:50 AM
To: Korpics, Frank (F.M.); Opolsky, Norman (N.H.); Bogema, John (P.); McDonagh, Scot (S.M.)
Cc: Curtis, Andrew (A.)
Subject: FW: Incorrect EGT sensor readings

We need a breakdown of EGT mapping by model year for dyno cert vehicles so that we can republish the TSB if necessary. Can one of you guys please help with obtaining this?

Thanks.

Best regards,

Steve Hamilton
FCSD Service Engineering Operations
Diesel Commodity Manager
(313)390-7750

From: Curtis, Andrew (A.)
Sent: Wednesday, August 15, 2012 8:45 AM
To: Hamilton, Steven (S.C.)
Subject: FW: Incorrect EGT sensor readings

Read Johns and Franks comments

Andrew Curtis
Diesel Commodity Concern Engineer
(313) 390-2132
1700 Fairlane Dr. Allen Park, Mi 48101
Cube 257

From: Korpics, Frank (F.M.)
Sent: Tuesday, August 14, 2012 5:18 PM
To: Opolsky, Norman (N.H.); Curtis, Andrew (A.)
Cc: Bogema, John (P.)
Subject: RE: Incorrect EGT sensor readings

John raises a good point. Is this issue only happening on Dyno Cert vehicles (non-pickups)? If so, this is a known issue. Changes were made for 2013 to address this.

Frank Korpics
313-805-5727
Diesel Calibration Development

From: Bogema, John (P.)
Sent: Tuesday, August 14, 2012 1:15 PM
To: Korpics, Frank (F.M.)
Subject: RE: Incorrect EGT sensor readings

Nope, but wasn't there a Hardware change on Dyno cert to correct mapping of EGTs from 2011 to 2012???

From: Korpics, Frank (F.M.)
Sent: Tuesday, August 14, 2012 1:02 PM
To: Bogema, John (P.)
Subject: FW: Incorrect EGT sensor readings

Any known issues with EGT13 and EGT14 info getting swapped?

Frank Korpics
313-805-5727
Diesel Calibration Development

From: Curtis, Andrew (A.)
Sent: Tuesday, August 14, 2012 10:36 AM
To: Korpics, Frank (F.M.)
Cc: Sonat, Ibrahim (I.); Opolsky, Norman (N.H.); McDonagh, Scot (S.M.)
Subject: RE: Incorrect EGT sensor readings

The tech states that the vehicle had DTC P2471 (EGT 14) and when he checked freeze frame and data logger it showed EGT 13 high. The tech replaced EGT 13 and the P2471 DTC was resolved.

Andrew Curtis
Diesel Commodity Concern Engineer
(313) 390-2132
1700 Fairlane Dr. Allen Park, Mi 48101
Cube 257

From: Korpics, Frank (F.M.)
Sent: Tuesday, August 14, 2012 10:20 AM
To: Curtis, Andrew (A.)
Cc: Sonat, Ibrahim (I.); Opolsky, Norman (N.H.); McDonagh, Scot (S.M.)
Subject: RE: Incorrect EGT sensor readings

The info below does not include a good description of the issue... it only includes repair info.

Frank Korpics
313-805-5727
Diesel Calibration Development

From: Curtis, Andrew (A.)
Sent: Tuesday, August 14, 2012 9:54 AM
To: Opolsky, Norman (N.H.); McDonagh, Scot (S.M.)
Cc: Korpics, Frank (F.M.); Sonat, Ibrahim (I.)
Subject: RE: Incorrect EGT sensor readings

Any ideas on this concern??

Andrew Curtis
Diesel Commodity Concern Engineer
(313) 390-2132
1700 Fairlane Dr. Allen Park, Mi 48101
Cube 257

From: Opolsky, Norman (N.H.)
Sent: Wednesday, August 08, 2012 11:18 AM
To: McDonagh, Scot (S.M.); Curtis, Andrew (A.)
Cc: Korpics, Frank (F.M.); Sonat, Ibrahim (I.)
Subject: RE: Incorrect EGT sensor readings

I believe it is Ibrahim

From: McDonagh, Scot (S.M.)
Sent: Wednesday, August 08, 2012 11:14 AM
To: Curtis, Andrew (A.)
Cc: Opolsky, Norman (N.H.); Korpics, Frank (F.M.)
Subject: RE: Incorrect EGT sensor readings

Norm and Frank are P473 6.7L Calibration SMEs. Will ask them for input

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

From: Curtis, Andrew (A.)
Sent: Tuesday, August 07, 2012 3:07 PM
To: McDonagh, Scot (S.M.)
Subject: FW: Incorrect EGT sensor readings

Scott,
Do you know who owns the EGT sensors/calibration on the 6.7L dyno cert vehicles? The hotline is getting reports (see below) of the sensors reporting incorrectly. I am trying to figure out if this is a vehicle calibration concern or an IDS issue? Thanks Scott

Andrew Curtis
Diesel Commodity Concern Engineer
(313) 390-2132
1700 Fairlane Dr. Allen Park, Mi 48101
Cube 257

From: Jones, Keith (K.)
Sent: Tuesday, August 07, 2012 1:17 PM
To: Curtis, Andrew (A.)
Subject: FW: Incorrect EGT sensor readings

Update on the one I just sent you.

Keith Jones
6.7 Engine SME
Diesel Drivability
Ford Technical Hotline
DSC1 Cube 308
313-248-7923
KJone286@ford.com

From: Hamilton, Donald (D.)
Sent: Tuesday, August 07, 2012 12:55 PM
To: Jones, Keith (K.)
Subject: Incorrect EGT sensor readings

Attachments : 0

Report# :	[redacted]			**Received:**	08/07/2012
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2011,F450 4X2 SD ,F450 ,REG CAB,CHASCAB ,1FDUF4GT7[redacted]			**Build Date:**	03/29/2011
Odometer :	52,518 M	**Engine:**	6.7L DI	**Calibration:**	
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 03036 Joe Cooper Ford of Yukon			**Phone#:**	(405) 354-1111
City:	Yukon	**State:**	Oklahoma	**Country :**	USA
Originator:	BRIAN SHAVERS				
Symptom:	5 52 1 02 DRV PERF,STALLS/QUITS,AT IDLE,ALWAYS				
Status:					
VFG:	V52 DRIVEABILITY				
Additional Symptom:	STRARTS AND STALLS				
Fix:	**Causal Component :**				
Condition Code:					

Hotliner: KLEWI102 **Phone:** 313 248-6272 **Regn Cd:** C1 Dallas

Engineering: **Phone:** **TAR:**

Dlr Contact: BRIAN SHAVERS **Phone:** 000 000-0000 **Title Cde:** T

DTCs:

KOEO:

KOEC:P2471

KOER:

Comments :

REPAIR 08/07/2012 10:16AM KEVIN LEWIS MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:TRUCK STARTS AND IMEDIATLY

DIES DIAGNOSTICS: CHECKED DTCS AND LOOKED AT DATALOGGER AND FREEZE

FRAME DATA PARTS REPLACED:NONE YET TECH QUESTION:PCM DTC P2471

STATES EGT SENSOR CIRCUIT HIGH ON BANK 1 SENSOR 4. HOWEVER, ON FREEZE

FRAME DATA AND DATALOGGER SENSOR 3 IS 2.50K AND SENSOR 4 IS NORMAL

WITH TEMP AND VOLT ABOUT THE SAME AS 1 AND 2. HAVE YOU SEEN A DTC FOR

THE WRONG SENSOR BEFORE? HOW COULD THIS HAPPEN?

RECOMM 08/07/2012 10:16AM KEVIN LEWIS MSS - FCSD - TECH SVC HOTLINE

BRIAN, THERE HAVE BEEN A FEW REPORTS OF SIMILAR CONCERNS LATELY. THE

HOTLINE IS IN THE PROCESS OF COLLECTING INFORMATION ON THESE VEHICLES

TO DETERMINE THE ROOT CAUSE. IF THE CONCERN CAN BE DUPLICATED, UNPLUG

THE 3RD SENSOR IN LINE- EGT14, MONITOR THE PID, IF THE PID FOR EGT13

SHOWS 2.5K DEGREES AGAIN OR STILL, THEN REPLACE THAT SENSOR. BASED ON

THE FACT THAT THIS VEHICLE HAS NOT HAD A RECENT REFLASH, THIS MAY BE A

CONCERN WITH THE LATEST IDS UPDATE. THIS WOULD EXPLAIN WHY THE PID

INFORMATION MAY DISPLAYED INCORRECTLY, BUT THE CODE FLAGS CORRECTLY.

IF THE CONCERN CAN NOT BE DUPLICATED, REPLACE BOTH SENSORS AND TEST

DRIVE TO VERIFY THE REPAIR. PLEASE KEEP IN MIND THAT THE SYMPTOM

DESCRIBED IS NOT CONSISTENT WITH EGT CONCERNS, THERE MAY BE AN EXHAUST

RESTRICTION CAUSING THE SYMPTOM. PLEASE FIX THE EGT CONCERN AND THEN

RETEST FOR THE SYMPTOM. TO IDENTIFY A RESTRICTION, SEPARATE THE DOWN

PIPE FROM THE AFTER TREATMENT AND START THE ENGINE. IF THE VEHICLE

WILL THEN START AND RUN, THE AFTER TREATMENT MAY NEED TO BE REPLACED.

REATTACH THE EXHAUST, ATTEMPT A MANUAL REGENERATION, IF THE

REGENERATION WILL NOT COMPLETE, REPLACE THE AFTER TREATMENT.

ADD-ON 08/07/2012 10:16AM KEVIN LEWIS MSS - FCSD - TECH SVC HOTLINE

CONSULTED WITH ZAC SOVA

REPAIR 08/07/2012 12:53PM DONALD HAMILTON MSS - FCSD - TECH SVC HOTLINE

I REPLACED EXHAUST TEMP SENSOR 3 AND RE RAN SELF TEST AND DTC FOR

SENSOR 4 IS GONE AND VEHICLE NOW STARTS AND RUNS. I AM UPDATING THE

PCM TO LATEST CALIBRATION. IF THE PCM NOT BEING UPDATED WAS THE ISSUE

HERE IT SHOULD NOT HAPPEN AGAIN.

RECOMM 08/07/2012 12:53PM DONALD HAMILTON MSS - FCSD - TECH SVC HOTLINE

BRIAN, THANK YOU FOR YOUR UPDATED INFORMATION IN REGARDS TO YOUR

REPAIR INFORMATION. THE LATEST IDS CALIBRATION UPDATE WILL NOT CORRECT

THIS EGT SENSOR READING INCORRECTLY ISSUE CURRENTLY BEING EXPERIENCED.

AT THIS TIME THE TECHNICAL HOTLINE IS REVIEWING THIS CONCERN AND

INFORMATION FROM PREVIOUS REPORTS AND FORWARDING THEM TO ENGINEERING

FOR FURTHER REVIEW.

EGT Mtg Minutes 9/13/2013

- Ron Landis Tuning Process
  - Needed to add shielding to wires
  - Testing started yesterday

- ~~Sean~~ - Service Parts need to have

- Dave Abey

- A/D Conversion - Roberto Teran

- Feed gas NOx ~~sensor~~ Module is outside of Frame Rail whereas the the Tail pipe module is inside and protected by C-Channel

- Out side is Cooler
- Out side is more susceptible to stone chips
  - Casing should ~~check~~ protect inside

RQ14-005 000272 ER

EGT Sensors

- Wiring

Rob Berzicki - Wiring
to John Montgomery

- Send to central Labs
to look at

- Get STA involved from Wiring to look
  - John Miley Power train STA

What does the fe

- Look for witness marks

Used CHT Connector

- NO warranty on CHT sensors
  9L8A-6G004-BC

- Business Case
  - Warrantee save Business case
    - Steve Hamilton

- Add Mark Mahoney → Ibrahim
- Should we Put Dielectric grease in Connectors?
  - Do as an Alert?

Can't put grease in on Line
- Oversubscribed

- Greese Female Connector?

- Grease is usually for high insetion force on Female side

- Send Mark up able PDF Mark Mahone

- Send Steve Warrante run with TNE to Steve Hamilton

→ Electrical - Circuits - All Silver Plate ? or gold plate ?

- EGT Less than a second out
  - Scott has 2 TNI returns from VIN 31732
    - ↳ will put in a vehicle and use in vehicle 6/20

- Add Grease to Connector?
  - Probably not - Not specified
  - Can they pack connector with dielectric grease
- Get Electrical Tech spec to look at connectors — Scot
  - Clip Connector — Just enough for analysis
  - Grease and release ? Need buy in from Bill Goodwin season T.S.
  - Do nothing

Warranty Return tag 700 Tag

Freeze Fr

RQ14-005 000275 ER

- Not paying for diagnostics From G.M
- May be

Jim - Need Bill Goodwin in these meetings
- Need his help!

- Look at both Loom and connector drawings:
  - Stack up?
  - Materials

Who owns body side of connector
- Has Ibraham looked

- Bldg 4 people
  - Contacts from P356

- Tim Allen,
  - Brian Callahan, Shop Forman,
  - Fault codes
    - Pin Point Test RC
      - No Faults
      - Hot Line
      - SCR Replaced
      - ~~Swapped Sensor~~ kept Season
        Swap EGT 14 + Harness

RQ14-005 000276 ER

- Though it was PCM

Have - EGT & Harness Started at 80E

Replaced PCM ! - Now 1900 miles

3 good runs

P249C - Time Correlation on warm up

Kept getting

Get 700 tag for PCM

17650

Wiring

Error States:

R1 = 220.4 kΩ
R2 = 219.0 kΩ
V = 5.0000 V

Vref 1 - ~~Disconnected~~ Open
- Shorted to output 1
- Shorted to ground
- Shorted to output 2

Vref 2 - Same as Vref 1

Ground 1 - Open
- Shorted to output 1
- Shorted to output 2

Ground 2 - ~~Open~~ Same as ground 1

[redacted]

Tuesday 18th 1:30-10

Wiggle test Cold: NPF
Hot: NPF
- Edmonton Alberta
- Totally Covered in Mud
- Medical
- 1" thick
5:50

Master Tech
Trevor Stubbs
16603
4:45 < 1/14/2013

- No Faults with EGT2
- R
- Ready

ECT Mtg 10/3

All model years

2080 - Compar

↳ Add

15A Fuse 37 - P0087 ← ↳ Improper Rail pressure

V Power to PCM

PCM can Run without this fuse working

Pinched Wire under fuse box?

V Power PID is 16-18 volts at this time

EGT

Gold Plated terminals are always
~~nickel~~ nickel plated first ← Problem?
↳ No - Selectively plated

Silver + Gold → Plated first

Tin plate does not require nickel

Base material is brass or copper

Terminal ASTM B422
Copper

Gringo Rinkon
Alfons Gorino

Get Seth Johnson's ~~court~~ court

Lear does NO cross-sections in Juarez MX
- No equipment to section
- Need training!

STA - Morena

Gary Hyde - Plants measure dimensions only
- USCan 21

RQ14-005 000280 ER

EGT Sensor Mtg
11/1/2013

Time Domain Reflectometer

Flash Stations

Jim Domek - R10
Mauricio - Flash RODs

P220F

Ground in Wireharness
never Pin 4
Power Ground

EGR Temp Sensor Wire

Lear
DC3T-12B637-A harness

150Ω

5 0.2
12

1000 /
220 /

0.01 v — 5-0F

8/2

- Why doesn't 200C/200R - Seth Johnson

- I

- Wednesday week - Ibrahim

- Ibrahim - TSB
  Richard Potts in Dunton wrote to look at wiring before

  - Share - TSB & Repair procedure

- Send VIN numbers of parts to

- Bob Doering Look at sensor crimps

- Rob All pids normal and put on hoist and then [redacted] when hot

AWS Failure Mode Disovery
http://www.askford.com/Pcols

Craig Beaudoin

AWS search

RQ14-005 000282 ER

Ace has truck in garage across street.

Escape
PCM
- Wire harness Chafing on Frame Bolt
- Signal Return Splices
- Sensor Corrosion

- Month of. Production
- Repair
- Mileage
- State Provic
- Time in Service
- Customer Symptom

TIP Sensor
Dave McClenaghan
Kris Christensen

- Aaron will send BSAQ project for Pedal hard shell

- Did BSAQ

  - Line check didn't do any thing

  - Damage to Hard shells

    C210 Terminal Push out

[redacted]

Is Falcon 3 or 4

Jesus at Lear

(313) 215- 9437

?

EGT Sensor meeting 1/8/20

- Looks good warrantee improving
- Only ship back parts from after 10-1-2013 → Make FAV
- Crimp helping
- What is timing for soldering?

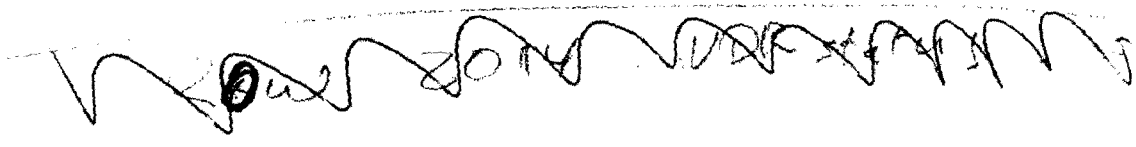
- What has been seen on Juarez retured Connectors?

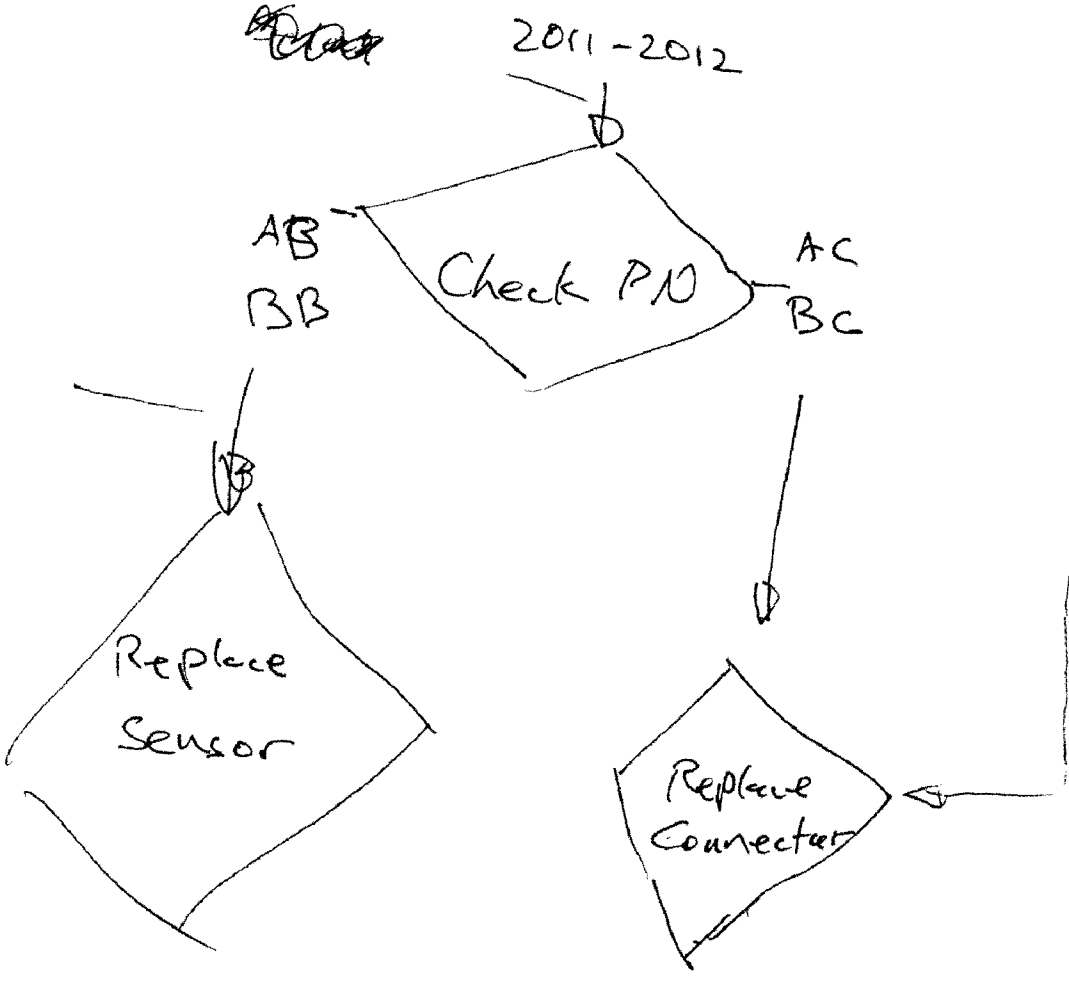
Ron Landis
Jeff Phillbrook
Seth Johnson
Rob Hutchinson

- Reques FAV only on vehicles after 10/2013
- Request Aaron Austin for a report crimps returned → Perry Taylor
- Do vehicles

- How do we say that EGT is Okay and so just Replace just

- Juarez
  - Report on returned sensors
  -





Only Replace Components

RPM =

VS =

DTC Code	Replace EGT1
P2080, P0544 P0545, P0546 P2478	1
P2084, P2031 P2032, P2033 P2479	2
P242B, P242A P242C, P242D, P247A	3
P200C, P200E	Any [illegible] reading over 850c [illegible]
P246F, P246E P2470, P2471,	

P200E

P200C

Ask Ed Hernandez
Norm Opolski about EGT Models on diesel

Ace Kue

- 2013 calibration vehicle available do sensor work

- Has a draft copy of

- Schematic - Of circuit Ibrihim
  - Connecto dimensions & Tolerances
  - Need Connector Circuitry

- Need senior e

Talk to Jeff to get data together

Ibrahim working

Rob to Look 14

EGT sensor 8/16

→ File compare

Talk to Brett Zimmerman → VDR norm and peak data

- Sensor Rohm error
- Time of Error
- Hole
- Session

- Norm Opalsky
- Ace Kue
- Brett Zimmerman

Invite norm Opalski

Motor WPT - 984 Craft

Ordered some of Murk Mahony

- wiring diagram
- Click Connector
- Look down

Bob Doering,

Ron Landis did pictures of New Engagement

→ Butt Connector & Hardshell with Wax in shrink

Pre

Get a pigtail kit and put on a connector!

Look at Section 5 of wiring Work shop man'

EGT is 4th on ECD!

Exhaust EGT - Sort on E

USCAR Crimp req'y

- Less than 0.5 mΩ

  0.33 mΩ

- Stone Ridge:
  - Want to take metal part of area 2 to
  - Want to see Ron's part
  - Slow Motion Bend Test
  - Need Wartee data

NPF are # 1

- How many are they getting back from other suppliers?
  - Is it statistacally same or different

- Is the failure rate increasing or decreasing over time?

- Can we do the same thing
- Statistal info on terminal width
- Other OEMs had issues with Wiring harnes
  - crimp of -14406-equivelent
-

Go back to 2008 my

- VQR in September
  - Need smaller pictures

Molex terminal 16 AWG

Ford DOCS:

3U2J - 14B475 - BXAB

- 2 pages
- 2nd page

16 AWG

- YA

Service part comes from

(Aztecas Plant of Lea

EGT Sensor Mtg 9/11/2013

Tim Walker
- Looking at trends

Seth's theory - Don't modify FAV requests

FAVs back up and running today
- SSM is Out

- Need to check cal in MP1 pick up truck

- Electrode alignment is improving at Stoneridge
We should see fewer electrode alignment issues

- Ron Landis - Programming Oven
- All Fixture
- Testing Should Start today

- Tom Beshman needs design transmittall for Connector and pigtail
- Ask Roberto Teran

AC3A-12B591-AC

Update EGT Claims

- Add percents
- Add dates

Team 57 TNTs in ECB

- Open "Circuit"
- Or Resistance / "Rationality"

Ibration to provide on Friday

- Need EOL data on initial sensor reading Jim Moylan

- Need wire harness
  - Terminal pin capability
  -

- Need mtg with Ace on Rationality chi ~~spell~~ today

- Jim Moylan pull 2013 ECB for ECB warrantee claims

Trucks come off

Spec x, 3°C

C1

Need Ace Kue or John Bogema
to diagnose

200C & 200E

Holes

How much interference did we get
Quatitative -

Are scratches same quatitively
as

Error in model 200C sets
when it shouldn't

- Why Summer?
- Why P200C/E 247A
247D
↳ Hypo connectivity
→ Hypo Software issue

- Joe Baum
Presentation

Fuel blend?

Print Page Click Here

Report a Problem

OASIS RESULT: 1FT8W3BT4DE[redacted] USA: EN-US

21-MAY-2013 / 14:23:58 EST/ APP1
Local Time: 21-MAY-2013 / 2:23:59 PM

- **VEHICLE INFORMATION**

VEHICLE DESCRIPTION: 2013 F-SERIES
TRANSMISSION: 6 Speed Auto Trans (6R140)
PAINT COLOR: White Platimum
AXLE RATIO: 3.55 Ratio
SYNC VERSION: V3

BODY STYLE: F-350 CREW CAB 4X4
AXLE CODE: 3J
PAINT CODE: UG
WHEEL SIZE: 20" X 8 Cast Alum - Premium Paint
VHR ACTIVATED: N

Additional Information
ENGINE: 6.7L 4V V8 T/C Diesel
ENGINE CALIBRATION: DFA17C0A
RADIO: Elect Prem AM/FM Stro/Disc/Clock
FRONT TIRE: L275/65R 20E A/T OWL PREMIUM
GROSS VEHICLE WEIGHT: 11,500 LB. GVW

- **WARNING MESSAGES**

VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

- **ACCURATE REPAIR NOTIFICATIONS**

NO ARN MESSAGES FOUND

- **GENERAL WARRANTY INFORMATION**

WARRANTY START DATE: 15-APRIL-2013
BUILD DATE: 13-MARCH-2013

New Vehicle Base Warranty
SALE MILEAGE: 00045

- **OUTSTANDING FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

- **MARKETING MESSAGES**

04443 McRee Ford, Inc.
OWNER ADVANTAGE REWARDS: VIN HAS BEEN ASSOCIATED WITH AN OAR ACCOUNT AT THIS DEALERSHIP.
OA MEMBER#: 216339642
DEALER-FUNDED REWARDS BALANCES AS-OF-DATE: 13-MAY-2013
DEALER SERVICE BALANCE: $89.37
DEALER OIL CHANGE BALANCE: 0
DEALER SALES BALANCE: $0.00
VISIT OA TRACKER TO VERIFY MEMBER AND SEE COMPLETE DETAILS.

- **EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

- **WARRANTY REPAIR HISTORY**

06-MAY-2013
DEALER: McRee Ford, Inc.
WARRANTY CLAIM NUMBER: 707302 ODOMETER: 001106M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
AC3Z 5J213B	SNS ASY-ENG EXH TEMP	001	12650045D	42	DOES NOT OPERATE PROPERLY
		000	12650D68		
		000	12650DD		
		000	12650DX1		

VERIFY CONCERN OF CHECK ENGINE LIGHT ON. EEC TEST AND RETRIEVE CODE P050E, P 2031, P246E, AND P24A0. PERFORM PINPOINT TEST RC1- YES, RC2-OIL OK, RC3-COOL ANT OK, RC4-NO LEAK OR CONTAMINATION, RC5- NO EGT ABOVE 2000 DEG, RC6-NO FLU CTUATIONS, RC7- 5 DEF COLD SOAK, RC8-TEMP OK. PINPOINT TEST PASS. CONTACTED HOTLINE, RECOMMENDED REPALCE EGT 12. REPLACED EGT12. TEST DRIVE, NORMAL. PRE

06-MAY-2013
DEALER: McRee Ford, Inc.
WARRANTY CLAIM NUMBER: 707302 ODOMETER: 001106M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
TAP1	MISC	000		82	FREIGHT/POSTAGE/MAINTENANCE

CLAIM FOR 3 TAP DAYS

29-APRIL-2013
DEALER: McRee Ford, Inc.
WARRANTY CLAIM NUMBER: 706694 ODOMETER: 000824M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
AC3Z 5J213B	SNS ASY-ENG EXH TEMP	001	12650045D	42	DOES NOT OPERATE PROPERLY
		000	12650D68		
		000	12650DD		
		000	12650DX1		

VERIFIED CONCERN OF CHECK ENGINE LIGHT ON. EEC TEST AND RETRIEVE CODE P246E AND P24A0. PERFORM PINPOINT TEST RC1-YES, RC2-NO, RC3- YES, RC4-NO, RC5-YES VOLTAGE SPIKE WHEN TAP EGT 14. REPLACE EGT 14. CLEAR CODE AND TEST DRIVE. NO RM AL.

29-APRIL-2013
DEALER: McRee Ford, Inc.
WARRANTY CLAIM NUMBER: 706694 ODOMETER: 000824M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
3600	WHEEL STEERING ASSY	000	3001A	07	IMPROPERLY ADJUSTED/FITS POORLY

CHECKED ALIGN SETTINGS - FOUND ALL WITHIN SPEC, BUT STEERING WHEEL SLIGHTLY OFF TO THE RIGHT. CENTERED STEERING WHEEL AND RETESTED - PASS

29-APRIL-2013
DEALER: McRee Ford, Inc.
WARRANTY CLAIM NUMBER: 706694 ODOMETER: 000824M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
TAP1	MISC	000		82	FREIGHT/POSTAGE/MAINTENANCE

CLAIM FOR 2 TAP DAYS

Click Here for Full Warranty History

Report a Vehicle Concern | On-line 1878[redacted]
END OF OASIS REPORT FOR 1FT8W3BT4DE[redacted]
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RQ14-005 000297 ER

From: Brackett, Tom (T.P.)
Sent: Friday, October 11, 2013 2:19 PM
To: Rossi, Roberto (R.A.)
Cc: Bushman, Thomas (T.S.)
Subject: Old pre-tensioner solder the crimps data

Hi Rob,

I know it was a long time ago, but do you have any warranty data showing the before & after the pre-tensioner crimps were soldered? (I think it was on the Escape). My questionable memory thought that after the solder process the warranty dropped to "almost" zero.
Mr. Bushman is championing a EGT sensor problem where soldering the crimp may reduce the warranty and he would like data where the crimp was soldered before.

Thanks!
Tom Brackett
Electrical Material & Contact Reliability Group
FORD EESE - EDS
RIC Bldg.
Room 1417 (313) 62-14071
Lab. 1424 594-4106

From: Dixon, Mark (M.R.)
Sent: Tuesday, October 21, 2014 4:38 PM
To: McDonagh, Scot (S.M.)
Cc: Poon, Charles (C.)
Subject: P200E/C EGT Overtemp FMEM

Scot, do you have white paper that showd when the P200E/C overtemp "FMEM DTCs" got the fix to require two EGTs to be high to set the code? Looks like something happened in Oct, 2013.

Count of VIN	Model Year	Production Month											
	2013									2013 Total	####		
DTC Code	2012-11	2012-12	2013-01	2013-02	2013-03	2013-04	2013-05	2013-06	2013-07		2013-06	2013-07	2013-08
P200C	33	18	44	27	33	43	49	55	11	313		32	34
	33	**18**	**44**	**27**	**33**	**43**	**49**	**55**	**11**	**313**		**32**	**34**
P200E	30	20	42	35	33	39	48	46	9	302	1	20	36
	30	**20**	**42**	**35**	**33**	**39**	**48**	**46**	**9**	**302**	**1**	**20**	**36**

Mark Dixon
Powertrain Quality
Ford Motor Company
Building 2 / 24K36
mailto:mdixon@ford.com
Tel: (313) 805-7051

RQ14-005 000299 ER

From: McDonagh, Scot (S.M.)
Sent: Wednesday, June 13, 2012 2:34 PM
To: Boone, Bill (W.P.)
Cc: Leisenring, Kenneth (K.C.); Lyon, Peter (P.M.); Bogema, John (P.); Dixon, Mark (M.R.); Mahoney, Mark (M.M.); Hamilton, Steven (S.C.); Curtis, Andrew (A.)
Subject: P473 PCED PPT RC Updates

Importance: High

Bill- Updating PCED PPT RC came up in EGT TSB release discussion with Mr. Baum in yesterday's FQR. Current P473 PPT RC looks like carry over from P356. Can you put together a meeting with key stakeholders so we can discuss revisions for P473 Diesel ? Updated PPT will be reviewed with Mr. Baum in upcoming FQR. Thanks


PCED-EGT PPT_RC.pdf


P473_EGT-TSB.d...

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

Year = 2012
Model = F-Series Super Duty
Engine =
VIN =
IDS Version = Not Available

Exhaust Gas Temperature (EGT) Sensor

WARNING:

While conducting tests on a hot engine take all safety precautions to prevent skin contact with hot engine components. Failure to follow these instructions may result in personal injury

Note:

Regeneration may occur during normal operation. During regeneration, diagnostic procedures may display biased values. If a regeneration occurs during diagnostic procedures, allow the process to complete before continuing diagnostics.

This pinpoint test is intended to diagnose the following:
EGT sensor (12B591)
harness circuits: EGT11 , EGT12 , EGT13 , EGT14 , and SIGRTN
powertrain control module (PCM) (12A650)

WARNING:

While conducting tests on a hot engine take all safety precautions to prevent skin contact with hot engine components. Failure to follow these instructions may result in personal injury

Note:

Regeneration may occur during normal operation. During regeneration, diagnostic procedures may display biased values. If a regeneration occurs during diagnostic procedures, allow the process to complete before continuing diagnostics.

This pinpoint test is intended to diagnose the following:
EGT sensor (12B591)
harness circuits: EGT11 , EGT12 , EGT13 , EGT14 , and SIGRTN
powertrain control module (PCM) (12A650)

RQ14-005.000301 ER

EGT SENSOR TEMPERATURE AND RESISTANCE SPECIFICATIONS

Temperature		Temperature Sensor Value
ºC	ºF	Resistance (ohms)
850	1,562	766.31
800	1,472	737.68
750	1,382	708.46
700	1,292	678.66
650	1,202	648.27
600	1,112	617.30
550	1,022	585.74
500	932	553.60
450	842	520.87
400	752	487.56
350	662	453.66
300	572	419.18
250	482	384.11
200	392	348.46
150	302	312.22
100	212	275.40
50	122	237.99
0	32	200.00
-40	-40	169.18

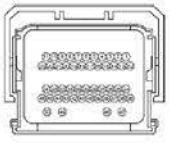
Exhaust Gas Temperature (EGT) Sensor Connector



Harness Side

Circuit	Pin
EGT (Exhaust Gas Temperature)	1
SIGRTN (Signal Return)	2

Powertrain Control Module-T (PCM-T) Connector



Harness Side

Circuit	Pin
EGT11 (Exhaust Gas Temperature Bank 1, Sensor 1)	30
EGT12 (Exhaust Gas Temperature Bank 1, Sensor 2)	9
EGT13 (Exhaust Gas Temperature Bank 1, Sensor 3)	39
EGT14 (Exhaust Gas Temperature Bank 1, Sensor 4)	37
SIGRTN (Signal Return)	42

RC1 : PRELIMINARY DIAGNOSIS FOR DIAGNOSTIC TROUBLE CODES (DTCS) P050E, P0544, P0545, P0546, P117B, P200C, P200E, P2031, P2032, P2033, P242A, P242C, P242D, P246E, P2470, P2471, P2478, P2479, P247A, P247B, P249C, P249F OR P24A0

NOTE: The DTC P200E sets when the PCM identifies an over temperature concern using exhaust gas temperature bank 1, sensor 2 (EGT12) or exhaust gas temperature bank 1 sensor 3 (EGT13). Refer to Section 4, Diagnostic Trouble Code (DTC) Charts and Descriptions, for additional information.

NOTE: For additional information on the EGT sensors, refer to Section 1, Engine Control Components.

Are DTCs P050E, P0544, P0545, P0546, P117B, P200C, P200E, P2031, P2032, P2033, P242A, P242C, P242D, P246E, P2470, P2471, P2478, P2479, P247A, P247B, P249C, P249F or P24A0 present?

Yes	No
Go to RC2.	Unable to duplicate the condition. CHECK for a loose connection, and damaged or corroded terminals. WIGGLE the harness attempting to recreate the concern. REPAIR as necessary. REFER to Section 3, No Diagnostic Trouble Codes (DTCs) Present Symptom Chart Index, if a driveability concern exists.

RQ14-005.000303 ER

RC2 : CHECK THAT THE ENGINE OIL LEVEL IS CORRECT

Park the vehicle on level ground.

Engine OFF for a minimum of 10 minutes.

Check the engine oil level

Is the engine oil level overfull?

Yes	No
REFER to Section 3, No Diagnostic Trouble Codes (DTCs) Present Symptom Chart Index, and follow the diagnosis for the Engine Oil Level Overfull concern.	Go to RC3.

RC3 : CHECK THE ENGINE COOLANT LEVEL

Allow the engine temperature to cool down and stabilize.

Check the engine coolant level

Is the engine coolant level correct?

Yes	No
Go to RC4.	REFER to the Workshop Manual Section 303 -03B, Engine Cooling to diagnose the overheating or loss of coolant condition.

RC4 : CHECK FOR LEAKS IN THE EXHAUST SYSTEM

Ignition OFF.

Visually inspect the exhaust system for the following:
- —exhaust leaks at flanges and gaskets
- —punctures or cracks in the catalyst
- —punctures or cracks in the diesel particulate filter
- —engine coolant or oil contamination

Is a concern present?

Yes	No
REPAIR as necessary. Clear the PCM DTCs. REPEAT the self-test.	Go to RC5.

RQ14-005 000304 ER

RC5 : CHECK THE EGT SENSOR

NOTE: Only diagnose the suspect EGT sensor indicated by the DTC

Access the PCM and monitor the EGT11 (TEMP) PID.

Access the PCM and monitor the EGT12 (TEMP) PID.

Access the PCM and monitor the EGT13 (TEMP) PID.

Access the PCM and monitor the EGT14 (TEMP) PID.

Do any of the PIDs display a reading higher than 1,100ºC (2,012ºF)?

Yes	No
INSTALL a new EGT sensor. REFER to the Workshop Manual Section 303-14B, Electronic Engine Controls. Clear the PCM DTCs. REPEAT the self-test.	Go to RC6.

RQ14-005.000305 ER

RC6 : CHECK THE EGT SENSOR AND CIRCUITS FOR AN INTERMITTENT SHORT OR OPEN

NOTE: If any EGT sensor connector has been disconnected during testing, with the ignition ON and the engine OFF, connect the EGT sensor. Turn the ignition OFF for 30 seconds before attempting to start the vehicle. Do not crank or start the engine until the ignition has been turned OFF for a minimum of 30 seconds. Failure to do so may result in a 60 minute no crank, no start condition and a failure mode effects management (FMEM) condition.

Ignition ON, engine OFF.

Access the PCM and monitor the EGT11_V (VOLT) PID.

Access the PCM and monitor the EGT12_V (VOLT) PID.

Access the PCM and monitor the EGT13_V (VOLT) PID.

Access the PCM and monitor the EGT14_V (VOLT) PID.

For an IDS scan tool, use the auto capture function while carrying out a thorough wiggle test on the suspect EGT harness from the PCM connector to the EGT sensor connector. Set the voltage limits as follows:

—for DTCs P0545, P2032, P242C or P2470, set the lower limit voltage to 0.3V

—for DTCs P0546, P2033, P242D or P2471, set the upper limit voltage to 4.6V

Tap lightly around the sensor to simulate road shock

For a generic scan tool, monitor the voltage of the suspect EGT PID while carrying out a thorough wiggle test on the suspect EGT harness from the PCM connector to the EGT sensor connector.

Tap lightly around the sensor to simulate road shock

Does the IDS trigger and capture a voltage fluctuation or does the suspect EGT voltage PID fluctuate?

Yes	No
REPAIR as necessary. Clear the PCM DTCs. REPEAT the self-test.	Go to RC7.

RQ14-005 000306 ER

RC7 : COMPARE THE EGT AND AAT PID VALUES

Allow the exhaust system temperature to stabilize to the ambient temperature for a minimum of 6 hours.

Ignition ON, engine OFF.

Access the PCM and monitor the EGT11 (TEMP) PID.

Access the PCM and monitor the EGT12 (TEMP) PID.

Access the PCM and monitor the EGT13 (TEMP) PID.

Access the PCM and monitor the EGT14 (TEMP) PID.

Access the PCM and monitor the AAT (TEMP) PID.

Are all 4 EGT PID readings within 20ºC (36ºF) of ambient temperature?

Yes	No
Go to RC8.	Go to RC9.

RC8 : CHECK THE EGT SENSOR PERFORMANCE

NOTE: An EGT sensor may exceed its operating range only while in regeneration mode, which may result in performance DTCs being set.

Access the PCM and monitor the EGT12 (TEMP) PID.

Access the PCM and monitor the EGT14 (TEMP) PID.

Drive the vehicle at several steady state speeds above and below 50 km/h (30 mph). Monitor the EGT12 and EGT14 PIDs while driving to verify the concern.

Does the EGT12 temperature ever exceed 830ºC (1525ºF) or does the EGT14 temperature ever exceed 950ºC (1740ºF)?

Yes	No
CHECK the circuits for corrosion or loose wires. WIGGLE the harness attempting to recreate the concern. REPAIR as necessary. Clear the PCM DTCs. REPEAT the self-test.	Unable to duplicate or identify the concern at this time. Clear the PCM DTCs. REPEAT the self-test.

RQ14-005.000307 ER

RC9 : CHECK THE EGT SENSOR FOR CORRECT RESISTANCE

NOTE: Only diagnose the suspect EGT sensor indicated by the DTC

Ignition OFF.

EGT Sensor connector disconnected.

Measure the resistance between:

(+) EGT Sensor Connector, Component Side	(-) EGT Sensor Connector, Component Side
EGT - Pin 1	SIGRTN - Pin 2

Is the resistance between 165 Ohm - 770 Ohm?

Yes	No
Go to RC10.	INSTALL a new EGT sensor. REFER to the Workshop Manual Section 303 -14B, Electronic Engine Controls. Clear the PCM DTCs. REPEAT the self-test.

RC10 : CHECK THE EGT SIGNAL AND SIGRTN CIRCUITS FOR AN OPEN

PCM_T connector disconnected.

Measure the resistance between:

(+) EGT Sensor Connector, Harness Side	(-) PCM_T Connector, Harness Side
EGT - Pin 1	Suspect EGT
SIGRTN - Pin 2	SIGRTN - Pin 42

Are the resistances less than 5 Ohm?

Yes	No
Go to RC11.	REPAIR the open circuit. Clear the PCM DTCs. REPEAT the self-test.

RQ14-005.000308 ER

RC11 : CHECK THE EGT SIGNAL CIRCUIT FOR A SHORT TO GROUND OR SIGRTN

Measure the resistance between:

(+) EGT Sensor Connector, Harness Side	(-)
EGT - Pin 1	Ground

Measure the resistance between:

(+) EGT Sensor Connector, Harness Side	(-) EGT Sensor Connector, Harness Side
EGT - Pin 1	SIGRTN - Pin 2

Are the resistances greater than 10K ohms?

Yes	No
Go to RC12.	REPAIR the short circuit. Clear the PCM DTCs. REPEAT the self-test.

RC12 : CHECK THE EGT SIGNAL CIRCUIT FOR A SHORT TO VOLTAGE

NOTE: The DTC sets when the sensor voltage is greater than 4.75 volts

Ignition ON, engine OFF.

Measure the voltage between:

(+) EGT Sensor Connector, Harness Side	(-)
EGT - Pin 1	Ground
SIGRTN - Pin 2	Ground

Is any voltage present?

Yes	No
REPAIR the short circuit. Clear the PCM DTCs. REPEAT the self-test.	For DTC P200E, Go to RC13. For all others, Go to RC14.

RC13 : CHECK THE TURBOCHARGER OPERATION

Inspect the turbocharger compressor inlet and outlet for excessive oil contamination.

Is excessive oil contamination present?

Yes	No
REPAIR as necessary. CHECK the charge air cooler (CAC) for oil contamination.	Go to RC14.

RQ14-005 000309 ER

RC14 : CHECK THE EGT CIRCUIT FOR THE CORRECT RESPONSE

NOTE: Only diagnose the suspect EGT sensor indicated by the DTC. Allow the exhaust system temperature to stabilize

NOTE: If any EGT sensor connector has been disconnected during testing, with the ignition ON and the engine OFF, connect the EGT sensor. Turn the ignition OFF for 30 seconds before attempting to start the vehicle. Do not crank or start the engine until the ignition has been turned OFF for a minimum of 30 seconds. Failure to do so may result in a 60 minute no crank, no start condition and a failure mode effects management (FMEM) condition.

NOTE: Identify the suspect EGT sensor by comparing the EGT sensor temperature PID to the ambient temperature after an 8 hour ignition OFF soak time, the EGT temperature differences should be within 40ºC (72ºF).

EGT Sensor connector connected.

PCM_T connector connected.

Ignition ON, engine running.

Access the PCM and monitor the EGT11 (TEMP) PID.

Access the PCM and monitor the EGT12 (TEMP) PID.

Access the PCM and monitor the EGT13 (TEMP) PID.

Access the PCM and monitor the EGT14 (TEMP) PID.

Idle the engine for 10 minutes.

At the end of the 10 minute idle time, record the EGT11 , EGT12 , EGT13 , and EGT14 PID values

Ignition OFF.

Allow the exhaust system temperature to stabilize for a minimum of 10 minutes. After the 10 minute cool down, record the EGT11 , EGT12 , EGT13 , and EGT14 PID values.

Compare the recorded PID values to each other in both readings.

Is each EGT sensor PID value within 40ºC (72ºF) of the next sensor in line of the exhaust flow?

Yes	No
For DTC P249C, GO to Pinpoint Test RD. For all others, Go to RC15.	INSTALL a new EGT sensor. REFER to the Workshop Manual Section 303 -14B, Electronic Engine Controls. Clear the PCM DTCs. REPEAT the self-test.

RC15 : DETERMINE THE SUSPECT EGT SENSOR

NOTE: If any EGT sensor connector has been disconnected during testing, with the ignition ON and the engine OFF, connect the EGT sensor. Turn the ignition OFF for 30 seconds before attempting to start the vehicle. Do not crank or start the engine until the ignition has been turned OFF for a minimum of 30 seconds. Failure to do so may result in a 60 minute no crank, no start condition and a failure mode effects management (FMEM) condition.

NOTE: Only diagnose the suspect EGT sensor indicated by the DTC

Ignition ON, engine OFF.

Access the PCM and monitor the EGT11_V (VOLT) PID.

Access the PCM and monitor the EGT12_V (VOLT) PID.

Access the PCM and monitor the EGT13_V (VOLT) PID.

Access the PCM and monitor the EGT14_V (VOLT) PID.

Disconnect the suspect EGT sensor harness connector

Is the suspect EGT sensor PID value greater than 4.7 V when disconnected?

Yes	No
CHECK for a loose connection, and damaged or corroded terminals. WIGGLE the harness attempting to recreate the concern. REPAIR as necessary. If no concerns were found during the visual inspection, INSTALL a new EGT Sensor. REFER to the Workshop Manual Section 303-14B, Electronic Engine Controls. Clear the PCM DTCs. REPEAT the self-test.	Go to RC16.

RQ14-005.000311 ER

RC16 : CHECK FOR CORRECT PCM OPERATION

Disconnect all the PCM connectors.

Visually inspect for:
—pushed out pins
—corrosion

Connect all the PCM connectors and make sure they seat correctly.

Carry out the PCM self-test.

Verify the concern is still present.

Is the concern still present?

Yes	No
INSTALL a new PCM. REFER to Section 2, Flash Electrically Erasable Programmable Read Only Memory (EEPROM).	The system is operating correctly at this time. The concern may have been caused by a loose or corroded connector.

RQ14-005.000312 ER

TSB DRAFT: 2011-2012MY P473 6.7L DIESEL EGT SENSOR

Some 2011-2012 F-Super Duty vehicles equipped with 6.7L Diesel Engines May exhibit Lack Power, Malfunction Indicator Light(MIL) on with Diagnostic trouble codes(DTC) P200C, P200E, P2031, P2032 or P2033 stored in Powertrain Control Module(PCM) memory.

TSB Action:
Follow the TSB service procedure to correct the condition.

TSB Service Procedure:

NOTE: If any EGT sensor connector has been disconnected during testing, with the ignition ON and the engine OFF:
- Reconnect the EGT sensor
- Turn the ignition OFF for 30 seconds before attempting to start the vehicle. Do not crank or start the engine until the ignition has been turned OFF for a minimum of 30 seconds.
- Failure to follow this procedure may result in a 60 minute no crank, no start condition as a result of the Failure Mode Effects Management(FMEM) programmed into the PCM.

1. If vehicle exhibits DTC P200C(Diesel Particulate Filter Over Temperature Bank 1) or P200E(Catalyst System Over Temperature (Bank 1):

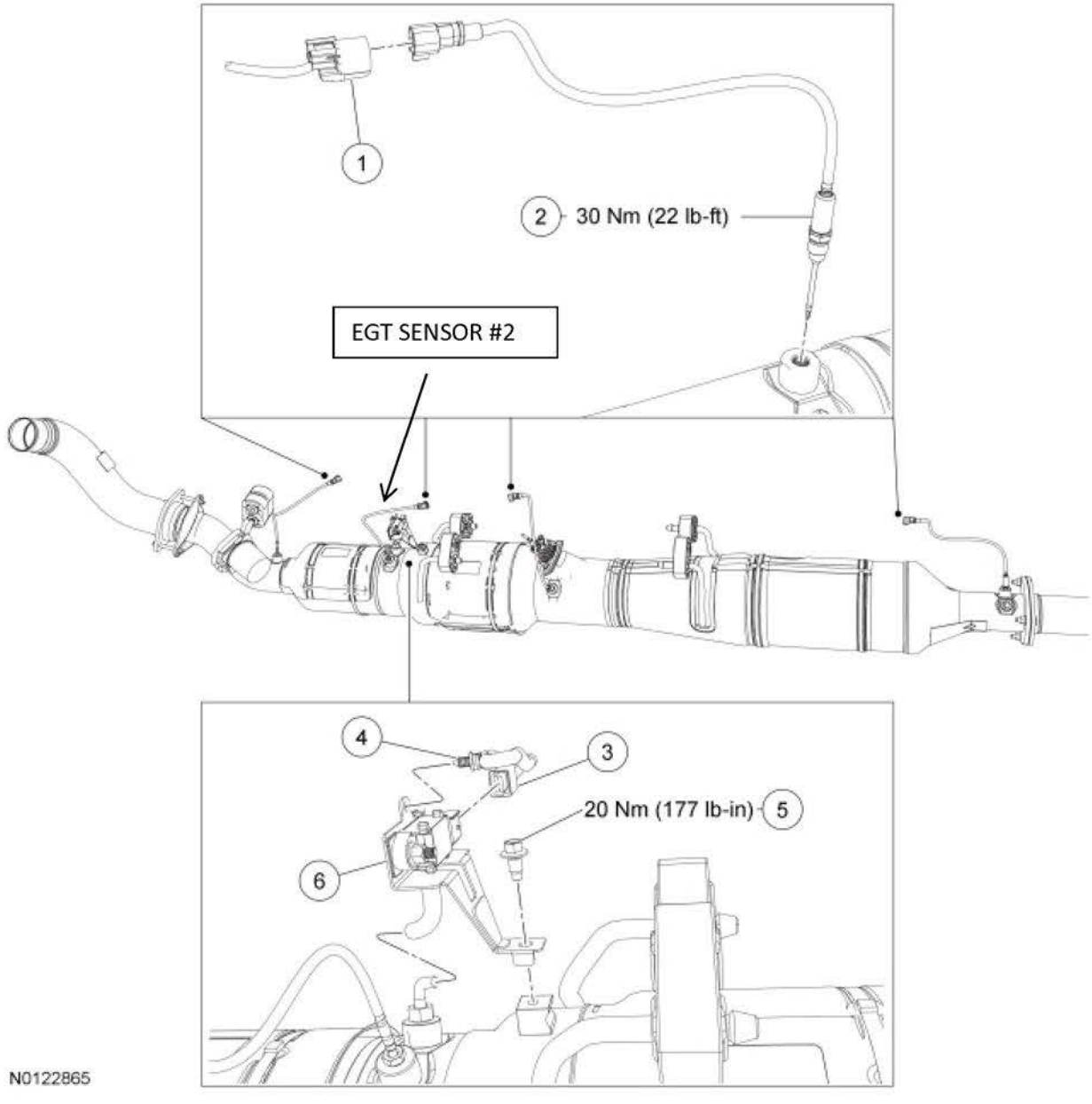
   A) Check Freeze frame data Parameter Identification (PIDs) stored in continuous memory to confirm specific EGT Sensor Location(EGT 11-12-13-14) that experienced out of range Temperature reading.
   B) Replace only the affected Exhaust Gas Temperature (EGT) Sensor as indicated by the Diagnostic trouble code observed.

2. If vehicle exhibits Diagnostic trouble code(DTC) P2031, P2032 or P2033 Replace Exhaust Gas Temperature (EGT) Sensor Bank 1 Sensor 2 per Workshop Manual Section 303-14B Electronic Engine Controls — Diesel Engine

3. Clear Powertrain Control Module DTC's and perform Key On Engine Running (KOER) On-Demand Self-Test

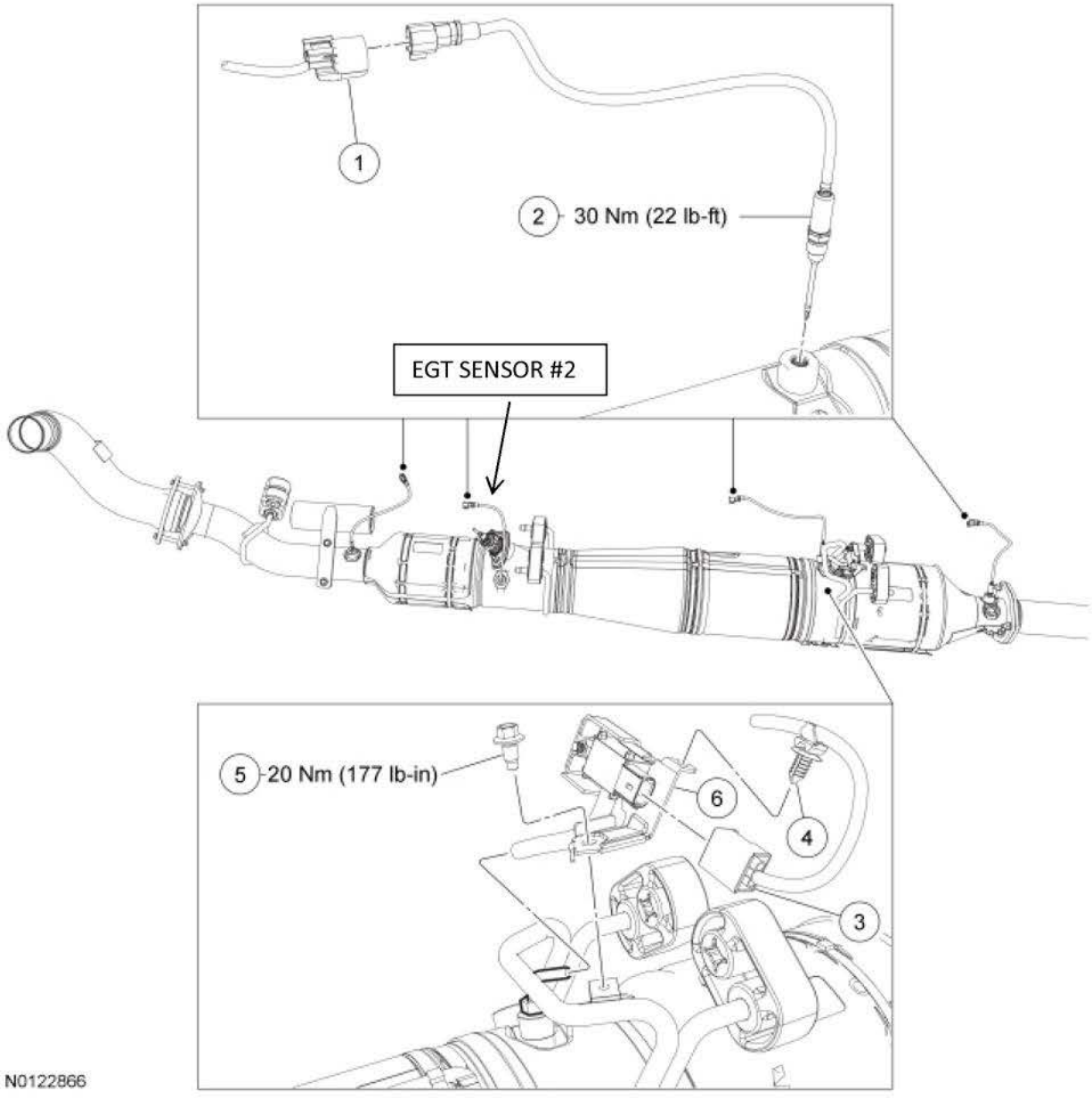
Causal Part # or Finis Code	Warranty Condition Codes
5J213	Powertrain: 42

PICK-UP



S. McDonagh- PT Quality Engineering
P473 EGT TSB DRAFT

CHASSIS CAB



S. McDonagh- PT Quality Engineering
P473 EGT TSB DRAFT

EGT Sensors Returned in the following condition makes it extremely difficult to complete failure analysis. Please do not cut the EGT Probes in half or cut off wire harnesses.



EGT Sensor returned with the EGT Probe Broken / Cut



EGT Sensor returned with EGT Wire Harness Cut Off

EGT Sensors Returned in the following condition makes it extremely difficult to complete failure analysis. Please do not cut the EGT Probes in half or cut off wire harnesses.



EGT Sensor returned with the EGT Probe Broken / Cut



EGT Sensor returned with EGT Wire Harness Cut Off

From: Kue, Ace (K.)
Sent: Tuesday, October 23, 2012 12:58 AM
To: Cervenan, Neil (N.J.)
Cc: Leisenring, Kenneth (K.C.)
Subject: RE: 11-12MY EGT Sensor Reading QSF

Hi Neil,

I have a meeting setup with Ken Leisenring and Paul Baltusis on this topic at 11:00 AM tomorrow.
Without an agreement, the discussion with Joe Baum will not be beneficial.

Thanks,
Ace Kue

From: Kue, Ace (K.)
Sent: Monday, October 22, 2012 3:52 PM
To: Cervenan, Neil (N.J.)
Cc: McDonagh, Scot (S.M.); Leisenring, Kenneth (K.C.); Baltusis, Paul (P.A.)
Subject: RE: 11-12MY EGT Sensor Reading QSF

Hi Neil,

There is an open point on the proposal solution.
Further discussion is required with Paul Baltusis and FCSD.

I can come in and discuss where we are at but have not agreed on the fixed.

<< File: EGT 22oct2012.pptx >>

Thanks,
Ace Kue

From: Cervenan, Neil (N.J.)
Sent: Monday, October 22, 2012 1:31 PM
To: Kue, Ace (K.)
Cc: McDonagh, Scot (S.M.)
Subject: RE: 11-12MY EGT Sensor Reading QSF

Ace,
Do you have the slides updated with the connectors circuits?

Look for the meeting notice, updated with the agenda and WebEx details so you can support the discussion with Joe Baum tomorrow.

Thanks,

RQ14-005 000318 ER

Neil Cervenan 313-805-7036
ncervena@ford.com Bldg #2 24Q34

From: McDonagh, Scot (S.M.)
Sent: Tuesday, October 16, 2012 10:15 AM
To: Cervenan, Neil (N.J.)
Subject: FW: 11-12MY EGT Sensor Reading QSF

INFO

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

From: Kue, Ace (K.)
Sent: Tuesday, October 16, 2012 10:14 AM
To: McDonagh, Scot (S.M.); Boone, Bill (W.P.); Bogema, John (P.); Zilinskas, Steve (S.E.); Hamilton, Steven (S.C.); Curtis, Andrew (A.)
Cc: Baum, Joe (J.M.); Leisenring, Kenneth (K.C.); Sparks, Douglas (D.S.); Ricks, Kevin (K.J.); Dixon, Mark (M.R.)
Subject: RE: 11-12MY EGT Sensor Reading QSF

<< File: EGT 16oct2012.pptx >>

Update to last slide on proposal.

-----Original Appointment-----
From: McDonagh, Scot (S.M.)
Sent: Tuesday, October 16, 2012 10:02 AM
To: Kue, Ace (K.); Boone, Bill (W.P.); Bogema, John (P.); Zilinskas, Steve (S.E.); Hamilton, Steven (S.C.); Curtis, Andrew (A.)
Cc: Baum, Joe (J.M.); Leisenring, Kenneth (K.C.); Sparks, Douglas (D.S.); Ricks, Kevin (K.J.); Dixon, Mark (M.R.)
Subject: 11-12MY EGT Sensor Reading QSF
When: Wednesday, October 17, 2012 1:00 PM-1:30 PM (GMT-05:00) Eastern Time (US & Canada).
Where: Teleconference: x13673 Passcode: 21340179#

Please join the PT Quality Team to discuss QSF Service closure plan

11-12MY P473 6.7L Dyno Cert EGT sensor location

Concern Title:			
Quality Team: DIESEL			
Status: QSF	**Open Date:** 12/Oct/2012	**VIN Count:** 6 << OLE Object: Picture (Device Independent	**Threshold:** 6

Bitmap) >>

Function: Powertrain **Days Open:** 4 **68** **Day:** 19/Dec/2012 **90** **Day:** 10/Jan/2013

PCE: **Last Updated:** 12/Oct/2012 1:23:58 PM

Functional Champion: JBAUM **Engineering Contact:** JBOGEMA

<< File: EGT 09sep2012 v2.pptx >>

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

From: McDonagh, Scot (S.M.)
Sent: Tuesday, March 12, 2013 7:06 PM
To: Moylan, James (J.J.); Phillips, Michelle (M.R.); Philbin, Jeff; Straub, Brady (Brady.Straub@stoneridge.com)
Cc: Wagers, Sue (S.K.); Dixon, Mark (M.R.)
Subject: RE: 1FT7W2BT0CED[redacted]EGT P200C

Enclosed 12MY EGT sensor just arrived. Will provide to Jeff Philbin for analysis

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

From: Moylan, James (J.J.)
Sent: Tuesday, February 26, 2013 9:49 AM
To: Phillips, Michelle (M.R.); McDonagh, Scot (S.M.); Philbin, Jeff; Straub, Brady (Brady.Straub@stoneridge.com)
Subject: 1FT7W2BT0CED[redacted] EGT P200C

Michelle,

Please hot process this part to Scot. Thanks.

AC3Z 5J213 B SNS ASY-ENG EXH TEMP THRML

RAC Code: TR75

Server: **AWS Prod**
Claims loaded through: **25-FEB-2013**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2012; **Claim Key** = 3747809

Vehicle Information

Model Year: 2012

Claim Information

Document Number: [redacted]

Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/BD-250 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FA-P473 SUPER DUTY [11-13]
Warranty Start Date: 14-DEC-2012
Production Date: 19-OCT-2012
VIN: 1FT7W2BT0CE[redacted]

Repair Date: 18-FEB-2013
Distance: 3431
TIS: 3
AWS Load Date: 25-FEB-2013

Dealer Information:

Dealer Name JENKINS FORD, INC.
Dealer Code: 07452 - *
Address: #1 BILLINGSLEY DRIVE
City: BUCKHANNON
State: WV Zip Code:26201
Country: USA Region Code: NA
Phone: (304)472-1700

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	32.91
Misc. Expense Amount:	.00
Part Markup Amount:	8.93
Material Cost:	31.26
Total Cost Gross:	64.17

Cust. Concern Code: E29 - CHECK ENGINE LIGHT TROUBLE
Condition Code: 42 - DOES NOT OPERATE PROPERLY
Technician Comment: CHECKED FOR CODES RAN PINPOINT TESTS CHECKED OASIS FOUND TSB 12-07- 01 CHEKCED EXHAUST SENSORS AS PER TSB REPLACED #14 SENSOR ABOVE 1500 DEGREES TEST DROVE OK
Customer Comment: CUSTOMER STATES THAT VEHICLE WAS CLEANING EXHAUST AND THEN STATED TO PULL OVER SFTLEY AND THEN WOULD NOT START

Labor Op Code	Labor Op Description	Labor Op Cost
120701A		32.91

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	031403	1	31.26

DTC Sections: **Mil. Light On =** N

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
N	KC	P200C	DIESEL PARTICULATE FILTER OVER TEMPERATURE (BANK 1)	44	PM FILTER (SYSTEM)
N	KO	PASS	SYSTEM PASS	27	NO-FAULT CODES
Y	KR	P200E	CATALYST SYSTEM OVER TEMPERATURE (BANK 1)	1	CATALYST (SYSTEM)

Any comments? You can contact

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

24158

James J. Moylan tcb
Kentucky Truck Plant
Powertrain PVT - Sr. Engineer
313-805-3887
><((((º>

From: Wilk, Marion (M.)
Sent: Wednesday, March 13, 2013 2:02 PM
To: Moylan, James (J.J.)
Cc: Wagers, Sue (S.K.); Kadrovich, Kathy (K.)
Subject: RE: 1FT7X2BT3CE[redacted] EGT #2 P200E fault

James,

I submitted the Hot Process Req# 263996. I'll let everyone know after the part comes in and I'll give it to Kathy.

Marion

From: Moylan, James (J.J.)
Sent: Wednesday, March 13, 2013 8:22 AM
To: Wilk, Marion (M.)
Cc: Wagers, Sue (S.K.); Kadrovich, Kathy (K.)
Subject: 1FT7X2BT3CED23253 - EGT #2 P200E fault

Marion,

Please hot process this PCM for KK. Thanks.

Server: **AWS Prod**
Claims loaded through: **12-MAR-2013**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2012; **Claim Key** = 3924480

Vehicle Information

Model Year: 2012
Market Derived: F - FORD
Body/Cab Type: T/BD - SUPER SINGLE CAB (SUPER CAB)
Version/Series: T/BD-250 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FA-P473 SUPER DUTY [11-13]
Warranty Start Date: 02-NOV-2012
Production Date: 18-OCT-2012

Claim Information

Document Number: [redacted]
Repair Date: 29-JAN-2013
Distance: 4243
TIS: 3
AWS Load Date: 12-MAR-2013

VIN: 1FT7X2BT3CE[redacted]

Dealer Information:

Dealer Name MIKE DAVIDSON FORD
Dealer Code: 04864 - *
Address: 9650 ATLANTIC BLVD
City: JACKSONVILLE
State: FL Zip Code:32225
Country: USA Region Code: NA
Phone: (904)725-3060

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	220.16
Misc. Expense Amount:	.00
Part Markup Amount:	259.24
Material Cost:	593.74
Total Cost Gross:	813.90

Cust. Concern Code: E29 - CHECK ENGINE LIGHT TROUBLE
Condition Code: 28 - OPEN CIRCUIT
Technician Comment: V-C.VEH TOWED IN BY ROADSIDE.KOEO P200C P200E MONITORED PIDS ALL EGT SENSORS REPLACED AND RETESTED.ROAD TEST MONITOR WHILE DRIVING AND SSM12044.MONITORED FREEZE FRAME DATA,FOUND EGT 12 AT 2.5K DEGREES.ALL OTHERS AT OR AROUND EACH OTHER.PROCEEDED TO REPLACE EGT SENSOR #2.CLEAR CODES.PINPOINT TEST RC.VEH RETURN SAME CODES CONTACT HOTLINE #106085933 PERFORMED TSB 12-7-1 FOUND SAME EGT#2 AT 1.5K WITH
Customer Comment: CUSTOMER STATES CHECK ENG LIGHT ON AND MESSAGE TO PULL OVER THEN STALLED

Labor Op Code	Labor Op Description	Labor Op Cost
12650DD		20.97
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	10.48
12650D6D		52.42
12650D45D		31.45
MT12A650		104.84

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
N	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	031403	2	79.27
Y	CC3Z	12A650	AME	PROCESSOR ASSY	031401	1	514.47

DTC Sections: **Mil. Light On** = Y

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
N	KC	P1000	OBD SYSTEMS READINESS TEST NOT COMPLETE	27	NO-FAULT CODES
N	KO	P200C	DIESEL PARTICULATE FILTER OVER TEMPERATURE (BANK 1)	44	PM FILTER (SYSTEM)

Y	KO	P200E	CATALYST SYSTEM OVER TEMPERATURE (BANK 1)	1	CATALYST (SYSTEM)
N	KR	P1000	OBD SYSTEMS READINESS TEST NOT COMPLETE	27	NO-FAULT CODES

Any comments? You can contact
<< OLE Object: Picture (Device Independent Bitmap) >> *webmaster*

48040Report Summary Rpt. Analysis Home Report Mgmt Primary Report Mgmt Query Report Mgmt Indicator Summary Help Exit
GCQIS Report Analysis
Report Summary
Report 1 of 1
Query Name: REPORT RETRIEVAL
Folder Number:

Report Detail Section : View Details Report Detail Concern Detail Diagnostic Information Service Actions Vehicle Details After Market Modifications CQIS VIN History Supplemental Survey Standard / Optional Equipment Vehicle's Warranty History(365 days only) Attachments: 0

Report# : [redacted] Received: 02/06/2013
CCRG/EPRC: OSE Reviewed Status: Date:
Vehicle: 2012,F250 4X4 ,F250 ,SUP CAB,PICKUP ,1FT7X2BT3CED[redacted] Build Date: 10/18/2012
Odometer : 4,243 M Engine: 6.7L DI Calibration: CFA17A0A
Transmission: 6R140-LGDS Axle: A/C: YES
Dealer: USA 04864 Mike Davidson Ford Phone#: (904) 725-3060
City: Jacksonville State: Florida Country : USA
Originator: ANDREW LAPLACE
Symptom: 5 52 1 12 DRV PERF,STALLS/QUITS,AT IDLE,COLD
Status:
VFG: V52 DRIVEABILITY
Additional Symptom: EGT SENSOR CONCERN
Fix: Causal Component :
Condition Code:

Hotliner: HYOUNG40 Phone: 313 317-4312 Regn Cd: S3 Orlando

Engineering: Phone: TAR:

Dlr Contact: ANDREW LAPLACE Phone: 000 000-0000 Title Cde: T

KOEO:
KOEC:
KOER: P200E

Comments:
REPAIR 02/06/2013 04:13PM HARRISON YOUNG MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: CEL IS ON. MESSAGE TO PULL OVER SAFELY THEN STALLED DIAGNOSTICS: TSB 12-07-01 PARTS REPLACED: EGT SENSOR #2 TECH QUESTION: VEH CAME IN WITH CONCERN. PERFORMED TSB 12-07-01. FOUND #2 EGT SENSOR READING 2.5K ON FREEZE FRAME. REPLACED EGT SENSOR #2 ROAD TEST AND RECHECK. OK. RELEASED VEH TO CUSTOMER. CUSTOMER RETURNED TODAY WITH SAME CONCERN. SAME CODES. PERFORMED TSB 12-07-01. FOUND THE SAME EGT SENSOR #2 READING +1.5K WITH ALL OTHERS AT 51 DEGREES. IS THERE A BAD BATCH OF EGT SENSORS? WILL PERFORM SPW REPAIR AS PER TSB OR SHOULD I FOLLOW PPT STEPS FOR REPAIRING THIS CONCERN?
RECOMM 02/06/2013 04:13PM HARRISON YOUNG MSS - FCSD - TECH SVC HOTLINE
ANDREW, THE HOTLINE DOES NOT HAVE ANY REPORTS OF ANY OF THE EGT SENSORS BEING BAD OUT OF THE BOX. SINCE THE #2 EGT SENSOR WAS JUST REPLACED AND THE VEHICLE HAS COME BACK INTO THE DEALER FOR THE SAME CONCERN, THIS INDICATES THAT THERE IS A CONCERN WITH THE WIRING HARNESS BETWEEN THE SUSPECT EGT SENSOR AND THE PCM. THEREFORE IT IS RECOMMENDED TO MONITOR THE EGT12 PID WHILE WIGGLE TESTING THE WIRING HARNESS FROM THE SENSOR UP TO THE PCM INCLUDING THE CONNECTORS. ONCE THE CIRCUIT CONCERN IS ISOLATED, IT IS RECOMMENDED TO REPAIR THE CIRCUIT USING THE SPLICING PROCEDURE FROM CELL 5-6 OF THE ONLINE WIRING DIAGRAM OR IF UNABLE TO REPAIR, THE HARNESS SHOULD BE REPLACED.
ADD-ON 02/06/2013 04:13PM HARRISON YOUNG MSS - FCSD - TECH SVC HOTLINE
CONSULTED SME MARK KLEIN
REPAIR 02/08/2013 05:37PM MARK KLEIN(CLP) MSS - FCSD - TECH SVC HOTLINE
PERFORMED ALL STEPS FROM ABOVE. NO DAMAGE, PIN FIT, TERMINAL FRETTING OR CIRCUITRY ISSUES WERE FOUND. LOAD TESTED WIRING. OK. ALL COMPONENTS OHM OK. ONLY COMPONENTS LEFT IN PROCESS IS THE PCM. THERE ARE NO UPDATES FOR PCM. I BELIEVE THE DRIVER FOR EGT#2 AT PIN 9 IS BAD. AS PER WIRING DIAGRAM 27-5. ALL EGT SENSORS SHARE THE SAME INTERNAL GROUND AT PIN 42 IN THE PCM. ALL WIRING TO AND FROM THE PCM ARE OK. IF DAMAGE TO S408 HAD OCCURED SIGNS OF DAMAGE WOULD HAVE SHOWN DURING LOAD TEST. PCM IS MY LAST OPTION AND THE ONLY THING THAT CAN BE WRONG.
RECOMM 02/08/2013 05:37PM MARK KLEIN(CLP) MSS - FCSD - TECH SVC HOTLINE
ANDREW, TO QUICKLY PROVE OUT YOUR THOUGHTS ON THE EGT 2 DRIVER CONCERN. WE CAN SWAP OUT THE #1 AND 2 EGT AND SEE IF THE #2 CHANGES TO NORMAL THEN THE EGT ARE BAD. IF THE #2 IS STILL SHOWING HIGH THEN YOU HAVE A PCM CONCERN.

James J. Moylan tcb
Kentucky Truck Plant
Powertrain PVT - Sr. Engineer
313-805-3887
><((((º>

From: Bogema, John (P.)
Sent: Wednesday, October 09, 2013 2:59 PM
To: Opolsky, Norman (N.H.)
Cc: Kue, Ace (K.)
Subject: RE: 2011-2014 Ambulance P200C NHO v1.ppt

As we discussed, I need you to lead the whole of the EGT investigation from the Feature department. Please attend the meetings and support review of OBD.

From: Opolsky, Norman (N.H.)
Sent: Wednesday, October 09, 2013 9:38 AM
To: Bogema, John (P.)
Subject: RE: 2011-2014 Ambulance P200C NHO v1.ppt

On item #3, I only took cursory look at P246E/P246F. Unless I misunderstood, the content of my work was to investigate regeneration related items such as, P200C/P200E. If the scope you have envisioned is different from that, I will do my best to take on what I can.

Please advise.

From: Bogema, John (P.)
Sent: Wednesday, October 09, 2013 9:25 AM
To: Opolsky, Norman (N.H.)
Subject: RE: 2011-2014 Ambulance P200C NHO v1.ppt

These are your total comments right?

P200C and P200E occur in pairs, you are double counting here – Yes, verbally will discuss this
Would significantly derate vehicle unless we take specific "ambulance" action to prevent and just illuminate MIL – Correct, in any case we will significantly de-rate. Will add clarification
Any P246E Actions (EGT vs Model)? – I don't know, has the quality workstream you are leading identified any?

From: Opolsky, Norman (N.H.)
Sent: Wednesday, October 09, 2013 9:20 AM
To: Bogema, John (P.)
Subject: 2011-2014 Ambulance P200C NHO v1.ppt

Added updates, comments and questions.

RQ14-005 000329 ER

From: Goebelbecker, Michael (M.S.)
Sent: Friday, August 30, 2013 2:33 PM
To: Bushman, Thomas (T.S.); Hutchinson, Rob (R.); Rinkevich, Daniel (D.J.); Kue, Ace (K.); Boone, Bill (W.P.)
Cc: Wagers, Sue (S.K.)
Subject: RE: 2013 EGT wire repair claims

Dyno and chassis vehicles start with the same strategy path.
As Ace is out, I will ask if Bill can answer the question as to if there was a different calibration solution required between the two vehicle platforms.
Bill,
I will send you the presentation in a following email to review slides 11-14.

Michael Goebelbecker
Diesel Controls Supervisor
Powertrain Calibration Controls NVH [PCCN]
Mobile: 1-313-805-0756
E-mail: mgoebelb@ford.com

From: Bushman, Thomas (T.S.)
Sent: Friday, August 30, 2013 10:24 AM
To: Hutchinson, Rob (R.); Rinkevich, Daniel (D.J.); Kue, Ace (K.); Goebelbecker, Michael (M.S.)
Cc: Wagers, Sue (S.K.)
Subject: RE: 2013 EGT wire repair claims

Rob – thanks for digging into the data to find these wire repairs.

Ace / Mike – can you please help Rob with this question:

There were some questions yesterday in the GGRG…

- What sensor malfunction will cause shut down (11, 12, 13, or 14)?
- Is there a difference in strategy between chassis and dyno cert to cause shut down?

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: Hutchinson, Rob (R.)
Sent: Friday, August 30, 2013 9:56 AM
To: Bushman, Thomas (T.S.); Rinkevich, Daniel (D.J.)
Cc: Wagers, Sue (S.K.)
Subject: 2013 EGT wire repair claims

Highlighted in yellow. This is a fresh AWS run today. There were no 2013 where a sensor was hung and then had a wire repair. Several wire repairs…
<< File: 2013 EGT claims.xls >>
There were some questions yesterday in the GGRG…

- What sensor malfunction will cause shut down (11, 12, 13, or 14)?
- Is there a difference in strategy between chassis and dyno cert to cause shut down?

Rob Hutchinson

Quality Analyst GPCSE Sensors

Global Powertrain Controls Systems Engineering

Dearborn - Building 2 Room 22J07

1-313-845-1113

rhutch13@ford.com

From: Gullett, Rodney (R.)
Sent: Thursday, March 21, 2013 6:55 PM
To: Parrish, Kirk (K.A.)
Cc: Dave Czopek
Subject: RE: 2014 Owner's Guides -- Super Duty Diesel Supplement
Attachments: G1599438+from+G1597311.pdf

Hi Kirk,

Here are also the messages contained in the base owner guide for Super Duty.

Thank you,

Rodney Gullett
Ford Owner Information Manager
TWEDDLE GROUP
North America-Europe-Asia

T: +1 586.840.1326
F: +1 586.307.3997

mailto:rgullett@tweddle.com

Information Development, Management & Delivery

From: Parrish, Kirk (K.A.) [mailto:kparrish@ford.com]
Sent: Thursday, March 21, 2013 2:25 PM
To: Rodney Gullett
Cc: Dave Czopek; Tyburski, Ken (K.); Baker, Bill (W.H.); Duncan, Anita (A.M.); Chew, William (W.J.); Boughan, Jerry (J.D.)
Subject: RE: 2014 Owner's Guides -- Super Duty Diesel Supplement

I could not find anything about the new Emergency Vehicle Application we are offering for 2014. The only place the word Emergency came up in this document is under maintenance. I did how ever find a couple of things under the Operator Commanded Regeneration. I will try the change link.

Sincerely,
Kirk A. Parrish
Senior Engineer
Ford Motor Company
DPF Regeneration Calibration
(313)805-0162
kparrish@ford.com

From: Gullett, Rodney (R.)
Sent: Thursday, March 21, 2013 1:49 PM
To: Parrish, Kirk (K.A.)
Cc: Dave Czopek; Tyburski, Ken (K.); Baker, Bill (W.H.); Duncan, Anita (A.M.); Chew, William (W.J.); Boughan, Jerry

(J.D.)
Subject: RE: 2014 Owner's Guides -- Super Duty Diesel Supplement

Kirk,

See attached.

You can use this link to submit changes still: http://www.gsi.ford.com/gsi/equityagent/og/subchanges.aspx?region=na

I have Ford IT looking into the file issue.

Also, the author that works on this is Dave Czopek dczopek@tweddle.com.

Thank you,

Rodney Gullett
Ford Owner Information Manager
TWEDDLE GROUP
North America-Europe-Asia

T: +1 586.840.1326
F: +1 586.307.3997

mailto:rgullett@tweddle.com

Information Development, Management & Delivery

From: Parrish, Kirk (K.A.) [mailto:kparrish@ford.com]
Sent: Thursday, March 21, 2013 1:42 PM
To: Boughan, Jerry (J.D.)
Cc: Tyburski, Ken (K.); Baker, Bill (W.H.); Rodney Gullett; Duncan, Anita (A.M.); Chew, William (W.J.)
Subject: RE: 2014 Owner's Guides -- Super Duty Diesel Supplement

Is there something wrong with this system? When I try to Review the Diesel Owners Supplement, I get another window that pops open. That window only has a thin strip, about 1 ½" tall in which to view the document.

Sincerely,
Kirk A. Parrish
Senior Engineer
Ford Motor Company
DPF Regeneration Calibration
(313)805-0162
kparrish@ford.com

From: Boughan, Jerry (J.D.)
Sent: Thursday, March 21, 2013 10:10 AM
To: Parrish, Kirk (K.A.)
Cc: Tyburski, Ken (K.); Baker, Bill (W.H.); Gullett, Rodney (R.); Duncan, Anita (A.M.); Chew, William (W.J.)
Subject: RE: 2014 Owner's Guides -- Super Duty Diesel Supplement

Kirk,
Here is the link to submit Owner Information updates. Additionally, at this site you can view the Owner information drafts. Since the Owner information has gone through CNE Sign Off, there may not be enough time to update information before print. I have included Owner Information contacts Rodney Gullett and Anita Duncan on this email. Please contact them or me if you have questions.

http://www.gsi.ford.com/gsi/equityagent/og/subchanges.aspx?region=na

Jerry Boughan

F-Super Duty Program Manager
FCSD Upstream Customer Service
Phone: 313 337-1213 E-mail: jboughan@ford.com

From: Boughan, Jerry (J.D.)
Sent: Wednesday, February 27, 2013 11:43 AM
To: Parrish, Kirk (K.A.)
Cc: Tyburski, Ken (K.); Baker, Bill (W.H.); Gullett, Rodney (R.); Duncan, Anita (A.M.); Chew, William (W.J.)
Subject: RE: 2014 Owner's Guides -- Super Duty Diesel Supplement

Kirk,
If you have owner Information updates, please submit at this website:

http://www.gsi.ford.com/gsi/equityagent/og/subchanges.aspx?region=na

Jerry Boughan

F-Super Duty Program Manager
FCSD Upstream Customer Service
Phone: 313 337-1213 E-mail: jboughan@ford.com

From: Chew, William (W.J.)
Sent: Wednesday, February 27, 2013 11:39 AM
To: Boughan, Jerry (J.D.)
Cc: Tyburski, Ken (K.); Baker, Bill (W.H.); Parrish, Kirk (K.A.)
Subject: 2014 Owner's Guides -- Super Duty Diesel Supplement

Jerry, per our discussion, can you connect Kirk Parrish (SME) with the Super Duty diesel supplement owner guide draft to provide information regarding the new emergency vehicle calibrations?

Thanks.

Bill Chew, Supervisor
Vehicle Special Order (VSO)
Ford Truck Special Vehicle Engineering

(313)805-3747; fax (313)39-03160
wchew@ford.com

INFORMATION MESSAGES

(G1599438)

Note: *Depending on the vehicle options equipped with your vehicle, not all of the messages will display or be available. Certain messages may be abbreviated or shortened depending upon which cluster type you have.*

Press the RESET button for Type 1 displays or the OK button for Type 2 displays to acknowledge and remove some messages from the information display. Other messages will be removed automatically after a short time.

Certain messages need to be confirmed before you can access the menus.

AdvanceTrac®

Message	Action
SERVICE ADVANCETRAC	Displays when the system detects a condition that requires service. Contact your authorized dealer as soon as possible.
ADVANCETRAC OFF	Displayed when the traction control has been disabled or enabled by the driver.
TRACTION CONTROL OFF	Displayed when the traction control has been disabled by the driver. See **Using Traction Control** (page ?).

Alarm

Message	Action
TO STOP ALARM START VEHICLE	Displays when the alarm has been triggered due to unauthorized entry. See **Anti-Theft Alarm** (page ?).
SECURITY SYSTEM FAULT	Displays when the security system has detected a fault. See your authorized dealer for service.

Diesel Messages

WARNING

When the CLEANING EXHAUST FILTER message appears in the message center, do not park near flammable materials, vapors or structures until filter cleaning is complete.

Message	Action
CHECK COOLANT ADDITIVE	Displays when the coolant additive needs to be checked. Refer to your diesel supplement for more information.
CLEANING EXHAUST FILTER	Displays when the vehicle has entered the cleaning mode. Various engine actions will raise the exhaust temperature in the Diesel Particulate Filter (DPF) system to burn off the particles (exhaust soot). Refer to your diesel supplement for more information.
EXHAUST OVER-LOADED DRIVE TO CLEAN	Displays when the Diesel Particulate Filter (DPF) is full of particles (exhaust soot) and the vehicle is not being operated in a manner to allow normal cleaning. Refer to your diesel supplement for more information.
STOP SAFELY NOW	Displays and a chime sounds when the vehicle exhaust system temperature exceeds intended operating range. If this warning occurs, engine power is reduced and the engine will shut down when the vehicle speed is below 3 mph (5 km/h). Stop the vehicle as soon as safely possible and contact your authorized dealer.
ENGINE OIL DILUTED	Displays once the engine oil has become diluted and needs to be changed. Refer to your diesel supplement for more information.
ENGINE TURNS OFF IN 1 SECOND	Displays when the vehicle is in the final second of a countdown to where the engine will intentionally be turned off by the PCM. The diesel engine shutdown is a (regulatory) requirement which may be required of a particular diesel vehicle for sale in states requiring this feature. Refer to your diesel supplement for more information.
ENGINE TURNS OFF IN XX SECONDS	Displays when the vehicle is in the final 30 seconds of a countdown to where the engine will intentionally be turned off by the PCM. The diesel engine shutdown for extended idling is an optional feature. Refer to your diesel supplement for more information.
ENGINE TURNED OFF	Displays after the 30 second countdown. Refer to your diesel supplement for more information.
ENGINE WARMING PLEASE WAIT	Displayed in extremely cold weather, typically below –15°F (–26°C), if the engine block heater is not utilized. The engine will not respond to accelerator pedal movement for 30 seconds; this is done so the engine oil can be properly circulated to avoid engine damage. Refer to your diesel supplement for more information.

Message	Action
EXHAUST FILTER DRIVE COMPLETE	Displayed when the Diesel Particulate Filter (DPF) has been adequately cleaned. Refer to your diesel supplement for more information.
EXHAUST FILTER CLEANED	Displayed when the Diesel Particulate Filter (DPF) has been adequately cleaned by the manual regeneration process (OCR). Refer to your diesel supplement for more information.
EXHAUST CLEAN STOPPED	Displayed when the Diesel Particulate Filter (DPF) manual regeneration process (OCR) has been stopped. Refer to your diesel supplement for more information.
EXHAUST FLUID RANGE XXX MI	Displays the distance you can travel before depleting the remaining diesel exhaust fluid. Refer to your diesel supplement for more information.
IN XX MILES, SPEED LIMITED TO XX MPH EXHAUST FLUID EMPTY	Displays when the diesel exhaust fluid is nearing empty. The vehicle's top speed will become limited in the displayed distance. The diesel exhaust fluid must be replenished to resume normal operation of the vehicle. Refer to your diesel supplement for more information.
SPEED LIMITED TO XX MPH UPON RESTART EXHAUST FLUID EMPTY	Displays when the remaining diesel exhaust fluid level is depleted. Speed will be limited upon restart. The diesel exhaust fluid must be replenished to resume normal operation of the vehicle. Refer to your diesel supplement for more information.
SPEED LIMITED TO XX MPH EXHAUST FLUID EMPTY	Displays when the diesel exhaust fluid is empty. The diesel exhaust fluid must be replenished to resume normal operation of the vehicle. Refer to your diesel supplement for more information.
ENGINE IDLED SOON EXHAUST FLUID EMPTY	Displays when the SCR system detects low exhaust fluid. The engine will eventually enter into an idle only mode. The diesel exhaust fluid must be replenished to resume normal operation of the vehicle. Refer to your diesel supplement for more information.
ENGINE IDLED - SEE OWNER'S MANUAL EXHAUST FLUID EMPTY	Displays when a problem exists with the SCR system. The vehicle will enter into an idle-only mode. If the exhaust fluid is empty, it must be replenished to resume normal operation of the vehicle. Refer to your diesel supplement for more information.

Message	Action
IN XX MILES, SPEED LIMITED TO 50 MPH EXHAUST FLUID SYSTEM FAULT	Displays when the SCR system detects a fault. The vehicle's top speed will become limited in the displayed distance starting at 50 miles (80 km) and count down from this point. Refer to your diesel supplement for more information. Contact your authorized dealer as soon as possible.
SPEED LIMITED TO 50 MPH UPON RESTART EXHAUST FLUID SYSTEM FAULT	Displays when the SCR system detects a fault. The vehicle's top speed will become limited upon restarting. Refer to your diesel supplement for more information. Contact your authorized dealer as soon as possible.
SPEED LIMITED TO 50 MPH EXHAUST FLUID SYSTEM FAULT	Displays when the SCR system detects a fault. The vehicle's top speed is limited. Refer to your diesel supplement for more information. Contact your authorized dealer as soon as possible.
ENGINE IDLED SOON EXHAUST FLUID SYSTEM FAULT SEE MANUAL	Displays when the SCR system detects a fault. The engine will enter into an idle only mode. Refer to your diesel supplement for more information. Contact your authorized dealer as soon as possible.
ENGINE IDLED - SEE OWNER'S MANUAL EXHAUST FLUID SYSTEM FAULT	Displays when the SCR system detects a fault. The engine will eventually enter into an idle-only mode. Press OK to override the idle mode. Refer to your diesel supplement for more information. Contact your authorized dealer as soon as possible.
FUEL FILTER CHANGE REQUIRED	Displays when a fuel filter change is required. See **Scheduled Maintenance** (page ?).
REDUCED ENGINE POWER	Displays approximately two hours after the DRIVE TO CLEAN EXHAUST SYSTEM message has displayed and the vehicle operator has not driven the vehicle above 30 mph (48 km/h) for at least 20 minutes to clean the DPF. At this point the vehicle must be serviced by an authorized dealer. Refer to your diesel supplement for more information.
WATER IN FUEL DRAIN FILTER SEE MANUAL	Displays when the water separator has reached a predetermined capacity and needs to be drained. Refer to your diesel supplement for more information.
LOW FUEL PRESSURE	Displays when a low fuel pressure condition has occurred due to cold, low fuel level or fuel filters need to be changed. Refer to your diesel supplement for more information.

Doors and Locks

Message	Action
X Door Ajar	Displays when the door(s) listed is not completely closed.

Drivetrain

Message	Action
LOCKING DIFFERENTIAL ENGAGED	Displays when the electronic locking differential is engaged.
LOCKING DIFFERENTIAL DISENGAGED	Displays when the electronic locking differential is disengaged.
TO ENGAGE LOCKING DIFFERENTIAL SLOW TO XX MPH/KM/H	Displays when the electronic locking differential requests a certain speed requirement to engage.
TO ENGAGE LOCKING DIFFERENTIAL RELEASE ACCELERATOR PEDAL	Displays when the electronic locking differential request the accelerator to be released in order to engage.
SLOW VEHICLE TO XX KM/H FOR ELD	Displays when the vehicle speed requirement for the electronic locking differential mode has not been met.
SLOW VEHICLE TO XX MPH FOR ELD	Displays when the vehicle speed requirement for the electronic locking differential mode has not been met.
CHECK LOCKING DIFFERENTIAL	Displayed when an electronic locking differential (ELD) system fault is present. See **Using Four-Wheel Drive** (page ?).
SHIFT TO PARK	Displays as a reminder to shift into park.

Engine

Message	Action
TRANSPORT MODE CONTACT DEALER	Displays when the vehicle is set to transport mode. The transport mode is used to disable certain vehicle functions to prevent battery discharge.
POWER REDUCED TO LOWER ENGINE TEMP	Displays when the engine temperature gauge needle moves to H. See **Engine Coolant Check** (page ?).

Fuel

Message	Action
FUEL LEVEL LOW	Displays as an early reminder of a low fuel condition.
CHECK FUEL CAP	Displays when the fuel cap may not be properly closed.

Key

Message	Action
COULD NOT PROGRAM INTEGRATED KEY	Displays when an attempt is made to program a fifth integrated key. See **Replacing a Lost Key or Remote Control** (page ?).
TO DRIVE: TURN KEY TO ON	Displays when the factory equipped remote start is activated.

Maintenance

Message	Action
ENGINE OIL CHANGE SOON	Displays when the engine oil life is nearing its end. See **Engine Oil Check** (page ?).
OIL CHANGE REQUIRED	Displayed when the oil life left reaches 0%. See **Engine Oil Check** (page ?).
BRAKE FLUID LEVEL LOW	Indicates the brake fluid level is low and the brake system should be inspected immediately. See **Brake Fluid Check** (page ?).
CHECK BRAKE SYSTEM	Displays when the brake system needs servicing. If the warning stays on or continues to come on, contact your authorized dealer as soon as possible.
SERVICE POWER STEERING	The power steering system has detected a condition that requires service. See your authorized dealer
SERVICE POWER STEERING NOW	The power steering system has detected a condition within the power steering system that requires service immediately. See your authorized dealer.
POWER STEERING ASSIST FAULT	The power steering system has disabled power steering assist due to a system error. See your authorized dealer.

MyKey®

Message	Action
MYKEY ACTIVE DRIVE SAFELY	Displays when MyKey is active.
ADVANCETRAC ALWAYS ON - MYKEY SETTING	Displays when a MyKey is in use and the ESC cannot be deactivated.
VEHICLE NEAR TOP SPEED	Displays when a MyKey is in use and the MyKey speed limit is on and the vehicle speed is approaching 80 mph (130 km/h).
VEHICLE AT TOP SPEED - MYKEY SETTING	Displays when a MyKey is in use and the MyKey speed limit is on and the vehicle speed is 80 mph (130 km/h).
SPEED LIMITED TO 80 MPH	Displays when starting the vehicle and MyKey is in use and the MyKey speed limit is on.
SPEED LIMITED TO 130 KM/H	Displays when starting the vehicle and MyKey is in use and the MyKey speed limit is on
CHECK SPEED DRIVE SAFELY	Displayed when a MyKey is in use and the optional setting is on and the vehicle exceeds a preselected speed.
BUCKLE UP TO UNMUTE AUDIO	Displayed when a MyKey is in use and Belt-Minder® is activated.
MYKEY COULD NOT PROGRAM	Displayed when an attempt is made to program a spare key using two existing MyKeys.

Park Aid

Message	Action
CHECK REAR PARK AID	Displays when the transmission is in R (Reverse) and the park aid is disabled.
REAR PARK AID OFF	Displays when the rear park aid is disabled by the driver.
REAR PARK AID ON	Displays when the rear park aid is enabled.

Park Brake

Message	Action
PARK BRAKE ENGAGED	Displays when the parking brake is set and the vehicle is in motion.

Power Steering

Message	Action
SERVICE POWER STEERING	The power steering system has detected a condition that requires service. See your authorized dealer
SERVICE POWER STEERING NOW	The power steering system has detected a condition within the power steering system that requires service immediately. See your authorized dealer.
POWER STEERING ASSIST FAULT	The power steering system has disabled power steering assist due to a system error. See your authorized dealer.

Off Road

Message	Action
HILL DESCENT CONTROL OFF	Displays when hill descent control mode becomes inactive.
FOR HILL DESCENT REDUCE SPEED	Displays when the vehicle speed requirement for off-road mode entry has not been met.
FOR HILL DESCENT SELECT GEAR	Displays when the driver is able to select a transmission gear for hill descent mode.
HILL DESCENT - DRIVER RESUME CONTROL	Displays when hill descent control mode is deactivated and the driver must resume control.
HILL DESCENT CONTROL FAULT	Displays when a hill descent system fault is present.
HILL DESCENT CONTROL OFF SYSTEM COOLING	Displays when the hill descent system is cooling due to overuse.

Message	Action
HILL DESCENT CONTROL READY	Displays when the hill descent control switch is turned on.
BUCKLE UP TO UNMUTE AUDIO	Displayed when a MyKey is in use and Belt-Minder® is activated.
MYKEY COULD NOT PROGRAM	Displayed when an attempt is made to program a spare key using two existing MyKeys.

Tire Pressure Monitoring System

Message	Action
LOW TIRE PRESSURE	Displays when one or more tires on your vehicle have low tire pressure. See **Tire Pressure Monitoring System** (page ?).
TIRE PRESSURE MONITOR FAULT	Displays when the tire pressure monitoring system is malfunctioning. If the warning stays on or continues to come on, contact your authorized dealer. See **Tire Pressure Monitoring System** (page ?).
TIRE PRESSURE SENSOR FAULT	Displayed when a tire pressure sensor is malfunctioning, or your spare tire is in use. For more information on how the system operates under these conditions, see See **Tire Pressure Monitoring System** (page ?). If the warning stays on or continues to come on, contact your authorized dealer as soon as possible.

Trailer

Message	Action
TRAILER BRAKE GAIN: XX.X [OUTPUT]	Displays the current gain setting for the trailer brake.
TRAILER BRAKE GAIN: XX.X NO TRAILER	Displays the current gain setting for the trailer brake when a trailer is not connected.
TRAILER BRAKE MODULE FAULT	Displayed and accompanied by a single chime, in response to faults sensed by the TBC. See **Trailer Sway Control** (page ?).
TRAILER CONNECTED	Displays when a correct trailer connection (a trailer with electric trailer brakes) is sensed during a given ignition cycle.

Message	Action
TRAILER DISCONNECTED	Displays when a trailer connection becomes disconnected, either intentionally or unintentionally, and has been sensed during a given ignition cycle. Disregard this status if your vehicle is not equipped with a factory installed trailer brake controller. This message may appear when an aftermarket TBC is used even when the trailer is connected.
TRAILER SWAY REDUCE SPEED	Displays when the trailer sway control has detected trailer sway.
WIRING FAULT ON TRAILER	Displays if there are certain faults in the vehicle wiring and trailer wiring/brake system. See **Towing a Trailer** (page ?).

4WD

Message	Action
CHECK 4X4	Displays when a 4X4 system fault is present. See **Using Four-Wheel Drive** (page ?).
4X4 SHIFT IN PROGRESS	Displays when the 4X4 system is making a shift.
FOR 4X4 LOW APPLY BRAKE	Displays when trying to select 4X4 LOW.
FOR 4X4 LOW SHIFT TO N	Displays when 4X4 LOW is selected and the vehicle is stopped.
FOR 4X4 LOW SLOW TO 3 MPH	Displays when 4X4 LOW is selected while the vehicle is moving.
TO EXIT 4X4 LOW APPLY BRAKE	Displays when 2WD is selected from 4X4 LOW mode.
TO EXIT 4X4 LOW SHIFT TO N	Displays when 2WD is selected while the vehicle has been stopped in 4X4 LOW.
TO EXIT 4X4 LOW SLOW TO 3 MPH	Displays when 2WD is selected while the vehicle is operating in 4X4 LOW.
SHIFT DELAYED PULL FORWARD	May display when shifting to or from 4X4 LOW.
REDUCE ACCELERATOR TO PREVENT WHEEL SLIP	Displays when the vehicle senses that torque to the drive wheels has overcome the available traction.

From: Wagers, Sue (S.K.)
Sent: Monday, October 07, 2013 2:28 PM
To: Bogema, John (P.); Goodwin, William (W.R.)
Subject: RE: 6.7 EGT FMEM

I talked to Mark - Cynthia was pulling claims on ambulance packages and I think she's got it. There are 2 questions in this chain – I think

1) How much of ambulance warranty is due to EGT
2) How many of the EGTs (what %) of existing ambulance vehicles have not upgraded to the B level part

Does that sum it up? We can attempt to answer those once we see claims.

Sue Wagers
Supervisor - gPCSE Quality
Global Powertrain Controls Systems Engineering
Dearborn - Building 2 Room 22G20
E-mail swagers@ford.com
Tel: (313) 805 7177
ONE FORD: ONE Plan - ONE Team - ONE Goal

-----Original Appointment-----
From: Bogema, John (P.) **On Behalf Of** Wickenheiser, Francis (F.J.)
Sent: Monday, October 07, 2013 9:43 AM
To: Wagers, Sue (S.K.); Goodwin, William (W.R.)
Subject: FW: 6.7 EGT FMEM
When: Monday, October 07, 2013 9:30 AM-10:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx
Importance: High

Sue, Bill,

Need help developing a statistical answer to the question of:

How many of the 2011-2012 ambulance packages out in the field would be repaired if the sensors would be updated to the latest design level? (falsely setting P200E/P200C)

John P. Bogema
Manager, Diesel Feature Calibration
Office Bldg 2 – 22K08
20000 Rotunda Drive
Dearborn, MI 48124
Ph. 313.805.4942
Mail jbogema@ford.com

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-----Original Appointment-----
From: Wickenheiser, Francis (F.J.)
Sent: Wednesday, October 02, 2013 10:28 AM
To: Wickenheiser, Francis (F.J.); Fronckowiak, Todd (T.M.); Nakhleh, Rouaa (R.I.); Bogema, John (P.); Bailey, Owen (O.R.); Oswalt, Greg (G.G.); Johnston, Dennis (D.T.)
Subject: 6.7 EGT FMEM
When: Monday, October 07, 2013 9:30 AM-10:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx

Hi John, Owen,

We would like to have a brief review of the 6.7L EGT concern. Specifically, we are trying to understand what percent of the field data is associated with EGT concerns, and what percent is associated with other causes (and what those may be)? Also, we would like to discuss the software changes that are now being investigated.

Sorry for the scheduling conflicts - please accept/decline so I can reschedule as needed.

Francis Wickenheiser invites you to an online meeting using WebEx.

WebEx meeting information

Meeting Number: 710 048 237
Meeting Link: https://ford.webex.com/ford/j.php?J=710048237
Meeting Password: This meeting does not require a password.

This meeting may include the option for video. The recording of meetings is prohibited. For company policies on using video click here:
https://comm.sp.ford.com/sites/digitalworker/Pages/HowiWorkItem.aspx?UCTitle=to%20use%20Video&UCID=&Page=2&Section=2.001

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=247563412&tollFree=1
Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Access code:710 048 237

MC06

http://www.webex.com

From: Pancioli, Tim (T.N.)
Sent: Wednesday, June 06, 2012 3:09 PM
To: 'terry jones'; Palczynski, Kimberly (K.A.); Porter, Brian (B.M.)
Subject: RE: 6.7 Liter EGT shutdown mode

Hi Terry – I'll follow up with the person I was talking to and see if I can get them to call you to discuss.

Thanks,
Tim

From: terry jones [mailto:trj35@yahoo.com]
Sent: Wednesday, June 06, 2012 11:05 AM
To: Palczynski, Kimberly (K.A.); Porter, Brian (B.M.); Pancioli, Tim (T.N.)
Subject: 6.7 Liter EGT shutdown mode

I never did hear from anyone on the email that I sent out about the 6.7 stranding customers due to a singel EGT failure. Just wanted to follow up with you guys to see if you had any luck contacting anyone that might have some insight on the issue?

Terry Jones
2011-2012 TRP Member
Senior Master Technician
Bayer Ford, Comanche, TX 76442
325-356-2777
trj35@yahoo.com

From: Johnston, Dennis (D.T.)
Sent: Tuesday, July 16, 2013 12:49 PM
To: Goodwin, William (W.R.); Sonat, Ibrahim (I.)
Subject: RE: 6.7L EGT

Hi Bill & Ibrahim,

Can you please confirm that only the EGT3 sensor failure will result in the engine shut down condition? In my notes from CCRG I had written down EGT2 and EGT3 could cause the stall, but the 6 panel states that only EGT3 will give you the engine shut down condition.

What are the effects on vehicle operation for the other EGT positions?

Best regards,

Dennis Johnston
Truck CCRG
313-845-8445

From: Goodwin, William (W.R.)
Sent: Monday, July 15, 2013 3:41 PM
To: Johnston, Dennis (D.T.); Sonat, Ibrahim (I.)
Subject: RE: 6.7L EGT

<< File: 6Panel P473 EGTS Jan 2012 rev a.ppt >> Dennis,

Here's the last version I had. There may be a later version that Ibrahim Sonat can provide you. The moved thermistor was ultimately fixed by a change to a more robust powder and a crimping process to ensure high uniform density of the powder. The change was implemented the last week of the 2012 MY production.

Regards,
Bill Goodwin
Powertrain Sensors Technical Specialist
Global Powertrain Control Systems Engineering
Ford Motor Company / Building #2 / 22B19
E-mail: wgoodwin@ford.com
Tel: (313) 805-9111
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: Johnston, Dennis (D.T.)
Sent: Monday, July 15, 2013 2:00 PM
To: Goodwin, William (W.R.)
Subject: 6.7L EGT

RQ14-005 000350 ER

Hi Bill,

I was wondering if you had a 6 panel, or some other problem solving document on the 2011-12 6.7L EGT sensor issue that you could share with me? Just looking to get some background info for a management review.

Best regards,

Dennis Johnston
Truck CCRG
313-845-8445

From: Hamilton, Steven (S.C.)
Sent: Tuesday, August 27, 2013 12:53 PM
To: Chacon, Jose (A.); Dodds, Dave (D.C.); Knitter, Alan (A.R.); Allen, Michael (M.C.); Oswalt, Greg (G.G.)
Cc: Hale, Curt (B.C.); Ricks, Kevin (K.J.); Hughes, Leo (L.H.); Humphries, Glenn (G.L.); Buss, Donna (D.M.); Tyrpak, Steve (S.); Brandt, Andrew (D.); Caines, Bill (B.); Johnson, Seth (S.); McCormick, Patrick (P.J.); Hansen, Thayne (T.); Eis, Peter (P.R.); Keady, Christopher (C.M.); Bondoni, Mark (M.J.); Wagers, Sue (S.K.); Dixon, Mark (M.R.); Bogema, John (P.); Lyon, Peter (P.M.)
Subject: RE: ACTION HOT - McDowell County EMS *Critical Failures 6.7L Engines*

Thanks for stepping in Jose.

Team,

I have moved on to the Prior Approval position but the following questions are based on past communications on this subject. Is the fleet experiencing failures with the revised "B level" EGT sensors? Are the released TSB's on this subject being utilized? The previous communication from this fleet has been addressed with the CVO team and with CCRG.

Greg,

Please see below. Another communication from this fleet concerned about EGT sensor failures and the exhaust over temp vehicle shut down strategy.

Best regards,

Steve Hamilton
Ford Motor Company
Technical Hotline Prior Approval Manager
(313)390-7750

From: Chacon, Jose (A.)
Sent: Monday, August 26, 2013 6:00 PM
To: Dodds, Dave (D.C.); Knitter, Alan (A.R.); Allen, Michael (M.C.)
Cc: Hale, Curt (B.C.); Ricks, Kevin (K.J.); Hughes, Leo (L.H.); Humphries, Glenn (G.L.); Buss, Donna (D.M.); Tyrpak, Steve (S.); Hamilton, Steven (S.C.); Brandt, Andrew (D.); Caines, Bill (B.); Johnson, Seth (S.); McCormick, Patrick (P.J.)
Subject: RE: ACTION HOT - McDowell County EMS *Critical Failures 6.7L Engines*

Mike,

Working with Curt/Seth on next steps.

Dave/Alan,

Jumping into this critical Diesel issue, I'll find the right key individuals to set-up and follow-up meeting on these units. Below is what I was able to find on these repeat failures (At the Service perspective). I'll need your help in documenting in GCQIS reports. Send me a separate e-mail on what part #'s were installed on each of these fleet units, regarding EGT or other part issues:

+ 1FDUF4HT1C[redacted] 2012MY
+ 1FDUF4HT3B[redacted] 2011MY

+ 1FDUF4HT4BE[redacted] 2011MY

What we know so far:

+ A welding issue was identified with the EGT built sensors. (See ppt.)
+ Damage to sensors during handling and installation.
+ All EGT sensors with part #'s: AC3Z-5J213-A/AC3A-12B591-AB, AC3Z-12B591-A/AC3A-12B591-AB, AB3Z-12b591-B/AC3Z-12B591-BB are suspect.
+ All old EGT sensor should be out of the service depot. No dealer should have the old level parts above.

What fixes and recommendations took place, to correct repeat EGT sensor failures:

+ Revised EGT sensor released 12/10/2012: Part # AC3Z-5J213-B.
+ TSB 12-07-01 Was released 07/10/2012.
+ Since the released of the TSB 07/10/2012 the part # AC3Z-5J213-A was superseded in 12/10/2012 to a new level part #. New level part # AC3Z-5J213-B
+ A revised Job Aid was released to help in location and/or handling of the sensor(s) SSM 12044.

Regards,

José Chacón

KTP - Product Concern Engineer
FD-Super Duty F-Series (Except Diesel Engine)
Ford Customer Service Division
JCHACON3@FORD.COM (91-313)317-7047

From: Allen, Michael (M.C.)
Sent: Monday, August 26, 2013 3:44 PM
To: Dodds, Dave (D.C.); Ricks, Kevin (K.J.); Hale, Curt (B.C.); Chacon, Jose (A.)
Cc: Hughes, Leo (L.H.); Knitter, Alan (A.R.); McCormick, Patrick (P.J.); Buss, Donna (D.M.); Tyrpak, Steve (S.); Humphries, Glenn (G.L.); Sands, Adam (A.); Hamilton, Steven (S.C.); Brandt, Andrew (D.); Caines, Bill (B.); Johnson, Seth (S.)
Subject: RE: ACTION HOT - McDowell County EMS *Critical Failures 6.7L Engines*

Curt/Jose,

Can you please get with Alan and Dave to assist. Thanks.

Mike Allen
Global Commodity & Planning Manager
Customer Service Engineering
Ford Customer Service Division
(313) 337-1328

From: Dodds, Dave (D.C.)
Sent: Monday, August 26, 2013 2:36 PM
To: Allen, Michael (M.C.); Ricks, Kevin (K.J.)
Cc: Chacon, Jose (A.); Hale, Curt (B.C.); Hughes, Leo (L.H.); Knitter, Alan (A.R.); McCormick, Patrick (P.J.); Buss, Donna (D.M.); Tyrpak, Steve (S.); Humphries, Glenn (G.L.); Sands, Adam (A.); Hamilton, Steven (S.C.); Brandt, Andrew (D.)
Subject: ACTION HOT - McDowell County EMS *Critical Failures 6.7L Engines*

Mike/Kevin/Team:

I know Steve and Glenn are on Vacation so that's why I am reaching out to you directly.

I hesitate to get you involved in this issue however I am seeking your help to avoid this situation from getting further out of hand. I am asking for help on this one. TAR that is currently open is DDVCK006.

Pat McCormick = Please open an escalated handling TFOAMs today for dispatch to the appropriate PCE.

Alan Knitter is the Lead for this issue in the Charlotte Region however I think we are going to need to take a more aggressive
direction in getting this one resolved for obvious reasons pointed out below. We are going to have to rally together via phone/webex
etc. so we can move this along quickly.

Please let Alan know (aknitter@ford.com) how you think we should proceed and let me know what you need from me/us.

Alan is currently gathering information from the vehicle with a VCMII which has been on the vehicle for a little over a month.
We are trying to get the customer back in to remove the VCMII for analysis of the data (which is documented in GCQIS) however
this is turning out to be more difficult as he vehicle is in service daily.

Please let me know of questions.

.

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA
==========
Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: Knitter, Alan (A.R.)
Sent: Monday, August 26, 2013 12:10 PM
To: Hamilton, Steven (S.C.); Chacon, Jose (A.); Hale, Curt (B.C.)
Cc: Dodds, Dave (D.C.); McCormick, Patrick (P.J.); Knitter, Alan (A.R.); Tyrpak, Steve (S.); Keady, Christopher (C.M.); Buss, Donna (D.M.); Jonathan.lankford@crossroadscars.com
Subject: FW: McDowell County EMS *Critical Failures 6.7L Engines*

Steve, Jose, Curt,

Please see the note below from the McDowell County Director EMS, McDowell County, NC; a fleet in my area. We have been interacting with them for years as they have been loyal Ford Super Duty customers, however I'm concerned we are going to lose them based on their concern(s) below. Their territory covers some of the steepest, mountainous areas of NC and one of the main roads traveled (I-40), contains the steepest grade east of the Mississippi River; which places an enormous amount of stress on the vehicle. Elevation ranges in their district vary from 900 to 5300 feet.

Their main concern with the 6.7L is the failure of EGT sensors that place the trucks in derate mode, most often when they are transporting patients or responding to a call. I have recently had a VDR on one of their vehicles

for about one months' time and will be collecting it to find out if there is any data that can be useful in determining why this fleet keeps experiencing issues with EGT's. They are now inquiring if EMS vehicles can have the derate portion of the strategy turned off when 1 EGT sensor goes out of range.

Alan R. Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

Sent: Monday, August 26, 2013 9:02 AM
To: Tyrpak, Steve (S.); Buss, Donna (D.M.); Knitter, Alan (A.R.); Keady, Christopher (C.M.)

Subject: McDowell County EMS *Critical Failures 6.7L Engines*

Please allow this email to serve as additional notification of critical failures being experienced by our agency due to the failed design of the 6.7L exhaust system. This issue has posed grave danger to our patients as units have shut down while responding to hospitals with critical patients as well as responding to calls.

It is totally unacceptable for our agency to continue with the status quo of towing these vehicles and replacing exhaust temp sensors only to repeat the process over and over at our expense and jeopardizing public safety.

Ford has shown their commitment in the past to bring engineers together to evaluate issues and formulate a corrective action plan. This must be done immediately to resolve this issue.

McDowell County EMS Unit 11 a 2012 F450 6.7L diesel VIN# 1FDUF4HT1CE[redacted] has experienced 2 critical failures in the last 4 weeks. This vehicle's mileage is 45,000 miles. The first incident the vehicle warned "Pull over safely now" and shut down 4 minutes from a critical patient who had wrecked on a motorcycle. The closest ambulance to respond was 20 minutes away. On August 24 this vehicle was transporting a critical patient to Mission Hospital in Asheville when it warned "pull over safely" and shut down immediately. However once the vehicle had time to sit it fired up at the dealership with no problem.

The exhaust temp sensor programming in our opinion is a flawed design. Why would a system be programmed to shut the engine down completely based upon one temp sensor. My understanding of how this system works is that the 4 sensors are in line with each other and therefore the system should be able to compare and sense a false reading should a sensor go bad.

This issue requires your immediate attention as patient safety and care is being compromised. I wrote an initial email on June 10 highlighting issues we have had with the 6.7 engine. It can be found below. I welcome a complete inspection of all our service records, parts / fluid purchases as you will find them to be exactly as Ford recommends including all Ford products and services performed at Ford recommended intervals. Crossroads Fords has been more than helpful in repairing these issues however this problem is beyond their control.

I look forward to hearing from you and your plan of action to rapidly correct this issue in the interest of public safety.

Respectfully,

cc: Jonathan Lankford, Service Manager
EMS Administrators

William J. Kehler IV
NRP, CCEMT-P, NC Level II
Director, Emergency Medical Services
McDowell County
60 East Court Street
Marion, NC 28752
828-652-3241 (Office)
828-652-0100 (Fax)

-------- Original Message --------
Subject: McDowell County EMS
-Blown Engine

-Blown Turbo
-Multiple sensors replaced
Unit 2 - 2012 - 1FDUF4HT4BEB05731
Blown engine at 8,561 miles
Had 3 turbo's replaced
Multiple sensors / replacement of EGR valve

Steve,

It is with great disappointment that I write this email in attempt to communicate our agency's extreme displeasure with the 6.7L diesel. We took delivery of 2 units in early 2012 with hopes of escaping the troubles of the 6.4 and 6.0L. Sadly these units continue to cause just as much trouble as our 6.4 and 6.0 units. McDowell County EMS has been a very loyal customer of Ford and have worked closely in trying to identify remedies for each of the issues that surface. Each of the 6.7L units had blown engines prior to 40000 miles with the one unit being replaced at 8,561 miles. The units continue to throw check engines lights multiple times per month which requires travel to Crossroads Ford in Morganton 30 miles from our location. Diagnosis has primarily been exhaust temperature sensors which have caused the unit to shut down multiple times during emergency transports, posing threat to patient lives. We have voiced complaints multiple times on the failed programming of the exhaust temp sensors. This issue poses a LIFE THREAT to our patients. The frustration and concern is just not centered around the exhaust temp issue. If you review the history on these two units you will find that each unit has been to Crossroads nearly 17 times each for various issues.

In 2008 McDowell County EMS met with Ford engineers and other corporate reps from Ford to discuss issues related to our fleet with a number of recommendations being given to us from Ford engineers. We immediately implemented those recommendations including servicing our fleet every 5000 miles or 200 hours, using all Ford products including oil, filters, coolant, Cetane, etc. While the issues scaled back slightly on the 6.0 and 6.4, Ford's 6.7 diesel product continues to demonstrate serious flaws. I have asked on numerous occasions for Ford to discuss the possibility of utilizing our agency as a test site to further enhance the diesel product. Our units are ran under less than ideal conditions due to being an EMS agency. As well, McDowell County EMS response district contains the steepest grade on I-40, east of the Mississippi River which places an enormous amount of stress on the vehicle. Elevation ranges in our district ranges from 900 to 5300 feet. I cannot think of a better test site for these engines to improve the overall performance of this product.

Our agency is looking for technical assistance to resolve these issues and serious consideration of being a test site for the diesel product. We cannot nor will we continue to invest in a product that requires bi monthly and in some cases weekly travel to the Ford dealership costing us thousands

of dollars in repairs. It is our hope that Ford steps up and provides the support needed to resolve the repetitive failures our ambulances are encountering.

I look forward to speaking with you concerning this issue.

William J. Kehler IV
CCP, NREMT-P, NC Level II,
Director, Emergency Medical Services
McDowell County
60 East Court Street
Marion, NC 28752
828-652-3241 (Office)
828-652-0100 (Fax)

Commitment...Compassion...Service...

From: Boone, Bill (W.P.)
Sent: Friday, October 31, 2014 7:53 PM
To: Rinkevich, Daniel (D.J.); Korpics, Frank (F.M.)
Cc: Hale, Curt (B.C.)
Subject: RE: Ambulance EGT Sensor Engine Shutdown

Categories: Red Category

The EGT "and" cal has been implemented on chassis cabs as of the 2011/12/13/14 service releases that made it into service around 1 August. Logic went into 2015 for J1 (technically R07). I think all ambulances are chassis cabs; all emergency cals had releases on the timing indicated for model years where emergency calibrations exist. There is a similar update coming for MY 11/12/13/14/15 pickups that will be available around the end of the year.

From: Rinkevich, Daniel (D.J.)
Sent: Friday, October 31, 2014 3:10 PM
To: Korpics, Frank (F.M.); Boone, Bill (W.P.)
Cc: Hale, Curt (B.C.)
Subject: FW: Ambulance EGT Sensor Engine Shutdown

Frank,
Can you please detail what will be included in the FSA cals coming later this year. This specific question is about the "and" strategy being included.

Dan Rinkevich
Powertrain Quality
(313) 32-23653 (Desk)
(313) 676-9572 (Cellular)

From: Hale, Curt (B.C.)
Sent: Friday, October 31, 2014 2:26 PM
To: Rinkevich, Daniel (D.J.)
Cc: Johnson, Seth (S.); Chacon, Jose (A.); Kujawa, Brian (B.K.); Barrett, Malcolm (M.C.)
Subject: FW: Ambulance EGT Sensor Engine Shutdown

Dan can you answer?

From: Kujawa, Brian (B.K.)
Sent: Friday, October 31, 2014 2:22 PM
To: Hale, Curt (B.C.)
Cc: Barrett, Malcolm (M.C.)
Subject: FW: Ambulance EGT Sensor Engine Shutdown

Hi Curt,

We have a dealer down here who has brought up the issue of engine shut down due to EGT overtemp on ambulances when they could potentially be transporting a patient. Can you confirm that the strategy description I copied below from the 2014 owners guide is accurate? Am I also correct that there is no way to disable this, even for ambulance fleets?

Thanks,
Brian Kujawa
Ford Motor Company
Field Service Engineer, Dallas Region
Phone - 214-587-8766
Fax - 866-934-4392

From: Kujawa, Brian (B.K.)
Sent: Wednesday, October 29, 2014 2:41 PM
To: Cuff, Jonathan (J.)
Subject: Ambulance EGT Sensor Engine Shutdown

Jonathan,

I spoke with James Jenkins today, he asked if there was a way to disable the engine shutdown feature on diesel ambulances when the PCM detects an exhaust overtemp or invalid input

My answer was "no", that it itself is a safety feature to prevent exhaust damage and/or a thermal event. Below is from the owner's guide to give you a better idea of what he is referring to.

Diesel Messages Action / Description
STOP SAFELY NOW Displayed and a chime sounds when the vehicle exhaust system temperature exceeds intended operating range. If this warning occurs, engine power is reduced and the engine will shut down when the vehicle speed is below 3 mph (5 km/h). **Stop the vehicle as soon as safely possible** and contact your authorized dealer. Depending on the severity of the over-temperature condition, the vehicle may not restart after cycling the ignition off. If the vehicle restarts, there may be limited power. If the exhaust over-temperature condition reoccurs, the message center will display STOP SAFELY NOW, the chime will sound, and engine power will be reduced again and shut down below 3 mph (5 km/h). Refer to your diesel supplement for more information.

Brian Kujawa
Ford Motor Company
Field Service Engineer, Dallas Region
Phone - 214-587-8766
Fax - 866-934-4392

From: Hale, Curt (B.C.)
Sent: Wednesday, November 05, 2014 3:16 PM
To: Boone, Bill (W.P.)
Cc: Johnson, Seth (S.); Chacon, Jose (A.); Rinkevich, Daniel (D.J.); Kujawa, Brian (B.K.); Barrett, Malcolm (M.C.)
Subject: RE: Ambulance EGT Sensor Engine Shutdown

Categories: Red Category

Bill,

Can you answer?

From: Kujawa, Brian (B.K.)
Sent: Friday, October 31, 2014 3:31 PM
To: Hale, Curt (B.C.); Barrett, Malcolm (M.C.)
Cc: Johnson, Seth (S.); Chacon, Jose (A.); Rinkevich, Daniel (D.J.)
Subject: RE: Ambulance EGT Sensor Engine Shutdown

Thanks for the reply Curt.

They didn't have a specific vehicle/VIN in question, they were bringing up the concern of one of their fleet (ambulance) customers with claims they were going to change manufacturers.

What is the difference with the emergency vehicle cal? Does it have a different derate or shutdown strategy?

Brian Kujawa
Ford Motor Company
Field Service Engineer, Dallas Region
Phone - 214-587-8766
Fax - 866-934-4392

From: Hale, Curt (B.C.)
Sent: Friday, October 31, 2014 2:08 PM
To: Kujawa, Brian (B.K.); Barrett, Malcolm (M.C.)
Cc: Johnson, Seth (S.); Chacon, Jose (A.); Rinkevich, Daniel (D.J.)
Subject: RE: Ambulance EGT Sensor Engine Shutdown

Engineering is working on a revised strategy to look at the input of 2 EGTS rather than one EGT but it's not available yet. If this is a 2014 or 2015 was the Emergency/special emissions vehicle cal ordered?

From: Hale, Curt (B.C.)
Sent: Friday, October 31, 2014 2:26 PM
To: Rinkevich, Daniel (D.J.)
Cc: Johnson, Seth (S.); Chacon, Jose (A.); Kujawa, Brian (B.K.); Barrett, Malcolm (M.C.)
Subject: FW: Ambulance EGT Sensor Engine Shutdown

Dan can you answer?

From: Kujawa, Brian (B.K.)
Sent: Friday, October 31, 2014 2:22 PM
To: Hale, Curt (B.C.)
Cc: Barrett, Malcolm (M.C.)
Subject: FW: Ambulance EGT Sensor Engine Shutdown

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Thanks,
Brian Kujawa
Ford Motor Company
Field Service Engineer, Dallas Region
Phone - 214-587-8766
Fax - 866-934-4392

From: Kujawa, Brian (B.K.)
Sent: Wednesday, October 29, 2014 2:41 PM
To: Cuff, Jonathan (J.)
Subject: Ambulance EGT Sensor Engine Shutdown

Jonathan,

I spoke with James Jenkins today, he asked if there was a way to disable the engine shutdown feature on diesel ambulances when the PCM detects an exhaust overtemp or invalid input

My answer was "no", that it itself is a safety feature to prevent exhaust damage and/or a thermal event. Below is from the owner's guide to give you a better idea of what he is referring to.

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Brian Kujawa
Ford Motor Company

Field Service Engineer, Dallas Region
Phone - 214-587-8766
Fax - 866-934-4392

From: Bogema, John (P.)
Sent: Tuesday, January 20, 2015 2:32 PM
To: Ives, David (D.C.); Lyon, Peter (P.M.); Korpics, Frank (F.M.); Boone, Bill (W.P.); Perry, Brian (B.J.); Goodwin, William (W.R.)
Cc: Winger, Brock (B.M.); Felker, Kelli (K.F.); Levine, Michael (M.); Rathsburg, Brian (B.F.); Davis, John (J.M.); Graham, Robert (S.); Ludlow, Jamie (J.M.); Rauch, Jim (J.R.); Beltramo, Joel (J.J.); Provagna, John (J.D.)
Subject: RE: Auto News article on Super Duty stalling

Dave, this is specific to the after treatment heat protection and the associated customer message of "Stop Safely Now".

I am not a specialist in media response, however. So take this feedback as it is from an engineering source.

The message is intended to prevent extreme temperatures in the exhaust system from propagating into further damage (see DPF regen). This system works great to prevent such error states except when EGT sensors give poor information. That was the case for a while in production recently.

1) Sensors have been improved and there has been field actions to address (magnitude and timing would need to be dug up)
2) Software has been modified to include a verification of sensor values at the time of the action to reduce activity due to one sensor. (Timing of actions to the field would also need to be dug up)

John P. Bogema
Manager, Diesel Feature Calibration and Calibration Tools
Office Bldg 2 – 22K08
20000 Rotunda Drive
Dearborn, MI 48124
Ph. 313.805.4942
Mail jbogema@ford.com

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From: Ives, David (D.C.)
Sent: Tuesday, January 20, 2015 9:27 AM
To: Lyon, Peter (P.M.); Bogema, John (P.); Korpics, Frank (F.M.); Boone, Bill (W.P.)
Cc: Winger, Brock (B.M.); Felker, Kelli (K.F.); Levine, Michael (M.); Rathsburg, Brian (B.F.); Davis, John (J.M.); Graham, Robert (S.); Ludlow, Jamie (J.M.); Rauch, Jim (J.R.); Beltramo, Joel (J.J.); Provagna, John (J.D.)
Subject: RE: Auto News article on Super Duty stalling

Guys this sounds aftertreatment sensor related. Any insights you can share I'm sure will be appreciated….

From: Levine, Michael (M.)
Sent: Tuesday, January 20, 2015 8:22 AM
To: Rathsburg, Brian (B.F.); Davis, John (J.M.); Graham, Robert (S.); Ives, David (D.C.); Ludlow, Jamie (J.M.); Rauch, Jim (J.R.); Beltramo, Joel (J.J.); Provagna, John (J.D.)
Cc: Winger, Brock (B.M.); Felker, Kelli (K.F.)
Subject: RE: Auto News article on Super Duty stalling

+Kelli Felker for background, if available.

From: Rathsburg, Brian (B.F.)
Sent: Tuesday, January 20, 2015 8:20 AM
To: Davis, John (J.M.); Graham, Robert (S.); Ives, David (D.C.); Ludlow, Jamie (J.M.); Rauch, Jim (J.R.); Beltramo, Joel (J.J.); Provagna, John (J.D.)
Cc: Levine, Michael (M.); Winger, Brock (B.M.)
Subject: FW: Auto News article on Super Duty stalling
Importance: High

All, please see article. We have had numerous inquiries (dealers, customers, etc.) and need some help on both the background and what our media response is. We have a team at the Houston Auto Show for F-150 media events today, and this may come up. We need to arm them with an explanation as well as a response on what our next steps are. Pls advise asap. Thanks.

The Auto News article seems to describe the situation when DEF runs out. Could that be the case? Do we have any info on the 30 complaints referenced in the article?

Brian Rathsburg
Super Duty/Expedition Marketing Mgr
PH: (313) 390-4087

From: Scott, Douglas (D.W.)
Sent: Monday, January 19, 2015 5:50 PM
To: Rathsburg, Brian (B.F.); Winger, Brock (B.M.)
Subject: Auto News article on Super Duty stalling

FYI.

http://www.autonews.com/article/20150117/OEM11/150119750/ford-super-duty-pickups-face-u-s-probe-after-stalls-stranded-drivers?cciid=email-autonews-daily

Doug Scott
Ford Motor Company
Truck Group Marketing Manager
313-516-0691 I Mobile
313-337-5821 I Office
dscott10@ford.com I Email

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

From: Caesar, Cynthia (C.L.)
Sent: Wednesday, September 05, 2012 9:40 PM
To: Erginer, Bora (B.E.); Wagers, Sue (S.K.)
Cc: Dixon, Mark (M.R.); Sonat, Ibrahim (I.)
Subject: RE: BSAQ Critical X updates

The Critical X data is on the VRT tab of a project. (half way down page. It allows for adding, editing or deleting.) If you are attaching supporting data or 8-Ds that is on the Status tab. (under Attachments with 20 Mb size limit)

From: Erginer, Bora (B.E.)
Sent: Wednesday, September 05, 2012 2:49 PM
To: Wagers, Sue (S.K.); Caesar, Cynthia (C.L.)
Cc: Dixon, Mark (M.R.); Sonat, Ibrahim (I.)
Subject: RE: BSAQ Critical X updates

Well, actually Ibrahim has already updated two relevant BSAQs. I am not sure Tom Bushman`s response to that. We entered critical X`s and associated the ones we decided as potential root causes. So the update in the BSAQs should be correct now. What I wonder is the way of updating the information. I am in training full day today and tomorrow I will try to swing by Cynthia on Friday if I can.

-----Original Appointment-----
From: Wagers, Sue (S.K.)
Sent: Wednesday, September 05, 2012 10:06 AM
To: Erginer, Bora (B.E.); Caesar, Cynthia (C.L.)
Cc: Dixon, Mark (M.R.)
Subject: Updated: BSAQ Critical X updates
When: Thursday, September 06, 2012 11:00 AM-11:30 AM (UTC-05:00) Eastern Time (US & Canada).
Where: Cynthia's desk (4th floor)

When: Thursday, September 06, 2012 11:00 AM-11:30 AM (GMT-05:00) Eastern Time (US & Canada).
Where: Cynthia's desk (4th floor)

Note: The GMT offset above does not reflect daylight saving time adjustments.

~~*~*~*~*~*~*~*~*~*

Bora -- I see that you're in class. If you can send the information needed to update BSAQ, I'll work with Cynthia to get it uploaded.

Cynthia -- if we don't hear from Bora, then I'll reschedule.

#3) EGT Defective – Replaced – Ibrahim Sonat / Bora Erginer
SAQ2012227211 – LTIS Failures
Critical Xs need to be updated – project is being held at YELLOW/YELLOW due to uncompleted VRT Tab.
A PCA must be defined – it is currently left open – what is the team planning to do?
SAQ2011197904 – Moved RTD
The Critical X for the MI Cable Position needs to be completed, or moved to the LTIS project.
SIXTH REQUEST

From: Austin, Aaron (A.A.)
Sent: Friday, September 19, 2014 1:01 PM
To: McDonagh, Scot (S.M.)
Cc: Dixon, Mark (M.R.); Rinkevich, Daniel (D.J.); Hale, Curt (B.C.); Williams, Brent (B.A.)
Subject: RE: C12798074 - Wire Gauge Increase

I cannot be 100% sure of anything before 9-18-14. That would be a question for MP&L, but their date may not be 100% either since old stock sometime floats around for a week or so.

Aaron Austin
Electrical PVT Analyst
V18-Wiring & EDS Components
Kentucky Truck Plant
Cell: (502) 612-8087
FordNet: 429-3664
Desk: (502) 339-3664
aausti41@ford.com

From: McDonagh, Scot (S.M.)
Sent: Friday, September 19, 2014 8:33 AM
To: Austin, Aaron (A.A.)
Cc: Dixon, Mark (M.R.); Rinkevich, Daniel (D.J.); Hale, Curt (B.C.); Williams, Brent (B.A.)
Subject: RE: C12798074 - Wire Gauge Increase

Thanks Aaron- What is KTP clean date when we were 100% in Production on all "D" suffix 18 gauge EGT harnesses ?

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

From: Austin, Aaron (A.A.)
Sent: Thursday, September 18, 2014 2:55 PM
To: McDonagh, Scot (S.M.); Dixon, Mark (M.R.); Rinkevich, Daniel (D.J.)
Subject: RE: C12798074 - Wire Gauge Increase

I confirmed that all levels on the CR are with the change/ suffix bump.

Aaron Austin
Electrical PVT Analyst
V18-Wiring & EDS Components
Kentucky Truck Plant
Cell: (502) 612-8087
FordNet: 429-3664
Desk: (502) 339-3664

aausti41@ford.com

From: McDonagh, Scot (S.M.)
Sent: Thursday, September 18, 2014 1:37 PM
To: Dixon, Mark (M.R.); Rinkevich, Daniel (D.J.)
Cc: Austin, Aaron (A.A.)
Subject: RE: C12798074 - Wire Gauge Increase

Yes- It took (17) days to exhaust stock at KTP ?

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

From: Dixon, Mark (M.R.)
Sent: Thursday, September 18, 2014 1:27 PM
To: McDonagh, Scot (S.M.); Rinkevich, Daniel (D.J.)
Subject: FW: C12798074 - Wire Gauge Increase

This is the harness wire gauge change to improve the EGT connector crimp?

From: Austin, Aaron (A.A.)
Sent: Thursday, September 18, 2014 12:46 PM
To: Miley, Jon (J.W.); 'DAVID.MELCHOR@STONERIDGE.COM'; 'Philbin, Jeff'; Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Taylor, Perry (P.A.); Hutchinson, Rob (R.); Sonat, Ibrahim (I.); Wagers, Sue (S.K.); Dixon, Mark (M.R.); Roberts, James (J.B.); Kruse, William (W.H.); 'Doering, Bob'; 'Landis, Ron'; 'Sparks, Robert'; Karlen, Jason (J.R.); Addanki, Neelima (N.); Obenour, Doug; LaVigne, Richard (L.); Williams, Brent (B.A.); Madden, Hugh (H.R.)
Subject: RE: C12798074 - Wire Gauge Increase

We are already seeing some levels in the plant as of last week. I will have to check the suffix bump to verify which levels we have. I know we have the CD level already.

Aaron Austin
Electrical PVT Analyst
V18-Wiring & EDS Components
Kentucky Truck Plant
Cell: (502) 612-8087
FordNet: 429-3664
Desk: (502) 339-3664
aausti41@ford.com

From: Miley, Jon (J.W.)
Sent: Friday, August 15, 2014 4:31 PM
To: 'DAVID.MELCHOR@STONERIDGE.COM'; 'Philbin, Jeff'; Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Taylor, Perry (P.A.); Hutchinson, Rob (R.); Sonat, Ibrahim (I.); Wagers, Sue (S.K.); Dixon, Mark (M.R.); Roberts, James (J.B.); Kruse, William (W.H.); 'Doering, Bob'; 'Landis, Ron'; 'Sparks, Robert'; Karlen, Jason (J.R.); Addanki, Neelima (N.); Obenour, Doug; LaVigne, Richard (L.); Williams, Brent (B.A.); Austin, Aaron (A.A.); Madden, Hugh (H.R.)
Subject: FW: C12798074 - Wire Gauge Increase
Importance: High

From: Castro Lujan, Juan [mailto:JCastrolujan@lear.com]
Sent: Friday, August 15, 2014 4:23 PM

To: Miley, Jon (J.W.)
Cc: Ochoa, Gerardo; Lopez, Guillermo (Manuel); Dominguez, Edgar (E.); Rybicki, Timothy (T.G.); Karlen, Jason (J.R.); Roberts, James (J.B.); Taylor, Perry (P.A.); Pazos Vargas, Nubia Lizzeth; Salcedo Arellano, Mario Cesar; Castaneda, Sergio
Subject: RE: C12798074 - Wire Gauge Increase

John,
This Monday -18-2014 is SOP at Juarez plant with the new AWG change wire for 14406 harness . Lead time to KTP is between 7-10 days.

Let me know if you need something else.
Juan Luis Castro | Quality Coordinator | Juarez Plant | ✉jcastrolujan@lear.com | ☎ USA(915) 787-3572 | ☎: MEX+52(656) 688-1100x3572

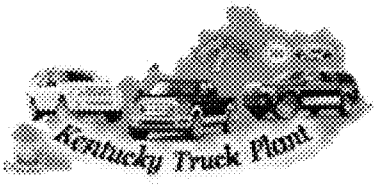
LEAR corporation *Working Together & Winning Together . . . as one Lear*

From: Miley, Jon (J.W.) [mailto:jmiley@ford.com]
Sent: Friday, August 15, 2014 12:46 PM
To: Castro Lujan, Juan
Cc: Ochoa, Gerardo; Lopez, Guillermo (Manuel); Dominguez, Edgar (E.); Rybicki, Timothy (T.G.); Karlen, Jason (J.R.); Roberts, James (J.B.); Taylor, Perry (P.A.)
Subject: C12798074 - Wire Gauge Increase
Importance: High

Juan,

We need a status update and timing on this AWG change as soon as possible. Thanks.

Jon W. Miley
Jon W. Miley
STA Resident Engineer-Powertrain
KTP
Work: 502-339-3827
Cell: 313-910-7006



****
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****

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From: Opolsky, Norman (N.H.)
Sent: Friday, April 11, 2014 3:02 PM
To: Braune, Florian (F.)
Subject: RE: C346MCA EGT3 System level test for IPC

Have you asked Kirk Parrish (Regeneration Heat Supervisor)

From: Braune, Florian (F.)
Sent: Friday, April 11, 2014 5:20 AM
To: Schipper, Werner (W.R.); Bromham, Jim (J.)
Cc: Goodwin, William (W.R.); Opolsky, Norman (N.H.); Schneider, Stephan (S.)
Subject: AW: C346MCA EGT3 System level test for IPC

Werner, Jim,

Does one of you know who is responsible for the EGT3 feature?
Has someone ever performed a system level test for this, also looking at the IPC behavior?

Thanks in advance

Florian Braune

Upper Body Electronics, EESE Ford of Europe
Driver Information C-Car Cluster

maildrop D-MC/3-C10 - phone +49-221-90-38922

Ford-Werke GmbH
Henry-Ford-Straße 1, 50735 Köln
Sitz der Gesellschaft: Köln
Registergericht Köln, HRB 54183
Vorsitzender des Aufsichtsrats: Stephen Odell
Geschäftsführung: Bernhard Mattes (Vorsitzender), Wolfgang Booms, Dirk Heller, Jörg Beyer, Dr. Hermann H. Hollmann, Rainer Ludwig, Rüdiger Minrath, Werner Pütz, Dr. Wolfgang Schneider

---

Von: Braune, Florian (F.)
Gesendet: Montag, 7. April 2014 13:23
An: Schipper, Werner (W.R.)
Cc: Goodwin, William (W.R.); Opolsky, Norman (N.H.)
Betreff: AW: C346MCA EGT3 System level test for IPC

Thank you William,

Werner, can you help in this particular case?

Best Regards

Florian Braune

Upper Body Electronics, EESE Ford of Europe
Driver Information C-Car Cluster

maildrop D-MC/3-C10 - phone +49-221-90-38922

Ford-Werke GmbH
Henry-Ford-Straße 1, 50735 Köln
Sitz der Gesellschaft: Köln
Registergericht Köln, HRB 54183
Vorsitzender des Aufsichtsrats: Stephen Odell
Geschäftsführung: Bernhard Mattes (Vorsitzender), Wolfgang Booms, Dirk Heller, Jörg Beyer, Dr. Hermann H. Hollmann, Rainer Ludwig, Rüdiger Minrath, Werner Pütz, Dr. Wolfgang Schneider

Von: Goodwin, William (W.R.)
Gesendet: Samstag, 5. April 2014 14:54
An: Braune, Florian (F.); Opolsky, Norman (N.H.); Schipper, Werner (W.R.)
Betreff: RE: C346MCA EGT3 System level test for IPC

Florian,

Given that this is CAN related question. I would suggest you talk with Werner Schipper.

Regards,
Bill Goodwin
Powertrain Sensors Technical Specialist
Powertrain Calibration Controls NVH [PCCN]
Ford Motor Company / Building #2 / 22B19
E-mail: wgoodwin@ford.com
Tel: (313) 805-9111
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: Braune, Florian (F.)
Sent: Wednesday, April 02, 2014 10:14 AM
To: Goodwin, William (W.R.); Opolsky, Norman (N.H.)
Cc: Schipper, Werner (W.R.)
Subject: AW: C346MCA EGT3 System level test for IPC

William,

Yes, the Cluster HMI is capable of displaying exhaust Overtemp warning. (Message #1028: Exhaust system- overheated). My question is now, has this ever been tested in a vehicle with a C346MCA instrument cluster?

The IPC receives:

Message Name :	BCM_m_FrP17
ID :	0x2A0
Signal Name :	**EngExhOvrTe_B_RqDsply + UB**
Bits :	1
Period :	Fixed periodic
Message range :	0x00 Inactive 0x01 active

That should come from PCM (BCM gateway).

Is this Diesel Overtemp strategy even applicable for C346MCA?

Thank you in advance

Florian Braune

Upper Body Electronics, EESE Ford of Europe
Driver Information C-Car Cluster

maildrop D-MC/3-C10 - phone +49-221-90-38922

Ford-Werke GmbH
Henry-Ford-Straße 1, 50735 Köln
Sitz der Gesellschaft: Köln
Registergericht Köln, HRB 54183
Vorsitzender des Aufsichtsrats: Stephen Odell
Geschäftsführung: Bernhard Mattes (Vorsitzender), Wolfgang Booms, Dirk Heller, Jörg Beyer, Dr. Hermann H. Hollmann, Rainer Ludwig, Rüdiger Minrath, Werner Pütz, Dr. Wolfgang Schneider

---

Von: Goodwin, William (W.R.)
Gesendet: Mittwoch, 2. April 2014 15:59
An: Opolsky, Norman (N.H.); Braune, Florian (F.)
Cc: Schipper, Werner (W.R.)
Betreff: RE: C346MCA EGT3 System level test for IPC

Florian,

Are you talking about a display item of exhaust gas temperature? Are you receiving a CAN signal from the ECM?

Possible key people: Werner Schipper—CAN interface for Diesel
Jim Bromham ---SSFT leader for Diesel Exhaust

Regards,
Bill Goodwin
Powertrain Sensors Technical Specialist
Powertrain Calibration Controls NVH [PCCN]
Ford Motor Company / Building #2 / 22B19
E-mail: wgoodwin@ford.com
Tel: (313) 805-9111
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: Opolsky, Norman (N.H.)
Sent: Wednesday, April 02, 2014 9:30 AM
To: Braune, Florian (F.)
Cc: Goodwin, William (W.R.)
Subject: RE: C346MCA EGT3 System level test for IPC

Might be in Bill Goodwins' shop. Or at least he would know who it is.

From: Braune, Florian (F.)
Sent: Wednesday, April 02, 2014 9:22 AM
To: Opolsky, Norman (N.H.)
Subject: AW: C346MCA EGT3 System level test for IPC

Function Owner

Thanks

Florian Braune

Upper Body Electronics, EESE Ford of Europe
Driver Information C-Car Cluster

maildrop D-MC/3-C10 - phone +49-221-90-38922

Ford-Werke GmbH
Henry-Ford-Straße 1, 50735 Köln
Sitz der Gesellschaft: Köln
Registergericht Köln, HRB 54183
Vorsitzender des Aufsichtsrats: Stephen Odell
Geschäftsführung: Bernhard Mattes (Vorsitzender), Wolfgang Booms, Dirk Heller, Jörg Beyer, Dr. Hermann H. Hollmann, Rainer Ludwig, Rüdiger Minrath, Werner Pütz, Dr. Wolfgang Schneider

---

Von: Opolsky, Norman (N.H.)
Gesendet: Mittwoch, 2. April 2014 15:06
An: Braune, Florian (F.)
Betreff: RE: C346MCA EGT3 System level test for IPC

What's an "FO"?

From: Braune, Florian (F.)
Sent: Wednesday, April 02, 2014 8:13 AM
To: Goode, Joseph (J.W.); Chaudhari, Anita (A.)
Cc: Opolsky, Norman (N.H.)
Subject: C346MCA EGT3 System level test for IPC

Hello all,

Is one of you the FO for EG3 feature?
If yes, has a system level test for the EGT3 feature been performed?

What was the result of system level test? (passed, failed, open eTracker)
Which SW was tested?

Could you please provide this data till Thursday (04.04) cob?
We need the results to have a clear overview for the outstanding overall instrument cluster sign-off.

Thanks in advance

Florian Braune

Upper Body Electronics, EESE Ford of Europe
Driver Information C-Car Cluster

maildrop D-MC/3-C10 - phone +49-221-90-38922

Ford-Werke GmbH
Henry-Ford-Straße 1, 50735 Köln

Sitz der Gesellschaft: Köln
Registergericht Köln, HRB 54183
Vorsitzender des Aufsichtsrats: Stephen Odell
Geschäftsführung: Bernhard Mattes (Vorsitzender), Wolfgang Booms, Dirk Heller, Jörg Beyer, Dr. Hermann H. Hollmann, Rainer Ludwig, Rüdiger Minrath, Werner Pütz, Dr. Wolfgang Schneider

From: Taylor, Perry (P.A.)
Sent: Tuesday, March 11, 2014 2:47 PM
To: Niland, Tom (T.H.); Castillo, Luis Antonio (L.); Soto, Eduardo (E.)
Cc: Boone, Bill (W.P.); Bushman, Thomas (T.S.)
Subject: RE: Can EGT cause No Start? 1FT8W3BT8EE[redacted]

Importance: High

Categories: Red Category

Tom N.—we should make sure we get this part back.
BC3Z 9E882 A VALVE-EGR VAC REG

It was not listed as causal and I do not know if you have blanket request or not. (I know I can hot request the part, if you tell me where I should sent it—preferably a RACF ID).

We can argue amongst ourselves where to bin this claim, but I suspect root cause was the 9E882.

Perry A. Taylor

PVT Powertrain
~~Louisville Assembly~~ Kentucky Truck Plant
Cell Phone: (313) 805-5182
~~Desk Phone: (502) 357-6004~~
~~Fax: (502) 364-3935~~
PTAYLOR8@ford.com

From: Boone, Bill (W.P.)
Sent: Tuesday, March 11, 2014 9:13 AM
To: Taylor, Perry (P.A.)
Subject: RE: Can EGT cause No Start? 1FT8W3BT8EE[redacted]

Potentially. If we see an overtemp on the post-DPF EGT (the "stop safely now" message) then we block restart for an hour for safety reasons. And the P200E indicates that that is exactly what happened. Likely series of events was underboost causing low airflow into the exhaust, which resulted in raised exhaust temperatures, and when the post-DPF temp got hot enough P200E set, the customer got the stop safely now message, and the vehicle was blocked from starting for an hour. The original root cause was whatever caused the P1247 – the P200E and the no-start are symptoms.

From: Taylor, Perry (P.A.)
Sent: Tuesday, March 11, 2014 9:08 AM
To: Boone, Bill (W.P.)
Subject: FW: Can EGT cause No Start? 1FT8W3BT8EE[redacted]

Do you know, can an EGT cause a no start?

RQ14-005 000376 ER

Perry A. Taylor

PVT Powertrain

~~Louisville Assembly~~ Kentucky Truck Plant

Cell Phone: (313) 805-5182

~~Desk Phone: (502) 357-6004~~

~~Fax: (502) 364-3935~~

PTAYLOR8@ford.com

From: Taylor, Perry (P.A.)
Sent: Tuesday, March 11, 2014 9:00 AM
To: Niland, Tom (T.H.); Castillo, Luis Antonio (L.); Soto, Eduardo (E.); Rinkevich, Daniel (D.J.)
Cc: Bushman, Thomas (T.S.); Jeffrey.Philbin@stoneridge.com
Subject: Can EGT cause No Start? 1FT8W3BT8EE[redacted]

Not sure how to bin this. Technician replaced two parts.

Vehicle did have two separate and in my opinion unrelated codes. Yet I can only bin to one root cause.

BC3Z 9E882 A VALVE-EGR VAC REG
AC3Z 5J213 B SNS ASY-ENG EXH TEMP THRML

P200E CATALYST SYSTEM OVER TEMPERATURE (BANK 1) 1 CATALYST (SYSTEM)—guessing this was due to "bad" EGT
P1247 TURBOCHARGER BOOST PRESSURE LOW—guessing this was due to "bad" EGR Vacuum regulator.

Customer complaint = VEH WENT INTO LIMP MODE, HAD PULL OVER SAFELY MESSAGE AND WILL NOT START

Technician listed EGT as causal part, so I will bin to EGT.

However, the question is which issue is most likely responsible for the customer's complaint? Limp mode; No start?

Perry A. Taylor

PVT Powertrain

~~Louisville Assembly~~ Kentucky Truck Plant

Cell Phone: (313) 805-5182

~~Desk Phone: (502) 357-6004~~

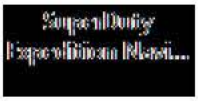
~~Fax: (502) 364-3935~~

PTAYLOR8@ford.com

From: Rinkevich, Daniel (D.J.)
Sent: Wednesday, September 18, 2013 9:32 AM
To: McDonagh, Scot (S.M.); Wagers, Sue (S.K.); Bushman, Thomas (T.S.); Moylan, James (J.J.); Dixon, Mark (M.R.); Oyafuso, Kevin (K.G.); Kue, Ace (K.); Hamilton, Steven (S.C.); Johnson, Seth (S.); Caesar, Cynthia (C.L.); Sonat, Ibrahim (I.); Hutchinson, Rob (R.); Jeff.Philbin@stoneridge.com; Boone, Bill (W.P.); Bogema, John (P.); Teran, Roberto (R.); Xiao, Nian (N.); Mahoney, Mark (M.M.); 'Landis, Ron'; Blakely, Scott (S.R.); Williams, Brent (B.A.); Brackett, Tom (T.P.); Rembert, Shannon (S.A.); 'sfarrugia@lear.com'; Alvey, David (D.)
Cc: Eis, Peter (P.R.); Austin, Aaron (A.A.); Walker, Timothy (T.); Knitter, Alan (A.R.)
Subject: RE: Diesel Exhaust Sensor TNI-NPF

Here is the agenda for the EGT session at the VQR. Time is 12:45.
WebEx
Meeting Number: 713 057 831 (No password required)
Meeting Link: https://ford.webex.com/ford/j.php?J=713057829
US Toll Free Number: +1-888-628-3668 or FordNet 248-3668 Access code: 713 057 829





Dan Rinkevich
Powertrain Quality
(313) 32-23653 (Desk)
(313) 676-9572 (Cellular)

-----Original Appointment-----
From: Rinkevich, Daniel (D.J.)
Sent: Wednesday, July 31, 2013 8:25 AM
To: Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Wagers, Sue (S.K.); Bushman, Thomas (T.S.); Moylan, James (J.J.); Dixon, Mark (M.R.); Oyafuso, Kevin (K.G.); Kue, Ace (K.); Hamilton, Steven (S.C.); Johnson, Seth (S.); Caesar, Cynthia (C.L.); Sonat, Ibrahim (I.); Hutchinson, Rob (R.); Jeff.Philbin@stoneridge.com; Boone, Bill (W.P.); Bogema, John (P.); Teran, Roberto (R.); Xiao, Nian (N.); Mahoney, Mark (M.M.); 'Landis, Ron'; Blakely, Scott (S.R.); Williams, Brent (B.A.); Brackett, Tom (T.P.); Rembert, Shannon (S.A.); 'sfarrugia@lear.com'; Alvey, David (D.)
Cc: Eis, Peter (P.R.); Austin, Aaron (A.A.); Walker, Timothy (T.); Knitter, Alan (A.R.)
Subject: Diesel Exhaust Sensor TNI-NPF
When: Wednesday, September 18, 2013 9:00 AM-10:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx

Recurring meeting to discuss Diesel Exhaust Sensor TNI-NPF.

-+-----+-----+-----+-----+-----+-----+-----+-----+-

[Do not add or change anything below this line. The information in this section may be replaced with your meeting details after you click Send.]

RQ14-005 000378 ER

WebEx Meeting Information

Meeting Number: 718 670 566
Meeting Password: This meeting does not require a password.
Meeting Link: https://ford.webex.com/ford/j.php?J=718670566

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https://comm.sp.ford.com/sites/digitalworker/Pages/HowiWorkItem.aspx?UCTitle=to%20use%20Video&UCID=&Page=2&Section=2.001

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FordNet 248-3668 / Toll: +1-313-248-3668
Global call-in numbers: https://ford.webex.com/ford/globalcallin.php?serviceType=MC&ED=240741967&tollFree=1
Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Access code:718 670 566

MC12

http://www.webex.com

KTP - SUPER DUTY / EXPEDITION / NAVIGATOR VEHICLE QUALITY REVIEW - 9/19/2013

Time	Topic	Responsible	Location
7:30 - 7:35	**Introductions**	J. Bobnar	SuperDuty
7:35 - 7:45	**Calendar / Upcoming Events**	T. Ashton	
7:45 - 8:00	**PSO / Misbuilds**	F. Thome	
8:00 - 8:10	**Open Assignments / Stop Ship Status / Alert Status / Brand Image**	J. Taylor	
8:10 - 8:20	**QSFs**	C. Hale	
8:20 - 9:00	**SuperDuty External Indicators** 0MIS, 1MIS, and 3MIS Trend Charts for R/1000, CPU - Best In Ford / Best in Segment BSAQ Glidepath Status - ECB, Form 4 Top 20 & Verbatim Sort, BSAQ Customer Parteo	J. Taylor	
9:00 - 9:45	**Expedition External Indicators** 0MIS, 1MIS, and 3MIS Trend Charts for R/1000, CPU - Best In Ford / Best in Segment BSAQ Glidepath Status - ECB, Form 4 Top 20 & Verbatim Sort, BSAQ Customer Parteo	J. Taylor	
9:45- 10:30	**Navigator External Indicators** 0MIS, 1MIS, and 3MIS Trend Charts for R/1000, CPU - Best In Ford / Best in Segment BSAQ Glidepath Status - ECB, Form 4 Top 20 & Verbatim Sort, BSAQ Customer Parteo	J. Taylor	
10:30 - 11:00	**CAL Line Review**	All	CAL Line
11:00 - 11:30	**SuperDuty Internal indicators** • GFCPA • Yard Campaigns • Pre-delivery (CAL & surveillance C/1000) • Final , Paint , Body: • GFCPA • CAL C/1000 • Department C/1000 • SC Performance • Incoming Quality	QM / VEM & Area Mgrs M. Littles	PIC Room
11:30 - 12:00	**Expedition/Navigator Internal indicators** • GFCPA • Yard Campaigns • Pre-delivery (CAL & surveillance C/1000) • Final , Paint , Body: • GFCPA • CAL C/1000 • Department C/1000 • SC Performance • Incoming Quality	QM / VEM & Area Mgrs M. Littles	PIC Room
12:00 - 12:45	**Lunch**		
12:45 - 1:45	**VRT Reviews**		PIC Room
	SuperDuty (Powertrain) • VRT Org. Chart • External Indicators • GQRS: Glidepath, Verb. Summary & Form 4 • Warranty: 0,1,3 MIS R/1000, CPU, Binned claims Paynter, glidepath, Form 4 • 6 Panel Reviews: BSAQ Customer Pareto #1 CCC 6 Panel E29: Check Engine Light Troubles • including DMAIC 6 Panel : Exhst gas Temp sensor Replaced (Form 4 #3, 16 claims L4MOP) • including DMAIC 6 Panel: Nox sensor Defective (Form 4 #4, 19 claims L4MOP)	Bushman / Taylor J. Moylan J. Bogema J. Bogema	
1:45 - 2:15	**SuperDuty (Body)** • VRT Org. Chart • External Indicators • GQRS: Glidepath, Verb. Summary & Form 4 • Warranty: 0,1,3 MIS R/1000, CPU, Binned claims Paynter, glidepath, Form 4 • 6 Panel Review: BSAQ Customer Pareto #97 CCC 6Panel L29: Other Lighting Troubles • including DMAIC 6 Panel: CHMSL lamp Water Leak (Form 4 #17, 6 claims L4MOP)	D. Bell / R. Fishel D. Bell Hesse/ Hollinsworth	
2:15 - 2:45	**Navigator (Body)** • VRT Chassis Org. Chart • External Indicators • GQRS: Glidepath, Verb. Summary & Form 4 • Warranty: 0,1,3 MIS R/1000, CPU, Binned claims Paynter, glidepath, Form 4 • 6 Panel Review: BSAQ Customer Pareto #83 CCC 6Panel B61: Running Board Troubles • including DMAIC 6 Panel Deep Dive: Running Board Clunk	D. Bell / R. Fishel D. Bell Charland / Schergen	
2:45 - 3:15	**Navigator (Electrical)** • VRT Electrical Org. Chart • External Indicators • GQRS: Glidepath, Verb. Summary & Form 4 • Warranty: 0,1,3 MIS R/1000, CPU, Binned claims Paynter, glidepath, Form 4 • 6 Panel Review: BSAQ Customer Pareto #41 CCC 6Panel A71: Back-up Park assist Troubles • including DMAIC 6 Panel Deep Dive: Camera Improper function, IC cracking Issue	Williams / Thome D. Fisher H. Madden / Magna Quality Mgr	
3:15 - 3:25	**Summary of New Assignments (and Help Needed)**	J. Austin	
3:25 - 3:30	**Closing Comments**	Savona / Collareno / Bobnar / Stevens / Hoevner / DiMarco	

Meeting Number: 713 057 831 (No password required) Meeting Link: https://ford.webex.com/ford/j.php?J=713057829
US Toll Free Number: +1-888-628-3668 or FordNet 248-3668 **Access code: 713 057 829**

RQ14-005 000380 ER

From: Rembert, Shannon (S.A.)
Sent: Wednesday, October 23, 2013 1:47 PM
To: Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Wagers, Sue (S.K.); Bushman, Thomas (T.S.); Moylan, James (J.J.); Dixon, Mark (M.R.); Oyafuso, Kevin (K.G.); Kue, Ace (K.); Hamilton, Steven (S.C.); Johnson, Seth (S.); Caesar, Cynthia (C.L.); Sonat, Ibrahim (I.); Hutchinson, Rob (R.); Jeff.Philbin@stoneridge.com; Boone, Bill (W.P.); Bogema, John (P.); Teran, Roberto (R.); Xiao, Nian (N.); Mahoney, Mark (M.M.); 'Landis, Ron'; Blakely, Scott (S.R.); Williams, Brent (B.A.); Brackett, Tom (T.P.); sfarrugia@lear.com; Alvey, David (D.); Austin, Aaron (A.A.); jcastrolujan@lear.com; Porter, Briana; Montgomery, John; Hite, Gary; Lopez, Guillermo (Manuel); Maldonado, Luis; Hultsch, Carlos; Rivera, Agustin; Ochoa, Gerardo; Alvey, David; Medrano Coronado, Guillermo; Moreno Galvan, Jazmin Alej (J.); Madden, Hugh (H.R.); Rybicki, Timothy (T.G.); Pollack, Chuck (Chuck.Pollack@molex.com) (Chuck.Pollack@molex.com); Zelinski, Brian (Brian.Zelinski@molex.com) (Brian.Zelinski@molex.com); Taylor, Chris (Chris.Taylor@molex.com) (Chris.Taylor@molex.com); Vogeler, Todd (Todd.Vogeler@molex.com); Moskwa, Joe (J.M.)
Cc: Eis, Peter (P.R.); Walker, Timothy (T.); Knitter, Alan (A.R.); Taylor, James (J.D.); Koon, Mason (M.L.); mark.mahoney55@comcast.net; Opolsky, Norman (N.H.); Quiroz, Jesus
Subject: RE: Diesel Exhaust Sensor TNI-NPF

For your reference …



uscar21_rev2.pdf

Regards,
Shannon A. Rembert
Ford Motor Company
EDS Components Quality Engineer
(313) 805-6738
srembert@ford.com
Bldg #5, 3G049B

-----Original Appointment-----
From: Rinkevich, Daniel (D.J.)
Sent: Thursday, September 05, 2013 1:14 PM
To: Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Wagers, Sue (S.K.); Bushman, Thomas (T.S.); Moylan, James (J.J.); Dixon, Mark (M.R.); Oyafuso, Kevin (K.G.); Kue, Ace (K.); Hamilton, Steven (S.C.); Johnson, Seth (S.); Caesar, Cynthia (C.L.); Sonat, Ibrahim (I.); Hutchinson, Rob (R.); Jeff.Philbin@stoneridge.com; Boone, Bill (W.P.); Bogema, John (P.); Teran, Roberto (R.); Xiao, Nian (N.); Mahoney, Mark (M.M.); 'Landis, Ron'; Blakely, Scott (S.R.); Williams, Brent (B.A.); Brackett, Tom (T.P.); Rembert, Shannon (S.A.); sfarrugia@lear.com; Alvey, David (D.); Austin, Aaron (A.A.); jcastrolujan@lear.com; Porter, Briana; Montgomery, John; Hite, Gary; Lopez, Guillermo (Manuel); Maldonado, Luis; Hultsch, Carlos; Rivera, Agustin; Ochoa, Gerardo; Alvey, David; Medrano Coronado, Guillermo; Moreno Galvan, Jazmin Alej (J.); Madden, Hugh (H.R.); Rybicki, Timothy (T.G.); Pollack, Chuck (Chuck.Pollack@molex.com) (Chuck.Pollack@molex.com); Zelinski, Brian (Brian.Zelinski@molex.com) (Brian.Zelinski@molex.com); Taylor, Chris (Chris.Taylor@molex.com) (Chris.Taylor@molex.com); Vogeler, Todd (Todd.Vogeler@molex.com); Moskwa, Joe (J.M.)

Cc: Eis, Peter (P.R.); Walker, Timothy (T.); Knitter, Alan (A.R.); Taylor, James (J.D.); Koon, Mason (M.L.); mark.mahoney55@comcast.net; Opolsky, Norman (N.H.); Quiroz, Jesus
Subject: Diesel Exhaust Sensor TNI-NPF
When: Wednesday, October 23, 2013 9:00 AM-10:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx

Same meeting, I just added some more team members….

Recurring meeting to discuss Diesel Exhaust Sensor TNI-NPF.

Daniel Rinkevich invites you to an online meeting using WebEx.

WebEx meeting information

Meeting Number: 718 670 566
Meeting Link: https://ford.webex.com/ford/j.php?J=718670566
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FordNet 248-3668 / Toll: +1-313-248-3668
Global call-in numbers: https://ford.webex.com/ford/globalcallin.php?serviceType=MC&ED=240741967&tollFree=1
Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

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MC06

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SAE/USCAR-21 REVISION 2

Issued May 2002
Revised 2008-10

PERFORMANCE SPECIFICATION FOR CABLE-TO-TERMINAL ELECTRICAL CRIMPS

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The research data, analysis, conclusion, opinions and other contents of this document are solely the product of the authors. Neither the SAE International (SAE) nor the United States Council for Automotive Research (USCAR) certifies the compliance of any products with the requirements of nor makes any representations as to the accuracy of the contents of this document nor to its applicability for purpose. It is the sole responsibility of the user of this document to determine whether or not it is applicable for their purposes.

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TO PLACE A DOCUMENT ORDER: (724) 776-4970 FAX (724) 776-0790

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5. VALIDATION REQUIREMENTS FOR CRIMPED TERMINALS - SUMMARY 34

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1. SCOPE

IMPORTANT NOTICE: In any intended vehicle application, if the products covered by this specification are, or may be, subjected to conditions beyond those described in this document, they must pass special tests simulating the actual conditions to be encountered before they can be considered acceptable for actual vehicle application. Products certified by their supplier as having passed specific applicable portions of this specification are not to be used in applications where conditions may exceed those for which the product has been satisfactorily tested.

The Authorized Person is the final authority as to what tests are to be performed on his or her parts and for what purpose these tests are required. He or she is also the final authority for resolving any questions related to testing to this specification and to authorizing any deviations to the equipment or procedures contained in this specification. Any such deviation must be documented and included in the final test report.

1. This specification defines basic test methods and requirements for solder-less crimped connections.

   Note: This specification was developed for use with stranded automotive copper wire. Wire types using compressed, compacted, or solid core construction or other core materials (clad, steel core, etc) need to be reviewed to determine if this specification is applicable.

2. Grip applications validated to this specification supersede any **crimp information** on the component prints. The terminal supplier has the primary responsibility for testing and selection of crimp tooling and to supply detailed crimp information or make crimp tooling available to the wiring assembly supplier actually doing the production crimping. If the wiring supplier deviates from this information, the information is not available, or the information does not produce an acceptable crimp as defined by this document, the responsibility for testing to this specification lies with the wiring harness supplier. Getting approval from the customer with appropriate test data showing that the grip will function as defined by this specification also lies with the wiring harness supplier.

3. New or revised terminals shall be designed to meet this specification.

4. All grip applications shall meet this specification. Deviations must be approved by the customer engineering department.

5. Electrical tests in this specification have been proven by past experience to ensure that crimped connections will meet the requirements in SAE/USCAR-2 and SAE/USCAR-20 by including Thermal Shock, Temperature Humidity, and Power Current Cycling. Testing and electrical acceptance criteria will detect defects in crimp tooling geometry, plating quality, inadequate strand distribution in the grip, or cable stranding. Grip applications that have passed SAE/USCAR-2 and SAE/USCAR-20 normally have only passed the nominal crimp height and usually only with the largest wire size. Therefore, grips within the production crimp height range may not necessarily pass this test.

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6. Procedures included within this specification are intended to cover performance testing and development of electrical terminal grips that are part of the electrical connection systems in low voltage (0 - 48 VDC) road vehicle applications at ambient temperatures of 125°C maximum. The OEM customer must approve use of these test procedures for use at voltages and temperatures beyond these limits.

7. These procedures are applicable to terminals used for in-line, header, edge board, and device connector systems as well as eyelet or battery terminals.

1.1 Crimping Parameters

1.1.1 The Crimped connection performance is characterized by:

Mechanical performance is measured by terminal to conductor Pull-Out Force.
Electrical performance is measured by terminal-to-conductor Resistance and or Voltage Drop.

1.1.2 The geometry of a conductor crimp is characterized by:

Conductor crimp height (CCH)
Conductor crimp width (CCW)
Insulation crimp height (ICH)
Insulation crimp width (ICW)
Cut-off
End of conductor
End of insulation
Bellmouth (flare)
Burr (anvil flash) dimension on the base of the conductor grip
Step between the core and insulation tools
Crimp tooling geometry

2. REFERENCED DOCUMENTS

SAE/USCAR-2 Performance Specification for Automotive Electrical Connector Systems
SAE/USCAR-20 Field Correlated Life Test Supplement to SAE/USCAR-2

2.1 Document Hierarchy

To claim conformance to this specification, the tooling and process settings used to crimp a terminal/wire application must be traceable to a passed USCAR-21 test using the same settings. The tooling and process used to meet USCAR-21 are very likely to be different than what is listed on a terminal drawing or process sheet developed per another specification. Therefore, the settings traceable to USCAR-21 must supersede all documentation to the contrary (including crimp information on the part drawings) in order to claim compliance.

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In the event there is a conflict between performance specification, part drawings, and other related standards or specifications, it first must meet the SCOPE 1.0 in paragraph 2 otherwise the requirements shall be prioritized as follows.

1st- Applicable FMVSS requirements and other applicable state and Federal requirements.
2nd- Applicable part drawings
3rd - Applicable product design specification(s).
4th- Automotive Industry Action Group (AIAG) Production Part Approval Process (PPAP)
5th- Applicable USCAR/EWCAP performance specifications
6th- Other applicable standards and specifications

2.2 Test Request/Order

2.2.1 Samples, Test Type and Special Tests

The laboratory test request/order shall provide location and documentation of test samples, identify the type of test to be performed (development, validation, special purpose, etc.) and describe any special tests that are not a part of this specification. Any required revisions to, or deviations from any tests in this specification must include detailed instructions for each change.

2.3 Materials and Processes Specifications

Suppliers are expected to adhere to the appropriate Materials and Process that are referenced in this specification and any associated drawings and reference documents.
Unless otherwise specified or required by law, suppliers are expected to use the most recent versions of any applicable drawings, reference documents, and standards.

2.4 Other Referenced Documents

- SAE J1128: Low Tension Primary Cable
- SAE J1127: Battery Cable
- JISC 3406: Low Tension Primary Cable
- ISO/DIN 6722 Low Tension Primary Cable
- AIAG: Measurement Systems Analysis Reference Manual
- SAE/USCAR-2 Performance Specification for Automotive Electrical Connector Systems
- SAE/USCAR-20 Field Correlated Life Test Supplement to SAE/USCAR-2

3. GENERAL REQUIREMENTS

3.1 Record Retention

The supplier shall maintain a central file for the storage of laboratory reports and calibration records. Such record storage must be in accordance with established ISO and AIAG policies and practices.

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3.2 Sample Documentation

All test samples shall be identified in accordance with the requirements of ISO and the AIAG PPAP.

3.3 Sample Size

Minimum sample sizes are given for each test in this specification. A greater number of samples may be required by the test request/order. However, no part or device may be represented as having met this specification unless the minimum sample size has been tested and all samples of the group tested have met the applicable Acceptance Criteria for that test. It is never permissible to test a larger group, then select the minimum sample size from among those that passed and represent that this specification has been met. It is permissible to include additional groups of crimp heights to insure there at least 3 consecutive crimp heights (nominal and +/- 1 crimp height tolerance) will meet the requirements. Any alternative sample size and/or methodologies must be approved by the Authorized Person.

3.4 Default Test Tolerances

Default Tolerances, expressed as a percentage of the nominal value unless otherwise indicated:

A. Temperature = ± 3° C
B. Voltage = ± 5%
C. Current = ± 5%
D. Resistance = ± 5%
E. Length = ± 5%
F. Time = ± 5%
G. Force = ± 5%
H. Relative Humidity = ± 5%

3.5 Test Default Conditions

When specific test conditions are not given either in the product design specification, the test request/order or elsewhere in this specification, the following basic conditions shall apply:

A. Room Temperature = 23 ± 5° C
B. Relative Humidity = Ambient
C. Voltage = 14.0 ± 0.1 VDC

3.6 Equipment

Neither the list shown in Table 3.6, nor the list in each test section is all-inclusive. It is meant to highlight specialized equipment or devices with particular accuracy requirements. Many other items of customary laboratory equipment and supplies will also be required.

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DESCRIPTION	REQUIREMENTS
DC Power Supply (Regulated)	⇒ 0-20 V …200A **or** ⇒ 0~20V current sized as required.
Micro-ohmmeter	⇒ 0-20 mV maximum open circuit voltage ⇒ 0-100 mA maximum test current ⇒ 0.03 mΩ/mV resolution
Digital Multimeter (DMM)	Capable of measuring the following: ⇒ .001 - 50 Volts DC with an accuracy of 0.5% of full scale ⇒ 0-10 MegOhms with an accuracy of 0.5% of full scale
Current Shunts	100 mA or as required with accuracy of ± 1% of nominal
Millivolt Meter	Capable of measuring 0-100 mV DC an accuracy of 0.5 mV or better
Thermocouples	Type "J" or "T" as required
Force Tester	Capable of an accuracy of ≤1% of measurement
Data Logger	As Required
Temperature Cycling and/or Thermal shock Chamber	⇒ -40°C to 125°C ⇒ 0% to 98% RH
Forced Air Oven	⇒+85 ±3 °C
Temperature Chamber	⇒-40 +/- 3°C
Temperature/Humidity Chamber	⇒95 to 98% RH at +65 +/- 3°C

Note: Use of equipment with a lesser range is acceptable for specific tests where the required range for that test can be met. The equipment range specified does not preclude use of equipment with a larger range, but the accuracy must remain within the specified tolerance. For example, a DMM with a range of 0-100 volts could be substituted for one specified as 0-50 volts, with the provision that the accuracy could be maintained as 0.25 mV or better.

Table 3.6 - Equipment

3.7 Test Order and Set-Up

Diagrams are provided where necessary to clarify the details of the various test procedures. The tests in each section must be performed in the order given unless otherwise specified in the test request/order. Construction details for selected test fixtures and equipment are provided in each section.

3.8 Definitions and Glossary of Terms

Terms defined in the definitions or glossary are capitalized (i.e. Room Temperature, Steady State, PLR, etc.). A list of definitions is provided in Appendix B. A glossary of terms is provided in Appendix C.

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3.9 Measurement Resolution

Unless otherwise specified, meters and gages used in measurements of the test sample(s) shall be capable of measuring with a resolution one decimal place better than the specified value. For example, even though a wire diameter specified as 0.1 mm might actually be the same as one specified as 0.10 mm, calipers capable of 0.01 mm resolution may be used to measure the first wire but a micrometer with 0.001 mm resolution is required to measure the second wire.

3.10 Test Repeatability & Calibration

All equipment used for test sample evaluation shall be calibrated and maintained according to the applicable standards and requirements set forth by ISO and the AIAG publication Measurement Systems Analysis Reference Manual. Copies of this Manual can be obtained from the AIAG by calling (248) 358-3570 or writing to AIAG, Dept. 77839, Post Office Box 77000, Detroit, MI 48277-0839, Attn: Customer Service. Information may also be obtained at the AIAG web site, www.aiag.org . Documentation is to be recorded and retained in accordance with Section 4.1 of this SAE/USCAR specification.

A list of instruments and equipment used, date of the last calibration, and when the next calibration is due is to be included in each test report.

3.11 Conformance Determination

Test conformance shall be determined by the performance requirements of the test being conducted. All samples must satisfy the performance requirements regardless of sample age, test cycles, or test temperature, except where a test to failure is specified.
Note: Additional sample groups with alternate crimp heights may be tested to help determine the nominal and min/max crimp height for a given terminal/wire combination. Three consecutive crimp height groups (Nominal, +1 tolerance, and –1 tolerance) must meet the requirements but all groups tested need not pass.

4. TEST & ACCEPTANCE REQUIREMENTS

4.1 General Testing Requirements

The test procedures that follow were written as stand-alone tests and may be used as such. However, they are normally used in a sequential test format and common sense is required to overcome any redundancies in sample preparation or in procedures. For example, if samples have already been prepared for the preceding test in a sequence, it should be obvious that the sample preparation step for that individual test (included so that test can be used as a stand alone test) should be skipped. Should any conflicts or questions arise concerning procedures and/or requirements, contact the Authorized Person. Any test plan approved by the Authorized Person that shows compliance to the minimum performance requirements with test data is acceptable.

Note: In this specification, the test requirement for terminals crimped on wire >5mm^2 has changed from 4.5.2 (ENV) using 4.5.3 Dry Circuit resistance measurement to 4.5.2 using the 4.5.6 Voltage drop measurement method.

Note: Previously validated high current terminations that meet the Acceptance Criteria 4.5.6.5 may be considered compliant even if a different test method was used to establish those values. All new applications must be validated to the latest revision level of this specification.

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4.1.1 Dimensional Characteristics

Part construction shall conform to the dimensions, shape, and detail attributes specified on the latest revision of the applicable part drawing(s).

4.1.2 Material Characteristics

All material used in each test sample shall conform to the material specifications on the latest revision of the applicable part drawing(s).

1. Any engineering development, prototype, or production part may be submitted for test.

2. The samples submitted for test should be identified by description, part number, and revision letter.

3. For validation testing, all parts are to be in their "as furnished for vehicle assembly" condition when testing begins. For example, electrical terminals typically have residual die lubricant on them when finally assembled into a vehicle. This same condition must prevail for test samples.

4. Samples submitted for any test shall be prepared per Appendix E.

4.2 Visual Inspection

4.2.1 Purpose

This test is used to document the physical appearance of test samples and to assist in the evaluation of the effects of environmental conditioning on test samples. A comparison can then be made with other test samples. Examinations in most cases can be accomplished by a person with normal or corrected vision, and normal color sensitivity, under cool white fluorescent lighting. Photographs and/or videos are encouraged as a more complete means of documentation. An appropriately identified untested sample from each test group must be retained for post-test physical comparisons if photographs/video's are not taken.

4.2.2 Samples

1. The samples should conform to the requirements of the specified conditioning and any additional measurements that are to be performed.

2. For purposes of comparison and especially when only subtle appearance changes are anticipated, it is desirable to submit an additional sample to serve as a control.

4.2.3 Equipment

Video/photography equipment.

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4.2.4 Procedure

1. Visually examine each test specimen prior to testing and/or conditioning, noting in detail any manufacturing or material defects such as cracks, bending, deformation, etc. When specified in the test request/order, take photographs and/or video recordings of representative samples to be tested and keep a properly labeled control sample.

2. After testing and/or conditioning, re-examine each test sample and note in detail any observable changes, such as physical distortions, cracks, etc. Compare the tested and/or conditioned samples to the control samples, the videos, and/or the photographs, recording any differences in the test report. The Authorized Person will need to provide an additional sample for this purpose.

3. If the terminal supplier's appearance requirements are more strict than those specified below, then the terminal supplier specifications should be applied.

4. Return test samples to requestor after all tests are completed and all necessary data have been obtained.

4.2.5 Acceptance Criteria

1. General Appearance – Refer to Figure 4.2.5. The crimping operation should not affect the contact, locking, connector mating, or insertion functions of the terminal. These characteristics are verified as part of USCAR -2 testing.

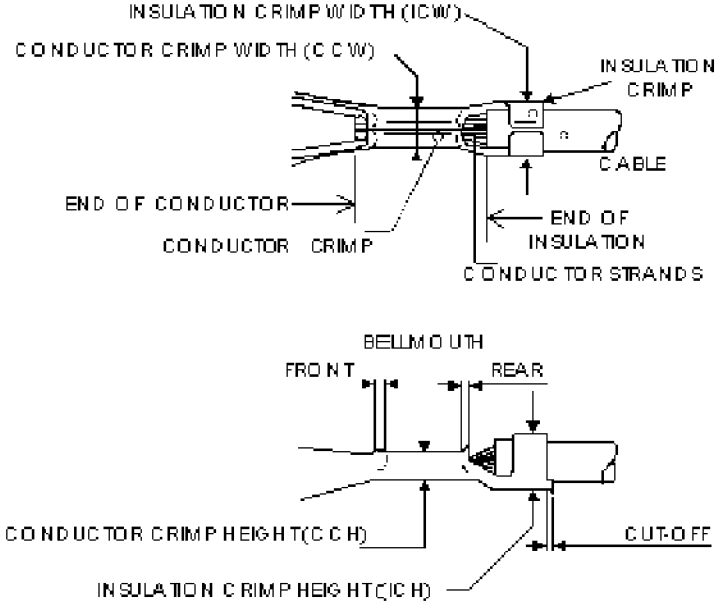


Figure 4.2.5: Appearance Acceptance Criteria

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2. End of conductor

   The end of conductor must extend beyond the front edge of the conductor grip. The insertion and locking functions of the terminal must not be affected by the projecting end of the conductor. Mat seals (plug through seals) must not be damaged by the core, and may require core depressors and strip length control to depress the core in front of the core wing.

3. End of insulation

   The end of the insulation must be visible in the window between the conductor grip wings and the insulation grip wings such that conductor is visible and should be centralized as much as possible. In no case may un-striped insulation be crimped in the conductor grip.

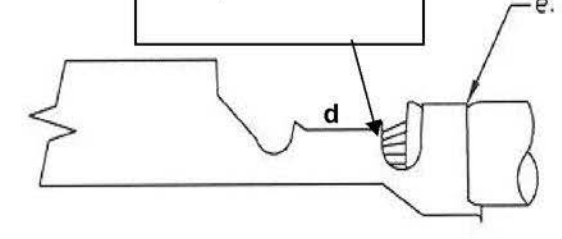
4. Cut-off

   a. The cut-off length shall not exceed 0.5 mm or ½ terminal stock thickness, whichever is greater, unless otherwise specified on the component print.

   b. The burr on the cut-off must not exceed 0.3 mm on terminal stock thickness ≤0.8 mm unless otherwise specified on the component print. The burr must not exceed 0.6 mm on > 0.8 mm stock thickness unless otherwise specified on the component print.

   c. The cut-off and burr must not affect the insertion function of the terminal into the connector.

5. Bellmouth (Flare)

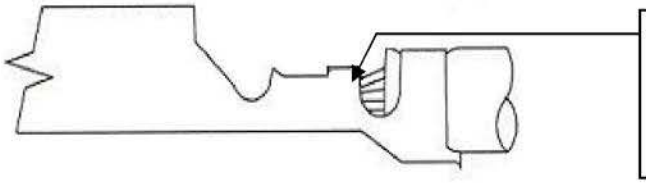


Single Stage Conductor Crimp

The conductor crimp (d.) shall produce a bellmouth (flare) on the side of the grip nearest the insulation crimp.

The conductor crimp may also have a bellmouth (flare) on the front edge of the conductor crimp, nearest the terminal body.

Bellmouth (flare) on the insulation crimp (e.) should not exceed the insulation crimp tolerances.



Two Stage Conductor Crimp

Bellmouth (flare) not required on second stage.

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6. Conductor Grip

   All individual strands must be enclosed in the grip. Crimped attachments with strands lying outside the grip or broken off before the grip, are not permitted.

7. Insulation Grip

   a. The purpose of an insulation grip is to add strain relief to the crimped conductor. This moves the stress riser between the crimped and un-crimped wire strands out into the un-crimped portion of the wire core.

   b. The crimped Insulation grip must contact the surface of the insulated cable in at least 3 locations around the circumference of the cable (three point contact). Total contact is also acceptable.

   c. The crimped Insulation grip dimensions are reference dimensions.

   d. The crimped Insulation grip must not interfere with any subsequent operations.

   e. The crimped Insulation grip must not interfere with seating of a terminal into a plastic connector cavity

   f. The crimped insulation grip must not damage the cable (see Paragraph 4.3.5-3)

8. Cable Conductor Appearance prior to crimping

   a. Strands shall not be cut, missing, excessively nicked (strand area reduction which may affect pull-out force), or elongated.

   b. Insulation shall not be stuck or imbedded in strands.

9. Individual Cable Seal Grip.
   Note: This specification does not include any requirements for seal sliding force due to the large number of variables. It is necessary that individual cable seals be properly seated in plastic connectors to function.

   a. The seal must be firmly secured by the insulation grip.

   b. The seal must show no signs of damage.

   c. Seal designs with a neck and or hub must have the end of the seal neck or hub visible in the area between the insulation and the conductor grips.

   d. The cable insulation must be visible under the seal.

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4.3 Cross-Section Analysis

4.3.1 Purpose

Cross-sectional analysis is used as a diagnostic aid in determining why a grip passes or fails a portion of this test. Failure to pass an electrical test may be due to uneven strand dispersion, inadequate wing closure, voids, wings bottoming out, etc.

4.3.2 Sample Size

At least one specimen for each crimp height shall be evaluated. Data shall be obtained and recorded for minimum, maximum and nominal production crimp heights.

4.3.3 Equipment

Various specialized equipment exists for cross-sectioning samples. The choice of equipment is up to the supplier, but should be capable of sectioning the grip with minimal disturbance to the terminal and cable stranding.

4.3.4 Procedure

1. Cross-section and photograph each specimen for analysis

2. Cross-section analysis shall be performed on all conductor grip applications at each crimp height setting (nominal, min. and max. tolerance).

3. Cross-sections shall be performed between the serrations, as near to the mid-point of the core grip as possible.

4. Compare the specimens to paragraph 4.3.5, Acceptance Criteria

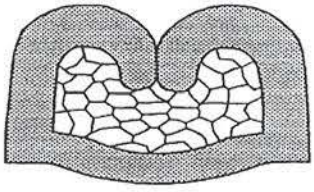
4.3.5 Acceptance Criteria

Acceptance criteria for the cross-sectioned samples are described as follows:

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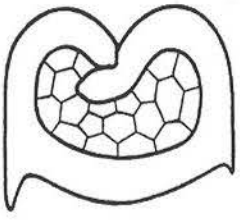
1. Cross-section views of crimped conductor grips

Crimped Conductor Grip attributes considered ideal

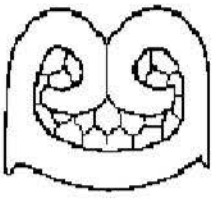


- Symmetric
- Compaction of all strands (no round strands)
- Wings touch only conductor
- Terminal stock free of cracks / breaks
- Core wings "Locked" (No Gap) at top of crimp

Crimped Conductor Grip attributes considered acceptable but not ideal.*

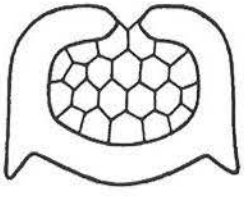


Overlapping wings



Extreme “ram-horning”

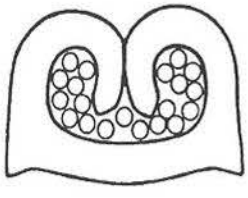
Crimped Conductor grip attributes considered unacceptable



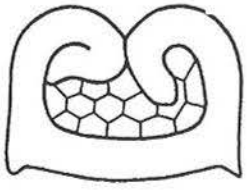
Open wings with conductor exposed or folded down into core but not touching (not locked)



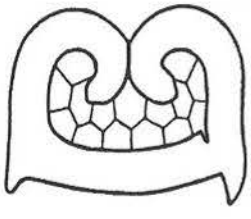
One or both wings (grips) penetrate (“crash”) to the terminal floor or wall



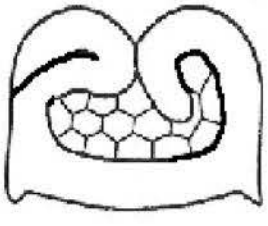
No strand compaction*



One or both wing (grip) details do not capture strands



Terminal stock cracked / broken

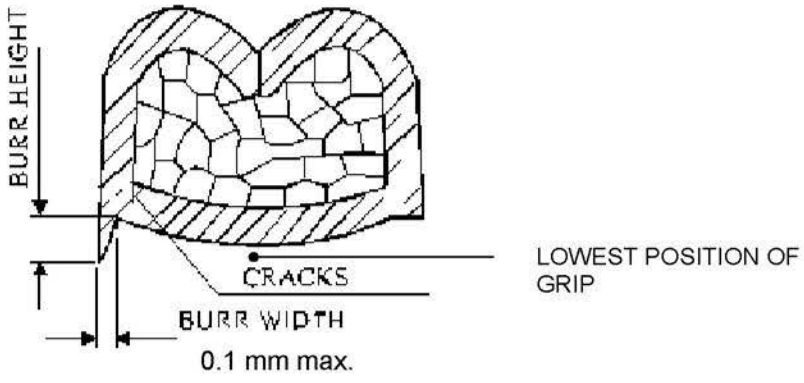


One or both wings folded back

Note: With OEM customer approval, the above attributes listed as unacceptable may be considered acceptable if it can be shown that all other requirements of this specification are met and past production experience has shown them to be functional in the intended application.
* Round strands in core grip are never acceptable.

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2. Burr on the base of grip

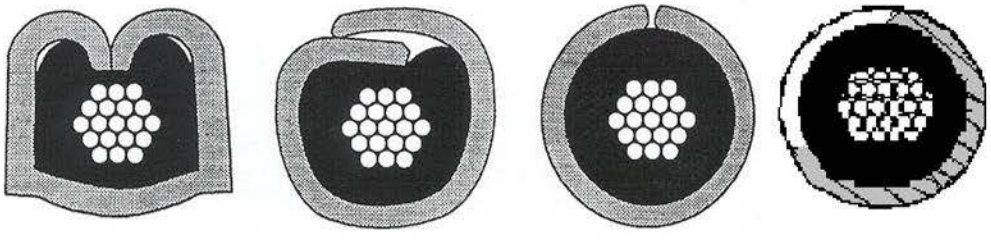


a. The width of any burr on the base of the grip must not exceed 0.1 mm for ≤.8 thick terminal stock or >.8 stock thickness the width of the burr must not exceed .15X stock thickness. (For accurate crimp height measurement, it is recommended that the burr height does not exceed the lowest position of the grip)

b. The burr must not cause damage to any subsequent operation. Special care must be taken when using mat seals.

3. Cross-section views of insulation crimp

Standard insulation grip attributes considered ideal



- Symmetric crimp
- No insulation penetration
- Wings (grips) embrace insulation to provide adequate strain relief

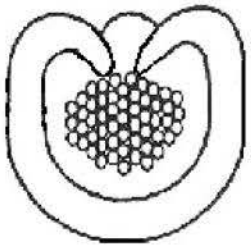
Some examples of non-standard insulation grips include “tee-pee”, “tear drop”, “square”, or “tall B”.

Refer to the terminal manufacturer’s recommendations for acceptable/unacceptable non-standard insulation grip attributes.

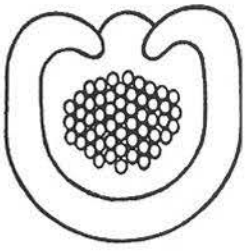
Note: Some insulation grips serve as a functional part of the terminal/cavity retention system.

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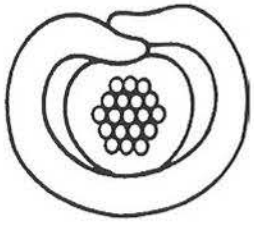
Crimped insulation grip attributes considered acceptable but not ideal.



Insulation wings contact conductor (no damage to conductor)

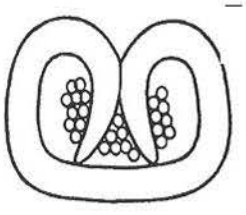


Insulation extruded outward between open insulation wings

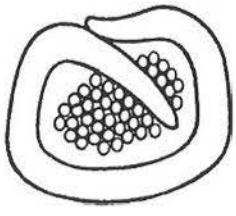


Less than 3-point contact

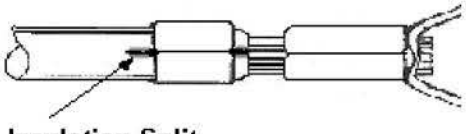
Crimped insulation grip attributes considered unacceptable



One or both wings penetrate ("crash") to the terminal floor or wall

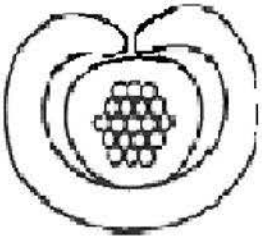


One or both wings penetrate and damage the conductor*



Insulation Split

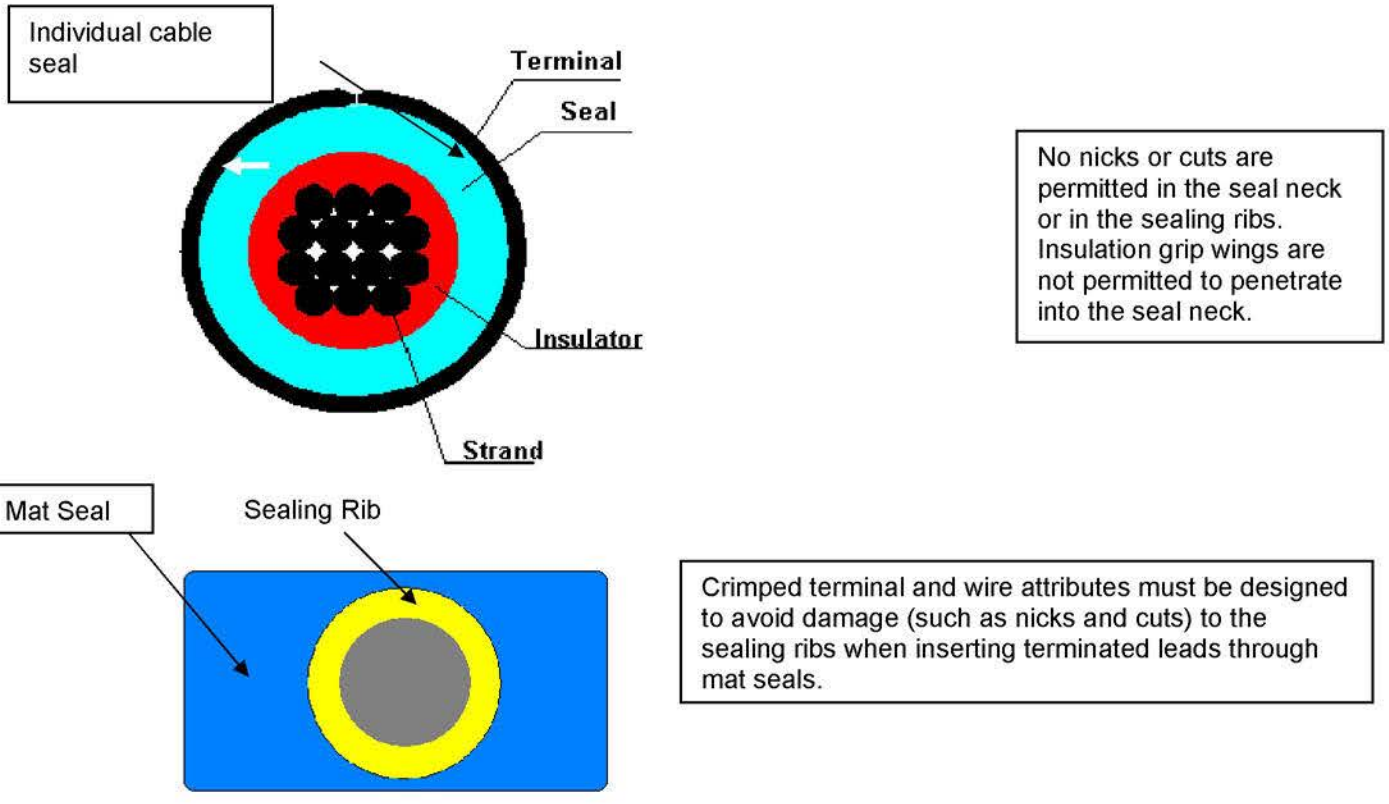
*Damage is defined as severing strand(s)



No contact

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4. Cable Seals



4.4 Conductor Grip Pull-Out Force

4.4.1 Purpose

This procedure details a standard method to measure the retention capability of crimped connections.
Note: Pull-out force test will not be used to determine overall performance of the crimped grip application. It is intended to be used for mechanical grip evaluation only. It will only be used to determine the mechanical limits of the application for handling purposes. Applications may require additional protection to assure the crimped circuit survives the harness handling and vehicle assembly process.

4.4.2 Equipment

1. Measuring device capable of measuring crimp heights and widths.
2. De-crimping tool or other suitable means of opening insulation Grip wings without damaging the cable conductor. (**Note**: it is acceptable to make the samples with the insulation grip not crimped to avoid this step.)
3. Force tester
4. Cable strippers, long-nose pliers and/or side cutters.

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4.4.3 Samples

1. A minimum of 20 samples is required to be tested for each production crimp height (3 crimp heights minimum). Additional conductor crimp heights may be included in the tests to help determine the nominal and +/- crimp heights. See 4.4.4, step 9: Additional samples may be required for grips with multiple wires of various sizes.

Note: Crimped samples may be used for electrical testing prior to tensile testing.
Note: Dimensional data shall be obtained, recorded and included in the test report. Measure the conductor crimp height on all specimens under test. Measure conductor crimp width and insulation crimp height and width on 5 specimens (minimum) from each conductor crimp height sample group.

4.4.4 Procedure

1. Pull-out force test shall be performed on leads with the insulation grip wings open (not crimped).

2. Pull-out force test shall be performed on taut leads (i.e., remove slack in cable before performing pull-out test to prevent incorrect test results due to “jerking”).

3. Measure and record the conductor and insulation crimp heights and widths in millimeters for each sample. Refer to Appendix E, 6-8.

4. If the insulation grip is not already open, open it with a de-crimper or other suitable tool so that the pull-out force will reflect only the crimped conductor grip connection.

5. Visually inspect the de-crimped area to ensure that none of the conductor strands have been damaged. Do not use any samples that have damaged conductor strands.

6. Measure and record pull-out forces in Newtons for each sample.

7. Apply an axial force at a rate between 50 and 250 mm/minute (100 mm/min. is recommended).

8. For double, triple, or multiple wire grip setups with conductor sizes within one step, pull the smallest conductor. (e.g. for a .35/.50 double, pull the .35 mm^2 wire)

9. For double, triple, or multiple wire grip setups with conductor sizes more than one step apart, one of the smallest and one of the largest gage size cables must be tested. (e.g. for a .50/1.0 double, pull both wires individually, for a .50/1.0/2.0 triple, pull the .50 mm^2 and the 2.0 mm^2 wires, for a .50/.50/2.0 triple, pull one of the .50 mm^2 and the 2.0 mm^2 wires.) In this case, 20 samples per wire size tested will be required.

10. Calculate the mean and standard deviation using the following formulas:

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$$\text{Mean } (\overline{X}) = \frac{\sum_{i=1}^{n} X_i}{n}$$

Where X_i = individual pull-out force.
n = number of samples.

$$\text{Standard Deviation (s)} = \sqrt{\frac{\sum_{i=1}^{n} X_i^2 - n\overline{X}^2}{n-1}}$$

Report minimum, maximum, mean ($\overline{X}$), standard deviation (s), and the mean minus three standard deviations ($\overline{X}$ -3s) for each crimp height set.

11. Report any observations from visual examination.

4.4.5 Acceptance Criteria

1. The ($\overline{X}$ -3s) value of the pull-out forces are specified in Table 4.4.5. The pull-out forces for unlisted conductor sizes can be defined by linear interpolation, (i.e. read out from plotted values in Table 4.4.5). Note: The tensile value requirement on wire sizes ≥ 10 mm^2 is minimum value only and does not require pull to failure.

Approx. Metric (mm^2)	AWG[(a)]	($\overline{X}$ -3s) And Minimum Pull-out Force (N)
≤ 0.22	≤24	40[(b)]
0.35	22	50 (Annealed Core)
0.35	22	70 (Hard Drawn Core)
0.5	20	75
0.8	18	90
1.0	16	120
1.5		150
2.0	14	180
2.5		210
3.0	12	240
4.0		265
5.0	10	290
6.0		320
8.0	8	350
10.0		450
>10		600[(b)]

Table 4.4.5 – Pull-out Force Requirements

[(a)] ≤ is intended to indicate smaller wire size (Larger number designation)
[(b)] Or as defined by responsible person.

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4.5 Electrical Performance Tests

4.5.1 Current Cycling of Electrical Terminations (ECC)

4.5.1.1 Purpose

Current cycling is an accelerated aging test that emphasizes the effect of expansion and contraction of terminal interfaces and conductor grips as a result of thermal cycling. This test is optional (See table 5.1). The Accelerated Environmental Test (paragraph 4.5.2) may be done in place of this test for Power applications. (See table 5.1)

4.5.1.2 Samples

1. Any engineering development, prototype, or production terminal – particularly those intended for high current or "Power" applications – may be submitted for test.

2. Test data will be collected on 10 samples of each crimp height. Data shall be obtained and recorded for minimum, maximum and nominal production crimp heights.

3. In cases where mating terminals are available, apply these to the opposite ends of the test sample cables. These should be a minimum cut length of 150 mm. The terminal grips on the mating terminals may be soldered. Samples are then connected to form a continuous series circuit.

4. Test sample terminals that have no mating terminals should be applied to one end only of the test cable (a minimum cut length of 150 mm). The opposite stripped ends of the samples are then soldered to box or blade of the next sample to form a continuous series circuit.

5. Doubles should be terminated with the test terminal on one end only. A mating terminal may be applied (with the grip soldered) to the other end of the largest size cable. When identical size cables are doubled, cables should be randomly tested.

4.5.1.3 Equipment

1. Power supply – AC or DC current regulated capable of supplying the test current.

2. Cycle timer.

3. Ammeter or current shunt/voltmeter

4. Voltmeter.

5. Voltage sense lead – solid conductor .32 mm or smaller in diameter.

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6. Welder – Tweezer Weld TW-3 or similar device.

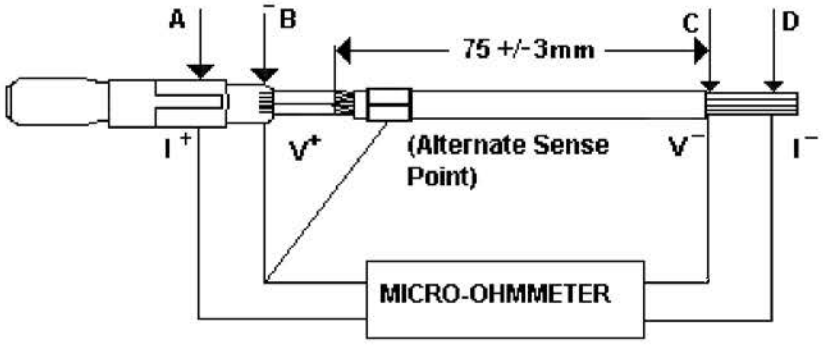
7. Terminal test board.

8. Sample with solder added to the conductor grip (soldered sample/deduct sample).

4.5.1.4 Procedure

1. Perform a visual inspection of components per paragraph 4.2.

2. Voltage sense leads are attached to the sample terminals per figure 4.5.1.4. The same location must be used for all samples.



(**Note**: The V + test lead may be connected to back of insulation wing if wing does not touch the core)

Figure 4.5.1.4 – Test Lead Attachment

3. Sense leads are also attached to the test cable at a point 75 ± 3 mm from the rear edge of the conductor grip.

4. Samples are then connected in a series circuit.

5. The samples are then loosely attached to a test board with a minimum of 35 mm between single terminals.

6. The series test circuit is connected to the ammeter / current shunt and a timer-controlled power supply. Include the soldered test sample (4.5.1.3-8) in the circuit. The test duration shall be a minimum of 200 ± 8 hours with the test current cycling on for 45 minutes ± 2 minutes and off for 15 minutes ± 2 minutes.

7. The typical test currents are listed in table 4.5.1.4 unless otherwise specified.

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Cable Size*	AWG	Amperes with Cable rated to +55°C
0.05 mm²	30	1
0.08 mm²	28	2
0.13 mm²	26	4
0.22 mm²	24	6
0.35 mm²	22	10
0.5 mm²	20	14
0.8 mm²	18	18
1.0 mm²	16	22
2.0 mm²	14	30
3.0 mm²	12	40
5.0 mm²	10	65
8.0 mm²	8	100

*The test currents for conductors sizes not listed above can be defined by linear interpolation (i.e. read out from plotted values).

Table 4.5.1.4 Test Current for Current Cycling

8. If test currents are not known, then, at room temperature:
   Attach thermocouples to samples at a point on the under-side and just in front of the crimped conductor grip. Welding or epoxy is permissible.

   a. Apply 75% of the estimated current to the circuit.

   b. Allow the circuit to come to steady state temperature. The temperature is stable when the grip on the sample under test changes less than 2° C in 5 minutes.

   c. Measure the temperature, and calculate the temperature rise.
      If the temperature rise is less than the maximum temperature rise recommended by the terminal supplier or 55°C, whichever is lower, then increase the current in 0.50 Amp steps until that temperature is reached.

9. The current at which the maximum temperature rise recommended by the terminal manufacturer or 55°C, whichever is lower, is reached is the test current.

10. An acceptable alternative to a, b, and c above is to perform the “Maximum Test Current Capability” test identified in USCAR-2.

11. Measure voltage drop after 2 hours ± 1 hour and at the completion of the test (200 hours ± 8 hours). The samples should be energized for a minimum of 30 minutes to allow for temperature stabilization. Measurements are taken between points B & C. (see Figure 4.5.1.4)

12. Measure the voltage drop across the soldered sample.

13. Conductor grip/wire voltage drop is equal to the voltage drop recorded in step 11 less the soldered sample value measured in step 12.

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14. Record:

    a. All voltage drop measurements, and all calculated resistance values.
    b. Average, low, and high resistance values for each data set.
    c. Description of samples.
    d. Conditions of test.
    e. Instruments used, the date of last calibration, and when the next calibration is due.
    f. Soldered sample resistance value if applicable.
    g. Temperature rise on at least one part in the nominal CCH group
    h. Observations.

4.5.1.5 Acceptance Criteria

1. All samples within 3 consecutive crimp heights representing the lower, nominal, and upper specification limits per the conductor crimp height tolerances of Appendix E, Table E-1 must satisfy one of the following two acceptance criteria upon completion of the electrical current cycling test (ECC)

    a. Maximum allowable resistance = Per table 4.5.6.5 or $0.011x(\rho_1+\rho_2)/(2d)$ milliOhms, whichever is greater. (Allows 11 times the initial calculated crimp resistance)

    b. Allowable resistance Change = Per table 4.5.6.5 or $0.0099 \times (\rho 1+\rho 2)/(2d)$ milliohms, whichever is greater. (Allows 9.9 times the initial calculated crimp resistance)

    Where ρ_1 = The resistivity of the conductor in micro-ohm-mm²/mm

    (For copper conductor, ρ_1 = 17.2 micro-ohm-mm²/mm per the International Annealed Copper Standard)

    ρ_2 = The resistivity of the base terminal material in micro-ohm-mm²/mm

    d = The diameter of a circle with the same area as the total cross sectional area of the conductor in mm.
    $(\rho_1+\rho_2)/2d$ = Theoretical Crimp Resistance based upon geometry and resistivity of terminal and cable.

    c. Refer to Appendix D, Table D-1 and D-2 for the calculated values for typical referenced alloys.

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4.5.2 Accelerated Environmental Exposure Test

4.5.2.1 Purpose

This procedure describes the testing of electrical components when subjected to sequential environmental exposure.

4.5.2.2 Samples

A minimum of 10 terminal samples of each crimp height shall be tested. Data shall be obtained and recorded for minimum, maximum and nominal production crimp heights. Minimum cable length for samples is 75 mm.

4.5.2.3 Equipment

1. Humidity chamber.
2. Forced air.
3. Temperature chamber.
4. An automatic temperature/humidity cycling chamber may be used as an alternative to items 2, 3, and 4 above.

4.5.2.4 Procedure

Complete the test procedure per figure 4.5.2.4 (Flow diagram)

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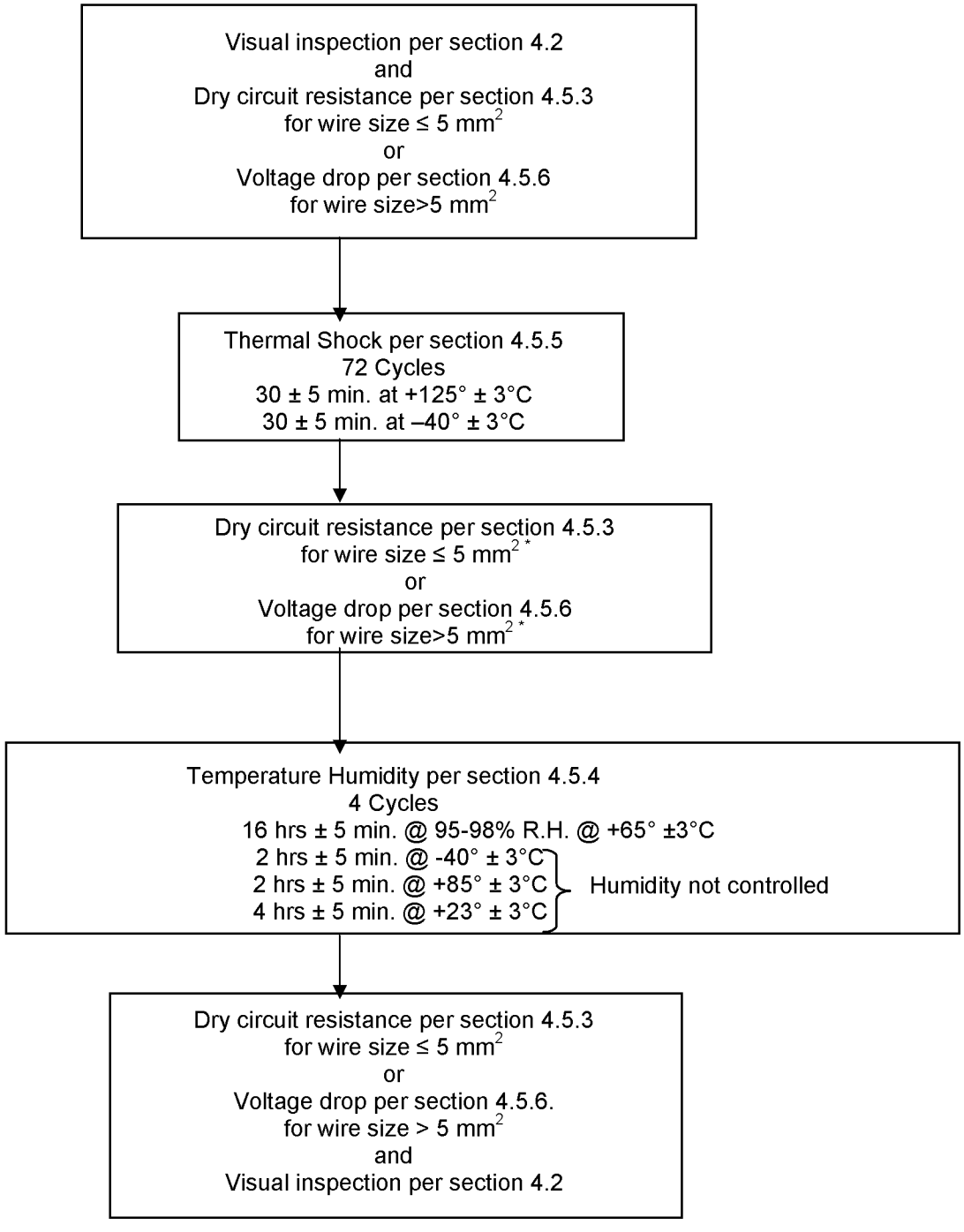


Figure 4.5.2.4: Accelerated environmental test sequence [flow diagram]

*optional

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4.5.3 Dry Circuit Termination Resistance of Static Contacts

4.5.3.1 Purpose

1. This procedure covers measuring the termination resistance of static contacts under dry circuit conditions, which will not alter that resistance by breakdown of insulating films or softening of contact asperities.

2. Dry circuit conditions require that the maximum voltage impressed across the test sample be limited to 20 millivolts, and the maximum current through the sample be limited to 100 milliamperes. Performance at these levels is indicative of interface performance at any lower level of excitation.

Note: For dry circuit evaluation on grips containing multiple wires, perform the resistance measurement on the smallest wire in the grip.

4.5.3.2 Samples:

1. A minimum of 10 samples of each crimp height shall be submitted for test. Data shall be obtained and recorded for minimum, maximum and nominal production crimp heights. Prepare at least 1 additional sample of each crimp height to be used as the deduct sample in 4.5.3.4 – 4.

2. A sample length of 150 mm is recommended. However, any sample length $\geq$75 mm is acceptable as long as there is no effect on the crimped grip during processing and handling of samples. The same length shall be used for all samples under test as well as for the deduct sample.

3. Prepare resistance measurement points on the test samples at a point on the cable 75 ± 3 mm from the rear edge of the terminal conductor grip.

4. Apply solder to measuring point C, figure 4.5.3.4 (stripped end of wire) to obtain consistent readings.

4.5.3.3 Equipment

Micro-ohmmeter

4.5.3.4 Procedure

1. Perform a visual inspection of components per paragraph 4.2.

2. Measurements shall be made on thoroughly dry samples without cleaning or rinsing of corrosion products.

3. Relative movement of samples should be minimized to reduce effects of movement on measured values.

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4. Measure and record the resistance of a sample with a soldered grip. The measurement is made at a point 75± 3 mm from the rear edge of the terminal conductor grip.

5. Measure and record the resistance between the cable measuring point C and point B on the terminal, just in front of the conductor grip (see Figure 4.5.3.4).

6. Calculate and record the crimped grip resistance. The crimped grip resistance is equal to the overall resistance measured in step 5, less the soldered sample resistance measured in step 4.

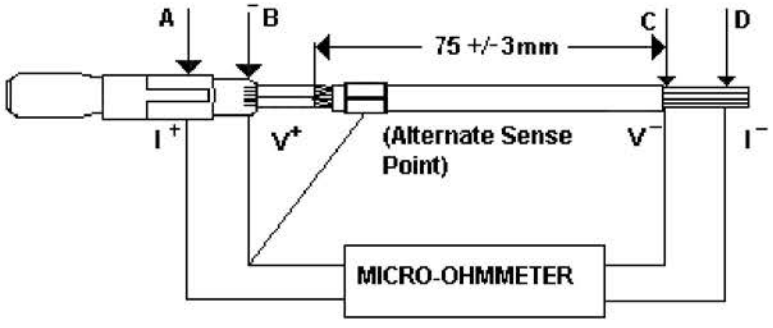


Figure 4.5.3.4: Dry Circuit Measurement Points

(**Note**: The V + test lead may be connected to back of insulation wing if wing does not touch the core)

4.5.3.5 Acceptance Criteria

1. All samples within 3 consecutive crimp heights representing the lower, nominal, and upper specification limits must satisfy one of the following two acceptance criteria upon completion of the Accelerated aging test (ENV).

Note: See Appendix E, Table E-1 and note for crimp height tolerance.

a. Maximum allowable resistance = 0.55 milliOhms, or
$0.011x(\rho_1+\rho_2)/(2d)$ milliOhms, whichever is greater. (Allows 11 times the initial calculated crimp resistance)

b. Allowable resistance change = 0.33 milliOhms, or
$0.0099 \times (\rho 1+\rho 2)/(2d)$ milliohms, whichever is greater. (Allows 9.9 times the initial calculated crimp resistance)

Where ρ_1 = The resistivity of the conductor in micro-ohm-mm²/mm
(For copper conductor, ρ_1 = 17.2 micro-ohm-mm²/mm per the International Annealed Copper Standard)
ρ_2 = The resistivity of the base terminal material in micro-ohm-mm²/mm
d = The diameter of a circle with the same area as the total cross sectional area of the conductor in mm.
$(\rho_1+\rho_2)/2d$ = Theoretical Crimp Resistance based upon geometry and resistivity of terminal and cable.

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Refer to Appendix D, Table D-1 and D-2 for the calculated values for typical referenced alloys.

Note: Smaller wire sizes or alternate wire core materials may require using the formulas in paragraph 4.5.3.5 a. & b. to establish acceptance criteria.

Note: Terminals crimped on wire sizes >5 mm^2, use 4.5.6.5 for Voltage Drop Acceptance Criteria

4.5.4 Accelerated Temperature / Humidity Cycle Conditioning – 24 hour cycle

4.5.4.1 Purpose

1. This procedure defines an accelerated version of temperature/humidity cycle conditioning.

2. Accelerated temperature/humidity cycling conditioning may be used to determine the effect of sequential exposure to high humidity and high and low temperature environments on electrical and electronic components.

3. High and low temperature and high humidity environments may promote corrosion of metals, degrade properties of other materials, and establish electrical bridging between circuits.

4.5.4.2 Samples

Prepare samples per paragraph 4.5.3.2.
Note: The same sets of samples shall be consecutively exposed to the T/S and T/H conditioning and be measured by either the dry circuit or voltage drop procedures described in this specification.

4.5.4.3 Equipment (Recommendations only)

1. Humidity chamber.

2. Forced air oven.

3. Temperature chamber.

4. Automatic temperature/humidity cycling chamber. This equipment may be used as an alternative to that listed in paragraphs 1, 2, and 3 above.

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4.5.4.4 Procedure

1. Expose test samples to temperature/humidity cycling as follows:

   a. 16 hours @ 95-98 percent relative humidity at +65 ± 3 °C. This is the only step where humidity is controlled.

   b. 2 hours @ –40 ± 3 °C.

   c. 2 hours @ +85 ± 3 °C.

   d. 4 hours @ +23 ± 3 °C.

   } Humidity not controlled

   e. This constitutes one complete temperature/humidity cycle.

   f. Maximum transfer time of samples from one environment to the next during the defined temperature/ humidity cycle is 1 hour.

   g. All time periods listed in the defined cycle have a tolerance of ± 5 minutes

   h. Four cycles of the environmental exposure described above constitutes a complete temperature/humidity cycling test.

4.5.4.5 Acceptance Criteria

This is a conditioning procedure only. There are no acceptance criteria.

Note: Use Dry Circuit Acceptance Criteria 4.5.3.5 or Voltage Drop Acceptance Criteria 4.5.6.5 following 4.5.2.4 test sequence.

4.5.5 Test procedure - Thermal Shock Conditioning

4.5.5.1 Purpose

This test specification details the procedure for testing the functional reliability of electrical and electronic components when subjected to alternating high and low temperature environments. Rapid transfer between the two environments tests the component's ability to withstand drastic temperature changes.

4.5.5.2 Samples

1. Make certain that the cable insulation can withstand the rigors of the test conditions.

2. Prepare samples per paragraph. 4.5.3.2.

Note: The same set of samples shall be consecutively exposed to the T/S and T/H exposure and be measured by either the dry circuit or voltage drop procedures described in this specification.

4.5.5.3 Equipment

Thermal shock chamber or separate hot and cold chambers.

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4.5.5.4 Procedure

1. Perform visual examination per paragraph 4.2.
2. Perform dry circuit resistance, per paragraph 4.5.3.
3. Set controls to the necessary temperatures, dwell times, and number of cycles.
4. Allow the chambers sufficient time to achieve the programmed temperature.
5. Place the samples in the transfer basket. Insure that the test samples cannot jam the transport mechanism.
6. Start the test program per figure 4.5.5.4.

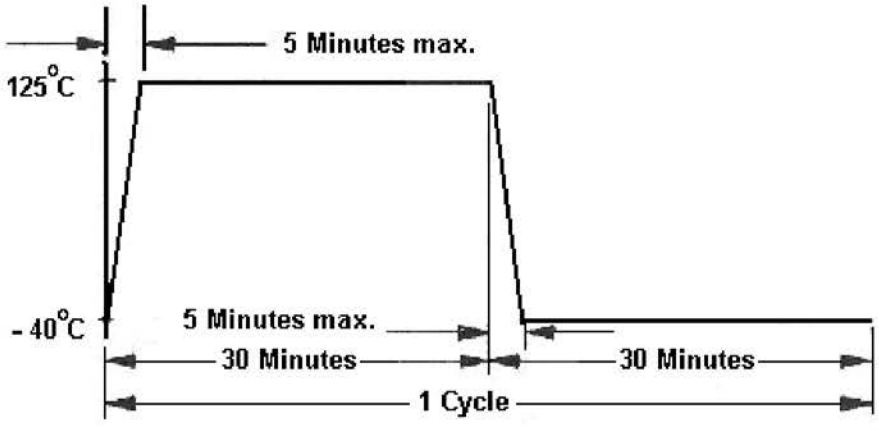


Figure 4.5.5.4: Thermal Shock Programming and Operation

7. When test program is complete, shut off the thermal shock chamber and remove samples.
8. Perform visual examination per paragraph 4.2.
9. Include in the report:
   - Operating temperatures, dwell times, and number of cycles tested
   - Report on evaluation tests, if performed.

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4.5.5.5 Acceptance Criteria

This is a conditioning procedure only. There are no acceptance criteria.

Note: Use Dry circuit 4.5.3.5 or Voltage drop 4.5.6.5 Acceptance Criteria following 4.5.2.4 test sequence.

4.5.6 Voltage Drop Test for Crimped Grip Connections

Note: This test is intended to be used for terminals crimped on >5 mm^2 wire size.
Note: 4.5.1 may be used to validate crimped terminal/wire, power combinations in lieu of 4.5.6.

4.5.6.1 Purpose

1. This procedure defines measuring the termination voltage drop, of static crimped contacts, under high energy conditions. It is to be used to validate terminal/wire combinations where the wire core cross section is >5 mm^2.

2. The current through the specimen will be applied at a level per table 4.5.6.5. This current is applied to the sample under test so voltage drop of the termination can be measured. Power supply voltage will be allowed to float during this test.

Note: For multiple wire grip, high current evaluation, perform the mVD measurement on the smallest wire. Test current level will be based on the wire selected for the mVD measurement.

4.5.6.2 Samples:

1. A minimum of 10 samples of each crimp height under test shall be submitted for test. Data shall be obtained and recorded for no less than 3 consecutive (minimum, maximum and nominal) production crimp heights. Additional crimp heights may be included in the test to assure there will be at least 3 consecutive crimp heights that meet the voltage drop requirements. These samples may also be used for the tensile test samples after the accelerated environmental exposure and voltage drop measurements are made. Prepare 3 additional samples (proposed nominal crimp height recommended) to be used to determine the deduct voltage drop as required in 4.5.6.4 - 7. The grips on these "Deduct" samples will be soldered and the voltage drop will be measured in the same manner as the samples under test. These "Deduct" samples will be identical in length, wire type and terminal type to the other samples under test except the terminal grip will be soldered. Use the average voltage drop measured on these 3 "Deduct" samples as the deduct value for this test.

Note: See Appendix E, Table E-1 for crimp height tolerance.

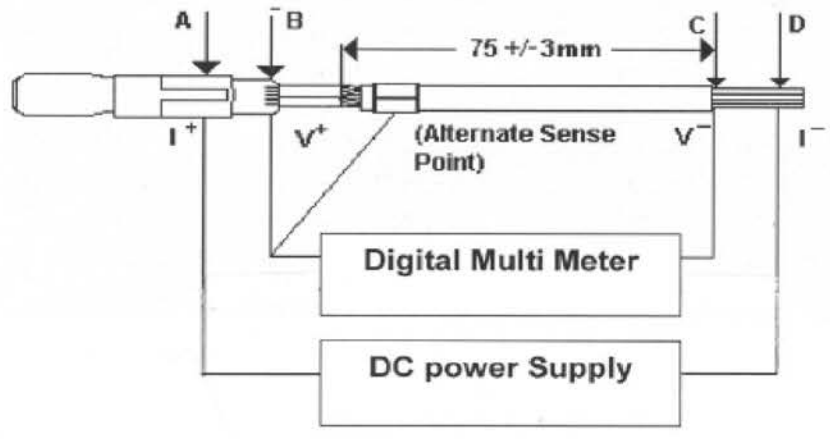
2. A minimum sample length of 150 mm is recommended however, any sample length >150 mm is acceptable as long as there is no effect on the crimped grip during processing and handling of samples. Longer wire length may be necessary if the samples are powered in series for this test. It is important to use the same length for the deduct sample as for those samples under test.

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3. Prepare the voltage drop measurement points on the test samples at a point on the cable 75 ± 3 mm from the rear edge of the terminal conductor grip.

4. Apply solder to measuring point C, figure 4.5.6.2 (center strip or stripped end of wire) to obtain consistent readings.

Note: The same set of samples shall be consecutively exposed to the T/S and T/H exposure and be measured using the voltage drop procedures described in this specification.



Note: The V + test lead may be connected to back of insulation wing if the wing does not touch the wire conductor core.

Figure 4.5.6.2 Voltage drop power hook up and measurement points

4.5.6.3 Equipment

1. DC Power supply (0~20V. (200A min recommended)) or 0~20 V current as required.
2. Digital Volt meter

4.5.6.4 Procedure

1. Perform a visual inspection of components per paragraph 4.2.

2. Relative movement of samples should be minimized to reduce effects of movement on measured values. This is an open air bench test. In an effort to maintain repeatability, care should be taken to avoid drafts from HVAC, open windows, etc

3. Apply current (based on wire size) per table 4.5.6.5 at points A and D

4. Allow the temperature of sample(s) to stabilize (with current applied) as follows:

   Use a thermocouple or non contact thermometer to measure the temperature of the terminal grip under test. The temperature is stable when the grip on the sample under test changes less than 2°C in 5 minutes.

Note: Applying the current load in series to all samples under test is recommended and requires only one stabilization interval.

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5. Measure and record the voltage drop of the 3 samples with soldered grips. The measurement is made at a point 75± 3 mm from the rear edge of the terminal conductor grip. The average voltage drop value of these 3 samples will be used in step 7.
   Note: If the samples are connected and powered in series, include the soldered samples with the samples under test.

6. Measure and record the voltage drop on each sample between the cable measuring point C and point B on the terminal, just in front of the conductor grip. (see Figure 4.5.6.2).

7. Calculate and record the crimped grip voltage drop: The crimped grip voltage drop is equal to the overall sample voltage drop measured in step 6, minus the average voltage drop of the 3 soldered grip samples measured in step 5.

Note: Samples may be connected in series and powered up all together as long as the "B" and "C" measurement points are accessible and do not interfere with measurement points on any other samples wired in this series. Split bolts or terminals crimped to both ends of the sample under test are acceptable methods to for applying current in series to 2 or more terminals for the purpose of using voltage drop to validate the crimping process on > 5 mm^2 cable. Applying the test current in series to all samples at once will reduce set-up, measurement and environmental errors or differences.

4.5.6.5 Acceptance Criteria

Maximum allowable Voltage Drop for terminal/wire combinations using > 5 mm^2 wire shall be equal to or less than the values shown in table 4.5.6.5 - or –

a. Maximum allowable resistance = $0.011x(\rho_1+\rho_2)/(2d)$ milliOhms, whichever is greater. (Allows 11 times the initial calculated crimp resistance)

b. Allowable resistance change = $0.0099 \times (\rho 1+\rho 2)/(2d)$ milliohms, whichever is greater. (Allows 9.9 times the initial calculated crimp resistance)

Where ρ_1 = The resistivity of the conductor in micro-ohm-mm^2/mm
(For copper conductor, ρ_1 = 17.2 micro-ohm-mm^2/mm per the International Annealed Copper Standard)
ρ_2 = The resistivity of the base terminal material in micro-ohm-mm^2/mm
d = The diameter of a circle with the same area as the total cross sectional area of the conductor in mm.
$(\rho_1+\rho_2)/2d$ = Theoretical Crimp Resistance based upon geometry and resistivity of terminal and cable.

mm^2 Wire size	Test current	Maximum mV/A (mΩ)	Maximum mV/A (mΩ) Change
≤5	Use dry circuit resistance of static contact method 4.5.3		
>5 <13	50A	0.15	0.09
≥13 <19	75A	0.11	0.07
≥19 <32	100A	0.08	0.05
≥32 <40	100A	0.06	0.04
≥40 <50	100A	0.05	0.03
≥50 <62	100A	0.04	0.02
≥62 ≤103	150A	0.03	0.02

Table 4.5.6.5

Note: 1mV/A = 1mΩ

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5. VALIDATION REQUIREMENTS FOR CRIMPED TERMINALS - SUMMARY

5.1 Validation Test Requirements

5.1.1 The validation requirements listed in Table 5.1 shall be conducted to demonstrate the design intent is met.

5.2 Special Applications and Exclusions

5.2.1 Special applications and variances from this specification require customer approval. Pull-out force testing and cross-sections [PTX] are required for all validations.

5.2.2 This specification is intended to validate only the crimping process. It is the terminal supplier's responsibility to establish and validate capability for their product to function in a specific environment such as in elevated temperature. Base metal and plating must be considered when selecting a component for use in extreme applications.

5.3 Other Crimp Validation Methods

5.3.1 Reference [REF] - The application is the "same as" another similar application already validated to meet the circuit and/or customer requirements

5.3.2 "Same as" is defined as having the same:

- terminal stock thickness
- material (alloy and temper)
- the same terminal plating
- the same terminal conductor wing dimensions and features [serrations, etc.]
- the same conductor core cross sectional area[1]
- the same insulation outside diameter

[1] The "same as" wire conductor is limited to 7 and 19 strand construction. Other stranding options must be tested on an individual basis.

Note: SAE, ISO, and JIS wire types with the same size designation will have different conductor core cross sectional area and must be validated as separate wire sizes.

5.3.3 Cables with the same conductor core construction, but differences in the insulation may be considered the "same" for crimped conductor grip validation purposes. The crimped Insulation grip must be reviewed against the cross section requirements for final validation.

5.3.4 Previous Electrical Validation (PEV): Previously validated high current terminations that meet the Acceptance Criteria 4.5.6.5 may be considered compliant even if a different test method was used to establish those values. All new applications must be validated to the latest revision level of this specification.

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Test	Requirement Section or Paragraph Number.	Design Validation (Yes/No)	Minimum Conformance to Tolerance
Cable/Terminal/Crimp Tooling Identification traceable to Performance Testing	Appendix E	Y	100%
Compaction (Verified in production by Terminal, Cable, and crimp tool dimensions usually controlled by specific part numbers and traceable to validation testing.)	Appendix E, 1-2	Y	100%
Appearance	4.2.5		
- end of conductor	4.2.5-2	Y	100%
- end of insulation	4.2.5-3	Y	100%
- cut off	4.2.5-4	Y	100%
- bellmouth	4.2.5-5	Y	100%
- conductor grip	4.2.5-6	Y	100%
- insulation grip	4.2.5-7	Y	100%
- individual cable seal	4.2.5-9	Y	100%
- terminal bend and twist due to crimping	Appendix E	N	100%
Crimp geometry	Appendix E		
- Conductor and insulation crimp height and width (CCH, CCW, ICH, ICW)	Appendix E, 6-8	Y	100 %
- cross-section requirements	4.3	Y	100%
Mechanical performance			
- Pull out force* (Final OEM's quality assurance approval form process validation may be required.)	4.4	Y	Mean-3s>Limit
Electrical performance	4.5		
For Power Applications: Use ECC or ENV			
- Electrical testing Current Cycling – (ECC)	4.5.1	Y	100%
or			
- Accelerated environmental testing (ENV)	4.5.2	Y	100%
For Low Energy Applications:			
- Accelerated Environmental testing (ENV)	4.5.2	Y	100%
For Low Impedance Applications: Validation must be done on bare copper wire to optimize grip parameters even if production is on tinned wire.			
- Accelerated Environmental testing (ENV)	4.5.2	Y	100%

* 4.4 may be performed after 4.5.1. or 4.5.2. when the same samples are used for both electrical and mechanical testing.

Table 5.1 Tests to be used for validation

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APPENDIX A: GRIP DESIGN RECOMMENDATIONS

A. Recommended Terminal Wing/Cable Loading for new terminal designs or revisions to meet the performance requirements of this specification is shown in Table A.

Terminal Wing/Cable Loading Ranges		
Cable Range	SAE	DIN
0.05 – 0.08	X	X
0.13 - 0.22	X	X
0.35 - 0.50	X	X
0.75 - 1.25	X	X
1.5 - 2.5		X
2.0 - 3.0	X	
4.0 - 6.0	X	X

Table A-1: Recommended Wing/Cable Loading

B. Grip Engineering Guidelines

The following guidelines are intended only to assist in passing the requirements of this specification and are based upon previous experience from terminal suppliers:

1. The terminal supplier determines double application terminals.

2. Core wings that have features to break oxides and minimize cable strand movement will give better electrical results. Sharp cornered serrations are preferred.

3. Tin or silver plating is the optimum design for 10 year/150K life. Use caution when specifying nickel, stainless steel or gold in core wings since use of these materials may result in high crimped grip resistance. The design should provide for adequate free tin at end of life. Nickel plated high temperature wire also may not pass this electrical testing and may require specific changes in acceptance criteria based upon circuit application sensitivity (i.e. O_2 sensor circuits)

4. Optimum 10 year/150K life is obtained with similar alloys, tempers used for spring members and contact arms. This maintains grip wing normal force with time and temperature. It also provides strength to resist grip wing relaxation due to movement and stresses applied during vehicle life.

5. Wing blank width should be designed to provide for uniform strand dispersion for the gauge size recommended. This is necessary for optimum electrical strand contact, pulls, and nuisance free use of crimp force process monitors.

6. Crimped grip electrical performance should be done separately from connector testing. This is done so that a low and stable milli-ohm acceptance criteria can detect the loss of strand contacts in the grip. Grips that meet this criteria must then be able to pass USCAR tests in connectors.

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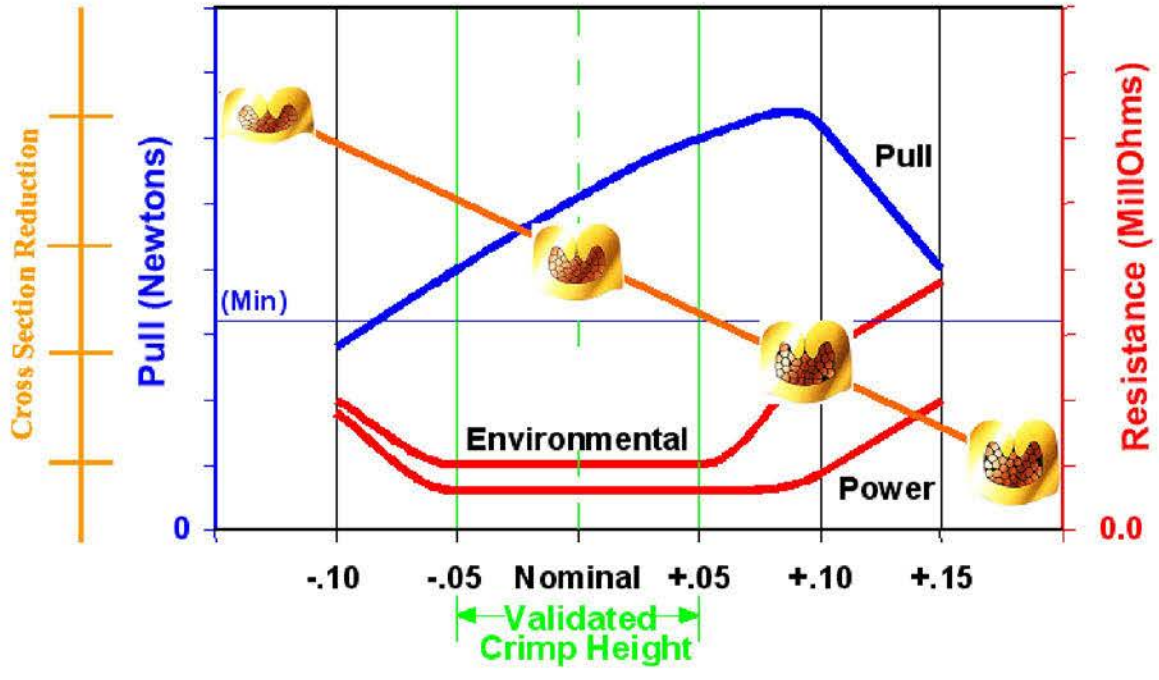
7. Pull testing must only be used to determine mechanical strength. Usually the best electrical performance is on the tight side of the pull vs. crimp height curve (ref. Figure A-1). Both over and under compaction can result in poor electrical and or mechanical performance.

8. The preferred insulation grip geometry is the traditional "F" or "B" crimp. Overlapping, diagonal cut bypassing wings, or butting wings may be used, but may be sensitive to crimp processing conditions. It is usually best to tool specific grip wings for heavy-wall, regular-wall, thin-wall and/or Extra Thin Wall insulations.

9. Where possible, grip wings should be designed for European, US, and/or Asian cable constructions.

Note: Not all cable with the same size callout has the same cross sectional area. SAE, ISO, JIS, DIN, etc wire types may have the same size designation but each will have its own core cross sectional area. A crimped grip developed and validated to a terminal/wire combination with one wire specification cannot be used to approve the same terminal with a different wire specification. Example: Validated Crimp dimensions for a XXX terminal crimped on a .5 SAE wire cannot be used to validate a crimped grip on the same XXX terminal with a .5 JIS or .5 ISO wire. Moving from a wire constructed to one wire specification to a wire constructed to a different specification will require crimp re-validation even when they both have the same size designation. Example: SAE .5 (.508 mm^2 min) wire does not have the same cross sectional area as ISO .5 wire (.4647 mm^2 min (calculated from max. resistance requirement)).

10. A typical mechanical/electrical vs. crimp height curve is shown in Figure A-1.

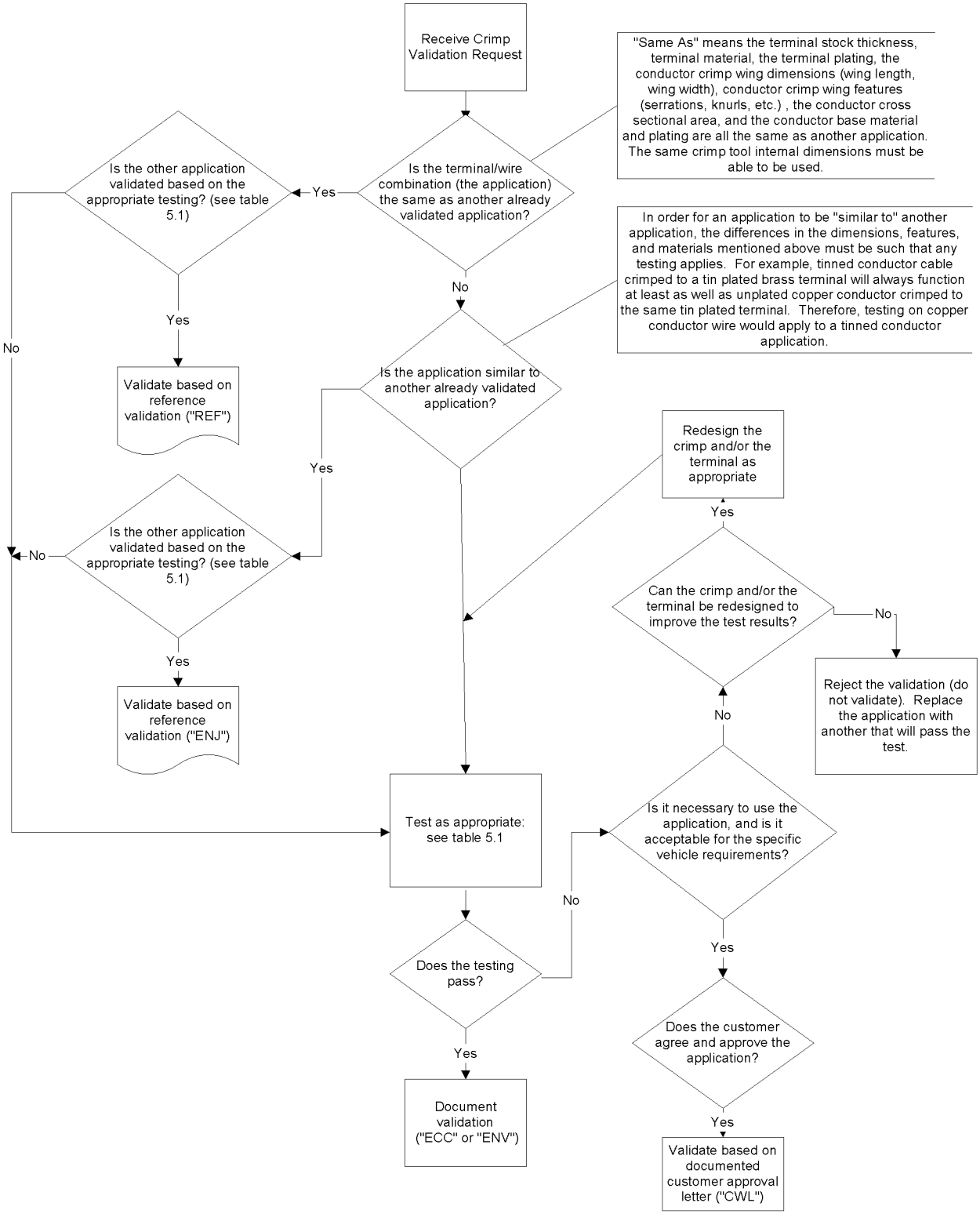


This graph is shown as an example only.

Figure A1

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C. Crimp Validation Analysis and Decision Tree



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APPENDIX B: DEFINITIONS

Authorized Person:

One person will be responsible as the final authority for releasing a given part for production and/or for testing that part. Such person may delegate authority for testing that part, or may retain the authority. The Authorized Person, as used in the Specification, is the person with authority for making the final decision as to any question arising during testing to this Specification or for any deviations from any requirement of this Specification. Such Authorized Person is responsible for documenting any deviation he/she authorizes from this Specification. This documentation must be included in the final test report.

The Authorized Person may be the customer responsible for specifying a part for use or, in the case of a "shelf item" part, the Authorized Person may be the supplier.

Cable:

An assembly made up of several strands of wire (the conductor) and its insulating covering manufactured to a specific cable specification.

Compaction:

The reduction in cross sectional area of the combination of the terminal and cable conductor caused by crimping the terminal onto the conductor.

Conductor Grip Features:

Shapes in the conductor grip wings, such as serrations, meant to improve the electrical connection between the terminal and the conductor.

Conductor:

A part of a cable which has the specific function of carrying electrical current.

Core Cross sectional area:

Strand count X the cross sectional area of each strand.

Crimp:

The process of joining a wire to a terminal by bending the terminal grip wings around the wire core using applicator tooling.

Crimp Only:

An application in which the only method used to connect a terminal to a cable is the terminal crimp. That is, no solder, welding or other methods are used.

Crimping:

The physical attachment, or the process of assembling terminals to cable or components. It involves the terminal conductor/insulation grip wings, the crimp tools, and the crimp dimensions in conjunction with the various application methods [crimp only, re-flow solder, sonic weld, etc.]

Crimping Force:

The force applied by the press through the crimping tools for the re-shaping of the terminal wings around the stripped conductor during the crimping process.

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Design Validation:
Tests that are conducted to demonstrate that the design intent is met. Manufacturing must be aware of the crimp design parameters and maintain them in production.

Grip:
The connection between a terminal and a cable made by deforming the grip (wings), wrapping them around the cable in a manner that creates a permanent contact. Note: The grip is part of the terminal. The crimp is the process used to apply the terminal to the wire. These two terms are often used interchangeably.

Grips:
(Syn.: Wings) Those parts of a terminal that are wrapped around the conductor strands or cable insulation layer making a good electrical and/or mechanical connection.

Insulation:
That part of a cable that electrically separates the conductor from the external environment. The purpose of the insulation grip is to provide proper strain relief preventing wire movement to the conductor grip.

Low Energy:
Applications which have an open circuit voltage of 5 volts or less. This definition is chosen to enable easy selection of the type of testing acceptable based on the electronic circuit application.

Low Impedance:
Applications that have very resistance-sensitive circuits. These may require tin plated cable strands rather than bare copper to meet vehicle reliability targets.

Power:
Applications that have an open circuit voltage greater than 5 volts. Typically these are lighting, resistance, motor, or relay circuits. Current levels may range from milli-amps to full cable rating.

Process Validation:
In-process tests, performed on production parts, which are used to demonstrate process capability and conformance to specification.

Special Applications:
Applications that fall outside the scope of this specification must have their requirements detailed in other appropriate specifications.

Strand:
One of the individual wires in a conductor.

Wings
See “Grips”.

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APPENDIX C: GLOSSARY OF TERMS

AIAG	Automotive Industry Action Group. Contact at AIAG, Box 77000, Detroit, Michigan 48277-0839. Phone (248) 358-3570.
CCH	Conductor Crimp Height
CCW	Conductor Crimp Width
DMM	Digital Multimeter
DVP&R	Design Verification Plan and Report
ECC	An abbreviation for “Electrical Current Cycling” Test. (also implies calculation of resistance based upon test current and measured millivolt drop for Power applications.)
ENV	“Environmentally Tested” – An abbreviation for “Accelerated Environmental” Test (also implies Dry Circuit/Low Energy test measurements per MIL-STD-1344A, method 3002.1, before and after test sequence; or USCAR-2 Performance Specification for Automotive Electrical Connector Systems – Dry Circuit Resistance).
EWCAP	Electrical Wiring Component Applications Partnership. One of several consortia under USCAR,llc. Has the task of creating specifications for electrical components and interfaces.
FMEA	Failure Mode and Effects Analysis
FMVSS	Federal Motor Vehicle Safety Standard
FS	Full Scale
IACS	International Annealed Copper Standard
ICH	Insulation Crimp Height
ICW	Insulation Crimp Width
IDC	Insulation Displacement Connection. A means of attaching a terminal to a conductor where projections on the terminal pierce the conductor insulation to make electrical contact, rather than requiring the insulation to be removed.
mVD	Millivolt Drop.
MVSS	Motor Vehicle Safety Standard.
PEV	An abbreviation for “Previous Electrical Validation” (also implies calculation of resistance based upon test current and measured millivolt drop for Power applications.)

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PLR	Positive Latch Reinforcement. Also known as a Wedge, Spacer or Terminal Position Assurance (TPA) feature. It is installed or seated after the terminals are inserted into their housing to assure that the terminals are properly positioned. It either reinforces the primary terminal locking mechanism or provides a separate redundant terminal lock.
PPAP	Production Part Approval Process.
PTO	Pull Test Only
PTX	An abbreviation for "Pull Test and Cross Section."
RH	Relative Humidity.
TPA	Terminal Position Assurance. Also see PLR
TUT	Terminal Under Test.
USCAR,llc	United States Council for Automotive Research. A Limited Liability consortium of representatives from Ford, General Motors and Chrysler formed to promote joint research in non-competitive areas that can strengthen the US automotive industry. (www.uscar.org)

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APPENDIX D: MATERIAL RESISTANCE TABLES

Maximum allowable resistance (milliOhms) for various materials after completion of Electrical Current Cycling (ECC) test or Accelerated Environmental (ENV) test

Alloy / CDA Number				197	186	194	210	195	17510 / 220	19025 / 226	230 / 411 / 422	240	260 / 268 / 350 / 353 / 425 / 663	511 / 544 / 170 / 172 / 688	510 / 521	638 / 725	654 / 706 / 762	715 / 752 / 770
Terminal Material % Conductivity				80	70	60	56	50	45	40	37	32	27	19	14	11	8	5
Terminal Material Resistivity (micro-ohm-mm²/mm)(P^2)				21.5	24.6	28.7	30.7	34.4	38.2	43.0	46.5	53.8	63.7	90.5	122.9	156.4	215.0	344.0
Wire Size AWG	Wire Size: SAE Metric (mm^2)	Actual Cond. Area (mm^2)	Dia. (Solid) d (mm)	Allowable Resistance (mΩ)														
10	5	4.65	2.433	0.55	0.55	0.55	0.55	0.55	0.55	0.55	0.55	0.55	0.55	0.55	0.55	0.55	0.55	**0.82**
12	3	2.91	1.925	0.55	0.55	0.55	0.55	0.55	0.55	0.55	0.55	0.55	0.55	0.55	0.55	0.55	**0.66**	**1.03**
14	2	1.85	1.535	0.55	0.55	0.55	0.55	0.55	0.55	0.55	0.55	0.55	0.55	0.55	0.55	**0.62**	**0.83**	**1.29**
16	1	1.12	1.194	0.55	0.55	0.55	0.55	0.55	0.55	0.55	0.55	0.55	0.55	0.55	**0.65**	**0.80**	**1.07**	**1.66**
18	0.8	0.76	0.984	0.55	0.55	0.55	0.55	0.55	0.55	0.55	0.55	0.55	0.55	**0.60**	**0.78**	**0.97**	**1.30**	**2.02**
20	0.5	0.508	0.804	0.55	0.55	0.55	0.55	0.55	0.55	0.55	0.55	0.55	0.55	**0.74**	**0.96**	**1.19**	**1.59**	**2.47**
22	0.35	0.32	0.638	0.55	0.55	0.55	0.55	0.55	0.55	0.55	0.55	**0.61**	**0.70**	**0.93**	**1.21**	**1.50**	**2.00**	**3.11**
24	0.22	0.211	0.518	0.55	0.55	0.55	0.55	0.55	**0.59**	**0.64**	**0.68**	**0.75**	**0.86**	**1.14**	**1.49**	**1.84**	**2.46**	**3.83**
26	0.13	0.127	0.402	0.55	**0.57**	**0.63**	**0.66**	**0.71**	**0.76**	**0.82**	**0.87**	**0.97**	**1.11**	**1.47**	**1.92**	**2.38**	**3.18**	**4.94**
28	0.08	0.072	0.303	**0.70**	**0.76**	**0.83**	**0.87**	**0.94**	**1.01**	**1.09**	**1.16**	**1.29**	**1.47**	**1.95**	**2.54**	**3.15**	**4.21**	**6.56**
30	0.05	0.055	0.265	**0.80**	**0.87**	**0.95**	**0.99**	**1.07**	**1.15**	**1.25**	**1.32**	**1.47**	**1.68**	**2.24**	**2.91**	**3.60**	**4.82**	**7.50**

Table D-1

This table is provided for reference only. The **bold** values shown were calculated using the formulas in paragraph 4.5.1.5.

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Alloy / CDA Number				197	186	194	210	195	17510 / 220	19025 / 226	230 / 411 / 422	240	260 / 268 / 350 / 353 / 425 / 663	511 / 544 / 170 / 172 / 688	510 / 521	638 / 725	654 / 706 / 762	715 / 752 / 770
Terminal Material % Conductivity				80	70	60	56	50	45	40	37	32	27	19	14	11	8	5
Terminal Material Resistivity (micro-ohm-mm²/mm)(P^2)				21.5	24.6	28.7	30.7	34.4	38.2	43.0	46.5	53.8	63.7	90.5	122.9	156.4	215.0	344.0
Wire Size AWG	Wire Size: SAE Metric (mm^2)	Actual Cond. Area (mm^2)	Dia. (Solid) d (mm)	Allowable Resistance Change (mΩ)														
10	5	4.65	2.433	0.33	0.33	0.33	0.33	0.33	0.33	0.33	0.33	0.33	0.33	0.33	0.33	**0.35**	**0.47**	**0.73**
12	3	2.91	1.925	0.33	0.33	0.33	0.33	0.33	0.33	0.33	0.33	0.33	0.33	0.33	**0.36**	**0.45**	**0.60**	**0.93**
14	2	1.85	1.535	0.33	0.33	0.33	0.33	0.33	0.33	0.33	0.33	0.33	0.33	**0.35**	**0.45**	**0.56**	**0.75**	**1.16**
16	1	1.12	1.194	0.33	0.33	0.33	0.33	0.33	0.33	0.33	0.33	0.33	**0.34**	**0.45**	**0.58**	**0.72**	**0.96**	**1.50**
18	0.8	0.76	0.984	0.33	0.33	0.33	0.33	0.33	0.33	0.33	0.33	**0.36**	**0.41**	**0.54**	**0.70**	**0.87**	**1.17**	**1.82**
20	0.5	0.508	0.804	0.33	0.33	0.33	0.33	0.33	**0.34**	**0.37**	**0.39**	**0.44**	**0.50**	**0.66**	**0.86**	**1.07**	**1.43**	**2.22**
22	0.35	0.32	0.638	0.33	0.33	**0.36**	**0.37**	**0.40**	**0.43**	**0.47**	**0.49**	**0.55**	**0.63**	**0.84**	**1.09**	**1.35**	**1.80**	**2.80**
24	0.22	0.211	0.518	**0.37**	**0.40**	**0.44**	**0.46**	**0.49**	**0.53**	**0.57**	**0.61**	**0.68**	**0.77**	**1.03**	**1.34**	**1.66**	**2.22**	**3.45**
26	0.13	0.127	0.402	**0.48**	**0.51**	**0.57**	**0.59**	**0.64**	**0.68**	**0.74**	**0.78**	**0.87**	**1.00**	**1.33**	**1.73**	**2.14**	**2.86**	**4.45**
28	0.08	0.072	0.303	**0.63**	**0.68**	**0.75**	**0.78**	**0.84**	**0.91**	**0.98**	**1.04**	**1.16**	**1.32**	**1.76**	**2.29**	**2.84**	**3.79**	**5.90**
30	0.05	0.055	0.265	**0.72**	**0.78**	**0.86**	**0.89**	**0.96**	**1.03**	**1.12**	**1.19**	**1.33**	**1.51**	**2.01**	**2.62**	**3.24**	**4.34**	**6.75**

Table D-2

This table is provided for reference only. The **bold** values shown were calculated using the formulas in paragraph 4.5.1.5.

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APPENDIX E: CRIMP PROCESS DEVELOPMENT AND GEOMETRY

1. Key components and variables in the development of a crimp process begin with gathering specific terminal, crimp tooling and cable dimensions including (but not necessarily limited to) :

   Stock Thickness
   Wing Length and Width
   Wing Features (Serrations, Knurls, Coins, etc)
   Alloy & Temper (Yield)
   Wing Plating Type (Tin, silver, etc)
   Number of strands in the cable
   Diameter of each strand
   Strand plating
   Strand alloy and elongation (copper, full hard, annealed, etc)
   Internal dimensions of the tools:

      Top Radius or Radii
      Separation between the Top Radii
      Side Angle
      Anvil Radius
      Anvil Width
      Anvil Flats
      Tooling hardness, finish, plating, etc

2. The above crimp parameters shall be uniquely controlled by specific cable, terminal, and crimp tooling identification numbers.

   The appropriate crimp dimensions are estimated by compaction analysis. The compaction may be estimated using a simple ratio calculated by using Finite Element Analysis techniques or other methods. The estimated compaction is one hundred times the quantity one (1) minus the ratio of the area contained by the tools and the sum of the cross sectional area of the terminal and the conductor.

   $$C=100(1-(T/A))\%$$

   Where C = the compaction
   T = the area contained by the crimp tools
   A = the sum of the cross sectional areas of the terminal and the conductor

3. Generally, 15% to 20% compaction of the conductor and terminal is a good place to start. This specification requires three consecutive crimp heights to pass electrical tests. Using samples built to this compaction range usually provides the best opportunity to pass these tests.

4. Crimp quality is dependent on compaction and is controlled by dimensions of crimp tooling, terminal grip, and cable cross sectional area. Therefore, it is important to document that the cable area used in production is consistent with area of the cable used in crimp design validation. Compaction is verified in production by terminal, cable and crimp tool dimensions usually controlled by specific tooling part numbers.

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5. These same calculations can be used to calculate other helpful information including crimp aspect ratio and tool clearances. Crimping to this compaction range will result in slight upward bending of the terminal with respect to the core grip wings and shall be compensated for by production assembly dies to insure proper connector mating. The Wiring Supplier's Product Engineering must determine the maximum terminal bend and/or twist.

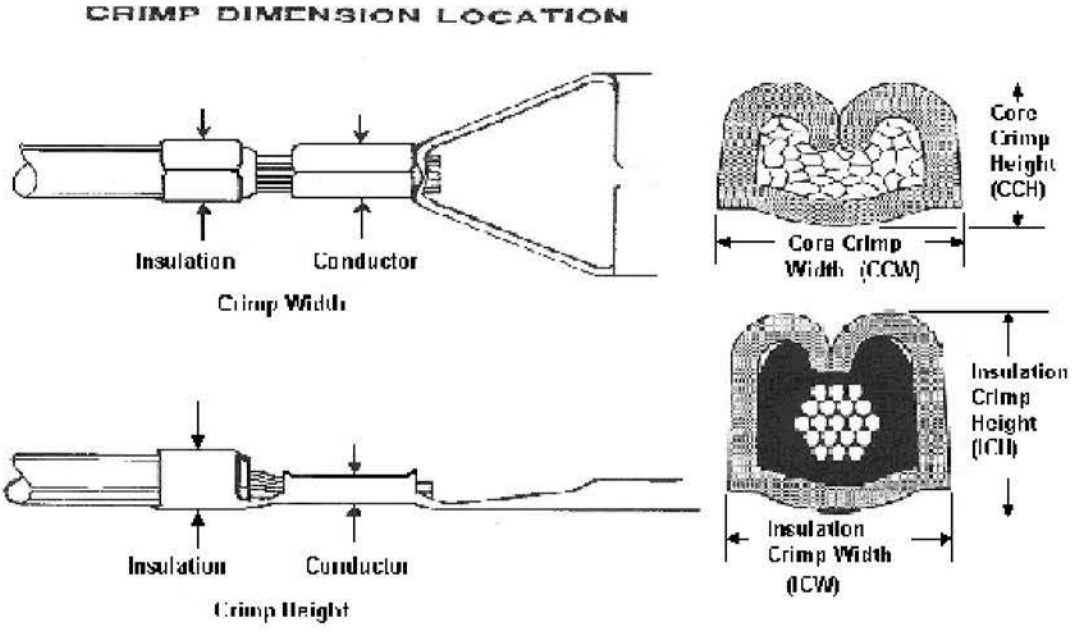


Figure E-1 Crimp Measurement Points

6. Conductor crimp height (CCH)

The crimp height (figure E-1) is defined for each cable size and terminal. The nominal conductor crimp height and its tolerance assure that the conductor is sufficiently compressed, taking into account the grip material tolerance and the cable size.

The strong correlation between the degree of compression and conductor crimp height allows the crimp height measurement to be used for continuous production monitoring.

The conductor crimp height tolerance depends on the conductor range as shown in Table E-1:

Cross section mm^2	CCH tolerance
$\leq$0.35 mm^2	± 0.03
>0.35 mm^2	± 0.05
≥ 8.0 mm^2	± 0.1

Table E-1: Crimp Height Tolerance

Note: Crimp height tolerance on terminals crimped on wire sizes .22 mm^2 and smaller shall be determined by the responsible person and documented in the test report.

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7. Conductor crimp width (CCW)

   The Conductor Crimp Width is the widest point of the grip, and is determined from actual dimensional measurements. Crimp width tolerance is ± 0.10 mm. Ref

   The Tangent Width (figure E-2) is determined by the crimping tool, and is defined as the distance between the intersections of the rolling radii with the vertical. Tangent width defines a position where the crimp width is the same for the same terminal and tooling set regardless of cable used. It may be used as an alternate way to define crimp width if desired and clearly noted.

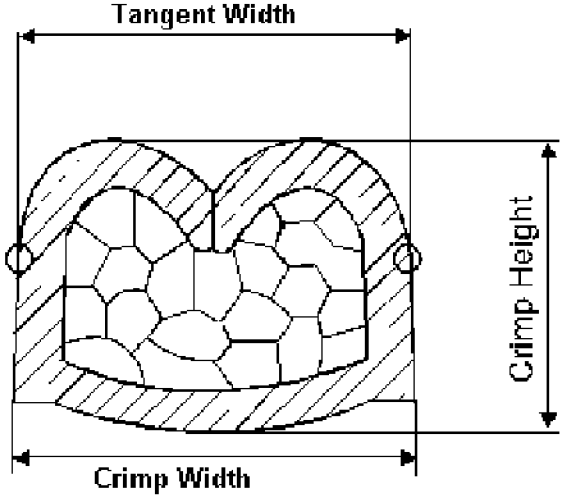


Figure E-2: Crimp Measurement

8. Insulation crimp height and width: (ICH, ICW)

   The insulation crimp height and width are defined for each cable size and terminal based on the requirements defined in Paragraph 5.

   The insulation crimp dimensions are considered to be reference dimensions except when the crimped insulation grip affects fit and or function.

9. Stripping length:
   The conductor grip length and the stripping length must be compatible.

   The stripping length is defined by the requirements for the:
   end of conductor - (see Paragraph 4.2.5-2)
   end of insulation - (see Paragraph 4.2.5-3)

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APPENDIX F: REVISIONS

This specification was approved by USCAR/EWCAP In May 2002

Any revisions since that date have been incorporated into the specification. Revisions which altered the content of the specification are recorded below:

DATE	SECTION	SUMMARY OF CHANGES MADE	NOTES
12-4-03	4.3.5-1 & 3	Clarification of wording in cross section pictures	
12-4-03	4.3.5-3	Change “Inadequate Strain Relief” to “Less than 3-point contact”, added “no contact” cross section	
12-4-03	4.3.5-4	Remove 1 mm max gap requirement	
12-4-03	4.4.4-3	Changed crimp geometry reference to “Appendix E 6-8”	
12-4-03	Table 5.1	Remove reference to “Conductor Crimp Lock (top), change Crimp Geometry reference to “Appendix E 6-8”	
12-4-03	5.1.1	Deleted the redundant word “that”	
12-4-03	5.1.2	Removed	
12-4-03	5.2.1	Added wording to remove cross section requirement for sonic weld applications	
12-4-03	Appendix C	Added “PTO – Pull Test Only”	
12-4-03	Tables D-1 and D-2	Corrected terminal material resistivity and accept limits	
1-8-04	3.1, 3.2, 3.10	ISO TS-16949 was QS-9000, AIAG web site added	
1-8-04	Table 5.1	Mean-3s>Limit was –3s>Limit	
1-8-04	4.5.3.2-2	Re-worded to allow 75 mm length	
1-8-04	4.5.3.2-4 4.5.3.4-5	Measuring point C was D	
1-26-04	3.4	Revised Test Tolerances	
1-26-04	1	Item 8 added	
6/2008	1	Modified scope statement (paragraph 2).	
	1	Added warning note	
	1.1.1	Changed text	
	2.1	Modified text	
	3.3	Modified note	
	3.6	Modified table	
	3.10	Text change	
	4.2.5 - 4	Modified cut off and burr requirement	
	4.2.5-9 c.	Modified seal visual requirement	
	4.3.5-1	Graphics description modified and note added	
	4.3.5-2a	Changed text	
	4.3.5.3	Changed text, moved grip	
	4.4.1	Added notes	
	4.4.3	Modified sample size requirement , added note	
	Table 4.4.5	Added wire sizes and Notes, Modified table	
	4.5.1.3-8 a	Modified value	
	4.5.1.3-8 b	Modified procedure	
	4.5.1.5	Added note	
	Figure 4.5.2.4	Modified diagram	
	4.5.2.5	Added note	
	4.5.3.2-1	Modified note	
	4.5.3.5	Deleted text, added note	
	4.5.4.2	Added note	
	4.5.4.4-f	Changed text	

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	4.5.4.5	Added note	
	4.5.5.2	Added note	
	4.5.5.5	Changed text and added note	
	4.5.6	Added voltage drop section	
	Table 5.1	Added note	
	5.2.2	Added high temperature special application	
	5.3.2	Added footnote	
	5.3.4	Changed text	
	5.3.5	Removed	
	Appendix A	Added wire sizes to table A-1	
	Appendix A B.- 7.	Changed text	
	Appendix A B.- 9.	Added note	
	Appendix C	Added PEV	
	Appendix D	Revised tables D1 and D2	
	Appendix E-1	Added “Anvil Flats”	
	Table E-1	Added Tolerance and note	

From: Parrish, Kirk (K.A.)
Sent: Thursday, December 04, 2014 5:11 PM
To: Ronzi, Bill (W.C.); Opolsky, Norman (N.H.)
Cc: Hartwig, Tom (I.T.); Stanley, Daniel (D.J.); Dixon, Mark (M.R.)
Subject: RE: DPF testing

I picked up one of the parts from dyno and ran it on one of our test vehicles. The part came from VIN: 1FT8W3BT7FE[redacted] According to the verbatims on the sheet that came with the unit the customer received the "Pull Over Safely Light". I believe this referring to the "Stop Safely Now" message that comes up for an overtemp event. The can on this part had the blue discoloration that indicates that it did get hot. When I ran it through a service regeneration on my test vehicle the regen temperatures were normal. I left the part on the test vehicle and as far as I know it is still functioning properly.

I picked up another part from Tenneco a couple of weeks ago from VIN: 1FT7W2BT0F[redacted] That part I had our technicians backflow shop air through and then install onto a test vehicle. I then ran a service regen on it and it did get hotter than normal but was able to complete the regeneration. That part we have stored with our other development parts. Let me know if I should return it to Tenneco.

Sincerely,
Kirk A. Parrish
Supervisor
Diesel Aftertreatment Temperature Control
(313)805-0162
kparrish@ford.com

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From: Ronzi, Bill (W.C.)
Sent: Tuesday, December 02, 2014 4:50 PM
To: Opolsky, Norman (N.H.)
Cc: Hartwig, Tom (I.T.); Parrish, Kirk (K.A.); Stanley, Daniel (D.J.); Dixon, Mark (M.R.)
Subject: RE: DPF testing

Tom is on vacation but I believe he said that there's one part that's been ready/waiting for testing.

From: Opolsky, Norman (N.H.)
Sent: Tuesday, December 02, 2014 4:42 PM
To: Ronzi, Bill (W.C.)
Subject: RE: DPF testing

I don't have any parts

From: Ronzi, Bill (W.C.)
Sent: Tuesday, December 02, 2014 4:39 PM
To: Opolsky, Norman (N.H.)
Cc: Parrish, Kirk (K.A.); Stanley, Daniel (D.J.); Dixon, Mark (M.R.)
Subject: DPF testing

Hi Norm, Any luck with the DPF testing at dyno?

Thanks,
Bill

From: Leese, Alvin (A.)
Sent: Wednesday, October 23, 2013 12:09 PM
To: Goodwin, William (W.R.)
Subject: RE: DRAFT REVIEW: Safety Recall 13S10 - F-Super Duty 6.7L Ambulance Package - EGT Sensor Replacement

Thanks

From: Goodwin, William (W.R.)
Sent: Tuesday, October 22, 2013 8:10 PM
To: Leese, Alvin (A.)
Subject: RE: DRAFT REVIEW: Safety Recall 13S10 - F-Super Duty 6.7L Ambulance Package - EGT Sensor Replacement

With the torque added, it looks fine to me.

Regards,
Bill Goodwin
Powertrain Sensors Technical Specialist
Powertrain Calibration Controls NVH [PCCN]
Ford Motor Company / Building #2 / 22B19
E-mail: wgoodwin@ford.com
Tel: (313) 805-9111
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: Leese, Alvin (A.)
Sent: Tuesday, October 22, 2013 8:48 AM
To: Lang, Gary (G.C.); Drewicz, Susanne (S.T.); Pinkerton, Donna (D.K.); Rivera, Santos (S.); Roberts, Michael (M.J.); Wooten, Richard (R.L.); Healey, Basil (P.B.); Thompson, Rodney (R.O.); Opolsky, Norman (N.H.); Goodwin, William (W.R.)
Cc: Catalano, Martino (M.); Philliben, Agnes (.); Hagemans, Robert (R.G.); Perry, Phil (P.J.); Collard, Brian (B.J.); Felker, Kelli (K.F.); Centa, John (J.R.); Krein, Bradley (L.); Frommann, Mike (M.W.); Muter, Doreen (D.J.); Hansen, Thayne (T.); Welch, Sharon (S.L.)
Subject: DRAFT REVIEW: Safety Recall 13S10 - F-Super Duty 6.7L Ambulance Package - EGT Sensor Replacement
Importance: High

Your approval/concurrence is required to publish Safety Recall 13S10: Certain 2011 and 2012 Model Year F-Super Duty Vehicles built with 6.7L Engine and Ambulance Package – Exhaust Gas Temperature Sensor Replacement

Please review the dealer letter, customer letter, and tech instructions and provide your approval/concurrence to me with any changes and comments by 8 AM tomorrow morning (Wednesday 10/23/2013), thank you.

Please respond to this e-mail even if you do not have any comments or suggestions.

This program is scheduled to be posted to FMCDealer on October 29, 2013.

<< File: 13X46 Super Duty EGT Replace_D2.pdf - Adobe Reader.pdf >> << File: 13S10 DEALER BULLETIN - EGT Sensor.doc >> << File: 13S10 OWNER LETTER - EGT Sensor.doc >>

Al Leese
Recall and Service Programs
(313) 248-1125

From: Goebelbecker, Michael (M.S.)
Sent: Thursday, May 01, 2014 12:07 PM
To: Bogema, John (P.); Murray, Iain (I.)
Subject: RE: EGT "AND-ing" for MY11/12

Currently looking like an R06 SW component John,
I have just had a discussion with DAT team to submit to FDEC as they had only created file for Classic.
The original Etracker only had P473 listed on the etracker. I added H567 and P558 to the etracker program line this week and re-engaged DAT.

Michael Goebelbecker
Diesel Controls Supervisor
Powertrain Calibration Controls NVH [PCCN]
Mobile: 1-313-805-0756
E-mail: mgoebelb@ford.com

From: Bogema, John (P.)
Sent: Thursday, May 01, 2014 6:59 AM
To: Murray, Iain (I.); Goebelbecker, Michael (M.S.)
Subject: RE: EGT "AND-ing" for MY11/12

Do we know what Fdec version this will appear in?

- John Bogema

-----Original Message-----
From: Murray, Iain (I.)
Sent: Thursday, May 01, 2014 03:22 AM Eastern Standard Time
To: Bogema, John (P.); Goebelbecker, Michael (M.S.)
Subject: RE: EGT "AND-ing" for MY11/12

Hi John,
It is in Bosch rather than DAT. This was implemented this for P473 and it needs to be carried back to all FDEC as well. It means that if you have 2 EGTs downstream of the DPF (Scorpion chassis cert) then both sensors have to read high before it goes into the overheat state and ultimately shuts the vehicle down. The etracker Norm raised covers the DAT implementation.
Thanks
Iain

From: Bogema, John (P.)
Sent: 29 April 2014 13:21

RQ14-005 000436 ER

To: Goebelbecker, Michael (M.S.); Murray, Iain (I.)
Subject: FW: EGT "AND-ing" for MY11/12

Is there a software plan for FDEC to incorporate the anding for EGTs for temp shutdown when possible?

Specifically looking for P558 and V363N incorporation.

John P. Bogema
Manager, Diesel Feature Calibration and Calibration Tools
Office Bldg 2 – 22K08
20000 Rotunda Drive
Dearborn, MI 48124
Ph. 313.805.4942
Mail jbogema@ford.com

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From: Opolsky, Norman (N.H.)
Sent: Monday, January 13, 2014 12:49 PM
To: Bogema, John (P.)
Subject: EGT "AND-ing" for MY11/12

I thing you were asking about this (EGT 'And-ing' for Dyno Cert):

http://etracker.ford.com/Apps/AddIssues/EditIssue.asp?IssueID=12202977&ProjectID=GCTDR

We have the 510 sw and Shekhar is being requested to calibrate/verify.

Norman H. Opolsky, Supervisor; Diesel Calibration, mobile 1-313-805-0168

==========
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==========

From: Bushman, Thomas (T.S.)
Sent: Tuesday, September 03, 2013 10:01 PM
To: Phillips, Michelle (M.R.)
Cc: Moylan, James (J.J.); Rinkevich, Daniel (D.J.); Sonat, Ibrahim (I.); Johnson, Seth (S.); Wagers, Sue (S.K.); Philbin, Jeff; Hutchinson, Rob (R.); McDonagh, Scot (S.M.)
Subject: RE: EGT - Open Found with "Tapping" Test - Can You Call Dealer

Michelle – would you mind double checking to see what the status is on this returned parts requests for VIN:

1FT8W3BT8DE[redacted]

Thanks!

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: Wagers, Sue (S.K.)
Sent: Tuesday, September 03, 2013 5:36 PM
To: Philbin, Jeff; Bushman, Thomas (T.S.); Hutchinson, Rob (R.); McDonagh, Scot (S.M.)
Cc: Moylan, James (J.J.); Rinkevich, Daniel (D.J.); Sonat, Ibrahim (I.); Johnson, Seth (S.)
Subject: RE: EGT - Open Found with "Tapping" Test - Can You Call Dealer

I checked for a tag – 271271991 - and it tagged under the Stoneridge request so it should be sent directly to you (looks like it's under Brady's name with Lexington OH address.) It doesn't have a tracking number yet so dealer hasn't shipped it. When it does there'll be a UPS or Fedex tracking number so you can be ready for it.

Tom, you guys want to call dealer and ask him to ship as soon as possible?

Sue Wagers
Supervisor - gPCSE Quality
Global Powertrain Controls Systems Engineering
Dearborn - Building 2 Room 22G20
E-mail swagers@ford.com
Tel: (313) 805 7177
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: Philbin, Jeff [mailto:Jeff.Philbin@stoneridge.com]
Sent: Tuesday, September 03, 2013 5:17 PM
To: Bushman, Thomas (T.S.); Hutchinson, Rob (R.); McDonagh, Scot (S.M.)
Cc: Moylan, James (J.J.); Wagers, Sue (S.K.); Rinkevich, Daniel (D.J.); Sonat, Ibrahim (I.); Johnson, Seth (S.)
Subject: RE: EGT - Open Found with "Tapping" Test - Can You Call Dealer

Rob:

RQ14-005 000438 ER

Do you know how the part below will be returned – direct to our plant or through engineering?

I want to make sure we catch it when it comes in. I have notified the plant to look for it.

Thank you.

Jeffrey Philbin

From: Bushman, Thomas (T.S.) [mailto:tbushman@ford.com]
Sent: Saturday, August 31, 2013 11:35 AM
To: Hutchinson, Rob (R.); McDonagh, Scot (S.M.); Philbin, Jeff
Cc: Moylan, James (J.J.); Wagers, Sue (S.K.); Rinkevich, Daniel (D.J.); Sonat, Ibrahim (I.); Johnson, Seth (S.)
Subject: RE: EGT - Open Found with "Tapping" Test - Can You Call Dealer

Rob – excellent job getting these details.

Jeff – we'll need to do an XRAY check on this EGT when it comes back - please keep an open assignment follow-up on 1FT8W3BT8DE[redacted]

Thanks.

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: Hutchinson, Rob (R.)
Sent: Wednesday, August 28, 2013 12:09 PM
To: Bushman, Thomas (T.S.)
Cc: Moylan, James (J.J.); Wagers, Sue (S.K.); Rinkevich, Daniel (D.J.); Sonat, Ibrahim (I.); McDonagh, Scot (S.M.); Johnson, Seth (S.)
Subject: RE: EGT - Open Found with "Tapping" Test - Can You Call Dealer

Dan McGuire – Vehicle Owner
Mike Wagner - Technician

Mike states he was tapping on the Pipe, around the sensor, but not the sensor body or hardshell. He quoted scripture… PPT RC6… Tap lightly around the sensor to simulate road shock…

Rob Hutchinson

Quality Analyst GPCSE Sensors

Global Powertrain Controls Systems Engineering
Dearborn - Building 2 Room 22J07
1-313-845-1113
rhutch13@ford.com

From: Bushman, Thomas (T.S.)
Sent: Wednesday, August 28, 2013 11:53 AM
To: Hutchinson, Rob (R.)
Cc: Moylan, James (J.J.); Wagers, Sue (S.K.); Rinkevich, Daniel (D.J.); Sonat, Ibrahim (I.); McDonagh, Scot (S.M.); Johnson, Seth (S.)
Subject: EGT - Open Found with "Tapping" Test - Can You Call Dealer

Rob – could you please call this dealer and ask to speak with the Repair Technician that repaired this unit? He said he discovered a signal bounce while doing the "tapping" test on EGT #3... can you please ask him what was he tapping around under the vehicle. Was he tapping the EGT Body, or was it the hard shell connector?

Thanks

Server: **AWS Prod**
Claims loaded through: **27-AUG-2013**

Claim Detail Report



Note: All costs are in US dollars
Model Year = 2013; **Claim Key** = 2906954

Vehicle Information

Model Year:	2013
Market Derived:	F - FORD
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)
Version/Series:	T/CD-350 SERIES
Drive Type:	T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line:	T/FA-P473 SUPER DUTY [11-14]
Warranty Start Date:	18-JUN-2013
Production Date:	17-MAY-2013
VIN:	1FT8W3BT8DE[redacted]

Claim Information

Document Number:	02769701
Repair Date:	27-AUG-2013
Distance:	6878
TIS:	3
AWS Load Date:	27-AUG-2013

Dealer Information:

Dealer Name	HELFMAN FORD, INC.
Dealer Code:	04587 - *

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00

Address:	12220 SOUTHWEST FWY	Labor Cost:	93.40
City:	STAFFORD	Misc. Expense Amount:	.00
State:	TX Zip Code:77477	Part Markup Amount:	8.93
Country:	USA Region Code: NA	Material Cost:	31.26
Phone:	(281)240-3673	Total Cost Gross:	124.66



Cust. Concern Code: D50 - OTHER ENGINE TROUBLES

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: PERF PCM SELF TEST,RETRIEVED CONT DTC P242B,CK FOR APPLICABLE TSBS,NONE FOUND. PERF PPT RC1-YES,RC2-NO,RC3-YES,RC4-NO,RC5-NO(EGT1-425,EGT2-420,EGT3- 435,EGT4-445),RC6-YES(MONITORED EGT PIDS WHILE TAPPING AROUND EGT SENSORS,FOUND EGT3 JUMPING TO 2.5KOHM DURING TEST),RPL EGT SENSOR #3 PER PPT,CLEARED DTC,RETEST,ROADTEST,WORKING TO FACT SPEC AT THIS TIME. FAIL PART-5J213,MILEAGE OUT-6882.

Customer Comment: AMBER CHECK ENGINE LIGHT COMING ON AND HAS A LOSS OF POWER



Labor Op Code	Labor Op Description	Labor Op Cost
12650D45D		28.02
12650D68		28.02
12650D80D		9.34
12650DD		18.68
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	9.34



Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	Part CPSC	Extended Quantity	Extended Amount
Y	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	031403	1	31.26



DTC Sections: **Mil. Light On** = N

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
Y	KC	P242B	EXHAUST GAS TEMPERATURE SENSOR CIRCUIT	40	EXH GAS SENSOR(COMPONENT)

RANGEPERFORMANCE
(BANK 1 SENSOR 3)



Any comments? You can contact
<< OLE Object: Picture (Device Independent Bitmap) >> *webmaster*

7937

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: Oyafuso, Kevin (K.G.)
Sent: Friday, August 30, 2013 7:22 PM
To: Rinkevich, Daniel (D.J.); Dixon, Mark (M.R.); Bushman, Thomas (T.S.); McDonagh, Scot (S.M.); Wagers, Sue (S.K.)
Subject: RE: EGT 6-Panel Updated with 3-MIS Warranty Curves

I can take lead but I will need extra time with the diesel applications. It will be like learning a foreign language:

Exh_tOxiCatUsB1 EGT11
Exh_tOxiCatDsB1 EGT12
Exh_tPFltUs EGT13
Exh_tPFltDS EGT14

From: Rinkevich, Daniel (D.J.)
Sent: Friday, August 30, 2013 2:40 PM
To: Dixon, Mark (M.R.); Oyafuso, Kevin (K.G.); Bushman, Thomas (T.S.); McDonagh, Scot (S.M.); Wagers, Sue (S.K.)
Subject: RE: EGT 6-Panel Updated with 3-MIS Warranty Curves

Kevin,
I got the ControlTech Data Recorder to do that. We should build from the VOCF file. I spoke with Ace about this before our class. Can you take lead on this?

Dan Rinkevich
Powertrain Quality
Desk: (313) 322-3653
Cell: (313) 676-9572

-----Original Message-----
From: Dixon, Mark (M.R.)
Sent: Friday, August 30, 2013 01:56 PM Eastern Standard Time
To: Oyafuso, Kevin (K.G.); Bushman, Thomas (T.S.); Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Wagers, Sue (S.K.)
Subject: RE: EGT 6-Panel Updated with 3-MIS Warranty Curves

Kevin, this would be a 2013 MY 6.7L. Scot has the vehicle to check the

module ID. We should get returned EGTs on all of our 6.7L test trucks

with data recorders (can use the data recorder from the 1.6L Escape).

May have to work with Ace to determine if there is more than the EGT temp

RQ14-005 000443 ER

parameter we should be recording.

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

From: Oyafuso, Kevin (K.G.)

Sent: Friday, August 30, 2013 12:36 PM

To: Dixon, Mark (M.R.); Bushman, Thomas (T.S.); Rinkevich, Daniel (D.J.);

McDonagh, Scot (S.M.); Wagers, Sue (S.K.)

Subject: RE: EGT 6-Panel Updated with 3-MIS Warranty Curves

I might need some help, the last time I tried programming a diesel app it

wasn't fun. Looks like I can pull the parameter list (ford strategy) if

this is later model diesel. Can someone get a module ID or get me into the

truck for 15min?

From: Dixon, Mark (M.R.)

Sent: Friday, August 30, 2013 11:21 AM

To: Bushman, Thomas (T.S.); Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.);

Oyafuso, Kevin (K.G.); Wagers, Sue (S.K.)

Subject: RE: EGT 6-Panel Updated with 3-MIS Warranty Curves

Scot, is the vehicle you are running with warranty returned EGTs equipped

with a data recorder? We should have a data recorder set up to trigger on

out of range temp values and "discontinuous" changes in EGT temp.

Capturing an event on the recorder in vehicle is the first step to reproducing in the lab to get to root cause (as we learned with the Escape MAP issue).

Waiting around for a MIL could take some time.

Kevin, you see any issues setting up this type of trigger on a 6.7L unit?

From: Bushman, Thomas (T.S.)

Sent: Friday, August 30, 2013 10:53 AM

To: Dixon, Mark (M.R.); Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.)

Subject: RE: EGT 6-Panel Updated with 3-MIS Warranty Curves

It is over 10% of our warranty - we need to get this figured out.

Regards,

Thomas S. Bushman

P473 Powertrain Engineering Supervisor

Kentucky Truck Assembly Plant

(502)339-3941 or (757)435-7442

From: Dixon, Mark (M.R.)

Sent: Friday, August 30, 2013 10:41 AM

To: Bushman, Thomas (T.S.); Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.)

Subject: RE: EGT 6-Panel Updated with 3-MIS Warranty Curves

With the exception of a couple of spikes in 2012 MY (probably RTD weld issues), looks like we have really not improved EGT R/1000 for 2013 MY. Continue to see a ton of EGT spend for 2011/12 MY.

Dan, I sent you the 2011/12 MY higher TIS claims that are driving our spend. May be some tech verbatims that could shed light on what is going on in the field.

From: Bushman, Thomas (T.S.)

Sent: Friday, August 30, 2013 10:26 AM

To: Sonat, Ibrahim (I.); Rinkevich, Daniel (D.J.); Kue, Ace (K.)

Cc: Dixon, Mark (M.R.)

Subject: EGT 6-Panel Updated with 3-MIS Warranty Curves

Ibrahim / Dan / Ace - this is a more recent 6-Panel - please use this one instead of the last one I sent to you.

<< File: DMAIC - 6-Panel - EGT Sensor -

Rinkevich_Bushman_Sonat(08-29-13).ppt >>

Regards,

Thomas S. Bushman

P473 Powertrain Engineering Supervisor

Kentucky Truck Assembly Plant

(502)339-3941 or (757)435-7442

From: Taylor, Perry (P.A.)
Sent: Wednesday, November 05, 2014 7:39 PM
To: Kingston, Julie (J.)
Cc: Dixon, Mark (M.R.)
Subject: RE: EGT Crimp Laser Welding Project

When you ask, "Who needs to approve so that we can take this to the next step", do mean to get the project out of "UNDER INVESTIGATION" or to actually get the supplier to start laser welding.

To get the BSAQ project moving, we just need the VRT leader (James Roberts) to assess. Of course there are workarounds for that as well.

As far as entering R/1,000 and CPU, there is no reason why we cannot do that now—project has to be out of UNDER INVESTIGATION to be visible to glide path predictions.

Perry A. Taylor

PVT Powertrain

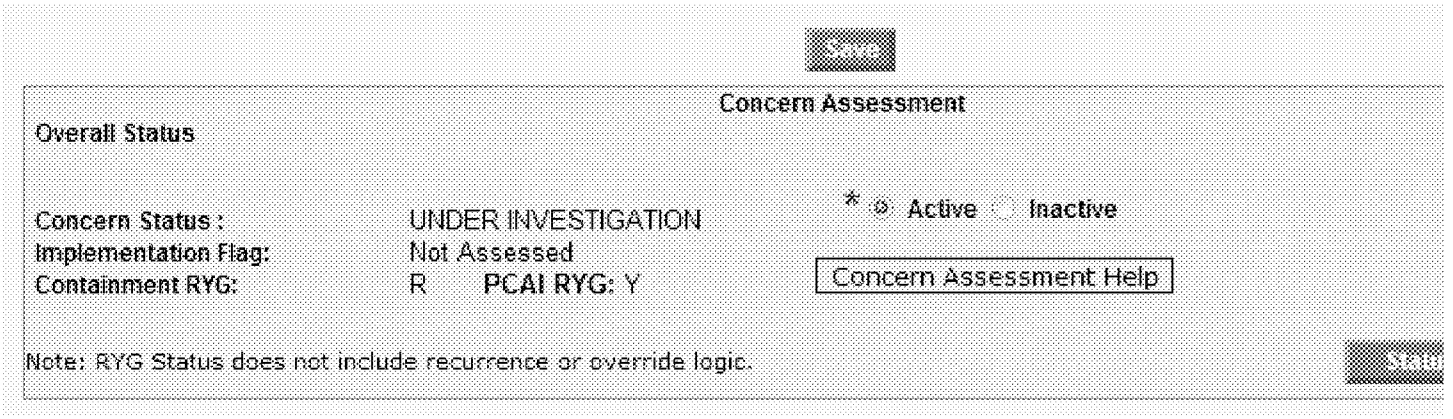
Kentucky Truck Plant – Super Duty

Cell Phone: (313) 805-5182
Desk Phone: (502) 429-2702
Fax: (502) 429-2111
PTAYLOR8@ford.com

From: Kingston, Julie (J.)
Sent: Wednesday, November 05, 2014 2:05 PM
To: Taylor, Perry (P.A.)
Cc: Dixon, Mark (M.R.)
Subject: EGT Crimp Laser Welding Project

Perry,

Who needs to approve so that we can take this to the next step. Would like to get the R/1000, CPU values into the project and glidepath.



Sincerely,

Julie Kingston
Powertrain Quality
Ford Motor Company
Building 3 / 2E157
(313) 323 - 9092
mailto:jkingst8@ford.com

From: Goodwin, William (W.R.)
Sent: Wednesday, February 05, 2014 8:25 AM
To: Bailey, Owen (O.R.)
Subject: RE: EGT For Ambulance and other population

John Bogema has been reviewing the key potential functionality changes, there's a key story that many of the vehicles will be getting a reflash due to an SCR issue and we hope that this update will then provide the backup functionality. If I understand it correctly, the EGT improvement portion should be available late this month.

Regards,
Bill Goodwin
Powertrain Sensors Technical Specialist
Powertrain Calibration Controls NVH [PCCN]
Ford Motor Company / Building #2 / 22B19
E-mail: wgoodwin@ford.com
Tel: (313) 805-9111
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: Bailey, Owen (O.R.)
Sent: Wednesday, February 05, 2014 12:25 AM
To: Goodwin, William (W.R.)
Subject: EGT For Ambulance and other population

Bill,
Attached is a summary item from Phil's hot topic list. As you can see he is carrying the EGT3 issue. What is our proposed actions and timing for the non-ambulance items?
Thanks.

Exhaust gas temp sensor EGT3 for P473 dyno – no signal resulting in shutdown as planned. F/U for the rest of population impact – OB. When will we review this status and projection? OB

Owen Bailey
Assistant Chief Engineer & Gasoline Software Manager – Powertrain Controls
Powertrain Calibration Controls NVH [PCCN]
Building 2
Room 22K23
E-mail obailey@ford.com
Tel: 313-248-8118
Mob: 313-805-7847
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: Kue, Ace (K.)
Sent: Wednesday, August 07, 2013 1:23 PM
To: Johnson, Seth (S.); Rinkevich, Daniel (D.J.)
Cc: Bogema, John (P.)
Subject: RE: EGT Freeze frame folder

Yes, the code that illuminated the MIL first will have its FF data reported.
The FF data will get replaced if the a fuel or misfire code illuminate the MIL.

Ace K. Kue
Diesel OBD Calibration Technical Specialist
Phone: (313) 805-5431 Email: akue@ford.com
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From: Johnson, Seth (S.)
Sent: Tuesday, August 06, 2013 10:32 AM
To: Kue, Ace (K.); Rinkevich, Daniel (D.J.)
Cc: Bogema, John (P.)
Subject: RE: EGT Freeze frame folder

Ace,

For the ones listed as "FF Data is not (DTC)" is that because there is likely another code in the system that overwrote the freeze frame for the EGT DTC?

Seth H. Johnson
Diesel Commodity Concern Engineer
1700 Fairlane Business Drive - DSC 1
Phone: (313)-390-6051
SJOHN274@Ford.com

From: Kue, Ace (K.)
Sent: Tuesday, August 06, 2013 10:16 AM
To: Rinkevich, Daniel (D.J.)
Cc: Bogema, John (P.); Johnson, Seth (S.)
Subject: RE: EGT Freeze frame folder

<< File: SuperDuty 2013 MY - EGT DTCs assessment.xlsx >>
See my comment

Ace K. Kue
Diesel OBD Calibration Technical Specialist
Phone: (313) 805-5431 Email: akue@ford.com

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From: Rinkevich, Daniel (D.J.)
Sent: Tuesday, August 06, 2013 9:36 AM
To: Kue, Ace (K.)
Cc: Bogema, John (P.); Johnson, Seth (S.)
Subject: FW: EGT Freeze frame folder

Ace,
There have been a lot of instances where P200C/P200E codes have set and the freeze frame data looks okay. Can you please look into the code and explain why this could happen? It sounds like a software error.

Seth,
Can you please provide the actual freeze frame data from these events?

Dan Rinkevich
Powertrain Quality
(313) 32-23653 (Desk)
(313) 676-9572 (Cellular)

From: Johnson, Seth (S.)
Sent: Friday, August 02, 2013 9:19 AM
To: Rinkevich, Daniel (D.J.)
Subject: EGT Freeze frame folder

Dan,

Here is the folder that contains the reports where a P200E/P200C code set but the freeze frame was reported as "in-range:" usually 400-600 degrees when the TSB calls out 850. Just trying to figure out more information on why the codes would set within the normal range per the TSB.

<< File: EGTsensors.xlsx >>
Thanks,

Seth H. Johnson
Diesel Commodity Concern Engineer
1700 Fairlane Business Drive - DSC 1
Phone: (313)-390-6051
SJOHN274@Ford.com

From: Dihle, Ken (K.M.)
Sent: Thursday, December 11, 2014 3:54 PM
To: Dixon, Mark (M.R.); McDonagh, Scot (S.M.); Philbin, Jeff; Rinkevich, Daniel (D.J.); Taylor, Perry (P.A.)
Subject: RE: EGT Laser Weld Samples

~2400 miles on 301T046 also with no issues

Ken Dihle
Senior Product Development Engineer
PTIM Quality Engineering
x81101

From: Dixon, Mark (M.R.)
Sent: Thursday, December 11, 2014 10:44 AM
To: McDonagh, Scot (S.M.); Philbin, Jeff; Rinkevich, Daniel (D.J.); Taylor, Perry (P.A.); Merrell, Robert (R.J.); Dihle, Ken (K.M.)
Subject: RE: EGT Laser Weld Samples

Jeff, I'm pretty sure no one driving the new sensors have set a MIL (addressees can confirm)

Dan, would it make sense to do a key on temp check on the vehicles that have been running to confirm no temperature shift?

From: McDonagh, Scot (S.M.)
Sent: Thursday, December 11, 2014 10:15 AM
To: Philbin, Jeff; Dixon, Mark (M.R.); Rinkevich, Daniel (D.J.)
Subject: RE: EGT Laser Weld Samples

No issues with test vehicle 301T088. ~2400 miles to date

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

From: Philbin, Jeff [mailto:Jeff.Philbin@stoneridge.com]
Sent: Thursday, December 11, 2014 9:41 AM
To: Dixon, Mark (M.R.); Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.)
Subject: EGT Laser Weld Samples

ALL:

For a quick check – do you have any feedback / information on the Laser Weld EGTs you are running on engineering vehicles?

Just confirming that all is still running OK, and checking if you have any estimated mileage these may have run.

Thanks!

Jeffrey Philbin
Stoneridge, Inc
28001 Cabot Drive, Suite 100, Novi, MI
248-324-3856 Office 248-469-9942 Cell
Jeffrey.philbin@stoneridge.com | www.stoneridge.com

From: Pusta, Ionut (I.)
Sent: Friday, October 10, 2014 1:36 PM
To: Johnson, Seth (S.)
Cc: Chacon, Jose (A.); Glennie, Chad (C.); Hale, Curt (B.C.)
Subject: RE: EGT Location SSM 12044 and SSM 44350

Seth,

I still think that we need the SSM 44350 active, to inform technicians about the Job Aid and the differences in the EGT sensor location.

We should not need the SSM updated for 2015 because the WSM is correct and the system has not changed in the last 3 model years.

It looks like the SSM 12044 just needs to be deleted because the information is covered in the SSM 44350.

Ionuţ (John) Pusta

Section Leader – Technical Service Hotline
Diesel Commodity SME - Technical Service Hotline
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
1(313)317-9298

From: Johnson, Seth (S.)
Sent: Wednesday, October 08, 2014 12:27 PM
To: Pusta, Ionut (I.)
Cc: Chacon, Jose (A.); Glennie, Chad (C.); Hale, Curt (B.C.)
Subject: RE: EGT Location SSM 12044 and SSM 44350

John,

With all the recent work done with the RAPs on EGT sensor location and notes in the WSM, do we need either of these SSMs active any longer? With the long term goal of an SSM being that the information ends up in publications, has that not been achieved in this case?

Regards,

Seth H. Johnson

Diesel/Hybrid/Gasoline Commodity Engineer
1700 Fairlane Business Drive - DSC 1
Phone: (313)-390-6051
SJOHN274@Ford.com

From: Pusta, Ionut (I.)
Sent: Wednesday, October 08, 2014 12:04 PM
To: Johnson, Seth (S.)
Cc: Pusta, Ionut (I.); Chacon, Jose (A.); Glennie, Chad (C.); Hale, Curt (B.C.)
Subject: EGT Location SSM 12044 and SSM 44350

RQ14-005 000455 ER

Seth,

We have 2 SSMs 12044 for 2011-2012MY and 44350 for 2011-2014MY that have redundant information about EGT sensor locations.

Can we delete SSM 12044 because the 2011-2012MY info is included in SSM 44350?
Should the SSM 44350 be updated for 2015MY?

Thank you in advance

Ionuţ (John) Pusta

Section Leader – Technical Service Hotline
Diesel Commodity SME - Technical Service Hotline
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
1(313)317-9298

From: Philbin, Jeff <Jeff.Philbin@stoneridge.com>
Sent: Monday, April 28, 2014 9:33 PM
To: Dixon, Mark (M.R.); Hutchinson, Rob (R.); McDonagh, Scot (S.M.); Rinkevich, Daniel (D.J.)
Cc: Wagers, Sue (S.K.)
Subject: RE: EGT Repair

Mark:

Sorry responding so late – the sensor date code is 18Dec2013 – consistent with Vehicle Build Date.

Thanks.

Jeffrey Philbin

From: Dixon, Mark (M.R.) [mailto:mdixon@ford.com]
Sent: Monday, April 28, 2014 11:06 AM
To: Philbin, Jeff; Hutchinson, Rob (R.); McDonagh, Scot (S.M.); Rinkevich, Daniel (D.J.)
Cc: Wagers, Sue (S.K.)
Subject: RE: EGT Repair

Jeff, thanks for getting back on this analysis.

Is the sensor date code consistent with a vehicle production date of January. 2014?

From: Philbin, Jeff [mailto:Jeff.Philbin@stoneridge.com]
Sent: Monday, April 28, 2014 10:58 AM
To: Dixon, Mark (M.R.); Hutchinson, Rob (R.); McDonagh, Scot (S.M.); Rinkevich, Daniel (D.J.)
Subject: RE: EGT Repair

ALL:

The part below is still in analysis, but from our bench testing – it did fail for an open circuit as received. There were no obvious external issues (wire, connector, etc). This part is continuing through our evaluation process.

We can provide more info when analysis is complete.

Thank you.

Jeffrey Philbin

From: Dixon, Mark (M.R.) [mailto:mdixon@ford.com]
Sent: Thursday, April 24, 2014 3:22 PM
To: Hutchinson, Rob (R.); McDonagh, Scot (S.M.); Rinkevich, Daniel (D.J.); Philbin, Jeff
Subject: RE: EGT Repair

Jeff, would be great if I could get at least a preliminary inspection report on this sensor. Our case with our electrical team that these EGT DTCs are caused by connector crimps is weakened with every claim we get after the Dec 15 clean date.

We are meeting with the electrical team Monday afternoon – would be very helpful to have the inspection results on this sensor by then.

Thanks.

From: Hutchinson, Rob (R.)
Sent: Thursday, April 24, 2014 11:42 AM
To: McDonagh, Scot (S.M.); Rinkevich, Daniel (D.J.); Dixon, Mark (M.R.); Johnson, Seth (S.)
Cc: Philbin, Jeff (Jeff.Philbin@stoneridge.com)
Subject: RE: EGT Repair

Jeff Must have it!

Dear Customer,

This notice serves as proof of delivery for the shipment listed below.

Tracking Number:
[redacted]
Service:
UPS Ground
Weight:
1.00 lb
Shipped/Billed On:
04/17/2014
Delivered On:
04/21/2014 10:13 A.M.
Delivered To:
MANSFIELD, OH, US
Signed By:
ARNOLD
Left At:
Office

Thank you for giving us this opportunity to serve you.

Sincerely,

UPS

Rob Hutchinson

Quality Analyst Sensors / Aux Modules
Powertrain Controls
Dearborn - Building 2 Room **24B32**
1-313-85-1113
rhutch13ford.com
<< OLE Object: Picture (Device Independent Bitmap) >>

"It is difficult to free fools from the chains they revere" - Voltaire

---

From: McDonagh, Scot (S.M.)
Sent: Thursday, April 24, 2014 11:23 AM
To: Rinkevich, Daniel (D.J.); Dixon, Mark (M.R.); Johnson, Seth (S.); Hutchinson, Rob (R.)
Subject: RE: EGT Repair

Let's hold off on SSM release. We can acquire matched set Sensors & Pigtails during FAV call back process. Lesson learned from our NOx Sensor/Module matched set SSM that drove warranty to unacceptable levels.

Rob- Can you confirm EGT for VIN 1FD0X5HTXEE[redacted]gged ? WPAC system is locking up my PC today

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

From: Rinkevich, Daniel (D.J.)
Sent: Thursday, April 24, 2014 11:16 AM
To: Dixon, Mark (M.R.); Philbin, Jeff (Jeff.Philbin@stoneridge.com); McDonagh, Scot (S.M.); Bushman, Thomas (T.S.); Dixon, Mark (M.R.); Johnson, Seth (S.); Roberts, James (J.B.); Taylor, Perry (P.A.)
Subject: RE: EGT Repair

Scott & Seth,
Can you please set up a FAV for Super Duty vehicles produced after 12/15/2014 with DTCS P2080, P0544, P2084, P2031, P242B, P242A, P246F, or P246E. Please include me, Rob Hutchinson, and yourselves on it. We need to understand what the technicians are seeing.

Can we also get an SSM and return tags in place for above parts to cut the sensor and connector together and return together?

Dan Rinkevich
Powertrain Quality
(313) 32-23653 (Desk)
(313) 676-9572 (Cellular)

From: Dixon, Mark (M.R.)
Sent: Thursday, April 24, 2014 11:02 AM
To: Philbin, Jeff (Jeff.Philbin@stoneridge.com); McDonagh, Scot (S.M.); Bushman, Thomas (T.S.); Rinkevich, Daniel (D.J.)
Subject: EGT Repair

Looks like we now have a 3rd EGT replacement after the Dec 15 clean date for the EGT connector crimp. VIN 1FD0X5HTXE[redacted]had EGT replaced for sensor 1 circuit codes P2080 and P0544. This was a January build with vehicle at 3 MIS.

Scot, can you confirm that this part tagged?

Mark Dixon
Powertrain Quality
Ford Motor Company
Building 2 / 24K36
mailto:mdixon@ford.com
Tel: (313) 805-7051

From: Opolsky, Norman (N.H.)
Sent: Wednesday, April 20, 2011 1:07 PM
To: Opolsky, Norman (N.H.); Roberts, John (J.)
Cc: Hapanowicz, Cathy (C.J.); Ahari, Homayoun (H.); Goode, Joseph (J.W.); Parrish, Kirk (K.A.); Leisenring, Kenneth (K.C.); Korpics, Frank (F.M.)
Subject: RE: EGT sensor location

er not DPC, DPF temp sensor

From: Opolsky, Norman (N.H.)
Sent: Wednesday, April 20, 2011 9:02 AM
To: Roberts, John (J.)
Cc: Hapanowicz, Cathy (C.J.); Ahari, Homayoun (H.); Goode, Joseph (J.W.); Parrish, Kirk (K.A.); Leisenring, Kenneth (K.C.); Korpics, Frank (F.M.)
Subject: EGT sensor location

Is the new location for post DPC on DC been approved? When is this change coming. Is there a diagram where the new location is moving from/to?

Cathy we'll need 8 Aftertreatment systems and we'll have to get 2 of them aged to FUL (which I believe is still 120K).

We'll need to recalibrate the burn model, exh overheat, component protection, and post-DPF control.

Frank, we may need to borrow more time in a cell than originally planned.

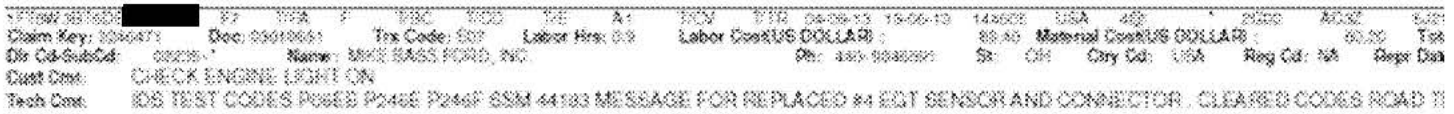
Norman H. Opolsky, Supervisor; Diesel Calibration, mobile 1-313-805-0168

==========
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==========

From: Austin, Aaron (A.A.)
Sent: Wednesday, September 18, 2013 12:52 PM
To: Bushman, Thomas (T.S.); Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Wagers, Sue (S.K.); Moylan, James (J.J.); Dixon, Mark (M.R.); Oyafuso, Kevin (K.G.); Kue, Ace (K.); Hamilton, Steven (S.C.); Johnson, Seth (S.); Caesar, Cynthia (C.L.); Sonat, Ibrahim (I.); Hutchinson, Rob (R.); Jeff.Philbin@stoneridge.com; Boone, Bill (W.P.); Bogema, John (P.); Teran, Roberto (R.); Xiao, Nian (N.); Mahoney, Mark (M.M.); 'Landis, Ron'; Blakely, Scott (S.R.); Williams, Brent (B.A.); Brackett, Tom (T.P.); Rembert, Shannon (S.A.); 'sfarrugia@lear.com'; Alvey, David (D.); Eis, Peter (P.R.); Walker, Timothy (T.)
Cc: Taylor, James (J.D.); Sparks, Douglas (D.S.)
Subject: RE: EGT Sensor Presentation Preview

All,

We received a warranty claim in AWS today for the SSM.



Aaron Austin
Electrical PVT Analyst
V18-Wiring & EDS Components
Kentucky Truck Plant
Cell: (502) 612-8087
FordNet: 429-3664
Desk: (502) 339-3664
aausti41@ford.com

From: Bushman, Thomas (T.S.)
Sent: Tuesday, September 17, 2013 8:17 AM
To: Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Wagers, Sue (S.K.); Bushman, Thomas (T.S.); Moylan, James (J.J.); Dixon, Mark (M.R.); Oyafuso, Kevin (K.G.); Kue, Ace (K.); Hamilton, Steven (S.C.); Johnson, Seth (S.); Caesar, Cynthia (C.L.); Sonat, Ibrahim (I.); Hutchinson, Rob (R.); Jeff.Philbin@stoneridge.com; Boone, Bill (W.P.); Bogema, John (P.); Teran, Roberto (R.); Xiao, Nian (N.); Mahoney, Mark (M.M.); 'Landis, Ron'; Blakely, Scott (S.R.); Williams, Brent (B.A.); Brackett, Tom (T.P.); Rembert, Shannon (S.A.); 'sfarrugia@lear.com'; Alvey, David (D.); Eis, Peter (P.R.); Austin, Aaron (A.A.); Walker, Timothy (T.)
Cc: Taylor, James (J.D.); Sparks, Douglas (D.S.)
Subject: RE: EGT Sensor Presentation Preview

Team – please find attached the latest EGT 6-Panel for Open Circuit:

<< File: DMAIC - 6-Panel - EGT Sensor - Open Circuit_ Rinkevich_Bushman_Sonat_(09-16-13).ppt >>

RQ14-005 000462 ER

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

-----Original Appointment-----
From: Rinkevich, Daniel (D.J.)
Sent: Monday, September 16, 2013 4:00 PM
To: Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Wagers, Sue (S.K.); Bushman, Thomas (T.S.); Moylan, James (J.J.); Dixon, Mark (M.R.); Oyafuso, Kevin (K.G.); Kue, Ace (K.); Hamilton, Steven (S.C.); Johnson, Seth (S.); Caesar, Cynthia (C.L.); Sonat, Ibrahim (I.); Hutchinson, Rob (R.); Jeff.Philbin@stoneridge.com; Boone, Bill (W.P.); Bogema, John (P.); Teran, Roberto (R.); Xiao, Nian (N.); Mahoney, Mark (M.M.); 'Landis, Ron'; Blakely, Scott (S.R.); Williams, Brent (B.A.); Brackett, Tom (T.P.); Rembert, Shannon (S.A.); 'sfarrugia@lear.com'; Alvey, David (D.); Eis, Peter (P.R.); Austin, Aaron (A.A.); Walker, Timothy (T.)
Subject: EGT Sensor Presentation Preview
When: Tuesday, September 17, 2013 8:00 AM-9:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx

Daniel Rinkevich invites you to an online meeting using WebEx.

WebEx meeting information

Meeting Number: 713 637 981
Meeting Link: https://ford.webex.com/ford/j.php?J=713637981
Meeting Password: This meeting does not require a password.

This meeting may include the option for video. The recording of meetings is prohibited. For company policies on using video click here:
https://comm.sp.ford.com/sites/digitalworker/Pages/HowiWorkItem.aspx?UCTitle=to%20use%20Video&UCID=&Page=2&Section=2.001

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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=245753272&tollFree=1
Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Access code:713 637 981

MC06

http://www.webex.com

From: Moylan, James (J.J.)
Sent: Monday, May 20, 2013 3:55 PM
To: McDonagh, Scot (S.M.); Bushman, Thomas (T.S.); Dixon, Mark (M.R.); Kue, Ace (K.); Hamilton, Steven (S.C.); Johnson, Seth (S.); Rinkevich, Daniel (D.J.)
Subject: RE: EGT Sensor Warranty

If you look at the wiring diagrams for 2012 versus 2013, they all count 1, 2, 3, & 4 from front to back. This is very confusing for a repairman, especially when they are going back and forth between model years.

My vote would be that we should update the document in the Service Tips section on PTS.


2012 2013 EGT locations.docx

James J. Moylan tcb
Kentucky Truck Plant
Powertrain PVT - Sr. Engineer
313-805-3887
><((((º>

From: McDonagh, Scot (S.M.)
Sent: Monday, May 20, 2013 10:48 AM
To: Bushman, Thomas (T.S.); Dixon, Mark (M.R.); Moylan, James (J.J.); Kue, Ace (K.); Hamilton, Steven (S.C.); Johnson, Seth (S.); Rinkevich, Daniel (D.J.)
Subject: RE: EGT Sensor Warranty

Should we update 2011-2012MY Job Aid and post under 2013MY Service Tips on PTS ? Seth mentioned Dealer techs are still replacing wrong EGT in today's meeting. Thanks

http://www.fordtechservice.dealerconnection.com/vdirs/protech/global/default.asp

<< File: 2011_2012_67L_EGT.pdf >>

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

From: Bushman, Thomas (T.S.)
Sent: Monday, May 20, 2013 9:28 AM
To: Erginer, Bora (B.E.); Dixon, Mark (M.R.); Moylan, James (J.J.); Caesar, Cynthia (C.L.); Kue, Ace (K.); Goodwin, William (W.R.); Bogema, John (P.); McDonagh, Scot (S.M.); Philbin, Jeff (Jeff.Philbin@stoneridge.com) (Jeff.Philbin@stoneridge.com); Hamilton, Steven (S.C.); Johnson, Seth (S.); Ramazanoglu, Suphi (A.); Sonat, Ibrahim (I.); Taylor, James (J.D.); Rinkevich, Daniel (D.J.)
Subject: RE: EGT Sensor Warranty

Please find attached the latest ECB Cut for P473 – you'll see that EGT – "Holding Bin" ***(Exhaust-Dislike-Design-Temperature-Replaced)*** is now ranked #2 over-all.

During this team meeting, we need to review:

1. What the customer is experiencing which forces them to bring the unit if for repair.
2. What is the typical P-Code that is observed by the Technician.
3. What are the other P-Codes that are observed.
4. Which is the dominant EGT Location that typically gets replaced.
5. Is Freeze Frame Data available for any of these previous repairs.
6. Develop a plan of attack on how to investigate this error state.

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

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

"Who is John Galt..."

-----Original Appointment-----
From: Erginer, Bora (B.E.)
Sent: Monday, May 20, 2013 8:46 AM
To: Dixon, Mark (M.R.); Moylan, James (J.J.); Caesar, Cynthia (C.L.); Kue, Ace (K.); Goodwin, William (W.R.); Bogema, John (P.); McDonagh, Scot (S.M.); Philbin, Jeff (Jeff.Philbin@stoneridge.com) (Jeff.Philbin@stoneridge.com); Bushman, Thomas (T.S.); Hamilton, Steven (S.C.); Johnson, Seth (S.); Ramazanoglu, Suphi (A.); Sonat, Ibrahim (I.)
Subject: EGT Sensor Warranty
When: Monday, May 20, 2013 10:00 AM-11:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx

Early Claims -EGT sensor is ranked #2.

Bora Erginer invites you to an online meeting using WebEx.

WebEx meeting information

Meeting Number: 714 171 219
Meeting Link: https://ford.webex.com/ford/j.php?J=714171219
Meeting Password: This meeting does not require a password.

Audio conference information

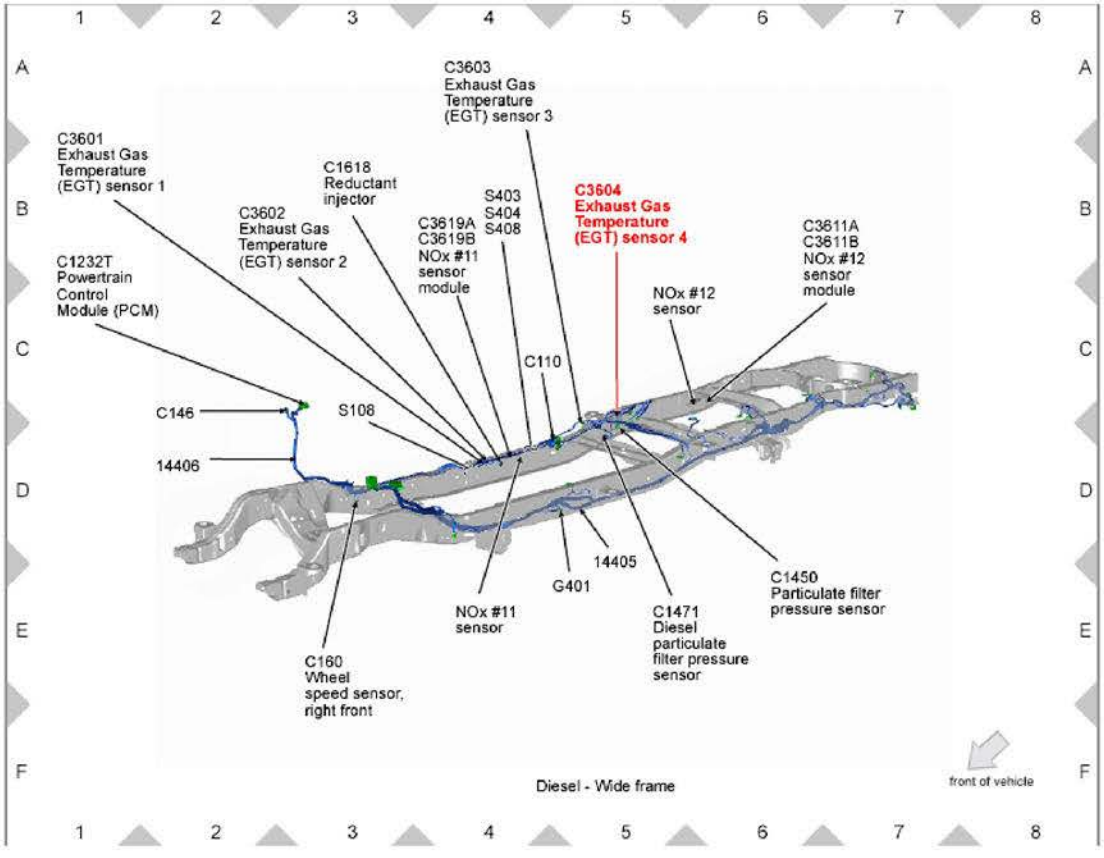
To receive a call back, provide your phone number when you join the meeting, or call the number below and enter the access code.
US Toll Free Number: +1-888-628-3668
FordNet 248-3668 / Toll: +1-313-248-3668
Global call-in numbers: https://ford.webex.com/ford/globalcallin.php?serviceType=MC&ED=201967802&tollFree=1
Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Access code:714 171 219

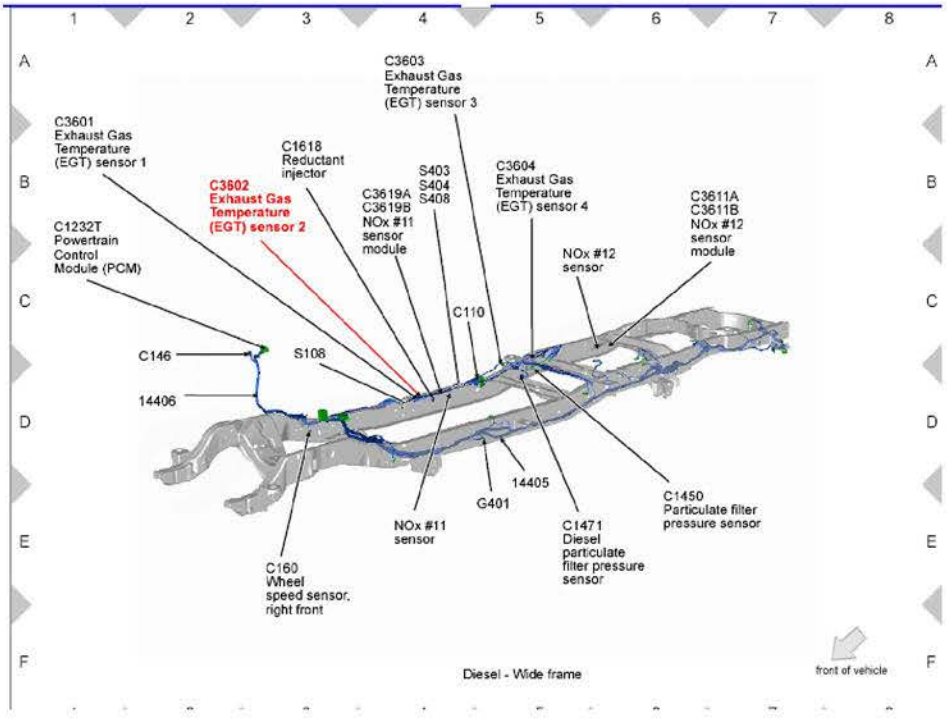
MC06

http://www.webex.com

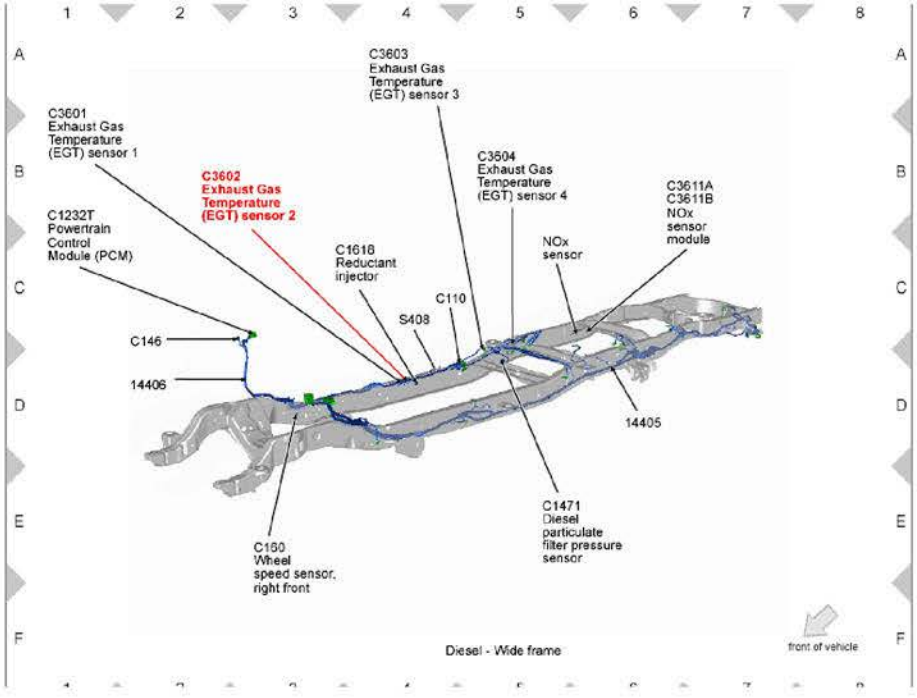
2013 Wide frame



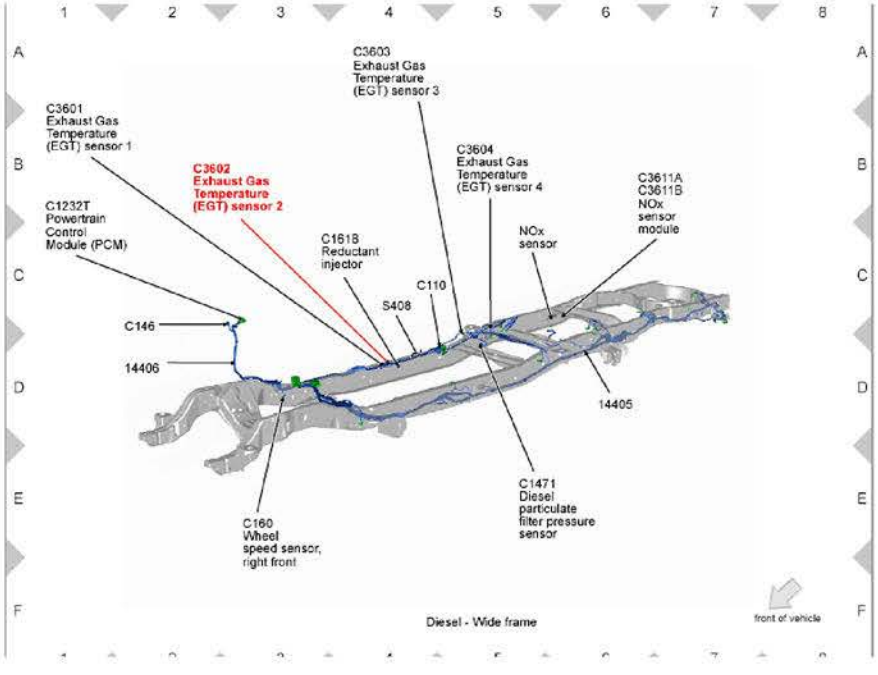
2013 Narrow Frame:



2012 Narrow Frame:



2012 Wide Frame:



From: Bushman, Thomas (T.S.)
Sent: Monday, May 20, 2013 1:28 PM
To: Erginer, Bora (B.E.); Dixon, Mark (M.R.); Moylan, James (J.J.); Caesar, Cynthia (C.L.); Kue, Ace (K.); Goodwin, William (W.R.); Bogema, John (P.); McDonagh, Scot (S.M.); Philbin, Jeff (Jeff.Philbin@stoneridge.com) (Jeff.Philbin@stoneridge.com); Hamilton, Steven (S.C.); Johnson, Seth (S.); Ramazanoglu, Suphi (A.); Sonat, Ibrahim (I.); Taylor, James (J.D.); Rinkevich, Daniel (D.J.)
Subject: RE: EGT Sensor Warranty

Please find attached the latest ECB Cut for P473 – you'll see that EGT – "Holding Bin" ***(Exhaust-Dislike-Design-Temperature-Replaced)*** is now ranked #2 over-all.

During this team meeting, we need to review:

1. What the customer is experiencing which forces them to bring the unit if for repair.
2. What is the typical P-Code that is observed by the Technician.
3. What are the other P-Codes that are observed.
4. Which is the dominant EGT Location that typically gets replaced.
5. Is Freeze Frame Data available for any of these previous repairs.
6. Develop a plan of attack on how to investigate this error state.

Ran	Part (item)	Concern	Concern-Type	Position A (L/	Position B (F/	Position C (Which)	Position D (Where)	2012 MYTD Coun	2013 MYTD Coun	2012	2012
1	CATALYZED DIESEL PARTICULATE FILTER	DISLIKE	DESIGN				P2002		53		
2	EXHAUST	DISLIKE	DESIGN			TEMPERATURE	REPLACED		16		

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

"Who is John Galt..."

RQ14-005 000470 ER

-----Original Appointment-----
From: Erginer, Bora (B.E.)
Sent: Monday, May 20, 2013 8:46 AM
To: Dixon, Mark (M.R.); Moylan, James (J.J.); Caesar, Cynthia (C.L.); Kue, Ace (K.); Goodwin, William (W.R.); Bogema, John (P.); McDonagh, Scot (S.M.); Philbin, Jeff (Jeff.Philbin@stoneridge.com) (Jeff.Philbin@stoneridge.com); Bushman, Thomas (T.S.); Hamilton, Steven (S.C.); Johnson, Seth (S.); Ramazanoglu, Suphi (A.); Sonat, Ibrahim (I.)
Subject: EGT Sensor Warranty
When: Monday, May 20, 2013 10:00 AM-11:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx

Early Claims -EGT sensor is ranked #2.

Bora Erginer invites you to an online meeting using WebEx.

WebEx meeting information

Meeting Number: 714 171 219
Meeting Link: https://ford.webex.com/ford/j.php?J=714171219
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=201967802&tollFree=1
Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Access code:714 171 219

MC06

http://www.webex.com

From: Niland, Tom (T.H.)
Sent: Friday, September 12, 2014 10:59 AM
To: Brown, James (J.R.); Taylor, Perry (P.A.)
Cc: Streicher, Steve (S.J.); Jefferson, Corey (C.D.); Roberts, James (J.B.)
Subject: RE: EGT Sensors at J10

The Tenneco bolt is not tapered at the tip and did start in the suspect boss but it did drag quite a bit part way in. I have asked Tenneco to investigate this. Meantime, I believe the EGT supplier is doing a 200% visual inspection of the threads (looking for excess coating).

Perry, are they doing anything else? Investigating different thread coating I believe?

From: Brown, James (J.R.)
Sent: Thursday, September 11, 2014 3:58 PM
To: Niland, Tom (T.H.); Taylor, Perry (P.A.)
Cc: Streicher, Steve (S.J.); Jefferson, Corey (C.D.)
Subject: RE: EGT Sensors at J10

Any updates on EGT sensors? Still causing downtime because operator cannot get sensor to hand start properly.

From: Niland, Tom (T.H.)
Sent: Tuesday, September 09, 2014 3:41 PM
To: Brown, James (J.R.); Taylor, Perry (P.A.)
Cc: Streicher, Steve (S.J.); Jefferson, Corey (C.D.)
Subject: RE: EGT Sensors at J10

It appears to be the DPF this time. I have Tenneco bringing in one of the bolts they use to certify the threads with. I had trouble starting two different sensors in that same boss. Suspect that their bolts are tapered at the tip which allows their check to be ok. Will know more tomorrow morning.

From: Brown, James (J.R.)
Sent: Tuesday, September 09, 2014 3:01 PM
To: Niland, Tom (T.H.); Taylor, Perry (P.A.)
Cc: Streicher, Steve (S.J.); Jefferson, Corey (C.D.)
Subject: EGT Sensors at J10

We are having issues putting in the EGT sensors in the diesel exhaust. I have spoken with IQ and the vendor with no solution. We need PVT engineering help on this issue to get it resolved.

James Ryan Brown
Final Process Coach
Kentucky Truck Plant
502-429-6484 EXT.6484



From: Leisenring, Kenneth (K.C.)
Sent: Wednesday, February 23, 2011 2:14 PM
To: Boone, William (W.P.); Beecham, Winfred (A.); Zimmerman, Bret (B.A.); Bailey, Owen (O.R.); Bogema, John (P.); Volinski, Bridget (.); Hutchison, Michelle (M.M.); Korpics, Frank (F.M.); Lyon, Peter (P.M.); Paddy, Scott (S.M.); Seifert, Scott (T.S.); Moylan, James (J.J.); Harper, Thomas (T.W.); Schneidau, Dan (D.)
Subject: RE: EGT Shortage at KTP

We might want them to put EGT3 and EGT4 into every truck so they won't have to keep track of Dyno and Chassis Cert, but then they might run out of sensors too soon. Let's give KTP the information and let them decide how they want to manage. It will be easy for them to know if they didn't put the correct sensor in because they won't be able to drive the truck if they get it wrong.

Ken Leisenring
Manager, Diesel Feature Calibration
Cell: (313) 805-5459
kleisenr@ford.com

From: Boone, William (W.P.)
Sent: Wednesday, February 23, 2011 9:08 AM
To: Beecham, Winfred (A.); Zimmerman, Bret (B.A.); Bailey, Owen (O.R.); Bogema, John (P.); Volinski, Bridget (.); Hutchison, Michelle (M.M.); Leisenring, Kenneth (K.C.); Korpics, Frank (F.M.); Lyon, Peter (P.M.); Paddy, Scott (S.M.); Seifert, Scott (T.S.); Moylan, James (J.J.); Harper, Thomas (T.W.); Schneidau, Dan (D.)
Subject: RE: EGT Shortage at KTP

One caveat. We only need EGT4 for the chassis cert (pickup configuration) vehicles, but because of the different aftertreatment configuration, for dyno cert (chassis cab configuration) vehicles, we need **EGT3, not EGT4**. In all cases, we shut down on the DPF out temperature out of range, but the DPF is earlier in the dyno cert exhaust configuration.

Bill Boone
NA Diesel OBD Calibration
(313) 516-2302

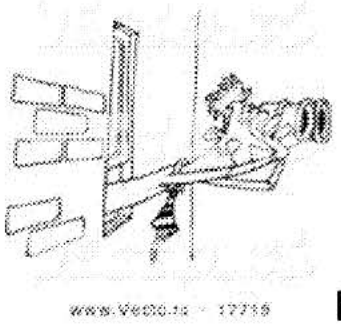
From: Beecham, Winfred (A.)
Sent: Wednesday, February 23, 2011 7:50 AM
To: Zimmerman, Bret (B.A.); Bailey, Owen (O.R.); Bogema, John (P.); Boone, William (W.P.); Volinski, Bridget (.); Hutchison, Michelle (M.M.); Leisenring, Kenneth (K.C.); Korpics, Frank (F.M.); Lyon, Peter (P.M.); Paddy, Scott (S.M.); Seifert, Scott (T.S.); Moylan, James (J.J.); Harper, Thomas (T.W.); Schneidau, Dan (D.)
Subject: EGT Shortage at KTP

Background KTP run out of EGT sensors, want to build and add later.
Spoke to Brett, yes install EGT 4 cause vehicle will not start without it, cover EGT 1, 2 & 3 bosses with ductape so water does not go into exhaust and affect NOX sensor, exhaust pressure may blow the duct tape off need to verify and vehicle cannot go through water spray test till EGT's are installed.

Regards
Winfred Beecham
FNA Diesel Powertrain Controls 6.0L, 6.4L, 6.7L
Ford Motor Company
Building 2, Cube 22Q28
20000 Rotunda Drive
Dearborn, MI 48124
Phone : 313-8454159

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From: Taylor, Perry (P.A.)
Sent: Friday, September 12, 2014 2:55 PM
To: 'Conover, Jenny'; Rinkevich, Daniel (D.J.)
Cc: Wagers, Sue (S.K.); 'Landis, Ron'; 'Obenour, Doug'; Hutchinson, Rob (R.); 'Doering, Bob'; 'Philbin, Jeff'; Miley, Jon (J.W.)
Subject: RE: EGT warranty analysis



BE ON THE LOOKOUT for these Exhaust Gas Temperature Sensor (EGT); (-5J213-) replaced this week. They were replaced in warranty and I have hot requested the parts back directly to Stoneridge (attn. Jennifer Conover; RAC CA06-98).

VIN = 1FT7W2BT6FE[redacted]
VIN = 1FT8W3DT2FE[redacted]
VIN = 1FT7W2BT2FE[redacted]
VIN = 1FT7W2BT4FE[redacted]
VIN = 1FDUF4GT2FE[redacted]

I tried to HOT Request these two as well, but the 2-day request window had already closed. So we will have to wait for the 700 tag process to produce the desired results (part return).

VIN = 1FT7W2BT9FE[redacted]
VIN = 1FT7W2BT7FE[redacted]

Perry A. Taylor

PVT Powertrain

Kentucky Truck Plant – Super Duty

Cell Phone: (313) 805-5182
Desk Phone: (502) 429-2702
Fax: (502) 429-2111
PTAYLOR8@ford.com

From: Taylor, Perry (P.A.)
Sent: Monday, September 29, 2014 12:57 PM
To: Hoppe, Thomas (T.)
Subject: RE: EGT

What the hell do I look like? An BOM for engine!!

Perry A. Taylor

PVT Powertrain

Kentucky Truck Plant – Super Duty

Cell Phone: (313) 805-5182
Desk Phone: (502) 429-2702
Fax: (502) 429-2111
PTAYLOR8@ford.com

From: Hoppe, Thomas (T.)
Sent: Monday, September 29, 2014 8:25 AM
To: Taylor, Perry (P.A.)
Subject: RE: EGT

Do any come PIA on the Engine?

From: Taylor, Perry (P.A.)
Sent: Sunday, September 28, 2014 12:35 PM
To: Hoppe, Thomas (T.)
Subject: RE: EGT

We use four EGT sensors in the exhaust system of the diesel variant.

4 places in 2014/2015 MY 6.7L Diesel Exhaust
Part Numbers:
AC3A-12B591-AC – Standard nut on front (2) sensors; EGT 11 & EGT 12
AC3A-12B591-BC – Extended nut on rear (2) sensors; EGT 13 & EGT 14
They are supplied by Stoneridge out of Lexington, OH

They are NOT made by Borg Warner—just like I told you on the phone.

Perry A. Taylor

PVT Powertrain

Kentucky Truck Plant – Super Duty

Cell Phone: (313) 805-5182
Desk Phone: (502) 429-2702
Fax: (502) 429-2111
PTAYLOR8@ford.com

From: Hoppe, Thomas (T.)
Sent: Thursday, September 25, 2014 9:06 AM
To: Taylor, Perry (P.A.)
Subject: EGT

Does Borgwarner build any EGT's for you?

Thomas (Tom) Hoppe II
Thoppe@Ford.Com
PVT Powertrain Engineering
(816) 459-1205 Desk
(816) 500-1697 Cell

From: Opolsky, Norman (N.H.)
Sent: Tuesday, January 25, 2011 3:19 PM
To: Parrish, Kirk (K.A.); Chen, Kevin (S.); Leisenring, Kenneth (K.C.)
Subject: RE: EGT3 Functionality Discussion tomorrow

I'd rather speak to it first and we'll set up an internal review before we issue the document.

From: Parrish, Kirk (K.A.)
Sent: Tuesday, January 25, 2011 10:18 AM
To: Opolsky, Norman (N.H.); Chen, Kevin (S.); Leisenring, Kenneth (K.C.)
Subject: EGT3 Functionality Discussion tomorrow

Should we send them Kevin's Component Protection Document before tomorrow's meeting? Also, I have started to put together my notes about the methodology for exhaust overtemp. We could use these for our own reference for tomorrow's meeting but they need some work before they can be sent out.
<< File: kparrish Exhaust Overtemp Protection Methodology Notes.doc >>

Sincerely,
Kirk A. Parrish
P473 DPF Regeneration Calibration
(313)805-0162
"*Everyone makes fun of a Redneck, until their car needs fixed*"

RQ14-005 000479 ER

From: Leisenring, Kenneth (K.C.)
Sent: Tuesday, October 04, 2011 5:31 PM
To: Opolsky, Norman (N.H.)
Subject: RE: EGT3 Guidance - Please Review

This is looking better and better all the time.

On slide 8, do we know how many of the warranty claims had a failed sensor? This goes to the discussion of dealer reset for failed and non-failed sensors.

Also on slide 8, might want to explain the difference between a P200E code and a P200C code (e.g. temperature).

Ken Leisenring
Manager, Diesel Feature Calibration
Cell: (313) 600-0711
kleisenr@ford.com

From: Opolsky, Norman (N.H.)
Sent: Tuesday, October 04, 2011 10:49 AM
To: Dawson, Tom (T.); Bromham, Jim (J.); Brown, Nicholas (N.); Browning, Matthew (M.); Ledger, Martin (M.); Pouille, Nicolas (N.); Ford, Kim (K.); Cashmore, Robin (R.); O'Brien, Diarmuid (D.); Sivalingam, Giri (G.D.); Sivalingam, Giriharan (G.); Erginer, Bora (B.E.)
Cc: Brogan, Mark (M.); Flower, Alan (A.); Jones, Craig (C.); Riley, Tim (T.J.); Yarnold, John (J.); Kromberg, Arnold (A.W.); Murphy, Kevin (K.R.); Morgan, Paul (P.); Chen, Kevin (S.); Griffiths, Bob (B.); Parrish, Kirk (K.A.); Travis, Jeffrey (J.M.); Zhu, John (J.); Goode, Joseph (J.W.); Webb, Timothy (T.J.); Leisenring, Kenneth (K.C.)
Subject: RE: EGT3 Guidance - Please Review

Slide 5, has the decision matrix for the Dealer reset vs 1 hr shutdown in the two cases where we are asking for alignment on Wednesday (Oct-5). The two states are 1: Over temp, and sensor ok and 2: Over temp, sensor failed.

Please review and comment on the Pros and Cons for the two condition ASAP so I can incorporate into presentation.

From: Opolsky, Norman (N.H.)
Sent: Friday, September 30, 2011 10:34 AM
To: Dawson, Tom (T.); Bromham, Jim (J.); Brown, Nicholas (N.); Browning, Matthew (M.); Ledger, Martin (M.); Pouille, Nicolas (N.); Ford, Kim (K.); Cashmore, Robin (R.); O'Brien, Diarmuid (D.); Sivalingam, Giri (G.D.); Sivalingam, Giriharan (G.); Erginer, Bora (B.E.)
Cc: Brogan, Mark (M.); Flower, Alan (A.); Jones, Craig (C.); Riley, Tim (T.J.); Yarnold, John (J.); Kromberg, Arnold (A.W.); Murphy, Kevin (K.R.); Morgan, Paul (P.); Chen, Kevin (S.); Griffiths, Bob (B.); Parrish, Kirk (K.A.); Travis, Jeffrey (J.M.); Zhu, John (J.); Goode, Joseph (J.W.); Webb, Timothy (T.J.); Leisenring, Kenneth (K.C.)
Subject: EGT3 Guidance - Please Review

This is the version that will be reviewed with the Chiefs on Wed and Phil on either Friday or Monday.

There is another section that includes ICA until FDEC/FGEC implementation. The ICA is calibration related and we should have sufficient time to implement them. Please indicate any program which cannot implement ICA and some rationale.

One area that we'll ask for direction for is whether we should require "Dealer Reset" or '1Hr" delay as part of the ICA. Personally, I can see both sides of the argument. I'll try to put a small one-pager that can be used to facilitate the discussion.

Norman H. Opolsky, Supervisor; Diesel Calibration, mobile 1-313-805-0168

==========
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From: Goodwin, William (W.R.)
Sent: Friday, December 02, 2011 3:21 AM
To: Brown, Nicholas (N.); Yilmazel, Canan (C.); Erginer, Bora (B.E.)
Cc: Riley, Tim (T.J.); O'Brien, Diarmuid (D.)
Subject: RE: EGT3 temperature decay after error flag.

Nick,

Thanks. This is very helpful...so do I understand it properly that Procedure A is the intended production implementation of an overtemp condition.

Regards,
Bill Goodwin
Powertrain Sensors Technical Specialist
Global Powertrain Control Systems Engineering
Ford Motor Company / Building #2 / 22B19
E-mail: wgoodwin@ford.com
Tel: (313) 805-9111
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: Brown, Nicholas (N.)
Sent: Thursday, December 01, 2011 12:29 PM
To: Goodwin, William (W.R.); Yilmazel, Canan (C.); Erginer, Bora (B.E.)
Cc: Riley, Tim (T.J.); O'Brien, Diarmuid (D.)
Subject: EGT3 temperature decay after error flag.

Bill,

As requested, please find enclosed an overview of test data gleened when EGT3 triggered engine shutdown was tested at Cambustion.

Ultimately engine shutdown will consist of stopping fuel injection into the cylinders and shutting off of regen. EGR valves are closed and throttle is left open - so as not to cause an oxygen starved environment, and the potential for flames to propagate outside of the exhaust system.

<< File: Puma EGT3.ppt >>
Hope this helps.

Nic Brown,
Senior Engineer.
Puma EOBD.

☏ Phone: +441268401246 - Dunton
Email: nbrown37@ford.com
Ford Motor Company Limited
Registered in England: No 235446
Registered Office: Eagle Way, Brentwood, Essex, CM13 3BW, England.

From: Moylan, James (J.J.)
Sent: Monday, February 07, 2011 4:45 PM
To: Goodwin, William (W.R.); Erginer, Bora (B.E.); McDonagh, Scot (S.M.); Dixon, Mark (M.R.); McCoy, Jim (D.)
Subject: RE: EGTS quality discussion--Update

Bill,

I called the dealer on this one and didn't learn much. After asking for the technician and listening to a guy read comments to me, he informed me that he didn't actually work on the vehicle. Looking over the charges, I noticed that they charged $36.57 for wiring repair (highlighted in red). If the testing from Hi-Stat comes back TNI, I think that the root cause would point to wiring.

Agreed?

Server: **AWS Prod**
Claims loaded through: **04-FEB-2011**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2011; **Claim Key** = 128964

Vehicle Information

Model Year: 2011
Market Derived: F - FORD
Body/Cab Type: T/BD - SUPER SINGLE CAB (SUPER CAB)
Version/Series: T/BD-250 SERIES
Drive Type: T/B-2 WHL L/H REAR DRIVE
Vehicle Line: T/FA-P473 SUPER DUTY [2011]
Warranty Start Date: 30-NOV-10
Production Date: 12-NOV-10
VIN: 1FT7X2AT5BE[redacted]

Claim Information

Document Number: 145193B
Repair Date: 20-DEC-10
Distance: 1977
TIS: 1

Expense Information

Dealer Information:

		Customer Paid Amount:	.00
Dealer Name	TOWN EAST FORD	Deductible Amount:	.00
Dealer Code:	06192 - *	Dealer Paid Amount:	.00
Address:	18411 LBJ FREEWAY	Labor Cost:	192.01
City:	MESQUITE	Misc. Expense Amount:	.00
State:	TX Zip Code: 75150	Part Markup Amount:	19.42
Country:	USA Region Code: NA	Material Cost:	67.98
Phone:	(972)270-6441	Total Cost Gross:	259.99

Cust. Concern Code: D21 - ENGINE STALLS

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: TIME TO PERFORME EEC DIAG TEST NO CODES RAN DIESEL ENGINE PERFORMANCE DIAG TEST ROAD TESTED AND MOITOR PIDS AND MADE RECORDINGS NOTICED EGRT 13 HAVING SPIKES IN THE RECORDINGS COMPARED TO OTHE RSENSORS ALL OTHER OK PERFORMED WIGGLE TEST WHILE MONITORED PIDS AND WHILE WIGGLING WIRE AT THE SENSOR WOULD LOOSE CONNECTION TIME TO REPLACE EXHAUST GAS TEMPATURE SENSOR 13 AND REPERFORME

Customer Comment: VEHICLE DIED WHILE DRIVING

Labor Op Code	Labor Op Description	Labor Op Cost
12650D	EEC - (QUICK TEST) DIAGNOSIS	18.29
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	9.14
12650D80	NGS DCL DISPLAY TEST	9.14
12650D81	NGS RECORDER / MONITOR ROAD TEST DIAGNOSIS	45.72
14200A	WIRING ASSEMBLY REPAIR	36.57
MT5J213		45.72
12650D45	PIN POINT TEST DIAGNOSIS	27.43

ADD .00

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	031403	1	67.98

DTC Sections: **Mil. Light On =***

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description

Any comments? You can contact

webmaster

33133

JAMES J. MOYLAN tcb
KENTUCKY TRUCK PLANT
POWERTRAIN PVT
CELL 313-805-3887
><((((°>

From: Goodwin, William (W.R.)
Sent: Monday, February 07, 2011 11:23 AM
To: Clark, Scott; Erginer, Bora (B.E.); McDonagh, Scot (S.M.); Dixon, Mark (M.R.); McCoy, Jim (D.); Moylan, James (J.J.); Fitzrandolph, Bill
Cc: Landis, Ron
Subject: EGTS quality discussion--Update
When: Thursday, February 10, 2011 10:00 AM-11:00 AM (GMT-05:00) Eastern Time (US & Canada).
Where: Webex and call in

Purpose:

Agenda for 10 Feb:

1. Review the conclusions based on the warranty claims review---Bora, Scott, Scot, Bill F.
2. Review latest return parts that are past ICA---Bill F.
3. Review 6 panel

Notes from 7 Feb meeting:

1. Stoneridge provided timeline charts showing ICA, plant reject rates and warranty returns
2. The Vision system is intended to be in place by 11 Feb 11---online and working and Xray analysis will continue for time being to verify effectiveness of vision system
3. Due to errors in warranty part return requests….at least 4 parts of the 8 will not be returning to us.
4. Scott Clark will correct 50parts/year to 50parts/week for returns ---parts are now direct shipped to Stoneridge.
5. Scot McDonagh and Bill Fitzrandolf will be reviewing claims on the vehicles of interest to determine potential causes
6. Bora and Scott Clark will be working on 6 panel update.
7. Bill Fitzrandolf will update his charts with the 5 return parts from the plant and new warranty return parts.

Prior notes

1. 5 (6?)returned parts from plant
    a. Status of the parts---5 have been analyzed by Stoneridge ----All were open circuit alignment issues.
    b. Which are part failures—and associated root cause----RTD weld issue.

    Item closed when parts are added to ICA plot
2. Interim containment on welding station
    a. What evidence is available that the welding process has had no failures since ICA----
        i. Review external data timeline vs returned parts.
        ii. Can you also review in process fall out and show any reduction in plant rejects that would support the process is improved?

        Conclusion: Part rejections are still high due to the automated checks of the welding process. With the vision system installed, the belief is that this will resolve any quality related issues created by improper welds. This view will need to be periodically checked to ensure that this belief is supported by ongoing data.

3. Vision System ---- Which of the failures would be caught by the vision system
    a. Status of vision system---offline validation complete; equipment not yet installed on assembly line; Electrical integration in process into assembly line is needed.

b. Details on offline validation---is there evidence to show the field return parts would be detected---Bill FitzRandolpf to send info

Conclusion: Stoneridge states that vision system would have captured faulty parts; implementation date of 11 feb 11

4. VQR Feb 18th
    a. 6 panel needed---Bora with help from Scott Clark
    b. Need to discuss containment
    c. Timing and next steps. ---need to confirm firm date for vision system.

William Goodwin invites you to a meeting. This meeting is an audio and web conference.

Meeting Number: 310 333 555
Meeting Password: This meeting does not require a password.

To join this meeting
---
1. At the meeting's starting time, either click the following link or copy and paste it into your Web browser:

Participants with a Ford CDS ID: https://webexsso.ford.com/webex_join.aspx?MK=310333555

Participants that do not have a Ford CDS ID: https://ford.webex.com/ford/j.php?J=310333555

2. If prompted, enter your name, email address and the meeting password provided above.
3. Click "Join Now".
4. If the meeting includes a teleconference, follow the instructions that automatically appear on your screen.

Alternatively, you can go to https://ford.webex.com, enter the meeting number 310 333 555, click "Join Now" and follow steps 2 through 4 above.

WebEx will automatically setup Meeting Manager for Windows the first time you join a meeting, which may take up to 5 minutes. To save time, you can setup anytime prior to the meeting by clicking this link:
https://ford.webex.com/ford/meetingcenter/mcsetup.php

To join the teleconference

Call in info:
Southeastern Michigan: 621.3673
Toll-free: 1.888.621.3673
Toll (International): +1.313.621.3673
Press 1 to enter the meeting
Enter meeting ID 22603785#
Record your name and press #

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http://www.webex.com
We've got to start meeting like this(TM)

From: Bushman, Thomas (T.S.)
Sent: Wednesday, August 14, 2013 8:33 PM
To: Rinkevich, Daniel (D.J.); Goodwin, William (W.R.); Johnson, Seth (S.); Wagers, Sue (S.K.); McDonagh, Scot (S.M.)
Cc: Dixon, Mark (M.R.)
Subject: RE: Engineering Discussion: F-Superduty 6.7L Diesel EGT Sensor

OK – thanks.

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: Rinkevich, Daniel (D.J.)
Sent: Wednesday, August 14, 2013 4:32 PM
To: Bushman, Thomas (T.S.); Goodwin, William (W.R.); Johnson, Seth (S.); Wagers, Sue (S.K.); McDonagh, Scot (S.M.)
Cc: Dixon, Mark (M.R.)
Subject: RE: Engineering Discussion: F-Superduty 6.7L Diesel EGT Sensor

It was for the auto shutdown of ambulances due to failed EGT sensors 2011 MY to present. It was for understanding. No discussion was made so far about what or if anything should be done.

Dan Rinkevich
Powertrain Quality
(313) 32-23653 (Desk)
(313) 676-9572 (Cellular)

From: Bushman, Thomas (T.S.)
Sent: Wednesday, August 14, 2013 4:29 PM
To: Goodwin, William (W.R.); Johnson, Seth (S.); Wagers, Sue (S.K.); McDonagh, Scot (S.M.)
Cc: Rinkevich, Daniel (D.J.); Dixon, Mark (M.R.)
Subject: RE: Engineering Discussion: F-Superduty 6.7L Diesel EGT Sensor

Guys – I just found this meeting notice --- was this for the moved RTD issue we had back in 2011 and 2012?

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

-----Original Appointment-----
From: Oswalt, Greg (G.G.)
Sent: Wednesday, August 14, 2013 12:19 PM
To: Oswalt, Greg (G.G.); Bushman, Thomas (T.S.); Goodwin, William (W.R.); Bogema, John (P.); Keady, Christopher (C.M.); Lyon, Peter (P.M.); Wilson, Marie (M.); Wickenheiser, Francis (F.J.); Johnston, Dennis (D.T.); Johnson, Seth (S.); Frascaroli, Emily (E.E.); Love, Keith (K.A.); Schultz, Matthew (M.J.); Spencer, Beth (B.); Londy, George (G.L.); Wagers, Sue (S.K.); McDonagh, Scot (S.M.)
Cc: Rinkevich, Daniel (D.J.); Dixon, Mark (M.R.); Moylan, James (J.J.)
Subject: FW: Engineering Discussion: F-Superduty 6.7L Diesel EGT Sensor
When: Wednesday, August 14, 2013 12:30 PM-1:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where: PDC 2B-G79 (Greg's Office) & WebEx

-----Original Appointment-----
From: Oswalt, Greg (G.G.)
Sent: Monday, July 29, 2013 10:14 AM
To: Oswalt, Greg (G.G.); Goodwin, William (W.R.); Bogema, John (P.); Keady, Christopher (C.M.); Lyon, Peter (P.M.); Wilson, Marie (M.); Wickenheiser, Francis (F.J.); Johnston, Dennis (D.T.); Johnson, Seth (S.); Frascaroli, Emily (E.E.); Love, Keith (K.A.); Schultz, Matthew (M.J.); Spencer, Beth (B.); Londy, George (G.L.); Wagers, Sue (S.K.); McDonagh, Scot (S.M.)
Cc: Rinkevich, Daniel (D.J.); Dixon, Mark (M.R.); Moylan, James (J.J.)
Subject: Engineering Discussion: F-Superduty 6.7L Diesel EGT Sensor
When: Wednesday, August 14, 2013 12:30 PM-1:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where: PDC 2B-G79 (Greg's Office) & WebEx

8/2: Note date and time change.

I may have missed others, please invite if necessary.

Greg Oswalt invites you to an online meeting using WebEx.

WebEx meeting information

Meeting Number: 718 153 832
Meeting Link: https://ford.webex.com/ford/j.php?J=718153832
Meeting Password: This meeting does not require a password.

This meeting may include the option for video. The recording of meetings is prohibited. For company policies on using video click here:
https://comm.sp.ford.com/sites/digitalworker/Pages/HowiWorkItem.aspx?UCTitle=to%20use%20Video&UCID=&Page=2&Section=2.001

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=240318732&tollFree=1
Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Access code:718 153 832

MC06

http://www.webex.com

From: Rinkevich, Daniel (D.J.)
Sent: Tuesday, September 23, 2014 1:42 PM
To: Goodwin, William (W.R.)
Subject: RE: Ford EGT Gen2 0 - R per 1000 - MY2012-15 140820.pptx

The sensor end is the evidence we have so far. It will definitely help a lot.

Dan Rinkevich
Powertrain Quality
(313) 32-23653 (Desk)
(313) 676-9572 (Cellular)

From: Goodwin, William (W.R.)
Sent: Tuesday, September 23, 2014 9:05 AM
To: Rinkevich, Daniel (D.J.)
Cc: Wagers, Sue (S.K.); Dixon, Mark (M.R.)
Subject: RE: Ford EGT Gen2 0 - R per 1000 - MY2012-15 140820.pptx

Dan,

We'll be having a very significant discussion of this…My view is that we need to be welding the parts at the sensor end. I don't see a reason to do it at the connector end….I thought all our conclusions so far are that it's internal to the sensor.

Regards,

Bill Goodwin
Powertrain Sensors Technical Specialist
Powertrain Calibration Controls NVH [PCCN]
Ford Motor Company / Building #2 / 22B19
E-mail: wgoodwin@ford.com
Tel: (313) 805-9111
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: Rinkevich, Daniel (D.J.)
Sent: Tuesday, September 23, 2014 8:56 AM
To: Goodwin, William (W.R.)
Cc: Wagers, Sue (S.K.); Dixon, Mark (M.R.)
Subject: RE: Ford EGT Gen2 0 - R per 1000 - MY2012-15 140820.pptx

Bill,
Everything that I have seen looks like a crimp issue in the sensor. We know that crimps on nickel coated copper wire tend to age poorly. They need to weld these wires both ends..4 places. I've asked for quotes on this on several occasions. We haven't had evidence until recently, but I am disappointed that they don't have this coat and timing available.

Dan Rinkevich

Powertrain Quality
(313) 32-23653 (Desk)
(313) 676-9572 (Cellular)

-----Original Message-----
From: Goodwin, William (W.R.)
Sent: Monday, September 22, 2014 10:33 PM Eastern Standard Time
To: Rinkevich, Daniel (D.J.)
Cc: Wagers, Sue (S.K.); Dixon, Mark (M.R.)
Subject: FW: Ford EGT Gen2 0 - R per 1000 - MY2012-15 140820.pptx

Dan,

This is a significant degradation in our warranty performance. Would it be possible for you to look more carefully at the later TIS parts and the associated codes –basically does it look like the contact resistance issue or does it look like something else?

Regards,
Bill Goodwin
Powertrain Sensors Technical Specialist
Powertrain Calibration Controls NVH [PCCN]
Ford Motor Company / Building #2 / 22B19
E-mail: wgoodwin@ford.com
Tel: (313) 805-9111
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: Caesar, Cynthia (C.L.)
Sent: Monday, September 22, 2014 4:56 PM
To: Dixon, Mark (M.R.); Goodwin, William (W.R.); Wagers, Sue (S.K.)
Subject: RE: Ford EGT Gen2 0 - R per 1000 - MY2012-15 140820.pptx

Mark & Bill,

Here is the data we discussed on the phone.

Cynthia Caesar
Powertrain Quality - Senior Engineer
Bldg #3 32G154 84-56115

From: Dixon, Mark (M.R.)
Sent: Monday, September 22, 2014 4:33 PM
To: Goodwin, William (W.R.); Wagers, Sue (S.K.); Caesar, Cynthia (C.L.)
Subject: RE: Ford EGT Gen2 0 - R per 1000 - MY2012-15 140820.pptx

Bill, the chart I sent out earlier today is a cumulative R/1000 chart (R/1000 on the Y axis, TIS on the X axis).

Charts in the file you sent are R/1000 "stack charts" (R/1000 on the Y axis, month of production on the X axis). This chart goes beyond 10 MIS.

Slide 4 in your chart (2014 MY) actually does appear to correlate. Shows peak of about 50 R/1000 at 10 MIS for early 2014 production. The cum R/1000 chart also shows about 50 R/1000 at 10 MIS. Later months of production are lower.

The shape of the charts for 2014 MY are changing quickly as we go through our seasonal spike.

Cynthia, what are your thoughts?

From: Goodwin, William (W.R.)
Sent: Monday, September 22, 2014 3:51 PM
To: Dixon, Mark (M.R.); Wagers, Sue (S.K.)
Subject: FW: Ford EGT Gen2 0 - R per 1000 - MY2012-15 140820.pptx

Mark,

The HiStat data does not correlate to the data from Cynthia. See equivalent MIS versus Cynthia's data.

Regards,
Bill Goodwin
Powertrain Sensors Technical Specialist
Powertrain Calibration Controls NVH [PCCN]
Ford Motor Company / Building #2 / 22B19
E-mail: wgoodwin@ford.com
Tel: (313) 805-9111
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From: Philbin, Jeff [mailto:Jeff.Philbin@stoneridge.com]
Sent: Monday, September 22, 2014 3:49 PM
To: Goodwin, William (W.R.)
Subject: Ford EGT Gen2 0 - R per 1000 - MY2012-15 140820.pptx

From: Sonat, Ibrahim (I.)
Sent: Thursday, November 01, 2012 11:33 AM
To: Wagers, Sue (S.K.); Goodwin, William (W.R.)
Subject: RE: Hi-Stat / Stoneridge EGT Warranty charts
Attachments: P473_EGT_Warranty_01_11_2012.xlsx

Hello Sue,

Also please see the latest AWS results for Hi-Stat parts.

Thanks,

Best regards.

From: Sonat, Ibrahim (I.)
Sent: Thursday, November 01, 2012 5:29 PM
To: Wagers, Sue (S.K.); Goodwin, William (W.R.)
Subject: RE: Hi-Stat / Stoneridge EGT Warranty charts

Hello Sue,

I think we need to take the R/1000 for 5J213. We have NTK sensors with 12B591 base number. Please see the data that I took for P473.

I took the model years as MY_13[2013], MY_12[2012], MY_11[2011], MY_10[2010], MY_09[2009],

The vehicle as P473,

Base number as 5J213.

Thanks,

Best regards.

<<...>>

From: Wagers, Sue (S.K.)
Sent: Thursday, November 01, 2012 5:08 PM
To: Sonat, Ibrahim (I.); Goodwin, William (W.R.)
Subject: Hi-Stat / Stoneridge EGT Warranty charts

I pulled R/1000 data for 11&12MY 5J213 and 12B591 per Laine's request. This looks better than I expected. Am I missing something?

RQ14-005 000496 ER

<< File: 11&12MY EGT Stack.xlsx >>

THX!

Sue Wagers
Supervisor - gPCSE Quality
Global Powertrain Controls Systems Engineering
Dearborn - Building 2 Room 22G20
E-mail swagers@ford.com
Tel: (313) 805 7177
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RQ14-005 000497 ER

From: Goodwin, William (W.R.)
Sent: Wednesday, October 31, 2012 12:04 PM
To: Wagers, Sue (S.K.); Sonat, Ibrahim (I.)
Cc: Ramazanoglu, Suphi (A.); Martin, Laine (L.)
Subject: RE: HiStat latest warranty related to 4% California Threshold

I believe the following would be helpful

1. 1 slide stating CA reporting requirements
2. warranty charts on EGT showing the failure rates and where we are passing the CA limits

If we can address some of the CA process on parts of what may be required---extended warranty, part replacement, etc….I know that it's unclear how CA responds to any given failure mode.

Regards,
Bill Goodwin
Powertrain Sensors Technical Specialist
Global Powertrain Control Systems Engineering
Ford Motor Company / Building #2 / 22B19
E-mail: wgoodwin@ford.com
Tel: (313) 805-9111
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From: Wagers, Sue (S.K.)
Sent: Wednesday, October 31, 2012 7:56 AM
To: Goodwin, William (W.R.); Sonat, Ibrahim (I.)
Cc: Ramazanoglu, Suphi (A.); Martin, Laine (L.)
Subject: RE: HiStat latest warranty related to 4% California Threshold

It is 2011MY only, 5J213. I can get the list of claims so we know VINs, build dates, DTCs, etc.

Can you provide more detail on slides needed? For example

Do you want a slide that explains the CA reporting process (I don't know this so would have to get it from Janet/George)
Do you want a summary from the CA claims list?
R/1000 chart?
Comparison of CA return parts versus total population?

Sue Wagers
Supervisor - gPCSE Quality
Global Powertrain Controls Systems Engineering
Dearborn - Building 2 Room 22G20
E-mail swagers@ford.com
Tel: (313) 805 7177
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From: Goodwin, William (W.R.)
Sent: Tuesday, October 30, 2012 10:15 PM
To: Sonat, Ibrahim (I.); Wagers, Sue (S.K.)

RQ14-005 000498 ER

Cc: Ramazanoglu, Suphi (A.); Martin, Laine (L.)
Subject: HiStat latest warranty related to 4% California Threshold

Ibrahim and Sue,

Laine has a meeting with Histat on Friday and he was hoping to give them some details on the CA warranty thresholds for the EGTS. Do you have insight into what is driving this (2011 only , 2012?) (Is it only certain months of production that are driving the warranty thresholds. We may want to tell them that there may be extended warranty costs associated with their assembly etc. Laine would like a couple of slides to cover this.

Regards,
Bill Goodwin
Powertrain Sensors Technical Specialist
Global Powertrain Control Systems Engineering
Ford Motor Company / Building #2 / 22B19
E-mail: wgoodwin@ford.com
Tel: (313) 805-9111
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: Opolsky, Norman (N.H.)
Sent: Wednesday, September 25, 2013 6:03 PM
To: Bogema, John (P.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Desired outcome: understand differences between ambulances and P/U.
Operating differences
Configuration differences

Explained that the M11-MY12 EGT's are AB level parts not the superseded ones for MY13 (AC level).
Explained how P200C/E codes are triggered and what customer sees/feels
3000 ambulances of 84,000 production for MY11/MY12.
MY12 has half the defect rate of MY11 (potentially due to weld improvements)

Discussed need for customer sat program – SW cal update only
Explained possible system level improvements: HC desorption, redundant EGTs, and 70%Derate.
Hit 4% threshold in Calif

From: Bogema, John (P.)
Sent: Wednesday, September 25, 2013 12:08 PM
To: Opolsky, Norman (N.H.)
Subject: FW: McDowell County Ambulance EGT Sensor Information Needed

FYI

From: McDonagh, Scot (S.M.)
Sent: Thursday, September 19, 2013 2:39 PM
To: Hale, Curt (B.C.); Oswalt, Greg (G.G.); Bogema, John (P.)
Subject: FW: McDowell County Ambulance EGT Sensor Information Needed

Follow up to our meeting on 8/14/13

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

From: Knitter, Alan (A.R.)
Sent: Thursday, September 19, 2013 11:04 AM
To: McDonagh, Scot (S.M.)

Cc: Rinkevich, Daniel (D.J.); Dodds, Dave (D.C.); McCormick, Patrick (P.J.); Tyrpak, Steve (S.); Buss, Donna (D.M.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Scot,

I have attached a spread sheet with the EGT sensor replacement data for McDowell County EMS – McDowell County, NC. The sensors will be shipped out later today.

I am continuing to work with McDowell County and the dealer, Crossroads Ford of Morganton, on any future sensor replacements. They have been instructed to replace the pigtail and sensor if one of the ambulance units comes back in with an EGT that requires replacement.

Additionally, I have been contacted by the local Duke Power Fleet Technical Support Manager who has been seeing many EGT sensor replacements on their 6.7L trucks. I have instructed him to do the same as Crossroads Ford and replace pigtail and sensor together.

Alan R. Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

From: McDonagh, Scot (S.M.)
Sent: Wednesday, September 18, 2013 12:48 PM
To: Knitter, Alan (A.R.)
Cc: Rinkevich, Daniel (D.J.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Thanks- I need matched sets of Sensor & Pigtail for root cause investigation. ~100 sensor returns have been TNI per Supplier. Can you help ?

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

From: Knitter, Alan (A.R.)
Sent: Wednesday, September 18, 2013 12:20 PM
To: McDonagh, Scot (S.M.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Scot,

I'm at the dealer picking up all the sensors; the pigtail was not replaced. The sensor that was replaced was EGT13, this was after all sensors were replaced on 8/24/13. For this vehicle's VIN, two EGT's1(position 14) had been replaced previously, never position 13.

Alan R. Knitter
Field Service Engineer

Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

From: McDonagh, Scot (S.M.)
Sent: Monday, September 16, 2013 2:47 PM
To: Bushman, Thomas (T.S.)
Cc: Knitter, Alan (A.R.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

You are reading correctly- Need Alan to advise if Fleet is providing Sensor Pigtail combo

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

From: Bushman, Thomas (T.S.)
Sent: Monday, September 16, 2013 2:18 PM
To: McDonagh, Scot (S.M.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Scot – please let me know if I'm reading this correctly:

A new EGT failed on this unit – am I reading this right?

Did they get the mating connector when they swapped out the new EGT?

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: McDonagh, Scot (S.M.)
Sent: Monday, September 16, 2013 9:16 AM
To: Rinkevich, Daniel (D.J.); Bushman, Thomas (T.S.); Dixon, Mark (M.R.); Wagers, Sue (S.K.); Goodwin, William (W.R.); Moylan, James (J.J.); Kue, Ace (K.); Bogema, John (P.)
Subject: FW: McDowell County Ambulance EGT Sensor Information Needed

INFO

Scot G. McDonagh
PT Quality Engineering

Phone: (313)337-8091
smcdonag@ford.com

From: Knitter, Alan (A.R.)
Sent: Monday, September 16, 2013 9:09 AM
To: McDonagh, Scot (S.M.)
Cc: Tyrpak, Steve (S.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Scot,

The Service Manager at Crossroads of Morganton called me on Friday, they had one of the new EGT sensors we had them replace fail on a unit that recently got four new EGT sensors. This is for sure a "B" level sensor. The Service Manager has it bagged and I will pick it up with the others this Wednesday.

Alan R. Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

From: McDonagh, Scot (S.M.)
Sent: Wednesday, September 11, 2013 3:29 PM
To: Knitter, Alan (A.R.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Excellent- Thank you

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

From: Knitter, Alan (A.R.)
Sent: Wednesday, September 11, 2013 2:56 PM
To: McDonagh, Scot (S.M.)
Cc: Tyrpak, Steve (S.); Dodds, Dave (D.C.); McCormick, Patrick (P.J.); Buss, Donna (D.M.); Rinkevich, Daniel (D.J.); Dixon, Mark (M.R.); Bogema, John (P.); Kue, Ace (K.); Hale, Curt (B.C.)
Subject: Re: McDowell County Ambulance EGT Sensor Information Needed

Scot,

The 6.7 that was in the shop last week was released with a new turbo (second replacement for exhaust (turbine side) damage. The 6.4 has just been approved by ESP for turbos, DPF and oxidation catalyst replacement.

So, to answer your question, the last 6.7 will be brought in late this week for the EGT sensor replacement. I will pick them up next week, take pictures and get them sent off to you. If for some reason they cannot bring the ambulance in, I will go retrieve the 8 EGT's they have and get them sent to you.

Alan Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837
Sent via my BlackBerry

From: McDonagh, Scot (S.M.)
Sent: Wednesday, September 11, 2013 09:14 AM
To: Knitter, Alan (A.R.)
Cc: Tyrpak, Steve (S.); Dodds, Dave (D.C.); McCormick, Patrick (P.J.); Buss, Donna (D.M.); Rinkevich, Daniel (D.J.); Dixon, Mark (M.R.); Bogema, John (P.); Kue, Ace (K.); Hale, Curt (B.C.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Any progress on EGT Sensor & Connector returns ?

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

From: Knitter, Alan (A.R.)
Sent: Thursday, September 05, 2013 9:23 AM
To: Buss, Donna (D.M.)
Cc: Tyrpak, Steve (S.); Dodds, Dave (D.C.); McCormick, Patrick (P.J.); McDonagh, Scot (S.M.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Donna,

I have been speaking with Jonathan this week and had planned to visit the dealer to pick up the sensors, however, they (Crossroads) have been waiting on the final 6.7L ambulance to be brought to the dealer to change the EGT sensors.

As of yesterday morning (9/4) Crossroads had one of McDowell County's 6.4L ambulances in the shop for a DPF concern, so McDowell county could not give up another ambulance to change out the sensors. Then late yesterday afternoon one of the 6.7L ambulances that has already had the sensors changed came in for a turbo issue.

Jonathan is staying in touch with me and will let me know when the last ambulance has the EGT sensors replaced. In addition, he is working with the hotline on the two that are currently in the shop and will get me involved in those if needed.

Alan R. Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

From: Buss, Donna (D.M.)
Sent: Wednesday, September 04, 2013 10:15 PM

To: Knitter, Alan (A.R.); Tyrpak, Steve (S.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Where are we on this unit?

Donna Buss
Parts, Service and Sales
Regional Manager
Charlotte Region
(704) 726-0182 cell
(704) 998-2641 office

Go Further

From: Knitter, Alan (A.R.)
Sent: Tuesday, August 27, 2013 9:20 AM
To: Jonathan.lankford@crossroadscars.com
Cc: Tyrpak, Steve (S.); Buss, Donna (D.M.); Dodds, Dave (D.C.); McCormick, Patrick (P.J.); Crossroads Ford of Morganton
Subject: McDowell County Ambulance EGT Sensor Information Needed

Jonathan,

I know I have sent you several emails about McDowell County over the past two days; I want to clarify what should be happening right now and what we (Ford) needs from you.

1. As we discussed yesterday, replace all 4 EGT sensors on all there ambulance units. I show VIN's 1FDUF4HT1CE[redacted] 1FDUF4HT3BE[redacted] and 1FDUF4HT4BE[redacted] as their only 6.7L units.

2. Mark the sensors so we know what vehicle and what position in the exhaust they came from. Get some plastic baggies or something like that so the VIN and the EGT position in the exhaust can be marked down. Use a paint pen to mark the position on the sensor itself.

3. Save any sensors that have been replaced over the past 6-8 months if they are still in your possession, and try to match the sensor to the vehicle (VIN) they came from.

4. Verify that all current sensors being replaced are part number AC3Z-5J213-B.

5. Pull all non-warranty RO's on the 6.7L Ambulances and record how many, and what part number EGT sensor was used per VIN. Also, if it's recorded, what position in the exhaust the sensor was located.

6. New TSB 12-7-1 and 12-7-2 were released about this concern July 10, 2012. Please follow the TSB's for any future issues with McDowell County or other 6.7L vehicles.

Call me with any questions. Thank you for all your help Jonathan!

Alan R. Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax

aknitter@ford.com

From: Rinkevich, Daniel (D.J.)
Sent: Wednesday, July 10, 2013 5:28 PM
To: Bushman, Thomas (T.S.); McDonagh, Scot (S.M.); Wagers, Sue (S.K.); Moylan, James (J.J.); Dixon, Mark (M.R.); Oyafuso, Kevin (K.G.); Kue, Ace (K.); Hamilton, Steven (S.C.); Johnson, Seth (S.); Caesar, Cynthia (C.L.); Sonat, Ibrahim (I.); Hutchinson, Rob (R.); Jeff.Philbin@stoneridge.com; Boone, Bill (W.P.); Bogema, John (P.); Teran, Roberto (R.); 'Landis, Ron'
Subject: RE: Minutes: Diesel Exhaust Sensor TNI-NPF

Tom,
Sorry about the confusion. Most of the sensors are TNI. The 11 sensors are ones that had a full data set… i.e. **all** of the following items:

- Proven TNI by Stoneridge
- We know which exhaust position it came from
- We know the DTCs that flagged it.

I need to re-label things so that this is clearer.

Dan Rinkevich
Powertrain Quality
(313) 32-23653 (Desk)
(313) 676-9572 (Cellular)

From: Bushman, Thomas (T.S.)
Sent: Wednesday, July 10, 2013 12:46 PM
To: Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Wagers, Sue (S.K.); Moylan, James (J.J.); Dixon, Mark (M.R.); Oyafuso, Kevin (K.G.); Kue, Ace (K.); Hamilton, Steven (S.C.); Johnson, Seth (S.); Caesar, Cynthia (C.L.); Sonat, Ibrahim (I.); Hutchinson, Rob (R.); Jeff.Philbin@stoneridge.com; Boone, Bill (W.P.); Bogema, John (P.); Teran, Roberto (R.); 'Landis, Ron'
Subject: RE: Minutes: Diesel Exhaust Sensor TNI-NPF

Dan – thanks to you and team for keeping the momentum up on this effort.

In looking through your package I had a quick question.

You state that 66 EGTs have been in warranty since the new powder fill fix, but we only have eleven (11) in the NPF investigation. Do we have any root causes identified for the remaining 55 EGTs that have been returned? Could we add this element of the investigation to the 6-Panel?

Thanks.

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: Rinkevich, Daniel (D.J.)
Sent: Friday, June 28, 2013 9:57 AM
To: McDonagh, Scot (S.M.); Wagers, Sue (S.K.); Bushman, Thomas (T.S.); Moylan, James (J.J.); Dixon, Mark (M.R.); Oyafuso, Kevin (K.G.); Kue, Ace (K.); Hamilton, Steven (S.C.); Johnson, Seth (S.); Caesar, Cynthia (C.L.); Sonat, Ibrahim (I.); Hutchinson, Rob (R.); Jeff.Philbin@stoneridge.com; Boone, Bill (W.P.); Bogema, John (P.); Teran, Roberto (R.); 'Landis, Ron'
Subject: Minutes: Diesel Exhaust Sensor TNI-NPF

- Send EGT presentation to team - **Dan Rinkevich**
  << File: EGT Sensor Issue Presentation to Joe Baum.pptx >>
- Check FAV status, We need to get sensors back with pigtails - **Seth Johnson**
- Present Sensor OBD parameters and bad sensor detection strategy to team on Wed July 10 - **Ace Kue**
- Determine if there is any coating put on connector pins at pigtail supplier and report back on Wed July 10 – **Ron Landis**
- Chart TNI sensor resistance & resistance curves against DTCs and review with team on Wed July 10 – **Ron Landis**
- Review Laser marking and welding connection stations for opportunities for foreign material on connectors – **Ron Landis**
- Review PCM input circuitry with team on Wed July 10– **Rob Hutchison**

Dan Rinkevich
Powertrain Quality
(313) 32-23653 (Desk)
(313) 676-9572 (Cellular)

-----Original Appointment-----
From: Rinkevich, Daniel (D.J.)
Sent: Wednesday, June 05, 2013 4:13 PM
To: Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Wagers, Sue (S.K.); Bushman, Thomas (T.S.); Moylan, James (J.J.); Dixon, Mark (M.R.); Oyafuso, Kevin (K.G.); Kue, Ace (K.); Hamilton, Steven (S.C.); Johnson, Seth (S.); Caesar, Cynthia (C.L.); Sonat, Ibrahim (I.); Hutchinson, Rob (R.); Jeff.Philbin@stoneridge.com; Boone, Bill (W.P.); Bogema, John (P.); Teran, Roberto (R.)
Cc: 'Landis, Ron'
Subject: Diesel Exhaust Sensor TNI-NPF
When: Friday, June 28, 2013 9:00 AM-10:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx

Recurring meeting to discuss Diesel Exhaust Sensor TNI-NPF.

-+-----+-----+-----+-----+-----+-----+-----+-----+-

[Do not add or change anything below this line. The information in this section may be replaced with your meeting details after you click Send.]

WebEx Meeting Information

Meeting Number: 713 533 403
Meeting Password: This meeting does not require a password.
Meeting Link: https://ford.webex.com/ford/j.php?J=713533403

This meeting may include the option for video. The recording of meetings is prohibited. For company policies on using video click here:

https://comm.sp.ford.com/sites/digitalworker/Pages/HowiWorkItem.aspx?UCTitle=to%20use%20Video&UCID=&Page=2&Section=2.001

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=235536682&tollFree=1
Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Access code:713 533 403

MC12

http://www.webex.com

From: Leisenring, Kenneth (K.C.)
Sent: Thursday, July 12, 2012 1:42 AM
To: Opolsky, Norman (N.H.)
Cc: Chen, Kevin (S.); Bogema, John (P.); Kue, Ace (K.)
Subject: RE: MY14 P473 Development Tasks

Norm,

Let's discuss at our Monday 10:30AM P473 Regen Health Chart meeting. If the major driver for regen workload, then I think that should only be CC U10K. Let's make sure we are all on the same page for content and which calibrations are impacted.

For vehicles, we'll need to use 2013 MY prototypes. Dyno time will be tight and we might need to figure out how to get some development aftertreatment parts.

Ken Leisenring
Cell: (313) 600-0711

From: Opolsky, Norman (N.H.)
Sent: Wednesday, July 11, 2012 11:23 AM
To: Leisenring, Kenneth (K.C.)
Subject: MY14 P473 Development Tasks

Ken,
Attached is the overall plan to develop the MY14 P473 regeneration calibration.
Major elements are the DOC monitor support and the HC desorption.

Required to support is a dyno, CC engine DC dress kit, 2 CC vehicles and 1 DC vehicle.

We have been working with P. Tennison to shape the targets to match the fueling so that regeneration would not be impacted. So far he has disregarded this request.

Michiel is working on an intrusive monitor and I would recommend that this be prime path.

Additionally the HC desorption is included on this program. My recommendation would be to push this off until MY15.

If both of these items can be delayed, we would only need to work on small potatoes items such as messaging, emissions, OCR, EGT3 shut down vs ambient, etc.

Majority of vehicle and dyno work is support Desorption and DOC monitor.

I have not requested an engine or dyno.

Please advise.

Norman H. Opolsky, Supervisor; Diesel Calibration, mobile 1-313-805-0168
==========
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If you have received this message in error, please notify me immediately by replying to the message and deleting it from your computer.
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From: Lyon, Peter (P.M.)
Sent: Friday, November 20, 2009 2:49 PM
To: Oberski, Christopher (C.); Bogema, John (P.); Garman, Benjamin (B.D.)
Cc: Farmer, Mary (M.C.); Luke, Darrin (D.B.); Chen, Kevin (S.)
Subject: RE: P200C/E - Stop Safely Now

Instant MIL if possible please.

Regards,

Peter Lyon
Manager: FNA Diesel and O/8500 Gas Powertrain Calibration
| phone: 313-805-5745 fax 313-59-43788
ONE FORD: One Team-One Plan-One Goal

From: Oberski, Christopher (C.)
Sent: Friday, November 20, 2009 8:55 AM
To: Bogema, John (P.); Garman, Benjamin (B.D.)
Cc: Farmer, Mary (M.C.); Luke, Darrin (D.B.); Chen, Kevin (S.); Lyon, Peter (P.M.)
Subject: P200C/E - Stop Safely Now

John-
Please calibrate P200C/E to a one trip mil. "Stop Safely now"

Also If there is a wrench which gets illuminated. What is the conditions that clear the wrench?

Chris Oberski
Mgr: FNA Diesel PT Feature Calibration
Cell: 313-805-8015
Email: mailto:cobersk1@ford.com

From: Hall, Christopher (C.)
Sent: Monday, October 20, 2014 8:52 PM
To: Chacon, Jose (A.)
Subject: RE: P473 - GOING RAV - FINAL REPAIR ATTEMPS - EFPBV012 FREQUENT REGENERATION - NHL - http://www.quality.ford.com/aws/cgi-bin/jlu/clmlist20.pl?srvr=AWSPPRDDG&modelyr=2013&vin_cd=1FT7W2BT7D[redacted]

Sensitivity: Private

Jose,

The dealer called me this morning asking about the truck and I advised them to order the exhaust system and EGT 11, 13, 14. I had to make a call; hopefully it is the right one. I am running out of time. I also had to meet a customer this morning for a FRA that was a two hour drive and did not realize you had a meeting set up for today.

Regards,

Chris Hall
Field Service Engineer
Ford Customer Service Division
Orlando Region T08
Efax-855-500-5625 Cell-727-643-9285
"Fix it right every time with Rotunda!"



From: Chacon, Jose (A.)
Sent: Friday, October 17, 2014 4:46 PM
To: Hall, Christopher (C.)
Subject: RE: P473 - GOING RAV - FINAL REPAIR ATTEMPS - EFPBV012 FREQUENT REGENERATION - NHL - http://www.quality.ford.com/aws/cgi-bin/jlu/clmlist20.pl?srvr=AWSPPRDDG&modelyr=2013&vin_cd=1FT7W2BT7DE[redacted]
Sensitivity: Private

No problem. I replied to Asad with the latest direction on this case. We should see what happens next week.
JCH

From: Hall, Christopher (C.)
Sent: Friday, October 17, 2014 4:35 PM
To: Chacon, Jose (A.)

Subject: RE: P473 - GOING RAV - FINAL REPAIR ATTEMPS - EFPBV012 FREQUENT REGENERATION - NHL - http://www.quality.ford.com/aws/cgi-bin/jlu/clmlist20.pl?srvr=AWSPPRDDG&modelyr=2013&vin_cd=1FT7W2BT7DE[redacted]
Sensitivity: Private

Jose,

I had to call into a meeting on the DPS6 this afternoon so I was unable to call into the other meeting.

Regards,

Chris Hall
Field Service Engineer
Ford Customer Service Division
Orlando Region T08
Efax-855-500-5625 Cell-727-643-9285
"Fix it right every time with Rotunda!"
<< OLE Object: Picture (Device Independent Bitmap) >>

From: Chacon, Jose (A.)
Sent: Friday, October 17, 2014 3:43 PM
To: Johnson, Seth (S.); Hall, Christopher (C.)
Subject: FW: P473 - GOING RAV - FINAL REPAIR ATTEMPS - EFPBV012 FREQUENT REGENERATION - NHL - http://www.quality.ford.com/aws/cgi-bin/jlu/clmlist20.pl?srvr=AWSPPRDDG&modelyr=2013&vin_cd=1FT7W2BT7DE[redacted]
Sensitivity: Private

Thank You Seth for your input on this vehicle, this may be the final resolution for this vehicle. I included Chris, to pass the information.
JCH

From: Johnson, Seth (S.)
Sent: Friday, October 17, 2014 3:05 PM
To: Chacon, Jose (A.)
Subject: RE: P473 - GOING RAV - FINAL REPAIR ATTEMPS - EFPBV012 FREQUENT REGENERATION - NHL - http://www.quality.ford.com/aws/cgi-bin/jlu/clmlist20.pl?srvr=AWSPPRDDG&modelyr=2013&vin_cd=1FT7W2BT7DEA15071
Sensitivity: Private

Jose,

I will not be able to attend the meeting but I will add this for the discussion:

- Vehicle had runs rough in regen TSB performed March 2014 at 12,600 miles. This was the first drivability repair performed on the vehicle.

- Frequent regen was reported in AWS in June and the dealer replaced an EGT sensor. Since then I only see that the MAF and another EGT sensor were replaced.
- Vehicle has accrued 18,000 miles since regen repair in March so the vehicle is driven enough so regen should complete with less frequency.

As long as the vehicle is programmed for the larger tires it should not be an issue. If the tires are so large they are outside the parameters of IDS, then I'm not sure why we are entertaining this. My thought is that the SCR system needs to be replaced and I would replace the other EGT sensors as well for safe measure. If the runs rough in regen caused severe loading of the DPF due to unburned fuel then it is probably at the point where it won't set a DTC for a while but it can only get it so clean. In cases where we recommend reusing a DPF that has been contaminated (oil, fuel, coolant) has a very high probability of needing the DPF replaced within a few thousand miles. Other examples are P207F vehicles that clear the DTC only to return later for DPF replacement.

Regards,

Seth H. Johnson

Diesel/Hybrid/Gasoline Commodity Engineer
1700 Fairlane Business Drive - DSC 1
Phone: (313)-390-6051
SJOHN274@Ford.com

-----Original Appointment-----
From: Chacon, Jose (A.)
Sent: Friday, October 17, 2014 11:21 AM
To: Bird, Kevin (M.); Parrish, Kirk (K.A.); Renaud, Chris (C.M.); Zimmerman, Bret (B.A.); Zelecki, Thomas (T.); Johnson, Seth (S.); Pusta, Ionut (I.); Rinkevich, Daniel (D.J.); Hale, Curt (B.C.); Garman, Benjamin (B.D.); Chacon, Jose (A.); Hall, Christopher (C.)
Subject: P473 - GOING RAV - FINAL REPAIR ATTEMPS - EFPBV012 FREQUENT REGENERATION - NHL - http://www.quality.ford.com/aws/cgi-bin/jlu/clmlist20.pl?srvr=AWSPPRDDG&modelyr=2013&vin_cd=1FT7W2BT7DEA15071
When: Occurs every Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday effective 10/20/2014 until 12/11/2014 from 3:45 PM to 4:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where: Conference Call & Web-Ex Meeting
Importance: High
Sensitivity: Private

Team,

Conference Call & Web-Ex Information Below:

Team we need your help on this 2013 6.7L F250 4X4 Unit with on-going concern of Frequent Regen. This is not a mandatory meeting; however, you expertise and background can provide the right fix for this vehicle, prior to reaching RAV/BBB. You are identify to support on this vehicle, based on earlier communications. If I missed any-one please forward the meeting notice to additional team members.

+ What is a TAR/TFOAM: + Basically, a TAR/TFOAM is open against Ford, due to the Diagnostic Manuals, Parts, Tools and Trained service personnel has exhausted all possible recommendations, to resolve the owners original root concern. Through E-mail, warranty pull and/or any GCQIS historic data, the team provides a service direction. In this case, all technical service knowledge and publication usage was exhausted to no avail.
+ The Customer waits for a fix.

+ Status:

The vehicle has had Engineering Flight Recorder installed since July 2014
There is a possibility to a second recorder might be available.
Latest E-mail Communication attached.
+ Request Core team to meet daily until resolution.
<< Message: RE: ! Unit Down - On Going Concern 2013 Florida F-Super Duty >>

Meeting:

3:45-3:50 PM Meet the Team
3:50-4:00 PM Vehicle Status FSE Chris Hall
4:00-4:15 PM Data recorder, results, next steps: PD Leads: Kevin B., Kirk P., Bret Z., Thomas Z., Benjamin G.
4:15-4:30 PM Meeting is a re-occurrence to get final resolution.

Regards,

FCSD KTP Team

Jose Chacon invites you to the following WebEx meeting:

WebEx meeting information

Meeting Link: https://ford.webex.com/ford/j.php?J=716835294
Meeting Number: 716 835 294
Meeting Password: This meeting does not require a password.

This meeting may include the option for video. The recording of meetings is prohibited. For company policies on using video click here: https://comm.sp.ford.com/sites/digitalworker/Pages/HowiWorkItem.aspx?UCTitle=to%20use%20Video&UCID=&Page=2&Section=2.001

Audio conference information

FordNet 248-3668 / Toll: +1-313-248-3668
US Toll Free Number: +1-888-628-3668

Having trouble dialing in? Try these backup numbers:
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=318545017&tollFree=1
Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Access code:716 835 294

MC05

http://www.webex.com

From: Rinkevich, Daniel (D.J.)
Sent: Tuesday, July 15, 2014 7:33 PM
To: Taylor, Perry (P.A.); Philbin, Jeff; McDonagh, Scot (S.M.); Hutchinson, Rob (R.); Sonat, Ibrahim (I.); Miley, Jon (J.W.)
Cc: Roberts, James (J.B.); Wagers, Sue (S.K.); Dixon, Mark (M.R.); Roberts, James (J.B.); Kruse, William (W.H.); Melchor, David; Doering, Bob; Landis, Ron; Sparks, Robert
Subject: RE: P473 2014CY Production EGT Update

Perry,
Look at the Meeting notice for last Friday's diesel MIL affinity team. I included the Stoneridge info there.

Dan Rinkevich
Powertrain Quality
(313) 32-23653 (Desk)
(313) 676-9572 (Cellular)

From: Taylor, Perry (P.A.)
Sent: Tuesday, July 15, 2014 12:29 PM
To: Philbin, Jeff; Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Hutchinson, Rob (R.); Sonat, Ibrahim (I.); Miley, Jon (J.W.)
Cc: Roberts, James (J.B.); Wagers, Sue (S.K.); Dixon, Mark (M.R.); Roberts, James (J.B.); Kruse, William (W.H.); Melchor, David; Doering, Bob; Landis, Ron; Sparks, Robert
Subject: RE: P473 2014CY Production EGT Update

Jeffery Philbin,

Any progress on, Weld at end of MI Cable Leads - 8D Pending?

Perry A. Taylor

PVT Powertrain
Kentucky Truck Plant – Super Duty
Cell Phone: (313) 805-5182
Desk Phone: (502) 429-2702
Fax: (502) 429-2111
PTAYLOR8@ford.com

From: Philbin, Jeff [mailto:Jeff.Philbin@stoneridge.com]
Sent: Thursday, July 10, 2014 4:41 PM
To: Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Taylor, Perry (P.A.); Hutchinson, Rob (R.); Sonat, Ibrahim (I.); Miley, Jon (J.W.)
Cc: Roberts, James (J.B.); Wagers, Sue (S.K.); Dixon, Mark (M.R.); Roberts, James (J.B.); Kruse, William (W.H.); Melchor, David; Doering, Bob; Landis, Ron; Sparks, Robert
Subject: P473 2014CY Production EGT Update

ALL:

RQ14-005 000518 ER

Attached is the updated info on the P473 EGT Sensor warranty. This table includes all parts we are tracking from vehicles produced in CY2014. Also attached is an 8D related to the identified harness weld item.

Please review and let us know if you have specific questions. We will continue to monitor returns and expedite any EGT warranty parts received from vehicles produced in CY2014.

Thank you.

Jeffrey Philbin
Stoneridge, Inc
28001 Cabot Drive, Suite 100, Novi, MI
248-324-3856 Office 248-469-9942 Cell
Jeffrey.philbin@stoneridge.com | www.stoneridge.com

From: McDonagh, Scot (S.M.)
Sent: Thursday, December 09, 2010 2:07 PM
To: Opolsky, Norman (N.H.)
Cc: Leisenring, Kenneth (K.C.); Lyon, Peter (P.M.); Dixon, Mark (M.R.); 'Clark, Scott'; Volinski, Bridget (.)
Subject: RE: P473 6.7L EGT

Hi-Stat sensor analysis includes inspection of the connector. Working on Digital camera purchase as we speak

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

From: Opolsky, Norman (N.H.)
Sent: Thursday, December 09, 2010 8:29 AM
To: McDonagh, Scot (S.M.)
Cc: Leisenring, Kenneth (K.C.); Lyon, Peter (P.M.); Dixon, Mark (M.R.)
Subject: RE: P473 6.7L EGT

I'd like these parts to go through as few hands as possible to avoid loosing them. Scott I would recommend that you take ownership of the TNI parts and give them to me. I will then handle the vehicle TNI investigation. I would ask that each part receive a unique permanent tag as well as a picture and opinion of the inside of the connector.

From: McDonagh, Scot (S.M.)
Sent: Wednesday, December 08, 2010 12:15 PM
To: Opolsky, Norman (N.H.)
Cc: Leisenring, Kenneth (K.C.); Lyon, Peter (P.M.); Dixon, Mark (M.R.)
Subject: FW: P473 6.7L EGT

Will advise when P200C, P200E TNI returns from Hi-Stat are received for vehicle testing

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

From: McDonagh, Scot (S.M.)
Sent: Wednesday, December 08, 2010 12:12 PM
To: Straub, Brady; 'Clark, Scott'
Cc: Erginer, Bora (B.E.); Volinski, Bridget (.); Perry, Brian (B.J.)
Subject: P473 6.7L EGT

RQ14-005 000520 ER

Mr. Dixon advised that the enclosed Excel spreadsheet will have to be manually populated. Please update to include latest status on EGT returns 27-40. As discussed in this mornings meeting EGT returns 41-43 are in my office awaiting PU. Thanks

<< File: P473_EGT_RETURNS.doc >> << File: P473_EGT_RETURNS_11-19-10.doc >> << File: Hi-Stat_EGT.xls >>

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

From: Philbin, Jeff <Jeff.Philbin@stoneridge.com>
Sent: Wednesday, November 19, 2014 8:41 PM
To: Taylor, Perry (P.A.); Roberts, James (J.B.)
Cc: Goodwin, William (W.R.); Kruse, William (W.H.); Sonat, Ibrahim (I.)
Subject: RE: P473 EGT Changes - AC3A-12B591-AC/-BC - ALERT# A12916317

Perry;

FYI – for the AC3A-12B591-BC PTR Samples with the Laser Weld – one bin shipped today (270 pcs). Following is the trailer information from our plant:

Trailer No.: 738409
Pro Number: 5035267
Bill of Lading Number [redacted]

Please let us know if you need other information.

Thank you!

Jeffrey Philbin

From: Philbin, Jeff
Sent: Monday, November 17, 2014 8:58 AM
To: Taylor, Perry (P.A.) <ptaylor8@ford.com>; Roberts, James (J.B.) (jrobert4@ford.com)
Cc: Goodwin, William (W.R.) (wgoodwin@ford.com); Kruse, William (W.H.) <wkruse@ford.com>; Sonat, Ibrahim (I.) <isonat@ford.com>
Subject: RE: P473 EGT Changes - AC3A-12B591-AC/-BC - ALERT# A12916317

Perry / James:

FYI – Ibrahim has approved Alert #A12916317 allowing Stoneridge to ship the AC3A-12B591-BC EGT sensors to complete the PTR for the Laser Weld.

Can you please confirm that you are OK with the Alert / Trial run? We are planning to ship the one bin of sensors on Tuesday 18Nov.

Thank you.

Jeffrey Philbin

From: Philbin, Jeff
Sent: Friday, November 14, 2014 12:14 PM
To: Sonat, Ibrahim (I.) <isonat@ford.com>; Taylor, Perry (P.A.) <ptaylor8@ford.com>
Cc: Roberts, James (J.B.) (jrobert4@ford.com); Goodwin, William (W.R.) (wgoodwin@ford.com); Kruse, William (W.H.) <wkruse@ford.com>
Subject: RE: P473 EGT Changes - AC3A-12B591-AC/-BC - ALERT# A12916317

Ibrahim / Perry:

Alert # A12916317 has been initiated for the Plant Trial Run of 170pcs of part number AC3A-12B591-BC (-BD) with the Laser Weld. We have parts available and will ship to KTP on Tuesday 18Nov – once the Alert is approved. As the wire harness / crimp is common to both the –AC and –BC part numbers, our intent is to use this trial run to cover both part number approvals; Please confirm that you agree.

The parts will be shipped against the AC3A-12B591-**BC** releases (one bin – 170pcs). The bin will be identified with the KTP STOP SIGN. The parts are identified with a yellow mark on the connector and the laser part ID is at the new AC3A-12B591-**BD** revision.

We will provide the truck / trailer information once the parts are shipped.

Ibrahim:
If OK – can you please approved the Alert and move to "A" status?

For general status:

- We are on-track to start production of this part number the week of 01Dec2014. We would expect the first shipments to KTP on appx 10Dec.
- If the Concern, PO, and CMMS releases are not changed to the –BD revision by this date we will need another alert to support initial production shipments.
- We are finalizing our PPAP data. The initial Phase0/1 PPAP data will be submitted to B. Kruse over the next week. The PV test is scheduled to be completed on 26Nov. This is required for final Phase1 PPAP submittal – which is expected on 01/02Dec.
- The AC3A-12B591-AC (-AD) part number production shipments are scheduled to start the week of 15Dec, projecting to a worst case production start at KTP the week of 05Jan2015.

Please let us know if you have any questions.

Thank you for your support!!

Jeffrey Philbin

From: Philbin, Jeff
Sent: Wednesday, November 12, 2014 6:07 PM
To: Taylor, Perry (P.A.) <ptaylor8@ford.com>
Cc: Roberts, James (J.B.) (jrobert4@ford.com)
Subject: P473 EGT Changes - AC3A-12B591-AC/-BC

Perry;

Per our reviews a couple weeks ago, Stoneridge is adding a laser weld process to a wire crimp terminal in our EGT sensor. We complete our Phase0 build last week, and would like to schedule a PRT at KTP for one of the part numbers as soon as possible. We are tracking to start production on the "interim" laser weld process (internal at Stoneridge) on 02Dec; it would be good if we could complete the PTR before then.

The Concern is still in process. Both EGT part numbers will be bumping to the –AD/-BD revision to track the change. In the meantime, we can issue an Alert to run the PTR in parallel with our PV Testing and PPAP approval. If we wait for full PPAP approval (early December) our goal of implementing the change at KTP in December will be at risk.

We would like to discuss the timing / support plan / implementation status update with KTP. Can we set-up a meeting on Monday for this review (I believe you are on holiday Friday)? Who should we invite from KTP?

I will try to call you tomorrow as well.

Thank you for your support!

Jeffrey Philbin
Stoneridge, Inc
28001 Cabot Drive, Suite 100, Novi, MI
248-324-3856 Office 248-469-9942 Cell
Jeffrey.philbin@stoneridge.com | www.stoneridge.com

From: McDonagh, Scot (S.M.)
Sent: Thursday, September 29, 2011 1:28 PM
To: Erginer, Bora (B.E.); Straub, Brady (Brady.Straub@stoneridge.com)
Cc: Volinski, Bridget (.); Goodwin, William (W.R.)
Subject: RE: P473 EGT part numbers

Brady will have to advise on EGT returns

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

From: Erginer, Bora (B.E.)
Sent: Thursday, September 29, 2011 9:24 AM
To: McDonagh, Scot (S.M.)
Cc: Volinski, Bridget (.); Goodwin, William (W.R.)
Subject: RE: P473 EGT part numbers

Scot,

Does it mean we do not have ant EGT 3&4 returns? Because WERS and MPNR says, AC3Z-12B591-B is the service part of EGT3&4.

Regards,

Bora Erginer

From: McDonagh, Scot (S.M.)
Sent: Thursday, September 29, 2011 4:09 PM
To: Erginer, Bora (B.E.)
Cc: Volinski, Bridget (.); Goodwin, William (W.R.)
Subject: RE: P473 EGT part numbers

FYI

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

From: Erginer, Bora (B.E.)
Sent: Thursday, September 29, 2011 8:41 AM
To: McDonagh, Scot (S.M.)

RQ14-005 000525 ER

Cc: Volinski, Bridget (.); Goodwin, William (W.R.)
Subject: P473 EGT part numbers

Hello Scot,

P473 EGT sensor part numbers are as following

EGT1 & EGT1 AC3A-12B591-AB (Service part AC3Z-5J213-A /AC3Z-12B591-A)
EGT3 & EGT4 AC3A-12B591-BB (Service part AC3Z-5J213-B / AC3Z-12B591-B)

Can you please confirm because I do not see ANY claims for AC3Z-5J213-B / AC3Z-12B591-B.

Thanks,

Bora Erginer, MSc.
Global Core Sensor Engineer, gPCSE
Exhaust Gas Temperature & Pressure Sensors and Knock Sensor
International: +90 262 677 **9782**
Ford Internal: 8 **708 9782**
Ford Otomotiv A.S.
TUBITAK Technopark, Gebze Kocaeli/ Turkey

Please raise an e-tracker for any request to global Core Sensor Team:
http://www.etracker.ford.com/Apps/AddIssues/AddIssue.asp?ProjectID=GPCSESEN

From: McDonagh, Scot (S.M.)
Sent: Thursday, September 29, 2011 2:43 PM
To: Caesar, Cynthia (C.L.)
Cc: Dixon, Mark (M.R.); Goodwin, William (W.R.); Erginer, Bora (B.E.)
Subject: FW: EGT Freeze Frame Data Request

Can you pull OWS FF data on 2011MY P473 6.7L Diesel for the below EGT DTCs ? Thanks

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

From: Straub, Brady [mailto:Brady.Straub@stoneridge.com]
Sent: Thursday, September 29, 2011 12:37 AM
To: McDonagh, Scot (S.M.)
Subject: EGT Freeze Frame Data Request

Scot,

I have taken back over for Bill on the EGT warranty here at stoneridge. Can I get a copy of the latest freeze frame data for the following EGT DTC codes. I show these as my top DTC codes for the parts we find as TNI.

- P242A
- P246E
- P2031

- P0544

Thanks,

Brady A. Straub
APQP Engineer
Hi-Stat Mfg.
345 South Mill Street
Lexington, Ohio 44904
Phone: 419-884-4125
Fax: 419-884-4195

From: Lyon, Peter (P.M.)
Sent: Tuesday, August 17, 2010 7:33 PM
To: Bailey, Owen (O.R.); Bogema, John (P.)
Cc: Hutchison, Michelle (M.M.); Volinski, Bridget (.)
Subject: RE: P473 EWRT - CQIS/AWS Daily Summary - 6.7L Diesel Engine - 8/17/2010

EGT3 not working => engine does not run. Inverted -delta item.

Regards,

Peter Lyon
Manager: FNA Diesel and O/8500 Gas Powertrain Calibration
| phone: 313-805-5745 fax 313-59-43788
ONE FORD: One Team-One Plan-One Goal

From: Bailey, Owen (O.R.)
Sent: Tuesday, August 17, 2010 3:04 PM
To: Lyon, Peter (P.M.); Bogema, John (P.)
Cc: Hutchison, Michelle (M.M.); Volinski, Bridget (.)
Subject: FW: P473 EWRT - CQIS/AWS Daily Summary - 6.7L Diesel Engine - 8/17/2010

Does the verbatim makes sense? Says that truck died (I assume that means stall) based on EGT codes. What action do we take with these codes (EGT open)?

From: Dihle, Ken (K.M.)
Sent: Tuesday, August 17, 2010 9:08 AM
To: Aho, David (D.S.); Ali-Zaher, Houda (H.); Araiza, Enrique (E.A.); Austin, Jon (J.A.); Bailey, Owen (O.R.); Baker, Zachary (Z.); Bansek, Catherine (C.K.); Bates, Erin (M.E.); Beattie, Mike (M.A.); Billings, Thomas (T.P.); Bird, Kevin (M.); Bliss, Brandon (B.); Bloom, David (D.A.); Boerger, Jim (J.G.); Bogema, John (P.); Boone, William (W.P.); Bruckner, Paul (P.R.); Buenger, Nick (N.); Bull, Tony (W.A.); Canjar, Joe (J.); Cervenan, Neil (N.J.); Chen, Kevin (S.); Chisholm, Peter (P.M.); Coleman, Gregary (G.E.); Condron, Brian (B.G.); Cooper, Scott (S.D.); Cowher, Terry (T.); Crudo, Frank (F.J.); Currie, David (J.); Czapski, Mark (M.G.); Davis, Craig (C.B.); Desai, Narendra (S.); Dihle, Ken (K.M.); Dixon, Mark (M.R.); Dobson, Kevin (K.E.); Douglas, Jason (J.); Erickson, Tom (T.C.); Ferdubinski, Ron (R.D.); Fields, Michael (M.); Flavell, Pete (P.D.); Fricke, Jon (J.R.); Fulton, Brien (B.L.); Garlick, Todd (T.M.); Garnica, Jose (J.L.); Gawronski, Robert (R.J.); Gedert, Anne (A.C.); Ghoddousi, Shahram (S.); Giunta, Michael (M.J.); Goebel, Ken (K.M.); Greca, Marc (M.A.); Gregoricka, David (D.J.); Gryglak, Adam (A.J.); Hale, Curt (B.C.); Hallgren, Brian (B.E.); Hansen, Randy (R.F.); Harrison, James (J.P.); Harrison, Mike (M.J.); Hill, Teresa (T.L.); Hoang, Cuong (C.); Holmes, Douglas (D.A.); Horbal, Colin (C.P.); Hudson, Tony (A.W.); Isaacson, James (J.W.); Ives, David (D.C.); Janovich, Richard (R.); 'Jeff.Coyle@VFTIS.spx.com'; Jenkins, Tim (T.L.); Johnson, Risa (R.A.); Jones, Keith (K.); Jump, David (D.P.); Jungkunz, Rose (R.T.); Kacewicz, John (J.); Kay, Jeffrey (A.); Klas, Jeffrey (J.J.); Kloss, Phil (P.J.); Korpics, Frank (F.M.); Kramer, James (J.A.); Krolewski, David (D.R.); Kromberg, Arnold (A.W.); Kue, Ace (A.); Kulmaczewski, David (D.M.); Langley, Scott (C.S.); Leisenring, Kenneth (K.C.); Lienau, Deborah (D.S.); Luke, Darrin (D.B.); Lusardi, Tony (T.K.); Lyon, Peter (P.M.); Uranga, Isidro (J.); Mahoney, Mark (M.M.); Mailloux, Richard (R.); Mazur, Jason (J.K.); McAllister, Derek (D.); McCoy, Jim (D.); McDonagh, Scot (S.M.); Melendez, Enrique (E.); Merrell, Robert (R.J.); Mohan, Robert (R.); Montgomery, Kerry (K.P.); Moreau, Jerimy (J.C.); Morelli, Anthony (A.J.); Moylan, James (J.J.); Mros, Nolan (N.E.); Myers, Dan (D.P.); Neasz, Ken (K.); Neder, Abraham (A.N.); Neff, Julie (J.M.); Nichols, Gary (G.S.); Nunez, Kyle (K.J.); Oberski, Christopher (C.); O'Connor, Tammy (T.A.); Opolsky, Norman (N.H.); Oyafuso, Kevin (K.G.); Padar, Frank (F.); Pandolfi, Pete (P.G.); Parkham, Jeffrey (J.W.); Parra, Luis (L.A.); Pollitt, Dwayne (D.); Pumford, Ken (K.G.); Quandt, Ralph (R.B.); Rakotz, Ron (R.D.); Rauch, Jim (J.R.); Reich, Jeff (J.S.); Renteria, Mario (M.); Renwick, Rick (R.J.); Roberts, James (J.B.); Ruppert, Dave (D.R.); Saad, Thomas (T.J.); Schang, Amy (A.J.); Schneidau, Dan (D.); Siddall, Stephen (S.); Skoures, Evangelos (E.P.); Smaldone, Ronald (R.P.); Soto, Eduardo (E.); Sowards, John (J.); Sparks, Douglas (D.S.); Stanley, Daniel (D.J.); Steslicki, Michael (M.E.); Stranges, Antonio (A.); Sulkowski, Rick (R.); Sun, Bao (B.); Szymusiak, Scott (S.J.); Tait, Terry (T.N.); Tarquinto, Jody (JAT.); Taylor, James (J.D.); Tobiczyk, Michael (M.J.); Tucker, Christopher (C.H.); Turner, Tom (T.E.); Tyahla, Mark (M.A.); Varela, Gerardo (G.A.); Volinski, Bridget (.); Vroman, Dennis (D.A.); Vykydal, Marianne (M.L.); Wallin, Richard (R.J.); Waszczenko, Ed (E.W.); Webb, Timothy (T.J.); Williams, Brent (B.A.); Williams, Brian (B.E.); Wong, Benny (.); Young, Colin (C.J.); Ziemba, Gregory (G.); Zilinskas, Steve (S.E.); Zimmerman, Bret (B.A.)
Subject: FW: P473 EWRT - CQIS/AWS Daily Summary - 6.7L Diesel Engine - 8/17/2010

RQ14-005 000528 ER

2011 MY 6.7L Diesel EWRT

***Reminder**: Coordinate with the P473 EWRT and FCSD Hotline before contacting dealership personnel regarding any AWS or CQIS claim.*

The new GCQIS Reports are as follows:

6/22/2010 VPD, PICKUP, 158 miles, EGT related shutdown(P200C/E)

<< Message: Report Summary for the CQIS Report#AHPC5013 >>

Old Failure mode GCQIS Reports:

DEF Contaminated/low/fluid level question/P207F/noise/transport damage/reductant heater stuff
<< Message: Report Summary for the CQIS Report#AHNAK016 >> << Message: Report Summary for the CQIS Report#AHNAD009 >> << Message: Report Summary for the CQIS Report#AHPD2023 >> << Message: Report Summary for the CQIS Report#AHPAX020 >> << Message: Report Summary for the CQIS Report#AHNAB008 >>
Oil leak at oil filter adaptor
<< Message: Report Summary for the CQIS Report#AHPCK005 >>
Low boost
<< Message: Report Summary for the CQIS Report#AHPAN012 >>

Regen
<< Message: Report Summary for the CQIS Report#AHPAP041 >>

P132b code
<< Message: Report Summary for the CQIS Report#AHPB1017 >> << Message: Report Summary for the CQIS Report#AHPAX011 >> << Message: Report Summary for the CQIS Report#AHNAD005 >>
Probable wire chafe
<< Message: Report Summary for the CQIS Report#AHPD8006 >>
Damaged crankcase breather
<< Message: Report Summary for the CQIS Report#AHPB3002 >>
Lower oil pan leak
<< Message: Report Summary for the CQIS Report#AHPB1022 >>

No accel pedal response
<< Message: Report Summary for the CQIS Report#AHPB1024 >>
Probable typewriter noise
<< Message: Report Summary for the CQIS Report#AHPA5012 >>

P0299 code(pickup)

<< Message: Report Summary for the CQIS Report#AHPCF009 >> << Message: Report Summary for the CQIS Report#AHPA5016 >>
Idle shutdown question
<< Message: Report Summary for the CQIS Report#AHPA5010 >> << Message: Report Summary for the CQIS Report#AHPAY002 >>
Power upgrade cal question
<< Message: Report Summary for the CQIS Report#AHPA5001 >>

These reports are highlighted in yellow in the GCQIS Reports tab in the summary file linked below.

The New AWS claims are as follows:

No new failure modes identified in AWS claims for today.

<< File: 6.7L Powertrain claims 8172010.xls >>

Summary files:

SharePoint AWS and CQIS direct link: https://team.sp.ford.com/sites/ptquality/15%20-%20P473%20EWRT/default.aspx?RootFolder=%2fsites%2fptquality%2f15%20%2d%20P473%20EWRT%2fShared%20Documents%2fAWS%20and%20CQIS%20Claims&FolderCTID=&View=%7b3B9E7937%2d8241%2d4356%2dB4E6%2d6A57B8624CCB%7d

CQIS and AWS File Name: 2011 MY 6 7L Diesel CQIS-AWS Tracking

Ken Dihle
Product Development Engineer
Large Gas & Diesel Engine Engineering
Phone: 313-248-1101
Fax: 313-390-6600
Building 1 Cube 13G004

From: Wagers, Sue (S.K.)
Sent: Thursday, September 04, 2014 8:34 PM
To: Sonat, Ibrahim (I.); Goodwin, William (W.R.)
Cc: Dixon, Mark (M.R.); Rinkevich, Daniel (D.J.)
Subject: RE: P473 Warranty Meeting - EGT discussion 11 Sep

Ibrahim, can we use your meeting next week to have a detailed discussion on EGT warranty? Jeff just reviewed with us the recent Stoneridge findings related to contact resistance changes in TNI warranty returns. I'll volunteer Mark, Dan, and myself to share the warranty detail and patterns and the rest will be brainstorm of next steps. Please expand the invitation/discussion to include the following…

Dave Weber
Mary Farmer
Ace Kue
Norm Opolsky
Roberto Teran
Dave Hayes
Scot McDonagh
Cynthia Caesar

THANKS!!

Sue Wagers
Powertrain Calibration Controls NVH [PCCN]
Supervisor, NA Quality
Dearborn - Building 2 Room 24B31
E-mail swagers@ford.com
Tel: (313) 805 7177
ONE FORD: ONE Plan - ONE Team - ONE Goal

-----Original Appointment-----
From: Sonat, Ibrahim (I.)
Sent: Wednesday, February 08, 2012 10:12 AM
To: Sonat, Ibrahim (I.); Erginer, Bora (B.E.); Wagers, Sue (S.K.); Goodwin, William (W.R.); Frederick, Elayne; Fitzrandolph, Bill; Shisko, Guy; Landis, Ron; Jenney, Edward; McDonagh, Scot (S.M.); Dixon, Mark (M.R.); Roth, Glenn; Sparks, Robert; Obenour, Doug; 'Edwards, Nick'; 'Engelbach, Brian'; 'Biederman, Jacob'; 'Straub, Brady'; 'Bachmann, Mario'; 'Sloan, Craig'; Kruse, William (W.H.)
Cc: 'Philbin, Jeff'; 'Campbell, Dean'; Ramazanoglu, Suphi (A.); 'Heston, Mike'; Schneidau, Dan (D.); 'Zyprian, Ralf'; 'Melchor, David'; Carsten.Hartmann@Stoneridge.com; Hutchinson, Rob (R.); Koon, Mason (M.L.); 'Martins, Nuno'; Taylor, Perry (P.A.); Roberts, James (J.B.); Addanki, Neelima (N.)
Subject: P473 Warranty Meeting
When: Thursday, September 04, 2014 5:00 PM-6:00 PM (UTC+02:00) Athens, Bucharest.
Where:

Ibrahim Sonat invites you to the following WebEx meeting:

WebEx meeting information

Meeting Link: https://ford.webex.com/ford/j.php?J=716975649
Meeting Number: 716 975 649
Meeting Password: This meeting does not require a password.

This meeting may include the option for video. The recording of meetings is prohibited. For company policies on using video click here:
https://comm.sp.ford.com/sites/digitalworker/Pages/HowiWorkItem.aspx?UCTitle=to%20use%20Video&UCID=&Page=2&Section=2.001

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=190421582&tollFree=1
Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Access code:716 975 649

MC05

http://www.webex.com

From: Lyon, Peter (P.M.)
Sent: Thursday, December 08, 2011 12:45 PM
To: Leisenring, Kenneth (K.C.); Baum, Joe (J.M.); Layden, Kevin (K.E.); King, David (D.P.)
Subject: RE: Phil Yuhasz Design Review

Agree.

4 sec "Cleaning" message is working well. Few complaints on too often and it helps identify regen/non-regen specific drive issues.

"Drive to Clean" keeps us from having to replace DPF's.

Regards,

Peter Lyon

Manager: FNA Diesel and O/8500 Gas Powertrain Calibration
| phone: 313-805-5745
ONE FORD: One Team-One Plan-One Goal

From: Leisenring, Kenneth (K.C.)
Sent: Wednesday, December 07, 2011 6:10 PM
To: Lyon, Peter (P.M.); Baum, Joe (J.M.); Layden, Kevin (K.E.); King, David (D.P.)
Subject: RE: Phil Yuhasz Design Review

…and here is the modified health chart with the message capability columns added.

Scorpion programs are looking pretty good…

<< File: EGT3 roll out plan 7-Dec-11.xls >>

Ken Leisenring
Manager, Diesel Feature Calibration
Cell: (313) 600-0711
kleisenr@ford.com

From: Leisenring, Kenneth (K.C.)
Sent: Wednesday, December 07, 2011 4:30 PM
To: Lyon, Peter (P.M.); Baum, Joe (J.M.); Layden, Kevin (K.E.); King, David (D.P.)
Subject: RE: Phil Yuhasz Design Review

I talked to Joe (Baum) briefly about this today. For Friday, let's make sure we are aligned that we should have a message to the customer for both "Drive to Clean" (when the DPF is full) and "Cleaning Exhaust Filter" (when regen begins). Once we have alignment, then we can work on implementation, focusing on any software and hardware constraints (e.g. most/all T6 vehicles do not have a message center). I can plan on bringing in the EGT3 health chart because it already has some information on which vehicles have message centers, for example.

Ken Leisenring
Manager, Diesel Feature Calibration
Cell: (313) 600-0711

kleisenr@ford.com

From: Lyon, Peter (P.M.)
Sent: Wednesday, December 07, 2011 2:59 PM
To: Leisenring, Kenneth (K.C.); Webb, Timothy (T.J.); Baum, Joe (J.M.); Layden, Kevin (K.E.); King, David (D.P.)
Subject: RE: Phil Yuhasz Design Review

No for me. Not sure where this came from. Is this an OCM assignment?

Anyway for FNA we use Drive to Clean in the cluster to induce driver to go drive at regen favorable conditions. EU has no message I know of. Suggest we goloabilize FNA practice. However I understand currrnet P/T VP was not in favor of a messagewhen he was in his former position.

Regards,

Peter Lyon

Manager: FNA Diesel and O/8500 Gas Powertrain Calibration
| phone: 313-805-5745
ONE FORD: One Team-One Plan-One Goal

From: Leisenring, Kenneth (K.C.)
Sent: Wednesday, December 07, 2011 2:28 PM
To: Webb, Timothy (T.J.); Baum, Joe (J.M.); Layden, Kevin (K.E.); Lyon, Peter (P.M.); King, David (D.P.)
Subject: RE: Phil Yuhasz Design Review

Are David and Peter ready to lead that discussion? Was this assignment originally given to Tim Winstanley or David King?

Ken Leisenring
Manager, Diesel Feature Calibration
Cell: (313) 600-0711
kleisenr@ford.com

From: Webb, Timothy (T.J.)
Sent: Wednesday, December 07, 2011 2:21 PM
To: Baum, Joe (J.M.); Layden, Kevin (K.E.); Leisenring, Kenneth (K.C.); Lyon, Peter (P.M.)
Subject: RE: Phil Yuhasz Design Review

As discussed in the OCM, this item will be on Friday's agenda.

Tim Webb
PCCN Business Management
Cell: 313 805-5097
Office: 313 390-2423

From: Baum, Joe (J.M.)
Sent: Tuesday, December 06, 2011 6:43 AM
To: Layden, Kevin (K.E.); Leisenring, Kenneth (K.C.); Lyon, Peter (P.M.); Webb, Timothy (T.J.); Todd, Peter (P.E.); King, David (D.P.)
Cc: Blight, Autumn (A.)
Subject: RE: Phil Yuhasz Design Review

Tim, can we move the "drive to clean" item to 1st Design Review in Jan? Did Phil specifically ask to review on 9-Dec?

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

From: Layden, Kevin (K.E.)
Sent: Tuesday, December 06, 2011 3:31 AM
To: Leisenring, Kenneth (K.C.); Lyon, Peter (P.M.); Webb, Timothy (T.J.); Todd, Peter (P.E.); King, David (D.P.); Baum, Joe (J.M.)
Cc: Blight, Autumn (A.)
Subject: RE: Phil Yuhasz Design Review

We need the drive to clean message as a key part of this.

Regards,

Kevin E. Layden
FoE - Chief Engineer Powertrain Calibration and NVH
UK +44.1268.404.044
UK Mobile +44.7500.224.244

From: Leisenring, Kenneth (K.C.)
Sent: 06 December 2011 03:16
To: Lyon, Peter (P.M.); Webb, Timothy (T.J.); Todd, Peter (P.E.); Layden, Kevin (K.E.); King, David (D.P.); Baum, Joe (J.M.)
Cc: Blight, Autumn (A.)
Subject: RE: Phil Yuhasz Design Review

Norm Opolsky is working with some members from David King's team to finalize the EGT3 strategy/calibration ICA/PCA health chart, which will include diesel vehicles that have message centers versus the vehicles that only have telltales. We can add to the health chart what, if any, cluster message is displayed for Drive to Clean. The EGT3 health chart with message clarification will not be complete by December 9th and I recommend moving to January. If we meet next week on this topic, it will only serve to tell Phil that the chart will not be complete until January.

Ken Leisenring
Manager, Diesel Feature Calibration
Cell: (313) 600-0711
kleisenr@ford.com

From: Lyon, Peter (P.M.)
Sent: Monday, December 05, 2011 7:33 PM
To: Webb, Timothy (T.J.); Todd, Peter (P.E.); Layden, Kevin (K.E.); King, David (D.P.); Baum, Joe (J.M.); Leisenring, Kenneth (K.C.)
Cc: Blight, Autumn (A.)
Subject: RE: Phil Yuhasz Design Review

Drive to clean message- I must have brain fade as I don't recall the background. We probably need a discussion on when to trigger and how to communicate to driver- message, telltale, etc.. At the same time add discussion of if "cleaning filter" message is required. Ken should lead for PCCN- FNA.

PICL assignments: was to call it "pilot adaption" ilo ZFC, MAFA, and PICL. 2) Who is calibrating in the future - currently FIE H/W supplier except for PSA projects. With PSA wind-down we could go to the H/W supplier as they have equity to meet the system spec with adaption.

Regards,

Peter Lyon

Manager: FNA Diesel and O/8500 Gas Powertrain Calibration

| phone: 313-805-5745
ONE FORD: One Team-One Plan-One Goal

From: Webb, Timothy (T.J.)
Sent: Monday, December 05, 2011 3:15 PM
To: Todd, Peter (P.E.); Layden, Kevin (K.E.); King, David (D.P.); Brumley, Andrew (A.J.); Dennis, Matt (M.A.); Dona, Alan (A.R.); Fraser, Andrew (A.D.); Lyon, Peter (P.M.); Wright, Robin (R.A.); Baum, Joe (J.M.)
Cc: Blight, Autumn (A.)
Subject: RE: Phil Yuhasz Design Review

Preliminary agenda for Dec 9th. Phil will be in transit, but still wants it held as scheduled.

1.5L Cal / Mapping status	Brumley / Dennis
Review FoE / FNA common DPF drive to clean cluster message	Lyon / King
PICL Follow-up - comparison of adaptation values across suppliers	Todd

Peter: did you capture other PICL follow-up actions?

Tim Webb
PCCN Business Management
Cell: 313 805-5097
Office: 313 390-2423

From: Webb, Timothy (T.J.) **On Behalf Of** Yuhasz, Philip (P.D.)
Sent: Wednesday, April 27, 2011 10:51 AM
To: Yuhasz, Philip (P.D.); Webb, Timothy (T.J.)
Subject: FW: Phil Yuhasz Design Review
When: Friday, December 09, 2011 8:35 AM-10:00 AM (GMT-05:00) Eastern Time (US & Canada).
Where: BLD 2 23G26 /Audio 91291702

From: Blight, Autumn (A.) **On Behalf Of** Yuhasz, Philip (P.D.)
Sent: Thursday, November 18, 2010 11:26 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, Rob (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.); Leisenring, Kenneth (K.C.); Layden, Kevin (K.E.); Cole, Paul (P.J.); McNamara, Patrick (P.S.); Bobak, Jeff (J.); Phlips, 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.)
Cc: 'Efe Erdem'; Shipp, Terri (T.L.); Whiston, Phil Dr (P.J.); Celentino, Michael (M.F.)
Subject: Phil Yuhasz Design Review
When: Occurs every Friday effective 1/7/2011 until 12/16/2011 from 8:35 AM to 10:00 AM (GMT-05:00) Eastern Time (US & Canada).
Where: BLD 2 23G26 /Audio 91291702

Updating start time to 8:35am

From: Lyon, Peter (P.M.)
Sent: Wednesday, February 26, 2014 6:10 PM
To: Bush, Duane (D.R.); Jenks, Ian (R.I.); Krenz, Edwin (E.A.); Ashak, Sajid (S.)
Cc: Zwick, Michael (M.L.); Hoang, Cuong (C.M.); Less, Mark (M.G.)
Subject: RE: Pre-R07 Diesel calibration files

Is there a design guide on when a label is needed?

Peter Lyon
Manager: FNA Diesel and O/8500 Gas Powertrain Calibration
| phone: 313-805-5745
ONE FORD: One Team-One Plan-One Goal

From: Bush, Duane (D.R.)
Sent: Wednesday, February 26, 2014 1:02 PM
To: Lyon, Peter (P.M.); Jenks, Ian (R.I.); Krenz, Edwin (E.A.); Ashak, Sajid (S.)
Cc: Zwick, Michael (M.L.); Hoang, Cuong (C.M.); Less, Mark (M.G.)
Subject: RE: Pre-R07 Diesel calibration files

No label underhood per latest Ford release process plans.

Routing is in the owners guide, which of course isn't in the vehicles yet.

Mike/Cuong: can you send this routing diagram out to the DEMS team for distribution to the garages.

From: Lyon, Peter (P.M.)
Sent: Wednesday, February 26, 2014 12:57 PM
To: Jenks, Ian (R.I.); Krenz, Edwin (E.A.); Ashak, Sajid (S.)
Cc: Bush, Duane (D.R.)
Subject: FW: Pre-R07 Diesel calibration files

Gent's- need to ensure the FEAD belt gets installed correctly all the time. Is there an underhood routing label?

Peter Lyon
Manager: FNA Diesel and O/8500 Gas Powertrain Calibration
| phone: 313-805-5745
ONE FORD: One Team-One Plan-One Goal

From: Less, Mark (M.G.)
Sent: Wednesday, February 26, 2014 12:07 PM
To: Lyon, Peter (P.M.); Bush, Duane (D.R.)
Subject: FW: Pre-R07 Diesel calibration files

Not sure if you saw this picture also

From: Bazzi, Rafic (R.B.)
Sent: Wednesday, February 26, 2014 11:03 AM

To: Less, Mark (M.G.); Boone, Bill (W.P.); Luke, Darrin (D.B.)
Subject: FW: Pre-R07 Diesel calibration files

The attached picture is showing a hole in the boost out hose because it is touching the belt. This hole is enough to set the under boost fault. From the data we have it looks like the under boost fault 1247 was set way before the Exhaust fault P200C. Because of the under boost the temp's will rise up and set up the P200C which will shot off the vehicle for at least one hour NO start.

From: Benjamin C. Filipi [mailto:benjamin.filipi@roush.com]
Sent: Wednesday, February 26, 2014 10:48 AM
To: Bazzi, Rafic (R.B.)
Cc: Jeremy C. Jensen
Subject: RE: Pre-R07 Diesel calibration files

Attached is the picture that we spoke of. I was able to start the vehicle and drive it into the shop. All other hoses looked to be good.

Regards,

Ben Filipi
ORVT Program Coordinator
Roush Bemidji
Desk 218-751-0016
Cell 218-556-4908

From: Bazzi, Rafic (R.B.) [mailto:rbazzi@ford.com]
Sent: Wednesday, February 26, 2014 10:45 AM
To: Benjamin C. Filipi
Subject: FW: Pre-R07 Diesel calibration files
Importance: High

Please send me the picture. The hole will set P247 Fault Which is Under boost fault

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From: Boone, Bill (W.P.)
Sent: Wednesday, February 26, 2014 9:52 AM
To: Bazzi, Rafic (R.B.); Zambare, Vidhushekhar (V.V.)
Cc: Smith, Jason (JRS.); Luke, Darrin (D.B.)
Subject: FW: Pre-R07 Diesel calibration files
Importance: High

Rafic and Shekhar,

VoCF vehicle set underboost and component protection codes. Need troubleshooting/resolution on this vehicle ASAP. This is a drop what you are doing concern. Please contact Mark Less ASAP to get access to the vehicle.d

Bill

From: Iesobd, D (D.)
Sent: Wednesday, February 26, 2014 9:37 AM
To: Boone, Bill (W.P.); Luke, Darrin (D.B.); Kue, Ace (K.); Farmer, Mary (M.C.); Fernandez, Rinku (RC.); Gardner, David (D.W.); Smith, Jason (JRS.); Zimmerman, Bret (B.A.)

Subject: FW: Pre-R07 Diesel calibration files
Importance: High

From: Less, Mark (

M.G.)
Sent: Wednesday, February 26, 2014 9:36:30 AM (UTC-05:00) Eastern Time (US & Canada)
To: Iesobd, D (D.)
Cc: Bush, Duane (D.R.)
Subject: FW: Pre-R07 Diesel calibration files

OB2 team,
Need you guys to let me know what to tell the VOCF to do with this vehicle ASAP.
Thanks

From: Benjamin C. Filipi [mailto:benjamin.filipi@roush.com]
Sent: Wednesday, February 26, 2014 9:26 AM
To: Ballantyne, Kelly (K.A.); Less, Mark (M.G.); Prinya Phungphiphadhana; Stanford, Kristofer (K.); Mark E. Krafjack; Tracy D. Featherston
Cc: Jeremy C. Jensen
Subject: RE: Pre-R07 Diesel calibration files

All,
Attached is the vehicle scan taken from EKA00259. The following is what the driver wrote up:

I was southbound on I-29 14 miles south of Drayton, ND driving normally and then the engine started to shut down. It acted like the vehicle was running out of fuel. So as I was pulling over to the shoulder, the check engine light illuminated and then the engine completely shut off. The engine would not restart, key would turn but the engine would not crank at all. Mileage was 2929 temperature was at -12°F. Event button was pushed within 4 seconds of the engine shutting off.

The vehicle is outside the shop and I have not tried to start it.

Regards,

Ben Filipi
ORVT Program Coordinator
Roush Bemidji
Desk 218-751-0016
Cell 218-556-4908

From: Ballantyne, Kelly (K.A.) [mailto:kballant@ford.com]
Sent: Wednesday, February 26, 2014 7:39 AM
To: Benjamin C. Filipi; Less, Mark (M.G.); Prinya Phungphiphadhana; Stanford, Kristofer (K.); Mark E. Krafjack; Tracy D. Featherston
Subject: RE: Pre-R07 Diesel calibration files

Mark – Heads up… This unit stalled last night and had to towed back. We are waiting for the write up and codes.

Ben- Please pull DTC's from this vehicle and send them to us.

Thank you!

From: Benjamin C. Filipi [mailto:benjamin.filipi@roush.com]
Sent: Tuesday, February 25, 2014 5:41 PM
To: Less, Mark (M.G.); Prinya Phungphiphadhana; Stanford, Kristofer (K.); Mark E. Krafjack; Tracy D. Featherston
Cc: Ballantyne, Kelly (K.A.)
Subject: RE: Pre-R07 Diesel calibration files

All,

EKA00259 was updated today, 2-25-14 2752 miles, with the supplied calibrations. Vehicle was test driven with no issues and returned to test.

Regards,

Ben Filipi
ORVT Program Coordinator
Roush Bemidji
Desk 218-751-0016
Cell 218-556-4908

From: Less, Mark (M.G.) [mailto:mless@ford.com]
Sent: Tuesday, February 25, 2014 1:20 PM
To: Prinya Phungphiphadhana; Stanford, Kristofer (K.); Mark E. Krafjack; Tracy D. Featherston; Benjamin C. Filipi
Cc: Ballantyne, Kelly (K.A.)
Subject: RE: Pre-R07 Diesel calibration files

See updates in red below (engine cal levels to use)

Decoder cal levels:
AC read module would use A05 cal
BC Read module would use B05 cal
CC Read module would use C05 cal

From: Prinya Phungphiphadhana [mailto:prinya.phungphiphadhana@roush.com]
Sent: Tuesday, February 25, 2014 1:09 PM
To: Stanford, Kristofer (K.); Mark E. Krafjack; Tracy D. Featherston; Benjamin C. Filipi
Cc: Ballantyne, Kelly (K.A.); Less, Mark (M.G.)
Subject: RE: Pre-R07 Diesel calibration files

With exception to the bootloader file, how do we know which file is which?

Best Regards,

Prinya P.
Roush Industries
4520 Copper Sage Street
Las Vegas, NV 89115

Main: (702) 643-2910
Fax: (702) 643-3661
Cell: (734) 536-5756
Prinya.Phungphiphadhana@roush.com

From: Stanford, Kristofer (K.) [mailto:kstanfo4@ford.com]
Sent: Tuesday, February 25, 2014 9:35 AM
To: Prinya Phungphiphadhana; Mark E. Krafjack; Tracy D. Featherston; Benjamin C. Filipi
Cc: Ballantyne, Kelly (K.A.); Less, Mark (M.G.)
Subject: FW: Pre-R07 Diesel calibration files

Team,

I have attached the pre R07 files for the diesel units. I have added Mark Less' number in case you have any issues with the flash. Please see instructions below. Also, send back the current mileage of the unit after the successful flash. I have indicated the respective units that are at your site. Let me know if you have any questions.

Vegas
EKA00057 use A05 Calibration
EKA00061 Use C05 Calibration

Denver
EKA00358 Have to read module

Naples
EKA00420 Use B05 Calibration
EKA00459 Use C05 Calibration

Bemidji
EKA00259 use A05 Calibration

Contact:
Mark Less 313-805-3953

Kristofer Stanford
VoCF Matrix Manager
V363 NA 2015
D47X 2014
U38X 2014

734-679-5232

From: Less, Mark (M.G.)
Sent: Tuesday, February 25, 2014 9:32 AM
To: Stanford, Kristofer (K.)
Subject: Pre-R07 Diesel calibration files

Kris,
Here are the files for the vehicles out of state. The diesel calibration file has 3 files and a boot loader file for the engine and one file and boot loader for the trans.
Before the engine is flashed they need to read the module to match the calibration level to install the correct file.

If they need help they can always call me.

Mark Less
Powertrain Integration and Program Management (PTIM)
Cell (313) 805-3953 PDC 2G-D10
Fax (313) 390-5269
mless@ford.com

From: Roberts, Michael (M.J.)
Sent: Wednesday, January 28, 2015 7:40 AM
To: Fox, Mark (M.D.)
Cc: Philliben, Agnes (.); Frommann, Mike (M.W.)
Subject: RE: Recall 13S10



From: Fox, Mark (M.D.)
Sent: Wednesday, January 28, 2015 7:30 AM
To: Roberts, Michael (M.J.)
Cc: Philliben, Agnes (.); Frommann, Mike (M.W.)
Subject: RE: Recall 13S10

Mike, Since I do not have access to GCAMP I need to know the VINS involved in this recall, Please provide to me ASAP since I have an 11:00am meeting.

Thanks

Mark Fox
Automotive Safety Office (ASO)
Fairlane Plaza South-Suite 500
Office 313-248-6438
mfox1@ford.com

From: Roberts, Michael (M.J.)
Sent: Thursday, January 15, 2015 9:52 AM
To: Fox, Mark (M.D.)
Cc: VanBelle, Laura (L.A.)
Subject: RE: Recall 13S10

VOC 99=T is diesel
VOC 47=A,E are Ambulance pkg

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

F-Superduty Ambulance Pkg Only	2011-12	Chassis Cab	Job 1	Job Last	KTP	6.7L D	All

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From: Fox, Mark (M.D.)
Sent: Thursday, January 15, 2015 9:38 AM
To: Roberts, Michael (M.J.)

Cc: VanBelle, Laura (L.A.)
Subject: Recall 13S10

Mike, would it be possible to get the exact criteria used to determine the VINs for this recall. I am asking since NHTSA is opening an investigation on the recall due to repeat failures as well as failures outside the recall dates.

Thank you Mike.

Mark Fox
Automotive Safety Office (ASO)
Fairlane Plaza South-Suite 500
Office 313-248-6438
mfox1@ford.com

Vin		GEO
1FD0W4GT0B	[redacted]	USA
1FD0W4GT1B		USA
1FD0W4GT1C		USA
1FD0W4GT1C		USA
1FD0W4GT2C		USA
1FD0W4GT3B		USA
1FD0W4GT3B		USA
1FD0W4GT3C		USA
1FD0W4GT3C		USA
1FD0W4GT4C		USA
1FD0W4GT5C		USA
1FD0W4GT6B		USA
1FD0W4GT6C		USA
1FD0W4GT6C		USA
1FD0W4GT6C		USA
1FD0W4GT7C		USA
1FD0W4GT7C		USA
1FD0W4GT8B		USA
1FD0W4GT8C		USA
1FD0W4GT8C		USA
1FD0W4GT9B		USA
1FD0W4GTXB		USA
1FD0W4GTXC		USA
1FD0W4GTXC		USA
1FD0W4GTXC		USA
1FD0W4HT0C		Canada
1FD0W4HT0C		USA
1FD0W4HT0C		USA
1FD0W4HT1B		EMS Other
1FD0W4HT1B		USA
1FD0W4HT1C		USA
1FD0W4HT3B		EMS Other
1FD0W4HT3C		USA
1FD0W4HT5B		EMS Other
1FD0W4HT5B		USA
1FD0W4HT6B		USA
1FD0W4HT6B		USA
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1FD0W4HT7B		USA
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1FD0W5GT0C		USA
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1FD0W5GT1C		USA
1FD0W5GT1C		USA
1FD0W5GT1C		USA
1FD0W5GT2B		USA
1FD0W5GT3B		Canada
1FD0W5GT3C		USA

1FD0W5GT4BE	[redacted]	USA
1FD0W5GT4BE	[redacted]	USA
1FD0W5GT4CE	[redacted]	USA
1FD0W5GT5CE	[redacted]	EMS Other
1FD0W5GT6CE	[redacted]	FSAO
1FD0W5GT7BE	[redacted]	USA
1FD0W5GT7BE	[redacted]	USA
1FD0W5GT7CE	[redacted]	EMS Other
1FD0W5GT7CE	[redacted]	USA
1FD0W5GT9CE	[redacted]	USA
1FD0W5GT9CE	[redacted]	USA
1FD0W5GTXB	[redacted]	USA
1FD0W5GTXC	[redacted]	USA
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1FD0W5HT0BE	[redacted]	USA
1FD0W5HT0BE	[redacted]	USA
1FD0W5HT0BE	[redacted]	USA
1FD0W5HT0BE	[redacted]	USA
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1FD0W5HT0BE	[redacted]	USA
1FD0W5HT0BE	[redacted]	USA
1FD0W5HT0BE	[redacted]	USA
1FD0W5HT0BE	[redacted]	EMS Fed Territories
1FD0W5HT0CE	[redacted]	USA
1FD0W5HT0CE	[redacted]	EMS Fed Territories
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1FD0W5HT1BE	[redacted]	USA
1FD0W5HT1BE	[redacted]	USA
1FD0W5HT1BE	[redacted]	EMS Other
1FD0W5HT1BE	[redacted]	USA
1FD0W5HT1BE	[redacted]	USA
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1FD0W5HT1BE	[redacted]	USA
1FD0W5HT1BE	[redacted]	USA

1FD0W5HT1B	[redacted]	USA
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1FD0W5HT1B		USA
1FD0W5HT1B		USA
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1FD0W5HT1C		USA
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1FD0W5HT1C		EMS Other
1FD0W5HT1C		USA
1FD0W5HT1C		USA
1FD0W5HT1C		EMS Other
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1FD0W5HT1C		Canada
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1FD0W5HT2B		USA
1FD0W5HT2B		USA
1FD0W5HT2B		USA
1FD0W5HT2C		USA
1FD0W5HT2C		USA
1FD0W5HT2C

1FD0W5HT2CE	[redacted]	USA
1FD0W5HT3BE	[redacted]	EMS Other
1FD0W5HT3BE	[redacted]	USA
1FD0W5HT3BE	[redacted]	USA
1FD0W5HT3BE	[redacted]	USA
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1FD0W5HT4BE	[redacted]	EMS Other
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1FD0W5HT6BE	USA
1FD0W5HT6BE	FSAO
1FD0W5HT6BE	USA

1FD0W5HT6B	[redacted]	USA
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1FD0W5HT6B	[redacted]	Canada
1FD0W5HT6B	[redacted]	USA
1FD0W5HT6B	[redacted]	Canada
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1FD0W5HT7B	[redacted]	USA
1FD0W5HT7C	[redacted]	USA
1FD0W5HT7C	[redacted]	USA
1FD0W5HT7C	[redacted]	USA
1FD0W5HT7C	[redacted]	USA
1FD0W5HT7C	[redacted]	USA
1FD0W5HT7C	[redacted]	EMS Other
1FD0W5HT7C	[redacted]	EMS Other
1FD0W5HT7C	[redacted]	USA
1FD0W5HT7C	[redacted]	USA
1FD0W5HT7C	[redacted]	USA
1FD0W5HT7C	[redacted]	USA
1FD0W5HT7C	[redacted]	USA
1FD0W5HT7C	[redacted]	USA
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1FD0W5HT7C	[redacted]	USA
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1FD0W5HT8B	[redacted]	USA
1FD0W5HT8B	[redacted]	USA
1FD0W5HT8B	[redacted]	USA
1FD0W5HT8B	[redacted]	FSAO
1FD0W5HT8B	[redacted]	USA
1FD0W5HT8B	[redacted]	USA

1FD0W5HT8B	[redacted]	USA
1FD0W5HT8B	[redacted]	USA
1FD0W5HT8B	[redacted]	USA
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1FD0W5HT8C	[redacted]	USA
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1FD0W5HT8C	[redacted]	USA
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1FD0W5HT8C	[redacted]	EMS Other
1FD0W5HT8C	[redacted]	USA
1FD0W5HT8C	[redacted]	USA
1FD0W5HT8C	[redacted]	USA
1FD0W5HT8C	[redacted]	USA
1FD0W5HT8C	[redacted]	EMS Other
1FD0W5HT8C	[redacted]	USA
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1FD0W5HT9B	[redacted]	USA
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1FD0W5HT9B	[redacted]	USA
1FD0W5HT9B	[redacted]	USA
1FD0W5HT9B	[redacted]	USA
1FD0W5HT9B	[redacted]	USA
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1FD0W5HT9B	[redacted]	USA
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1FD0W5HT9C	[redacted]	USA
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1FD0W5HT9C	[redacted]	USA
1FD0W5HT9C	[redacted]	USA
1FD0W5HT9C	[redacted]	USA
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1FD0W5HT9C	[redacted]	USA
1FD0W5HT9C	[redacted]	USA

1FD0W5HTXBE	[redacted]	USA
1FD0W5HTXBE	[redacted]	USA
1FD0W5HTXBE	[redacted]	USA
1FD0W5HTXBE	[redacted]	USA
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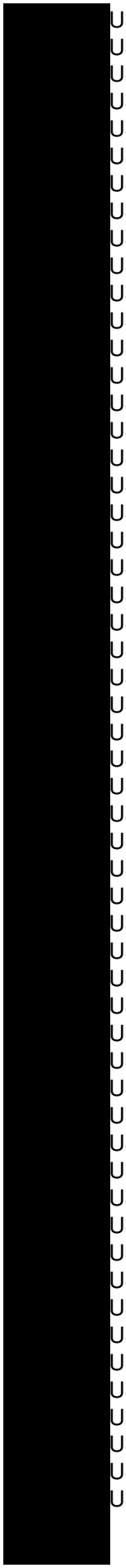
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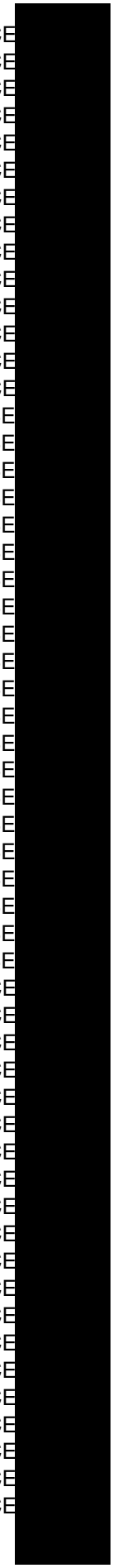
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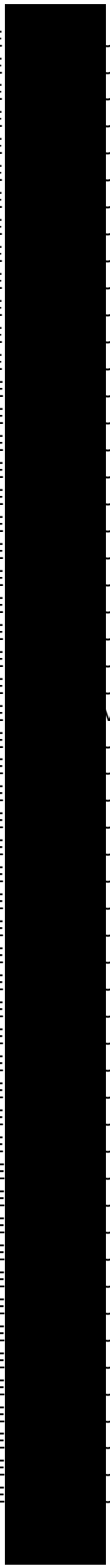
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1FDUF5HT3BE	[redacted]	USA
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1FDUF5HT3CE	[redacted]	USA
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1FDUF5HT6CE	SA
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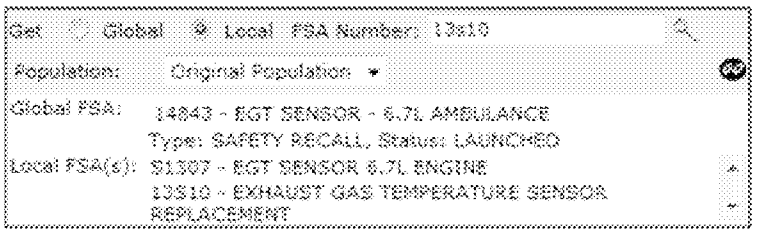
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1FDUF5HT8C	[redacted]	USA
1FDUF5HT8C	[redacted]	USA
1FDUF5HT8C	[redacted]	EMS Other
1FDUF5HT8C	[redacted]	USA
1FDUF5HT8C	[redacted]	USA
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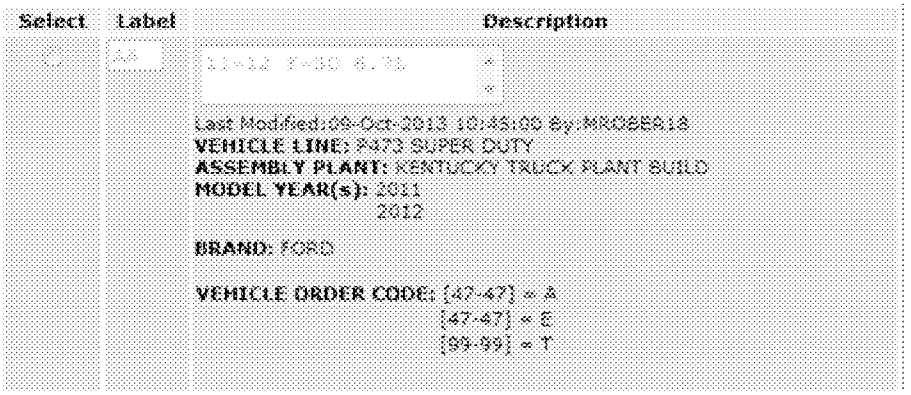
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WF0FXXTTFFD [redacted] OE

From: Roberts, Michael (M.J.)
Sent: Thursday, January 15, 2015 2:52 PM
To: Fox, Mark (M.D.)
Cc: VanBelle, Laura (L.A.)
Subject: RE: Recall 13S10

VOC 99=T is diesel
VOC 47=A,E are Ambulance pkg

FSA Criteria





F-Superduty Ambulance Pkg Only	2011-12	Chassis Cab	Job 1	Job Last	KTP	6.7L D

From: Fox, Mark (M.D.)
Sent: Thursday, January 15, 2015 9:38 AM
To: Roberts, Michael (M.J.)
Cc: VanBelle, Laura (L.A.)
Subject: Recall 13S10

Mike, would it be possible to get the exact criteria used to determine the VINs for this recall. I am asking since NHTSA is opening an investigation on the recall due to repeat failures as well as failures outside the recall dates.

Thank you Mike.

Mark Fox
Automotive Safety Office (ASO)

Fairlane Plaza South-Suite 500
Office 313-248-6438
mfox1@ford.com

FSA Criteria

Get ○ Global ◉ Local FSA Number: 13s10

Population: Original Population GO

Global FSA: 14843 - EGT SENSOR - 6.7L AMBULANCE
Type: SAFETY RECALL, Status: LAUNCHED

Local FSA(s): S1307 - EGT SENSOR 6.7L ENGINE
13S10 - EXHAUST GAS TEMPERATURE SENSOR REPLACEMENT

Select	Label	Description
○	AA	11-12 F-SD 6.7L Last Modified:09-Oct-2013 10:45:00 By:MROBER18 **VEHICLE LINE:** P473 SUPER DUTY **ASSEMBLY PLANT:** KENTUCKY TRUCK PLANT BUILD **MODEL YEAR(s):** 2011 2012 **BRAND:** FORD **VEHICLE ORDER CODE:** [47-47] = A [47-47] = E [99-99] = T

From: Lyon, Peter (P.M.)
Sent: Friday, April 26, 2013 11:30 AM
To: Stevens, Robert (R.W.); Keady, Christopher (C.M.); Opolsky, Norman (N.H.)
Cc: Ricks, Kevin (K.J.); Hawk, Steve (S.D.); Bondoni, Mark (M.J.)
Subject: RE: Red Light Vehicles

Chris in you other note you indicated the EGT sensors are failing. The operator gets a "Stop Safely Now" warning.

We have NO changes planned for this issue. The EGT sensor failure is a safety issue not an emissions compliance issue. The sensor after the DPF is the one to concentrate on. (Note F450 dyno cert numbering is or was out of sequence for 2012MY)

Norm please confirm I am referring to the EGT sensor.

Suggest the fleet update to the latest EGT sensor (I think it is the "B" level).

Peter Lyon
Manager: FNA Diesel and O/8500 Gas Powertrain Calibration
| phone: 313-805-5745
ONE FORD: One Team-One Plan-One Goal

From: Lyon, Peter (P.M.)
Sent: Friday, April 26, 2013 7:01 AM
To: Stevens, Robert (R.W.); Keady, Christopher (C.M.)
Cc: Ricks, Kevin (K.J.); Hawk, Steve (S.D.); Bondoni, Mark (M.J.)
Subject: RE: Red Light Vehicles

Not sure.

Chris- which sensor is failing? NOx? EGT? What do you mean by "just cut off"? Is there a warning in the cluster?

Peter Lyon
Manager: FNA Diesel and O/8500 Gas Powertrain Calibration
| phone: 313-805-5745
ONE FORD: One Team-One Plan-One Goal

From: Stevens, Robert (R.W.)
Sent: Friday, April 26, 2013 6:51 AM
To: Keady, Christopher (C.M.); Lyon, Peter (P.M.)
Cc: Ricks, Kevin (K.J.); Hawk, Steve (S.D.); Bondoni, Mark (M.J.)
Subject: RE: Red Light Vehicles

This is for 2014 non Calif vehicles only. It does not go back to 2012. The calibration is not capable of going back to earlier model years. But this is not an exhaust sensor issue. Just cutting off is something I have not heard of before.

Peter, sounds like something completely different. Not a calibration issue?

Rob Stevens (rsteven1@ford.com)
CNE Commercial Vehicles
313-805-2568 (cell)
313-322-4285

From: Keady, Christopher (C.M.)
Sent: Friday, April 26, 2013 6:47 AM
To: Stevens, Robert (R.W.)
Cc: Ricks, Kevin (K.J.); Hawk, Steve (S.D.); Bondoni, Mark (M.J.)
Subject: Red Light Vehicles

Rob,
I think I recall you mentioning that there was a pending change to calibrations emissions that would allow Emergency Red Light vehicle to override pcm limp home mode and or idle shut off and regen applications. I am working with a high profile Texas ambulance fleet that is experiencing exhaust sensor failures. The ambulance will just cut off. The fleet is looking to replace the sensors, all four in each of the 13 vehicles 2012 f450 6.7L . Is this calibration still under consideration? Does it only pertain to MY13 vehicles or will the calibration if released include all 6.7L Red Light vehicle? Please advise.

CK

From: Chacon, Jose (A.)
Sent: Wednesday, September 24, 2014 5:37 PM
To: Gardner, David (D.W.); Zimmerman, Bret (B.A.)
Cc: Manning, Justin (J.E.)
Subject: RE: Repeat P207F vs. P20EE, Report Summary for the CQIS Report#EG3GV002
Attachments: Report Summary for the CQIS Report#EGWMX003

David/Bret,

An observation, (See Texas report attached-Also unit down) The Texas unit has the same DTC trend below: P207F Clears now P20EE and/or P20EE clears now P207F.
Which code is the primary one and/or what is he difference between them? I find Justin's (Massachusetts) unit below and Texas unit (attached) to have both DTC's and both are 2014 MY's.
Any unique recommendations?
JCH

From: Manning, Justin (J.E.)
Sent: Tuesday, September 23, 2014 11:19 AM
To: Chacon, Jose (A.); Gardner, David (D.W.); Zimmerman, Bret (B.A.)
Subject: RE: Repeat P207F, Report Summary for the CQIS Report#EG3GV002

David,

I'll have the tech reset the SCR parameters 10 times and see how that goes.

The vehicle has had the EGT12 replaced but don't know if the pigtail was replaced. I will find out about that. The tailpipe was clean on this one as well.

To date, both NOx sensors, injector and DPF have been replaced. At this time, we only have the P207F code setting which was done over a weekend at the amusement park.

I'll report back what we find with the wiring to EGT12 as well any changes after resetting the SCR parameters.

Justin E Manning
Field Service Engineer
Northeast Region, Technical Zone 9
(845) 313-9093 (cell)

From: Chacon, Jose (A.)
Sent: Tuesday, September 23, 2014 9:55 AM
To: Gardner, David (D.W.); Zimmerman, Bret (B.A.); Manning, Justin (J.E.)
Subject: RE: Repeat P207F, Report Summary for the CQIS Report#[redacted]

Thank You! We have a QSF open specifically for repeat repairs with DPF replacements with P207F. This vehicle meets the criteria. In addition to your recommendations, we had had issues with the EGT connectors and with the actual sensors.

Title: SSM 44358

2014 F-Super Duty 6.7L Built On Or After 10/01/13 DTCs P246F, P246E, P242A, P22FF, P2080, P2084, P242B, P2470, P2031, P0544 - EGT Sensor And Connector Replacement
Text:
Some 2014 F-Super Duty vehicles equipped with a 6.7L Diesel engine and built on or after 10/01/2013 may exhibit DTCs P246F, P246E, P242A, P22FF, P2080, P2084, P242B, P2470, P2031, P0544. When diagnosing any of these DTCs, if normal PC/ED diagnostics lead to replacement of an EGT sensor, replace the sensor and the corresponding connector on the wire harness using pigtail kit (3U2Z-14S411-BXAB). During sensor/connector replacement do not disconnect the sensor from the main harness. Replace the sensor and connector as an assembly.
JCH

From: Gardner, David (D.W.)
Sent: Tuesday, September 23, 2014 9:50 AM
To: Manning, Justin (J.E.); Zimmerman, Bret (B.A.)
Cc: Chacon, Jose (A.)
Subject: RE: Repeat P207F, Report Summary for the CQIS Report# [redacted]

I remember at one time, there was an issue with the SCR parameter reset function for the IDS. To insure the reset was actually taking place, the tech's were requested to do the reset 10 times or something like that. Maybe I am confusing this with another IDS issue.

The customer drive cycle certainly isn't ideal for the P207F monitor. I'm curious about the P249F that I believe was set on at least 2 different occasions. This could also be due to the drive cycle. It looks like the EGT12 sensor was replaced at least once and the EGT's that were reported somewhere in the notes indicate that the temps were all pretty close (300+ degF). It might not hurt to run some checks on EGT12 to insure the wiring is all good.

What does the tailpipe on the truck look like? Is it clean, or does it have black soot accumulation? This would indicate a cracked DPF. I see the DPF/SCR assembly was replaced on one of the fairly recent visits. Was the tailpipe NOx sensor also replaced at that time? If there was soot in the tailpipe (indicating a cracked DPF), the NOx sensor could have become fouled with soot.

I'll have to give this some more thought.

Regards,

David Gardner
Diesel OBD Calibration
cell: (734) 306-7680

From: Manning, Justin (J.E.)
Sent: Tuesday, September 23, 2014 8:16 AM
To: Zimmerman, Bret (B.A.); Gardner, David (D.W.)
Cc: Chacon, Jose (A.)
Subject: RE: Repeat P207F, Report Summary for the CQIS Report# [redacted]

Bret,

The SCR parameters were reset after the DPF replacement. We can do it again if it might help.

Justin E Manning

Field Service Engineer
Boston Region, Market T09
(845) 313-9093

-----Original Message-----
From: Zimmerman, Bret (B.A.)
Sent: Tuesday, September 23, 2014 08:08 AM Eastern Standard Time
To: Manning, Justin (J.E.); Gardner, David (D.W.)
Cc: Chacon, Jose (A.)
Subject: RE: Repeat P207F, Report Summary for the CQIS Report[redacted]

Justin,

I'm adding Dave on the email as this is his calibration for P207F.

The first thing is yes, this likely is due to a very cold drive cycle. Not sure exactly what can be done on this, but was the SCR parameter reset performed? Possible that the SCR learning is still off, even though the catalyst was replaced.

Dave – any ideas??

Thanks,

Bret A. Zimmerman
Global SCR Tech. Specialist
Address: Bld 2 - Cube 22E15
Email: bzimmer2@ford.com
Mobile: (313) 805-1051

From: Manning, Justin (J.E.)
Sent: Tuesday, September 23, 2014 8:00 AM
To: Zimmerman, Bret (B.A.)
Cc: Chacon, Jose (A.)
Subject: Repeat P207F, Report Summary for the CQIS Report#[redacted]

Bret,

I was given your contact info in hopes you would be able to assist me with the vehicle in the report below.

It has a repeat P207F code setting. All indications are leading to replacement of the DPF/SCR again. My main concern is with the use of this vehicle. It is used to pull a tram around an amusement park at speeds not exceeding 15MPH. The vehicle has 256 hrs. of operation of which 114 is idling. There are roughly 1400 miles total on the truck. It does have a remote compressor for the air brakes on the tram but it has been disconnected from the vehicle at this time. After the DPF was replaced, it went a total of 40 miles and this code returned.

I have the dealer cleaning and replacing the DEF today just to rule it out but they are still working on the factory DEF at this time.

Is there anything in the PPT that I'm missing or does the use have an effect on how the SCR system operates? Any insight you have will be greatly appreciated!

Justin E Manning
Field Service Engineer
Northeast Region, Technical Zone 9
(845) 313-9093 (cell)

From: Manning, Justin (J.E.)
Sent: Tuesday, September 23, 2014 7:53 AM
To: Manning, Justin (J.E.)
Subject: Report Summary for the CQIS Report#E[redacted]

Attachments : 0

Report# :	[redacted]			**Received:**	07/29/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2014,F350 4X2 ,F350 ,REG CAB,PICKUP ,1FTRF3AT4EE[redacted]			**Build Date:**	02/03/2014
Odometer :	350 M	**Engine:**	6.7L DI	**Calibration:**	EFA17C0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 09137 Sarat Ford Lincoln			**Phone#:**	413-786-0430
City:	Agawam	**State:**	Massachusett	**Country :**	USA
Originator:	WILLIAM BOURGUIGNON				
Symptom:	2 27 B 68 AID/INFO,WNG IND/MESS/C,DIESEL FLUID,STAYS ON				
Status:					
VFG:	V83 INSTRUMENTATION FUNCTION				
Additional Symptom:	speed limited message				
Fix:	**Causal Component :**				
Condition Code:					

Hotliner: JALLE258	**Phone:** 001-313-3176306	**Regn Cd:** N2 Boston
Engineering:	**Phone:**	**TAR:** 0-30
Dlr Contact:	**Phone:**	**Title Cde:** T

DTCs:
KOEO:P160A P207F P20EE P249F
KOEC:
KOER:

Comments :
REPAIR 07/29/2014 12:02PM JAMES ALLEN MSS - FCSD - TECH SVC HOTLINE

WEB FORM DATA - CONCERN: CLUSTER SAYS 50 MILES UNTIL SPEED LIMITED TO 50 MPH. CHECK ENGINE LIGHT IS ON. DIAGNOSTICS: IDS TESTED, CLEARED CODE. LAST WEEK PERF ALL PPT NO FAULTS PRESENT. PERF SCR DRIVE CYCLE, GOT VEHICLE EGT SENSORS READING OVER 320 DEGREES. DROVE VEHICLE ABOUT 11 MILES ON HIGHWAY AND FAULT CLEARED FROM IC. NOW THE SAME CODES ARE BACK AND SAME FAULT IN CLUSTER. PARTS REPLACED: NONE TECH QUESTION: THIS VEHICLE HAS HAD AN AFTERMARKET SPEED CONTROLLER IN IT, I HAVE THE SPEED LIMITED TO 15 MPH. THIS VEHICLE IS A SIX FLAGS TRAM. IT PULLS TWO TRAILERS WITH PEOPLE. I DID PROGRAMM THE CLUSTER TO IF NECCESARY PERF MANUAL REGEN, ON SUNDAY THE VEHICLE WENT THROUGH A REGEN AND NOW THE DPF IS READING 5% IN THE CLUSTER, BUT THE CHECK ENGINE LIGHT CAME ON AGAIN WITH THESE SAME CODES. COULD THAT BE CAUSED BY THE LACK OF DRIVING/EXHAUST TEMPS. HE TOLD ME THE VEHICLE NEVER SHIFTS OVER 3RD GEAR HAS PLENTY OF POWER TO PULL THE TRALERS WITH PEOPLE. THE ENTIRE ROUTE THE VEHICLE MAKES IS MAYBE A 1/4 MILE FROM START TO FINISH. NOT SURE WHAT TO DO WITH THIS VEHICLE???

RECOMM 07/29/2014 12:02PM JAMES ALLEN MSS - FCSD - TECH SVC HOTLINE

WILLIAM, WITH THE MIX OF DTC'S PRESENT THERE MAY BE MORE THAN ONE PROBLEM OCCURRING. THERE ARE 3 DIFFERENT DIRECTIONS THE DIAGNOSIS MAY GO AND WE CAN DISCUSS THEM INDIVIDUALLY. THE P160A IS AN INDICATION THERE MAY HAVE BEEN SOME PROGRAMMING ERROR AND IT IS UNCLEAR THE IMPACT ON THE FUNCTIONALITY OF THE VEHICLE. THIS MAY BE RELATED TO THE AFTERMARKET SPEED CONTROLLER AND WE RECOMMEND LEAVING THIS DTC TO LATER AND DEALING WITH THE OTHERS, AT THIS TIME. THE P249F IS AN INDICATION THAT THE TEMPERATURE IN THE EXHAUST DID NOT FOLLOW THE CALCULATED PATTERN THAT WAS MODELED DURING CALIBRATION. WE HAVE FOUND THAT THE MOST COMMON ISSUE IS A EGT SENSOR IS SLUGGISH OR INACCURATE IN RELAYING THE TEMPERATURE IN THE EXHAUST DURING REGEN. IN THIS CASE EGT12 (THE OUTLET OF THE DIESEL OXIDATION CATALYST) MAY BE THE ISSUE. WE CAN SUGGEST REPLACING THE EGT12 SENSOR TO ELIMINATE THIS ISSUE. THE SPEED LIMITED MESSAGE IS RELATED TO THE P207F AND THE P20EE DTC WHICH ARE THE RESULT OF THE PCM GETTING INFORMATION FORM THE REAR NOX SENSOR THAT THE CONVERSION OF NOX TO INERT PRODUCTS HAS RECENTLY DROPPED. SINCE THIS IS A 2014 AND HAS THE UPSTREAM NOX SENSOR THE ISSUE IS MOST LIKELY RELATED TO A FAILURE IN THE AMOUNT OF DEF INJECTED INTO THE EXHAUST, THE DEF NOT MIXING, OR THE SCR IS NOT CONVERTING THE NOX. FOR THIS CONCERN YOU WILL BE DIRECTED TO THE PC/ED AND TEST RD, WHICH WILL ALWAYS START AT THE DOSING TEST (RK7). DURING THE DOSING TEST THE PCM WILL COMMAND THE DEF PUMP ON FOR A SPECIFIC TIME AND YOU ARE EXPECTED TO COLLECT BETWEEN 45-55ML OF DEF, BUT THE PUMP SHOULD BE PRODUCING OVER 50PSI WITH A DUTY CYCLE LESS THAN 50% (THIS IS IMPORTANT). WHILE THE DEF INJECTOR IS OUT OF THE EXHAUST WE ASK YOU TO LOOK INSIDE THE EXHAUST AT THE SCREEN JUST PAST THE INJECTOR. THIS WILL REQUIRE A BOROSCOPE BUT IS DEF CRYSTALS ARE BUILDING UP INSIDE THE EXHAUST, IT IS AN INDICATION THE DEF MAY NOT BE COMPLETELY MIXING WITH THE EXHAUST STREAM AND THIS MAY REQUIRE A NEW INJECTOR. IF NOTING IS NOTED SO FAR WE RETURN TO RD TO EVALUATE THE AFTER TREATMENT. THIS TENDS TO REPLACE THE REAR NOX SENSOR AND A REEVALUATION OF THE NOX SYSTEM BY RUNNING THE SCR DRIVE CYCLE LISTED IN SECTION 2 OF THE PC/ED.

REPAIR 07/31/2014 11:36AM CHRISTOPHE ALLEN MSS - FCSD - TECH SVC HOTLINE

INBOUND CALL FROM TECHNICIAN WILLIAM, WILLIAM FIRST PROVIDED THAT THE RO PROVIDED IN THIS CONTACT WAS CLOSED AND A NEW RO WAS OPENED WITH AN RO # O[redacted]AND AN RO DATE OF 07/30/2014. WILLIAM STATED THAT AFTER REPLACEMENT OF THE NOX SENSOR PER PINPOINT TEST RD, THE SCR DRIVE CYCLE WAS PERFORMED AND THE VEHICLE CLEARED THE SPEED LIMITED MESSAGE. AS THE CUSTOMER USED THE VEHICLE OVER THE WEEKEND, THE SPEED LIMITED MESSAGE RETURNED AND THE VEHICLE WENT INTO THE IDLE MODE UPON RETURNING TO THE DEALERSHIP. TECHNICIAN FOUND THAT WHEN BORE SCOPING INSIDE THE REDUCTANT INJECTOR PORT, THE SCR DIFFUSER GRID COULD NOT BE SEEN AND A CHALKY GRAY STICKY SUBSTANCE WAS ALSO FOUND AT THE BOTTOM OF THE EXHAUST. VEHICLE NOW HAS 560 MILES ON IT.

RECOMM 07/31/2014 11:36AM CHRISTOPHE ALLEN MSS - FCSD - TECH SVC HOTLINE

WILLIAM, WITH THE SPEED LIMITED MESSAGE RETURNING ON THE VEHICLE, THIS WOULD INDICATE THAT THE NOX SENSOR IS READING CORRECTLY (AS IT SETS NO DTCS) AND THE SCR CATALYST ITSELF IS THE CAUSE OF THE CONCERN. FOR THIS REASON, PINPOINT TEST RD WILL THEN GUIDE YOU TO REPLACEMENT OF THE SCR CATALYST. GIVEN THIS, PROCEED WITH PINPOINT TEST RD AND IF IT GUIDES YOU TO REPLACE THE SCR CATALYST THEN PROCEED TO SUBMIT A PRIOR APPROVAL FORM USING THE NEW RO, RO DATE, AND VEHICLE MILEAGE.

REPAIR 08/07/2014 01:00PM MARK KLEIN (CLP) MSS - FCSD - TECH SVC HOTLINE

I JUST TRIED TSB 14-0139 THAT CAME OUT TODAY STATING IF THE VEHICLE IS IN FORCED IDLE AND MESSAGE IN THE CLUSTER STATING DEF FAULT. AFTER REPROGRAMMING THE PCM AND RESET DPF PARAMETERS THE CLUSTER STILL SAYS ENGINE IDLED ONLY. I GUESS THIS TSB DOES NOT APPLY TO MY VEHICLE? THE PCM IS ON BACK-ORDER SO I WAS JUST TRYING THAT TSB.

RECOMM 08/07/2014 01:00PM MARK KLEIN (CLP) MSS - FCSD - TECH SVC HOTLINE

WILLIAM, WITH THE PCM STAYING IN THE IDLE ONLY MODE AFTER THE PCM WAS RECALIBRATED FOR TSB 14-0139 AND THE RE-SET OF THE DPF WAS PERFORMED. WE DO WANT TO MAKE SURE THAT THE IDS IS AT 91.04 THAT JUST CAME OUT YESTERDAY. IF THE IDS IS NOT AT THE 91.04 THEN WE WILL NEED TO UPDATE THE IDS AND THEN REPROGRAM THE PCM AGAIN AND RESET THE DPF TABLES AGAIN AND RETEST TO SEE IF THE IDLE ONLY STATE IS CLEARED. IF NOT THEN YOU WILL NEED TO WAIT FOR THE PCM TO SHOW UP.

REPAIR 08/08/2014 01:36PM DANIEL JOHNSTON MSS - FCSD - TECH SVC HOTLINE

THE PCM SHOWED UP NOT 15 MINUTES AFTER I SENT YOU THAT MESSAGE, I PUT IT IN, PERF AS BUILD DATA PROGRAMM. PUT IN THE ESN NUMBER, PUT ALL 8 INJ CODES IN, CLEARED ALL PARAMETERS IN SERVICE FUNCTIONS, PERF DYNAMIC MANUAL REGEN UNTIL PID READ 0%. PERF SCR DRIVE CYCLE TWO TIMES. IDS TESTED ALL SYSTEMS PASS. I DROVE THE VEHICLE 27 MILES. ACCORDING TO THE PCED PPT RD10 THE SYSTEM IS OPERATING OK AT THIS TIME. DO I GIVE THE VEHICLE BACK TO THE CUSTOMER NOW? I JUST DONT WANT THE VEHICLE COMING BACK FOR THE SAME EXACT THING. ARE THERE ANY TESTS I CAN DO? I LOOKED AT MODE 6 DATA AND FOUND REDUCTANT CONCENTRATION QUALITY READING +13% SPEC IS (-99 TO +10%) IS THIS GOING TO BE AN ISSUE?? CAN YOU CALL ME ?

RECOMM 08/08/2014 01:36PM DANIEL JOHNSTON MSS - FCSD - TECH SVC HOTLINE

WILLIAM, 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 08/08/2014 02:01PM DANIEL JOHNSTON MSS - FCSD - TECH SVC HOTLINE

OUTBOUND CALL TO BILL, THE PCM WAS JUST REPLACED, BOTH NOX SENSORS HAVE BEEN REPLACED AND THE VEHICLE HAS BEEN DRIVEN FOR APPROXIMATLY 27 MILES. THE CODES HAVE NOT RESET AT THIS TIME NOR THE MESSAGE ON THE DASH. HE HAS BEEN ABLE TO SUCCESSFULLY PERFORM BOTH A MANUAL REGEN AND AN ACTIVE REGEN.

RECOMM 08/08/2014 02:01PM DANIEL JOHNSTON MSS - FCSD - TECH SVC HOTLINE

BILL, AS WE DISCUSSED ON THE PHONE, SINCE THE MESSAGE HAS NOT RETURNED AND NO CODES ARE PRESENT, IT IS RECOMMENDED TO RELEASE THE VEHICLE TO THE CUSTOMER. IF THE VEHICLE RETURNS WITH THE SAME CODES, IT IS RECOMMENDED TO REPERFORM PINPOINT TEST RD. SINCE THE NOX SENSORS HAVE BOTH BEEN REPLACED, IT IS LIKELY THAT YOU WILL REACH RD12. IF THE CODES RETURN, THEN SCR REPLACEMENT IS RECOMMENDED. IF THE VEHICLE IS IN IDLE ONLY MODE, IT IS RECOMMENDED TO REFER TO TSB 14-0142 TO ADDRESS THE CONCERN.

REPAIR 08/21/2014 11:14AM JAMES ALLEN MSS - FCSD - TECH SVC HOTLINE

WILLIAM CALLED IN BECAUSE THIS VEHICLE IS USED TO PULL A TRAM AND NEVER GETS OUT ON THE HIGHWAY. THE SPEED LIMITED MESSAGE HAS RETURNED WITH THE P207F AND THE P20EE DTC'S, THE P160A HAS NOT RETURNED BUT THERE IS A NEW CODE, A P249F. THE P249F MAY BE IMPORTANT BECAUSE IT INDICATES THE TIME FOR THE REGEN EVENT TO OCCUR IS OUTSIDE THE RANGE THE PCM IS CALIBRATED FOR.

RECOMM 08/21/2014 11:14AM JAMES ALLEN MSS - FCSD - TECH SVC HOTLINE

THE MAIN TEMP SENSOR FOR TEMPERATURE REGULATING PROBLEMS IN THE EXHAUST AFTERTREATMENT IS EGT12 AND THE PC/ED MAKES REFERENCE TO THIS IN SECTION 4 FOR THE P249F DTC. IF EGT12 TAKES TOO LONG TO REFLECT THE RISE IN DOC TEMP THE PCM CAN CANCEL REGEN AND IF AIRFLOW IN THE EXHAUST IS TOO SLOW THE FLOW OF EXHAUST THRU THE SCR MAY BE EFFECTED AND THIS MAY CAUSE THE DEF NOT TO MIX CORRECTLY CAUSING THE P207F AND/OR THE P20EE DTC'S. SINCE YOU HAVE BEEN BATTLING THESE DTC'S AND CONTINUE TO HAVE THE SPEED REDUCTION WARNING WE WILL SUGGEST REPLACING THE EGT12 AND RETURNING THE VEHICLE. IF THE PROBLEM RETURNS WE WILL SUGGEST PROCEEDING THE PRIOR APPROVAL FOR THE SCR AND REFERENCE THIS REPORT.

CONCER 09/02/2014 08:41AM DEALER UPDATE MSS - FCSD - TECH SVC HOTLINE

I replaced the egt12 sensor, cleared kam, drove vehicle through a manual dynamic regen cycle. Retested all systems pass. Returned vehicle back to the customer and the truck came back 2 days later with same concern, now its stuck in idle mode again, only have code p207f. Wrote down all the freeze frame data, can someone call me at the dealership? 413-262-4642 is my cell it will be easier to get ahold of me that way. thank you

RECOMM 09/02/2014 08:49AM TIMOTHY TENNANT MSS - FCSD - TECH SVC HOTLINE

William, 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.

CONCER 09/02/2014 09:15AM TIMOTHY TENNANT MSS - FCSD - TECH SVC HOTLINE

Outbound call to William on the setting of the DTCs and the forced idle condition. William

indicated that the vehicle currently is unable to clear the forced idle conditions after the DTCs had been cleared. On earlier inspections of the DPF a bore scope was used to inspect the Diffuser. William was unable to locate the diffuser within a foot of the DEF injector. It is unsure of the diffuser is still in place or if it was omitted on assembly. The EGTs appear to be reading correctly when attempting to remove the Forced idle condition. EGT11 = 356*F, EGT12 = 368*F, EGT13 = 359*F, EGT14 = 372*F.

RECOMM 09/02/2014 09:15AM TIMOTHY TENNANT MSS - FCSD - TECH SVC HOTLINE

William, With the resetting of the P207F DTC after the replacement of the EGT and the other concerns that had been going on with the Selective Catalytic Reduction (SCR) / Diesel Particulate Filter (DPF), it is suspected that the damage to the DPF has already occurred and that it is in need of replacement. At this time it is recommended that the SCR/DPF be replaced (Prior Approval Required). Once the unit is replaced reset the SCR/DPF Parameters and retest for any additional concerns. To remove the forced idle condition attempt to run the vehicle until all four EGTs read over 130°C (266°F) for no less than 3 minutes. This can be done by elevating the engine RPM to 1,800 RPM until the exhaust is up to temperature. Once the system has been at 130°C (266°F) or more for these few minutes, allow the engine to return to idle for no less than a 10 minute period. During these steps the PCM will look for changes in the readings across the NOx Sensor(s) and inject a measured amount of DEF into the system. If the system is operating correctly, the PCM will remove the Speed Limited message. Advise the customer that the vehicle must be allowed to perform a proper Regeneration of the DPF to prevent future failures of the unit. Ensure that they are versed in the use of the Operator Commanded Regeneration (OCR) enabled by TSB 3-11-14.

CONCER 09/04/2014 09:44AM DEALER UPDATE MSS - FCSD - TECH SVC HOTLINE

I replaced the scr/dpf assy, cleared all parameters 2 times. Ran the vehicle while watching all pids for egt,rpm,def. Once the vehicle egt12 reached 200 degrees, i let the vehicle idle, about 30 seconds later the reductant inj duty cycle fired reductant for about 30 seconds. I then brought the engine rpms to 2500 for about 5 min and the vehicle exited idle only mode, also while the rpm was at 2500 the inj duty cycle was spraying urea. None of these parameters would occur with the factory exhaust on the vehicle when i tried it on tuesday. I'm hoping the problem does not come back but so far i believe the system is finally operating correctly. Also i did look down the inj hole and did see the difuser it did look intact but did have some build up on it. I am printing the customer copy of that tsb 3-11-14. I really appreciate all your help on this vehicle. Thank You

RECOMM 09/04/2014 10:03AM BRADLEY TUPA MSS - FCSD - TECH SVC HOTLINE

William, You are welcome. If further assistance is needed for this vehicle, please update this form with additional symptoms, diagnostics, and any other information. When you have a moment, please fill out the online survey. Please fill out the fix information to help update the self help tool for other technicians to reference.

CONCER 09/10/2014 07:47AM DEALER UPDATE MSS - FCSD - TECH SVC HOTLINE

The truck just got towed back in only went 40 miles. Same code p207F now what do I do? I still think the vehicle is not staying hot enough when it starts to use the def to keep nox down???

RECOMM 09/10/2014 09:08AM CODY DREW MSS - FCSD - TECH SVC HOTLINE

William, We have escalated this concern to the Technical Service Hotlines 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 customers 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 customers 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.

ADD-ON 09/10/2014 09:08AM CODY DREW MSS - FCSD - TECH SVC HOTLINE

Consulted Jared Downing. Note to EH: This contact is being escalated due to a lack of technical progress. The vehicle came in for the 50 miles until 50 mph derate with a P207F, P160A, P20EE, and P249F DTC. Pinpoint Test RD was performed for the P207F and the NOx Sensors were replaced. The SCR was inspected with no concern found and the PCM was replaced using As-Built data. The reductant concentration was found to be 13% over specification. It was advised to release the vehicle and it returned with P207F, P20EE, and P249F. The EGT12 was replaced, the SCR was replaced, and the vehicle was released due to the DTCs not returning. The vehicle came back 40 miles later with the P207F DTC.

ADD-ON 09/10/2014 09:08AM JAMES ALLEN MSS - FCSD - TECH SVC HOTLINE

Reason For Escalation: Technical Progress

RECOMM 09/12/2014 11:51AM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

Reviewed by the Escalation Team William, This concern is currently being reviewed by the Technical Hotline's Escalated Handling Team. We will contact the dealer this afternoon to discuss the concern in greater detail and provide further assistance.

ADD-ON 09/12/2014 11:51AM JAMES ALLEN MSS - FCSD - TECH SVC HOTLINE

Set follow up

CONCER 09/12/2014 01:27PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

Reviewed by the Escalation Team Outbound call to dealer. Tech is off today. Left message on Service Manager's voicemail.

RECOMM 09/12/2014 01:27PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

Chris and Bill, We're sorry we missed you at this time. Please update this form when you are available to discuss this concern further. All updates of this form will come directly back to the Escalated Handling Team from this point on. A follow up call will be made on Monday as well.

ADD-ON 09/12/2014 01:27PM JAMES ALLEN MSS - FCSD - TECH SVC HOTLINE

Tech off today. Left message for SM.

CONCER 09/15/2014 11:31AM DEALER UPDATE MSS - FCSD - TECH SVC HOTLINE

I am still waiting for an hotline engineer to call me or field service engineer. i am working all week, thank you.

CONCER 09/15/2014 02:36PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

Reviewed by the Escalation Team Several outbound calls to dealer and tech cell. Unable to reach tech. Left message on tech cell.

RECOMM 09/15/2014 02:36PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

Bill, We're sorry we missed you at this time. Please update this form again when you are available. We will contact the dealer again before the end of the day today if an update is not received sooner.

ADD-ON 09/15/2014 02:36PM JAMES ALLEN MSS - FCSD - TECH SVC HOTLINE

Unable to reach tech

CONCER 09/15/2014 03:01PM DEALER UPDATE MSS - FCSD - TECH SVC HOTLINE

sorry about that i did not know you had my cell phone number. I forgot i gave it to one of the hotline engineers. I work 7 a.m-4:30p.m m-f. i will answer you call if you call me tomorrow.

CONCER 09/15/2014 04:21PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

Reviewed by the Escalation Team Outbound call to tech, Bill Bourguignon. Bill states that the vehicle is a full pick up and tows two passenger car trailers in its daily usage. A modification has been made to the APP to limit speed, but this can be disabled (returning normal operation)

using a toggle switch. There is an air compressor in the bed to run add on air suspension. The air compressor is wired to the vehicle battery. There are no modifications to the intake, exhaust, or accessory drive.

RECOMM 09/15/2014 04:21PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

Bill, Due to the repeat nature of this concern, we have referred this concern to the Field Service Engineer (FSE) in your market area. The FSE should contact you and/or the Dealership management (Service Manager or Service Director) within one (1) business day to discuss further recommendations. If the FSE does not contact you directly, please consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern.

ADD-ON 09/15/2014 04:21PM JAMES ALLEN MSS - FCSD - TECH SVC HOTLINE

Note to FSE: We are requesting Technical assistance for this vehicle due to a repeat check engine light concern. The vehicle is setting a P207F DTC. The PCM has been reprogrammed and replaced. Both NOx sensors, EGT12, and the DPF assembly have also been replaced with no change in the concern. The vehicle is used as a tram for a local theme park and has been modified to run at 15 MPH. It is suspected that the concern is due to the vehicle usage, but this has not been confirmed. Please assist the dealer to determine the cause of this concern. The vehicle is at the dealer. Estimated number of repair attempts: 3 Estimated number of days out of service: 50

ADD-ON 09/15/2014 04:25PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

TAR OPENED

AUDIT 09/15/2014 04:25PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

TECH ASSIST REFERRAL HAS BEEN OPENED

ADD-ON 09/16/2014 09:49PM JUSTIN MANNING (FSE) MSS - FCSD - REG NY-BOSTON

Initial Contact Date : 9/16/2014 Person Contacted : Bob Loomis - PSD Dealership Visit Planned on : 9/22/2014

ADD-ON 09/17/2014 08:56AM JOSE CHACON (PCE) MSS - FCSD - VSP C/P SVC ENG

FSE JUSTING MANNING ELEVATED TFOAM TO PVT PCE ON 9/17/2014 AT 7:49 AM. NOTE TO FSE: PLEASE ATTACH PICTURES OF THIS VEHICLE ON WHAT MODIFICATIONS ARE ON THIS VEHICLE, THE VEHICLE NEEDS TO BE RETUREND TO FACTORY. IF TOWING A TRAILE, PLEASE INSPECT GROUND G400 LEFT REAR OF THE FRAME AND THAT GROUND G400 IS FULLY SECURED. FOR CODE P207F THERE IS AN OPEN QSF TO CORRECT REPEAT REPAIRS. TODAY THE DEALER CAN FIX THE VEHICLE BY REPLACING THE DPF AND/OR FOLLOWING DIAGNOSIS FOR EGR COOLER. THE EGR COOLER TEST WAS ADDED TO THE PINPOINT TEST DUE TO ENGINEERING ANALYSIS. ENSURE THE EGR COOLER IS NOT LEAKING. ADDITIONAL INFORMATION E-MAILED TO FSE ON FACT FIX INFORMATION FOR DTCS P207F/P20EE. ALSO REVIEW REPORTS: GCQIS REPORTS WITH REPEAT P20EE DTC'S AND FIX INFORMATION: EGJEJ014, EFQG1002, EFCC1007, EFCDS004, EEXCH001, EEPKO007,EDIGH002, EBSAY016, EBECX002, (DL1DM010) PERFORMED KA THRU KA16 TURBO SYSTEM OPERATING CORRECTLY AT THIS TIME , PERFORMED DYNAMIC REGEN REST NOX TABLES AND DID SCR PARAMETER RESET ROAD TEST AGAIN NO CODES PRESENT AT THIUS TIME RELEASE TO CUSTOMER. EMAILED FSE UPDATES. UPDATE OPEN TAR, TFOAM.

ADD-ON 09/17/2014 08:57AM JOSE CHACON (PCE) MSS - FCSD - VSP C/P SVC ENG

UPDATE REPORT.

ADD-ON 09/22/2014 05:18PM JOSE CHACON (PCE) MSS - FCSD - VSP C/P SVC ENG

GCQIS REPORT UPDATED. E-MAILED FSE CONTACTS.

From: Chacon, Jose (A.)
Sent: Wednesday, September 24, 2014 5:29 PM
To: Chacon, Jose (A.)
Subject: Report Summary for the CQIS Report#[redacted]

Attachments : 0

Report# :	[redacted]			**Received:**	07/23/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2014,F350 4X4 ,F350 ,REGCAB ,CHASCAB ,1FDRF3HT1E[redacted]			**Build Date:**	08/15/2013
Odometer :	31,100 M	**Engine:**	6.7L DI	**Calibration:**	EFA17N0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 04508 Von Dohlen Motor Company			**Phone#:**	361-645-3296
City:	Goliad	**State:**	Texas	**Country :**	USA
Originator:	JAMES GLOVER				
Symptom:	5 54 2 02 DRV PERF,LACK/LOSS PWR ,ACCEL,ALWAYS				
Status:					
VFG:	V52 DRIVEABILITY				
Additional Symptom:	p207f				
Fix:	**Causal Component :**				
Condition Code:					

Hotliner: CBISHO41 **Phone:** 001-313-3179359 **Regn Cd:** C2 Houston

Engineering: **Phone:** **TAR:** 0-30

Dlr Contact: **Phone:** **Title Cde:** SM

DTCs:
KOEO:p207f:00
KOEC:
KOER:

Comments :

REPAIR **07/23/2014 04:05PM CHRIS BISHOP MSS - FCSD - TECH SVC HOTLINE**
RO#:[redacted]O DATE:7/21/2014WARRANTY TYPE:FACTORY WARRANTY REQUEST SPW INSTALL MILEAGE: SPW INSTALL DATE: 1. PLEASE DESCRIBE CUSTOMERS CONCERN. INCLUDE AS MANY DETAILS AS POSSIBLE. WRENCH LIGHT ON WONT

AND HARDLY MOVE 2. WHY IS THE COMPONENT BEING REPLACED? STOPPED UP DPF 3. PROVIDE ANY ADDITIONAL DETAILS NECESSARY. PLEASE INCLUDE ANY TECHNICAL INFORMATION THAT YOU FEEL WILL HELP THE HOTLINE PROCESS YOUR PRIOR APPROVAL REQUEST. PERFORMED PP TEST RB THEN TRIED TO MANUAL REGIN UNSUCCESSFUL PP TEST LEADS TO REPLACE DPF 4. WHAT ARE THE TOTAL HOUR AND IDLE HOUR READINGS FROM THE INSTRUMENT CLUSTER? TOT 1103 IDLE 456

RECOMM 07/23/2014 04:05PM CHRIS BISHOP MSS - FCSD - TECH SVC HOTLINE

JAMES, BEFORE THE DEALER REQUEST FOR DPF REPLACEMENT SOME ADDITIONAL DETAILS REGARDING YOUR DIAGNOSIS WILL BE REQUIRED. PLEASE PROVIDE THE DETAILED RESULTS OF YOUR DIAGNOSIS THAT LED TO DPF REPLACEMENT. IF MANUAL REGEN WAS ABORTED BY THE IDS, PLEASE ALSO PROVIDE US WITH THE SPECIFIC ABORT CODE DISPLAYED BY THE IDS. DCPA ADDITIONAL INFORMATION REQUIRED

REPAIR 07/23/2014 06:26PM CHRISTOPHE ALLEN MSS - FCSD - TECH SVC HOTLINE

INBOUND CALL FROM TECHNICIAN JAMES, TECHNICIAN CALLED IN TO PROVIDE THE ABORT CODE THAT WAS GIVEN DIAGNOSTIC OF THE P2463 DTC THAT PINPOINT TEST RB HAS GUIDED HIM TO PERFORM A MANUAL REGENERATION WHICH ABORTED. THE ABORT CODE WAS 04 AND PER IDS DESCRIPTION WAS AN EXTERNAL DEVICE ABORT. TECHNICIAN ALSO PROVIDED ADDITIONAL INFORMATION: - THE MESSAGE CENTER READ EXHAUST BEYOND LIMIT SERVICE NOW - VEHICLE WOULD HAVE A REDUCED POWER AT ABOUT 60 MPH THEN BEGIN TO SLOW DOWN DURING ROAD TESTING.

RECOMM 07/23/2014 06:26PM CHRISTOPHE ALLEN MSS - FCSD - TECH SVC HOTLINE

THANK YOU FOR THE UPDATE JAMES, THE ABORT CODE 04 GIVEN BY THE IDS DURING THE MANUAL REGENERATION INDICATES THAT THE SCAN TOOL ITSELF CANCELED THE MANUAL REGENERATION PROCESS. IT DOES THIS WHEN IT SEES THAT THE CLEANING ATTEMPTS ON THE DPF HAVE NOT CLEANED THE DPF AND CANNOT BE CLEANED, WHICH WILL THEN REQUIRE REPLACEMENT. GIVEN THIS, REPLACEMENT OF THE DPF WILL THEN BE RECOMMENDED AND WARRANTABLE AS PER THE GUIDANCE OF PINPOINT TEST RB. THE APPROVAL CODE PROVIDED MAY BE USED. REFER TO THE DPF REPLACEMENT SERVICE PROCEDURE FROM SECTION 309-00 OF THE ONLINE WORKSHOP MANUAL.

NOTE: PLEASE REMEMBER TO OBTAIN PRIOR APPROVAL FOR ANY ADDITIONAL COMPONENTS THAT REQUIRE PRIOR APPROVAL, BEFORE PROCEEDING WITH THE REPAIRS.

DEALERS CAN FIND THEIR PRIOR APPROVAL PROGRAMS AND COMPONENT LIST ON FMCDEALER.COM UNDER PARTS & SERVICE >> WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN.

ONCE THE DPF IS INSTALLED, PERFORM THE DPF PARAMETER RESET USING THE IDS (TOOL BOX> POWERTRAIN> SERVICE FUNCTIONS> DIESEL PARTICULATE FILTER REGENERATION SYSTEM> DPF PARAMETER RESET). AFTER THIS, THE PCM WILL DELAY MONITORING CATALYST EFFICIENCY FOR A PREDETERMINED DISTANCE.

IT WILL ALSO BE NECESSARY TO PERFORM THE SCR PARAMETER RESET USING

THE IDS. THE KEY MUST BE TURNED OFF FOR 3 MINUTES AFTER THIS RESET, AS THE MODULES CANNOT RESET THE NECESSARY VALUES UNTIL THEY HAVE POWERED DOWN. DCPA APPROVED* APPROVAL CODE: PAAVW

REPAIR 07/29/2014 04:58PM DANIEL JOHNSTON MSS - FCSD - TECH SVC HOTLINE

INCOMING CALL FROM JAMES, THE DPF ASSEMBLY HAS BEEN REPLACED AND THE DPF RESET WAS PERFORMED. HE NOTICED THAT THE DPF LOAD DISPLAY ON THE INSTRUMENT CLUSTER CHANGED FROM 0% TO 95% THEN BACK TO 20% DURING THE TEST DRIVE. HE WANTED TO KNOW IF THAT WAS NORMAL OPERATION OR IF THIS SIGNIFIED THAT A PROBLEM WAS PRESENT.

RECOMM 07/29/2014 04:58PM DANIEL JOHNSTON MSS - FCSD - TECH SVC HOTLINE

JAMES, AS WE DISCUSSED ON THE PHONE, THE DPF LOAD STATE THAT IS DISPLAYED ON THE INSTRUMENT CLUSTER IS AN INFERRED VALUE IN THE PCM BASED ON THE INPUTS FROM THE MAF AND THE DPF PRESSURE SENSOR. THE PCM CALCULATES SOOT LOAD BASED ON THE DIESEL PARTICULATE FILTER PRESSURE. THE PCM COMPARES THE DPF PRESSURE TO THE MAF SENSOR THAT MEASURES THE AMOUNT OF AIR ENTERING THE ENGINE. DCPA APPROVED* APPROVAL CODE: PAAVW

REPAIR 08/12/2014 11:44AM WILLIAM JOHNSTON MSS - FCSD - TECH SVC HOTLINE

SERVICE MANAGE JAMES GLOVER IS CALLING IN TO FURTHER DISCUSS THE VEHICLE CONCERN AT THIS TIME. THE VEHICLE HAS HAD THE AFTERTREATMENT ASSEMBLY AND BOTH NOX SENSORS REPLACED FOR THE CONCERN THUS FAR. THE P207F CODE HAS SET NOW AT THIS TIME. THE TECH PERFORMED PPT RD AS NEEDED WITH NO CONCERNS FOUND. THE SCR DRIVE CYCLE WAS ALSO PERFORMED MULTIPLE TIMES WITH NO AVAIL. SERVICE MANAGER IS WONDERING HOW TO PROCEED. HE ALSO ADVISED THAT THE TRUCK MAY NEED TO BE SENT TO THE SELLING DEALER SINCE HIS DEALER IS BACKED UP AT THIS TIME AND NOT BE ABLE TO DIAGNOSE THE CONCERN.

RECOMM 08/12/2014 11:44AM WILLIAM JOHNSTON MSS - FCSD - TECH SVC HOTLINE

JAMES, AS PER OUR PHONE CALL CONVERSATION IT IS SUSPECTED THAT THE VEHICLE EITHER HAS AN AFTERMARKET CALIBRATION OR WRONG CALIBRATION IN THE VEHICLE AS THE VEHICLE WILL NOT SPEED LIMIT TO 81 MPH LIKE OTHER CHASSIS CAB VEHICLES. IT IS RECOMMENDED TO FIRST PMI THE VEHICLE BY LEAVING THE DLC CONNECTOR DISCONNECTED SO THE IDS WILL NOT IDENTIFY THE PCM. ONCE THE IDS TIMES OUT AND ASKS TO MANUAL ENTER THE VIN PUT IN THE VIN AND CONNECT THE IDS AS NEEDED THE DLC. CONTINUE WITH PROGRAMMING AS NEEDED AS THIS SHOULD FLASH THE TRUCK TO THE PROPER CALIBRATION. ONCE PROGRAMMING HAS BEEN COMPLETED, CONTINUE WITH DIAGNOSING THE P207F CODE. PPT KA AND PPTW NEED TO BE PERFORMED TO ENSURE NO UNDERLYING AIR MANAGEMENT OR EGR CONCERNS ARE PRESENT. DCPA APPROVED* APPROVAL CODE: PAAVW

REPAIR 08/14/2014 04:46PM WILHELM WEISE MSS - FCSD - TECH SVC HOTLINE

WEB FORM DATA - CONCERN: DASH SAYS FORCED IDLE,VEHICLE WILL NOT ACCELERATE DIAGNOSTICS: VISUAL INSP-FOUND AIR FILTER DAMAGED(NOT INSTALLED PROPERLY AND TWISTED UP BEYOND USE),SELF TESTS,SCR DOSING TEST,DRAINED AND REFILLED REDUCTANT TANK W/ GOOD REDUCTANT,CLEARED ALL CODE,RESET MAF,EGR,NOX1@2,SCR SYSTEM AND PARTICULATE FILTER PARAMETERS.ATTEMPTING TO PERFORM SCR DRIVE CYCLE PER ON-LINE PCED PARTS REPLACED: AIR FILTER AND DRAINED,CLEANED AND REFILLED DEF TANK HERE. EXHAUST SYSTEM AND ALL EGTS WERE REPLACED AT ANOTHER DEALER

WHO CUSTOMER STATES 'GAVE UP' ON THIS TRUCK. TECH QUESTION: I INHERITED THIS TRUCK FROM ANOTHER DEALER THAT COULDN'T FIX IT. THE OTHER DEALER HAS REPLACED EXHAUST SYSTEM,EGT'S AND CONNECTORS,MAF SENSOR CONNECTOR (I DONT KNOW HOW THEY OVERLOOKED THAT AIR FILTER) AND I DONT KNOW WHAT ALL ELSE THEY DID.WHEN THE TRUCK GOT HERE THE ONLY CODE WAS THE P207F:006C AND P207F:00EC. I FOLLOWED PP TEST RD THAT LED ME TO DRAIN AND REFILL THE EHXAUST FLUID W/ MOTORCRAFT FLUID.AFTER CLEARING THE CODE AND RESETTING ALL PARAMETERS, I AM TRYING TO GET THROUGH THE SCR DRIVE CYCLE TO REMOVE IT FROM IDLE.IT NOW HAS ALL PASS CODES KOEO,KOEC, AND KOER BUT I AM STILL UNABLE TO GET IT OUT OF IDLE ONLY MODE.PCM SHOWS TO BE AT THE LATEST CALIBRATION.I HAVE HEARD OF THESE ISSUES BEING CAUSED BY THE PCM BUT I WOULD LIKE YOUR SUGGESTIONS BEFORE REPLACING THE PCM.I HAVE GOTTEN THE EGTS OVER 300 DEGREES SEVERAL TIMES BUT I CANNOT GET THE TRUCK UP TO 50 MPH TO COMPLETE THE DRIVE CYCLE.THANKYOU FOR ANY RESPONSE.

RECOMM 08/14/2014 04:46PM WILHELM WEISE MSS - FCSD - TECH SVC HOTLINE

DANIEL, A NEW CALIBRATION AND PROCEDURE WAS JUST RELEASED TO EXIT BASE IDLE ON THE 14 MODEL YEAR VEHICLES. PLEASE FOLLOW TSB 14-0142 TO RELEASE THE IDLE ONLY CONDITION.

REPAIR 08/15/2014 12:07PM JAMES ALLEN MSS - FCSD - TECH SVC HOTLINE

I UPDATED IDS TO 91.04 YESTERDAY AND HAVE REFLASHED THE PCM.I HAVE RESET SCR,DPF,MAF, EGR,NOX11 AND NOX12 PARAMETERS AND WAITED 3 MINUTES W/ KEY OFF AFTER EACH RESET.I HAVE PERFORMED STEP 3 OF 14-0142 TWICE NOW AND THE MESSAGE WILL NOT GO AWAY- TRUCK WILL NOT ACCELERATE TO 50 MPH-DTC COUNT STILL SHOWS 0.MY EGT READINGS ARE ALL WELL OVER 300 DEGREES.NOX11 IS READING 164 NOX12 IS READING 197 NOXINS SAYS NO, NOX OUT- YES, NOX AT-EVAL SAYS NO IF ANY OF THAT PID DATA HELPS. I HAVE LET THE TRUCK RUN FOR AT LEAST 1 HR AT 2100 RPMS WHILE PERFORMING TSB STEP 3 C. ANY OTHER SUGGESTIONS?

RECOMM 08/15/2014 12:07PM JAMES ALLEN MSS - FCSD - TECH SVC HOTLINE

DANIEL, SINCE YOUR VEHICLE IS IN THE FORCED IDLE CONDITION WE HAVE FOUND THAT THE PROBLEM SEEMS TO BE RELATED TO THE TEMPERATURE OF THE SCR PORTION OF THE EXHAUST AND WE ARE WORKING ON SOME PROCEDURES THAT WILL ASSIST YOU IN REMOVING THE IDLE ON CONDITION. THERE ARE SOME TEMPERATURE PIDS THAT MAY NEED TO BE HOTTER THAT ORIGINALLY SUGGESTED IN THE TSB. -USING THE ACTIVE COMMAND FUNCTION, INCREASE THE RPMDSD# PID UNTIL IT IS BETWEEN 1500-2000 RPM. LEAVING THE RPM ELEVATED, MONITOR ALL 4 EGT SENSOR TEMPERATURE PIDS. -RUN THE ENGINE UNTIL THE EGT PIDS ARE GREATER THAN 130°C (266°F) FOR A MINIMUM OF 2 MINUTES. -THE REDUCT_TNK_P PID WILL RISE IN PRESSURE TO APPROXIMATELY 496 KPA (72 PSI). THE REDUCT_INJ_DC# SHOULD BEGIN A SQUARE WAVE INJECTION PATTERN AND SHOULD LAST ABOUT 30 SECONDS. (THIS STEP CAN HAPPEN WHILE THE RPM IS STILL ELEVATED, DURING THE 2 MINUTES). -ONCE THE INJECTOR DUTY CYCLE COMPLETES, ALLOW THE ENGINE TO IDLE AND CHECK IF THE MESSAGE CLEARED. -IF THE MESSAGE STILL DOES NOT CLEAR, USE THE IDS DATALOGGER TO INCREASE THE RPMDSD# PID UNTIL IT IS BETWEEN 2000-2500 RPM. -LEAVING THE RPM ELEVATED, MONITOR THE EGT13 (TEMP) PID UNTIL IT REACHES 220°C (428°F) AND THE MESSAGE CENTER IS CLEARED. WE ARE RECEIVING FEED BACK THAT INDICATES THE TEMPERATURE OF THE EGT'S MAY NEED TO BE A LITTLE HOTTER

THAN WE ANTICIPATED FOR THE DEF PUMP TO START THE INJECTION SEQUENCE AND THIS HAS TO HAPPEN FOR THE MESSAGE TO CLEAR OFF THE DASH.

ADD-ON 08/15/2014 12:07PM JAMES ALLEN MSS - FCSD - TECH SVC HOTLINE

CONSULTED; JOHN PUSTA (DIESEL SME)

REPAIR 08/15/2014 05:17PM GENARO BARRAGAN MSS - FCSD - TECH SVC HOTLINE

I RAN THE TRUCK AGAIN FOR 1 HR AT 2500 RPMS-ALLEGTS WERE SHOWING AROUND 426 EXCEPT EGT14 WAS SLIGHTLY LOWER, I THEN LET THE TRUCK IDLE FOR ABOUT 1/2 HR-IT WAS STILL SHOWING THE MESSAGE SO I GOT IT BACK UP TO 2500 RPMS FOR ABOUT 45 MINUTES AND LET IT IDLE AGAIN. STILL SHOWS MESSAGE.I REPEATED KOEO AND KOER SELF TESTS-ALL PASS.JUST ON A WHIM I PUT THE TRUCK INTO MANUAL REGENERATION-DPF PID WAS SHOWING ABOUT 96% BEFORE THE PROCESS STARTED.DURING THE REGEN DPF GOT DOWN TO 20%.EGT 12 AND 13 GOT OVER 1000 DEGREES DURING THE REGEN.IT WENT THROUGH THE REGEN PROCESS AT HIGH IDLE UNTIL DPF GOT TO 20% AND THEN RETURNED TO BASE IDLE RPMS FOR A WHILE BEFORE TEST SHOWED UNABLE TO COMPLETE THE PROCESS(THAT DOESN'T SURPRISE ME,I HAVE SEEN THAT BEFORE WHEN DOING A MANUAL REGEN). THE TRUCK IS STILL IN IDLE ONLY MODE AND SHOWS ENGINE IDLED-SEE MANUAL. ANY OTHER IDEAS OR CAN I PUT A PCM IN THIS TRUCK?

RECOMM 08/15/2014 05:17PM GENARO BARRAGAN MSS - FCSD - TECH SVC HOTLINE

DANIEL,IT IS IMPORTANT TO INSURE THAT EACH STEP INDICATED IN THE LAST RECOMMENDATION WAS FOLLOWED. WHICH BASED ON THE INFORMATION PROVIDED IT WOULD INDICATE THAT IT WAS. BUT IT IS RECOMMENDED THAT IT BE PERFORMED ONCE AGAIN WHILE MONITORING WHAT IS OCCURRING AS THIS WILL HELP DETERMINE IF THERE IS A CONCERN WITHIN THE SYSTEM. IT IS IMPORTANT TO NOTE WHAT THE REDUCTANT PRESSURE WAS DURING THE CONCERN AND ALSO WHAT THE REDUCTANT DC PATTERN WAS DOING AS IT SHOULD BE A SQUARE PATTERN. ALSO IT IS VERY IMPORTANT TO GET THE EGT PAST THE 428 DEGREES F TO INSURE THAT THE MONITOR RUNS. IF ALL THE EGT ARE NOT REACHING THE 428 DEGREES TEMPERATURE THE MONITOR MAY NOT RUN AND THE MESSAGE WILL NOT CLEAR. IF DURING THE PROCEDURE THERE IS A CONCERN, PLEASE NOTE WHAT OCCURRED.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 08/15/2014 05:17PM GENARO BARRAGAN MSS - FCSD - TECH SVC HOTLINE

ESCALATED DUE TO THE VEHICLE NOT COMING OUT OF IDLE ONLY AFTER FOLLOWING TSB AND PROCEDURE PROVIDED BY THE SME. THE VEHICLE HAS

BEEN TO PREVIOUS SHOP WHERE THE EXHAUST SYSTEM WAS REPLACED ALONG WITH THE MAF SENSOR AND EGT SENSORS. THE VEHICLE IS AT THE LATEST CALIBRATION AND WILL NOT COME OUT OF THE IDLE ONLY MODE. CONSULTED WITH JOHN PUSTA.

REPAIR 08/18/2014 06:00PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

REVIEWED BY THE ESCALATION TEAM OUTBOUND CALL TO DEALER. SPOKE WITH TECHNICIAN DANNY MACHACEK. DANNY STATES THAT THE P207F DTC HAS BEEN CLEARED. THE AIR FILTER HAS BEEN REPLACED AND THE DEF FLUSHED OUT AND REPLACED WITH MOTORCRAFT FLUID. DANNY HAS PERFORMED THE DOSING TEST AND CONFIRMED THAT THE PUMP CAN BUILD PRESSURE AND THE INJECTOR DOSES. THE EGT'S HAVE BEEN RAISED TO ABOVE 400 DEGREES. THE PUMP PRESSURE CAME UP AND THE INJECTOR WAS SEEN TO DUTY CYCLE. HOWEVER, THE ENGINE IDLED MESSAGE WILL NOT CLEAR.

RECOMM 08/18/2014 06:00PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

DANNY, BECAUSE THE PROCESS FOR REMOVING THE IDLE ONLY STRATEGY WILL NOT CLEAR USING THE PUBLISHED PROCEDURE, IT IS RECOMMENDED TO REPLACE THE PCM. WHEN REPLACING THE PCM, START THE SESSION WITH THE NEW PCM INSTALLED, THEN GO TO TOOLBOX > MODULE PROGRAMMING > PMI. BY STARTING THE SESSION WITH THE NEW PCM INSTALLED, IT WILL AVOID INHALING THE STRATEGY FROM THE OLD PCM. UPDATE THIS FORM AFTER THE REPAIR IS COMPLETE OR IF ANY FURTHER ASSISTANCE IS NEEDED. WE WILL FOLLOW UP ON THURSDAY IF AN UPDATE IS NOT RECEIVED BEFORE THEN.

ADD-ON 08/18/2014 06:00PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

RECOMMENDED PCM. DIRECTION PROVIDED BY DIESEL SME JOHN PUSTA

AUDIT 08/18/2014 06:00PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

DEALER 04563, , , USA CHANGED TO 04508, , , USA BY JDOWNI15

CONCER 08/21/2014 10:49AM DEALER UPDATE MSS - FCSD - TECH SVC HOTLINE

I started the new session w/ the new pcm installed and have tried to program it several times. Ids keeps telling me that the new pcm has a hardware failure or is incorrect for the vehicle. It will not program.I had my service manager double check the pn and he says it is correct. The new pcm part # is ec3z-12a650-ad. The part on the old pcm is ec3a-12a650-ad.Did we just get a bad pcm? What give on this truck?

REPAIR 08/21/2014 12:25PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

REVIEWED BY THE ESCALATION TEAM OUTBOUND CALL TO DEALER. DANNY STATES THAT THE NEW PCM HAS BEEN INSTALLED, BUT WILL NOT PROGRAM. WHILE ON THE PHONE, WE WALKED THROUGH THE PROGRAMMING PROCESS. THE IDS IS STATING THAT THE MODULE IS NOT COMMUNICATING AND ASKS FOR THE VIN. ONCE THE VIN IS ENTERED, IT AUTOMATICALLY RESTARTS THE PREVIOUS SESSION WITH THAT VIN ON IT. AT THAT POINT, A PMI IS PERFORMED AND THE IDS OBTAINS THE AS-BUILT INFORMATION FROM THE NETWORK. IT THEN STATES THAT THERE IS A HARDWARE FAILURE AND PROMPTS TO CHECK THAT THE PCM PART NUMBER IS CORRECT OR THAT IT MAY BE A FAULTY MODULE.

RECOMM 08/21/2014 12:25PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

DANNY, TO CONFIRM THE OPERATIONS PERFORMED AND THE MESSAGES RECEIVED, PLEASE START A NEW SESSION WITH THE MONITOR TOOL RUNNING. TO DO THIS, GO TO THE IDS BALL AND SOCKET TAB ON THE UPPER LH OF THE SCREEN. THEN SELECT THE UTILITIES MENU (POCKET KNIFE). ON THE RH SIDE OF

THE SCREEN, SELECT LAUNCH MONITOR TOOL. CLICK THE TICK WHICH WILL START THE MONITOR TRACE. THEN PERFORM THE MODULE PROGRAMMING AS NORMAL. AFTER THE ERROR MESSAGE IS RETRIEVED, COMPLETE THE SESSION. GO TO PREVIOUS SESSIONS AND HIGHLIGHT THIS VIN WITHOUT OPENING THE SESSION. AN ICON WILL APPEAR ON THE RH SIDE OF THE SCREEN WITH THREE COMPUTERS IN A TRIANGLE. WITH THE IDS CONNECTED TO THE INTERNET, CLICK THIS ICON AND THE SESSION WILL BE SENT TO THE HOTLINE FOR REVIEW. UPDATE THIS FORM WHEN THE SESSION IS SENT. THIS WILL ALLOW US TO RETRIEVE THE SESSION FOR REVIEW. WE CAN THEN CONTACT YOU BACK BY PHONE TO CONTINUE TO RESOLVE THE CONCERN. IF IT IS MORE CONVENIENT FOR YOU, YOU MAY CONTACT THE HOTLINE BACK BY PHONE AT 1-800-826-4694 USING THE CONTACT ID AT THE TOP OF THIS FORM. YOU CAN THEN BE TRANSFERRED TO THE ESCALATION TEAM.

ADD-ON 08/21/2014 12:25PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

ATTEMPTING TO PROGRAM PCM - TECH HAS STATED HE WOULD PREFER TO CALL BACK IN. PLEASE CONSULT WITH ME WHEN THE TECH CALLS IN.

CONCER 08/21/2014 03:25PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

Reviewed by the Escalation Team Received inbound call from dealer. While on the phone, Danny performed the PMI unsuccessfully and uploaded the monitor trace.

RECOMM 08/21/2014 03:25PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

Danny, Thank you for the update. The monitor trace has been received and will be reviewed. We will contact the dealer back later this afternoon with further direction.

ADD-ON 08/21/2014 03:25PM CHRIS BISHOP MSS - FCSD - TECH SVC HOTLINE

received monitor trace

REPAIR 08/21/2014 03:26PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

REVIEWED BY THE ESCALATION TEAM RECEIVED INBOUND CALL FROM DEALER. WHILE ON THE PHONE, DANNY PERFORMED THE PMI UNSUCCESSFULLY AND UPLOADED THE MONITOR TRACE.

RECOMM 08/21/2014 03:26PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

DANNY, THANK YOU FOR THE UPDATE. THE MONITOR TRACE HAS BEEN RECEIVED AND WILL BE REVIEWED. WE WILL CONTACT THE DEALER BACK LATER THIS AFTERNOON WITH FURTHER DIRECTION.

ESCLHD 08/21/2014 03:26PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

RECEIVED MONITOR TRACE

CONCER 08/21/2014 04:59PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

Reviewed by the Escalation Team Outbound call to dealer to speak with Danny about the module programming error.

RECOMM 08/21/2014 04:59PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

Danny, The message received during programming is indicating that the new module is either incorrect or faulty. There should not be an error in programming or on the vehicle itself to cause this concern. At this point, please verify that the part number on the PCM itself matches the number on the box (which is correct). If the part number is not correct, the part was boxed wrong and a new module should be ordered, once again ensuring the correct part is in the box. If the part number is correct, the module is faulty and should be replaced. When installing the new module, be sure to start the session again with the new module in place and enter the tear tag (as it will be blank) to avoid using the previous session or any information from the old module. Update this form after the repair is completed or if any further assistance is needed. We will follow up on Tuesday to allow

time to order a new PCM.

ADD-ON 08/21/2014 04:59PM CHRIS BISHOP MSS - FCSD - TECH SVC HOTLINE

Consulted Kevin Martin for diagnostic direction

CONCER 08/22/2014 05:09PM DEALER UPDATE MSS - FCSD - TECH SVC HOTLINE

We got the new pcm today. It is installed and programmed.The message in the cluster is no longer present.I repeated the scr drive cycle per the tsb to verify proper operation of the exhaust fluid system.I then took the truck on a long test drive(about 15 miles).I had a code P20ee:00-27 set on the first test drive.Knowing the nox sensors were replaced at the other dealer I re-set both nox 11 and 12 parameters using special functions and then repeated the long test drive.P20ee:00-27 set again.I am very happy with everything with the exception of this code re-setting.I have rechecked power and ground to nox module 11 and had my service manager order a nox module.Good news is the new pcm programmed just fine using the tear tag.Apparantly we just got a bad pcm.I will post again when the new nox module is installed.

CONCER 08/22/2014 05:50PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

Reviewed by the Escalation Team Outbound call to dealer. Danny states that the PCM has been replaced again and had no problems programming. On the post repair road test, a P20EE is setting. Danny has ordered a NOx11 module.

RECOMM 08/22/2014 05:50PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

Danny, Thank you for the update that the new PCM was installed successfully. Unfortunately, the P20EE DTC that is setting is almost identical to the P207F that the vehicle had when it arrived. The only step in PPT RD not addressed at this point is RD11 (manual regen). Although a manual regen was performed in an attempt to raise the exhaust temperatures before PCM replacement, the PCM uses the manual regen to light off the NOx sensor. The PPT does not lead to replacement of either NOx module for this DTC. Due to the lack of progress in this repair, we have referred this concern to the Field Service Engineer (FSE) in your market area. The FSE should contact you and/or the Dealership management (Service Manager or Service Director) within one (1) business day to discuss further recommendations. If the FSE does not contact you directly, please consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern.

ADD-ON 08/22/2014 05:50PM CHRIS BISHOP MSS - FCSD - TECH SVC HOTLINE

TAR open

ADD-ON 08/22/2014 05:58PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

NOTE TO FSE: WE ARE REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE DUE TO A LACK OF PROGRESS REPAIRING A CHECK ENGINE LIGHT CONCERN. THE VEHICLE WAS SETTING A P207F AND P2463 DTC. BOTH NOX SENSORS, THE MAF SENSOR, AND THE DPF WERE REPLACED AT THE PREVIOUS DEALER FOR THIS CONCERN. THE VEHICLE ARRIVED AT THIS DEALER IN AN IDLE ONLY STATE WITH THE CONCERN UNREPAIRED. TSB 14-0142 WAS PERFORMED BUT WAS INEFFECTIVE TO RESOLVE THE IDLE ONLY DERATE, SO THE PCM WAS REPLACED. THE NEW PCM WAS DEFECTIVE AND WOULD NOT PROGRAM, SO ANOTHER PCM WAS REPLACED. NOW THAT THE DERATE IS CLEARED AND THE VEHICLE CAN BE DRIVEN, A P20EE DTC IS SETTING. THIS DTC IS IDENTICAL TO THE P207F THAT WAS PRESENT PREVIOUSLY. PPT RD HAS BEEN EXHAUSTED WITHOUT RESOLVING THE CONCERN. IF THE VEHICLE IS CONTINUED TO BE DRIVEN WITH THIS CODE PRESENT, IT WILL LIKELY RETURN TO THE IDLE ONLY DERATE AND REQUIRE ANOTHER PCM. PLEASE ASSIST THE DEALER TO RESOLVE THIS CONCERN. THE VEHICLE IS AT THE DEALER. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 2 ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 8 AT THIS DEALER, APPROXIMATELY 30 TOTAL.

AUDIT **08/22/2014 05:58PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE**

TECH ASSIST REFERRAL HAS BEEN OPENED

ADD-ON **09/09/2014 11:53AM KURT KINDLER (FSE) MSS - FCSD - REG DALLAS-HOUST**

VISITED 8/27/14. TEST DROVE THE VEHILCE FOR OVER 100 MILES WITH NO FALSE ACTIVATION EVENTS PRESENT. THIS WAS ALSO TESTED WITH THE ADAPTIVE CRUISE ON. NO CONCERN COULD BE DUPLICATED AND NO DTCS RESET AFTER THE 100 MILE TEST DRIVE. CLOSING TAR.

AUDIT **09/09/2014 11:53AM KURT KINDLER (FSE) MSS - FCSD - REG DALLAS-HOUST**

TECH ASSIST REFERRAL HAS BEEN CLOSED

ADD-ON **09/09/2014 11:55AM KURT KINDLER (FSE) MSS - FCSD - REG DALLAS-HOUST**

DISREGARD PREVIOUS COMMENTS FROM THIS DATE INCORRECT TAR WAS CLOSED. REOPENING TAR.

AUDIT **09/09/2014 11:55AM KURT KINDLER (FSE) MSS - FCSD - REG DALLAS-HOUST**

TECH ASSIST REFERRAL HAS BEEN REOPENED

ADD-ON **09/09/2014 12:46PM KURT KINDLER (FSE) MSS - FCSD - REG DALLAS-HOUST**

INSPECTED ON 9/3/14. IN TALKING TO THE TECHNICIAN THE P20EE DTC SEEMS TO SET RELIABLY ON A 10 MILE TEST DRIVE AFTER CLEARING RESETTING ALL OF THE PARAMETERS IN THE PCM AND NOX MODULES. AT THIS POINT THE TRUCK HAS A NEW EXHAUST, 4 NEW EGT SENSORS, BOTH NEW NOX SENSORS, BOTH NEW NOX MODULES, A NEW PCM, THE DEF WAS DRAINED AND FILLED WITH KNOWN GOOD DEF, NO EXHAUST LEAKS WERE FOUND, THE EGR COOLER WAS INSPECTED WITH NO RESTRICTION PRESENT, THE MAF WAS COMPARED TO A LIKE UNIT ON THE LOT AND READ ALMOST IDENTICALLY, AND DEF INJECTOR WAS SWAPPED FROM ANOTHER TRUCK WITH NO CHANGE TO THE CONCERN. THE EXHAUST WAS INSPECTED TO ENSURE THAT IT CAME WITH THE SCR COMPONENTS INSIDE IT AND THEY ARE PRESENT. THE TECHNICIAN MONITORS NOX SENSOR 11 AND 22 CONCENTRATION IN PARTS PER MILLION USING THE IDS AND NOX 12 IS REGULARLY HIGHER THAN NOX 11. THE TECHNICIAN HAS ALSO LOOKED AT THE SYSTEM EFFICIENCY IN MODE 6 AND IT SHOWS THE EFFICIENCY OF THE SYSTEM VERY LOW WHICH CORRESPONDS TO THE CONCENTRATION READING AT THE SENSORS. AT THIS TIME IT APPEARS THAT THE SOMETHING WITH THE NEW EXHAUST IS NOT WORKING WITH THE DEF CORRECTLY TO REDUCE EMISSIONS OR THAT THERE IS A MONITORING CONCERN PRESENT AT ONE OR BOTH NOX SENSORS OR MODULES.

ADD-ON **09/15/2014 10:54AM JOSE CHACON (PCE) MSS - FCSD - VSP C/P SVC ENG**

FSE/REGION ESCALATED TFOAM TO PVT PROGRAM. TFOAM RECEIVED 9:00 AAM ET. OPEN TAR OPEN TFOAM. FSE KURT KINDLER PERFORMED ON SITE VEHICLE REVIEW. NOTE TO FSE: 1. THIS IS A CHASSIS CAB UNIT, ENSURE GROUND G400 IS SECURED CORRECTLY AND/OR ON THE CORRECT SPOT. REFER TO SSM: 44154, 44458, 44568. 2. ENSURE TO FOLLOW THE INJECTOR DOSING TEST AND/OR THAT THE INJECTOR IS ACTUALLY SPRAYING AND/OR NOT OBSTRUCTED BY ANY DEBRIS/AFTERMARKET COMPONENTS RD1-RK7. 3. CHECK THE EGR COOLER PER UPDATED PCED MANUAL PINPOINT TEST. 4. ENSURE TO PERFORM SCR SYSTEM DRIVE CYCLE NUMEROUS TIMES TO CLEAR THE CLUSTER MESSAGES. E-MAILED F-SE LIST OF FIXED UNIT CLAIMS.

ADD-ON **09/15/2014 11:08AM JOSE CHACON (PCE) MSS - FCSD - VSP C/P SVC ENG**

5.ENSURE TO REPLACE THE NOX SENSOR AND/OR MODULE. IF NOX11 SENSOR WAS

REPLACED THEN REPLACE NOX12 AS NEEDED AND RE-PERFORM THE SCR DRIVE CYCLE PROCEDURES IN SECTION 2 OF THE PC/ED > DRIVE CYCLES. AFTER THIS, MOVE ON WITH THE PINPOINT TEST TO TEST NOX11. NOX11 MAY NOT REQUIRE A REPEAT REPLACEMENT GIVEN IT HAS BEEN PREVIOUSLY REPLACED. GIVEN THIS, MOVE TO RD12 TO DETERMINE IF THE SCR CATALYST ITSELF REQUIRES REPLACEMENT. IF THE SCR CATALYST DOES REQUIRE REPLACEMENT THEN ENSURE TO SUBMIT A PRIOR APPROVAL FORM AS NEEDED TO FURTHER PROCESS REPLACEMENT OF THE SCR CATALYST. 6. CHECK DEF HEATER, CORRECT FLUID. 7. SSM 44476 WHEN PCM IS REPLACED. 8. ON 2014 MODEL YEAR 6.7LS, IT IS RECOMMENDED TO PERFORM PPT RD TO DIAGNOSE THE P207F DTC. IT IS SUSPECTED THAT THE NOX12 SENSOR IS THE ROOT CAUSE OF THIS DTC BASED ON THE RESULTS OF THE PPT. ON THIS VEHICLE, IT IS NOT NECESSARY TO PERFORM PPTS KA AND W DUE TO THE DESIGN CHANGE OF THE SCR (SELECTIVE CATALYST REDUCTANT) SYSTEM. ON 2011-2013 6.7L VEHICLES, THE PCM CALCULATED THE DESIRED NOX LEVELS THAT SHOULD BE MEASURED AT THE POST SCR NOX SENSOR. THIS MEANT THAT IF AN ENGINE FAULT (SUCH AS AN AIR MANAGEMENT OR EGR SYSTEM CONCERN) WERE PRESENT, THE NOX LEVELS WOULD BE HIGHER ENTERING THE SCR SYSTEM AND WOULD CAUSE THE P207F TO SET BECAUSE THE NOX LEVELS WERE STILL HIGHER AT THE POST SCR NOX SENSOR. PPTS RD, KA, AND W SHOULD BE USED TO DIAGNOSE THIS DTC ON THESE MODEL YEARS. ON 2014 6.7L VEHICLES, THE PRE-SCR NOX SENSOR (NOX11) NOW MEASURES THE INCOMING AND OUTGOING NOX LEVELS AND THEN COMPARES IT TO THE EXPECTED REDUCTION AMOUNTS. THEREFORE, FAULTS SUCH AS THE P207F AND P20EE ARE MUCH MORE ISOLATED TO AN ACTUAL SCR RELATED FAULT. THEREFORE, PPT RD HAS PROVEN SUFFICIENT TO DIAGNOSE THESE FAULTS ON THIS ENGINE. WHEN THE PCM IS RECEIVED, CONTINUE TO INSTALL THE PCM. START A NEW IDS SESSION (DO NOT RESUME) AND PROGRAM THE PCM AS THOUGH THE ORIGINAL PCM IS NOT AVAILABLE. THIS WILL PREVENT THE FORCED IDLE DATA FROM BEING PROGRAMMED INTO THE NEW PCM. INSTALL THE INJECTOR IQA NUMBERS AND THEN PERFORM THE NECESSARY RESETS (FUEL, NOX, SCR, DPF, ETC.). ONCE THE RESETS HAVE BEEN COMPLETED, CYCLE THE KEY OFF FOR AT LEAST 3 MINUTES AND THEN RETEST FOR PROPER OPERATION. IF ADDITIONAL ASSISTANCE IS NECESSARY, OR IF THE VEHICLE IS REPAIRED, UPDATE THIS FORM. UPDATING THIS FORM SENDS THE INFORMATION DIRECTLY TO THE ESCALATED HANDLING TEAM FOR ADDITIONAL REVIEW. A FOLLOW UP CALL HAS BEEN SCHEDULED FOR MONDAY 2 JUNE 2014. GCQIS REPORTS WITH REPEAT P20EE DTC'S AND FIX INFORMATION: EGJEJ014, EFQG1002, EFCC1007, EFCDS004, EEXCH001, EEPKO007,

ADD-ON 09/15/2014 11:11AM JOSE CHACON (PCE) MSS - FCSD - VSP C/P SVC ENG

EDIGH002, EBSAY016, EBECX002, (DL1DM010) PERFORMED KA THRU KA16 TURBO SYSTEM OPERATING CORRECTLY AT THIS TIME , PERFORMED DYNAMIC REGEN REST NOX TABLES AND DID SCR PARAMETER RESET ROAD TEST AGAIN NO CODES PRESENT AT THIUS TIME RELEASE TO CUSTOMER. EMAILED FSE UPDATES. UPDATE OPEN TAR, TFOAM.

ADD-ON 09/15/2014 11:51AM JOSE CHACON (PCE) MSS - FCSD - VSP C/P SVC ENG

UPDATE REPORT.

ADD-ON 09/15/2014 03:53PM JOSE CHACON (PCE) MSS - FCSD - VSP C/P SVC ENG

CONFERENCE CALL WITH FSE/PCE.

AUDIT 09/16/2014 03:42PM

CBVDI_REPT_DATE 00000000 CHANGED TO 20140723 BY CS0115VI

AUDIT 09/16/2014 03:42PM

CBVDI_KEYED_DATE 00000000 CHANGED TO 20140723 BY CS0115VI

AUDIT 09/16/2014 03:42PM

CBVDI_SYSTEM_DATE 20140821 CHANGED TO 20140723 BY CS0115VI

AUDIT 09/18/2014 10:55AM

COUNTRY_ISO3_C BLANK CHANGED TO USA BY CS0115VI

From: Johnson, Seth (S.)
Sent: Tuesday, July 29, 2014 9:51 AM
To: Hale, Curt (B.C.); Rinkevich, Daniel (D.J.)
Cc: McDonagh, Scot (S.M.); Dixon, Mark (M.R.); Chacon, Jose (A.); Pusta, Ionut (I.); Williams, Brent (B.A.); Roberts, James (J.B.); Taylor, Perry (P.A.)
Subject: RE: Repeat repairs after TSB 14-0108
Attachments: Report Summary for the CQIS Report#EFQCU005; EGT Replacement.xlsx

Dan,

I added to the Excel sheet after reading over the reports. Some consistencies I found were that almost all of the repeat EGT concerns were for the same sensor that the connector was replaced for. Most all of them set the same DTCs as the first repair and most all related to higher temp readings. I also found quite a few where on the second visit it had now set a P06EA and/or P06EB. If EGT 14 connector was replaced on the first visit, most all of those came back with a P06EB on the second visit. I also attached a report as an example of what the dealers are reporting. Many of them state that they have multiple trucks with this repeat concern.

Best Regards,

Seth H. Johnson
Diesel/Hybrid Warranty Commodity Engineer
1700 Fairlane Business Drive - DSC 1
Phone: (313)-390-6051
SJOHN274@Ford.com

From: Hale, Curt (B.C.)
Sent: Tuesday, July 29, 2014 7:35 AM
To: Rinkevich, Daniel (D.J.)
Cc: McDonagh, Scot (S.M.); Dixon, Mark (M.R.); Chacon, Jose (A.); Johnson, Seth (S.); Pusta, Ionut (I.); Williams, Brent (B.A.); Roberts, James (J.B.); Taylor, Perry (P.A.)
Subject: FW: Repeat repairs after TSB 14-0108

Dan,

We're getting repeat repairs after techs use the EGT Pigtail "Crimp" TSB. Hotline is looking for additional repair direction.

From: Pusta, Ionut (I.)
Sent: Monday, July 28, 2014 5:41 PM
To: Hale, Curt (B.C.)
Cc: Chacon, Jose (A.); Johnson, Seth (S.); Glennie, Chad (C.); Pusta, Ionut (I.)
Subject: RE: Repeat repairs after TSB 14-0108

Curt,

The previous attachment may not be working properly. I sent you a new Excel file with the list of reports.

Ionuţ (John) Pusta

Diesel Commodity SME - Technical Service Hotline

RQ14-005 000629 ER

Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
1(313)317-9298

From: Pusta, Ionut (I.)
Sent: Monday, July 28, 2014 5:32 PM
To: Hale, Curt (B.C.)
Cc: Chacon, Jose (A.); Johnson, Seth (S.); Glennie, Chad (C.); Pusta, Ionut (I.)
Subject: Repeat repairs after TSB 14-0108

Curt,

Attached is a list of 70 GCQIS reports where the technician claims that the TSB 14-0108 is not addressing the vehicle concern. Most reports show that the repair is repeat after the TSB has been completed.

Ionuţ (John) Pusta

Diesel Commodity SME - Technical Service Hotline
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
1(313)317-9298

From: Johnson, Seth (S.)
Sent: Tuesday, July 29, 2014 8:41 AM
To: Johnson, Seth (S.)
Subject: Report Summary for the CQIS Report#[redacted]

Attachments : 0

Report# :	EFQCU005 NHL			**Received:**	06/17/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2013,F250 4X4 ,F250 ,CRW CAB,PICKUP ,1FT7W2BT6DE[redacted]			**Build Date:**	06/20/2013
Odometer :	5,535 M	**Engine:**	6.7L DI	**Calibration:**	DFA17A0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 04437 Covert Ford Lincoln			**Phone#:**	512-345-6070
City:	Austin	**State:**	Texas	**Country :**	USA

Originator: CHAD EVANS
Symptom: 2 27 Q 68 AID/INFO,WNG IND/MESS/C,ENGINE IMAGE,STAYS ON
Status:
VFG: V29 CHECK ENGINE LIGHT
Additional Symptom: CEL P242B, EGT13
Fix: **Causal Component :**
Condition Code:

Hotliner: TTENNANT **Phone:** 001-313-3179387 **Regn Cd:** C2 Houston
Engineering: **Phone:** **TAR:**
Dlr Contact: **Phone:** **Title Cde:** T

DTCs:
KOEO:P242B
KOEC:
KOER:

Comments :

REPAIR 06/17/2014 09:49AM TIMOTHY TENNANT MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: MIL ON, SECOND TIME. DIAGNOSTICS: EEC TEST - P242B. FREEZE FRAME SHOWS EGT 13 AT 289 DEGREES WHILE ALL OTHERS ARE AT 91 DEGREES. WIGGLE TEST AT SENSOR AND ON HARNESS NEAR SENSOR WHILE MONITORING PIDS - NO CONCERN FOUND. PARTS REPLACED: NONE THIS VISIT TECH QUESTION: ON 6/11 THIS

TRUCK WAS IN AND HAD THE SAME CODE. I FOLLOWED TSB 14-0108 AND REPLACED THE HARNESS SIDE CONNECTOR. NOW IT IS BACK AND HAS THE SAME CODE. I DOUBLE CHECKED THE SOLDER SPLICE AND CAN FIND NO ISSUE THERE. WHAT NEXT.

RECOMM 06/17/2014 09:49AM TIMOTHY TENNANT MSS - FCSD - TECH SVC HOTLINE

CHAD, WITH THE REPLACEMENT OF THE EGT PIGTAIL HAVING BEEN COMPLETED, IT WOULD BE RECOMMENDED TO PERFORM PINPOINT TEST RC FROM THE ONLINE PC/ED SECTION 5. IF IT IS FOUND THAT THE EGT13 IS READING HIGHER AND IS SHOWING A BIAS OR IF THE PINPOINT TEST DIRECTS IT, IT IS RECOMMENDED TO REPLACE THE SENSOR AND RETEST FOR A BIAS IN THE READINGS.

REPAIR 06/19/2014 07:00PM WILHELM WEISE MSS - FCSD - TECH SVC HOTLINE

EGT 13 WAS READING 193 DEGREES WHEN COLD WHILE ALL OTHER EGTS WERE AT OR NEAR 90 DEGREES. I REPLACED THE SENSOR AND IMMEDIATELY CHECKED THE PIDS - CHANGING THE SENSOR MADE THE READING GO FROM 193 TO 91. I RETESTED MULTIPLE TIMES - THE FAULT DID NOT RETURN. TODAY I HAD YET ANOTHER TRUCK RETURN WITH THE EXACT SAME ISSUE. I REPLACED THE CONNECTOR PER THE TSB, THEN IT CAME BACK WITH THE SENSOR READING 238 COLD. I REPLACED THE SENSOR AND IT FELL TO 96 - RIGHT IN LINE WITH THE OTHER EGTS. IF THERE WAS A PROBLEM WITH THE SOLDER, CHANGING THE SENSOR WOULD NOT HAVE AN EFFECT. THIS COULD BECOME A BIG ISSUE. I DON'T LIKE HAVING TRUCKS COME BACK. THE EGT SENSOR IS CORRECTING THE CONCERN LIKE IT HAS SINCE 2008. SHOULD THIS TSB REVIEWED?

RECOMM 06/19/2014 07:00PM WILHELM WEISE MSS - FCSD - TECH SVC HOTLINE

CHAD, THE TSB WAS WRITTEN TO COVER A FAILURE WHERE NONE OF THE EGT SENSORS WERE BIASED. WHEN A SENSOR IS READING BIASED AFTER A COLD SOAK IT IS RECOMMENDED TO REPLACE THE SENSOR AND RETEST. WHEN A CODE IS PRESENT AND THE EGTS ARE READ NORMALLY IT IS SUSPECTED THAT THE CONNECTOR IS THE SOURCE OF THE CONCERN AND THE TSB SHOULD BE USED. WE APOLOGIZE FOR ANY CONFUSION THIS MAY HAVE CAUSED.

REPAIR 06/26/2014 11:08AM CODY DREW MSS - FCSD - TECH SVC HOTLINE

THE TSB IS NOT WORDED IN THAT MANNER. THERE IS NO MENTION OF SENSOR READINGS IN THE TSB. WHEN WE RUN CODES AND HAVE A TSB OF THIS NATURE - IS CODE X PRESENT, IF SO REPLACE X - WE FOLLOW THE TSB. I'VE GOT QUITE A FEW TRUCKS COMING BACK WITH ANGRY CUSTOMERS DUE TO THIS OVERSIGHT.

RECOMM 06/26/2014 11:08AM CODY DREW MSS - FCSD - TECH SVC HOTLINE

CHAD, 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 06/26/2014 12:33PM CODY DREW MSS - FCSD - TECH SVC HOTLINE

OUTBOUND CALL TO DEALER, SPOKE WITH CHAD EVANS. CHAD STATED THAT THE DTCS STATED IN TSB 14-0108 SOMETIMES TAKE A FEW DAYS FOR THE DTC TO REAPPEAR. THE VEHICLE DOES NOT RESET THE DTC UNTIL AFTER THE VEHICLE HAS BEEN RELEASED TO THE CUSTOMER AND THE VEHICLE BROUGHT BACK. CHAD MENTIONED THAT THE TSB TIME FOR CONNECTOR REPLACEMENT DOES NOT TAKE INTO ACCOUNT THE AMOUNT OF TIME THAT IT IS TAKING TO RESET THE DTC. IT WAS STATED THAT THIS HAS RESULTED IN REPEAT COMEBACKS FOR THIS CONCERN AND THE FAULT ENDS UP BEING THE SENSOR.

RECOMM 06/26/2014 12:33PM CODY DREW MSS - FCSD - TECH SVC HOTLINE

CHAD, APOLOGIES FOR THE MISUNDERSTANDING OF WHY THE TSB WAS IMPLEMENTED.

THE TSB WAS PUT IN PLACE TO REPAIR A KNOWN FAULT IN A CRIMP ON THE BODY HARNESS PRIOR TO MAKING ANY FURTHER DIAGNOSIS OF A FAULT. A FAULTY CONNECTION DUE TO THE CRIMP CAN CAUSE A FALSE READING TO THE PCM WHICH COULD IN TURN SET ANY OF THE DTCS IN TSB 14-0108. NORMAL DIAGNOSTICS WOULD CONTINUE AFTER PERFORMING THE TSB IF THE CONCERN IS STILL PRESENT. BASED ON OBDII THEORY AND OPERATION SUB TAB OF THE PC/ED, THE EGT RATIONALITY CHECK WILL MONITOR THE EGT SENSORS ONCE PER DRIVE CYCLE. BASED ON THIS OPERATION, THE DTC/MIL SHOULD RETURN IF THE FAULT IS A HARD FAULT, AND A DRIVE CYCLE IS BEING PERFORMED AS PER THE DRIVE CYCLE PROCEDURE IN THE DIAGNOSTIC METHODS SECTION OF THE PC/ED. UPON FURTHER INVESTIGATION, IF THERE IS A HARD FAULT PRESENT WITH ANY OF THE EGT SENSORS BEING BIASED, THEN THIS SHOULD APPEAR IN THE PID DATA FOR THE EGT SENSORS. THIS MEANS THAT IF ONE OF THE EGT SENSORS STILL READS ABNORMAL IN COMPARISON TO THE OTHER SENSORS WHEN TESTED FOR BIAS DIRECTLY AFTER THE TSB IS PERFORMED , THAT THE EGT SENSOR IN QUESTION IS AT FAULT AND SHOULD BE REPLACED.

ADD-ON 06/26/2014 12:33PM CODY DREW MSS - FCSD - TECH SVC HOTLINE

CONSULTED JOHN PUSTA

								Repeat Concern	NOx DTCs on second visit
MIL LACK	41781	[redacted]	2011	48805	1FT7W2BTXBE	2-27-Q-68	No	EGT 12 at 165 after pigtail	
CEL ON	41804		2013	26796	1FD8W3HT7DE	2-27-Q-68	No	EGT 14 60 deg higher after pigtail	
CEL EGT1	41817		2013	16601	1FT7W2BT0DE	2-27-Q-68	No	EGT 14 P246E after pigtail	
MIL	41823		2013	6128	1FT8W3BT4DE	2-27-Q-68	No	EGT 11 set P2080 after pigtail	
CEL ON	41845		2013	39009	1FD8W3HT4DE	2-27-Q-68	No	EGT 11 at 400 deg after pigtail	
REPEAT C	41842		2013	24586	1FT8W3BT1DE	2-27-Q-68	No	General repeat question	**P06EA and P06EB**
CEL ON/M	41809		2013	4752	1FT8W3BT2DE	2-27-Q-68	No	EGT 13 after pigtail P242B	
CEL ON E	41841		2013	32190	1FT8W3BT1DE	2-27-Q-68	No	EGT 14 after pigtail P246E/246F	**P06EB**
CEL	41813		2013	37697	1FT8W3BT1DE	2-27-Q-68	No	Not a Repeat	
CEL P06E	41809		2013	9229	1FT8X3BTXDE	2-27-5-68	No	Not a Repeat	**P06EA**
REPEAT C	41834		2013	21604	1FT7W2BT3DE	2-27-Q-68	No	EGT 11 after pigtail 800miles	
FORCED I	41794		2013	37727	1FT7W2BT5DE	2-27-5-68	No	Not a Repeat	
CEL ON	41828		2013	35159	1FT8W3DT9DE	2-27-Q-68	No	EGT 11 after pigtail	
CEL P2084	41830		2013	13111	1FT8W3BT3DE	2-27-Q-68	No	Not a Repeat	**P06EA**
CEL	41796		2013	17611	1FT7W2BTXDE	4-40-Z-00	No	EGT 11 after pitail	
CEL	41845		2013	20659	1FT7W2BT1DE	2-27-Q-68	No	EGT 12 after pigtail	**P06EA**
CEL	41827		2013	17884	1FT7W2BT2DE	2-27-Z-00	No	EGT 11 after pigtail - 60 miles	
REPEAT P	41806		2013	20194	1FT8W3BT0DE	2-27-Q-68	No	EGT 14 after pigtail	**P06EB**
CEL	41844		2013	8621	1FDUF5GT5DE	2-27-Q-68	No	EGT 14 after pigtail	
CEL P06E	41830		2013	14765	1FTRF3BT7DE	2-27-Q-68	No	Not a Repeat (P06EA)	**P06EA**
LACKS PO	41807		2013	6371	1FD0W5HT6DE	5-54-2-39	No	EGT 13 after pigtail	
MIL	41842		2013	40600	1FT8W3BT9DE	2-27-Q-68	No	EGT 13 after pigtail	
CEL ON	41796		2013	8692	1FT7W2BT4DE	2-27-Q-68	No	EGT 12 after pigtail	
REPEAT C	41844		2013	27061	1FT8W3BT8DE	2-27-Q-68	No	EGT 12 after pigtail	
CEL ON/M	41787		2013	11105	1FT7W2BT7DE	2-27-Q-68	Yes	EGT 12 after pigtail	**P06EA**
CEL IS ON	41837		2013	13040	1FT8W3BT2DE	2-27-Q-68	No	EGT 14 after pigtail	**P06EB**
CEL ON	41828		2013	6494	1FT8W3BT4DE	2-27-Q-68	No	EGT 13 and 14 after pigtails	**P06EB**
REPEAT M	41842		2013	13203	1FT8W3BT1DE	2-27-Q-68	No	EGT 13 after pigtail	
CEL ON	41827		2013	20137	1FT8W3BT1DE	2-27-Q-68	No	EGT 11 after pigtail	
CEL ON	41816		2013	25852	1FT7W2BT1DE	2-27-Q-68	No	EGT 13 after pigtail	
CEL P242E	41807		2013	5535	1FT7W2BT6DE	2-27-Q-68	No	EGT 13 after pigtail	
CEL	41807		2013	40782	1FT7W2BT0DE	2-27-Z-00	No	EGT 11 after pigtail	
MIL LIGHT	41815		2013	7502	1FT8W3DTXDE	2-27-Q-68	No	EGT 12 after pigtail	**P06EA**
CEL	41795		2013	12296	1FT7W2BT0DE	2-27-Q-68	No	EGT 13 after pigtail	
MIL ON RE	41816		2013	12773	1FT7W2BT1DE	2-27-Q-68	No	EGT 12 after pigtail	**P06EA**
CEL	41769		2013	11125	1FT7W2BT4DE	2-27-Q-68	No	EGT 11 after pigtail for EGT 13	**P06EB**
CEL	41772		2013	8476	1FDUF4GT7DE	2-27-Q-68	No	Repeat P06EB after TSB	**P06EB**
REPEAT C	41827		2013	12294	1FT7W2BT8DE	2-27-Q-68	No	EGT 13 after pigtail	
SES LIGH	41831		2013	28871	1FT8W4DT7DE	2-27-Q-68	No	EGT reading not changed after pigtail	

CEL ON	41835	[redacted]	2013	23507	1FT7W2BT5DE	[redacted]	-27-Q-68	No	EGT 14 pigtail replaced then ->	**P06EB**
MIL ON	41827		2014	3778	1FT7W2BT1EE		-27-Q-68	No	EGT 14 after pigtail for 14 and 12	**P06EB**
CEL, P06E	41652		2014	22501	1FT8W3BT4EE		-27-5-68	Yes	EGT 13 after pigtail and sensor	
REPEAT C	41838		2014	14404	1FT7W2BT2EE		-40-Z-00	No	EGT 13 after pigtail	
REPEAT M	41844		2014	11856	1FT7W2BT3EE		-27-Q-68	No	P06EB after EGT 14 pigtail	**P06EB**
CEL	41814		2014	19511	1FT7W2BT1EE		-27-Q-68	Yes	EGT 14 after pigtail, repeat P06EB	**P06EB**
MIL ON	41807		2014	14475	1FT7W2BTXEE		-27-Q-68	Yes	EGT 11 after pigtail	
CEL ON	41830		2014	2176	1FT8W3BT4EE		-27-Q-68	No	EGT 14 after pigtail for 14 and 12	**P06EB**
REPEAT D	41801		2014	4510	1FT7W2BT3EE		-27-Q-68	Yes	EGT 12 after pigtail	**P06EA**
MIL ON	41808		2014	15477	1FT8W3BT4EE		-41-Z-00	Yes	EGT 14 after pigtail - set P06EB	**P06EB**
	41810		2014	13444	1FT8W3BT2EE		-27-Q-68	Yes	EGT 13 after pigtail	
MIL CONC	41821		2014	25234	1FT8W3DT9EE		-27-Q-68	No	EGT 13 after pigtail	
CHECK EN	41810		2014	7153	1FT7W2BT5EE		-27-Q-68	Yes	EGT 11 after pigtail	
CEL ON	41828		2014	6834	1FT7W2BT2EE		-27-Q-68	No	EGT 11 after pigtail	
CEL	41792		2014	12589	1FT8W3DT5EE		-27-Q-68	Yes	P06EA after Pigtail for 11,12,13	**P06EA**
CEL	41839		2014	29363	1FDUF5HT0EE		-27-Q-68	No	EGT 14 after pigtail	**P06EB**
CEL ON	41842		2014	10422	1FT7W2BT8EE		-27-Q-68	No	EGT 11 after pigtail	
CEL	41817		2014	15770	1FT7W2BT1EE		-27-Q-68	Yes	EGT 11 after pigtail	
REPEAT C	41799		2014	15310	1FT7X2BT6EE		-27-Q-68	Yes	EGT 14 after pigtail - set P06EB	**P06EB**
CEL ON	41799		2014	7137	1FT8W3BT9EE		-27-Q-68	Yes	EGT 11 after pigtail	
CEL ON	41827		2014	16271	1FT7W2BT5EE		-27-Q-68	No	EGT 13 after pigtail	
MIL	41800		2014	15504	1FT8W4DT7EE		-27-Q-68	Yes	EGT 11 and 14 after pigtail	**P06EA**
CEL REPE	41836		2014	5589	1FT7W2BT5EE		-27-Q-68	No	EGT 14 after pigtail for 14 and 13	**P06EB**
CEL	41821		2014	9948	1FD8W3GT2E		-27-Q-68	Yes	Not a repeat	
REPEAT C	41828		2014	21972	1FT7X2BT7EE		-27-Q-68	No	EGT 12 after pigtail	
CHECK EN	41822		2014	6499	1FT8W3BT0EE		-27-Q-68	Yes	EGT 14 after pigtail set P06EB	**P06EB**
MIL, NO S	41834		2014	2590	1FT8W3BT7EE		-27-Q-68	No	EGT 12 after pigtail	
EXHAUST	41799		2014	3380	1FT7W2BT8EE		-27-B-68	Yes	Not a Repeat	
CEL ON	41822		2014	11166	1FDUF5HT7EE		-27-Q-68	No	EGT 11 after pigtail and sensor	
CEL, EGT1	41809		2014	3515	1FT7W2BT4EE		-27-Q-68	Yes	EGT 12 after pigtail	
CEL P06E	41822		2014	7468	1FT8W3BT3EE		-54-Z-00	Yes	EGT 14 after pigtail	**P06EB**

From: Parrish, Kirk (K.A.)
Sent: Friday, March 09, 2012 5:06 PM
To: Cowher, Terry (T.)
Cc: Opolsky, Norman (N.H.)
Subject: RE: Report Summary for the CQIS Report#[redacted]

Thanks. This will give me something to read on my plane ride to Alaska.

Sincerely,
Kirk A. Parrish
Senior Engineer
Ford Motor Company
DPF Regeneration Calibration
(313)805-0162
kparrish@ford.com

From: Cowher, Terry (T.)
Sent: Friday, March 09, 2012 8:14 AM
To: Parrish, Kirk (K.A.)
Cc: Opolsky, Norman (N.H.)
Subject: RE: Report Summary for the CQIS Report[redacted]

Kirk, I was able to send all 48 in individual e-mail. Here is the file that downloaded out of the CQIS system.

TERRY J. COWHER
Calibration Quality
Cell 313-805-6360
Desk 313-323-8843

From: Parrish, Kirk (K.A.)
Sent: Thursday, March 08, 2012 9:40 AM
To: Cowher, Terry (T.)
Cc: Opolsky, Norman (N.H.)
Subject: FW: Report Summary for the CQIS Report[redacted]

Terry, Can we get a count on similar concerns related to the Stop Safely Now message and shutdown? Here is one from Alaska. My brother recently bought a Focus from Luther Ford Lincoln in Homer City, Pa and he mentioned that the sales man there was talking to him about some Halliburton Trucks that were experiencing the same problem. These trucks are working out in the field on gas wells.

Sincerely,
Kirk A. Parrish
Senior Engineer
Ford Motor Company

DPF Regeneration Calibration
(313)805-0162
kparrish@ford.com

From: Bird, Kevin (M.)
Sent: Tuesday, March 06, 2012 1:52 PM
To: Parrish, Kirk (K.A.)
Subject: FW: Report Summary for the CQIS Report# [redacted]

Eric Garland was the tech who called in.

Pictures are under my user name > Hydro Condensation folder.

Attachments : 0

Report# :	[redacted]			**Received:**	03/05/2012
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2012,F350 4X4 ,F350 ,CRW CAB,PICKUP ,1FT8W3BT0CE[redacted]			**Build Date:**	08/10/2011
Odometer :	867 M	**Engine:**	6.7L DI	**Calibration:**	CFA17C0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 08621 Seekins Ford Lincoln			**Phone#:**	(907) 459-4000
City:	Fairbanks	**State:**	Alaska	**Country :**	USA
Originator:	ERIC GARLAND				
Symptom:	2 27 Z 00 AID/INFO,WNG IND/MESS/C,NOT LISTED,UNKNOWN				
Status:					
VFG:	V83 INSTRUMENTATION FUNCTION				
Additional Symptom:	STOP SAFELY NOW/NO START				
Fix:	**Causal Component :**				
Condition Code:					

Hotliner: KJONE286	**Phone:** 000 248-7923	**Regn Cd:** W5 Seattle
Engineering:	**Phone:**	**TAR:**
Dlr Contact: ERIC GARLAND	**Phone:** 000 000-0000	**Title Cde:** OT

DTCs:
KOEO:
KOEC:P0181 P0234 P0544
KOER:

Comments
:

REPAIR 03/05/2012 06:41PM KEITH JONES MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:MESSAGE CENTER WARNED DRIVER TO PULL OFF THE
ROAD SAFELY AND THEN THE TRUCK SHUT OFF AND WOULDNT RESTART.
DIAGNOSTICS: PERFORMED PPT RC1-RC8 AND OF COURSE IT LEADS ME TO NO
CONCERN AT THIS TIME. WE HAVE 6 TRUCKS THAT HAVE BEEN SHUTTING DOWN
DUE TO THIS CONCERN AND NONE OF THEM EVERY HAVE HIGH EGTS WHEN TEST
DRIVING EXECPT THIS ONE AND THE ONLY WAY I COULD GET IT TO GIVE ME
HIGH EGT 13 AND EGT14 IS THAT I FLOORED IT TO 60 MPH AND EGT 11 WENT
TO 600F AND EGT 12 WENT TO 600 BUT EGT 13 WENT TO 1500F AND WHILE
EGT14 WAS STILL AT 450. THE MESSAGE CENTER NEVER SAID TO PULL OVER. I
DID NOTICE THAT THE ENGINE STARTED TO SOUND LOUDER LIKE IT WAS GOIN IN
TO ACTIVE REGEN MODE. ONCE EGT13 STARTED TO SLOWLY GO DOWN EGT14
STARTED TO RISE ALL THE WAY TO 1500F. PARTS REPLACED:NONE TECH
QUESTION:WE HAVE AT LEAST 6 OF THESE TRUCKS THAT HAVE DONE THIS. ALL
HAVE RESTARTED AFTER AN HOUR OF COOL DOWN. THESE TRUCKS GET PARKED AND
PUT ON A HIGH IDLE WHICH IS SET AT 1600 RPMS WHEN NOT BEING DRIVIN.
THE AMBIENT AIR TEMP IS 40 BELOW. SO THE ONLY WAY TO KEEP HEAT IN THE
ENGINE AND IN THE CAB IS TO HAVE THEM RUN AT 1600 RPM. ALL THE TRUCKS
GET ABOUT A MILE AND HALF AWAY FROM WHERE THEY WHERE PARKED AND THEN
SHUT DOWN. THATS JUST A TREND I HAVE BEEN SEEING.

RECOMM 03/05/2012 06:41PM KEITH JONES MSS - FCSD - TECH SVC HOTLINE
ERIC, THANK YOU FOR THE DETAILED INFORMATION IN REGARDS TO THE
FAILURES YOU HAVE BEEN SEEING. IF POSSIBLE, PLEASE SUBMIT HOTLINE
ASSISTANCE REQUEST FORMS FOR THE OTHER VEHICLES SO WE CAN FORWARD THE
INFORMATION TO ENGINEERING AND TRACK THE CONCERNS. IN REGARDS TO
THIS VEHICLE, IF THERE WAS A P200C OR P200E PRESENT, MOST OF THESE
DTCS HAVE BEEN RELATED TO A FAILED EGT SENSOR. AS THE EXHAUST
TEMPERATURES INCREASE, THE SENSOR CAN BREAK DOWN AND CAUSE INACCURATE
TEMPERATURE READINGS. ANOTHER POSSIBLE CAUSE IS A RESTRICTED DOC,
DPF OR SCR. WITH THE LOW MILEAGE ON THIS VEHICLE WHEN COMPARED TO THE
TIME INSERVICE, A REGENERATION EVENT IS NOT LIKELY TO COMPLETE UNLESS
THE CUSTOMER HAS THE MANUAL REGENERATION TOOL (WHICH CAN BE PURCHASED
THROUGH WWW.EEPOD.COM). ADDITIONAL INFORMATION CAN BE FOUND ON

THE
SERVICE TIPS PAGE OFF OF OASIS UNDER THE MANUAL REGENERATION TIPS VIDEO. EXCESSIVE IDLE TIME CAN CAUSE DEF DEPOSITS ON THE SCR AND CAUSE MULTIPLE NOX CONVERSION AND DRIVABILITY CONCERNS. EXCESSIVE IDLE WILL
ALSO PREVENT THE DPF FROM BEING PROPERLY CLEANED AND CAUSE RESTRICTIONS/TEMPERATURE INCREASES.

REPAIR 03/05/2012 07:36PM KEVIN LEWIS MSS - FCSD - TECH SVC HOTLINE

YES WE WILL BE SUMMITNG MORE REQUEST FORMS. ANOTHER THING IS THAT EACH
OF THESE TRUCKS HAVE BLACK OILY TAIL PIPES WHICH DOESNT SEAM RIGHT TO
ME. NOT VERY GREEN IN MY OPION AND THAT SEAMS LIKE THE VERY REASON THESE TRUCKS EVEN HAVE THE EXHUAST SYSTEM THEY DO. PS I HATE THE TERM GREEN

RECOMM 03/05/2012 07:36PM KEVIN LEWIS MSS - FCSD - TECH SVC HOTLINE

THERE SHOULD NOT BE OILY RESIDUE AT THE TAILPIPE. THIS COULD BE AN INDICATION OF A TURBO FAILURE OR A BASE ENGINE CONCERN. IF LIQUID OIL IS PRESENT IN THE EXHAUST, IT WILL DAMAGE THE DPF PERMANENTLY AND WILL
NEED TO BE REPLACED. IF THE RESIDUE ON THE END OF THE TAILPIPE IS DRY AND BLACK, THERE IS A CRACKED DPF PRESENT, POSSIBLY CAUSED BY THE EXCESSIVE TEMPERATURES VERIFIED IN THE EXHAUST SYSTEM, AND AGAIN, THE
DPF WILL NEED TO BE REPLACED.

REPAIR 03/05/2012 07:56PM STEVEN SCHWARK MSS - FCSD - TECH SVC HOTLINE

I WILL SEND PICTURES OF ONE OF THE TYPICAL TAIL PIPES WE HAVE BEEN SEEING WITH OILY TAIL PIPES

RECOMM 03/05/2012 07:56PM STEVEN SCHWARK MSS - FCSD - TECH SVC HOTLINE

ERIC, THANK YOU FOR THE UPDATED INFORMATION. IT WILL NOT BE NECESSARY TO SUBMIT PICTURES OF THE TAIL PIPES AT THIS TIME. PLEASE CONTINUE WITH THE PREVIOUSLY RECOMMENDED PROCEDURES. IF FURTHER ASSISTANCE IS NEEDED, UPDATE THIS FORM OR CONTACT THE TECHNICAL HOTLINE BY PHONE AT 1-800-826-4694 USING THE RED CONTACT ID FOUND IN THIS FORM.

REPAIR 03/06/2012 07:56AM WILLIAM BUSH MSS - FCSD - TECH SVC HOTLINE

OH TO LATE I ALREADY SENT THE THE PICTURES OF THE TAIL PIPE

RECOMM 03/06/2012 07:56AM WILLIAM BUSH MSS - FCSD - TECH SVC HOTLINE

ERIC, THANK YOU FOR THE UPDATED INFORMATION. . IF YOU REQUIRE ANY FURTHER INFORMATION OR ASSISTANCE, PLEASE UPDATE YOUR FORM WITH ANY
FURTHER INFORMATION YOU MAY REQUIRE. IF YOU RESOLVE THE CONCERN, PLEASE LET US KNOW WHAT REPAIRED THE VEHICLE USING THE SURVEY.

THANK
YOU.

From: Visser, Ken (K.A.)
Sent: Tuesday, September 02, 2014 9:00 PM
To: Hale, Curt (B.C.)
Cc: Chacon, Jose (A.)
Subject: RE: Report Summary for the CQIS Report [redacted]

Curt,

Technician checked SCR injector connector and found no corrosion.

Ken Visser
Field Service Engineer
Denver Region
cell 720 253 3774
fax 866 669 9833
kvisser@ford.com

From: Hale, Curt (B.C.)
Sent: Tuesday, September 02, 2014 7:42 AM
To: Visser, Ken (K.A.)
Cc: Chacon, Jose (A.)
Subject: FW: Report Summary for the CQIS Report# [redacted]

Ken,

See comments I added to this report. Scott Szymusiak called me and told me he found corrosion in the SCR injector connector on his test unit that was setting a P207F and when the corrected the concern the code did not return.

From: Hale, Curt (B.C.)
Sent: Tuesday, September 02, 2014 9:37 AM
To: Hale, Curt (B.C.)
Subject: Report Summary for the CQIS Report#ECMHX015

Attachments : 0

Report# :	[redacted]			**Received:**	03/13/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2012,F350 4X4 ,F350 ,CRW CAB,PICKUP ,1FT8W3BT4CE[redacted]			**Build Date:**	10/09/2012
Odometer :	32,682 M	**Engine:**	6.7L DI	**Calibration:**	CFA17C0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 03161 Keesee Motor Company			**Phone#:**	970-565-8431

City: Cortez **State:** Colorado **Country :** USA
Originator: RON REMMERDE
Symptom: 5 54 2 02 DRV PERF,LACK/LOSS PWR ,ACCEL,ALWAYS
Status:
VFG: V52 DRIVEABILITY
Additional Symptom: REPEAT P207F
Fix: **Causal Component :**
Condition Code:

Hotliner: CALLE154 **Phone:** --3177069 **Regn Cd:** W4 Denver
Engineering: **Phone:** **TAR:** 0-30
Dlr Contact: **Phone:** **Title Cde:** T

DTCs:
KOEO:P207F
KOEC:P207F
KOER:

Comments :

REPAIR 03/13/2014 07:55PM CHRISTOPHE ALLEN MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: P207F STUCK IN IDLE MODE DIAGNOSTICS: RD1 THRU RD10 PARTS REPLACED: NOX SENSOR TECH QUESTION: MADE IT 200 MILES CAME BACK WITH SAME CONCERN AND SAME DTC

RECOMM 03/13/2014 07:55PM CHRISTOPHE ALLEN MSS - FCSD - TECH SVC HOTLINE
RON, THE P207F DTC SETS WHEN THE PCM NOTICES A NOX REDUCTION PERFORMANCE ISSUE. THIS MAY BE CAUSED BY A POORLY PERFORMING SCR CATALYST, A RESTRICTION IN THE SCR SYSTEM, OR THE ENGINE IS EMITTING EXCESSIVE NOX. GIVEN THIS, AS THE P207F DTC HAS RETURNED AFTER REPLACING THE NOX SENSOR, IT IS POSSIBLE FOR DEF CRYSTAL BUILDUP TO HAVE OCCURRED ON THE SCR DIFFUSER GRID. THIS BUILDUP WILL RESULT IN IMPROPER MIXING OF THE DEF BEING INJECTED AND A SLIGHT EXHAUST RESTRICTION. DEF CRYSTAL BUILDUP MAY OCCUR IF THE VEHICLE DOES NOT PERFORM REGENERATION WHEN NEEDED AS REGENERATION BURNS AWAY ANY DEF CRYSTAL BUILDUP. TO TEST FOR THIS CONDITION, RECOMMEND REMOVING THE REDUCTANT INJECTOR NOZZLE AND USING A BOROSCOPE TO INSPECT THE SCR DIFFUSER GRID FOR ANY DEF CRYSTAL BUILDUP, IF CRYSTAL BUILDUP IS FOUND THEN OR A BOROSCOPE IS NOT AVAILABLE THEN ATTEMPT TO PERFORM AN ACTIVE (WHILE DRIVING) REGENERATION ON THE VEHICLE IN AN ATTEMPT TO BURN AWAY ANY CRYSTAL BUILDUP AND RESTORE SCR CATALYST PERFORMANCE. IF NO CRYSTAL BUILDUP WAS FOUND OR THE P207F RETURNS AFTER PERFORMING REGENERATION THEN RECOMMEND PERFORMING PINPOINT TESTS KA AND W IN SECTION 5 OF THE PC/ED TO INSPECT THE AIR MANAGEMENT SYSTEM (SPECIFICALLY THE MAF SENSOR) AND THE EGR SYSTEM FOR ANY ISSUE AS THESE COMPONENTS MAY ALLOW THE ENGINE TO EMIT EXCESS NOX. IF NO ISSUES WITH THESE SYSTEM ARE FOUND THEN THE SCR CATALYST ITSELF IS

SUSPECTED TO BE FAULTY CAUSING THE REDUCTION IN NOX REDUCTION. IF THIS IS THE CASE THEN PROCEED TO REPLACE THE SCR CATALYST AND RE-TEST THE VEHICLE FOR THE CONCERN.

REPAIR 03/17/2014 01:38PM DAVID PRATT MSS - FCSD - TECH SVC HOTLINE

MORNIN' GUYS: I'M FINALLY BACK ON THIS ONE. I REMOVED THE REDUCTANT INJECTOR AND IT IS SOMEWHAT 'GUNKED UP' WITH CRYSTALIN MATTER, BUT UPON INSERTING A BOROSCOPE INTO THE SCRC , ALL I CAN SEE WHAT LOOK TO BE STAINLESS STEEL, HORIZONTAL GRID TYPE STRUCTURES WHICH SHOW NO SIGNS OF BUILD UP. I HAD RUN MANUAL 'STATIC REGEN ON FRIDAY. IT STARTED OUT AT 56% AND AFTER 2 RUNS WAS REDUCED TO 7%. I'M STILL STUCK IN IDLE MODE, MAKING DYNAMIC REGEN IMPOSSIBLE, EVEN AFTER RESETTING 'SPECIAL FUNCTIONS' NOX TABLES AND ATTEMPTING TO CLEAR CODE. I'M ONTO CHECKING OUT THE MAF AND EGR SYSTEMS AS SUGGESTED. WILL ANY OF THE NOX PIDS BE OF AID? RON

RECOMM 03/17/2014 01:38PM DAVID PRATT MSS - FCSD - TECH SVC HOTLINE

RON, TO REMOVE THE VEHICLE OUT OF THE IDLE ONLY MODE, PLEASE REFER TO SSM 32155 TO ADDRESS THIS CONDITION. THE DTC P207F WILL SET THE VEHICLE INTO THE ANTI-TAMPER STRATEGY AND WILL SET THE EXHAUST FLUID SYSTEM FAULT MESSAGE AGAIN UNTIL THE DTC P207F IS RESOLVED. IF NO CONCERNS CAN BE FOUND IN PINPOINT TEST RD, AND BEFORE A DPF/SCR REPLACEMENT IS RECOMMENDED PLEASE PREFORM PINPOINT TEST KA AND W. IT IS IMPORTANT TO ADHERE TO THE PPT KA3 AS AN INTAKE OR EXHAUST LEAK PRESENT COULD BE SETTING THE P207F. IF NO CONCERNS ARE FOUND THEN PREFORM PPT W. IF THE EGR COOLER IS PLUGGED THE EGR FLOW WILL BE INSUFFICIENT AND CAUSE THE NOX NUMBERS TO CLIMB SETTING THE P207F IN THE PCM.

REPAIR 03/18/2014 12:01PM JOHN ABELS MSS - FCSD - TECH SVC HOTLINE

SO I GOT IT OUT OF IDLE MODE AND CONTINUED DIAG. THE 20 PSI BALOON TEST YEILDED NOTHING. CHECKED OUT THE EGR BY WAY OF PINPOINTS AND DYNAMICALLY. (IDS ACTIVE COMMANDS WITH PID MONITOR FOR EGR ACTUAL VS. COMMANDED DESIRED.) I WENT BACK OVER THE VISUAL INSPECTION JUST TO BE SURE I MISSED NOTHING. OTHER THAN BEING A HUGE 'MUDBALL/COWPIE' NO PROBLEMS FOUND. I WENT ON TO TAKE IT FOR A SPIN TO SEE IF THE DTC WOULD RESET. SINCE I WAS ALREADY HOOKED UP, I THOUGHT I MIGHT MONITOR SOME STUFF. AT A HEALTHY TAKE OFF, MY EBP ROSE TO 51PSI WHILE MY DPF GENERATED ONLY 4PSI. MY DPF LOAD WENT FROM 5% TO 12% IN A 15 MIN TEST DRIVE. MY NOX WENT AS HIGH AS 900PPM ANY TIME I IDLED FOR MORE THAN A MINUTE. MY MAP SHOWED A NICE 30PSI AT THROTTLE UP. UPON RETURN I RESCANNED IT BOTH KOEO AND KOER AND RECEIVED NO DTCS. DOES ANY OF THIS HELP? RON

RECOMM 03/18/2014 12:01PM JOHN ABELS MSS - FCSD - TECH SVC HOTLINE

RON, THANK YOU FOR THE UPDATED INFORMATION ON THE RESULTS OF THE LEAK TEST AND THAT THE EGR PASSED. AFTER REVIEWING OTHER REPORTS OF VEHICLES SETTING A P207F, THE DTC CAN TAKE SEVERAL LONG TEST DRIVES BEFORE IT WILL RESET DUE TO THE NOX MODULE NEEDING TO SEE A SPECIFIC CHANGE TO SET IT. THE PID INFORMATION YOU PROVIDED DOES NOT IDENTIFY A CONCERN AS THE MAJORITY OF THE PIDS APPEAR SIMILAR TO WHAT HAS BEEN SEEN ON OUR TEST VEHICLE. THE NOX PID READING IS NOT ONE THAT IS NORMAL USED FOR DIAGNOSTICS AS IT CAN BE AFFECTED BY MANY DIFFERENT THINGS SIMILAR TO THE P207F SETTING. IF IT HAS NOT BEEN DONE ALREADY, IT IS

RECOMMENDED TO PERFORM STEP 13 OF PIN POINT TEST W IN SECTION 5 OF THE ONLINE PC/ED AS A RESTRICTED OR CARBON COATED EGR COOLER CORE HAS BEEN FOUND TO CAUSE THE P207F TO SET. THE LACK OF FLOW THROUGH THE COOLER OR ITS INABILITY TO DROP THE EXHAUST GAS TEMPERATURE WILL DIRECTLY AFFECT THE REDUCTION OF NOX WHEN THE EGR IS USED. WHEN PERFORMING STEP 13 IT IS IMPORTANT TO RECORD THE SPECIFIC RESULTS OF THE EGRT 11 TEMPERATURE AND MAF INCREASE DURING THE TEST AS EITHER CAN FAIL INDICATING A RESTRICTED EGR COOLER CORE. IF THERE ARE NO CONCERNS FOUND DURING STEP 13 OF PPT W, THEN AN INTERNALLY FAILING DPF WOULD BE SUSPECTED AND PRIOR APPROVAL SHOULD BE OBTAINED FOR ITS REPLACED. THE SPECIFIC RESULTS RECORDED FROM STEP 13 OF PPT W SHOULD BE PROVIDED IN THE PRIOR APPROVAL FORM TO ENSURE THE RESULTS WERE NOT MISINTERPRETED.

REPAIR 03/18/2014 05:12PM MARK KLEIN (CLP) MSS - FCSD - TECH SVC HOTLINE

I HAD NOT YET RUN PPTW/STEP 13. NEAT TEST ALTHOUGH MY MAF REMAINED FAIRLY STEADY @ 8G/S , MY EGRT11 WAS 191F OVER 103F WITH SIMULATION RUN 3 TIMES. I GUESS I'M ON TO 'AZ' BUT WOULD LIKE SOME EXPLANATION OF THIS TEST IF YA HAVE A MINUTE? RON

RECOMM 03/18/2014 05:12PM MARK KLEIN (CLP) MSS - FCSD - TECH SVC HOTLINE

RON,
WHEN WE ARE TESTING FLOW THRU THE COOL SIDE OF THE EGR COOLER. THE REASON THAT WE ARE LOOKING FOR A SMALL AMOUNT OF CHANGE FOR THE MAF IS BECAUSE EVEN THOUGH WE ARE CLOSING THE BYPASS DOOR WE ARE STILL FLOWING THE SAME AMOUNT OF AIR THRU THE COOLER. AT 100% THE EGR BYPASS IS CLOSED NOT ALLOWING THE EGR COOLER TO COOL THE EGR GASES AS WE OPEN THE BYPASS DOOR THE EGR GASES ARE NOT BEING CHANNELED THRU THE COOLED PART OF THE EGR COOLER AND THE EGRT TEMPS WILL DROP AT THAT POINT.

REPAIR 03/19/2014 01:01PM LAWRENCE BLACK MSS - FCSD - TECH SVC HOTLINE

THANK YOU. I APPRECIATE THAT INFO. UNDERSTANDING IT IS HALF THE BATTLE. I WANTED TO CORRECT SOME INFO I SENT YOU. THE MAF WAS 28G/S AND INCREASED NO MORE THAN 3G/S , NOT THE 8G/S I PREVIOUSLY INDICATED. MISSED A KEYSTROKE I PERFORMED THE 'AZ' PINPOINTS THROUGH #14 AND THE TESTS WERE INCONCLUSIVE. THE SYSTEM IS OPERATING NORMALLY WAS THE STATEMENT. ANYTHING FURTHER BEFORE GOING AFTER THE SCRC? RON

RECOMM 03/19/2014 01:01PM LAWRENCE BLACK MSS - FCSD - TECH SVC HOTLINE

RON, DUE TO ELEVATION DIFFERENCE IN SOME AREAS, WHEN DIAGNOSING SUSPECTED MAF SENSOR CONCERN (STEP W11). RECOMMEND COMPARE MAF_A READING TO KNOWN GOOD LIKE VEHICLE, IF MAF HZ ARE NOT WITHIN 300 HZ OF LIKE VEHICLE, THEN MAF SENSOR REPLACEMENT AND MAF RESET CLEAR FUNCTION USING IDS WILL BE RECOMMENDED. IF THERE IS NO CONCERN FOUND WHEN PERFORMING PPT KA, W AND RD LEADS TO RD10, THEN SCR REPLACEMENT WILL BE RECOMMENDED.

REPAIR 03/20/2014 12:05PM WILLIAM JOHNSTON MSS - FCSD - TECH SVC HOTLINE

RAN W11 AND HERE ARE THE RESULTS: COMPARISON TRUCK: 89G/S, 5.48KHZ: SUBJECT TRUCK: 91G/S, 5.60KHZ. RON

RECOMM 03/20/2014 12:05PM WILLIAM JOHNSTON MSS - FCSD - TECH SVC HOTLINE

RON, THANK YOU FOR THE UPDATE. BASED ON THE RESULTS OF THE

RECOMMENDED TESTS THERE ARE NO FURTHER SYSTEMS THAT COULD BE RESULTING IN THE P207F CODE TO SET. IT IS RECOMMENDED TO CONTINUE WITH REPLACEMENT OF THE SCR AFTERTREATMENT SYSTEM AS NEEDED TO RESOLVE THE P207F CODE. ENSURE TO OBTAIN PRIOR APPROVAL FOR THE AFTERTREATMENT SYSTEM PRIOR TO PERFORMING THE REPAIR. ANYTIME COMPONENTS ARE REPLACED OR A REPAIR IS PERFORMED AN SCR PARAMETER RESET AND NOX ADAPTIVE RESET WITH IDS WILL NEED TO BE PERFORMED. AFTER THESE RESETS ARE PERFORMED THE KEY NEEDS TO BE TURNED OFF FOR A MINIMUM OF 3 MINUTES AS THIS ALLOWS THE RESET VALUES TO BE RE-WRITTEN IN THE PCM.

REPAIR 03/20/2014 04:58PM CHRIS BISHOP MSS - FCSD - TECH SVC HOTLINE

RO#: 9131RO DATE:3/14/2014WARRANTY TYPE:FACTORY WARRANTY REQUEST SPW INSTALL MILEAGE: SPW INSTALL DATE: 1. PLEASE DESCRIBE CUSTOMERS CONCERN. INCLUDE AS MANY DETAILS AS POSSIBLE. TRUCK WILL ONLY IDLE: MESSAGE IN MESSAGE CENTER 2. WHY IS THE COMPONENT BEING REPLACED? FAILED SCRC 3. 6.7L DEF PUMP ONLY: HAS THE DIESEL EXHAUST FLUID BEEN TESTED FOR PETROLEUM CONTAMINATION USING ROTUNDA PART# 328-44-863/328-00012? IF SO, WHAT WERE THE RESULTS? YES 4. PROVIDE ANY ADDITIONAL DETAILS NECESSARY. PLEASE INCLUDE ANY TECHNICAL INFORMATION THAT YOU FEEL WILL HELP THE HOTLINE PROCESS YOUR PRIOR APPROVAL REQUEST. HOTLINE # 107194484 5. WHAT ARE THE TOTAL HOUR AND IDLE HOUR READINGS FROM THE INSTRUMENT CLUSTER? 909

RECOMM 03/20/2014 04:58PM CHRIS BISHOP MSS - FCSD - TECH SVC HOTLINE

RON, BASED ON THE RESULTS OF PIN POINT TESTS RD, KA, AND W AS INDICATED BY YOUR COMMENTS BACK TO THE HOTLINE, THE SCR CATALYST WILL REQUIRE REPLACEMENT THEREFORE THE DPF HAS A WARRANTABLE CONCERN. PLEASE CONTINUE WITH THE REPAIR AS NECESSARY. WHEN SERVICING THE CATALYST, PLEASE REFERENCE THE DPF REPLACEMENT SERVICE PROCEDURE FROM SECTION 309-00 OF THE ONLINE WORKSHOP MANUAL.

NOTE: PLEASE REMEMBER TO OBTAIN PRIOR APPROVAL FOR ANY ADDITIONAL COMPONENTS THAT REQUIRE PRIOR APPROVAL, BEFORE PROCEEDING WITH THE REPAIRS.

DEALERS CAN FIND THEIR PRIOR APPROVAL PROGRAMS AND COMPONENT LIST ON FMCDEALER.COM UNDER PARTS & SERVICE >> WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN.

ONCE THE DPF IS INSTALLED, PERFORM THE DPF PARAMETER RESET USING THE IDS (TOOL BOX> POWERTRAIN> SERVICE FUNCTIONS> DIESEL PARTICULATE FILTER REGENERATION SYSTEM> DPF PARAMETER RESET). AFTER THIS, THE PCM WILL DELAY MONITORING CATALYST EFFICIENCY FOR A PREDETERMINED DISTANCE.

IT WILL ALSO BE NECESSARY TO PERFORM THE SCR PARAMETER RESET USING THE IDS. THE KEY MUST BE TURNED OFF FOR 3 MINUTES AFTER THIS RESET, AS THE MODULES CANNOT RESET THE NECESSARY VALUES UNTIL THEY HAVE POWERED DOWN. DCPA APPROVED* APPROVAL CODE: PAAFN

REPAIR 07/28/2014 07:10PM LAWRENCE BLACK MSS - FCSD - TECH SVC HOTLINE

WEB FORM DATA - CONCERN: INSTRUMENT CLUSTER INDICATES DEF FLUID LOW: REDUCED POWER IN 25 MI. DIAGNOSTICS: QUICK TEST: IDS ACTIVE ACTIVE COMMANDS: SCRC SYSTEM PROCEDURE: DOSING TEST: ELECTRICAL PINPOINTS PARTS REPLACED: PARTS REPLACED 6000 MI AGO: NOX SENSOR: SCRC (COMPLETE) TECH QUESTION: HI GANG: THIS VEHICAL HAS RETURNED TO ME WITH A P207F I'VE BEEN THROUGH THE RK'S AND RD'S TO NO AVAIL AS HAS BEEN THE CASE EVERY TIME WITH THIS TRUCK THIS WILL BE A SECOND 'HOTLINE' CONTACT ON THIS VEHICAL LAST TIME AROUND; THE RECOMMENDATION WAS FOR AN SCRC EVEN THOUGH NOTHING COULD BE FOUND DURING TESTING. SUMMARY: THE AIR PATHWAY IS NOT RESTRICTED THE EGR BYPASS WORKS NORMALLY THE INJECTOR WORKS NORMALLY THE SCRC IS /WAS NEW NO OTHER DTC'S ARE BEING SET THERE ARE NO U-ART DTC'S ALL ELECTRICAL PINPOINTS HAVE BEEN RUN OVER AND OVER THIS PICKUP IS A 'CATTLE HAULER' AND SPENDS MOST OF IT'S LIFE IN A MUDDY / WET XXXXHOLE AND IS FREQUENTLY MUD/ COW MANURE PACKED UPON ARRIVAL JUST NOT A 'LOVED' TRUCK 2 QUESTIONS: CAN THIS DTC BE SET BY SIMPLY RUNNING OUT OF DEF? CAN MUDPACK AFFECT THE NOX SENSOR? RON

RECOMM 07/28/2014 07:10PM LAWRENCE BLACK MSS - FCSD - TECH SVC HOTLINE

RON, PLEASE MAKE SURE THE ONLINE VERSION OF PINPOINT TEST (PPT) RD IS BEING CLOSELY FOLLOWED. THIS PPT HAS BEEN REVISED TO ADDRESS THE P207F DTC CONCERN, STEP RD7 HAS BEEN ADDED TO CHECK EGR FLOW THROUGH THE EGR COOLER, AND DRIVE CYCLE PROCEDURE ADDED TO VALIDATE THE SYSTEM AFTER PERFORMING EACH REPAIR. THE PCM USES NOX 11 TO CALCULATE THE NOX LEVELS DOWNSTREAM AND USES A CALCULATED MODEL FOR THE NOX LEVELS UPSTREAM. SINCE THE UPSTREAM IS A CALCULATED MODEL, A FAULT WITH THE EGR CAN CAUSE HIGHER NOX LEVELS UPSTREAM. LOW DEF LEVEL WILL NOT CAUSE THE P207F DTC TO SET, PPT RD WILL LEAD TO NOX SENSOR REPLACEMENT IF NO OTHER CONCERN IS PRESENT, ENSURE THE SCR DRIVE CYCLE IN THE ONLINE PC/ED SECTION 2 IS BEING PERFORMED AFTER REPLACEMENT OF ANY COMPONENT. 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 07/28/2014 07:10PM LAWRENCE BLACK MSS - FCSD - TECH SVC HOTLINE

EH, THIS VEHICLE HAS BEEN ESCALATED DUE TO LACK OF TECHNICAL PROGRESS. THE P207F DTC IS SET AFTER NOX SENSOR REPLACEMENT TWICE AND SCR REPLACEMENT. TECHNICIAN STATES THE EGR SYSTEM HAS BEEN CHECKED AND THERE IS NO CONCERN PRESENT. THE TECHNICIAN HAS BEEN INFORMED PPT RD HAS BEEN UPDATED TO ADDRESS THE P207F DTC CONCERN, AND ENSURE THE

ONLINE PC/ED IS BEING USED AND THE DRIVE CYCLE PERFORMED AFTER EACH REPAIR TO VALIDATE PROPER OPERATION. CONSULTED JARED DOWNING.

RECOMM 07/30/2014 07:58AM ROBERT SCOTT MSS - FCSD - TECH SVC HOTLINE

REVIEWED BY THE ESCALATION TEAM THE ESCALATED HANDLING TEAM IS CURRENTLY REVIEWING YOUR REQUEST. YOU WILL BE CONTACTED THIS MORNING BY A MEMBER OF THE ESCALATED HANDLING TEAM.

ESCLHD 07/30/2014 07:58AM ROBERT SCOTT MSS - FCSD - TECH SVC HOTLINE

SETTING FOLLOW UP TIME.

REPAIR 07/30/2014 01:22PM ROBERT SCOTT MSS - FCSD - TECH SVC HOTLINE

REVIEWED BY THE ESCALATION TEAM PLACED OUTBOUND CALL TO DEALER. SPOKE WITH TECHNICIAN RON REMMERDE. THE NOX SENSOR WAS REPLACED AND THE VEHICLE RETURNED SHORTLY AFTER WITH A P207F. THE DOSING TEST PASSES. THE GRID WAS INSPECTED IN THE SCR WITH A BORE SCOPE AND NO CONCERNS FOUND. THE SCR WAS REPLACED AND THE VEHICLE RETURNED ABOUT 6,000 MILES LATER. PIN FIT IS CURRENTLY BEING CHECKED AT THE PCM CONNECTOR. EGRT11 DROPS ABOUT 90* AND ABOUT A 1 G/S INCREASE IN MAF DURING RD7. THE VEHICLE IDLES A LOT. DOSING TEST PASSES AT ABOUT 65 ML, 75 PSI AND DC WAS GOOD. THE TEST KIT (REDUCTANT) IS NOT AVAILABLE; THE CUSTOMER STATES ONLY DEF IS USED (NO WATER). RD7 PASSES. NO DAMAGE TO ANY OF THE CIRCUITRY GOING TO THE NOX SENSORS PER RD8. NO VOLTAGE OR RESISTANCE CONCERNS DURING RD9 OR RD10. THE NOX SENSOR HAS NOT BEEN REPLACED AGAIN PER THE PPT. SEVERAL DRIVE CYCLES WERE PERFORMED AND THE P207F HAS NOT RETURNED. CURRENTLY, REGEN_AVGD 513.875 MILES AND REGEN_C 362 MILES (PER MEMORY). OCR HAS BEEN SET UP ON THIS VEHICLE.

RECOMM 07/30/2014 01:22PM ROBERT SCOTT MSS - FCSD - TECH SVC HOTLINE

RON, THANK YOU FOR THE DETAILED DIAGNOSTICS PERFORMED. AT THIS TIME, THE P207F MAY BE A RESULT OF HOW THE VEHICLE IS BEING OPERATED. DUE TO THE EXTENDED IDLE TIMES PRESENT ON THIS VEHICLE, IT IS POSSIBLE THAT THE SCR AND DPF WERE NOT PROPERLY CLEANED DURING NORMAL REGENERATION. THE HEAT FROM REGEN HELPS TO CLEAN OFF THE DIFFUSER GRID AND THE TWIST MIXER IN THE SCR, IN ADDITION TO REMOVING EXCESSIVE SOOT FROM THE DPF. HOWEVER, BASED ON THE RESULTS OF PPT RD, IT IS RECOMMENDED TO REPLACE THE NOX SENSOR AGAIN. IT IS POSSIBLE THAT THE SENSOR HAS BECOME CLOGGED WITH SOOT FROM THE POTENTIAL REGEN OPERATION ON THIS VEHICLE. ONCE THE NOX SENSOR HAS BEEN REPLACED, PERFORM THE NOX RESET, CLEAR ANY DTCS, AND THEN RESET THE EMISSIONS MONITORS. AFTER THE EMISSIONS MONITORS HAVE BEEN RESET, CONTINUE TO PERFORM THE EMISSIONS DRIVE CYCLE PER PPT RD11. IT IS ALSO RECOMMENDED TO COMPLETE A DYNAMIC MANUAL REGEN DURING THE ROAD TEST TO ENSURE THE EXHAUST SYSTEM IS PROPERLY CLEANED. PLEASE ALSO INFORM THE CUSTOMER ON THE IMPORTANCE OF REGENERATION AND THE OPERATOR COMMANDED REGEN (OCR) FUNCTION PRESENT ON THIS VEHICLE. EXPLAIN THAT IT IS IMPORTANT TO ALLOW REGEN TO COMPLETE WHEN COMMANDED AND THAT, DUE TO THE HIGH IDLE TIMES, REGULAR REGENERATIONS THROUGH OCR ARE RECOMMENDED. PLEASE ALSO RECOMMEND THAT THE CUSTOMER USE ONLY PURE DEF AND ENSURE THAT IT IS NOT DILUTED OR MIXED WITH WATER AS IT COMES PRE-MIXED. IT IS IMPORTANT THAT DEF IS USED WITHIN 1 YEAR, AS THE SHELF LIFE IS 12 MONTHS. IF ADDITIONAL ASSISTANCE IS NECESSARY, OR IF THE VEHICLE IS REPAIRED, UPDATE THIS FORM. UPDATING THIS FORM SENDS THE INFORMATION DIRECTLY

TO THE ESCALATED HANDLING TEAM FOR ADDITIONAL REVIEW. A FOLLOW UP CALL HAS BEEN SCHEDULED FOR WEDNESDAY 6 AUGUST 2014 UNLESS THE FORM IS UPDATED PRIOR TO THEN. THANK YOU.

ESCLHD 07/30/2014 01:22PM ROBERT SCOTT MSS - FCSD - TECH SVC HOTLINE

RECOMMENDED NOX SENSOR REPLACEMENT AND THEN DRIVE CYCLE.

AUDIT 07/30/2014 01:22PM ROBERT SCOTT MSS - FCSD - TECH SVC HOTLINE

ODOMETER 26548 M CHANGED TO 32682 M BY RSCOT180

REPAIR 08/06/2014 01:21PM ROBERT SCOTT MSS - FCSD - TECH SVC HOTLINE

REVIEWED BY THE ESCALATION TEAM PLACED OUTBOUND CALL TO DEALER. SPOKE WITH TECHNICIAN RON REMMERDE. THE NOX SENSOR WAS REPLACED AND THE DRIVE CYCLE COMPLETED. THE VEHICLE COMPLETED A DYNAMIC REGEN WITH NO DTCS. THE P207F RETURNED. THE EGR COOLER PASSED THE TEST, BUT WAS REMOVED AND INSPECTED. THE EGR COOLER WAS FOUND TO BE RESTRICTED ABOUT 75% RESTRICTED ON THE INBOARD SIDE. THE EGR COOLER IS ALMOST INSTALLED.

RECOMM 08/06/2014 01:21PM ROBERT SCOTT MSS - FCSD - TECH SVC HOTLINE

RON, THANK YOU FOR THE UPDATED INFORMATION. SINCE THE EGR COOLER IS RESTRICTED VISUALLY AND THE P207F RETURNED, PLEASE CONTINUE TO REPLACE THE EGR COOLER AT THIS TIME. ONCE THE COOLER HAS BEEN INSTALLED, CONTINUE TO RETEST FOR PROPER OPERATION. ENSURE THE SCR DRIVE CYCLE IS COMPLETED PER THE PPT. UPDATE THIS FORM WITH THE RESULTS FOR ADDITIONAL REVIEW. A FOLLOW UP CALL HAS BEEN SCHEDULED FOR WEDNESDAY 13 AUGUST 2014. THANK YOU.

ESCLHD 08/06/2014 01:21PM ROBERT SCOTT MSS - FCSD - TECH SVC HOTLINE

RECOMMENDED RETESTING FOR PROPER OPERATION AFTER EGR COOLER REPLACEMENT.

REPAIR 08/13/2014 11:32AM ROBERT SCOTT MSS - FCSD - TECH SVC HOTLINE

REVIEWED BY THE ESCALATION TEAM PLACED OUTBOUND CALL TO DEALER. SPOKE WITH TECHNICIAN RON REMMERDE. THE EGR COOLER WAS REPLACED AND THE DRIVE CYCLE WAS PERFORMED. THE P207F HAS BEEN RESOLVED. THE CUSTOMER HAS BEEN RE-INFORMED OF REGEN OPERATION AND OCR. THE TEST FOR EGR COOLER PASSED BOTH BEFORE AND AFTER REPLACEMENT.

RECOMM 08/13/2014 11:32AM ROBERT SCOTT MSS - FCSD - TECH SVC HOTLINE

RON, SINCE THERE ARE PRINTOUTS OF THE EGR COOLER PERFORMANCE TEST BEFORE AND AFTER EGR COOLER CORE REPLACEMENT, PLEASE EMAIL THESE PRINT OUTS TO HLDIESEL@FORD.COM AS BOTH TESTS PASS WITH AN EGR COOLER FAULT PRESENT. THIS INFORMATION MAY HELP TO BETTER DIAGNOSTICS IN THE FUTURE FOR THE P207F. ADDITIONALLY, SINCE REPLACING THE EGR COOLER CORE RESOLVED THE P207F, THE ESCALATION WILL BE CLOSED. HOWEVER, IF THE VEHICLE RETURNS, PLEASE FILL OUT A NEW HOTLINE ASSISTANCE REQUEST FORM TO INVOLVE THE ESCALATION TEAM AGAIN. IF NOT ALREADY COMPLETED, PLEASE FILL OUT THE ONLINE SURVEY. THIS ALLOWS THE REPAIR INFORMATION TO BE ENTERED INTO A DATABASE SO THAT OTHER TECHNICIANS CAN SEARCH FOR IT USING THE SELF-HELP TOOL. THE SELF-HELP TOOL IS ACCESSED BY RUNNING AN OASIS REPORT WITH FULL SYMPTOM CODING FROM THE PTS WEBSITE. THANK YOU.

ESCLHD 08/13/2014 11:32AM ROBERT SCOTT MSS - FCSD - TECH SVC HOTLINE

ESCALATION CONTACT CLOSED PLEASE CONSULT WITH THE EH TEAM IF THE DEALER CONTACTS THE HOTLINE FOR ADDITIONAL ASSISTANCE. TECH REPLACED RESTRICTED EGR COOLER TO RESOLVE P207F. PPT RD7 PASSED BOTH BEFORE AND AFTER COOLER REPLACEMENT.

REPAIR 08/18/2014 12:01PM SUTTON MARTIN MSS - FCSD - TECH SVC HOTLINE

HI GUYS, IT'S BACK AGAIN ROB, PLEASE CALL ME. RON

RECOMM 08/18/2014 12:01PM SUTTON MARTIN MSS - FCSD - TECH SVC HOTLINE

RON, 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 08/18/2014 12:01PM SUTTON MARTIN MSS - FCSD - TECH SVC HOTLINE

NOTE TO ESCALATED HANDLING: THIS CONTACT IS BEING ESCALATED BECAUSE IT WAS PREVIOUSLY IN ESCALATING THAT WAS CLOSED. THE VEHICLE IS NOW BACK AT THE DEALERSHIP WITH NO INFORMATION AS TO WHY IT IS BACK.

REPAIR 08/19/2014 03:07PM ROBERT SCOTT MSS - FCSD - TECH SVC HOTLINE

HI GUYS, IT'S BACK AGAIN ROB, PLEASE CALL ME. RON

RECOMM 08/19/2014 03:07PM ROBERT SCOTT MSS - FCSD - TECH SVC HOTLINE

REVIEWED BY THE ESCALATION TEAM THE ESCALATED HANDLING TEAM IS CURRENTLY REVIEWING YOUR REQUEST. YOU WILL BE CONTACTED THIS AFTERNOON BY A MEMBER OF THE ESCALATED HANDLING TEAM.

ESCLHD 08/19/2014 03:07PM ROBERT SCOTT MSS - FCSD - TECH SVC HOTLINE

SETTING FOLLOW UP TIME.

REPAIR 08/19/2014 06:07PM ROBERT SCOTT MSS - FCSD - TECH SVC HOTLINE

REVIEWED BY THE ESCALATION TEAM PLACED OUTBOUND CALL TO DEALER. SPOKE WITH TECHNICIAN RON REMMERDE. 32.4% UREA. NOX SENSOR WAS REPLACED TWICE AND THE SCR ONCE. THE VEHICLE WENT ABOUT 600 MILES AND THE DTC HAS RETURNED. THE SCR DRIVE CYCLE WAS COMPLETE ON THE LAST REPAIR. THE DTC APPEARS TO SET UNDER HIGH LOAD CONDITIONS WHEN TOWING CATTLE.

TAR 08/19/2014 06:07PM ROBERT SCOTT MSS - FCSD - TECH SVC HOTLINE

NOTE TO FSE: WE ARE REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE DUE TO A LACK OF TECHNICAL PROGRESS. THIS VEHICLE IS SETTING A P207F. THE SCR SYSTEM AND 2 NOX SENSORS HAVE BEEN REPLACED. THE EGR COOLER WAS VISUALLY RESTRICTED, SO IT WAS REPLACED. PPT RD CONTINUALLY LEADS TO NOX SENSOR OR SCR REPLACEMENT AND THE UPDATED PPT IS BEING FOLLOWED. THERE ARE NO LEAKS AND NO MODIFICATIONS. THE VEHICLE IS USED ON A

RANCH TO HAUL CATTLE. THE DEF TESTS GOOD (NO CONTAMINATION, GOOD DOSING TEST RESULTS AND CORRECT UREA PERCENTAGE). THE VEHICLE IS AT THE DEALER. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 3 ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 29

RECOMM 08/19/2014 06:07PM ROBERT SCOTT MSS - FCSD - TECH SVC HOTLINE

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

ADD-ON 08/29/2014 12:04PM KEN VISSER (FSE) MSS - FCSD - REG PHOEN-DEN-SEA

FSE ON SITE 8/28-29. DROVE VEHICLE WHILE MONITORING NOX11 PPM WHICH WAS NORMALLY READING APPROXIMATELY 15 OR GREATER DURING SS DRIVES SOMETIMES UP TO 100. DROVE 13 LIKE VEHICLE WHICH WAS ALMOST ALWAYS LESS THEN 5 PPM DURING A SS DRIVE. FSE HAD CONSULTED WITH ENGINEERING A NORMAL READING WILL BE IN SINGLE DIGITS. CHECKED OIL LESS THAN 1 QUART OVERFULL, NO OIL IN DOWN PIPE OR CAC INLET OR OUTLET. POWER BALANCE GOOD, RELATIVE COMPRESSION GOOD. CHECKED FOR LEAKS BY PRESSURIZING INTAKE AND EXHAUST USING SMOKE MACHINE AND 20 PSI COMPRESSED AIR NO ISSUE FOUND. REMOVED EGR TUBE BETWEEN EGR VALVE AND INTAKE EGR NOT LEAKING. FUEL TRIMS WHERE ALL REASONABLE. RAN KA PPT PASSED TURBO JUST AT MINIMUM OF ACCEPTABLE BOOST. VEHICLE HAS A EGT14 REPLACED IN JULY CODES RETRIEVED AT THAT TIME INCLUDE A P200E WITCH CONFIRM THAT ATERTREATMENT AT THAT TIME DID OVER TEMP. DUE TO THESE CODES IT IS SUSPECTED THAT SRC WAS DAMAGED SINCE P207F CODE RETURNED SHORTLY AFTER. FSE IS NOTING THAT ENGINE HOURS ARE 1132 AND IDLE HOURS ARE 199 WHICH DOES NOT INDICATE EXCESSIVE IDLE TIME. VEHICLE HAS BEEN TRADED IN TO DEALERSHIP AND NOW IS OWNED BY GM. FSE RECOMMENDING DOC/SCR/DPF ASSEMBLY ALONG WITH EGT SENSORS 12 AND 13. DEALERSHIP THEN TO DRIVE VEHICLE THROUGH AT LEAST ONE REGEN PRIOR TO RETURNING VEHICLE BACK TO SERVICE. DEALERSHIP HAS BEEN INSTRUCTED TO SEEK PRIOR APPROVAL AS NEEDED.

ADD-ON 09/02/2014 09:36AM CURT HALE MSS - FCSD - VSP PVT SVC ENG

ADVISED FSE TO CHECK SCR INJECTOR CONNECTOR (2PIN) FOR COROSSION. FOUND A TEST UNIT SETTING THIS CODE AND FOUND COROSSION IN THIS CONNECTOR THAT CLEARED THE CODE ONCE CORRECTED.

From: Chacon, Jose (A.)
Sent: Friday, October 17, 2014 7:35 PM
To: Bashir, Asad (S.)
Cc: Hall, Christopher (C.); Hale, Curt (B.C.) (bhale1@ford.com)
Subject: RE: Report Summary for the CQIS Report#[redacted]

Asad,

I just got off a meeting and the IDS data recorder from DSP-FCSD is not giving the team good results. The team is now searching to see if an engineering (Diesel Engineering Tool) DET can be sent to Chris, for this customer resolution. Chris has asked for this tool and it may be the next steps. I had set-up a daily reoccurrence meeting on this vehicle, to get a resolution through FCSD/PD on our customer vehicle. We will learn more next week.
JCH

From: Bashir, Asad (S.)
Sent: Friday, October 17, 2014 3:30 PM
To: Chacon, Jose (A.)
Cc: Hall, Christopher (C.)
Subject: FW: Report Summary for the CQIS Report#[redacted]

Good afternoon Jose,

I was asked by the CSM who is managing the customer's case (FMC360 #[redacted] to see if there is any additional information available regarding this vehicle with a frequent regen concern, it would appear that this is being reviewed by engineering to determine next steps. I am just looking to see if we still need more time to determine what our repair direction would be. Any information you can provide would be appreciated, below are the assigned TFOAMS for this vehicle.

Tracking Number	VIN	GCQIS Report #	FMC360 Case #	Dealership	P&A Code	Status
[redacted]	1FT7W2BT7DEA[redacted]	[redacted]		GATOR FORD	04917	Assigned
[redacted]	1FT7W2BT7DEA[redacted]		[redacted]	GATOR FORD	04917	Assigned

Also just wanted to check to see if there are any CMT meetings occurring or planned for Super Duty? It has been fairly quiet here other than a lot of customer's concerned with EGT related de-rates which I am aware we are still working on. Thank You.

Regards,

Asad

Ford Motor Company ®
Sayyed Bashir | FCSD CCT SME | FCSD
sbashir5@ford.com | www.ford.com

From: Bashir, Asad (S.)
Sent: Friday, October 17, 2014 3:22 PM
To: Bashir, Asad (S.)
Subject: Report Summary for the CQIS Report# [redacted]

Attachments : 9

Report# :	EFPBV012 NHL			**Received:**	06/16/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2013,F250 4X4 ,F250 CRW CAB,PICKUP ,1FT7W2BT7DE[redacted]			**Build Date:**	11/09/2012
Odometer :	21,503 M	**Engine:**	6.7L DI	**Calibration:**	DFA17A0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 04917 Gator Ford			**Phone#:**	813-980-3673
City:	Seffner	**State:**	Florida	**Country :**	USA
Originator:	MATT CULLEN				
Symptom:	2 27 Y 68 AID/INFO,WNG IND/MESS/C,EXH REGEN,STAYS ON				
Status:					
VFG:	V44 POWERTRAIN MALFUNCTION				
Additional Symptom:	FREQUENT REGENERATION				
Fix:	**Causal Component :**				
Condition Code:					

Hotliner: TTENNANT	**Phone:** 001-313-3179387	**Regn Cd:** S3 Orlando
Engineering:	**Phone:**	**TAR:** 60+
Dlr Contact:	**Phone:**	**Title Cde:** SM

DTCs:
KOEO:
KOEC:
KOER:

Comments :

REPAIR 06/16/2014 11:39AM TIMOTHY TENNANT MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: CUSTOMER STATES VEHICLE GOES THROUGH REGEN EXCESSIVELY APPROX. EVERY 85-90 MILES DIAGNOSTICS: VEHICLE WAS IN 11 DAYS AGO WITH THE FOLLOWING FINDINGS.. AFTER DIIAG NO DTC RAN OASIS ROAD TEST MONITORED PIDS PERFROMED PP TEST RC7 COMPARED EGT SENSORS AND AAT PID VALUES FOUND #3100 F DIFFERENCE FROM OTHER EGT REPLACED EGT #3 RETEST SYSTEM PASS ALL EGT WITH IN 36F COND CODE 42.THIS VISIT CUSTOMER STILL HAS THE SAME CONCERN. NO CODES. ALL SENSORS ARE READING GOOD. PARTS REPLACED: EGT SENSOR LAST VISIT. PLEASE SEE OASIS

FOR OTHER DEALERS REPAIRS FOR THIS CONCERN, TECH QUESTION: CUSTOMER HAS HAD THE SAME CONCERN FOR A LONG TIME. STATES THE VEHICLE GOES INTO REGEN APPROX EVERY 90 MILES. THIS CUSTOMER DOES MOSTLY HIGHWAY DRIVING WITHOUT PULLING A LOAD. CUSTOMER MONITORS FUEL MILAGE AFTER THE VEHICLE GOES INTO REGEN WITH IT DECREASING EXCESSIVELY. LOOKING FOR KNOWN CONCERNS.

RECOMM 06/16/2014 11:39AM TIMOTHY TENNANT MSS - FCSD - TECH SVC HOTLINE

MATT, WITH THE VEHICLE HAVING FREQUENT REGENERATION CYCLES IT IS RECOMMENDED TO PERFORM SOME INSPECTIONS OF THE ENGINE TO ENSURE THAT THERE IS NO LOSS OF FLUIDS OCCURRING. ENSURE THAT BOTH COOLANT SYSTEMS AND THE ENGINE OIL ARE NOT LOW AND IN NEED OF SERVICING. ANY LOSS OF COOLANT MAY BE DUE TO A LEAK IN THE EGR SYSTEM AND A LOSS OF OIL MAY BE DUE TO A TURBOCHARGER CONCERN. BOTH ISSUES MAY CAUSE MORE FREQUENT REGENERATION CYCLES TO OCCUR. IF THERE ARE NO ISSUES WITH FLUID LOSS, IT IS RECOMMENDED TO INSPECT THE INTAKE SYSTEM FOR ANY SIGNS OF AFTERMARKET EQUIPMENT OR MODIFICATIONS. THIS MAY INCLUDE OIL/FOAM STYLE FILTERS, INTAKE PIPING, OR AIR BOXES. ENSURE THAT THE AIR FILTER IS CLEAN AND NOT HEAVY WITH DIRT. A VISUAL INSPECTION OF THE MAF CAN BE DONE TO LOOK FOR ANY SIGNS OF DIRT, OIL, OR DEBRIS. IT IS RECOMMENDED TO PERFORM A KOEO CHECK OF THE MAF, MAP, EBP, BARO, AND THE DPF PRESSURE SENSOR. THE MAP AND BARO SHOULD REMAIN WITHIN 0.73 PSI OF EACH OTHER AND THE EBP AND THE BARO SHOULD BE WITHIN 1.09 PSI. THE DPF SHOULD READ 0 PSI AND BE NEAR 0.44 VOLTS AT KOEO. THE MAF WILL NEED TO BE COMPARED TO ANOTHER 6.7L QUIPPED VEHICLE AND THESE TWO KOEO READINGS SHOULD BE WITHIN 300 HZ OF EACH OTHER. IT IS RECOMMENDED TO REMOVE THE MAP AND THE EBP AND INSPECT THEM BOTH FOR ANY CARBON BLOCKAGE WITHIN THE SENSOR PORT. IF THE SENSOR IS FOUND TO BE BLOCKED WITH CARBON, REPLACE IT. A CHECK OF THE PORTS INTO THE ENGINE CAN BE DONE TO CLEAR ANY BLOCKAGE. IF NECESSARY, A WIRE CAN BE RUN INTO THE PORTS TO CLEAR ANY BLOCKAGE. A PRESSURE TEST OF THE INTAKE AND THE EXHAUST MAY BE DONE AS WELL. THIS PRESSURE TEST MAY BE PERFORMED AS PER PINPOINT TEST KA3 FROM THE ONLINE PC/ED SECTION 5. WHEN PERFORMING THE PRESSURE TEST, ENSURE THAT BOTH THE INTAKE AND EXHAUST SYSTEM ARE CAPPED AT THEIR ENDS AS THIS WILL PREVENT ANY CROSS FLOW THROUGH THE INTERNAL SYSTEM WITHIN THE ENGINE. BE SURE TO USE A SEPARATE 20 PSI REGULATED AIR SOURCE OTHER THAN THE SMOKE GENERATOR. MOST SMOKE MACHINES ONLY PRODUCE 2 PSI OF PRESSURE WHICH IS NOT ENOUGH TO PROPERLY TEST A TURBOCHARGED SYSTEM. ADDITIONAL TESTING OF THE FREQUENT REGENERATION CYCLES MAY BE PERFORMED FROM SYMPTOM CHART 15 FROM THE ONLINE PC/ED SECTION 3.

REPAIR 06/16/2014 05:35PM DANIEL JOHNSTON MSS - FCSD - TECH SVC HOTLINE

INCOMING CALL FROM MATT, STATES CUSTOMER CONCERN IS THAT THE VEHICLE IS ENTERING REGEN TOO OFTEN. CUSTOMER STATES THAT THE VEHICLE IS ENTERING REGEN EVERY 80-90 MILES. THE RECOMMENDED TESTING WAS PERFORMED WITH NO PROBLEM FOUND. THE DPF AVERAGE IS SHOWN TO BE 497 MILES. DIST TO REGEN C IS 656 FT LOAD IS SHOWN TO BE 40.20% MAF, MAP, BARO, EBP, AND DPF PRESSURE SENSOR ARE ALL CLOSE TO EACH OTHER. A SMOKE TEST WAS PERFORMED WITH NO PROBLEMS FOUND. THE ENGINE HOURS ARE 677 AND THE IDLE HOURS ARE 127. THIS SHOWS THAT THE TRUCK SPENDS ABOUT 19% OF ITS TIME IDLING.

RECOMM 06/16/2014 05:35PM DANIEL JOHNSTON MSS - FCSD - TECH SVC HOTLINE

MATT, AS WE DISCUSSED ON THE PHONE, IT IS SUSPECTED THAT THE VEHICLE IS OPERATING AS DESIGNED. THE PIDS TO USE WHEN INSTALLING A FLIGHT RECORDER CAN BE FOUND IN THE 6.7L PIDS TO SELECT WHEN MAKING IDS/VDR RECORDINGS. IT IS RECOMMENDED TO REFER TO THE PC/ED > SECTION 1. DESCRIPTION AND OPERATION > POWERTRAIN CONTROL SOFTWARE > DIESEL PARTICULATE FILTER REGENERATION. ADDITIONALLY, REFER TO THE PC/ED > SECTION 1. DESCRIPTION AND OPERATION > DIESEL PARTICULATE FILTER MONITOR FOR INFORMATION ON HOW THE PCM DETERMINES WHETHER TO INITIATE A REGEN.

REPAIR 06/20/2014 02:29PM WILHELM WEISE MSS - FCSD - TECH SVC HOTLINE

INBOUND CALL FROM MATT, HE STATED THAT HE SENT THE CUSTOMER OUT WITH A FLIGHT RECORDER ON THE TRUCK AND FOUND THAT THE VEHICLE ENTERED INTO REGENERATION 3 TIMES IN 200 MILES. THE CUSTOMER TOOK A RECORDING EVERY TIME THE REGENERATION BEGAN. THEY HAD CHECKED THE MAF AGAINST ANOTHER VEHICLE AND THE MAF WAS WITHIN 300 HZ. THE DPF PRESSURE SENSOR WAS READING 0 PSI KOEO. THE TRUCK HAD TALLER TIRES THEN STOCK INSTALLED.

RECOMM 06/20/2014 02:29PM WILHELM WEISE MSS - FCSD - TECH SVC HOTLINE

MATT, AS THE MAF AND DPF PRESSURE SENSORS ARE READING WITHIN RANGE IT IS SUSPECTED THAT A CONCERN IS PRESENT WITH THE ENGINE UNDER OPERATION OR THAT THE TALLER TIRES ARE EFFECTING THE PCM EMISSIONS CALIBRATION. THESE TRUCKS ARE EMISSION CERTIFIED BY MILEAGE. ANYTHING THAT EFFECTS THE VEHICLE SPEED CAN CAUSE THE SENSORS TO READ OUTSIDE OF CALIBRATION. TO HELP ISOLATE THE CONCERN IT IS RECOMMENDED TO SWAP A MASS AIR FLOW METER AND DPF PRESSURE SENSOR FROM A LIKE VEHICLE AND SEE IF THE CONCERN CHANGES. IF THE CONCERN IS THE SAME THEN IT IS SUSPECTED THAT THE TIRE SIZE IS CAUSING THE FREQUENT REGENERATION.

ADD-ON 07/01/2014 09:13AM CHRIS HALL (FSE) MSS - FCSD - REG ATL-ORLAND-MI

SM ASKING FOR FSE ASSSITANCE AS THIS CUSTOMER IS A MANAGER AT RING POWER (CAT DEALER)AND THIS IS HIS PERSONAL VEHICLE AND TWO OTHER CO-WORKERS HAVE LIKE VEHICLES AND THEY DO NOT GO INTO REGEN NEAR AS MUCH AND RECENT A REGEN RAN AT 22357 MILES, NEXT ONE AT 22453 MILES AND ANOTHER REGEN AT 22549 MILES, WHICH ARE JUST UNDER 100 MILES EACH.

AUDIT 07/01/2014 09:13AM CHRIS HALL (FSE) MSS - FCSD - REG ATL-ORLAND-MI

TECH ASSIST REFERRAL HAS BEEN OPENED

ADD-ON 10/08/2014 05:58PM JOSE CHACON (PCE) MSS - FCSD - VSP C/P SVC ENG

TFOAM DISPACHED TO PVT 2:00 PM ET TIME. NOTE TO FSE, THIS VEHICLE'S INFORMATION LAST UPDATED WAS ON 07/01/2014. WHAT IS OCCURING TO THE VEHICLE NOW? WHAT REPAIRS TOOK PLACE? LIST ALL THE PARTS REPLACED ON THIS VEHICLE. WHAT HELP IS REQUIRED TODAY? IS THE VEHICLE AT THE DEALER FOR TESTING? UPDATE REPORT. E-MAILED FSE.

ADD-ON 10/08/2014 10:36PM CHRIS HALL (FSE) MSS - FCSD - REG ATL-ORLAND-MI

THIS VEHICLE CURRENTLY IS BEING DRIVEN BY THE CUSTOMER WITH A RECORDER FROM ENGINEERING TO MONITOR THE REGENS AS THE CUSTOMER COMPLAINT IS THAT THEY ARE EXCESSIVE. PREVIOUSLY AS STATED IN THE REPORT, I DID DRIVE THE VEHICLE OVER A FEW DAY PERIOD AND MADE AN EXCEL SPREADSHEET WITH THE REGENS AND THE MILEAGE THEY STARTED AND

STOPPED ON AND NOTICED THE DISTANCE BETWEEN REGEN PIDS WHERE INACCURATE. THE VEHICLE RUNS GOOD AND SETS NO DTCS AT THIS TIME. PREVIOUSLY IT SET NO DTCS UNLESS A KOER TEST WAS RAN AND IT WOULD SET A P1249 FOR WASTEGATE CONTROL, WHICH A WASTEGATE ADJUSTMENT CORRECTED. NUMEROUS MANUAL REGENS HAVE BEEN ATTEMPTED AND IT HAS NEVER COMPLETED ONE. ENGINEERING HAS VIEWED RECORDINGS AND PREVIOUSLY SUGGESTED TO REPLACE EGT 12 AND THIS MADE NO CHANGE IN THE CONCERN EITHER. IT HAS ALSO BEEN NOTICED THE CUSTOMER MAKES SHORT TRIPS MOSTLY WITH A LONGER TRIP ONCE AND A WHILE. THE CUSTOMER THINKS THERE IS SOMETHING WRONG WITH THE VEHICLE, BUT I AM NOT SURE THERE IS, WHICH IS THE REASON I ASKED FOR ENGINEERING TO SEND A RECORDER TO SEE IF THEY THINK THERE MAY BE A PROBLEM. THE CUSTOMER IS REQUESTING SOMETHING BE DONE AS HE THINKS HIS FUEL COSTS ARE EXCESSIVE. WHEN I DROVE THE VEHICLE INITIALLY IT WENT INTO REGEN AT 22,760 MILES, 22,821 MILES AND AGAIN AT 22,929 MILES. BETWEEN REGEN 1 AND 2 THERE ARE 61 MILES AND BETWEEN REGEN 2 AND 3 THERE ARE 98 MILES. I AM NOT SURE WHAT HAPPENED AT 22,905 MILES AS IT WAS READY TO GO INTO REGEN AND SUDDENLY THE DPF_SOOT_INFD DROPPED FROM 2.449 TO 1.859 WITHOUT A REGEN? ATTACHED ADDED TO REPORT OF SOME OF THE TESTING PERFORMED ON THE VEHICLE.

ADD-ON 10/09/2014 03:07PM JOSE CHACON (PCE) MSS - FCSD - VSP C/P SVC ENG

PCE TO FSE PHONE CALL ON WHO SENT THE PD ENGINEERING RECORDER FOR THIS CUSTOMER. FSE TO E-MAIL PCE E-MAIL COMMUNICATION, PRIOR TO SENDING INFORMATION TO PD 6.7L DIESEL LEADS. UPDATE REPORT.

ADD-ON 10/10/2014 04:07PM JOSE CHACON (PCE) MSS - FCSD - VSP C/P SVC ENG

TFOAM REVIEWED ON MIL-AFINITY TEAM MEETING 10-10-2014. NEXT STEPS REGEN ENGINEERING WILL BE REVIEWING THE INFORMATION WITH KIRT PARRISH FOR NEXT STEPS. UPDATE REPORT.

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=EFPBV012

From: Simcock, Phil (S.P.)
Sent: Thursday, October 21, 2010 8:33 AM
To: Hull, Ian (I.J.); Jackson, Graham (G.R.); Opolsky, Norman (N.H.); Leisenring, Kenneth (K.C.); Morgan, Paul (P.); King, David (D.P.)
Cc: Tredgett, Russell (R.D.); Sivalingam, Giriharan (G.); Barber, John Dr (J.R.); Ford, Kim (K.); Richards, Ian (I.)
Subject: RE: SDS for EGT3 on all Diesel programs

Importance: High

Ian, it is not included in Stage V.

We are beyond the point that fundamental controls changes can be accommodated on the 2011 programs (Stage V, HDT5, L5). I reject this change in direction at programs that are not only past <PSC>, but past <PA> and past <FDJ>.

V362 is also past <PA> and will be past <FDJ> within the month.

I have read the SDS and see no mention that an EGT3 (post DPF sensor is a specified requirement) and the word document is a partial technical justification for its inclusion. The SDS specifies generic EGT temp requirements in terms of validation and environmental specification.

If this is an issue that mandates action, then it will have to be elevated to a Chief's or Director's review with both FNA and FoE Management involved.

Phil Simcock
PTIM Manager - Commercial Vehicles
Desk ☎: 738 4259 Mobile ☎: 8712 1646 GB-15/4B-F18-A mailto:psimcock@ford.com
Ford Motor Company Limited. Registered in England: No.235446, Registered Office: Eagle Way, Brentwood, Essex, CM13 3BW, England.

From: Hull, Ian (I.J.)
Sent: 21 October 2010 08:51
To: Tredgett, Russell (R.D.); Sivalingam, Giriharan (G.); Barber, John Dr (J.R.)
Cc: Simcock, Phil (S.P.); Jackson, Graham (G.R.)
Subject: FW: SDS for EGT3 on all Diesel programs

Gents the FNA team highlighted this "new" requirement in yesterdays Cal PAT, can I ask if your aware of the need for an additional post cDPF temp sensor for "can monitoring" if so how is it being addressed for Stage V?

Ian
Best Regards,

Ian Hull

Supervisor V347/8 OPD & ROW
CV PowerTrain Integration & program Management
Dunton Technical Center
Tel: 8738-3599 / +44 1268-403599
Fax: 8738-4774 / +44 1268-404774
Email : ihull@ford.com
Internal mail 15/4B-D15-C

RQ14-005 000656 ER

From: Opolsky, Norman (N.H.)
Sent: Wednesday, October 20, 2010 3:52 PM
To: Goebelbecker, Michael (M.S.)
Subject: SDS for EGT

<< File: EGT Engineering Specification 000003264191[1].pdf >> << File: Exhaust gas temperature sensor post particulate filter - SDS.doc >>

Norman H. Opolsky, Supervisor; Diesel Calibration, mobile 1-313-805-0168

==========
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==========

From: Goodwin, William (W.R.)
Sent: Tuesday, January 20, 2015 6:29 PM
To: Wagers, Sue (S.K.)
Subject: RE: Superduty NHTSA Investigation

That's my understanding and I'm checking further.

Regards,
Bill Goodwin
Powertrain Sensors Technical Specialist
Powertrain Calibration Controls NVH [PCCN]
Ford Motor Company / Building #2 / 22B19
E-mail: wgoodwin@ford.com
Tel: (313) 805-9111
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: Wagers, Sue (S.K.)
Sent: Tuesday, January 20, 2015 7:46 AM
To: Goodwin, William (W.R.)
Subject: RE: Superduty NHTSA Investigation

Is shutdown only associated with P200C and P200E? There have been so many issues, I can't remember all the details.

Sue Wagers
Powertrain Calibration Controls NVH [PCCN]
Supervisor, NA Quality
Dearborn - Building 2 Room 24B31
E-mail swagers@ford.com
Tel: (313) 805 7177
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: Goodwin, William (W.R.)
Sent: Tuesday, January 20, 2015 7:43 AM
To: Wagers, Sue (S.K.)
Subject: RE: Superduty NHTSA Investigation

Claims where we had actual shutdowns.

Regards,
Bill Goodwin
Powertrain Sensors Technical Specialist
Powertrain Calibration Controls NVH [PCCN]
Ford Motor Company / Building #2 / 22B19
E-mail: wgoodwin@ford.com

Tel: (313) 805-9111
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: Wagers, Sue (S.K.)
Sent: Tuesday, January 20, 2015 7:42 AM
To: Goodwin, William (W.R.)
Subject: RE: Superduty NHTSA Investigation

Sounds like you need R/1000 by MY and some evaluation of repeat repairs. Anything else?

Sue Wagers
Powertrain Calibration Controls NVH [PCCN]
Supervisor, NA Quality
Dearborn - Building 2 Room 24B31
E-mail swagers@ford.com
Tel: (313) 805 7177
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: Goodwin, William (W.R.)
Sent: Tuesday, January 20, 2015 7:38 AM
To: Wagers, Sue (S.K.)
Subject: FW: Superduty NHTSA Investigation

Sue,

We'll need help on this.

Regards,
Bill Goodwin
Powertrain Sensors Technical Specialist
Powertrain Calibration Controls NVH [PCCN]
Ford Motor Company / Building #2 / 22B19
E-mail: wgoodwin@ford.com
Tel: (313) 805-9111
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: Yuhasz, Philip (P.D.)
Sent: Tuesday, January 20, 2015 7:37 AM
To: Goodliff, Simon (S.); Bailey, Owen (O.R.); Perry, Brian (B.J.); Dmytro, Sherry (S.A.); Goodwin, William (W.R.)
Cc: Renwick, Rick (R.J.); Beltramo, Joel (J.J.); Bogema, John (P.); Baum, Joe (J.M.); Lyon, Peter (P.M.)
Subject: RE: Superduty NHTSA Investigation

Let's review overall data and rates in this week's design review:

- Incident rates for the various sensors/ model years
- Incidents on repaired vehicles

Probably 25 minutes

Phil Yuhasz

Philip Yuhasz
Engineering Director - Global Powertrain Calibration, Controls and NVH (PCCN)
Ph. 313 845-7966 Fax 313 390-7127
Admin. Assistant: Elaine McKinney, 313 323-1889

From: Lyon, Peter (P.M.)
Sent: Monday, January 19, 2015 6:56 PM
To: Yuhasz, Philip (P.D.); Baum, Joe (J.M.); Goodliff, Simon (S.); Bailey, Owen (O.R.); Perry, Brian (B.J.)
Cc: Renwick, Rick (R.J.); Beltramo, Joel (J.J.); Bogema, John (P.)
Subject: Superduty NHTSA Investigation

FYI in case you have not heard already. Investigation opened Jan 13th.

New Complaints about
Stalling Ford Pickups

Posted: January 19, 2015 at 12:43 am
In 2013 Ford Motor Co. began recalling 2010-2012 model Super Duty F-350, F-450 and F-550 trucks to replace an exhaust gas temperature (EGT) sensor that should shut down the engine. But the National Highway Traffic Safety Administration is launching a new probe into the problem after receiving 30 complaints about failures in trucks that been repaired previously, and others outside the original recall group. NHTSA notes that the affected trucks have multiple EGT sensors, but Ford opted to replace only one. The agency cites complaints of replaced sensor that fail again, and reports that multiple sensors in different locations have failed over time.

Peter Lyon

Manager: FNA Diesel and O/8500 Gas Powertrain Calibration
| phone: 313-805-5745
ONE FORD: One Team-One Plan-One Goal

From: Lyon, Peter (P.M.)
Sent: Friday, May 03, 2013 12:35 PM
To: Meier, Kenneth (K.W.); Keady, Christopher (C.M.); Dixon, Mark (M.R.)
Cc: Ricks, Kevin (K.J.); Bogema, John (P.)
Subject: RE: Temp Sensor Failures

Chris- please work with Mark Dixon on the EGT.

For reference only the last two are critical for engine shut down. Front two will just set a MIL.

Peter Lyon
Manager: FNA Diesel and O/8500 Gas Powertrain Calibration
| phone: 313-805-5745
ONE FORD: One Team-One Plan-One Goal

From: Meier, Kenneth (K.W.)
Sent: Wednesday, May 01, 2013 2:25 PM
To: Keady, Christopher (C.M.)
Cc: Lyon, Peter (P.M.); Ricks, Kevin (K.J.)
Subject: RE: Temp Sensor Failures

Chris,

Ran AWS on all 15 trucks. Out of the 15 trucks, 4 trucks had the exhaust gas sensor replaced. 1 of the 4 trucks had the exhaust sensor replaced twice. All 4 truck sensors were replaced by the A level suffix sensor. The truck with two repairs had the A level sensor replaced twice with the A level sensor again. Out of the 15 trucks, 5 of the trucks were in CQIS. All CQIS reports were for something else other than exhaust gas sensor. No CQIS reports related to exhaust gas sensor. The A level sensor was replaced by the B level in September 2012. There was only one 1 truck repaired with the A level sensor after the new B level was available. The other 3 were repaired prior to the new level part coming out.

I sent a note to the analyst to inquire about what changes were made between the new level and prior level. Waiting to hear back. I have the AWS claims if you want me to send them.

Part Sales History

SERVICE PART: AC3Z- 5J213-B____ SENSOR - EXHAUST GAS - TEMPERATURE
BACKCAST: Y DEMAND GROUP: __

A C	YEAR	Quantity	Replaced Part Number	Message
	2013	11195		
	2012	19835	AC3Z- 5J213-A	REPLACED
	2011	3577		
	2010	272		REPLACED
	2009	0		

2008	0
2007	0
2006	0
2005	0
2004	0
2003	0
2002	0
2001	0

From: Keady, Christopher (C.M.)
Sent: Wednesday, May 01, 2013 1:05 PM
To: Meier, Kenneth (K.W.)
Cc: Lyon, Peter (P.M.); Ricks, Kevin (K.J.)
Subject: FW: Temp Sensor Failures

Ken,

Please run all the vins in aws and cqis

From: Keady, Christopher (C.M.)
Sent: Monday, April 15, 2013 9:59 AM
To: Hawk, Steve (S.D.)
Cc: Keady, Christopher (C.M.)
Subject: FW: Temp Sensor Failures

Steve,

Your expert help please. I have an 2011-2012- F450 6.7 ambulance fleet in TX going through Exhaust sensors resulting in shutting down the PCM- The was sensor upgrade back a few month ago to a B suffix. A few questions please.

- **How many exhaust sensor are there?**
- **Customer is replacing sensors as PM (if he uses the B level should the issue stop?)**

Please advise if you think there may be another issue.

CK

From: Keady, Christopher (C.M.) [mailto:ckeady@ford.com]
Sent: Wednesday, April 03, 2013 3:32 PM
To: Randy Rodgers
Cc: Keady, Christopher (C.M.)
Subject: RE: Temp Sensor Failures

Randy,

Thank you for the list. There was a part level change from AC3Z 5J213 A to the same part number with the A changing to a B for the last character in the 10-1-12 time frame . Any vehicle repaired or the sensor replaced prior to the 10-1-12 part change will have the 'A' level part. This in itself is not a negative but if you are replacing sensors as part of the PM the "B"

level part is preferred. Please see if you can determine by your paperwork the part levels replace in each vehicle.

CK

From: Randy Rodgers [mailto:rrodgers@wilco.org]
Sent: Wednesday, April 03, 2013 3:53 PM
To: Keady, Christopher (C.M.)
Subject: FW: Temp Sensor Failures

Here is the list.

From: Randy Rodgers
Sent: Wednesday, March 20, 2013 3:20 PM
To: 'JOHNB@OLATHEFORD.COM'
Cc: Rex Schneider; Joe Granberry; Kenny Schnell
Subject: Temp Sensor Failures

Correction: These units are 2011' and 2012's , corrected in Red below.

Hello John,

I wanted to thank you for your assistance in this matter. We are struggling to get it resolved with Ford and we feel a bigger dealer with a vested interest would be helpful.

As per our phone conversation, here is a brief description of our problem. We have a Fleet of (30) Ford Ambulances of which (7) are 2011's and (8) are 2012's. We have a condition where the exhaust gas temperature sensor fails and the ECM shuts the unit down, no limp mode, on these two year models. We have experienced (11) failures causing units to shutdown in place on (8) individual units. This means some units have multiple failures(see attached sheet).

Currently we have a unit in the shop that suffered a shutdown with a patient in the unit. EMS had to dispatch another crew and unit to pick up the patient and continue the transport to the hospital. This has serious consequences for the County.

We have been working with a local dealer and a local Ford rep but we do not feel the issue has received the sense of urgency it deserves. As I mentioned before over the phone the sensors are on national back order.

We are reaching out to you for assistance in resolving this issue.

Thank You for your time,

Randy Rodgers
Director of Fleet Services Division
Infrastructure Services
Williamson County
(512) 943-3368

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other person or entity is prohibited. If you have received this communication by mistake, please notify the sender immediately and destroy all forms of this communication (electronic or paper). Thanks for your cooperation.

From: Johnson, Warren (W.K.)
Sent: Thursday, October 23, 2014 6:23 PM
To: Hale, Curt (B.C.); Chacon, Jose (A.)
Cc: Johnson, Seth (S.); Eis, Peter (P.R.); Rivera, Santos (S.)
Subject: RE: TSB 14-0184

A bit of a logistics issue……Seth is out of office till Monday and Santos is gone from Monday on……

From: Hale, Curt (B.C.)
Sent: Thursday, October 23, 2014 2:19 PM
To: Chacon, Jose (A.)
Cc: Johnson, Seth (S.); Eis, Peter (P.R.); Johnson, Warren (W.K.); Rivera, Santos (S.)
Subject: RE: TSB 14-0184

I would prefer to have Seth lead. It will be late in the day Friday before you can get to it anyway.

From: Chacon, Jose (A.)
Sent: Thursday, October 23, 2014 2:07 PM
To: Johnson, Warren (W.K.); Rivera, Santos (S.)
Cc: Johnson, Seth (S.); Eis, Peter (P.R.); Hale, Curt (B.C.)
Subject: RE: TSB 14-0184

I can start the process tomorrow. I'm saturated today and tomorrow.
JCH

From: Johnson, Warren (W.K.)
Sent: Thursday, October 23, 2014 2:02 PM
To: Chacon, Jose (A.)
Cc: Rivera, Santos (S.); Johnson, Seth (S.); Eis, Peter (P.R.); Hale, Curt (B.C.)
Subject: RE: TSB 14-0184

Santos has the direction on the heat shield. I am filling for Seth and Pete as both are out of office…..
Thanks,

Warren K. Johnson
Warranty Commodity Manager – Gas Engine
Ford Customer Service Division
(313) 621-7734

From: Chacon, Jose (A.)

Sent: Thursday, October 23, 2014 1:58 PM
To: Johnson, Warren (W.K.)
Cc: Rivera, Santos (S.); Johnson, Seth (S.); Eis, Peter (P.R.); Hale, Curt (B.C.)
Subject: RE: TSB 14-0184

Warren,

I believe Seth/Santos/Dan Rinkevich are still discussing the TSB. I'll recommend to wait for Seth, who is leading this warranty efforts, when he returns Monday to understand the status of this issue.
JCH

From: Johnson, Warren (W.K.)
Sent: Thursday, October 23, 2014 1:55 PM
To: Chacon, Jose (A.)
Cc: Rivera, Santos (S.); Johnson, Seth (S.); Eis, Peter (P.R.)
Subject: TSB 14-0184
Importance: High

Hi Jose,
Can you please submit TSB 14-0184 for republish ASAP? Santos needs to make a revision to the SLTS, allowing a supplement for separate time to remove a heat shield prior to hoisting for EGT replacement.
Thanks,

Warren K. Johnson
Warranty Commodity Manager – Gas Engine
Ford Customer Service Division
(313) 621-7734

From: Rinkevich, Daniel (D.J.)
Sent: Friday, May 31, 2013 9:49 PM
To: Philbin, Jeff
Cc: Dixon, Mark (M.R.); Wagers, Sue (S.K.); McDonagh, Scot (S.M.); Moylan, James (J.J.)
Subject: RE: 1FD0X5HT6DE[redacted] EGT P2033

Jeff,
I checked the resistance. It was 219-220 ohms, so it's acting properly at room temp. This is another one that I'd like checked out and to get back...non-destructive testing only. BTW how is the testing of the other 3 parts coming along?

Dan Rinkevich
Powertrain Quality
(313) 32-23653 (Desk)
(313) 676-9572 (Cellular)

From: Philbin, Jeff [mailto:Jeff.Philbin@stoneridge.com]
Sent: Friday, May 31, 2013 8:56 AM
To: McDonagh, Scot (S.M.); Moylan, James (J.J.)
Cc: Dixon, Mark (M.R.); Wagers, Sue (S.K.); Rinkevich, Daniel (D.J.)
Subject: RE: 1FD0X5HT6DE[redacted] EGT P2033

Scot;

FYI – I was able to pick this up late yesterday – in case you noticed it missing this morning...

Thanks.

Jeffrey Philbin

From: McDonagh, Scot (S.M.) [mailto:smcdonag@ford.com]
Sent: Thursday, May 30, 2013 3:17 PM
To: Moylan, James (J.J.)
Cc: Dixon, Mark (M.R.); Wagers, Sue (S.K.); Rinkevich, Daniel (D.J.); Philbin, Jeff
Subject: RE: 1FD0X5HT6DE[redacted] EGT P2033

Enclosed EGT Sensor just arrived .... Right after Jeff walked out the door ☺

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

From: Moylan, James (J.J.)
Sent: Wednesday, May 22, 2013 7:25 AM
To: Phillips, Michelle (M.R.); McDonagh, Scot (S.M.); Philbin, Jeff
Subject: 1FD0X5HT6DE[redacted] EGT P2033

Michelle,

Please retrieve this part for Scot. Thanks.

AC3Z 5J213 B	SNS ASY-ENG EXH TEMP THRML

Scot,

Please check this part out carefully to check for damage. Unit passed through KTP and went to an Outfitter. Thanks.

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

Claim Detail Report



Note: All costs are in US dollars
Model Year = 2013; **Claim Key** = 1762480

Vehicle Information

Model Year:	2013
Market Derived:	F - FORD
Body/Cab Type:	T/BD - SUPER SINGLE CAB (SUPER CAB)
Version/Series:	T/EB-550 SERIES
Drive Type:	T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line:	T/FA-P473 SUPER DUTY [11-14]
Warranty Start Date:	01-APR-2013
Production Date:	15-MAR-2013
VIN:	1FD0X5HT6DE[redacted]

Claim Information

Document Number:	[redacted]
Repair Date:	14-MAY-2013
Distance:	177
TIS:	2
AWS Load Date:	21-MAY-2013

Dealer Information:

Expense Information

Customer Paid Amount:	.00

Dealer Name	JACK BYRNE FORD	Deductible Amount:	.00
Dealer Code:	20700 - *	Dealer Paid Amount:	.00
Address:	1003 HUDSON RIVER ROAD	Labor Cost:	51.34
City:	MECHANICVILLE	Misc. Expense Amount:	.00
State:	NY Zip Code:12118	Part Markup Amount:	8.93
Country:	USA Region Code: NA	Material Cost:	31.26
Phone:	(518)664-9841	Total Cost Gross:	82.60



Cust. Concern Code:	D50 - OTHER ENGINE TROUBLES
Condition Code:	42 - DOES NOT OPERATE PROPERLY
Technician Comment:	SYSTEM CHECK STORED CODE P2033,PERFORM PPT,RD1 RD7 RD8 RD9 CONFIRMAND REPLACE FAILED NOX SENSOR 2 BANK 1 CLEAR CODE ROAD TEST OKAY
Customer Comment:	OWNER STATES CHECK ENGINE LIGHT ON



Labor Op Code	Labor Op Description	Labor Op Cost
12650D68		25.67
12650DD		17.11
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	8.56



Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	Part CPSC	Extended Quantity	Amount
Y	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	031403	1	31.26



DTC Sections: **Mil. Light On =** Y

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
Y	KC	P2033	EXHAUST GAS TEMPERATURE SENSOR	39	EXH GAS SENSOR

			CIRCUIT HIGH (BANK 1 SENSOR 2)		(SYSTEM)
N	KO	P1111	SYSTEM PASS	27	NO-FAULT CODES
N	KR	P1111	SYSTEM PASS	27	NO-FAULT CODES



Any comments? You can contact
<< OLE Object: Picture (Device Independent Bitmap) >> webmaster

34026

James J. Moylan tcb
Kentucky Truck Plant
Powertrain PVT - Sr. Engineer
313-805-3887
><((((º>

From: McDonagh, Scot (S.M.)
Sent: Monday, February 25, 2013 4:56 PM
To: Moylan, James (J.J.)
Cc: Sonat, Ibrahim (I.); Wagers, Sue (S.K.); Philbin, Jeff; Dixon, Mark (M.R.); Bushman, Thomas (T.S.)
Subject: RE: 1FT7W2AT8DE[redacted] EGT P22FF

EGT Sensor from Boggus Ford just arrived. Will provide to Jeff along with Galpin Ford EGT return

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

From: Moylan, James (J.J.)
Sent: Wednesday, February 13, 2013 8:13 AM
To: Phillips, Michelle (M.R.); McDonagh, Scot (S.M.)
Cc: Sonat, Ibrahim (I.); Wagers, Sue (S.K.); Philbin, Jeff
Subject: 1FT7W2AT8DEA09748 - EGT P22FF

Michelle,

Please hot process this part to Scot. *RAC Code: TR75*

Thanks.

AC3Z 5J213 B SNS ASY-ENG EXH TEMP THRML

Server: **AWS Prod**
Claims loaded through: **12-FEB-2013**
Claim Detail Report

Note: All costs are in US dollars
Model Year = 2013; **Claim Key** = 991032

Vehicle Information		Claim Information	
Model Year:	2013	Document Number:	[redacted]
Market Derived:	F - FORD	Repair Date:	08-FEB-2013

Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	4767
Version/Series:	T/BD-250 SERIES	TIS:	3
Drive Type:	T/B-2 WHL L/H REAR DRIVE	AWS Load Date:	12-FEB-2013
Vehicle Line:	T/FA-P473 SUPER DUTY [11-13]		
Warranty Start Date:	29-NOV-2012		
Production Date:	26-OCT-2012		
VIN:	1FT7W2AT8DE[redacted]		

Dealer Information:

Expense Information

		Customer Paid Amount:	.00
Dealer Name	BOGGUS FORD LINCOLN	Deductible Amount:	.00
Dealer Code:	04515 - *	Dealer Paid Amount:	.00
Address:	1400 EAST HWY 83	Labor Cost:	84.24
City:	MCALLEN	Misc. Expense Amount:	.00
State:	TX Zip Code:78501	Part Markup Amount:	8.93
Country:	USA Region Code: NA	Material Cost:	31.26
Phone:	(956)686-7411	Total Cost Gross:	115.50

Cust. Concern Code: E29 - CHECK ENGINE LIGHT TROUBLE

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: VERIFIED CUSTOMER CONCERN CHECK ENGINE WAS ON, CHECK FOR CODES AND FOUND P22FF, LOOKED AT FREEZE FRAME DATA AND FOUND THAT EGT12 WAS AT 2K, REPLACED THE SENSOR, ROAD TESTED AND OK AT THIS TIME

Customer Comment: CUST STATES ENGINE LIGHT ON

Labor Op Code	Labor Op Description	Labor Op Cost
12650D	EEC - (QUICK TEST) DIAGNOSIS	18.72
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	9.36
12650D45	PIN POINT TEST DIAGNOSIS	28.08
12650D68		28.08

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	031403	1	31.26

DTC Sections: Mil. Light On = Y

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description

	KC	P22FF			
N	KO	P1111	SYSTEM PASS	27	NO-FAULT CODES
N	KR	P1111	SYSTEM PASS	27	NO-FAULT CODES

Any comments? You can contact
<< OLE Object: Picture (Device Independent Bitmap) >> ***webmaster***
3954ich

James J. Moylan tcb
Kentucky Truck Plant
Powertrain PVT - Sr. Engineer
313-805-3887
><((((º>

From: Moylan, James (J.J.)
Sent: Tuesday, January 22, 2013 8:46 PM
To: Dixon, Mark (M.R.); Sonat, Ibrahim (I.); Wagers, Sue (S.K.)
Cc: McDonagh, Scot (S.M.); Goodwin, William (W.R.); Philbin, Jeff; Straub, Brady (Brady.Straub@stoneridge.com)
Subject: RE: 1FT7W2BT7DE[redacted] EGT P2470

I called the dealer and the Service rep spoke to the mechanic who worked on this vehicle. There was no visual damage on the sensor.

James J. Moylan tcb
Kentucky Truck Plant
Powertrain PVT - Sr. Engineer
313-805-3887
><((((º>

From: Moylan, James (J.J.)
Sent: Tuesday, January 22, 2013 9:52 AM
To: Dixon, Mark (M.R.); Sonat, Ibrahim (I.); Wagers, Sue (S.K.)
Cc: McDonagh, Scot (S.M.); Goodwin, William (W.R.); Philbin, Jeff; Straub, Brady (Brady.Straub@stoneridge.com)
Subject: RE: 1FT7W2BT7DE[redacted] EGT P2470

There was no reference to visual damage. I will call the dealer later today. Either way, I always go after the part so I have evidence for whoever is responsible.

P2470	<< OLE Object: Picture (Device Independent Bitmap) >> Exhaust Gas Temperature Sensor Circuit Low (Bank 1 Sensor 4) **Description** This DTC sets when the exhaust gas temperature bank 1, sensor 4 (EGT14) sensor voltage is less than 0.10 volt for greater than 15 seconds. **Possible Causes** • EGT14 circuit short to SIGRTN • EGT14 circuit short to ground • Damaged EGT14 sensor **Diagnostic Aids** The presence of this DTC may indicate that the vehicle is operating in derate mode and may experience a loss of power. After repair, the vehicle may still display a system warning message. Drive the vehicle until the system warning message has cleared from the instrument cluster message center. An EGT14_V PID value less than 0.10 volt indicates a concern

James J. Moylan tcb
Kentucky Truck Plant
Powertrain PVT - Sr. Engineer
313-805-3887
><((((º>

From: Dixon, Mark (M.R.)
Sent: Tuesday, January 22, 2013 9:50 AM
To: Moylan, James (J.J.); Sonat, Ibrahim (I.); Wagers, Sue (S.K.)
Cc: McDonagh, Scot (S.M.); Goodwin, William (W.R.); Philbin, Jeff; Straub, Brady (Brady.Straub@stoneridge.com)
Subject: RE: 1FT7W2BT7DE[redacted] EGT P2470

Looks like the tech measured EGT 4 resistance across the sensor leads and found an open circuit. Would help to know the specifics of PPT RC9 to get a better understanding of what the tech actually did.

Scot, the PPT for EGT seems to stop at RC8. Am I missing something?

From: Moylan, James (J.J.)
Sent: Tuesday, January 22, 2013 7:56 AM
To: Sonat, Ibrahim (I.); Wagers, Sue (S.K.)
Cc: McDonagh, Scot (S.M.); Dixon, Mark (M.R.); Goodwin, William (W.R.); Philbin, Jeff; Straub, Brady (Brady.Straub@stoneridge.com)
Subject: 1FT7W2BT7DE[redacted] EGT P2470

This is a 2013 claim which was built after cut off.

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

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2013; **Claim Key** = 792885

Vehicle Information		**Claim Information**	
Model Year:	2013	Document Number:	[redacted]
Market Derived:	F - FORD	Repair Date:	10-DEC-2012
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	217
Version/Series:	T/BD-250 SERIES	TIS:	0
Drive Type:	T/E-4 WHL L/H PART TIME DRIVE	AWS Load Date:	18-JAN-2013

Vehicle Line: T/FA-P473 SUPER DUTY [11-13]
Warranty Start Date: 10-DEC-2012
Production Date: 02-NOV-2012
VIN: 1FT7W2BT7DE[redacted]

Dealer Information:

Dealer Name: BEUCKMAN FORD, INC.
Dealer Code: 08012 - *
Address: 15675 MANCHESTER ROAD
City: ELLISVILLE
State: MO Zip Code:63011
Country: USA Region Code: NA
Phone: (636)227-5700

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	130.35
Misc. Expense Amount:	.00
Part Markup Amount:	61.38
Material Cost:	144.44
Total Cost Gross:	274.79

Cust. Concern Code: D42 - POOR PERFORMANCE/LACKS POWER
Condition Code: 42 - DOES NOT OPERATE PROPERLY
Technician Comment: PCM OD PASS CONT P2470 PPT RC1 YES P2470, PPT RC2 NO OIL LEVEL IS CORRECT, PPT RC3 YES COOLANT LEVEL IS CORRECT, PPT RC4 NO EXHAUST CONCERNS, PPT RC5 NO TEMP ABOVE 2012 DEG F, PPT RC6 NO VOLTAGE FLUXUATION, PPT RC7 NO EGT14 READ -40 DEG F, PPT RC9 NO EGT 14 RESISTANCE OPEN. REPLACED EGT14 SENSOR. ROAD TEST RETEST PASSED
Customer Comment: ENGINE IS IN DEPOWER CONDITION AND WILL NOT RUN OVER 5 MPH

Labor Op Code	Labor Op Description	Labor Op Cost
12650D45D		35.55
12650D47D		11.85
12650D68		35.55
12650D80D		11.85
12650DD		23.70
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	11.85

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	BC3Z	12B591	C	SNS ASY-ENG EXH TEMP THRML	031403	1	144.44

DTC Sections: **Mil. Light On =** N

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
Y	KC	P2470	EXHAUST GAS TEMPERATURE SENSOR CIRCUIT LOW (BANK 1 SENSOR 4)	40	EXH GAS SENSOR(COMPONENT)
N	KO	P1111	SYSTEM PASS	27	NO-FAULT CODES
Y	KR	P2470	EXHAUST GAS TEMPERATURE SENSOR CIRCUIT LOW (BANK 1 SENSOR 4)	40	EXH GAS SENSOR(COMPONENT)

Any comments? You can contact
<< OLE Object: Picture (Device Independent Bitmap) >> webmaster

53765

James J. Moylan tcb
Kentucky Truck Plant
Powertrain PVT - Sr. Engineer
313-805-3887
><((((º>

From: Moylan, James (J.J.)
Sent: Wednesday, January 23, 2013 2:51 PM
To: McDonagh, Scot (S.M.)
Cc: Bushman, Thomas (T.S.); Dixon, Mark (M.R.)
Subject: RE: 1FT7W2BT7D[redacted]EGT

Scot,

Can this WPAC be changed to 'Hot Process' for all EGTs claims after the 10/10/12 cutoff?



RE:
1FT7W2BT2DEA1...

James J. Moylan tcb
Kentucky Truck Plant
Powertrain PVT - Sr. Engineer
313-805-3887
><((((º>

From: Bushman, Thomas (T.S.)
Sent: Wednesday, January 23, 2013 9:25 AM
To: Moylan, James (J.J.)
Subject: 1FT7W2BT7DEA03440 - EGT

Jim – we need to be sure these EGTs (Post Cut-Off) are HOT PROCESSED back to Dearborn – not the normal WPAC return process. Thanks.

Server: **AWS Prod**
Claims loaded through: **22-JAN-2013**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2013; **Claim Key** = 792885

Vehicle Information

Model Year: 2013
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/BD-250 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FA-P473 SUPER DUTY [11-13]
Warranty Start Date: 10-DEC-2012
Production Date: 02-NOV-2012
VIN: 1FT7W2BT7DEA03440

Claim Information

Document Number: [redacted]
Repair Date: 10-DEC-2012
Distance: 217
TIS: 0
AWS Load Date: 18-JAN-2013

Dealer Information:

Dealer Name BEUCKMAN FORD, INC.
Dealer Code: 08012 - *
Address: 15675 MANCHESTER ROAD
City: ELLISVILLE
State: MO Zip Code:63011
Country: USA Region Code: NA
Phone: (636)227-5700

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	130.35
Misc. Expense Amount:	.00
Part Markup Amount:	61.38
Material Cost:	144.44
Total Cost Gross:	274.79

Cust. Concern Code: D42 - POOR PERFORMANCE/LACKS POWER
Condition Code: 42 - DOES NOT OPERATE PROPERLY
Technician Comment: PCM OD PASS CONT P2470 PPT RC1 YES P2470, PPT RC2 NO OIL LEVEL IS CORRECT, PPT RC3 YES COOLANT LEVEL IS CORRECT, PPT RC4 NO EXHAUST CONCERNS, PPT RC5 NO TEMP ABOVE 2012 DEG F, PPT RC6 NO VOLTAGE FLUXUATION, PPT RC7 NO EGT14 READ -40 DEG F, PPT RC9 NO EGT 14 RESISTANCE OPEN. REPLACED EGT14 SENSOR. ROAD TEST RETEST PASSED
Customer Comment: ENGINE IS IN DEPOWER CONDITION AND WILL NOT RUN OVER 5 MPH

Labor Op Code	Labor Op Description	Labor Op Cost
12650D45D		35.55
12650D47D		11.85
12650D68		35.55
12650D80D		11.85
12650DD		23.70
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	11.85

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	BC3Z	12B591	C	SNS ASY-ENG EXH TEMP THRML	031403	1	144.44

DTC Sections: **Mil. Light On** = N

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
Y	KC	P2470	EXHAUST GAS TEMPERATURE SENSOR CIRCUIT LOW (BANK 1 SENSOR 4)	40	EXH GAS SENSOR(COMPONENT)
N	KO	P1111	SYSTEM PASS	27	NO-FAULT CODES
Y	KR	P2470	EXHAUST GAS TEMPERATURE SENSOR CIRCUIT LOW (BANK 1 SENSOR 4)	40	EXH GAS SENSOR(COMPONENT)

Any comments? You can contact
<< OLE Object: Picture (Device Independent Bitmap) >> *webmaster*

56630

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

"Who is John Galt..."

From: McDonagh, Scot (S.M.)
Sent: Wednesday, January 16, 2013 1:18 PM
To: Moylan, James (J.J.); Philbin, Jeff
Cc: Bushman, Thomas (T.S.); Dixon, Mark (M.R.)
Subject: RE: 1FT7W2BT2D[redacted] 2nd EGT claim after cut off

Hopefully the WPAC request works. Need Jeff to advise when component arrives at Hi-Stat. Thanks

247508	PT-SC	1/7/2013	7/1/2013	1/7/2013 11:07:04 PM	UPS Ground (3-5 days)	ACTIVE	QUALITY REVIEW: LEVEL 8	DS	TRUCK	2013	F250X2		5J213		A	25/Week	HI STAT MANUFACTURING	RANJITH THOMAS	MAIL DROP 1107	345 S. MILL STREET,LEXINGTON, OH-44904	PT248-763-9714	POWER TRAIN AS INSTALLED
247508	PT-SC	1/7/2013	7/1/2013	1/7/2013 11:07:04 PM	UPS Ground (3-5 days)	ACTIVE	QUALITY REVIEW: LEVEL 8	DS	TRUCK	2013	F250X4		5J213		A	25/Week	HI STAT MANUFACTURING	RANJITH THOMAS	MAIL DROP 1107	345 S. MILL STREET,LEXINGTON, OH-44904	PT248-763-9714	POWER TRAIN AS INSTALLED
247508	PT-SC	1/7/2013	7/1/2013	1/7/2013 11:07:04 PM	UPS Ground (3-5 days)	ACTIVE	QUALITY REVIEW: LEVEL 8	DS	TRUCK	2013	F350X2		5J213		A	25/Week	HI STAT MANUFACTURING	RANJITH THOMAS	MAIL DROP 1107	345 S. MILL STREET,LEXINGTON, OH-44904	PT248-763-9714	POWER TRAIN AS INSTALLED
247508	PT-SC	1/7/2013	7/1/2013	1/7/2013 11:07:04 PM	UPS Ground (3-5 days)	ACTIVE	QUALITY REVIEW: LEVEL 8	DS	TRUCK	2013	F350X4		5J213		A	25/Week	HI STAT MANUFACTURING	RANJITH THOMAS	MAIL DROP 1107	345 S. MILL STREET,LEXINGTON, OH-44904	PT248-763-9714	POWER TRAIN AS INSTALLED
247508	PT-SC	1/7/2013	7/1/2013	1/7/2013 11:07:04 PM	UPS Ground (3-5 days)	ACTIVE	QUALITY REVIEW: LEVEL 8	DS	TRUCK	2013	F450X2		5J213		A	25/Week	HI STAT MANUFACTURING	RANJITH THOMAS	MAIL DROP 1107	345 S. MILL STREET,LEXINGTON, OH-44904	PT248-763-9714	POWER TRAIN AS INSTALLED
247508	PT-SC	1/7/2013	7/1/2013	1/7/2013 11:07:04 PM	UPS Ground (3-5 days)	ACTIVE	QUALITY REVIEW: LEVEL 8	DS	TRUCK	2013	F450X4		5J213		A	25/Week	HI STAT MANUFACTURING	RANJITH THOMAS	MAIL DROP 1107	345 S. MILL STREET,LEXINGTON, OH-44904	PT248-763-9714	POWER TRAIN AS INSTALLED
247	P	1/7/2	7/1/2	1/7/2	UP	ACT	QUA	D	TR	20	F55		5J		A	25/W	HI STAT	RANJ	MA	345 S. MILL	PT	POWER

508	T - S C	013	013	013 11:0 7:04 PM	S Gro und (3- 5 day s)	IVE	LITY REVI EW: LEV EL 8	S	UC K	13	0X2	21 3		eek	MANUFAC TURING	ITH THO MAS	IL DR OP 110 7	STREET,LE XINGTON, OH-44904	24 8- 76 3- 97 14	TRAIN AS INSTAL LED
247 508	P T - S C	1/7/2 013	7/1/2 013	1/7/2 013 11 0 7:04 PM	UP S Gro und (3- 5 day s)	ACT IVE	QUA LITY REVI EW: LEV EL 8	D S	TR UC K	20 13	F55 0X4	5J 21 3	A	25/W eek	HI STAT MANUFAC TURING	RANJ ITH THO MAS	MA IL DR OP 110 7	345 S. MILL STREET,LE XINGTON, OH-44904		

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

From: Moylan, James (J.J.)
Sent: Wednesday, January 16, 2013 8:14 AM
To: McDonagh, Scot (S.M.); Philbin, Jeff; Sonat, Ibrahim (I.); Goodwin, William (W.R.); Wagers, Sue (S.K.)
Cc: Bushman, Thomas (T.S.); Dixon, Mark (M.R.)
Subject: RE: 1FT7W2BT2DE[redacted]- 2nd EGT claim after cut off

Scot,

I was told that they are set up to go direct. If that is not the case, please let me know.

Direct to Stoneridge WPAC #207453 1/7/13

James J. Moylan tcb
Kentucky Truck Plant
Powertrain PVT - Sr. Engineer
313-805-3887
><((((º>

From: McDonagh, Scot (S.M.)
Sent: Wednesday, January 16, 2013 7:44 AM
To: Moylan, James (J.J.); Philbin, Jeff; Sonat, Ibrahim (I.); Goodwin, William (W.R.); Wagers, Sue (S.K.)
Cc: Bushman, Thomas (T.S.); Dixon, Mark (M.R.)
Subject: RE: 1FT7W2BT2DE[redacted]- 2nd EGT claim after cut off

Is enclosed EGT being shipped to me or direct to Hi-Stat ?

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

From: Moylan, James (J.J.)
Sent: Tuesday, January 15, 2013 7:39 AM
To: Philbin, Jeff; Sonat, Ibrahim (I.); Goodwin, William (W.R.); Wagers, Sue (S.K.)
Cc: McDonagh, Scot (S.M.); Bushman, Thomas (T.S.); Dixon, Mark (M.R.)
Subject: 1FT7W2BT2DE[redacted] - 2nd EGT claim after cut off

Server: **AWS Prod**
Claims loaded through: **14-JAN-2013**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2013; **Claim Key** = 760273

Vehicle Information

Model Year: 2013
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/BD-250 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FA-P473 SUPER DUTY [11-13]
Warranty Start Date: 19-DEC-2012
Production Date: **12-NOV-2012**
VIN: 1FT7W2BT2DE[redacted]

Claim Information

Document Number: 514441B
Repair Date: 02-JAN-2013
Distance: 4796
TIS: 1
AWS Load Date: 14-JAN-2013

Dealer Information:

Dealer Name SPIKES MOTOR COMPANY, INC.
Dealer Code: 04513 - *
Address: 805 E EXPRESSWAY 83
City: MISSION
State: TX Zip Code:78572

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	149.58
Misc. Expense Amount:	.00
Part Markup Amount:	8.93

Country: USA Region Code: NA
Phone: (956)585-1601

Material Cost: 31.26
Total Cost Gross: 180.84

Cust. Concern Code: E29 - CHECK ENGINE LIGHT TROUBLE
Condition Code: 42 - DOES NOT OPERATE PROPERLY
Technician Comment: VERIFIED CUSTOMER CONCERN FOUND MIL ON. INSPECTED OIL COOLANT FUEL OK. RAN OASIS PASSED. RAN KOEO KOER P200E CM. I ERASED CODES AND TEST DROVE WHILE MONITORING EGT11, EGT12, EGT13, AND EGT14 ALL EGT REACHED NORMAL OPERATING TEMP. FOLLOWED PPT RC LED TO PPT RC8 LET SIT FOUND EGT12 -40. MEASURED RESISTANCE ON EGT12 1.45KOHMS. R&R EGT 12, ERASED CODES AND TEST DROVE. RERAN KOEO KEOR SYSTEM PASSED CUS
Customer Comment: CUST STATES CHECK ENGINE LIGHT ON

Labor Op Code	Labor Op Description	Labor Op Cost
12650D45	PIN POINT TEST DIAGNOSIS	29.92
12650D68		29.92
12650D80D		9.97
12650D81	NGS RECORDER / MONITOR ROAD TEST DIAGNOSIS	49.86
12650DD		19.94
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	9.97

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	031403	1	31.26

DTC Sections: **Mil. Light On** = N

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
N	KC	P1111	SYSTEM PASS	27	NO-FAULT CODES
Y	KO	P200E	CATALYST SYSTEM OVER TEMPERATURE (BANK 1)	1	CATALYST (SYSTEM)
Y	KR	P200E	CATALYST SYSTEM OVER TEMPERATURE (BANK 1)	1	CATALYST (SYSTEM)

Any comments? You can contact
<< OLE Object: Picture (Device Independent Bitmap) >> *webmaster*

44566

James J. Moylan tcb
Kentucky Truck Plant
Powertrain PVT - Sr. Engineer

313-805-3887
><((((º>

From: Hutchinson, Rob (R.)
Sent: Monday, October 07, 2013 12:47 PM
To: Koon, Mason (M.L.); Robert.Doering@stoneridge.com; jeff.Philbin@stoneridge.com; Sonat, Ibrahim (I.); Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Phillips, Michelle (M.R.); Kadrovich, Kathy (K.)
Cc: Bushman, Thomas (T.S.)
Subject: RE: 1FT7W2BT8D[redacted] - P473
Attachments: [Auto Approval] Request Approved, Request # 324400; New Request, Request # 285274

Follow Up Flag: Follow up
Flag Status: Flagged

Mason,
This is hot processed (EGT and Connector). I have standing requests for EGT and NOx sent to my desk. Tao picks up NOx sensors and modules and Jeff Philbin gets the EGT that have a standard request to my desk.

I do not normally request PCM's unless the plant asks me to hot process them for Kathy K.
1FT7W2AT9DE[redacted] will be hot processed for Kathy.

Rob Hutchinson
Quality Analyst GPCSE Sensors
Global Powertrain Controls Systems Engineering
Dearborn - Building 2 Room 22J04
1-313-845-1113
rhutch13@ford.com

From: Koon, Mason (M.L.)
Sent: Monday, October 07, 2013 8:28 AM
To: Hutchinson, Rob (R.); Robert.Doering@stoneridge.com; jeff.Philbin@stoneridge.com; Sonat, Ibrahim (I.); Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Phillips, Michelle (M.R.)
Cc: Bushman, Thomas (T.S.)
Subject: 1FT7W2BT8DEB85617 - P473

Rob,

Just want to confirm that you are getting these parts back.

Server: **AWS Prod**
Claims loaded through: **04-OCT-2013**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2013; **Claim Key** = 3539826

Vehicle Information

Model Year: 2013
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/BD-250 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FA-P473 SUPER DUTY [11-15]
Warranty Start Date: 07-AUG-2013
Production Date: 27-JUN-2013
VIN: 1FT7W2BT8DE[redacted]

Claim Information

Document Number: [redacted]
Repair Date: 30-SEP-2013
Distance: 5287
TIS: 2
AWS Load Date: 04-OCT-2013

Dealer Information:

Dealer Name: AUTONATION FORD GULF FREEWAY
Dealer Code: 04473 - *
Address: 12227 GULF FREEWAY
City: HOUSTON
State: TX Zip Code:77034
Country: USA Region Code: NA
Phone: (713)371-4000

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	163.17
Misc. Expense Amount:	.00
Part Markup Amount:	22.92
Material Cost:	80.20
Total Cost Gross:	243.37

Cust. Concern Code: E29 - CHECK ENGINE LIGHT TROUBLE
Condition Code: 42 - DOES NOT OPERATE PROPERLY
Technician Comment: E29 42 PART 5J213 12650DD .2 12650DX1 .1 12650D45D .3 12650D68C .6 12650D80D .1 14200A .4 VERIFIED CONCERND DIAG FOUND NECESSARY TO PERFORM A KOEO TEST AND FOUND P242B. SO CARRY OUT PINPOINT TEST RC AND FOUND #13 EGT SENSOR WAS DEFECTED SO REPLACE DEFECTED #13 EGT SENSOR AND CONNECTOR. THEN TEST DROVE 20 MILES FOUND ALL OK AT THIS TIME.
Customer Comment: CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS COMING ON-CHECK AND REPORT

Labor Op Code	Labor Op Description	Labor Op Cost
12650D45D		28.79
12650D68C		57.59
12650D80D		9.60
12650DD		19.20
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	9.60

14200A WIRING ASSEMBLY REPAIR 38.39

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	031403	1	42.60
N	3U2Z	14S411	BXAB	KIT-WIRING PIGTAIL	180100	1	37.60

DTC Sections: **Mil. Light On =** Y

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
Y	KC	P242B	EXHAUST GAS TEMPERATURE SENSOR CIRCUIT RANGE/PERFORMANCE (BANK 1 SENSOR 3)	40	EXH GAS SENSOR(COMPONENT)
Y	KO	P242B	EXHAUST GAS TEMPERATURE SENSOR CIRCUIT RANGE/PERFORMANCE (BANK 1 SENSOR 3)	40	EXH GAS SENSOR(COMPONENT)
Y	KR	P242B	EXHAUST GAS TEMPERATURE SENSOR CIRCUIT RANGE/PERFORMANCE (BANK 1 SENSOR 3)	40	EXH GAS SENSOR(COMPONENT)

Any comments? You can contact

webmaster

2228

Mason Koon
P473 PVT - KTP
(313) 806 3088
mkoon1@ford.com

From: wpacwh@ford.com
Sent: Monday, October 07, 2013 12:42 PM
To: Hutchinson, Rob (R.); Parts, Warranty (W.)
Subject: [Auto Approval] Request Approved, Request # 324400

Your request has been approved, click here to view the request summary http://www.wpac.ford.com/prs/approver/PRS_summary.asp?reqid=285274 Your temporary web reference # 285274 Your RAC Code is - Your Request Number is 324400

From: wpacwh@ford.com
Sent: Monday, October 07, 2013 12:42 PM
To: Mitchell, Anthony (A.N.); Hutchinson, Rob (R.)
Subject: New Request, Request # 285274

Your request has been submitted, click here to view the request summary
http://www.wpac.ford.com/prs/PRS_Summary.asp?reqid=285274 Your temporary web reference #: 285274

From: McDonagh, Scot (S.M.)
Sent: Wednesday, February 20, 2013 2:32 PM
To: Moylan, James (J.J.)
Cc: Goodwin, William (W.R.); Wagers, Sue (S.K.); Bushman, Thomas (T.S.); Jeff.Philbin@stoneridge.com; Dixon, Mark (M.R.)
Subject: RE: 1FT8W3BT4DE[redacted] P22FF

EGT for VI[redacted] was provided to Hi-Stat. Will ask Jeff to advise on status of Sensor analysis



13MY-P473-EGT-...

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

From: Moylan, James (J.J.)
Sent: Wednesday, February 20, 2013 8:33 AM
To: McDonagh, Scot (S.M.)
Cc: Goodwin, William (W.R.); Wagers, Sue (S.K.); Bushman, Thomas (T.S.); Sonat, Ibrahim (I.)
Subject: RE: 1FT8W3BT4DEA[redacted] P22FF

Scot,

So 12B591is the engine mounted EGT (EGTR) which is supplied by NTK. Given their history, I would suspect these would be caused by damage. Have we got the first part back yet?

James J. Moylan tcb
Kentucky Truck Plant
Powertrain PVT - Sr. Engineer
313-805-3887
><((((°>

From: McDonagh, Scot (S.M.)
Sent: Wednesday, February 20, 2013 8:24 AM
To: Moylan, James (J.J.); Philbin, Jeff; Phillips, Michelle (M.R.)
Cc: Goodwin, William (W.R.); Wagers, Sue (S.K.); Bushman, Thomas (T.S.); Sonat, Ibrahim (I.)
Subject: RE: 1FT8W3BT4DE[redacted] P22FF

We changed Service base part number to 5J213 when we revised component warranty coverage. We previously used 12B591 for EGT Sensor and Engine mounted EGRT Sensors. Change to 5J213 enabled us to distinguish AWS claims for EGT sensors vs engine mounted EGRT Sensors.

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

From: Moylan, James (J.J.)
Sent: Wednesday, February 20, 2013 8:18 AM
To: McDonagh, Scot (S.M.); Philbin, Jeff; Phillips, Michelle (M.R.)
Cc: Goodwin, William (W.R.); Wagers, Sue (S.K.); Bushman, Thomas (T.S.); Sonat, Ibrahim (I.)
Subject: RE: 1FT8W3BT4DE[redacted] P22FF

Scot,

I believe that 12B591 is the service part number.

James J. Moylan tcb
Kentucky Truck Plant
Powertrain PVT - Sr. Engineer
313-805-3887
><((((°>

From: McDonagh, Scot (S.M.)
Sent: Wednesday, February 20, 2013 7:18 AM
To: Moylan, James (J.J.); Philbin, Jeff; Phillips, Michelle (M.R.)
Cc: Goodwin, William (W.R.); Wagers, Sue (S.K.); Bushman, Thomas (T.S.); Sonat, Ibrahim (I.)
Subject: RE: 1FT8W3BT4DE[redacted] P22FF

EGT Sensor part number should be 5J213

BC3Z 12B591 C SNS ASY-ENG EXH TEMP THRML

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

From: Moylan, James (J.J.)
Sent: Wednesday, February 20, 2013 7:00 AM

To: Philbin, Jeff; McDonagh, Scot (S.M.); Phillips, Michelle (M.R.)
Cc: Goodwin, William (W.R.); Wagers, Sue (S.K.); Bushman, Thomas (T.S.); Sonat, Ibrahim (I.)
Subject: 1FT8W3BT4DE[redacted] - P22FF

Michelle,

Please hot process this to Scot analysis. This is the second claim for this code.

P22FF	<< OLE Object: Picture (Device Independent Bitmap) >> SCR NOx Catalyst Inlet Temperature Too Low **Description** The PCM compares several vehicle temperature sensor values to determine a calculated exhaust temperature at the inlet of the SCR catalyst. This DTC sets when the difference between the calculated temperature and the actual temperature measured at the exhaust gas temperature bank 1, sensor 2 (EGT12) sensor exceeds a calibrated threshold. **Possible Causes** • EGT12 circuit short to SIGRTN • EGT12 circuit short to ground • EGT12 circuit short to voltage • Exhaust leaks • Excessive soot or ash build up on sensor • Damaged EGT12 sensor **Diagnostic Aids** Monitor the EGT12 PID between ignition ON, engine OFF and ignition ON, engine running for an indication of a concern

Server: **AWS Prod**
Claims loaded through: **19-FEB-2013**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2013; **Claim Key** = 1027717

Vehicle Information

Model Year: 2013
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/CD-350 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE

Claim Information

Document Number: [redacted]
Repair Date: 13-FEB-2013
Distance: 5581
TIS: 2
AWS Load Date: 18-FEB-2013

Vehicle Line: T/FA-P473 SUPER DUTY [11-13]
Warranty Start Date: 17-DEC-2012
Production Date: 04-DEC-2012
VIN: 1FT8W3BT4DE[redacted]

Dealer Information:

Dealer Name CARAWAY FORD GONZALES
Dealer Code: 04543 - *
Address: 1405 E. SARAH DEWITT
City: GONZALES
State: TX Zip Code:78629
Country: USA Region Code: NA
Phone: (830)672-9646

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	93.24
Misc. Expense Amount:	.00
Part Markup Amount:	33.22
Material Cost:	116.28
Total Cost Gross:	209.52

Cust. Concern Code: E29 - CHECK ENGINE LIGHT TROUBLE
Condition Code: 42 - DOES NOT OPERATE PROPERLY
Technician Comment: EEC TEST CODE P22FF, PP TEST RC1 YES, RC2 NO, RC3 YES, RC4 NO, RC5 NO, RC6 NO,RC7 NO, RC9 NO,. UNABLE TO DUPLICATE. WHILE MONITORING PIDS ON EXHAUst and engine egrt reading was -40 degrees at all times. replaced egrt and retested ok.
Customer Comment: CHECK ENGINE LIGHT IS ON

Labor Op Code	Labor Op Description	Labor Op Cost
12650D45D		25.43
12650D80D		8.48
12650DD		16.95
MT12B591		42.38

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	BC3Z	12B591	C	SNS ASY-ENG EXH TEMP THRML	031403	1	116.28

DTC Sections: **Mil. Light On** = Y

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
	KC	P22FF			
	KO	P22FF			
	KR	P22FF			

Any comments? You can contact
<< OLE Object: Picture (Device Independent Bitmap) >> *webmaster*

14524

James J. Moylan tcb
Kentucky Truck Plant
Powertrain PVT - Sr. Engineer
313-805-3887
><((((º>

ATTN: Part Manager Warranty Parts Analysis FCS700 Return Document Print Date: 12/21/2012

TAG: 026369885-3 RAC: TR 75
AC3Z 5J213 B REQ 245533
SENSOR - EXHAUST GAS - TEMPERATURE
HOLD FOR RCRC; DO NOT ship direct
(except HAZMAT - use kit FCS 12637)

FORD MOTOR COMPANT
SCOT MCDONAGH CUBE P356 PT
20000 ROTUNDA DR
DEARBORN, MI 48124

F PA 08012 Beuckman Ford. Inc.
R 15675 Manchester Road
O Ellisville. MO 63011
M 636-227-5700

TAG: 026369885-3 RAC: TR 75
AC3Z 5J213 B REQ 245533
SENSOR - EXHAUST GAS - TEMPERATURE
HOLD FOR RCRC; DO NOT ship direct
(except HAZMAT - use kit FCS 12637)

FORD MOTOR COMPANT
SCOT MCDONAGH CUBE P356 PT
20000 ROTUNDA DR
DEARBORN, MI 48124

F PA 08012 Beuckman Ford. Inc.
R 15675 Manchester Road
O Ellisville. MO 63011
M 636-227-5700

Click here for UPS Label

VEH: 2013 F550 4X4 SD **Instruct:** PT 313-337-8091 SCOT MCDONAGH
VIN: 1FDUF5HT2DE[redacted] **Core case:**
ODOM: 5 M **AP:** LKTYTRK **Supplier:** F903A HI-STAT MANUFACTURING C
RO #: [redacted] **ORG RO #:**
RO Date: 12/14/2012 **Paid Date:** 12/19/2012 **Approval 1/2:**
WSD: **ENG:** AC3A12B591AC **TCode:**
Build: 11/12/2012 **Trn:** W **WCC:** 2G02 **CPSC:** 031403
Causal: AC3Z 5J213B **Eng:T** 6.7L DI **Axl:** 41
CC:42 DOES NOT OPERATE PROPERLY **COV:WEMISDS4** OUALITY REVIEW: LEVE **Accrd:**
Customer Comments: D02 ENGINE CRANKS BUT WOULD NOT START **CCC:** D02 ENGINE WOULD NOT START

Tech Comments: WILL NOT CRANK OR START DERATED POWER AND STOPPED WILL NOT RESTART K OEO P247B P246E PIINPOINT TEST MONITOR PIDS EGTSENSOR 4 OUT OF RANGE 2.5K F RE CHECK SENSOR IS BAD REPLACE SENSOR CLEAR CODES WILL NOT CLEAR DISCON

FOLD DOCUMENT HERE

	PART NUMBER	QTY	PRICE	CORE	EXT AMT	LABOR OP	TIME	TECH
*	AC3Z 5J213 B	1	22.33	0.00	38.83	12650D45D	.3	004163
						12650D68	.3	004163
						12650D80D	.1	004163
						12650DD	.2	004163
						12650DX1	.1	004163

<<< DTC CODES >>>

BODY:
CHASIS:
KOEC: P247B P246E
KOEO: P1111
KOER:
OTHER:
UNDEFINED:

MIL ON FLAG: N

TOTALS: **LBR:** 118.50 **PRTS:** 38.83 **MISC:** 0.00 **RPR:** 157.33
CORE: 0.00 **PART MRKUP:** 16.50 **L/RATE:** 118.51

TAG: 026369885-3 RAC: TR 75

TAG: 026369885-3 RAC: TR 75

☐ IF PART IS NOT APPROVED FOR CREDIT, RETURN AT DEALER'S EXPENSE UPS ACCT # _____

From: Phillips, Michelle (M.R.)
Sent: Monday, September 16, 2013 9:11 PM
To: Bushman, Thomas (T.S.)
Cc: Moylan, James (J.J.); McDonagh, Scot (S.M.); 'Philbin, Jeff (Jeff.Philbin@stoneridge.com) (Jeff.Philbin@stoneridge.com)'
Subject: RE: 1FT8W3BT5EEA08101 - Exhaust Gas Temp Sensor

I have these set up back to Stoneridge, Brady Straub. Since Scot or Jeff did not reply to this request will send to him.

Thanks,
Michelle

From: Bushman, Thomas (T.S.)
Sent: Monday, September 16, 2013 11:55 AM
To: Phillips, Michelle (M.R.)
Cc: Moylan, James (J.J.); McDonagh, Scot (S.M.); 'Philbin, Jeff (Jeff.Philbin@stoneridge.com) (Jeff.Philbin@stoneridge.com)'
Subject: 1FT8W3BT5EE[redacted] Exhaust Gas Temp Sensor

Michelle – could you please hot process this EGT back to Scot McDonagh?

Thanks.

Server: **AWS Prod**
Claims loaded through: **13-SEP-2013**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2014; **Claim Key** = 57118

Vehicle Information

Model Year: 2014
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/CD-350 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE

Claim Information

Document Number: [redacted]
Repair Date: 09-SEP-2013
Distance: 567
TIS: 1
AWS Load Date: 13-SEP-2013

Vehicle Line: T/FA-P473 SUPER DUTY [11-14]
Warranty Start Date: 16-AUG-2013
Production Date: 26-JUL-2013
VIN: 1FT8W3BT5EE[redacted]

Dealer Information:

Dealer Name MOSES FORD-LINCOLN
Dealer Code: 01989 - *
Address: 2001 MACCORKLE AVENUE
City: ST ALBANS
State: WV Zip Code:25177
Country: USA Region Code: NA
Phone: (304)722-4900

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	80.70
Misc. Expense Amount:	.00
Part Markup Amount:	12.17
Material Cost:	42.60
Total Cost Gross:	123.30

Cust. Concern Code: D21 - ENGINE STALLS
Condition Code: 42 - DOES NOT OPERATE PROPERLY
Technician Comment: RAN EEC TEST, CODES P200C & P200E PRESENT, CHECK OASIS NO MESSAGES FOUND, REFERRED TO P200C DESCRIPTION, DESCRIPTION STATED DIAGNOSE ALL OTHER CODES FIRST, REFERRED TO P200E DESCRIPTION, WENT TO RC PINPOINT TEST, RC1= OTHER CODES PRESENT (P200C), RC2= OIL LEVEL AT CORRECT LEVEL, RC3= COOLANT LEVEL AT CORRECT LEVEL, RC4= NO VISUAL DAMAGE, RC5= MONITORED EGT TEMPERATURE PIDS NONE ABOVE 2,012* F, RC6= MONITORED EGT VOLTAGE PIDS, EGT 13 VOLTAGE FLUCTUATES ERRATICALL Y AND DOES NOT STAY CONSTANT, REPLACED EGT SENSOR 13, CLEARED CODES, TEST DROVE, OK, RERAN EEC TEST, NO CODES, RETURNED TO CUSTOMER.
Customer Comment: STALLED OUT WHILE DRIVING,CRANKS BUT WILL NOT START

Labor Op Code	Labor Op Description	Labor Op Cost
12650D45D		26.90
12650D68		26.90
12650DD		17.93
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	8.97

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	031403	1	42.60

DTC Sections: **Mil. Light On** = N

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
N	KC	P200C	DIESEL PARTICULATE FILTER OVER	44	PM FILTER (SYSTEM)

			TEMPERATURE (BANK 1)		
Y	KC	P200E	CATALYST SYSTEM OVER TEMPERATURE (BANK 1)	1	CATALYST (SYSTEM)
N	KO	PASS	SYSTEM PASS	27	NO-FAULT CODES
N	KR	PASS	SYSTEM PASS	27	NO-FAULT CODES

Any comments? You can contact
<< OLE Object: Picture (Device Independent Bitmap) >> *webmaster*

24346

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: Bushman, Thomas (T.S.)
Sent: Thursday, September 05, 2013 9:10 PM
To: Phillips, Michelle (M.R.)
Cc: Moylan, James (J.J.); Rinkevich, Daniel (D.J.); Sonat, Ibrahim (I.); Johnson, Seth (S.); Wagers, Sue (S.K.); Philbin, Jeff; Hutchinson, Rob (R.); McDonagh, Scot (S.M.)
Subject: RE: 1FT8W3BT8DE[redacted]EGT - Open Found with "Tapping" Test - Can You Call Dealer spoke with Hardy Smith in parts he will check into and call me back.

Michelle -- great job – thanks for checking and letting the team know the status.

Thanks.

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: Phillips, Michelle (M.R.)
Sent: Thursday, September 05, 2013 3:55 PM
To: Bushman, Thomas (T.S.)
Cc: Moylan, James (J.J.); Rinkevich, Daniel (D.J.); Sonat, Ibrahim (I.); Johnson, Seth (S.); Wagers, Sue (S.K.); Philbin, Jeff; Hutchinson, Rob (R.); McDonagh, Scot (S.M.)
Subject: RE: 1FT8W3BT8DE[redacted]EGT - Open Found with "Tapping" Test - Can You Call Dealer spoke with Hardy Smith in parts he will check into and call me back.

Tom - The dealer called back said this will ship out today.

Thanks,

Michelle

From: Bushman, Thomas (T.S.)
Sent: Tuesday, September 03, 2013 6:01 PM
To: Phillips, Michelle (M.R.)
Cc: Moylan, James (J.J.); Rinkevich, Daniel (D.J.); Sonat, Ibrahim (I.); Johnson, Seth (S.); Wagers, Sue (S.K.); Philbin, Jeff; Hutchinson, Rob (R.); McDonagh, Scot (S.M.)
Subject: RE: 1FT8W3BT8DE[redacted]EGT - Open Found with "Tapping" Test - Can You Call Dealer spoke with Hardy Smith in parts he will check into and call me back.

Michelle – would you mind double checking to see what the status is on this returned parts requests for VIN:

1FT8W3BT8DE[redacted]

Thanks!

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: Wagers, Sue (S.K.)
Sent: Tuesday, September 03, 2013 5:36 PM
To: Philbin, Jeff; Bushman, Thomas (T.S.); Hutchinson, Rob (R.); McDonagh, Scot (S.M.)
Cc: Moylan, James (J.J.); Rinkevich, Daniel (D.J.); Sonat, Ibrahim (I.); Johnson, Seth (S.)
Subject: RE: EGT - Open Found with "Tapping" Test - Can You Call Dealer

I checked for a tag – 271271991 - and it tagged under the Stoneridge request so it should be sent directly to you (looks like it's under Brady's name with Lexington OH address.) It doesn't have a tracking number yet so dealer hasn't shipped it. When it does there'll be a UPS or Fedex tracking number so you can be ready for it.

Tom, you guys want to call dealer and ask him to ship as soon as possible?

Sue Wagers
Supervisor - gPCSE Quality
Global Powertrain Controls Systems Engineering
Dearborn - Building 2 Room 22G20
E-mail swagers@ford.com
Tel: (313) 805 7177
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: Philbin, Jeff [mailto:Jeff.Philbin@stoneridge.com]
Sent: Tuesday, September 03, 2013 5:17 PM
To: Bushman, Thomas (T.S.); Hutchinson, Rob (R.); McDonagh, Scot (S.M.)
Cc: Moylan, James (J.J.); Wagers, Sue (S.K.); Rinkevich, Daniel (D.J.); Sonat, Ibrahim (I.); Johnson, Seth (S.)
Subject: RE: EGT - Open Found with "Tapping" Test - Can You Call Dealer

Rob:

Do you know how the part below will be returned – direct to our plant or through engineering?

I want to make sure we catch it when it comes in. I have notified the plant to look for it.

Thank you.

Jeffrey Philbin

From: Bushman, Thomas (T.S.) [mailto:tbushman@ford.com]
Sent: Saturday, August 31, 2013 11:35 AM
To: Hutchinson, Rob (R.); McDonagh, Scot (S.M.); Philbin, Jeff
Cc: Moylan, James (J.J.); Wagers, Sue (S.K.); Rinkevich, Daniel (D.J.); Sonat, Ibrahim (I.); Johnson, Seth (S.)
Subject: RE: EGT - Open Found with "Tapping" Test - Can You Call Dealer

Rob – excellent job getting these details.

Jeff – we'll need to do an XRAY check on this EGT when it comes back - please keep an open assignment follow-up on 1FT8W3BT8D[redacted]

Thanks.

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: Hutchinson, Rob (R.)
Sent: Wednesday, August 28, 2013 12:09 PM
To: Bushman, Thomas (T.S.)
Cc: Moylan, James (J.J.); Wagers, Sue (S.K.); Rinkevich, Daniel (D.J.); Sonat, Ibrahim (I.); McDonagh, Scot (S.M.); Johnson, Seth (S.)
Subject: RE: EGT - Open Found with "Tapping" Test - Can You Call Dealer

Dan McGuire – Vehicle Owner
Mike Wagner - Technician

Mike states he was tapping on the Pipe, around the sensor, but not the sensor body or hardshell. He quoted scripture… PPT RC6… Tap lightly around the sensor to simulate road shock…

Rob Hutchinson

Quality Analyst GPCSE Sensors

Global Powertrain Controls Systems Engineering
Dearborn - Building 2 Room 22J07
1-313-845-1113
rhutch13@ford.com

From: Bushman, Thomas (T.S.)
Sent: Wednesday, August 28, 2013 11:53 AM
To: Hutchinson, Rob (R.)
Cc: Moylan, James (J.J.); Wagers, Sue (S.K.); Rinkevich, Daniel (D.J.); Sonat, Ibrahim (I.); McDonagh, Scot (S.M.); Johnson, Seth (S.)
Subject: EGT - Open Found with "Tapping" Test - Can You Call Dealer

Rob – could you please call this dealer and ask to speak with the Repair Technician that repaired this unit? He said he discovered a signal bounce while doing the "tapping" test on EGT #3… can you please ask him what was he tapping around under the vehicle. Was he tapping the EGT Body, or was it the hard shell connector?

Thanks

Server: **AWS Prod**
Claims loaded through: **27-AUG-2013**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2013; **Claim Key** = 2906954

Vehicle Information

Model Year: 2013
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/CD-350 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FA-P473 SUPER DUTY [11-14]
Warranty Start Date: 18-JUN-2013
Production Date: 17-MAY-2013
VIN: 1FT8W3BT8DE[redacted]

Claim Information

Document Number: [redacted]
Repair Date: 27-AUG-2013
Distance: 6878
TIS: 3
AWS Load Date: 27-AUG-2013

Dealer Information:

Dealer Name: HELFMAN FORD, INC.
Dealer Code: 04587 - *
Address: 12220 SOUTHWEST FWY
City: STAFFORD
State: TX Zip Code:77477
Country: USA Region Code: NA
Phone: (281)240-3673

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	93.40
Misc. Expense Amount:	.00
Part Markup Amount:	8.93
Material Cost:	31.26
Total Cost Gross:	124.66

Cust. Concern Code: D50 - OTHER ENGINE TROUBLES

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: PERF PCM SELF TEST,RETRIEVED CONT DTC P242B,CK FOR APPLICABLE TSBS,NONE FOUND. PERF PPT RC1-YES,RC2-NO,RC3-YES,RC4-NO,RC5-NO(EGT1-425,EGT2-420,EGT3- 435,EGT4-445),RC6-YES(MONITORED EGT PIDS WHILE TAPPING AROUND EGT SENSORS,FOUND EGT3 JUMPING TO 2.5KOHM DURING TEST),RPL EGT SENSOR #3 PER PPT,CLEARED DTC,RETEST,ROADTEST,WORKING TO

FACT SPEC AT THIS TIME. FAIL PART-5J213,MILEAGE OUT-6882.

Customer Comment: AMBER CHECK ENGINE LIGHT COMING ON AND HAS A LOSS OF POWER

Labor Op Code	Labor Op Description	Labor Op Cost
12650D45D		28.02
12650D68		28.02
12650D80D		9.34
12650DD		18.68
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	9.34

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	Part CPSC	Extended Quantity	Extended Amount
Y	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	031403	1	31.26

DTC Sections: **Mil. Light On** = N

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
Y	KC	P242B	EXHAUST GAS TEMPERATURE SENSOR CIRCUIT RANGEPERFORMANCE (BANK 1 SENSOR 3)	40	EXH GAS SENSOR(COMPONENT)

Any comments? You can contact
<< OLE Object: Picture (Device Independent Bitmap) >> *webmaster*

7937

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: Philbin, Jeff <Jeff.Philbin@stoneridge.com>
Sent: Tuesday, January 29, 2013 5:31 PM
To: Moylan, James (J.J.); Sonat, Ibrahim (I.); Bushman, Thomas (T.S.)
Cc: Goodwin, William (W.R.); Volinski, Bridget (.); McDonagh, Scot (S.M.); Erginer, Bora (B.E.)
Subject: RE: 1FT8W4DT9CE[redacted]- P2031

All:

FYI – unit below was returned to Lexington Plant yesterday. Part passed the initial bench test / tap test (resistance at room temp with continuity retained through shock). The sensor was moved for x-ray and thermal, and vibration testing today.

A formal report will be issued as this part moves through testing.

Thank you.

Jeffrey Philbin

From: Moylan, James (J.J.) [mailto:jmoylan1@ford.com]
Sent: Wednesday, January 02, 2013 10:47 AM
To: Philbin, Jeff; Phillips, Michelle (M.R.); McDonagh, Scot (S.M.); Erginer, Bora (B.E.)
Cc: Goodwin, William (W.R.); Volinski, Bridget (.)
Subject: 1FT8W4DT9CE[redacted]- P2031

Michelle,

Please Hot Process this part back to Scot. *McDonagh RAC Code: TR75*

AC3Z 5J213 B	SNS ASY-ENG EXH TEMP THRML

P2031	Exhaust Gas Temperature Sensor Circuit Bank 1 Sensor 2 **Description** The PCM monitors the operation of the exhaust gas temperature bank 1, sensor 2 (EGT12) sensor to determine if the EGT12 sensor responds to the increase in temperature of the exhaust gas, during vehicle operation. The PCM then compares the measured temperature to a modeled value. This DTC sets when, after 5 minutes of driving, following a 6 hour soak, the EGT12 sensor temperature does not correlate to the modeled temperature of 150°C (302°F). **Possible Causes** • Exhaust leaks • Excessive soot or ash build up on sensor • Damaged EGT12 sensor **Diagnostic** Monitor the EGT12 PID between ignition ON, engine OFF and ignition ON, engine

	Aids	running for an indication of a concern

Note that the build date of Oct 11th is after the cut off date.

Server: **AWS Prod**
Claims loaded through: **01-JAN-2013**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2012; **Claim Key** = 3198941

Vehicle Information

Model Year: 2012
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/DB-450 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FA-P473 SUPER DUTY [11-13]
Warranty Start Date: 03-DEC-2012
Production Date: 11-OCT-2012
VIN: 1FT8W4DT9CE[redacted]

Claim Information

Document Number: [redacted]
Repair Date: 17-DEC-2012
Distance: 713
TIS: 1
AWS Load Date: 01-JAN-2013

Dealer Information:

Dealer Name MAROONE FORD OF FORT LAUDERDAL
Dealer Code: 04843 - *
Address: 1333 NORTH FEDERAL HIGHWAY
City: FORT LAUDERDALE
State: FL Zip Code:33304
Country: USA Region Code: NA
Phone: (954)564-3221

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	52.27
Misc. Expense Amount:	.00
Part Markup Amount:	.00
Material Cost:	37.22
Total Cost Gross:	89.49

Cust. Concern Code: P59 - OTHER AUTOMATIC TRANSMISSION TROUBLES
Condition Code: 42 - DOES NOT OPERATE PROPERLY
Technician Comment: ENGINE LIGHT ON RETRIEVED CODE P2031 REPLACED SENSOR 12 PER TSB 12- 7-2 UNABLE TO DUPLICATE ANY TRANS ISSUES AT THIS TIME
Customer Comment: CUSTOMER STATES 11000 LBS TOW, 20 MILES IN, STOPPED AND COULD SMELL CLUTCHES BURNING. UNHOOKED TRAILER, OUT OF TOW/HAUL,

WOULD NOT COME OUT OF 3RD GEAR. PULLED OVER, PARKED, SHUT OFF, STAR

Labor Op Code	Labor Op Description	Labor Op Cost
120701A		52.27

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	031403	1	37.22

DTC Sections: **Mil. Light On** = N

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
Y	KC	P2031	EXHAUST GAS TEMPERATURE SENSOR CIRCUIT (BANK 1 SENSOR 2)	40	EXH GAS SENSOR(COMPONENT)
N	KO	PASS	SYSTEM PASS	27	NO-FAULT CODES
N	KR	PASS	SYSTEM PASS	27	NO-FAULT CODES

Any comments? You can contact

James J. Moylan tcb
Kentucky Truck Plant
Powertrain PVT - Sr. Engineer
313-805-3887
><((((º>

From: McDonagh, Scot (S.M.)
Sent: Thursday, July 31, 2014 4:16 PM
To: Dixon, Mark (M.R.)
Cc: Caesar, Cynthia (C.L.)
Subject: RE: 2011/12 EGT Claims

VINs below with no DTC referenced in AWS claims.

2011	1FT7W2BT3BE[redacted]
2012	1FT7W2BT0CE[redacted]
2012	1FDRF3GT6CE[redacted]
2012	1FT8W3BT7CE[redacted]
2012	1FD0W5GT4CE[redacted]
2011	1FT7W2AT0BE[redacted]
2012	1FDRF3HT9CE[redacted]
2012	1FT7W2BT4CE[redacted]
2012	1FT8W3BT8CE[redacted]
2012	1FD0X4HT7CE[redacted]
2011	1FT7W2BT8BE[redacted]
2011	1FD8W3HTXBE[redacted]
2011	1FT7W3BT9BE[redacted]
2012	1FD0X5HT5CE[redacted]
2012	1FT7W2BT5CE[redacted]
2012	1FT7W2AT7CE[redacted]
2012	1FT7W2BT3CE[redacted]
2011	1FD0W5HT8BE[redacted]
2012	1FT8W3BT6CE[redacted]
2012	1FDUF5GT9CE[redacted]
2012	1FT8W4DT5CE[redacted]
2012	1FT7W2BTXCE[redacted]
2012	1FT8W3BT7CE[redacted]
2012	1FT8W3BT6CE[redacted]
2012	1FT7W2BT9CE[redacted]
2012	1FDGF5GT0CE[redacted]
2012	1FDRF3HT7CE[redacted]
2012	1FT7W2AT6CE[redacted]
2012	1FT8W3DT1CE[redacted]
2012	1FDUF5HT6CE[redacted]
2012	1FDUF4GT0CE[redacted]
2012	1FT7W2BT4CE[redacted]
2012	1FDUF5GT6CE[redacted]

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

From: Dixon, Mark (M.R.)
Sent: Thursday, July 31, 2014 11:32 AM
To: McDonagh, Scot (S.M.)
Cc: Caesar, Cynthia (C.L.)
Subject: 2011/12 EGT Claims

Scot, per discussion, any quick way you can help get more info on DTCs into the claims below would really help this analysis (just those with labor op over 0.5 hrs and single EGT replaced).

Would like to highlight those claims that are not applicable since DTC in the claim not on DTC.

First step is to flag the claims with no DTCs, then see what Cynthia can do to fill in the missing DTC.

Then would want to highlight the claims that contain DTCs not addressed in the TSBs. These claims would be "out of bounds" for any TCA action.

Thanks.

<< File: EGT warranty spd clms_load May_Jun14 2011 12 MY.xlsx >>

Mark Dixon
Powertrain Quality
Ford Motor Company
Building 2 / 24K36
mailto:mdixon@ford.com
Tel: (313) 805-7051

From: Hale, Curt (B.C.)
Sent: Monday, September 23, 2013 7:45 PM
To: McDonagh, Scot (S.M.)
Cc: Chacon, Jose (A.)
Subject: RE: 2011-12 MY F-S/D 6.7L Diesel EGT Sensor - Chassis Cab Ambulance Pkg (14D v1.3.0 WORK Notification)

This is a difficult search when you add in ambulance/Emergency. I will try with the DTCs tomorrow.

We have 233 reports for 6.7L V44, V52 and V53 chassis cab with a word search of AMBU We have 369 reports for 6.7L V44, V52 and V53 chassis cab with a word search of EMER We have 530 reports for 6.7L V44, V52 and V53 chassis cab with a word search of AMBU and EMER We have 1233 reports for 6.7L V44, V52 and V53 chassis cab with a word search of EGT, AMBU and EMER We have 11167 reports for 6.7L V44, V52 and V53 chassis cab with a word search of EGT

-----Original Message-----
From: McDonagh, Scot (S.M.)
Sent: Monday, September 23, 2013 2:56 PM
To: Hale, Curt (B.C.)
Subject: RE: 2011-12 MY F-S/D 6.7L Diesel EGT Sensor - Chassis Cab Ambulance Pkg (14D v1.3.0 WORK Notification)

Try DTC P200C & P200E 1st. I suspect most of the Ambulance fleet vehicles exhibit these DTCs during FMEM event. Below are additional EGT warranty DTCs

P2031, P2032, P2033, P2471, P2084, P2479, P242A, P242D, P246E, P0544 And/Or P247B

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

-----Original Message-----
From: Hale, Curt (B.C.)
Sent: Monday, September 23, 2013 2:47 PM
To: McDonagh, Scot (S.M.)
Subject: RE: 2011-12 MY F-S/D 6.7L Diesel EGT Sensor - Chassis Cab Ambulance Pkg (14D v1.3.0 WORK Notification)

Do you have a list of EGT DTCs?

-----Original Message-----
From: McDonagh, Scot (S.M.)
Sent: Monday, September 23, 2013 1:33 PM
To: Johnson, Seth (S.); Eis, Peter (P.R.); Hale, Curt (B.C.); Chacon, Jose (A.)
Subject: FW: 2011-12 MY F-S/D 6.7L Diesel EGT Sensor - Chassis Cab Ambulance Pkg (14D v1.3.0 WORK Notification)
Importance: High

Can you provide CQIS Report count for 11-12MY Chassis Cab Ambulances that experienced EGT concerns ?

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

-----Original Message-----
From: Dixon, Mark (M.R.)
Sent: Monday, September 23, 2013 1:15 PM
To: McDonagh, Scot (S.M.)
Subject: RE: 2011-12 MY F-S/D 6.7L Diesel EGT Sensor - Chassis Cab Ambulance Pkg (14D v1.3.0 WORK Notification)

Scot, you have the incident count info you can provide Bill?

-----Original Message-----
From: Goodwin, William (W.R.)
Sent: Monday, September 23, 2013 11:41 AM
To: McDonagh, Scot (S.M.); Dixon, Mark (M.R.)
Subject: RE: 2011-12 MY F-S/D 6.7L Diesel EGT Sensor - Chassis Cab Ambulance Pkg (14D v1.3.0 WORK Notification)

Here it is

Please help with the areas you know. Thanks.

Regards,
Bill Goodwin
Powertrain Sensors Technical Specialist
Global Powertrain Control Systems Engineering Ford Motor Company / Building #2 / 22B19
E-mail: wgoodwin@ford.com
Tel: (313) 805-9111
ONE FORD: ONE Plan - ONE Team - ONE Goal

-----Original Message-----
From: McDonagh, Scot (S.M.)
Sent: Monday, September 23, 2013 10:20 AM
To: Dixon, Mark (M.R.); Goodwin, William (W.R.)
Subject: RE: 2011-12 MY F-S/D 6.7L Diesel EGT Sensor - Chassis Cab Ambulance Pkg (14D v1.3.0 WORK Notification)

DITTO

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

-----Original Message-----
From: Dixon, Mark (M.R.)
Sent: Monday, September 23, 2013 7:17 AM
To: Goodwin, William (W.R.); McDonagh, Scot (S.M.)

Subject: RE: 2011-12 MY F-S/D 6.7L Diesel EGT Sensor - Chassis Cab Ambulance Pkg (14D v1.3.0 WORK Notification)

Bill, I don't see a document attached (and links below not accessable(.

-----Original Message-----
From: Goodwin, William (W.R.)
Sent: Sunday, September 22, 2013 10:22 PM
To: Dixon, Mark (M.R.); McDonagh, Scot (S.M.)
Subject: FW: 2011-12 MY F-S/D 6.7L Diesel EGT Sensor - Chassis Cab Ambulance Pkg (14D v1.3.0 WORK Notification)

I could use some help compiling some information. Are you able to see the document? Otherwise, I'll send you a .pdf.

Regards,
Bill Goodwin
Powertrain Sensors Technical Specialist
Global Powertrain Control Systems Engineering Ford Motor Company / Building #2 / 22B19
E-mail: wgoodwin@ford.com
Tel: (313) 805-9111
ONE FORD: ONE Plan - ONE Team - ONE Goal

-----Original Message-----
From: Goodwin, William (W.R.)
Sent: Thursday, September 05, 2013 8:39 AM
To: Martin, Laine (L.); Ramazanoglu, Suphi (A.)
Subject: FW: 2011-12 MY F-S/D 6.7L Diesel EGT Sensor - Chassis Cab Ambulance Pkg (14D v1.3.0 WORK Notification)

FYI....14D on EGT...specified to ambulance package.

-----Original Message-----
From: Oswalt, Greg (G.G.)
Sent: Thursday, September 05, 2013 8:34 AM
To: Goodwin, William (W.R.)
Subject: 2011-12 MY F-S/D 6.7L Diesel EGT Sensor - Chassis Cab Ambulance Pkg (14D v1.3.0 WORK Notification)

(This is an automated email message sent on behalf of goswalt.)

Instructions:
(none)

Business Process: 14D v1.3.0
Title: 2011-12 MY F-S/D 6.7L Diesel EGT Sensor - Chassis Cab Ambulance Pkg
From: goswalt
To: wgoodwin

Select this URL to access this instance of work:
http://www.workflow.ford.com/14d/sm.asp?WFID=4398919

Select this URL to access your Workbox:
http://www.workflow.ford.com

(End automated email)

From: Rembert, Shannon (S.A.)
Sent: Monday, September 30, 2013 1:41 PM
To: Bushman, Thomas (T.S.); McDonagh, Scot (S.M.); Hutchinson, Rob (R.); Rinkevich, Daniel (D.J.); Brackett, Tom (T.P.)
Cc: Wagers, Sue (S.K.); Philbin, Jeff (Jeff.Philbin@stoneridge.com)
Subject: RE: 2013 EGT Matched set

Tom **Bushman** - Yes, I would like to have this reviewed in the Sci Lab (RIC bldg) with Tom Brackett.

Tom **Brackett** - Are you available today to help review this P473 EGT connection? These components are being associated with some engine light on failures.

Regards,
Shannon A. Rembert
Ford Motor Company
EDS Components Quality Engineer
(313) 805-6738
srembert@ford.com
Bldg #5, 3G049B

From: Bushman, Thomas (T.S.)
Sent: Friday, September 27, 2013 2:47 PM
To: McDonagh, Scot (S.M.); Rembert, Shannon (S.A.); Hutchinson, Rob (R.); Rinkevich, Daniel (D.J.)
Cc: Wagers, Sue (S.K.); Philbin, Jeff (Jeff.Philbin@stoneridge.com)
Subject: RE: 2013 EGT Matched set

Scot – great job.

Shannon – would you like to inspect the connector?

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: McDonagh, Scot (S.M.)
Sent: Friday, September 27, 2013 1:32 PM
To: Hutchinson, Rob (R.); Bushman, Thomas (T.S.); Rinkevich, Daniel (D.J.)

Cc: Wagers, Sue (S.K.); Philbin, Jeff (Jeff.Philbin@stoneridge.com); Rembert, Shannon (S.A.)
Subject: RE: 2013 EGT Matched set

I just received enclosed 14S411 connector for EGT Sensor that was direct shipped to Stoneridge. 14S411 connector & EGT return #100 are on Dan's desk.

<< File: 13MY_14S411-1.pdf >> << File: 13MY-P473-EGT-100.pdf >>

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

From: Hutchinson, Rob (R.)
Sent: Friday, September 27, 2013 1:03 PM
To: Bushman, Thomas (T.S.); Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.)
Cc: Wagers, Sue (S.K.); Philbin, Jeff (Jeff.Philbin@stoneridge.com)
Subject: 2013 EGT Matched set

One has arrived!
<< OLE Object: Picture (Device Independent Bitmap) >>

Rob Hutchinson
Quality Analyst GPCSE Sensors
Global Powertrain Controls Systems Engineering
Dearborn - Building 2 Room 22J04
1-313-845-1113
rhutch13@ford.com

From: Hutchinson, Rob (R.)
Sent: Tuesday, May 06, 2014 5:07 PM
To: Dixon, Mark (M.R.); Wagers, Sue (S.K.); Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Sonat, Ibrahim (I.)
Cc: Philbin, Jeff (Jeff.Philbin@stoneridge.com)
Subject: RE: 2013 MY Diesel EGTs



New Request,
Request # 3433...

EGT request, direct shipped, 2013MY, 50 a month, till Dec31.

Remember the certified harness came in Dec 16, 2013, which corrected poor crimp/connection issues.

Rob Hutchinson
Quality Analyst Sensors / Aux Modules
Powertrain Controls
Dearborn - Building 2 Room 24B32
1-313-845-1113
rhutch13ford.com



"It is difficult to free fools from the chains they revere" - Voltaire

---

From: Dixon, Mark (M.R.)
Sent: Tuesday, May 06, 2014 12:41 PM
To: Wagers, Sue (S.K.); Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Hutchinson, Rob (R.); Sonat, Ibrahim (I.)
Subject: RE: 2013 MY Diesel EGTs

I think we should do that. I was surprised to see the vast majority of the sensors with very high mileage. May be a failure mode we did not see with the lower mileage sensors from when we last had a part request active.

From: Wagers, Sue (S.K.)
Sent: Tuesday, May 06, 2014 12:40 PM
To: Dixon, Mark (M.R.); Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Hutchinson, Rob (R.); Sonat, Ibrahim (I.)
Subject: RE: 2013 MY Diesel EGTs

I believe we do NOT have in a request for older MY sensors. Want us to put one in ASAP? 13MY for a few weeks/months until we understand if the latest claims are broken or TNI.

Rob, can you submit request and let Jeff know that we'll have a few extras for analysis?

Ibrahim, do you still manage EGT sensors? Any higher TIS issues that you are aware of?

Thanks!!

Sue Wagers
Powertrain Calibration Controls NVH [PCCN]
Supervisor, NA Quality
Dearborn - Building 2 Room 22G20
E-mail swagers@ford.com
Tel: (313) 805 7177
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: Dixon, Mark (M.R.)
Sent: Tuesday, May 06, 2014 12:33 PM
To: Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Wagers, Sue (S.K.)
Subject: 2013 MY Diesel EGTs

2013 MY EGT claims counts getting very high – over 2100. Most of the 2013 claims are higher TIS (average 12K miles but many out to near end of 60K warranty). About half of these claims have come in over the past 5 months.

Looks like about a 10% repeat repair rate, but some of these repeats are for different EGT locations.

Dan, are we getting these higher TIS EGTs back for inspection? Not clear whether our "99%" TNI rate was based on lower mileage sensors from earlier in the MY.

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

Mark Dixon
Powertrain Quality
Ford Motor Company
Building 2 / 24K36
mailto:mdixon@ford.com
Tel: (313) 805-7051

From: wpacwh@ford.com
Sent: Tuesday, May 06, 2014 5:04 PM
To: Mitchell, Anthony (A.N.); Hutchinson, Rob (R.)
Subject: New Request, Request # 343320

Your request has been submitted, click here to view the request summary
http://www.wpac.ford.com/prs/PRS_Summary.asp?reqid=343320 Your temporary web reference #: 343320


Ford

From: Rinkevich, Daniel (D.J.)
Sent: Thursday, February 20, 2014 1:22 PM
To: McDonagh, Scot (S.M.); Johnson, Seth (S.); Bushman, Thomas (T.S.)
Cc: Hale, Curt (B.C.); Hutchinson, Rob (R.); Taylor, Perry (P.A.); Dixon, Mark (M.R.); Wagers, Sue (S.K.); Cervenan, Neil (N.J.)
Subject: RE: 2014 F-SD V29 - Report Summary(s) from a GCQIS Query Disposition

Yes. Let's discuss.

Dan Rinkevich
Powertrain Quality
(313) 32-23653 (Desk)
(313) 676-9572 (Cellular)

From: McDonagh, Scot (S.M.)
Sent: Thursday, February 20, 2014 8:11 AM
To: Johnson, Seth (S.); Rinkevich, Daniel (D.J.); Bushman, Thomas (T.S.)
Cc: Hale, Curt (B.C.); Hutchinson, Rob (R.); Taylor, Perry (P.A.); Dixon, Mark (M.R.); Wagers, Sue (S.K.); Cervenan, Neil (N.J.)
Subject: RE: 2014 F-SD V29 - Report Summary(s) from a GCQIS Query Disposition

We may want to consider using PT causal part number(5J213) in TSB release rather than 14406 ESE causal part. If we use 14406 ESE Management approval will be required and historically that takes months. Can we discuss in 2/21/14 2:30PM P473 V29 meeting ?

P200E
P200C
P2031
P2032
P2033
P2471
P2084
P2479
P242A
P242D
P246E
P0544
P247B

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

From: Johnson, Seth (S.)
Sent: Thursday, February 20, 2014 7:58 AM
To: Rinkevich, Daniel (D.J.); Bushman, Thomas (T.S.); McDonagh, Scot (S.M.)
Cc: Hamilton, Steven (S.C.); Hale, Curt (B.C.); Hutchinson, Rob (R.); Taylor, Perry (P.A.)
Subject: RE: 2014 F-SD V29 - Report Summary(s) from a GCQIS Query Disposition

I agree. This type of repair direction is resulting from the past TSBs we had that told you to replace an EGT sensor that read higher temp than the others in freeze frame. Without a different direction in a TSB or SSM the sensors will continue to get replaced for this.

Regards,

Seth H. Johnson

Diesel Commodity Concern Engineer
1700 Fairlane Business Drive - DSC 1
Phone: (313)-390-6051
SJOHN274@Ford.com

From: Rinkevich, Daniel (D.J.)
Sent: Thursday, February 20, 2014 7:55 AM
To: Bushman, Thomas (T.S.); Johnson, Seth (S.); McDonagh, Scot (S.M.)
Cc: Hamilton, Steven (S.C.); Hale, Curt (B.C.); Hutchinson, Rob (R.); Taylor, Perry (P.A.)
Subject: RE: 2014 F-SD V29 - Report Summary(s) from a GCQIS Query Disposition

I think the directed repair TSB is a great idea for 2013 MY and 2014 MY trucks built before 12/15/2013.

Dan Rinkevich

Powertrain Quality
(313) 32-23653 (Desk)
(313) 676-9572 (Cellular)

From: Bushman, Thomas (T.S.)
Sent: Thursday, February 20, 2014 7:47 AM
To: Johnson, Seth (S.); Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.)
Cc: Hamilton, Steven (S.C.); Hale, Curt (B.C.); Hutchinson, Rob (R.); Taylor, Perry (P.A.)
Subject: FW: 2014 F-SD V29 - Report Summary(s) from a GCQIS Query Disposition

Seth – can we issue an ISM to the hot line – we need to coach them up on EGT P-Codes. Anything built before 12/15/13 could have a suspect connector on the -14406-. The first GCQIS report below shows EGT #3 off by 100 F compared to the other three at start up. This is a classic bad crimp. What we want them to do is recommend replacing the connector first before they replace the EGT. If the connector change fixes it then charge repair to the -14406-.

Scot / Dan – What do you guys think about issuing a TSB with the same direction?

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: Hale, Curt (B.C.)
Sent: Thursday, February 20, 2014 4:17 AM
To: Bushman, Thomas (T.S.)
Subject: 2014 F-SD V29 - Report Summary(s) from a GCQIS Query Disposition

This email contains 6 report summary(s).

Attachments : 0

RQ14-005 000721 ER

Report# :	[redacted]			**Received:**	02/19/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2014,F350 4X4 ,F350 ,CRW CAB,PICKUP ,1FT8W3BT0EE[redacted]			**Build Date:**	08/21/2013
Odometer :	3,427 M	**Engine:**	6.7L DI	**Calibration:**	EFA17C0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 03609 Newins Bay Shore Ford, Inc.			**Phone#:**	631-665-1300
City:	Bay Shore	**State:**	New York	**Country :**	USA
Originator:	MICHAEL DIGIUSEPPE				
Symptom:	2 27 Q 68 AID/INFO,WNG IND/MESS/C,ENGINE IMAGE,STAYS ON				
Status:					
VFG:	V29 CHECK ENGINE LIGHT				
Additional Symptom:	CEL EGT FAULT				
Fix:	**Causal Component :**		--		
Condition Code:					

Hotliner: DJOHN748 **Phone:** **Regn Cd:** N1 New York

Engineering: **Phone:** **TAR:**

Dlr Contact: **Phone:** **Title Cde:** T

DTCs:

KOEO:P2080

KOEC:

KOER:

Comments :

REPAIR 02/19/2014 09:32AM DANIEL JOHNSTON MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: CHECK ENGINE LIGHT P2080 EGT 1
FAULT DIAGNOSTICS: VERIFIED CONCERN RETRIEVED P2080 EGT 1 EVALUATED
FREEZE FRAME FOUND CONCERN AT START UP SENSOR READING 158 ALL OTHERS
READING 58 VISUAL GOOD,MONITORED PIDS DEF FLUID READING 99% FULL STILL
ABLE TO ADD 2.5 GALLONS OF FLUID. PARTS REPLACED: NONE TECH
QUESTION: REPEAT FAILURE OF MULTIPLE EGT SENSORS AND DEF READING IS CONFUSING.I REALIZE DEF TANK LEVEL IS AN INFERRED READING BUT 99% AND STILL TOOK 2.5 GALLONS OF FLUID.ANY PATH TO TAKE AS TO MULTIPLE EGT

SENSOR FAILURE?SSM 44358 ALREADY PERFORMED,HARNESS REPLACED. 154 HRS ON VEHICLE.ANY INPUT IS GREATLY APPRIECIATED

RECOMM **02/19/2014 09:32AM DANIEL JOHNSTON MSS - FCSD - TECH SVC HOTLINE**

MICHAEL, WITH THE EGT #1 SENSOR READING 158 DEGREE FAHRENHEIT AND THE OTHERS READING 58 DEGREE FAHRENHEIT AT STARTUP SHOWS A 100 DEGREE

FAHRENHEIT DIFFERENCE FROM ONE ANOTHER. DTC 2080 SETS WHEN THE PCM DETECTS THAT THE SENSOR READINGS ARE NOT WITHIN RANGE OF WHAT IT EXPECTS TO SEE. IF ONLY ONE SENSOR IS PROVING TO BE THE CONCERN THEN RECOMMEND PERFORMING PINPOINT TEST RC ON THE SUSPECT EGT SENSOR.

IF MORE THAN ONE EGT SENSOR IS SUSPECTED TO BE THE CONCERN RECOMMEND CHECKING SPLICE 408 FOR DAMAGE OR OTHER ELECTRICAL CONCERN.

THIS SPLICE SUPPLIES GROUND TO ALL THE EGT SENSORS AS WELL AS THE DPF PRESSURE SENSORS. A CONCERN PRESENT IN THIS SPLICE OR GROUND RETURN COULD AFFECT ALL THESE CIRCUITS. INFORMATION ON THE DEF REDUCTANT HEATER AND SENDER ASSEMBLY CAN BE FOUND ON THE ONLINE PC/ED > DECRYPTION AND OPERATION > ENGINE CONTROL COMPONENTS > REDUCTANT HEATER AND SENDER ASSEMBLY. THIS ARTICLE EXPLAINS THE NORMAL OPERATION

OF THE SENDER UNIT.

Attachments : 0

Report# :	[redacted]			**Received:**	02/19/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2014,F550 4X4 SD ,F550 ,REG CAB,CHASCAB ,1FDUF5HT2EE[redacted]			**Build Date:**	10/29/2013
Odometer :	248 M	**Engine:**	6.7L DI	**Calibration:**	EFA17M0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 05762 All-State Ford Truck Sales, LL			**Phone#:**	502-459-0550
City:	Louisville	**State:**	Kentucky	**Country :**	USA
Originator:	PATRICK BLANFORD				
Symptom:	2 27 Q 68 AID/INFO,WNG IND/MESS/C,ENGINE IMAGE,STAYS ON				
Status:					
VFG:	V29 CHECK ENGINE LIGHT				
Additional Symptom:	MIL				
Fix:	**Causal Component :**		--		

Condition Code:

Hotliner: GBARRAG1	**Phone:** 001-313-2482922	**Regn Cd:** G3 Cincinnati
Engineering:	**Phone:**	**TAR:**
Dlr Contact:	**Phone:**	**Title Cde:** T

DTCs:

KOEO:P2A01

KOEC:

KOER:

Comments

:

REPAIR 02/19/2014 04:08PM GENARO BARRAGAN MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: CK ENGINE LIGHT ON DIAGNOSTICS: RAN PIN POINT TEST RD FOR CODE P2A01 PARTS REPLACED: NONE TECH QUESTION: THIS TRUCK JUST HAD A BUMP BED INSTALLED COULD THIS CODE HAVE BEEN SET
BY BEING UNPLUG WITH KEY ON OR ARE WE HAVING ISUSSES WITH NOXS SENSOR
12

RECOMM 02/19/2014 04:08PM GENARO BARRAGAN MSS - FCSD - TECH SVC HOTLINE
PATRICK, WITH THE DUMP BED JUST INSTALLED, IT IS POSSIBLE FOR THE CODE TO HAVE SET DUE TO THE BODY BUILDER DISCONNECTING THE SENSOR. AT
THIS TIME IT IS RECOMMENDED TO CLEAR THE CODE AND SEE IF THE CONCERN IS STILL PRESENT. IF THERE IS A MESSAGE IN THE INSTRUMENT CLUSTER THAT INDICATES €�EXHAUST FLUID SYSTEM FAULT€� THEN IT WOULD BE CAUSED BY THE CODE THAT IS PRESENT. THE 6.7L ENGINES HAVE AN ANTI-TAMPERING STRATEGY THAT IF AN EXHAUST SYSTEM SENSOR IS DISCONNECT
OR CIRCUIT CODE IS PRESENT, IT WILL GO INTO AN ANTI-TAMPERING STRATEGY. TO GET THE VEHICLE OUT OF THE ANTI-TAMPERING STRATEGY IT IS NECESSARY TO ADDRESS THE CODE THAT IS PRESENT AND CLEAR THE CODE. ONCE THE CODE IS RESOLVES AND ERASED, THEN IT IS RECOMMENDED TO PUT THE VEHICLE IN PARK OR NEUTRAL. RAISE THE RPM TO APPROXIMATELY 1800 UNTIL ALL FOUR EXHAUST GAS TEMPERATURE (EGT) SENSORS READ ABOVE 230°F
AND MAINTAIN THIS TEMPERATURE FOR A MINIMUM OF 2 MINUTES. THEN DRIVE THE VEHICLE AND PERFORM MULTIPLE DECELERATION EVENTS, NECESSARY

TO PERFORM 2 OR MORE. EACH DECELERATION EVENT NEEDS TO BE A MINIMUM OF
5 SECONDS IN DURATION WITH NO ACCELERATOR PEDAL POSITION
INPUT. ONCE COMPLETE ENSURE THAT EGT13 TEMPERATURE IS GREATER THAN 362°F AND PERFORM MULTIPLE (2 OR MORE) MEDIUM TO HARD ACCELERATION EVENTS. EACH ACCELERATION EVENT HAS TO BE A MINIMUM OF 3 SECONDS IN DURATION. ONCE THIS PROCEDURE IS PERFORMED AND NO CODES ARE PRESENT,
THEN THE MESSAGE SHOULD CLEAR.

Attachments : 0

Report# :	[redacted]			**Received:**	02/19/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2014,F250 4X4 ,F250 ,CRW CAB,PICKUP ,1FT7W2BT9EE[redacted]			**Build Date:**	08/22/2013
Odometer :	5,699 M	**Engine:**	6.7L DI	**Calibration:**	EFA17A0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	CAN B2555 Auto Desrosiers Ford Inc.			**Phone#:**	819-326-8944
City:	Ste-Agathe-Nord	**Province**	Quebec	**Country :**	CAN
Originator:	Dominic Daigneault				
Symptom:	2 27 Q 39 AID/INFO,WNG IND/MESS/C,ENGINE IMAGE,INTERMITTENT				
Status:					
VFG:	V29 CHECK ENGINE LIGHT				
Additional Symptom:					
Fix:	**Causal Component :**		--		
Condition Code:					

Region Code: 02 **Region Name:** 02 Quebec District

DTCs:
KOEO:P209F:00-68
KOEC:
KOER:

Comments :
CONCER 02/19/2014 09:26AM

DTC P209F.

TECH/C **02/19/2014 09:26AM**

DTC P209F; non-identifiable root cause. Reference SSM 44411 - waiting on Engineering.

Attachments : 0

Report# :	[redacted]			**Received:**	02/19/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2014,F450 4X4 SD ,F450 ,CRWCAB ,4X4 ,1FT8W4DT7EE[redacted]			**Build Date:**	08/22/2013
Odometer :	2,893 M	**Engine:**	6.7L DI	**Calibration:**	EFA17D0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	CAN B6234 Spruceland Ford Sales Ltd.			**Phone#:**	780-778-4777
City:	Whitecourt	**Province**	Alberta	**Country :**	CAN
Originator:	ALBERT STEENBERGEN				
Symptom:	2 27 Q 68 AID/INFO,WNG IND/MESS/C,ENGINE IMAGE,STAYS ON				
Status:					
VFG:	V29 CHECK ENGINE LIGHT				
Additional Symptom:	CEL				
Fix:	**Causal Component :**		--		
Condition Code:					

Hotliner: WWEISE **Phone:** 001-313-3177060 **Regn Cd:** 06 06 Western District

Engineering: **Phone:** **TAR:**

Dlr Contact: **Phone:** **Title Cde:** T

DTCs:

KOEO:P209F

KOEC:

KOER:

Comments :

REPAIR 02/19/2014 04:44PM WILHELM WEISE MSS - FCSD - TECH SVC HOTLINE WEB FORM DATA - CONCERN: CEL ON DIAGNOSTICS: ENGINEERING

INVESTIGATING SSM 44411 PARTS REPLACED: NONE TECH QUESTION: WAS DENIED ACCESS TO 'REPORT VEHICLE CONCERN' FOR A GCR. PLEASE REFER THIS INFO TO WHOMEVER NEEDS IT.

RECOMM **02/19/2014 04:44PM WILHELM WEISE MSS - FCSD - TECH SVC HOTLINE**
ALBERT, THANK YOU FOR THE INFORMATION. IT WILL BE ADDED TO OUR DATABASE. PLEASE CONTINUE TO MONITOR PTS FOR UPDATES RELATED TO THE P209F IN THE FUTURE.

Attachments : 0

Report# :	[redacted]			**Received:**	02/19/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2014,F250 4X4 ,F250 ,CRW CAB,PICKUP ,1FT7W2BT4EE[redacted]			**Build Date:**	07/15/2013
Odometer :	12,929 M	**Engine:**	6.7L DI	**Calibration:**	EFA17A0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 01362 Bob Ruth Ford, Inc.			**Phone#:**	717-432-9614
City:	Dillsburg	**State:**	Pennsylvania	**Country :**	USA
Originator:	NATE MILLER				
Symptom:	2 27 Q 68 AID/INFO,WNG IND/MESS/C,ENGINE IMAGE,STAYS ON				
Status:					
VFG:	V29 CHECK ENGINE LIGHT				
Additional Symptom:	CEL, P207F, DERATE				
Fix:	**Causal Component :**		--		
Condition Code:					

Hotliner: TTENNANT **Phone:** 001-313-3179387 **Regn Cd:** N3 Philadelphia

Engineering: **Phone:** **TAR:**

Dlr Contact: **Phone:** **Title Cde:** T

DTCs:
KOEO:P207F
KOEC:
KOER:

Comments

:

REPAIR 02/19/2014 02:40PM TIMOTHY TENNANT MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: CHECK ENGINE LIGHT IS ON, VEHICLE INSTRUMENT
CLUSTER IS DISPLAYING 'IN 35 MILES SPEED WILL BE LIMITED TO 50 MPH, EXHAUST SYSTEM FAULT' DIAGNOSTICS: PERFORMED KOER SELF TEST, FOUND DTC P207F REDUCTANT QUALITY PERFORMANCE. PERFORMED PINPOINT TEST RK7
IN PC/ED, TEST STATES TO PERFORM SCR DOSAGE TEST, PERFORMED TEST, SCR INJECTOR PUT OUT 50ML OF DEF AND PUMP ACHIEVED SPECIFIED PRESSURE AND DUTY CYCLE DURING TEST, BASED ON THESE RESULTS I WAS REFERRED TO STEP RD4, I DO NOT HAVE A REFRACTOMETER TO CHECK THE UREA LEVEL OF THE FLUID SO I DRAINED THE DEF TANK AND REFILLED IT. I CLEARED THE DTC AND HAD VEHICLE DRIVEN, MIL CAME BACK ON AND CODE RETURNED. PARTS REPLACED: NONE TECH QUESTION: I SEE SEVERAL SSMS FOR THE SCR SYSTEM BUT NONE FOR THIS CONCERN. ARE THERE ANY KNOWN ISSUES THAT MAY AID ME
IN DIAGNOSIS OR SHOULD I CONTINUE WITH PC/ED PINPOINT TESTS?

RECOMM 02/19/2014 02:40PM TIMOTHY TENNANT MSS - FCSD - TECH SVC HOTLINE
NATE, WITH THE SETTING OF THE P207F DTC, THE PCM IS SEEING A READING OF THE NOX IN THE SYSTEM THAT IS OUTSIDE OF THE SPECIFICATION VERSUS THE AIR FLOW THROUGH THE ENGINE. IF THE CONDITIONS IN THE ENGINE ARE AFFECTING THE NOX DEVELOPMENT IN THE ENGINE, THE DTC MAY SET. IT WOULD BE RECOMMENDED TO INSPECT THE AIR FILTER CONDITION AND NOTE IF IT IS A CLEAN STOCK PAPER/CELLULOSE DESIGN NOT AN OIL/FOAM STYLE FILTER. INSPECT THE REST OF THE AIR INTAKE AND AIR BOX FOR ANY MODIFICATIONS AS THIS MAY ALSO AFFECT THE AIRFLOW IN TO THE ENGINE AND
PAST THE MAF SENSOR. IF DIRECTED IN THE REPLACEMENT OF THE NOX SENSOR BY THE PPT RD, THE SCR PARAMETER RESET AND NOX ADAPTIVE RESET USING THE IDS MUST BE DONE TO ENSURE THAT THE SYSTEM IS RESET PROPERLY. DIRECTLY AFTER, KEY-OFF THE VEHICLE FOR NO LESS THAN 3 MINUTES TO ALLOW THE PCM TO SHUT DOWN COMPLETELY. WHEN RESTARTED IT
WILL REBOOT WITH THE NEW SCR RESET VARIABLES. A CHECK OF THE INTAKE AND EXHAUST SYSTEM SHOULD BE DONE AS PER PINPOINT TEST KA FROM
THE ONLINE PC/ED SECTION 5. THIS LINE OF TESTING WILL NOT ONLY TEST THE TURBOCHARGER FOR ANY FAULTS AFFECTING THE AIR FLOW, BUT IT WILL CHECK THE SENSORS FOR ANY BIAS AND THE INTAKE SYSTEM FOR LEAKS. WHEN
PERFORMING THE PRESSURE TEST LISTED IN PPT KA3, ENSURE THAT BOTH THE INTAKE AND EXHAUST SYSTEM ARE CAPPED AT THEIR ENDS AS THIS WILL

PREVENT ANY CROSS FLOW THROUGH THE INTERNAL SYSTEM WITHIN THE ENGINE.
BE SURE TO USE A SEPARATE 20 PSI REGULATED AIR SOURCE OTHER THAN THE SMOKE GENERATOR. MOST SMOKE MACHINES ONLY PRODUCE 2 PSI OF PRESSURE
WHICH IS NOT ENOUGH TO PROPERLY TEST A TURBOCHARGED SYSTEM. IF NO FAULTS ARE FOUND IN THE PPT KA, THEN PINPOINT TEST W FROM THE ONLINE PC/ED SECTION 5 SHOULD BE PERFORMED TO ENSURE PROPER OPERATION OF THE
EGR SYSTEM. THE EGR AND EGR COOLER MAY AFFECT THE NOX BEING PRODUCED
IN THE ENGINE AND OFFSET THE NOX SENSOR READINGS SETTING THE P207F DTC. WHEN PERFORMING PPT W, PLEASE PLACE AN EMPHASIS ON NOTING THE SPECIFIC RESULTS OF W13. THIS WILL AID IN DETERMINING IF THE EGR COOLER IS POTENTIALLY CONTRIBUTING TO THIS CONCERN. IF THE TESTING FAILS PPT W13, IT WILL DIRECT YOU TO PINPOINT TEST AZ FROM THE ONLINE PC/ED SECTION 5 TO FURTHER TEST THE OPERATION OF THE EGR COOLER ITSELF. IF DIRECTED IN PINPOINT TEST AZ TO REPLACE THE EGR COOLER THEN REPLACE THE UNIT AND RETEST FOR ANY ADDITIONAL DTCS OR THE RETURN OF THE P207F. IF NO FAULTS ARE FOUND IN THIS LINE TESTING, THEN THE SCR/DPF FILTER ASSEMBLY SHOULD BE REPLACED AS PER PPT RD (PRIOR APPROVAL REQUIRED). ENSURE THAT THE SCR PARAMETER RESET AND NOX ADAPTIVE RESET WITH IDS ARE COMPLETED WITH A 3 MINUTE KEY OFF CYCLE AFTERWARDS TO ALLOW THE PCM TO RESET ONCE AGAIN.

Attachments : 0

Report# :	[redacted]			**Received:**	02/19/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2014,F350 4X2 ,F350 ,REGCAB ,CHASCAB ,1FDRF3GT9EE[redacted]			**Build Date:**	11/21/2013
Odometer :	860 M	**Engine:**	6.7L DI	**Calibration:**	EFA17N0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 04404 VonDerAu Ford			**Phone#:**	979-543-2753
City:	El Campo	**State:**	Texas	**Country :**	USA
Originator:	ADAM CORONA				
Symptom:	2 27 Q 68 AID/INFO,WNG IND/MESS/C,ENGINE IMAGE,STAYS ON				
Status:					
VFG:	V29 CHECK ENGINE LIGHT				
Additional	CEL ON				

Symptom:

Fix: **Causal Component :** --

Condition Code:

Hotliner: ZSOVA **Phone:** 001-313-3221845 **Regn Cd:** C2 Houston

Engineering: **Phone:** **TAR:**

Dlr Contact: **Phone:** **Title Cde:** T

DTCs:

KOEO:P205E:00

KOEC:

KOER:

Comments :

REPAIR 02/19/2014 06:24PM ZAK SOVA MSS - FCSD - TECH SVC HOTLINE

RO#: [redacted]O DATE:2/14/2014WARRANTY TYPE:FACTORY WARRANTY REQUEST SPW

INSTALL MILEAGE: SPW INSTALL DATE: 1. PLEASE DESCRIBE CUSTOMERS CONCERN. INCLUDE AS MANY DETAILS AS POSSIBLE. CHECK ENGINE LIGHT IS ON 2. WHY IS THE COMPONENT BEING REPLACED? PERFORMED SELF TEST AND RETRIEVED DTC P205E. PERFORMED PPT RI1 DTC P205E IS PRESENT. PPT RI3 MESAURED RESISTANCE BETWEEN REDUCTANT HEATER AND SENDER PIN 3 TO PCM

PIN 8 AND BETWEEN REDUCTANT HEATER AND SENDER PIN 5 AND PCM PIN 32 RESISTANCES LESS THAN 5 OHMS. PPT 4 MEASURE RESISTANCE BETWEEN PCM PIN

8 TO GROUND AND PCM PIN 32 TO GROUND RESISTANCES GREATER THAN 10KOHMS.

PPT 5 MEASURE VOLTAGE BETWEEN PCM PIN 8 TO GROUND ADN PCM PIN TO GROUND NO VOLTAGE IS PRESENT. PPT 6 MEASURE RESISTANCE BETWEEN REDUCTANT HEATER AND SENDER PIN 3 AND PIN 5 BOTH COMPONENT SIDE AND RESISTANCE IS NOT BETWEEN 1.1 KOHM AND 300 KOHM INSTALL NEW REDUCTANT

HEATER AND SENDER ASSEMBLY. 3. 6.7L DEF PUMP ONLY: HAS THE DIESEL EXHAUST FLUID BEEN TESTED FOR PETROLEUM CONTAMINATION USING ROTUNDA

PART# 328-44-863/328-00012? IF SO, WHAT WERE THE RESULTS? 32.5% 4. PROVIDE ANY ADDITIONAL DETAILS NECESSARY. PLEASE INCLUDE ANY TECHNICAL

INFORMATION THAT YOU FEEL WILL HELP THE HOTLINE PROCESS YOUR PRIOR

APPROVAL REQUEST. NONE 5. WHAT ARE THE TOTAL HOUR AND IDLE HOUR READINGS FROM THE INSTRUMENT CLUSTER? TOTAL ENGINE HOURS ARE 24 AND IDLE HOURS ARE 8 6. PLEASE LIST THE QUALIFYING BASE PART NUMBER WHICH WAS REPLACED PREVIOUSLY THAT MAKES THIS REPAIR ELIGIBLE FOR SPW

COVERAGE: 5J225

RECOMM 02/19/2014 06:24PM ZAK SOVA MSS - FCSD - TECH SVC HOTLINE

ADAM, BASED ON THE TEST RESULTS FROM PPT RI, REPLACEMENT OF THE REDUCTANT HEATER/LEVEL SENDER WOULD BE CONSIDERED WARRANTABLE. WHEN REPLACING THE REDUCTANT HEATER AND SENDER ASSEMBLY REFER TO WORKSHOP MANUAL SECTION 303-08 FOR PROPER TANK CLEANING PROCEDURES AS WELL AS REMOVAL AND INSTALLATION PROCEDURES TO PREVENT CONTAMINATION AND DAMAGE TO THE REDUCTANT HEATER AND SENDER ASSEMBLY.

NOTE: DO NOT USE ANY LUBRICANTS ON EITHER THE REDUCTANT HEATER AND SENDER ASSEMBLY OR SEALS. USE ONLY FRESH DIESEL EXHAUST FLUID (DEF) AS A LUBRICANT FOR THE O-RING SEALS. USE OF OTHER FLUIDS OR LUBRICANTS WILL CAUSE DAMAGE. DCPA APPROVED* APPROVAL CODE: PAAST

From: Bird, Kevin (M.)
Sent: Wednesday, January 11, 2012 5:08 PM
To: McDonagh, Scot (S.M.)
Subject: RE: 6.7L Diesel exhaust?

VIN: 1FT8X3BT8BE[redacted]

Thanks,
Kevin

From: McDonagh, Scot (S.M.)
Sent: Tuesday, January 10, 2012 11:01 AM
To: Bird, Kevin (M.)
Subject: RE: 6.7L Diesel exhaust?

There is a known concern on P473 with EGT RTD. Redesigned EGT to avoid this failure mode in progress. We were supposed to test the new EGT over X-Mas break but parts failed DV just B4 we left for the holiday. Do you have VIN for enclosed vehicle ? The sensor should be returned to Stoneridge for analysis via WPAC request 146598.

<< Message: RE: P473 Warranty Meeting >>

146598	QC RP-C	9/23/2011	3/22/2012	11/8/2011 11:07:56 PM	RC RC	ACTIVE	QUALITY REVIEW: LEVEL 8	DS	TRUCK	2011	ALL	5J213	A	10/Week	STONE RIDGE	NICK EDWARDS	345 SOUTH MILL ST,LEXINGTON, OH-44904	DS CALL FOR REVIEW 248-763-9714	DIRECT-SHIP
146598	QC RP-C	9/23/2011	3/22/2012	11/8/2011 11:07:56 PM	RC RC	ACTIVE	QUALITY REVIEW: LEVEL 8	DS	TRUCK	2012	ALL	5J213	A	10/Week	STONE RIDGE	NICK EDWARDS	345 SOUTH MILL ST,LEXINGTON, OH-44904	DS CALL FOR REVIEW 248-763-9714	DIRECT-SHIP

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

From: Bird, Kevin (M.)
Sent: Tuesday, January 10, 2012 10:46 AM

To: McDonagh, Scot (S.M.)
Subject: FW: 6.7L Diesel exhaust?

Scot,

See customer concern below, I believe EGT sensors have been good/great vs. past. Are there any known concerns?

Kevin

From: Waszczenko, Ed (E.W.)
Sent: Tuesday, January 10, 2012 9:53 AM
To: Bird, Kevin (M.)
Subject: FW: 6.7L Diesel exhaust?

Ed Waszczenko
(313) 805-4263

From: Kulwik, Mark (M.E.)
Sent: Tuesday, January 10, 2012 9:52 AM
To: Waszczenko, Ed (E.W.)
Subject: RE: 6.7L Diesel exhaust?

Yes it is exhaust temp sensor.

The truck was repaired at a major inconvenience. The truck went down in the UP and had to be towed to Marquette for repairs. Dealer had to order the part and the repair involved extended time.

If there is a probability of repeat failure, should he keep a spare sensor in the glove ix?

Mark E. Kulwik

Driveline Program Control / Project Management
Ford Motor Company - ATNPC, Livonia Michigan
Cellphone: (313) 805-9228
Email: mkulwik@ford.com

From: Waszczenko, Ed (E.W.)
Sent: Tuesday, January 10, 2012 9:49 AM
To: Kulwik, Mark (M.E.)
Subject: RE: 6.7L Diesel exhaust?

Mark, I assume you are referring to the exhaust temp sensor. Depending on the condition and what the sensor detects, it could shut the vehicle down. The sensors are quite reliable, much better than on the 6.4L.

Are you asking because you want to speak to the sensor D&R ? Has the truck been repaired? Do you fear this may happen again?

Ed Waszczenko
(313) 805-4263

From: Kulwik, Mark (M.E.)
Sent: Tuesday, January 10, 2012 9:11 AM
To: Waszczenko, Ed (E.W.)
Subject: 6.7L Diesel exhaust?

Ed,

Would you know the guy involved with 6.7L diesel exhaust sensors?

A good friend had one go out in his truck after 6 months and it left him dead on the road while pulling an 18K lb. trailer.

Just want to know if we have a significant supplier concern with this part.

Thanks

Mark E. Kulwik

Driveline Program Control / Project Management
Ford Motor Company - ATNPC, Livonia Michigan
Cellphone: (313) 805-9228
Email: mkulwik@ford.com

From: Keady, Christopher (C.M.)
Sent: Tuesday, May 14, 2013 12:09 PM
To: Hamilton, Steven (S.C.); Meier, Kenneth (K.W.); McDonagh, Scot (S.M.); Dixon, Mark (M.R.); Wagers, Sue (S.K.)
Cc: Ricks, Kevin (K.J.); Hansen, Thayne (T.); Bondoni, Mark (M.J.); Davis, Jay (J.L.); Sloan, Jeffrey (J.)
Subject: RE: 6.7L EGT Fleet Concern

This is a copy of the note sent to our CEO. April 16, 2012. ..... As a result of our meeting last Friday I believe the issue is resolved. Thank you

I am sorry to say that I have been unsuccessful in getting results from Ford on our sensor issues. As a matter of fact just getting Ford to keep me updated on resolving our issue has been unsuccessful.

I was expecting better results for Williamson County in light of the fact we spent $720,000 on Ford Ems units in 2012 that are now having issues. As a point of information it is worth noting that our Ford product line purchases since 2000 is; 317 units at a cost of $9,540,781.10 this is a substantial number but it doesn't give us any guarantee of service.

As you know it is budget season and we are all looking at FY2014 vehicle replacements. I would urge you to use caution in your considerations for replacement vehicles. In light of the fact that we are unable to get service after the sale for Ford Ambulance products we might consider other options.

I know I will be cautious in my recommendations.

Thank You for your time,

Randy Rodgers
Director of Fleet Services Division
Infrastructure Services
Williamson County
(512) 943-3368

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From: Randy Rodgers
Sent: Tuesday, April 16, 2013 7:58 AM

To: 'ckeady@ford.com'
Subject: FW: Temp Sensor Failures

Just following up to make sure you received this….

From: Randy Rodgers
Sent: Monday, April 15, 2013 8:00 AM
To: 'ckeady@ford.com'
Subject: FW: Temp Sensor Failures

Chris,

I received your voice mail. The message I got from this email was this is not the problem but as a note make sure you use the "B" version where appropriate. I did not understand it to say that you were waiting on a response from me before you proceed.

As you can see by the response below we have used all "B" suffix sensors and we still have the failures.

Keep me informed about where we are heading with all of this.

Thank You for your time,

Randy Rodgers
Director of Fleet Services Division
Infrastructure Services
Williamson County
(512) 943-3368

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From: Ed Pospisil
Sent: Wednesday, April 03, 2013 4:24 PM
To: Randy Rodgers; Rex Schneider
Subject: RE: Temp Sensor Failures

Only 4 have been purchased out of 52 before 10/1/12 but all purchased have been with a b suffix-ed

From: Randy Rodgers
Sent: Wednesday, April 03, 2013 3:53 PM
To: Ed Pospisil; Rex Schneider
Subject: FW: Temp Sensor Failures

Let's try and determine which units use which sensor and make sure we have used the correct ones in each unit.

Randy

From: Keady, Christopher (C.M.) [mailto:ckeady@ford.com]
Sent: Wednesday, April 03, 2013 3:32 PM
To: Randy Rodgers
Cc: Keady, Christopher (C.M.)
Subject: RE: Temp Sensor Failures

Randy,

Thank you for the list. There was a part level change from AC3Z 5J213 A to the same part number with the A changing to a B for the last character in the 10-1-12 time frame . Any vehicle repaired or the sensor replaced prior to the 10-1-12 part change will have the 'A' level part. This in itself is not a negative but if you are replacing sensors as part of the PM the "B" level part is preferred. Please see if you can determine by your paperwork the part levels replace in each vehicle.

CK

From: Randy Rodgers [mailto:rrodgers@wilco.org]
Sent: Wednesday, April 03, 2013 3:53 PM
To: Keady, Christopher (C.M.)
Subject: FW: Temp Sensor Failures

Here is the list.

From: Randy Rodgers
Sent: Wednesday, March 20, 2013 3:20 PM
To: 'JOHNB@OLATHEFORD.COM'
Cc: Rex Schneider; Joe Granberry; Kenny Schnell
Subject: Temp Sensor Failures

Correction: These units are 2011' and 2012's , corrected in Red below.

Hello John,

I wanted to thank you for your assistance in this matter. We are struggling to get it resolved with Ford and we feel a bigger dealer with a vested interest would be helpful.

As per our phone conversation, here is a brief description of our problem. We have a Fleet of (30) Ford Ambulances of which (7) are 2011's and (8) are 2012's. We have a condition where the exhaust gas temperature sensor fails and the ECM shuts the unit down, no limp mode, on these two year models. We have experienced (11) failures causing units to shutdown in place on (8) individual units. This means some units have multiple failures(see attached sheet).

Currently we have a unit in the shop that suffered a shutdown with a patient in the unit. EMS had to dispatch another crew and unit to pick up the patient and continue the transport to the hospital. This has serious consequences for the County.

We have been working with a local dealer and a local Ford rep but we do not feel the issue has received the sense of urgency it deserves. As I mentioned before over the phone the sensors are on national back order.

We are reaching out to you for assistance in resolving this issue.

Thank You for your time,

Randy Rodgers
Director of Fleet Services Division
Infrastructure Services
Williamson County
(512) 943-3368

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From: Hamilton, Steven (S.C.)
Sent: Wednesday, October 31, 2012 5:05 PM
To: Leisenring, Kenneth (K.C.)
Cc: Zilinskas, Steve (S.E.); McDonagh, Scot (S.M.); Kue, Ace (K.); Curtis, Andrew (A.)
Subject: RE: 6.7L EGT QSF Service Closure Plan

Ken,

Andrew is working on a Job Aid to go along with the SSM, which we can post on PTS and provide technicians with the charts that Ace put together as well as an EGT sensor location diagram. This will be an even better solution than what we discussed this morning. We will make sure the team buys into the Job Aid draft.

Best regards,

Steve Hamilton
FCSD Service Engineering Operations
Diesel Commodity Manager
(313)390-7750

From: Kue, Ace (K.)
Sent: Wednesday, October 31, 2012 12:16 PM
To: Hamilton, Steven (S.C.); McDonagh, Scot (S.M.); Curtis, Andrew (A.)
Cc: Leisenring, Kenneth (K.C.); Zilinskas, Steve (S.E.)
Subject: RE: 6.7L EGT QSF Service Closure Plan

<< File: P473 EGT v5_tsb.pptx >>
Updated slides

-----Original Appointment-----
From: Hamilton, Steven (S.C.)
Sent: Tuesday, October 30, 2012 10:12 AM
To: Hamilton, Steven (S.C.); McDonagh, Scot (S.M.); Kue, Ace (K.); Curtis, Andrew (A.)
Cc: Leisenring, Kenneth (K.C.); Zilinskas, Steve (S.E.)
Subject: 6.7L EGT QSF Service Closure Plan
When: Wednesday, October 31, 2012 9:30 AM-10:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where: Audio

Discuss plan to resolve/close 6.7L EGT Service QSF

Steven Hamilton invites you to an Audio Only Personal Conference Meeting.

Audio conference information

US Toll Free Number: +1-888-628-3668

FordNet 248-3668 / Toll: +1-313-248-3668
FordNet 248-3668 / Toll*: +1-313-248-3668
Global call-in numbers: https://ford.webex.com/ford/globalcallin.php?serviceType=MC&ED=186870722&tollFree=1
Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Attendee access code: 222 182 60

* FordNet 248-3668 / Toll should only be used if the primary number does not work.

Use information below only if directed to by the host

Optional WebEx Link: https://ford.webex.com/mc
Meeting Number: 710 602 919
Meeting Password: 22218260

MC08

http://www.webex.com

From: Hale, Curt (B.C.)
Sent: Friday, September 06, 2013 5:18 PM
To: McDonagh, Scot (S.M.)
Subject: RE: ACTION HOT - McDowell County EMS *Critical Failures 6.7L Engines*

Did you get these? If so any ETA on the findings?

From: Hale, Curt (B.C.)
Sent: Tuesday, August 27, 2013 8:20 AM
To: Dodds, Dave (D.C.); McCormick, Patrick (P.J.); Rinkevich, Daniel (D.J.)
Cc: Chacon, Jose (A.); Johnson, Seth (S.); Dixon, Mark (M.R.); Ricks, Kevin (K.J.); McDonagh, Scot (S.M.); Moylan, James (J.J.); Knitter, Alan (A.R.)
Subject: FW: ACTION HOT - McDowell County EMS *Critical Failures 6.7L Engines*

Dave/Pat – Can you get failed EGTs to Scot and a complete VIN list to the team? We also need to ensure we have the latest level parts in these units.

Dan – This might be an opportunity for the team to better understand the TNI EGTs first hand.

From: McDonagh, Scot (S.M.)
Sent: Monday, August 26, 2013 4:11 PM
To: Hale, Curt (B.C.)
Cc: Rinkevich, Daniel (D.J.); Dixon, Mark (M.R.); Ricks, Kevin (K.J.)
Subject: RE: ACTION HOT - McDowell County EMS *Critical Failures 6.7L Engines*

VIN1FDUF4HT1CE[redacted]1/19/12) referenced below was built before Powder fill EGT Sensors went into Production(10/10/12). We released the (2) enclosed TSB s for 11-12MY. Currently working to identify concerns with Post powder fill EGT replacements. So far Post 10/10/12 warranty return sensors are TNI-NPF per Supplier(Stoneridge). Can the FSE ship me EGTs from subject vehicles ?

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

From: Hale, Curt (B.C.)
Sent: Monday, August 26, 2013 3:53 PM
To: McDonagh, Scot (S.M.)
Subject: FW: ACTION HOT - McDowell County EMS *Critical Failures 6.7L Engines*

Who has lead on EGTs? Have we made any recent improvements?

From: Dodds, Dave (D.C.)
Sent: Monday, August 26, 2013 2:36 PM
To: Allen, Michael (M.C.); Ricks, Kevin (K.J.)

Cc: Chacon, Jose (A.); Hale, Curt (B.C.); Hughes, Leo (L.H.); Knitter, Alan (A.R.); McCormick, Patrick (P.J.); Buss, Donna (D.M.); Tyrpak, Steve (S.); Humphries, Glenn (G.L.); Sands, Adam (A.); Hamilton, Steven (S.C.); Brandt, Andrew (D.)
Subject: ACTION HOT - McDowell County EMS *Critical Failures 6.7L Engines*

Mike/Kevin/Team:

I know Steve and Glenn are on Vacation so that's why I am reaching out to you directly.

I hesitate to get you involved in this issue however I am seeking your help to avoid this situation from getting further out of hand. I am asking for help on this one. TAR that is currently open is DDVCK006.

Pat McCormick = Please open an escalated handling TFOAMs today for dispatch to the appropriate PCE.

Alan Knitter is the Lead for this issue in the Charlotte Region however I think we are going to need to take a more aggressive
direction in getting this one resolved for obvious reasons pointed out below. We are going to have to rally together via phone/webex
etc. so we can move this along quickly.

Please let Alan know (aknitter@ford.com) how you think we should proceed and let me know what you need from me/us.

Alan is currently gathering information from the vehicle with a VCMII which has been on the vehicle for a little over a month.
We are trying to get the customer back in to remove the VCMII for analysis of the data (which is documented in GCQIS) however
this is turning out to be more difficult as he vehicle is in service daily.

Please let me know of questions.

.

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA
==========
Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: Knitter, Alan (A.R.)
Sent: Monday, August 26, 2013 12:10 PM
To: Hamilton, Steven (S.C.); Chacon, Jose (A.); Hale, Curt (B.C.)
Cc: Dodds, Dave (D.C.); McCormick, Patrick (P.J.); Knitter, Alan (A.R.); Tyrpak, Steve (S.); Keady, Christopher (C.M.); Buss, Donna (D.M.); Jonathan.lankford@crossroadscars.com
Subject: FW: McDowell County EMS *Critical Failures 6.7L Engines*

Steve, Jose, Curt,

Please see the note below from the McDowell County Director EMS, McDowell County, NC; a fleet in my area. We have been interacting with them for years as they have been loyal Ford Super Duty customers, however I'm concerned we are going to lose them based on their concern(s) below. Their territory covers

some of the steepest, mountainous areas of NC and one of the main roads traveled (I-40), contains the steepest grade east of the Mississippi River; which places an enormous amount of stress on the vehicle. Elevation ranges in their district vary from 900 to 5300 feet.

Their main concern with the 6.7L is the failure of EGT sensors that place the trucks in derate mode, most often when they are transporting patients or responding to a call. I have recently had a VDR on one of their vehicles for about one months' time and will be collecting it to find out if there is any data that can be useful in determining why this fleet keeps experiencing issues with EGT's. They are now inquiring if EMS vehicles can have the derate portion of the strategy turned off when 1 EGT sensor goes out of range.

Alan R. Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

From: William Kehler [mailto:wkehler@mcdowellems.com]
Sent: Monday, August 26, 2013 9:02 AM
To: Tyrpak, Steve (S.); Buss, Donna (D.M.); Knitter, Alan (A.R.); Keady, Christopher (C.M.)
Cc: jonathan.lankford@crossroadscars.com
Subject: McDowell County EMS *Critical Failures 6.7L Engines*

Please allow this email to serve as additional notification of critical failures being experienced by our agency due to the failed design of the 6.7L exhaust system. This issue has posed grave danger to our patients as units have shut down while responding to hospitals with critical patients as well as responding to calls.

It is totally unacceptable for our agency to continue with the status quo of towing these vehicles and replacing exhaust temp sensors only to repeat the process over and over at our expense and jeopardizing public safety.

Ford has shown their commitment in the past to bring engineers together to evaluate issues and formulate a corrective action plan. This must be done immediately to resolve this issue.

McDowell County EMS Unit 11 a 2012 F450 6.7L diesel VIN# 1FDUF4HT1CE[redacted] has experienced 2 critical failures in the last 4 weeks. This vehicle's mileage is 45,000 miles. The first incident the vehicle warned "Pull over safely now" and shut down 4 minutes from a critical patient who had wrecked on a motorcycle. The closest ambulance to respond was 20 minutes away. On August 24 this vehicle was transporting a critical patient to Mission Hospital in Asheville when it warned "pull over safely" and shut down immediately. However once the vehicle had time to sit it fired up at the dealership with no problem.

The exhaust temp sensor programming in our opinion is a flawed design. Why would a system be programmed to shut the engine down completely based upon one temp sensor. My understanding of how this system works is that the 4 sensors are in line with each other and therefore the system should be able to compare and sense a false reading should a sensor go bad.

This issue requires your immediate attention as patient safety and care is being compromised. I wrote an initial email on June 10 highlighting issues we have had with the 6.7 engine. It can be found below. I welcome a complete inspection of all our service records, parts / fluid purchases as you will find them to be exactly as Ford recommends including all Ford products and services performed at Ford recommended intervals. Crossroads Fords has been more than helpful in repairing these issues however this problem is beyond their control.

I look forward to hearing from you and your plan of action to rapidly correct this issue in the interest of public safety.

Respectfully,

cc: Jonathan Lankford, Service Manager
EMS Administrators

William J. Kehler IV
NRP, CCEMT-P, NC Level II
Director, Emergency Medical Services
McDowell County
60 East Court Street
Marion, NC 28752
828-652-3241 (Office)
828-652-0100 (Fax)
wkehler@mcdowellems.com
www.mcdowellems.com
Commitment...Compassion...Service...

-------- Original Message --------
Subject: McDowell County EMS
From: "William Kehler" <wkehler@mcdowellems.com>
Date: Mon, June 10, 2013 10:48 am
To: "Steve Tyrpak" <styrpak@ford.com>
Cc: "Craig Walker" <cwalker@mcdowellems.com>, "David Stepp" <dstepp@mcdowellems.com>, "Donnie Tipton" <dtipton@mcdowellems.com>, "Eugene Edwards" <eedwards@mcdowellems.com>, "Johnsie Parker" <jparker@mcdowellems.com>, "Supervisor" <supervisor@mcdowellems.com>

McDowell County EMS
Unit 1 - 2012 - 1FDUF4HT3BE[redacted]
-Blown Engine
-Blown Turbo
-Multiple sensors replaced
Unit 2 - 2012 - 1FDUF4HT4BE[redacted]
Blown engine at 8,561 miles
Had 3 turbo's replaced
Multiple sensors / replacement of EGR valve

Steve,

It is with great disappointment that I write this email in attempt to communicate our agency's extreme displeasure with the 6.7L diesel. We took delivery of 2 units in early 2012 with hopes of escaping the troubles of the 6.4 and 6.0L. Sadly these units continue to cause just as much trouble as our 6.4 and 6.0 units. McDowell County EMS has been a very loyal customer of Ford and have worked closely in trying to identify remedies for each of the issues that surface. Each of the 6.7L units had blown engines prior to 40000 miles with the one unit being replaced at 8,561 miles. The units continue to throw check engines lights multiple times per month which requires travel to Crossroads Ford in Morganton 30 miles from our location. Diagnosis has primarily been exhaust temperature sensors which have caused the unit to shut down multiple times during emergency transports, posing threat to patient lives. We have voiced complaints multiple times on the failed programming of the exhaust temp sensors. This issue poses a LIFE THREAT to our patients. The frustration and concern is just not centered around the exhaust temp issue. If you review the history on these two units you will find that each unit has been to Crossroads nearly 17 times each for various issues.

In 2008 McDowell County EMS met with Ford engineers and other corporate reps from Ford to discuss issues related to our fleet with a number of recommendations being given to us from Ford engineers. We immediately implemented those recommendations including servicing our fleet every 5000 miles or 200 hours, using all Ford products including oil, filters, coolant, Cetane, etc. While the issues scaled back slightly on the 6.0 and 6.4, Ford's 6.7 diesel product continues to demonstrate serious flaws. I have asked on numerous occasions for Ford to discuss the possibility of utilizing our agency as a test site to further enhance the diesel product. Our units are ran under less than ideal conditions due to being an EMS agency. As well, McDowell County EMS response district contains the steepest grade on I-40, east of the Mississippi River which places an enormous amount of stress on the vehicle. Elevation ranges in our district ranges from 900 to 5300 feet. I cannot think of a better test site for these engines to improve the overall performance of this product.

Our agency is looking for technical assistance to resolve these issues and serious consideration of being a test site for the diesel product. We cannot nor will we continue to invest in a product that requires bi monthly and in some cases weekly travel to the Ford dealership costing us thousands of dollars in repairs. It is our hope that Ford steps up and provides the support needed to resolve the repetitive failures our ambulances are encountering.

I look forward to speaking with you concerning this issue.

William J. Kehler IV
CCP, NREMT-P, NC Level II,
Director, Emergency Medical Services
McDowell County
60 East Court Street
Marion, NC 28752
828-652-3241 (Office)
828-652-0100 (Fax)
wkehler@mcdowellems.com
www.mcdowellems.com
Commitment...Compassion...Service...

From: Caesar, Cynthia (C.L.)
Sent: Wednesday, October 09, 2013 8:35 PM
To: Wagers, Sue (S.K.); McDonagh, Scot (S.M.); Goodwin, William (W.R.); Bogema, John (P.)
Subject: RE: Ambulance Package on Super Duty

Ok the answer to question one is, Yes I can.
The answer to question two is 48 received the "B" part (5J213). Part "A" was used on 44 of the VINs. There were a few with Recalem or no part changes.

Oh, you probably want the numbers to go along with answer one….

Model Year	2011	2012	2013	Grand Total
Grand Total	1290	1758	1158	4206

There has been only one 2013 MY claim for P200C (none for P200E).

Cynthia Caesar
Powertrain Quality - Senior Engineer
Bldg #3 32G154 84-56115

From: Wagers, Sue (S.K.)
Sent: Tuesday, October 08, 2013 5:02 PM
To: McDonagh, Scot (S.M.); Goodwin, William (W.R.); Bogema, John (P.); Caesar, Cynthia (C.L.)
Subject: RE: Ambulance Package on Super Duty

Cynthia, can you also tell by decoding how many ambulance units were produced? And how many of those 94 VINs have already received the B level part?

Sue Wagers
Supervisor - gPCSE Quality
Global Powertrain Controls Systems Engineering
Dearborn - Building 2 Room 22G20
E-mail swagers@ford.com
Tel: (313) 805 7177
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: McDonagh, Scot (S.M.)
Sent: Monday, October 07, 2013 1:35 PM
To: Goodwin, William (W.R.); Wagers, Sue (S.K.); Love, Keith (K.A.); Bogema, John (P.)
Subject: FW: Ambulance Package on Super Duty

(94) unique Ambulance VINs/Claims for DTC P200C & P200E per your request

<< Message: RE: Ambulance Package on Super Duty >>

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

From: Dixon, Mark (M.R.)
Sent: Monday, October 07, 2013 1:21 PM
To: McDonagh, Scot (S.M.)
Subject: FW: Ambulance Package on Super Duty

Info on ambulance claims with the two DTCs below.

From: Caesar, Cynthia (C.L.)
Sent: Monday, September 30, 2013 2:33 PM
To: Dixon, Mark (M.R.)
Cc: McDonagh, Scot (S.M.)
Subject: RE: Ambulance Package on Super Duty

Count of VIN	Column Labels		
Row Labels	2011	2012	Grand Total
P200C	**52**	**40**	**92**
DIESEL PARTICULATE FILTER OVER TEMPERATURE (BANK 1)	52	40	92
P200E	**54**	**44**	**98**
CATALYST SYSTEM OVER TEMPERATURE (BANK 1)	54	44	98
Grand Total	**106**	**84**	**190**

Cynthia Caesar
Powertrain Quality - Senior Engineer
Bldg #3 32G154 84-56115

From: Dixon, Mark (M.R.)
Sent: Monday, September 30, 2013 1:53 PM
To: Caesar, Cynthia (C.L.)
Cc: McDonagh, Scot (S.M.)
Subject: FW: Ambulance Package on Super Duty

Cynthia, we're trying to get claims counts for 2011-13 MY diesel Ambulance packages that had DTCs P200E and P200C (leading to FMEM where vehicle de-rates). Below is the VOC information related to the ambulance package.

Are you able to pull the claims for units with one or more of the DTCs above and tie them to the ambulance package?

From: Love, Keith (K.A.)
Sent: Monday, September 23, 2013 4:31 PM
To: Dixon, Mark (M.R.)
Subject: Ambulance Package on Super Duty

Mark, an ambulance package on 2011 and 2012 F Super Duty vehicles can be found in the VOC (position 47 = A).

Keith A. Love
Ford Motor Company
Automotive Safety Office
Fairlane Plaza South, Suite 500
Phone (313) 390-1932
Fax (313) 594-2268
e-mail: klove@ford.com

From: McDonagh, Scot (S.M.)
Sent: Monday, October 13, 2014 12:51 PM
To: Dixon, Mark (M.R.); Rinkevich, Daniel (D.J.)
Subject: RE: Annotated EGT Sensor Stack Chart

Looks like some spikes line up with Job1 dates ?

12MY JOB1- 7/22/11
13MY JOB1- 10/22/12
14MY JOB1- 6/17/13
15MY JOB1- 3/17/14

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

From: Dixon, Mark (M.R.)
Sent: Friday, October 10, 2014 2:06 PM
To: Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.)
Subject: Annotated EGT Sensor Stack Chart

Scott, attached is what I came up with on adding the implemented actions you sent me to the EGT stack. Not much correlation between actions and R/1000 impact.

Any other items to add?

<< File: EGT Action Timeline.pptx >>

Mark Dixon
Powertrain Quality
Ford Motor Company
Building 2 / 24K36
mailto:mdixon@ford.com
Tel: (313) 805-7051

RQ14-005 000749 ER

From: Austin, Aaron (A.A.)
Sent: Sunday, September 08, 2013 8:50 PM
To: Bushman, Thomas (T.S.); Rossman, Barbara (B.M.); Rinkevich, Daniel (D.J.); Williams, Brent (B.A.); Rembert, Shannon (S.A.); 'sfarrugia@lear.com'; Lazar, Katalin (K.)
Cc: McDonagh, Scot (S.M.)
Subject: RE: Are these Lear Parts?

Requested the parts Thursday 9-5-13. Not sure when they will arrive. I will follow up on tracking information.

Aaron Austin
Electrical PVT Analyst
V18-Wiring & EDS Components
Kentucky Truck Plant
Cell: (502) 612-8087
FordNet: 429-3664
Desk: (502) 339-3664
aausti41@ford.com

From: Bushman, Thomas (T.S.)
Sent: Saturday, September 07, 2013 11:42 AM
To: Austin, Aaron (A.A.); Rossman, Barbara (B.M.); Rinkevich, Daniel (D.J.); Williams, Brent (B.A.); Rembert, Shannon (S.A.); 'sfarrugia@lear.com'; Lazar, Katalin (K.)
Cc: McDonagh, Scot (S.M.)
Subject: RE: Are these Lear Parts?

Aaron – thanks for confirming.

Could we get some connectors off of some random -14406- wire harnesses and compare them to the Service connector?

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: Austin, Aaron (A.A.)
Sent: Friday, September 06, 2013 5:59 PM
To: Rossman, Barbara (B.M.); Rinkevich, Daniel (D.J.); Williams, Brent (B.A.); Rembert, Shannon (S.A.);

'sfarrugia@lear.com'; Lazar, Katalin (K.)
Cc: McDonagh, Scot (S.M.); Bushman, Thomas (T.S.)
Subject: RE: Are these Lear Parts?

I just received an email from LEAR stating that the service pigtail is not manufactured at the same plant as the 14406.

<< Message: RE: EGT Service Pigtail-14406 >>

Aaron Austin
Electrical PVT Analyst
V18-Wiring & EDS Components
Kentucky Truck Plant
Cell: (502) 612-8087
FordNet: 429-3664
Desk: (502) 339-3664
aausti41@ford.com

From: Rossman, Barbara (B.M.)
Sent: Friday, September 06, 2013 1:00 PM
To: Rinkevich, Daniel (D.J.); Williams, Brent (B.A.); Austin, Aaron (A.A.); Rembert, Shannon (S.A.); 'sfarrugia@lear.com'; Lazar, Katalin (K.)
Cc: McDonagh, Scot (S.M.); Bushman, Thomas (T.S.)
Subject: RE: Are these Lear Parts?

Hello Brent: Will you be asking Lear for their manufacturing facility of "14406" harness?

Hello Katalin: Would you please ask Lear for the manufacturing facility location of service kit in attachment?

<< File: EGT Pigtail Kit WPT-984.pdf >>

Kind Regards,

Barb Rossman
Ford Motor Company
Supervisor: Connector Engineering
(313) 322-5696
brossman@ford.com

From: Rinkevich, Daniel (D.J.)
Sent: Friday, September 06, 2013 9:06 AM
To: Williams, Brent (B.A.); Austin, Aaron (A.A.); Rembert, Shannon (S.A.); 'sfarrugia@lear.com'
Cc: McDonagh, Scot (S.M.); Bushman, Thomas (T.S.); Rossman, Barbara (B.M.)
Subject: Are these Lear Parts?

The folks at Stoneridge did a section of the service pigtail that I gave them and found the crimp to be marginally acceptable. They said the crimp is too big for the wire gage. Does Lear make this service part? Is it made at the same facility as the Super Duty 14406?
<< OLE Object: Picture (Device Independent Bitmap) >>
<< File: EGT Pigtail Kit WPT-984.pdf >>

Dan Rinkevich
Powertrain Quality
(313) 32-23653 (Desk)
(313) 676-9572 (Cellular)

From: Caesar, Cynthia (C.L.)
Sent: Tuesday, April 08, 2014 7:35 PM
To: McDonagh, Scot (S.M.)
Subject: RE: Are these repeats?

1FT7W2BTXDE[redacted]
1FT7W2BT9DE[redacted]
1FT7W2BT9DE[redacted]
1FT7W2BT8DE[redacted]
1FT7W2BT7DE[redacted]
1FT7W2BT7DE[redacted]
1FT7W2BT7DE[redacted]
1FT7W2BT7DE[redacted]
1FT7W2BT7DE[redacted]

Only one repair on these vehicles.

From: McDonagh, Scot (S.M.)
Sent: Friday, April 04, 2014 7:54 AM
To: Dixon, Mark (M.R.)
Cc: Rinkevich, Daniel (D.J.); Caesar, Cynthia (C.L.)
Subject: RE: Are these repeats?

What is the latest repair date out of all the enclosed 13MY VINS ?

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

From: Dixon, Mark (M.R.)
Sent: Thursday, April 03, 2014 4:36 PM
To: McDonagh, Scot (S.M.)
Subject: FW: Are these repeats?

Did we really have this many 2012 MY EGT sensor spill over into 2013?

From: Rinkevich, Daniel (D.J.)
Sent: Thursday, April 03, 2014 4:35 PM
To: Caesar, Cynthia (C.L.)
Cc: Dixon, Mark (M.R.)
Subject: Are these repeats?

Cynthia,
Can you please look at this list and see if the EGT was replaced twice? These are all the VINs that Stoneridge says were the prior 2011-2012 sensor on a 2013 truck. It is about 12% of the sensor returns which seems like far too many. It's hard to believe that the parts depots would have huge numbers of the old level sensors, and the plant was cleaned out soon at 2013 launch.

1FT7W2ATXDE[redacted]
1FT7W2ATXDE[redacted]
1FD0W5GT5DE[redacted]
1FMCU0GXDU[redacted]
1FT7W2BT7DE[redacted]
1FD0X4GT2DE[redacted]
1FT7W2BT9DE[redacted]
1FT8W3BT5DE[redacted]
1FT7X2AT9DE[redacted]
1FT7W2BT6DE[redacted]
1FT8W3BT7DE[redacted]
1FT8W3BT7DE[redacted]
1FT8W3BT7DE[redacted]
1FT7W2BT7DE[redacted]
1FT8W3BT2DE[redacted]
1FDUF5GT1DE[redacted]
1FT8W3BT7DE[redacted]
1FT7W2BTXDE[redacted]
1FT7W2BT0DE[redacted]
1FT7W2BT3DE[redacted]
1FT7W2BT9DE[redacted]
1FT7W2BT6DE[redacted]
1FT7W2BT4DE[redacted]
1FT7W2BT3DE[redacted]
1FT7W2BT2DE[redacted]
1FT7X2BT3DEB[redacted]
1FT7W2BTXDE[redacted]
1FT7W2BT3DE[redacted]
1FDUF4HT7DE[redacted]
1FT7W2BT3DE[redacted]
1FT7W2BT7DE[redacted]
1FT8W4DT1DE[redacted]
1FT7W2BT7DE[redacted]
1FT8W3BT1DE[redacted]
1FT7W2BT0DE[redacted]
1FT7W2BT2DE[redacted]
1FT8W3BT4DE[redacted]
1FT7W2BT6DE[redacted]
1FT7W2BT0DE[redacted]
1FD8W3HT9DE[redacted]

1FT7W2BT3DEE[redacted]
1FDGF5GT9DEA
1FD0W5HT2DE
1FT7W2BT7DEA
1FT7W2BTXDEA
1FT7X2BT6DEA
1FT7W2BT7DEA
1FT7W2BT6DEA
1FD0W5HT2DE
1FT7W2BT1DEA
1FT7W2BT6DEA
1FT7W2BT2DEA
1FT7W2BT1DEA
1FT7W2BT8DEE
1FT8W3BTXDEA
1FD0X4HT5DEA
1FD0X4HT5DEA
1FDUF5GT0DEA
1FT8W3CT2DEA
1FD0X4GT2DEA
1FT7W2BT0DEA
1FD0W4HT9DE
1FDGF5GT6DEA
1FDGF5GT1DEA
1FD0W5HT8DE
1FT8W3DT0EEA
1FT7W2BT3DEE
1FT8W3BTXDEA
1FT7W2BT3DEE
1FT7W2BT3DEE
1FT8W3DT0DEE
1FT8W3BT8DEA
1FT7W2BT6EEA
1FT8W3BT5EEA
1FT8W3BT5DEE

Dan Rinkevich
Powertrain Quality
(313) 32-23653 (Desk)
(313) 676-9572 (Cellular)

From: McDonagh, Scot (S.M.)
Sent: Tuesday, January 20, 2015 4:02 PM
To: Bogema, John (P.)
Cc: Wagers, Sue (S.K.); Goodwin, William (W.R.); Dixon, Mark (M.R.) (mdixon@ford.com); Rinkevich, Daniel (D.J.)
Subject: RE: Auto News article on Super Duty stalling
Attachments: R13S10.pdf; R13S103.pdf

Per your request

2011-2012MY TSB 12-07-01: 7/10/12

2011-2012MY TSB 12-07-02: 7/10/12

2011-2012MY TSB 13-10-01: 10/3/13(Superseded TSB 12-07-02)

2011-2012MY TSB 13-10-02: 10/3/13(Superseded TSB 12-07-01)

2011-2012MY EGT TSB 14-0174: 9/17/14(Superseded TSB 13-10-01 & 13-10-02)

2013-2014MY EGT TSB 14-0108: 5/22/14

2013-2014MY EGT TSB 14-0122: 6/18/14

2013-2015MY EGT TSB 14-0184: 10/1/14(Superseded TSB 14-0108 & 14-0122)

2013-2015MY EGT TSB 14-0203: 10/31/14(Superseded TSB 14-0184)- Republishing TSB 14-0203 when Laser Weld EGTs are confirmed in Production at KTP- ~1/30/15)

2011-2012 Ambulance EGT14 Safety Recall 13S10: 10/30/13

2011-2014MY Built <11/6/13 Emissions Recall 14E03: 1/21/15

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

From: Bogema, John (P.)
Sent: Tuesday, January 20, 2015 9:45 AM
To: McDonagh, Scot (S.M.)
Cc: Wagers, Sue (S.K.); Goodwin, William (W.R.)
Subject: RE: Auto News article on Super Duty stalling

Let's focus on two areas:

1) What TSBs were issued for EGT replacement (and dates)
2) What was the field timing of calibrations with the EGT "and" condition

a. Calibration numbers coming shortly.

John P. Bogema
Manager, Diesel Feature Calibration and Calibration Tools
Office Bldg 2 – 22K08
20000 Rotunda Drive
Dearborn, MI 48124
Ph. 313.805.4942
Mail jbogema@ford.com

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From: Baum, Joe (J.M.)
Sent: Tuesday, January 20, 2015 9:38 AM
To: Bogema, John (P.); McDonagh, Scot (S.M.)
Cc: Lyon, Peter (P.M.); Wagers, Sue (S.K.)
Subject: FW: Auto News article on Super Duty stalling

During our 1-on-1 today, let's review the history of the steps already taken for this issue. Scot, please help with TSB numbers and dates.

Joe Baum
Chief Engineer
Powertrain Calibration
Cell (313) 805-8846

From: Davis, John (J.M.)
Sent: Tuesday, January 20, 2015 9:00 AM
To: Baum, Joe (J.M.); O'Leary, Matt (Matthew C.)
Subject: FW: Auto News article on Super Duty stalling

Joe –
Per our discussion. Can you forward the meeting info on the design review you mentioned for Friday? Thanks.

Matt – FYI, if you saw the news report this weekend.

John Davis
Chief Program Engineer,
Ford Commercial Vehicle Programs
cell: (313) 805-3588
email: jdavis3@ford.com

From: Felker, Kelli (K.F.)
Sent: Tuesday, January 20, 2015 8:48 AM
To: Levine, Michael (M.); Rathsburg, Brian (B.F.); Davis, John (J.M.); Graham, Robert (S.); Ives, David (D.C.); Ludlow, Jamie (J.M.); Rauch, Jim (J.R.); Beltramo, Joel (J.J.); Provagna, John (J.D.)
Cc: Winger, Brock (B.M.)
Subject: RE: Auto News article on Super Duty stalling

I was on jury duty last week, but the only think we can comment is to say that we are cooperating with NHTSA on this investigation, as we always do. We can't say anything further, sorry.

Thanks!
Kelli

Kelli Felker
Safety Communications Manager
Ford Motor Company
313.322.1790 - office
313.205.2722 - cell

-----Original Message-----
From: Levine, Michael (M.)
Sent: Tuesday, January 20, 2015 08:22 AM Eastern Standard Time
To: Rathsburg, Brian (B.F.); Davis, John (J.M.); Graham, Robert (S.); Ives, David (D.C.); Ludlow, Jamie (J.M.); Rauch, Jim (J.R.); Beltramo, Joel (J.J.); Provagna, John (J.D.)
Cc: Winger, Brock (B.M.); Felker, Kelli (K.F.)
Subject: RE: Auto News article on Super Duty stalling

+Kelli Felker for background, if available.

From: Rathsburg, Brian (B.F.)
Sent: Tuesday, January 20, 2015 8:20 AM
To: Davis, John (J.M.); Graham, Robert (S.); Ives, David (D.C.); Ludlow, Jamie (J.M.); Rauch, Jim (J.R.); Beltramo, Joel (J.J.); Provagna, John (J.D.)
Cc: Levine, Michael (M.); Winger, Brock (B.M.)
Subject: FW: Auto News article on Super Duty stalling
Importance: High

All, please see article. We have had numerous inquiries (dealers, customers, etc.) and need some help on both the background and what our media response is. We have a team at the Houston Auto Show for F-150 media events today, and this may come up. We need to arm them with an explanation as well as a response on what our next steps are. Pls advise asap. Thanks.

The Auto News article seems to describe the situation when DEF runs out. Could that be the case? Do we have any info on the 30 complaints referenced in the article?

Brian Rathsburg
Super Duty/Expedition Marketing Mgr
PH: (313) 390-4087

From: Scott, Douglas (D.W.)
Sent: Monday, January 19, 2015 5:50 PM
To: Rathsburg, Brian (B.F.); Winger, Brock (B.M.)
Subject: Auto News article on Super Duty stalling

FYI.

http://www.autonews.com/article/20150117/OEM11/150119750/ford-super-duty-pickups-face-u-s-probe-after-stalls-stranded-drivers?cciid=email-autonews-daily

Doug Scott

Ford Motor Company

Truck Group Marketing Manager

313-516-0691 I Mobile

313-337-5821 I Office

dscott10@ford.com I Email

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

Michael A. Berardi
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

October 30, 2013

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S10**
Certain 2011 and 2012 Model Year F-Super Duty Ambulance Package Vehicles with 6.7L Engine – Exhaust Gas Temperature Sensor Replacement

AFFECTED VEHICLES

Certain 2011 and 2012 model year F-Super Duty vehicles with 6.7L engine and Ambulance Package built at the Kentucky Assembly Plant from Job #1, 2011 through Job Last, 2012. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit https://web.fsavinlists.dealerconnection.com. This information will be available on October 30, 2013.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, if the Exhaust Gas Temperature (EGT 14) sensor located directly behind the Diesel Particulate Filter (DPT) becomes open or shorted, the vehicle will go into shutdown mode and set Diagnostic Trouble Codes P200C and P200E. If this occurs, the warning "Stop Safely Now" will display in the message center followed by five chimes; engine power will reduce progressively until the vehicle speed is under four miles per hour; and then the engine will shut off. The engine will be prevented from restart for at least one hour. If this were to occur when the ambulance is transporting a patient, it may delay medical treatment and increase the risk of injury.

SERVICE ACTION

Dealers are to install a revised EGT 14 sensor. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: EGT 14 sensor is always located directly behind the Diesel Particulate Filter.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of November 11, 2013. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to $7,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

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ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letter
Recall Reimbursement Plan

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only) 1-800-325-5621

Sincerely,



Michael A. Berardi

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DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S10
Certain 2011 and 2012 Model Year F-Super Duty Ambulance Package Vehicles with 6.7L Engine Exhaust Gas Temperature Sensor Replacement

OASIS ACTIVATED?

Yes, OASIS will be activated on October 30, 2013.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through https://web.fsavinlists.dealerconnection.com on October 30, 2013. Owner names and addresses will be available by November 22, 2013.

NOTE: Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

RELATED DAMAGE

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

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DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S10
Certain 2011 and 2012 Model Year F-Super Duty Ambulance Package Vehicles with 6.7L Engine
Exhaust Gas Temperature Sensor Replacement

ADDITIONAL LABOR TIME

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with diagnosis and replacement of EGT 14 sensor located behind the Diesel Particulate Filter.

RENTAL VEHICLES

The use of rental vehicles is not authorized for this program.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- Submit refunds on a separate repair line.
  - Program Code: 13S10
  - Misc. Expense: REFUND
  - Misc. Expense: ADMIN
  - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

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DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S10
Certain 2011 and 2012 Model Year F-Super Duty Ambulance Package Vehicles with 6.7L Engine Exhaust Gas Temperature Sensor Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Install revised EGT 14 sensor	13S10B	0.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
AC3Z-5J213-B	EGT Sensor	1

The DOR/COR number for this recall is 50523.

Order your parts requirements through normal order processing channels.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: Ford@Renkim.com.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 "WARRANTY PARTS RETENTION AND RETURN POLICIES."

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

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CERTAIN 2011 AND 2012 MODEL YEAR F-SUPER DUTY AMBULANCE PACKAGE VEHICLES WITH 6.7L ENGINE — EXHAUST GAS TEMPERATURE SENSOR REPLACEMENT

OVERVIEW

In some of the affected vehicles, if the Exhaust Gas Temperature (EGT 14) sensor located directly behind the Diesel Particulate Filter (DPF) becomes open or shorted, the vehicle will go into shutdown mode and set Diagnostic Trouble Codes (DTCs) P200C and P200E. If this occurs, the warning "Stop Safely Now" will display in the message center followed by five chimes; engine power will reduce progressively until the vehicle speed is under four miles per hour; and then the engine will shut off. The engine will be prevented from restart for at least one hour. If this were to occur when the ambulance is transporting a patient, it may delay medical treatment and increase the risk of injury. Dealers are to install a revised EGT 14 sensor.

NOTE: EGT 14 sensor is <u>always</u> located directly behind the DPF.

SERVICE PROCEDURE

1. With the vehicle in NEUTRAL, position it on a hoist. For additional information, refer to Workshop Manual (WSM) Section 100-02.

2. Locate EGT 14 sensor. See Figure 1.

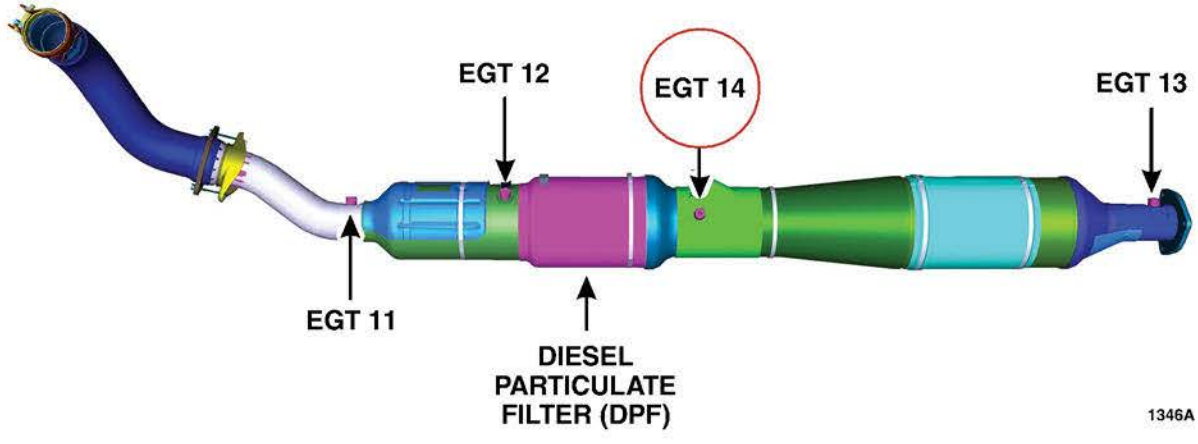


FIGURE 1

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DEARBORN, MICHIGAN 48121
10/2013

3. Disconnect the EGT sensor electrical connector and cut it near the base of the sensor. See Figure 2.

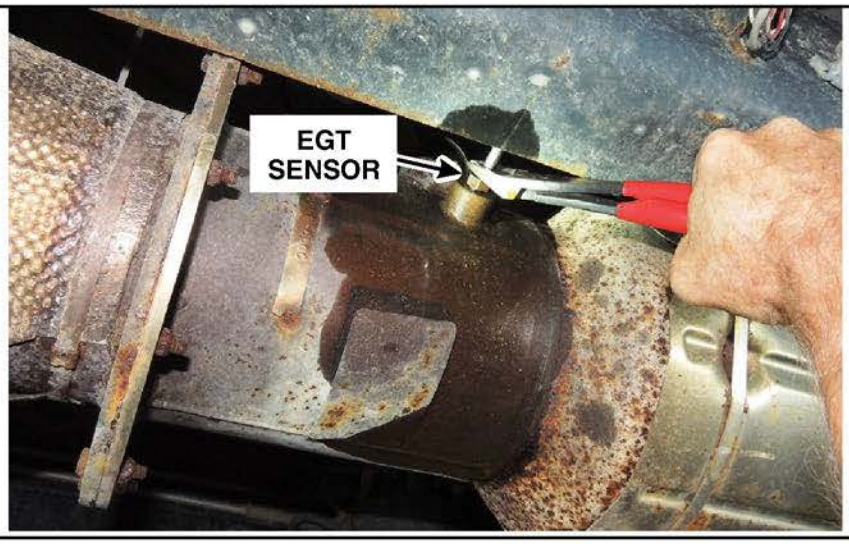


FIGURE 2

4. Remove the EGT sensor using a six point wrench. See Figure 3.

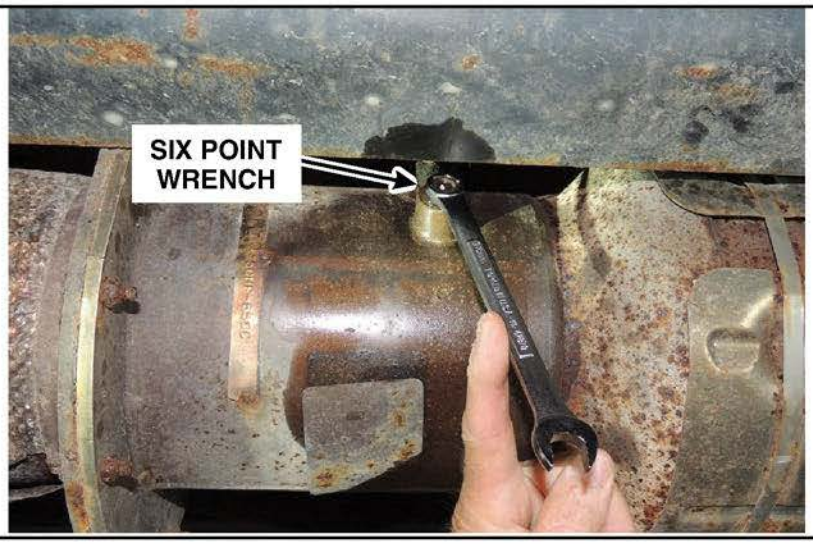


FIGURE 3

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DEARBORN, MICHIGAN 48121
10/2013

5. Install a *new* revised EGT sensor and connect the electrical connector.
    - Tighten EGT sensor to 30 Nm (22 lb-ft).
6. Return the vehicle to the customer.

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DEARBORN, MICHIGAN 48121
10/2013

From: Bushman, Thomas (T.S.)
Sent: Friday, August 09, 2013 2:55 PM
To: Bogema, John (P.)
Cc: Kue, Ace (K.); Rinkevich, Daniel (D.J.)
Subject: RE: Backup note to the PAGE

John - thanks for getting back to me. I understand that the team is busy -- we'll move the calibration portion of the meeting to a different time slot to accommodate a window in Ace's schedule, but we are currently stuck on a number of big questions we have in the data. I've tried contacting Ace directly but his in-box is probably super saturated as it is with most of us.

EGT is currently ranked 4th over-all in the P473 Powertrain, #2 in V29, and is worth approximately 0.5 R/1000 at 3-MIS.

We think we have two main error states with the Sensor:

1) A connectivity problem with the 14405 wire harness connectors
2) A calibration error with the anticipated values seen in the Exhaust System.

Thanks for your help.

Regards,
Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

-----Original Message-----
From: Bogema, John (P.)
Sent: Friday, August 09, 2013 10:24 AM
To: Bushman, Thomas (T.S.)
Cc: Kue, Ace (K.)
Subject: RE: Backup note to the PAGE

Tom, this is right in the middle of our standing staff meeting,

I am aware that Ace has been supporting with documentation as to how the monitors run and supporting in any other way the team requests via email or call. However, we are trying to deliver 2 major programs at the same time, both in the middle of R00 to R05, his available free time for meetings outside his core is limited.

John P. Bogema
Manager, Diesel Feature Calibration
Office Bldg 2 – 22K08
20000 Rotunda Drive
Dearborn, MI 48124
Ph. 313.805.4942
Mail jbogema@ford.com

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-----Original Message-----
From: Bushman, Thomas (T.S.)
Sent: Friday, August 09, 2013 9:10 AM
To: Text Page Recipients
Subject: Backup note to the PAGE

John - can you please have Ace call into the EGT issues resolution team meetin g - thanks. From: Thomas Bushman (502-3393941)

From: Leisenring, Kenneth (K.C.)
Sent: Tuesday, October 23, 2012 6:42 PM
To: Hamilton, Steven (S.C.); Curtis, Andrew (A.); Kue, Ace (K.); Dixon, Mark (M.R.); McDonagh, Scot (S.M.)
Subject: RE: C&C Quality Review WebEx w/ Audio access 710 333 598

Absolutely. The TSB will be designed to clarify all of the various confusing items with our current situation, including the DTC to PID mismatch.

Ken Leisenring
Manager, Diesel Feature Calibration
Cell: (313) 600-0711
kleisenr@ford.com

From: Hamilton, Steven (S.C.)
Sent: Tuesday, October 23, 2012 2:40 PM
To: Leisenring, Kenneth (K.C.); Curtis, Andrew (A.); Kue, Ace (K.); Dixon, Mark (M.R.); McDonagh, Scot (S.M.)
Subject: RE: C&C Quality Review WebEx w/ Audio access 710 333 598

Thanks Ken. We just need to understand if we are addressing the PID data not matching the DTC's reported as well as the revised EGT locations.

Best regards,

Steve Hamilton
FCSD Service Engineering Operations
Diesel Commodity Manager
(313)390-7750

From: Leisenring, Kenneth (K.C.)
Sent: Tuesday, October 23, 2012 2:38 PM
To: Curtis, Andrew (A.); Hamilton, Steven (S.C.); Kue, Ace (K.); Dixon, Mark (M.R.); McDonagh, Scot (S.M.)
Subject: RE: C&C Quality Review WebEx w/ Audio access 710 333 598

We'll show you the draft TSB when we get it authored and go from there. Easier to explain that way.

Ken Leisenring
Manager, Diesel Feature Calibration
Cell: (313) 600-0711
kleisenr@ford.com

From: Curtis, Andrew (A.)
Sent: Tuesday, October 23, 2012 2:32 PM
To: Leisenring, Kenneth (K.C.); Hamilton, Steven (S.C.); Kue, Ace (K.); Dixon, Mark (M.R.); McDonagh, Scot (S.M.)
Subject: RE: C&C Quality Review WebEx w/ Audio access 710 333 598

Ken,
I guess I am confused with the TSB thought. The field (dealership technicians) are telling me that the pid/freeze frame data is reversed. However, they say that DTCs are reporting to the correct sensor. If we put out a TSB stating that the EGTs are in a certain order to correct the pid/freeze frame data wont this put us in this cause the DTCs to report in reversed order. Maybe I do not fully understand the thought or I have not been brought up to speed on recent finding.

Andrew Curtis
Diesel Commodity Concern Engineer
(313) 390-2132
1700 Fairlane Dr. Allen Park, Mi 48101
Cube 257

From: Leisenring, Kenneth (K.C.)
Sent: Tuesday, October 23, 2012 2:27 PM
To: Hamilton, Steven (S.C.); Kue, Ace (K.); Dixon, Mark (M.R.); McDonagh, Scot (S.M.)
Cc: Curtis, Andrew (A.)
Subject: RE: C&C Quality Review WebEx w/ Audio access 710 333 598

Here is the very straightforward explanation.

1) We must have a TSB because we have to support non-Ford repair establishments and the TSB is the best/only way to get the non-Ford repair shops the necessary information.

2) If FCSD still wants to make changes to the IDS tool, then we can do that also. This might drive a separate TSB for Ford and non-Ford repair shops because the non-Ford shops will only have access to the PID information via a generic scan tool.

Ken Leisenring
Manager, Diesel Feature Calibration
Cell: (313) 600-0711
kleisenr@ford.com

From: Hamilton, Steven (S.C.)
Sent: Tuesday, October 23, 2012 2:16 PM
To: Leisenring, Kenneth (K.C.); Kue, Ace (K.); Dixon, Mark (M.R.); McDonagh, Scot (S.M.)
Cc: Curtis, Andrew (A.)
Subject: RE: C&C Quality Review WebEx w/ Audio access 710 333 598

Ken, Ace, Mark, Scott,

Hopefully one of you can help. Did I hear correctly in the C&C quality review today that the IDS fix will not be required for the 6.7L EGT sensor PID identification concern? If so please provide the TSB procedure proposal. I am still concerned that technicians will be confused if PID data does not match the DTC reported. I am all for a simple fix but just want to make sure it is effective.

Thanks.

Best regards,

Steve Hamilton
FCSD Service Engineering Operations
Diesel Commodity Manager
(313)390-7750

-----Original Appointment-----
From: Cervenan, Neil (N.J.)
Sent: Tuesday, October 23, 2012 12:57 PM
To: Ankouny, Charles (C.); Armitage, Roland (R.W.); Bailey, Owen (O.R.); Balzer, Stacy (S.L.); Baum, Joe (J.M.); Baumgartner, George (G.K.); Blight, Autumn (A.); Bobak, Jeff (J.); Bogema, John (P.); Borthwick, Duncan (D.); Brown, Robbie (R.J.); Caesar, Cynthia (C.L.); Cibulas, Steve (S.M.); Cowher, Terry (T.); Dame, Andrew (A.C.); Deeb, Joe (J.S.); Dennis, Matt (M.A.); Denny, Scott (D.); Dixon, Mark (M.R.); Dobson, Kevin (K.E.); Dona, Alan (A.R.); Donahue, Francis (Fran.); Edwards, Sean (S.J.); Eshelman, Colleen (C.T.); Figlioli, Al (A.J.); Fodera, Jas (J.J.); Fournelle, Gilbert (G.); Gardner, Greg (G.D.); Gernant, Tim (T.R.); Goodliff, Simon (S.); Goodwin, William (W.R.); Hamilton, Steven (S.C.); Hammoud, Mazen (M.); Hughes, Scott (S.R.); Jabbour, Paul (P.); Jentz, Robert (R.R.); Kadrovich, Kathy (K.); Kantrow, Mary Ann (M.A.); Kromberg, Arnold (A.W.); Kuechler, Peter (P.D.); Langley, Scott (C.S.); Leisenring, Kenneth (K.C.); Lyon, Peter (P.M.); Marzonie, Rob (R.M.); McDonagh, Scot (S.M.); Merrell, Robert (R.J.); Misangyi, Pete (P.W.); Mitchell, Anthony (A.N.); Mullins, John (J.C.); Nicholl, Connie (C.J.); Oberski, Christopher (C.); Pearce, Steve (S.L.); Perry, Brian (B.J.); Piontek, Valerie (V.); Potter, William (W.E.); Pulay, Kirk (K.); Pulizzi, Pietro (P.G.); Rodibaugh, Robert (R.K.); Rumpsa, Todd (.); Scannell, Mike (M.R.); Shanahan, John (J.L.); Sheeran, William (W.M.); Shepherd, Leroy (L.O.); Shipp, Terri (T.L.); Smith, Craig (C.A.); Sparks, Douglas (D.S.); Stephens, Craig (C.); Stickler, Mark (M.L.); Sullivan, Todd (T.E.); Traskos, Diane (D.M.); Vykydal, Marianne (M.L.); Wagers, Sue (S.K.); Wagner, Glen (G.C.); Wilgocki, Steve (S.C.); Yuhasz, Philip (P.D.); Zimlich, Glenn (G.A.); Eddins, Chuck (C.E.); Maser, Matt (M.E.); Backer, Brad (W.B.); Dobbs, Dan (K.D.); Ives, David (D.C.); Kue, Ace (K.); Boone, Bill (W.P.); Vali, Sam (S.); Shearer, Patrick (P.J.); Van Alsburg, John (J.D.)
Cc: 'Me'; Thiel, Steve (S.A.); Kempfer, Stephen (S.T.); Michela, Mike (M.); Curtis, Andrew (A.); Opolsky, Norman (N.H.); Simon, Stephen (S.C.); Fischer, Troy (T.A.); Jungbluth, Karl (K.); Madhavan, Ranganathan (R.); Galas, Dean (C.K.); Gibbs, Max (M.); Richardson, Charles (C.E.); Pawczuk, Gregory (G.W.); Selthofer, Adam (A.)
Subject: C&C Quality Review WebEx w/ Audio access 710 333 598
When: Tuesday, October 23, 2012 1:00 PM-2:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where: Bld-2 22G14 EDR

AGENDA - NEW WebEx & Audio code details at the end

Item	Time	Responsible
Special / Deep-Dive Topics:		
1. 6.7L Runs rough/misfire in regen Engine return status	10	D. Ives, N. Opolsky
2. 17MY P558 PT TGW request	5	P. Jabbour
3. QSF Threshold: 6.7L Incorrect EGT sensor	10	A. Kue, B. Boone
4. U22x Emerg. Concern: Hard Braking	10	S. Vali, G. Baumgartner
5. S197 Misfire Update a. 5.0L MT low load monitor threshold revisions	10	S. Hughes, K. Oyafuso, B. Ba
6. P415 GTDI – Fuel smell in oil	10	P. Shearer, C. Smith
Weekly Items:		

1. **2012 Spend**
    a. Spike Recovery Status Update 10 N. Cervenan
2. **Warranty**
    a. Stop-Ship/QSF/Emerging Issue 10 N. Cervenan

Upcoming Meetings: **PT VP & Directors QR Thursday October 25, 2012**
PDQR Tuesday December 19, 2012

NEW WebEx & WebEx with Audio Access Code: 710 333 598

Meeting Number: 710 333 598
Meeting Password: This meeting does not require a password.
Meeting Link: https://ford.webex.com/ford/j.php?J=710333598

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=174605652&tollFree=1
Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

WebEx Audio Access code: 710 333 598

From: Smith, Robert (R.)
Sent: Tuesday, September 25, 2012 4:14 PM
To: Wagner, Glen (G.C.)
Cc: Dixon, Mark (M.R.); McDonagh, Scot (S.M.); Hamilton, Steven (S.C.); Zacharias, Bernard (B.); Curtis, Andrew (A.); Zabie, Marvin (M.)
Subject: RE: C&C Warranty Spend PAT

Sensitivity: Private

Hello Glen,

I am reviewing the details now to see what TCA can do to help.

One question I have is – is TECH HOTLINE aware of the two TSB's? I haven't looked at many reports but I haven't seen one yet that tells the dealer to perform the TSB. Most I have reviewed say look at PPT RC. Once again only reviewed a few reports.

Many thanks and regards

Robert Smith
Specialist Supervisor ~ Targeted Claims Assessing
Ford Customer Service Division ~ Warranty
Phone: 313--62-10293 Email: rsmit658@ford.com

From: Wagner, Glen (G.C.)
Sent: Tuesday, September 25, 2012 7:34 AM
To: Smith, Robert (R.); Zabie, Marvin (M.)
Cc: Dixon, Mark (M.R.); McDonagh, Scot (S.M.); Hamilton, Steven (S.C.); Zacharias, Bernard (B.); Curtis, Andrew (A.)
Subject: FW: C&C Warranty Spend PAT
Sensitivity: Private

Robert / Marvin – Please launch a TCA for TSBs 12-7-1 and 12-7-2.

These Directed Repair TSBs address replacement of EGT sensor 5J213 on F-Super Duty when:
1) DTCs P200E and P200C are present (TSB 12-7-1) or;
2) DTCs P2031, P2032, and /or P2033 are present (TSB 12-7-2).

We should only assess non-Chassis Cab vehicles, i.e. we should only assess repairs to VINs that begin with 1FT.

Glen Wagner
FCSD Commodity Program Manager, Fuel / Exhaust / Air Induction / Cooling / Controls / Calibration / Gas Engine
Phone 313 32-26768

From: McDonagh, Scot (S.M.)

Sent: Wednesday, September 19, 2012 3:26 PM
To: Zacharias, Bernard (B.); Wagner, Glen (G.C.)
Subject: RE: C&C Warranty Spend PAT
Sensitivity: Private

<< Message: RE: 11-13 Superduty 5J213 CPR analysis.xlsx >>

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

From: Zacharias, Bernard (B.)
Sent: Wednesday, September 19, 2012 3:19 PM
To: Jones, Jennifer (J.O.); McCoy, Jim (D.); Kadrovich, Kathy (K.); Cervenan, Neil (N.J.); Oyafuso, Kevin (K.G.); Taylor, Gary (G.); Perry, Brian (B.J.); Manick, Lawrence (L.A.); Sims, Ivan (I.D.); Wagner, Glen (G.C.); Lee, Yong (Y.); Heggie, Forest (F.); Batts, Richard (R.); Zelecki, Tom (K.); Turner, Tom (T.E.); Ferdubinski, Ron (R.D.); Nester, Darren (D.); McDonagh, Scot (S.M.); Potter, William (W.E.); Yatar, Esra (E.Y.); Smith, Ryan (R.E.); Bld-2 24E39 (14); Dixon, Mark (M.R.); Harmon, Derek (D.M.); Erginer, Bora (B.E.); Siddall, Stephen (S.); Ricks, Kevin (K.J.); Hoffman, Earl (E.R.); Humphries, Glenn (G.L.); Wilk, Marion (M.); Curtis, Andrew (A.); Wagers, Sue (S.K.); Hamilton, Steven (S.C.)
Cc: Goodwin, William (W.R.); Donahue, Francis (Fran.); Smith, Robert (R.); Brandt, Andrew (D.)
Subject: RE: C&C Warranty Spend PAT
Sensitivity: Private

Agenda for 9.20.12 C&C PAT

Updated Repeat Repair Analysis for Econoline DTC P0130.P0150	M. Dixon
Repeat Repair Analysis for CD Coil Code TSB	M. Dixon
EGT Directed Repair Claims Analysis and TCA	M. Dixon/G. Wagner

New Call In Number – Web Ex Audio

Agenda: Updated Weekly

Sincerely,

Jennifer Jones (J.O.)
Powertrain Warranty Spend Supervisor
Ford Motor Company
(313) 805-9185
jordway@ford.com

Jennifer Jones invites you to an online meeting using WebEx.

WebEx meeting information

Meeting Number: 718 036 104
Meeting Link: https://ford.webex.com/ford/j.php?J=718036104
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=150269662&tollFree=1
Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Access code:718 036 104

MC06

http://www.webex.com

From: Bushman, Thomas (T.S.)
Sent: Tuesday, October 30, 2012 10:23 PM
To: McDonagh, Scot (S.M.); Dixon, Mark (M.R.); Wagers, Sue (S.K.); Moylan, James (J.J.)
Subject: RE: Concern Number:SAQ2011197904 Concern Title: P473 Diesel EGT Defective

We broke containment with certified stock - we need to use 10/22/12 as our official Cut-Off.

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

"Who is John Galt..."

-----Original Message-----
From: McDonagh, Scot (S.M.)
Sent: Monday, October 29, 2012 1:40 PM
To: Bushman, Thomas (T.S.); Dixon, Mark (M.R.); Wagers, Sue (S.K.)
Subject: RE: Concern Number:SAQ2011197904 Concern Title: P473 Diesel EGT Defective

Zero warranty claims for 5J213 since Powder Fill EGT went into Production on 10/10/12. I know it's early but I'm trying to be positive :)

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

-----Original Message-----
From: Saq, B (B.)
Sent: Monday, October 29, 2012 1:32 PM
To: Bushman, Thomas (T.S.); Dixon, Mark (M.R.); Jackson, Larry (L.D.); McDonagh, Scot (S.M.); Cervenan, Neil (N.J.); Ramirez, Chad (C.A.); Volinski, Bridget (.); Hoang, Cuong (C.M.); Grayson, Lamar (L.); Goodwin, William (W.R.); Erginer, Bora (B.E.)
Subject: Concern Number:SAQ2011197904 Concern Title: P473 Diesel EGT Defective

The Containment Production for Concern SAQ2011197904 - P473 Diesel EGT Defective in the BSAQ System has been completed by TBUSHMAN.

To review information regarding this Action for this concern please go to url:
http://www.bsaq.ford.com/bsaq/loadWorkPlanDetail.do?actionName=loadWorkPlanDetail&currentConcernVO.concernId=SAQ2011197904&code=CPD

RQ14-005 000777 ER

From: Bissi, Gerald (G.V.)
Sent: Thursday, August 14, 2014 5:11 PM
To: McDonagh, Scot (S.M.)
Cc: Johnson, Warren (W.K.)
Subject: RE: Connector Inquiry

Scot,

Kit rules recommend techs to twist & solder this gauge of wire.

For kits with 16 AWG and smaller diameter wire (solder/heat shrink repair):

However, for this gauge wire, many techs prefer to use butt splices, which is perfectly ok. We have 4 butt splice kits, 8 gauge, 10-12 gauge, 14-16 gauge and 18-22 gauge available for them to use. If these circuits have VREF or VREF RTN, we should recommend they only solder or, if they use butt splices, they mast add a drop of solder after crimping.

I am working on a recall for Escape where these circuits are having splice issues causing issues. One is a 4 wires to 2 wire splice and the other is 2 wires to one wire splice. They were only crimped and should have been soldered as well. The TSB & Recall will have the tech cut out the crimps and solder the wires together.

Gerry Bissi
AERO - Maintenance & Light Repair
FCSD, Service Engineering Office, Room 458
Ph 313-84.54381, gbissi@ford.com

From: McDonagh, Scot (S.M.)
Sent: Thursday, August 14, 2014 11:02 AM
To: Rinkevich, Daniel (D.J.); Dixon, Mark (M.R.); Johnson, Warren (W.K.); Johnson, Seth (S.); Wagers, Sue (S.K.)
Cc: Brackett, Tom (T.P.); Liu, Ron (D.R.); Dan, Thomas (G.); Bissi, Gerald (G.V.)
Subject: FW: Connector Inquiry

Per our discussion in today's Spend PAT regarding EGT Sensor service pigtail robustness. Tom is analyzing WPT-984 kits I dropped off at RIC. Not clear yet if we need STA involvement to quarantine 3U2Z-14S411-BXAB service Pigtails.

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

From: Flores, Saul [mailto:SFlores02@lear.com]
Sent: Friday, August 01, 2014 11:49 AM

To: Flores, Saul; Bissi, Gerald (G.V.); McDonagh, Scot (S.M.)
Cc: Javalera, Ramiro (Jose); Terrazas, Fernando (Luis); Nava, Norman; Wilkins, Tom
Subject: RE: Connector Inquiry

Forgot to ask.

I got this doubt , the failures reported are on the crimped terminals or in the BUTT SPLICES ??

I know per blue print that in this kit 3U2Z 14S411 BXAB the Butt splices are not required, but maybe they are referring to the splice between wires.
Just I want to be sure what the failure is..

Thank you !!

From: Flores, Saul
Sent: Friday, August 01, 2014 9:01 AM
To: Bissi, Gerald (G.V.); 'smcdonag@ford.com'
Cc: Javalera, Ramiro (Jose); Terrazas, Fernando (Luis); Nava, Norman; Wilkins, Tom
Subject: FW: Connector Inquiry

Dear Mr. Bissi and McDonagh

This is our capability study for this terminal. (tension, min 33 lbs)
I see in your previous email that an attachment with sectional photos was added for another terminal.
Do you want that the plant request this type of study to our crimping laboratory ?

Best regards

Saul Flores
Quality & packaging Engineer
Lear Corp. Americas Plant .
915-787-1851

From: Bolanos, Nancy
Sent: Thursday, July 31, 2014 10:56 AM
To: Javalera, Ramiro (Jose); Flores, Saul
Subject: FW: Connector Inquiry
bbet
f.y.i

From: Bissi, Gerald (G.V.) [mailto:gbissi@ford.com]
Sent: Thursday, July 31, 2014 10:48 AM
To: Bolanos, Nancy; Nava, Norman
Cc: McDonagh, Scot (S.M.); Wilkins, Tom
Subject: FW: Connector Inquiry

Can Lear report to Scot and me on process capability for this pigtail kit? Thanks.

We are looking into repeat repairs and root cause.

3U2J-14B475-BXAB Pigtail
3U2Z-14S411-BXAB Pigtail (service part number)

Gerry Bissi
AERO - Maintenance & Light Repair
FCSD, Service Engineering Office, Room 458
Ph 313-84.54381, gbissi@ford.com

From: McDonagh, Scot (S.M.)
Sent: Thursday, July 31, 2014 11:08 AM
To: Bissi, Gerald (G.V.)
Cc: Dixon, Mark (M.R.); Rinkevich, Daniel (D.J.); Johnson, Seth (S.)
Subject: RE: Connector Inquiry

Do we have capability data from Lear Americas 1 plant ? Need confirmation that service pigtail crimps are correctly manufactured. Thanks

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

From: Bissi, Gerald (G.V.)
Sent: Thursday, July 31, 2014 10:51 AM
To: McDonagh, Scot (S.M.)
Cc: Dixon, Mark (M.R.); Rinkevich, Daniel (D.J.); Johnson, Seth (S.)
Subject: RE: Connector Inquiry

Scot,

This pigtail kit is made at Lear's Americas 1 plant in Mexico. No pigtail kits were ever made in Juarez.

Here are the sales:

07	2014	4708
06	2014	3171
05	2014	1357
04	2014	1012

Gerry Bissi
AERO - Maintenance & Light Repair

FCSD, Service Engineering Office, Room 458
Ph 313-84.54381, gbissi@ford.com

From: McDonagh, Scot (S.M.)
Sent: Thursday, July 31, 2014 10:36 AM
To: Bissi, Gerald (G.V.)
Cc: Dixon, Mark (M.R.); Rinkevich, Daniel (D.J.); Johnson, Seth (S.)
Subject: Connector Inquiry
Importance: High

Hi Gerry- We recently released the (2) enclosed TSBs advising Dealers to replace EGT Connector with 3U2Z-14S411-BXAB Pigtail. We have received ~70 Reports of repeat concerns on vehicles after repair is performed. Revised EGT Connector crimps went into Production at LEAR Juarez on 11/11/13 and KTP on 12/15/13. Trying to determine if we are installing Pre 11/11/13 defective pigtails in vehicles in service. Can you help ?

<< File: tsb14-0108.pdf >> << File: tsb14-0126.pdf >> << Message: RE: Are these Lear Parts? >>

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

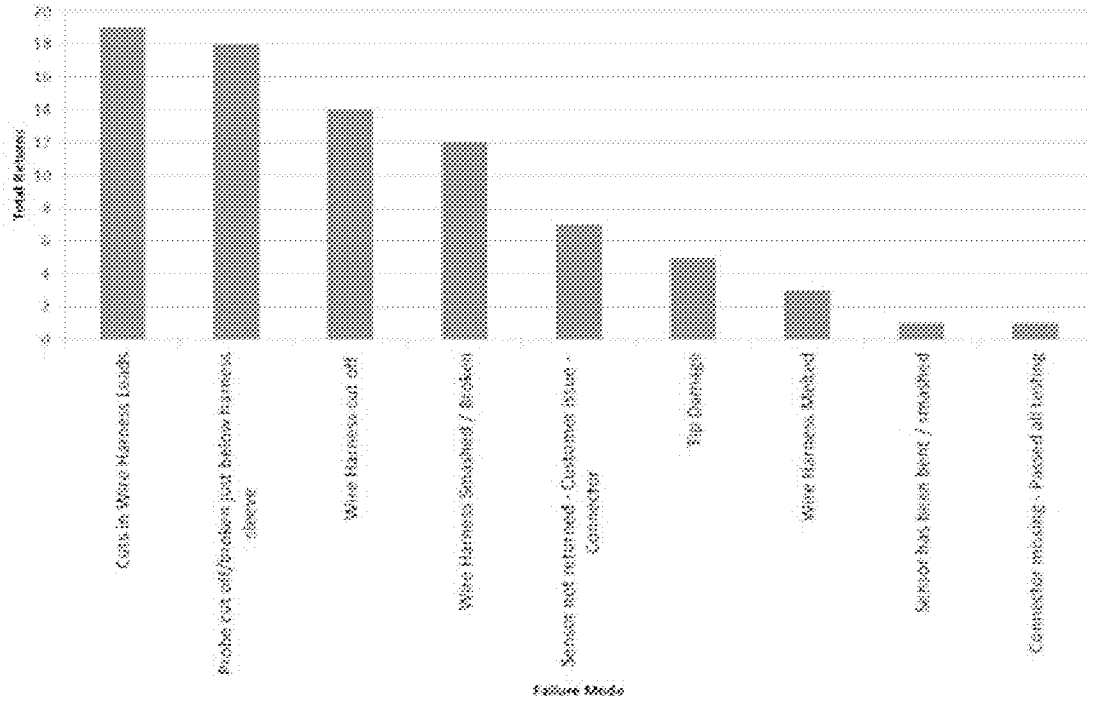
****
** LEGAL DISCLAIMER **
****

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or the employee or agent responsible for delivery of
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hereby notified that any dissemination, distribution
or copying of this E-mail message is strictly
prohibited. If you have received this message in
error, please immediately notify the sender and
delete this E-mail message from your computer.

From: Sonat, Ibrahim (I.)
Sent: Wednesday, June 20, 2012 8:22 AM
To: Hamilton, Steven (S.C.); Bushman, Thomas (T.S.)
Cc: Curtis, Andrew (A.); McDonagh, Scot (S.M.)
Subject: RE: damaged warranty return parts

Hello Steve,

Please see the graph below for the damaged parts that the supplier had recieved. This graphic involves MY2010, 2011 and 2012.



I think there is not so much difference on robustness between the sensors.

Thanks,

Best regards.

From: Hamilton, Steven (S.C.)
Sent: Tuesday, June 19, 2012 5:52 PM
To: Bushman, Thomas (T.S.); Sonat, Ibrahim (I.)
Cc: Curtis, Andrew (A.); McDonagh, Scot (S.M.)
Subject: FW: damaged warranty return parts

How many parts have you received that have been cut like this. If it has only been a couple then we should not put out a message at this time. Per Scot McDonagh's note below cutting the sensor was common practice on 6.4L. Is the 6.7L sensor more robust against sticking in the DPF?

Best regards,

Steve Hamilton
FCSD Service Engineering Operations
Diesel Commodity Manager
(313)390-7750

From: McDonagh, Scot (S.M.)
Sent: Tuesday, June 19, 2012 9:24 AM
To: Hamilton, Steven (S.C.)
Subject: FW: damaged warranty return parts

Sorry Boss- Should have included you on correspondence

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

From: McDonagh, Scot (S.M.)
Sent: Tuesday, June 19, 2012 7:16 AM
To: Sonat, Ibrahim (I.)
Cc: Bushman, Thomas (T.S.); Curtis, Andrew (A.); Dixon, Mark (M.R.); Wagers, Sue (S.K.)
Subject: RE: damaged warranty return parts

Dealers cut the EGT lead wire when they are having difficulty removing the sensor. Cutting the Lead enables them to get a socket on the hex for sensor removal. Better to have them cut the lead than replace the DPF assembly. We recommend cutting the lead on P356 to remove the EGRT Sensor from the Turbo downpipe. See TSB 11-06-15.

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

From: Sonat, Ibrahim (I.)
Sent: Tuesday, June 19, 2012 3:15 AM
To: Curtis, Andrew (A.)
Cc: Bushman, Thomas (T.S.); McDonagh, Scot (S.M.)
Subject: damaged warranty return parts

Hello Andrew,

Please see the attached file showing pictures of warranty returned parts that one of our EGT sensor supplier recieved. Could you please suggest and tell what actions needs to be done to prevent these damages?

Could you please also forward this email to other related colleagues? Thomas Bushman also gave me a contact name "Steve Hamilton" but I could not find him as Service engineer.

Thanks for your support.

Best regards.

Ibrahim Sonat
Mechanical Engineer, M.Sc
Product Development Engineering
Core Sensor Engineer

FORDOTOSAN A.S.
Tubitak TechnoPark, Gebze
Phone : +90 262 677 9465
Ford Int : 8 708 9465
E-mail : isonat@ford.com

From: Bogema, John (P.)
Sent: Thursday, October 18, 2012 3:39 PM
To: Boone, Bill (W.P.); Kue, Ace (K.); Ferdubinski, Ron (R.D.); McDonagh, Scot (S.M.)
Subject: RE: DSP work request - EGT

All narrow frame vehicles are Dyno cert
All wide frame vehicles are chassis cert.

From: Boone, Bill (W.P.)
Sent: Thursday, October 18, 2012 11:32 AM
To: Kue, Ace (K.); Ferdubinski, Ron (R.D.); McDonagh, Scot (S.M.)
Cc: Bogema, John (P.)
Subject: RE: DSP work request - EGT

Any calibration with an N or M in the name (e.g., BFA17N0505) in column F is a dyno cert calibration. Similarly, any program description in column D with U/14K or O/14K is a dyno cert calibration. I used the first criterion to sort the list. Sorted lists are attached.

Bill Boone
(313) 516-2302

From: Kue, Ace (K.)
Sent: Thursday, October 18, 2012 11:23 AM
To: Boone, Bill (W.P.); Ferdubinski, Ron (R.D.); McDonagh, Scot (S.M.)
Cc: Bogema, John (P.)
Subject: RE: DSP work request - EGT

Attached are the 11MY & 12MY cal releases.

Bill – can you help to separate out between chassis and dyno. (sort by data in column "D")

From: Boone, Bill (W.P.)
Sent: Thursday, October 18, 2012 11:21 AM
To: Ferdubinski, Ron (R.D.); McDonagh, Scot (S.M.); Kue, Ace (K.)
Cc: Bogema, John (P.)
Subject: RE: DSP work request - EGT

My understanding is that all incomplete chassis vehicles are dyno cert and all conventional pickup bodies are chassis cert. If so, that's a pretty easy way for the technician to determine. Anyone know if this is incorrect?

From: Ferdubinski, Ron (R.D.)
Sent: Thursday, October 18, 2012 11:19 AM
To: Boone, Bill (W.P.); McDonagh, Scot (S.M.); Kue, Ace (K.)
Cc: Bogema, John (P.)
Subject: RE: DSP work request - EGT

Thanks,

Is there a simple question that could be asked of a technician that could determine dyno versus chassis?

From: Boone, Bill (W.P.)
Sent: Thursday, 18 October, 2012 11:17 AM
To: Ferdubinski, Ron (R.D.); McDonagh, Scot (S.M.); Kue, Ace (K.)
Cc: Bogema, John (P.)
Subject: RE: DSP work request - EGT

They are NOT true statements. We have F350 dyno cert vehicles and F450 chassis cert vehicles.

From: Ferdubinski, Ron (R.D.)
Sent: Thursday, October 18, 2012 11:16 AM
To: McDonagh, Scot (S.M.); Kue, Ace (K.); Boone, Bill (W.P.)
Cc: Bogema, John (P.)
Subject: RE: DSP work request - EGT

Can someone tell me if these are true statements for the 6.7L calibration?

All Chassis certification vehicles will be F-250 or F-350.

All Dyno certification vehicles will be F-450 or F-550.

Thanks,

Ron Ferdubinski

IDS Complex Tools Section
FCSD / SEO / Diagnostic & Service Products
Diagnostic Service Center 1 / Cube 122
Phone: (313) 248-8579 / E-mail: rferdubi@ford.com

From: McDonagh, Scot (S.M.)
Sent: Wednesday, 17 October, 2012 2:29 PM
To: Leisenring, Kenneth (K.C.); Ferdubinski, Ron (R.D.); Kue, Ace (K.); Boone, Bill (W.P.)
Cc: Hamilton, Steven (S.C.); Zilinskas, Steve (S.E.); Bogema, John (P.); Dixon, Mark (M.R.)
Subject: RE: DSP work request - EGT

E-Tracker submitted

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

From: Leisenring, Kenneth (K.C.)
Sent: Wednesday, October 17, 2012 1:52 PM
To: Ferdubinski, Ron (R.D.); McDonagh, Scot (S.M.); Kue, Ace (K.); Boone, Bill (W.P.)
Cc: Hamilton, Steven (S.C.); Zilinskas, Steve (S.E.); Bogema, John (P.)
Subject: RE: DSP work request - EGT

Ace,

Please work with Scot and Bill to make sure the eTracker work request gets filled out properly.

Thank you.

Ken Leisenring
Manager, Diesel Feature Calibration
Cell: (313) 600-0711
kleisenr@ford.com

From: Ferdubinski, Ron (R.D.)
Sent: Wednesday, October 17, 2012 1:47 PM
To: McDonagh, Scot (S.M.)
Cc: Leisenring, Kenneth (K.C.); Hamilton, Steven (S.C.); Zilinskas, Steve (S.E.)
Subject: DSP work request - EGT

Scot,

I have spoken with Ken Dorony on the issue of the EGT PID issue that is now a QSF.

A DSP work request will be needed.

Can someone please fill out the work request?

Here is the link:

http://www.etracker.ford.com/apps/AddIssues/AddIssue.asp?ProjectID=DSPWR

Thanks,

Ron Ferdubinski

IDS Complex Tools Section
FCSD / SEO / Diagnostic & Service Products
Diagnostic Service Center 1 / Cube 122
Phone: (313) 248-8579 / E-mail: rferdubi@ford.com

From: Liu, Ron (D.R.)
Sent: Friday, September 06, 2013 12:29 PM
To: McDonagh, Scot (S.M.); Dixon, Mark (M.R.); Wagers, Sue (S.K.); Rinkevich, Daniel (D.J.); Bushman, Thomas (T.S.); Moylan, James (J.J.); Brackett, Tom (T.P.)
Cc: Hammoud, Majed (M.)
Subject: RE: EGT - Open Found with "Tapping" Test - Can You Call Dealer

Scot:
Can you ask Stoneridge to send us 6 more EGT with known concern? (Or you have some in possession.) We want to continue the test.

Regards,

D. Ron Liu, Ph.D.
Senior Technical Specialist
Electrical and Material Reliability Supervisor
EESE
Ford Motor Company
@RIC room 2329
Phone: 313-390-5893
Email: dliu1@ford.com

From: McDonagh, Scot (S.M.)
Sent: Thursday, September 05, 2013 8:17 AM
To: Dixon, Mark (M.R.); Wagers, Sue (S.K.); Rinkevich, Daniel (D.J.); Bushman, Thomas (T.S.); Moylan, James (J.J.); Brackett, Tom (T.P.); Liu, Ron (D.R.)
Subject: FW: EGT - Open Found with "Tapping" Test - Can You Call Dealer

INFO

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

From: Philbin, Jeff [mailto:Jeff.Philbin@stoneridge.com]
Sent: Wednesday, September 04, 2013 5:21 PM
To: McDonagh, Scot (S.M.)
Subject: RE: EGT - Open Found with "Tapping" Test - Can You Call Dealer

Scot – see attached. I had to cut this down a bit…

Thanks.

Jeffrey Philbin

From: McDonagh, Scot (S.M.) [mailto:smcdonag@ford.com]
Sent: Wednesday, September 04, 2013 9:18 AM
To: Philbin, Jeff
Subject: RE: EGT - Open Found with "Tapping" Test - Can You Call Dealer

Can you send the presentation we are reviewing in today's meeting ?

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

From: Philbin, Jeff [mailto:Jeff.Philbin@stoneridge.com]
Sent: Tuesday, September 03, 2013 5:17 PM
To: Bushman, Thomas (T.S.); Hutchinson, Rob (R.); McDonagh, Scot (S.M.)
Cc: Moylan, James (J.J.); Wagers, Sue (S.K.); Rinkevich, Daniel (D.J.); Sonat, Ibrahim (I.); Johnson, Seth (S.)
Subject: RE: EGT - Open Found with "Tapping" Test - Can You Call Dealer

Rob:

Do you know how the part below will be returned – direct to our plant or through engineering?

I want to make sure we catch it when it comes in. I have notified the plant to look for it.

Thank you.

Jeffrey Philbin

From: Bushman, Thomas (T.S.) [mailto:tbushman@ford.com]
Sent: Saturday, August 31, 2013 11:35 AM
To: Hutchinson, Rob (R.); McDonagh, Scot (S.M.); Philbin, Jeff
Cc: Moylan, James (J.J.); Wagers, Sue (S.K.); Rinkevich, Daniel (D.J.); Sonat, Ibrahim (I.); Johnson, Seth (S.)
Subject: RE: EGT - Open Found with "Tapping" Test - Can You Call Dealer

Rob – excellent job getting these details.

Jeff – we'll need to do an XRAY check on this EGT when it comes back - please keep an open assignment follow-up on 1FT8W3BT8DE[redacted]

Thanks.

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: Hutchinson, Rob (R.)
Sent: Wednesday, August 28, 2013 12:09 PM

To: Bushman, Thomas (T.S.)
Cc: Moylan, James (J.J.); Wagers, Sue (S.K.); Rinkevich, Daniel (D.J.); Sonat, Ibrahim (I.); McDonagh, Scot (S.M.); Johnson, Seth (S.)
Subject: RE: EGT - Open Found with "Tapping" Test - Can You Call Dealer

Dan McGuire – Vehicle Owner
Mike Wagner - Technician

Mike states he was tapping on the Pipe, around the sensor, but not the sensor body or hardshell. He quoted scripture… PPT RC6… Tap lightly around the sensor to simulate road shock…

Rob Hutchinson

Quality Analyst GPCSE Sensors

Global Powertrain Controls Systems Engineering
Dearborn - Building 2 Room 22J07
1-313-845-1113
rhutch13@ford.com

From: Bushman, Thomas (T.S.)
Sent: Wednesday, August 28, 2013 11:53 AM
To: Hutchinson, Rob (R.)
Cc: Moylan, James (J.J.); Wagers, Sue (S.K.); Rinkevich, Daniel (D.J.); Sonat, Ibrahim (I.); McDonagh, Scot (S.M.); Johnson, Seth (S.)
Subject: EGT - Open Found with "Tapping" Test - Can You Call Dealer

Rob – could you please call this dealer and ask to speak with the Repair Technician that repaired this unit? He said he discovered a signal bounce while doing the "tapping" test on EGT #3… can you please ask him what was he tapping around under the vehicle. Was he tapping the EGT Body, or was it the hard shell connector?

Thanks

Server: **AWS Prod**
Claims loaded through: **27-AUG-2013**

Claim Detail Report



Note: All costs are in US dollars
Model Year = 2013; **Claim Key** = 2906954

Vehicle Information

Model Year: 2013

Claim Information

Document Number: 02769701

Market Derived:	F - FORD	Repair Date:	27-AUG-2013
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	6878
Version/Series:	T/CD-350 SERIES	TIS:	3
Drive Type:	T/E-4 WHL L/H PART TIME DRIVE	AWS Load Date:	27-AUG-2013
Vehicle Line:	T/FA-P473 SUPER DUTY [11-14]		
Warranty Start Date:	18-JUN-2013		
Production Date:	17-MAY-2013		
VIN:	1FT8W3BT8DE[redacted]		

Dealer Information:

Dealer Name HELFMAN FORD, INC.
Dealer Code: 04587 - *
Address: 12220 SOUTHWEST FWY
City: STAFFORD
State: TX Zip Code:77477
Country: USA Region Code: NA
Phone: (281)240-3673

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	93.40
Misc. Expense Amount:	.00
Part Markup Amount:	8.93
Material Cost:	31.26
Total Cost Gross:	124.66



Cust. Concern Code: D50 - OTHER ENGINE TROUBLES

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: PERF PCM SELF TEST,RETRIEVED CONT DTC P242B,CK FOR APPLICABLE TSBS,NONE FOUND. PERF PPT RC1-YES,RC2-NO,RC3-YES,RC4-NO,RC5-NO(EGT1-425,EGT2-420,EGT3- 435,EGT4-445),RC6-YES(MONITORED EGT PIDS WHILE TAPPING AROUND EGT SENSORS,FOUND EGT3 JUMPING TO 2.5KOHM DURING TEST),RPL EGT SENSOR #3 PER PPT,CLEARED DTC,RETEST,ROADTEST,WORKING TO FACT SPEC AT THIS TIME. FAIL PART-5J213,MILEAGE OUT-6882.

Customer Comment: AMBER CHECK ENGINE LIGHT COMING ON AND HAS A LOSS OF POWER



Labor Op Code	Labor Op Description	Labor Op Cost
12650D45D		28.02
12650D68		28.02

12650D80D		9.34
12650DD		18.68
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	9.34



Causal Flag	PREF	BASE	SUFF	Full Part Number Description	Part CPSC	Part Quantity	Extended Amount
Y	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	031403	1	31.26



DTC Sections: **Mil. Light On** = N

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
Y	KC	P242B	EXHAUST GAS TEMPERATURE SENSOR CIRCUIT RANGEPERFORMANCE (BANK 1 SENSOR 3)	40	EXH GAS SENSOR(COMPONENT)



Any comments? You can contact
<< OLE Object: Picture (Device Independent Bitmap) >> *webmaster*
7937

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: McDonagh, Scot (S.M.)
Sent: Tuesday, September 03, 2013 3:16 PM
To: Dixon, Mark (M.R.); Bushman, Thomas (T.S.); Rinkevich, Daniel (D.J.); Oyafuso, Kevin (K.G.); Wagers, Sue (S.K.)
Subject: RE: EGT 6-Panel Updated with 3-MIS Warranty Curves

I have no recorder to install in T662. I have been running (2) TNI EGT returns in Positions #2 and #4 for ~1K miles with no issues after multiple Regen events

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

From: Dixon, Mark (M.R.)
Sent: Friday, August 30, 2013 11:21 AM
To: Bushman, Thomas (T.S.); Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Oyafuso, Kevin (K.G.); Wagers, Sue (S.K.)
Subject: RE: EGT 6-Panel Updated with 3-MIS Warranty Curves

Scot, is the vehicle you are running with warranty returned EGTs equipped with a data recorder? We should have a data recorder set up to trigger on out of range temp values and "discontinuous" changes in EGT temp. Capturing an event on the recorder in vehicle is the first step to reproducing in the lab to get to root cause (as we learned with the Escape MAP issue).

Waiting around for a MIL could take some time.

Kevin, you see any issues setting up this type of trigger on a 6.7L unit?

From: Bushman, Thomas (T.S.)
Sent: Friday, August 30, 2013 10:53 AM
To: Dixon, Mark (M.R.); Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.)
Subject: RE: EGT 6-Panel Updated with 3-MIS Warranty Curves

It is over 10% of our warranty – we need to get this figured out.

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor

Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: Dixon, Mark (M.R.)
Sent: Friday, August 30, 2013 10:41 AM
To: Bushman, Thomas (T.S.); Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.)
Subject: RE: EGT 6-Panel Updated with 3-MIS Warranty Curves

With the exception of a couple of spikes in 2012 MY (probably RTD weld issues), looks like we have really not improved EGT R/1000 for 2013 MY. Continue to see a ton of EGT spend for 2011/12 MY.

Dan, I sent you the 2011/12 MY higher TIS claims that are driving our spend. May be some tech verbatims that could shed light on what is going on in the field.

From: Bushman, Thomas (T.S.)
Sent: Friday, August 30, 2013 10:26 AM
To: Sonat, Ibrahim (I.); Rinkevich, Daniel (D.J.); Kue, Ace (K.)
Cc: Dixon, Mark (M.R.)
Subject: EGT 6-Panel Updated with 3-MIS Warranty Curves

Ibrahim / Dan / Ace – this is a more recent 6-Panel – please use this one instead of the last one I sent to you.

<< File: DMAIC - 6-Panel - EGT Sensor - Rinkevich_Bushman_Sonat(08-29-13).ppt >>

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: Opolsky, Norman (N.H.)
Sent: Tuesday, June 12, 2012 4:35 PM
To: McDonagh, Scot (S.M.); Dixon, Mark (M.R.)
Cc: Wagers, Sue (S.K.); Erginer, Bora (B.E.)
Subject: RE: EGT Directed Repair PPT

Scot,

The pinpoint has them replace the EGT if it discovered to be defective (P2031-32,-33) in the first couple of steps. We should probably look at the pinpoint tests rather than redirect them on how to find and fix a busted sensor.

We should just focus on P200C and P200E.

From: McDonagh, Scot (S.M.)
Sent: Tuesday, June 12, 2012 9:25 AM
To: Dixon, Mark (M.R.)
Cc: Wagers, Sue (S.K.); Erginer, Bora (B.E.); Opolsky, Norman (N.H.)
Subject: RE: EGT Directed Repair PPT

According to Stoneridge EGT Sensor analysis P2031-P2032-P2033 is Moved RTD which is not resolved until PF EGT launches at 2013MY Job1. I structured the TSB so Techs will check PIDS for P200C-P200E to confirm EGT location that experienced out of Range Temp before replacing the Sensor. If vehicle exhibits DTC P2031-P2032-2033 they will replace EGT #2 without performing DIAG. Let me know what you guy's think.

<< File: P473_EGT-TSB.docx >> << File: EGT Claims.xls >>

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

From: Dixon, Mark (M.R.)
Sent: Tuesday, June 12, 2012 8:47 AM
To: McDonagh, Scot (S.M.)
Cc: Wagers, Sue (S.K.); Erginer, Bora (B.E.)
Subject: EGT Directed Repair PPT

Scot, attached is the EGT directed repair background for the FQR. Key item is to understand the correct DTC set to use in the TSB. I think what you have in the present draft is a good start - we'll see what input we get in the FQR.

<< File: EGT Directed Repair.ppt.pptx >>

Mark Dixon
Powertrain Quality
Ford Motor Company

Building 2 / 24K36
mailto:mdixon@ford.com
Tel: (313) 805-7051

From: Moylan, James (J.J.)
Sent: Thursday, October 04, 2012 6:52 PM
To: McDonagh, Scot (S.M.); Boone, Bill (W.P.); Bird, Kevin (M.)
Cc: Williams, Brent (B.A.)
Subject: RE: EGT Freeze Frame PIDs

Brent pulled the 3rd EGT from the front on a 2013 Chassis Cab and set the following codes:

P242D - Exhaust Gas Temperature Sensor Circuit High (Bank 1 Sensor 3)
P200C - Particulate Filter Over Temperature (Bank 1)
P200E - Catalyst System Over Temperature (Bank 1)

So they are reporting out correctly now.

Thanks Brent.

James J. Moylan tcb
Kentucky Truck Plant
Powertrain PVT - Sr. Engineer
313-805-3887
><((((º>

From: McDonagh, Scot (S.M.)
Sent: Thursday, October 04, 2012 9:47 AM
To: Boone, Bill (W.P.); Bird, Kevin (M.)
Cc: Williams, Brent (B.A.); Moylan, James (J.J.)
Subject: RE: EGT Freeze Frame PIDs

To the best of my knowledge wring change only applies to 2013MY

Brent/Jim- Did we make any wiring changes to 2012MY P473 Diesel Chassis Cabs to address reversed EGT Positions 13 & 14 ?

<< Message: RE: New P473 Diesel Emerging Concern >> << File: tsb12-07-01.pdf >>

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

From: Boone, Bill (W.P.)
Sent: Thursday, October 04, 2012 9:42 AM
To: McDonagh, Scot (S.M.); Bird, Kevin (M.)
Subject: RE: EGT Freeze Frame PIDs

Assuming I am allowed to flash the processor, yes, I can definitely do that. Winfred said something about the wiring changing in 2012. It might have been a mistake – I thought the wiring changed for 2013 – but to be complete I'd like to check a 2012, too.

From: McDonagh, Scot (S.M.)
Sent: Thursday, October 04, 2012 9:35 AM
To: Boone, Bill (W.P.); Bird, Kevin (M.)
Subject: EGT Freeze Frame PIDs

Can you use a 2011MY P473 Chassis Cab and do A-B with Job1 vs Job2 calibration to confirm calibration release that resulted in reversed EGT 13-14 PIDs ?

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

From: Philbin, Jeff <Jeff.Philbin@stoneridge.com>
Sent: Thursday, January 22, 2015 6:04 PM
To: McDonagh, Scot (S.M.)
Subject: Re: EGT Laser Weld Samples

Scot

Alert ending in 721 is to ship production for both part numbers prior to PPAP. We are shipping against this alert now.

Alert ending in 327 was for the initial plant trial sample run - this was run in Nov to approve the change.

Thanks.

Jeffrey Philbin
248-469-9942

On Jan 22, 2015, at 12:11 PM, McDonagh, Scot (S.M.) <smcdonag@ford.com> wrote:

> Thanks- I see (2) different Alerts referenced in E-Mails. Is below accurate ?
>
> ALERT# A12926721- EGT 11-12 ?
>
> ALERT# A12916317- EGT 13-14 ?
>
> Scot G. McDonagh
> PT Quality Engineering
> Phone: (313)337-8091
> smcdonag@ford.com
>
> **From:** Philbin, Jeff [mailto:Jeff.Philbin@stoneridge.com]
> **Sent:** Thursday, January 22, 2015 12:02 PM
> **To:** McDonagh, Scot (S.M.)
> **Subject:** Re: EGT Laser Weld Samples
>
> Scot
>
> First shipments will be against an Alert as we have a couple updates requested to complete our PPAP approval. We should be able to fully change to the new part# next week. The parts ARE identified / laser marked with the D revision.
>
> I will send shipping info to KTP this afternoon for today's clean shipment. All shipments forward will have laser weld.

Let me know if you need more info.

Jeffrey Philbin
248-469-9942

On Jan 22, 2015, at 11:39 AM, McDonagh, Scot (S.M.) <smcdonag@ford.com> wrote:

> Hi Jeff- Are laser weld EGTs 11 & 12 going into production at KTP under Alert same as EGT 13-14 or is 11-12 being released via WERS CR ?
>
> Scot G. McDonagh
> PT Quality Engineering
> Phone: (313)337-8091
> smcdonag@ford.com
>
> ---
>
> **From:** Philbin, Jeff [mailto:Jeff.Philbin@stoneridge.com]
> **Sent:** Thursday, December 11, 2014 9:41 AM
> **To:** Dixon, Mark (M.R.); Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.)
> **Subject:** EGT Laser Weld Samples
>
> ALL:
>
> For a quick check – do you have any feedback / information on the Laser Weld EGTs you are running on engineering vehicles?
>
> Just confirming that all is still running OK, and checking if you have any estimated mileage these may have run.
>
> Thanks!
>
> Jeffrey Philbin
> Stoneridge, Inc
> 28001 Cabot Drive, Suite 100, Novi, MI
> 248-324-3856 Office 248-469-9942 Cell
> Jeffrey.philbin@stoneridge.com | www.stoneridge.com

From: Mitchell, Anthony (A.N.)
Sent: Thursday, October 18, 2012 6:10 PM
To: McDonagh, Scot (S.M.)
Cc: 'Philbin, Jeff'; Dixon, Mark (M.R.); Wagers, Sue (S.K.); Goodwin, William (W.R.); Erginer, Bora (B.E.)
Subject: RE: EGT PARTS RETREIVAL FROM DEALERS

Already cancelled

From: McDonagh, Scot (S.M.)
Sent: Thursday, October 18, 2012 2:07 PM
To: Mitchell, Anthony (A.N.)
Cc: 'Philbin, Jeff'; Dixon, Mark (M.R.); Wagers, Sue (S.K.); Goodwin, William (W.R.); Erginer, Bora (B.E.)
Subject: RE: EGT PARTS RETREIVAL FROM DEALERS

Tony- Please cancel WPAC request 174851

PEARS Req#: 214880
source: Other Engineering
request expiration date: 10/29/2012
ship to : USA
address: 20000 ROTUNDA DR
DEARBORN MI 48124
special instructions: PT 313-337-8091 SCOT MCDONAGH
method of shipping: UPS Ground (3-5 days)

Web Ref: 174851
failure mode/ reason: P473 EGT Investigation
QB commodity: Powertrain as Installed
company name: Warranty Parts Analysis Cente
Attention : SCOT MCDONAGH
Phone: 3133378091

Parts				Vehicle
Frequency: Weekly				
Prefix	Base	Suffix	Opt	Description
	5J213		9999	
Will Replacement Supplier	Unit		Opt	

F550 4X4 SD
F550 4X2 SD
F450 4X4 SD
F450 4X2 SD
F350 4X4
F350 4X2
F250 4X4
F250 4X2

Model Year	Vehicle Type
2013 2012	Light Truck - North America

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

From: Philbin, Jeff [mailto:Jeff.Philbin@stoneridge.com]
Sent: Thursday, October 18, 2012 1:31 PM

RQ14-005 000801 ER

To: McDonagh, Scot (S.M.); Dixon, Mark (M.R.); Wagers, Sue (S.K.); Goodwin, William (W.R.); Erginer, Bora (B.E.)
Subject: RE: EGT PARTS RETREIVAL FROM DEALERS

Scot;

So I know as I work with Marion – has the Hot Return process for the AC3A EGT sensors been shut-off yet?

For reference, I did discuss with Sue Wagers and she was OK with cancelling the Hot Return process.

Note that Stoneridge will continue to receive parts from dealers for analysis – this will only remove the expedited process that routes parts through Dearborn. Instead they will be shipped directly to the manufacturing plant for analysis. The data will continue to be tracked and reported as needed.

Thank you.

Jeffrey Philbin

From: McDonagh, Scot (S.M.) [mailto:smcdonag@ford.com]
Sent: Tuesday, October 09, 2012 3:37 PM
To: Dixon, Mark (M.R.); Wagers, Sue (S.K.); Goodwin, William (W.R.); Erginer, Bora (B.E.)
Cc: Philbin, Jeff
Subject: RE: EGT PARTS RETREIVAL FROM DEALERS

Do you want me to cancel my WPAC EGT return request ? I have provided >100 EGT warranty returns to Hi-Stat for analysis since 7/31/12. Hi-Stat would like to resume direct shipment of warranty return sensors to their Facility.

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

From: Philbin, Jeff [mailto:Jeff.Philbin@stoneridge.com]
Sent: Tuesday, July 31, 2012 4:06 PM
To: McDonagh, Scot (S.M.)
Subject: RE: EGT PARTS RETREIVAL FROM DEALERS

Thank you Scot. Please let me know when you have the parts and I can pick them up.

Thanks for your help!

Jeffrey Philbin

From: McDonagh, Scot (S.M.) [mailto:smcdonag@ford.com]
Sent: Tuesday, July 31, 2012 3:32 PM
To: Philbin, Jeff; Shisko, Guy; Mitchell, Anthony (A.N.)
Cc: Dixon, Mark (M.R.); Goodwin, William (W.R.); Sonat, Ibrahim (I.); Wagers, Sue (S.K.); Erginer, Bora (B.E.); Roth, Glenn; Bushman, Thomas (T.S.); Moylan, James (J.J.); Sparks, Robert; Landis, Ron; Straub, Brady
Subject: RE: EGT PARTS RETREIVAL FROM DEALERS

Jeff- I just submitted enclosed request for 2012MY 5J213 EGT Sensor returns on vehicles built after 3/15/12. Parts will be shipped directly to me at Bldg 2. Will advise on date codes when parts are received. Will ask Tony

Mitchell to ensure request 174851 has higher priority than any existing 5J213 return requests. Also including latest AWS pivot tables W/DTCs for 5J213 EGT Sensor. Please call
me if you have any questions. Thanks

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

From: Philbin, Jeff [mailto:Jeff.Philbin@stoneridge.com]
Sent: Tuesday, July 31, 2012 2:20 PM
To: Shisko, Guy; McDonagh, Scot (S.M.)
Cc: Dixon, Mark (M.R.); Goodwin, William (W.R.); Sonat, Ibrahim (I.); Wagers, Sue (S.K.); Erginer, Bora (B.E.); Roth, Glenn; Bushman, Thomas (T.S.); Moylan, James (J.J.); Sparks, Robert; Landis, Ron; Straub, Brady
Subject: RE: EGT PARTS RETREIVAL FROM DEALERS

Scot:

Per the discussion below, we do need help getting information and parts from the dealers. In our last call, we discussed getting preliminary information from the dealers, specifically the date code on the sensors. Guy and his team tried to contact the dealers, but they will only share information directly with Ford.

Is it possible for you to help us get the date code details from the list of parts provided by Guy (attached)? Also attached is a photo of the date code location on the sensor connector.

Also – can you verify if the DTC Code for the early warranty failures is available? Bora tried to pull from the early warning warranty data, and the DTC codes were not included. Is there a way to get this so we can also use for an indicator?

Please let us know if you have any questions. We appreciate your help!

Jeffrey Philbin

From: Shisko, Guy
Sent: Tuesday, July 31, 2012 8:25 AM
To: McDonagh, Scot (S.M.)
Cc: Dixon, Mark (M.R.); Goodwin, William (W.R.); Sonat, Ibrahim (I.); Erginer, Bora (B.E.); Wagers, Sue (S.K.); Bushman, Thomas (T.S.); Moylan, James (J.J.); Philbin, Jeff; Roth, Glenn
Subject: RE: EGT PARTS RETREIVAL FROM DEALERS

Scot,

Here is a listing of the claims that we would like to retrieve. Some have a repair date going back to 7/10/2012, so I don't know if they would have already been sent out through the normal process already. In the expedited process would they be sent to WPAC or is it possible to have them sent directly to the Hi-Stat location in Lexington, OH?? Also how could we get future repairs on this expedited process?

Regards,
Guy Shisko
Quality Systems and Warranty Manager
Control Devices – Stoneridge

781-830-5332

From: McDonagh, Scot (S.M.) [mailto:smcdonag@ford.com]
Sent: Tuesday, July 31, 2012 7:37 AM
To: Shisko, Guy; Philbin, Jeff
Cc: Dixon, Mark (M.R.); Goodwin, William (W.R.); Sonat, Ibrahim (I.); Erginer, Bora (B.E.); Wagers, Sue (S.K.); Bushman, Thomas (T.S.); Moylan, James (J.J.)
Subject: RE: EGT PARTS RETREIVAL FROM DEALERS

Please provide VINs and dealer information. The key to expediting hot request returns is the dealer must submit warranty claim immediately after vehicle repair in order for Ford WPAC system to activate 700 Tag. Please call me if you have any questions. Thanks

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

From: Shisko, Guy [mailto:Guy.Shisko@stoneridge.com]
Sent: Monday, July 30, 2012 4:25 PM
To: McDonagh, Scot (S.M.)
Subject: EGT PARTS RETREIVAL FROM DEALERS

Scot,

Bill Goodwin suggested I give you a call to determine the quickest way to get back parts from dealers for the EGT parts that were just replaced. I called one dealer and they talked about the Pears Registry and Bill mentioned the Hot Process Request. That dealer I called is within driving distance from us. Others would not be. Please let me know what process we can use. We can call the dealers if needed.

Regards,
Guy Shisko
Quality Systems and Warranty Manager
Control Devices – Stoneridge
781-830-5332

From: Hutchinson, Rob (R.)
Sent: Friday, April 04, 2014 3:10 PM
To: McDonagh, Scot (S.M.); Dixon, Mark (M.R.); Philbin, Jeff; Caesar, Cynthia (C.L.); Bushman, Thomas (T.S.); Rinkevich, Daniel (D.J.)
Cc: Wagers, Sue (S.K.)
Subject: RE: EGT Sensor Claim After Dec Connector Crimp Containment

Part has been scrapped as of last Tuesday…

Rob Hutchinson

Quality Analyst Sensors / Aux Modules

Powertrain Controls

Dearborn - Building 2 Room 22J04

1-313-845-1113

rhutch13@ford.com

From: McDonagh, Scot (S.M.)
Sent: Friday, April 04, 2014 10:39 AM
To: Dixon, Mark (M.R.); Philbin, Jeff; Caesar, Cynthia (C.L.); Bushman, Thomas (T.S.); Rinkevich, Daniel (D.J.)
Cc: Hutchinson, Rob (R.)
Subject: RE: EGT Sensor Claim After Dec Connector Crimp Containment

I asked Rob to call Dealer. Claim is already paid. Too late for 700 tag submission

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

From: Dixon, Mark (M.R.)
Sent: Friday, April 04, 2014 10:26 AM
To: Philbin, Jeff; Caesar, Cynthia (C.L.); Bushman, Thomas (T.S.); Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.)
Subject: RE: EGT Sensor Claim After Dec Connector Crimp Containment

Scot, can we hot process this EGT, or it too late to do this?

From: Philbin, Jeff [mailto:Jeff.Philbin@stoneridge.com]
Sent: Friday, April 04, 2014 10:02 AM
To: Caesar, Cynthia (C.L.); Dixon, Mark (M.R.); Bushman, Thomas (T.S.); Rinkevich, Daniel (D.J.); McDonagh, Scot

(S.M.)
Subject: RE: EGT Sensor Claim After Dec Connector Crimp Containment

We do not have this unit back – if it is still at a dealer, is there a way we can get it?

Thank you.

Jeffrey Philbin

From: Caesar, Cynthia (C.L.) [mailto:ccaesar@ford.com]
Sent: Friday, April 04, 2014 9:03 AM
To: Philbin, Jeff; Dixon, Mark (M.R.); Bushman, Thomas (T.S.); Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.)
Subject: RE: EGT Sensor Claim After Dec Connector Crimp Contatinment

This vehicle (1FT7W2BT3EE[redacted] does not have any OWS session data. It is not a sold unit. In the claim it lists DTCs P246F, P246E (bank 1, sensor 4) and P2111.

Cynthia Caesar
Powertrain Quality - Senior Engineer
Bldg #3 32G154 84-56115

From: Philbin, Jeff [mailto:Jeff.Philbin@stoneridge.com]
Sent: Thursday, April 03, 2014 5:50 PM
To: Dixon, Mark (M.R.); Bushman, Thomas (T.S.); Rinkevich, Daniel (D.J.); Caesar, Cynthia (C.L.); McDonagh, Scot (S.M.)
Subject: RE: EGT Sensor Claim After Dec Connector Crimp Contatinment

Checking status with our warranty team....

Thanks.

Jeffrey Philbin

From: Dixon, Mark (M.R.) [mailto:mdixon@ford.com]
Sent: Thursday, April 03, 2014 4:04 PM
To: Bushman, Thomas (T.S.); Rinkevich, Daniel (D.J.); Caesar, Cynthia (C.L.); Philbin, Jeff; McDonagh, Scot (S.M.)
Subject: EGT Sensor Claim After Dec Connector Crimp Contatinment

Looks like we have an new EGT sensor claimr with a January build date. Vin is 1FT7W2BT3E[redacted]

The other sensor with a Jan vehicle build date was confirmed sensor weld issue per earlier discussion.

Cynthia, can you pull FF and other DTCs for this VIN.

Jeff, I assume you don't yet have this sensor back from the dealer?

Mark Dixon
Powertrain Quality
Ford Motor Company
Building 2 / 24K36

mailto:mdixon@ford.com
Tel: (313) 805-7051

From: Austin, Aaron (A.A.)
Sent: Friday, September 20, 2013 11:31 AM
To: Bushman, Thomas (T.S.); Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Wagers, Sue (S.K.); Moylan, James (J.J.); Dixon, Mark (M.R.); Oyafuso, Kevin (K.G.); Kue, Ace (K.); Hamilton, Steven (S.C.); Johnson, Seth (S.); Caesar, Cynthia (C.L.); Sonat, Ibrahim (I.); Hutchinson, Rob (R.); Jeff.Philbin@stoneridge.com; Boone, Bill (W.P.); Bogema, John (P.); Teran, Roberto (R.); Xiao, Nian (N.); Mahoney, Mark (M.M.); 'Landis, Ron'; Blakely, Scott (S.R.); Williams, Brent (B.A.); Brackett, Tom (T.P.); Rembert, Shannon (S.A.); 'sfarrugia@lear.com'; Alvey, David (D.); Eis, Peter (P.R.); Walker, Timothy (T.)
Cc: Taylor, James (J.D.); Sparks, Douglas (D.S.)
Subject: RE: EGT Sensor Presentation Preview

Tom,

I have received the 6 sample 14406 EGT connectors from LEAR. These samples are the same connector, terminal, wire size, and same equipment used on the production of the 14406. I am sending them to Shannon Rembert. If you want someone from your team to evaluate the crimps with Shannon please schedule a time with Shannon. The FedEx tracking number is [redacted]

Aaron Austin
Electrical PVT Analyst
V18-Wiring & EDS Components
Kentucky Truck Plant
Cell: (502) 612-8087
FordNet: 429-3664
Desk: (502) 339-3664
aausti41@ford.com

From: Bushman, Thomas (T.S.)
Sent: Tuesday, September 17, 2013 8:17 AM
To: Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Wagers, Sue (S.K.); Bushman, Thomas (T.S.); Moylan, James (J.J.); Dixon, Mark (M.R.); Oyafuso, Kevin (K.G.); Kue, Ace (K.); Hamilton, Steven (S.C.); Johnson, Seth (S.); Caesar, Cynthia (C.L.); Sonat, Ibrahim (I.); Hutchinson, Rob (R.); Jeff.Philbin@stoneridge.com; Boone, Bill (W.P.); Bogema, John (P.); Teran, Roberto (R.); Xiao, Nian (N.); Mahoney, Mark (M.M.); 'Landis, Ron'; Blakely, Scott (S.R.); Williams, Brent (B.A.); Brackett, Tom (T.P.); Rembert, Shannon (S.A.); 'sfarrugia@lear.com'; Alvey, David (D.); Eis, Peter (P.R.); Austin, Aaron (A.A.); Walker, Timothy (T.)
Cc: Taylor, James (J.D.); Sparks, Douglas (D.S.)
Subject: RE: EGT Sensor Presentation Preview

Team – please find attached the latest EGT 6-Panel for Open Circuit:

<< File: DMAIC - 6-Panel - EGT Sensor - Open Circuit_ Rinkevich_Bushman_Sonat_(09-16-13).ppt >>

Regards,

RQ14-005 000808 ER

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

-----Original Appointment-----
From: Rinkevich, Daniel (D.J.)
Sent: Monday, September 16, 2013 4:00 PM
To: Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Wagers, Sue (S.K.); Bushman, Thomas (T.S.); Moylan, James (J.J.); Dixon, Mark (M.R.); Oyafuso, Kevin (K.G.); Kue, Ace (K.); Hamilton, Steven (S.C.); Johnson, Seth (S.); Caesar, Cynthia (C.L.); Sonat, Ibrahim (I.); Hutchinson, Rob (R.); Jeff.Philbin@stoneridge.com; Boone, Bill (W.P.); Bogema, John (P.); Teran, Roberto (R.); Xiao, Nian (N.); Mahoney, Mark (M.M.); 'Landis, Ron'; Blakely, Scott (S.R.); Williams, Brent (B.A.); Brackett, Tom (T.P.); Rembert, Shannon (S.A.); 'sfarrugia@lear.com'; Alvey, David (D.); Eis, Peter (P.R.); Austin, Aaron (A.A.); Walker, Timothy (T.)
Subject: EGT Sensor Presentation Preview
When: Tuesday, September 17, 2013 8:00 AM-9:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx

Daniel Rinkevich invites you to an online meeting using WebEx.

WebEx meeting information

Meeting Number: 713 637 981
Meeting Link: https://ford.webex.com/ford/j.php?J=713637981
Meeting Password: This meeting does not require a password.

This meeting may include the option for video. The recording of meetings is prohibited. For company policies on using video click here:
https://comm.sp.ford.com/sites/digitalworker/Pages/HowiWorkItem.aspx?UCTitle=to%20use%20Video&UCID=&Page=2&Section=2.001

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=245753272&tollFree=1
Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Access code:713 637 981

MC06

http://www.webex.com

From: Philbin, Jeff <Jeff.Philbin@stoneridge.com>
Sent: Friday, March 22, 2013 2:24 PM
To: Knitter, Alan (A.R.)
Cc: McDonagh, Scot (S.M.); Hamilton, Steven (S.C.)
Subject: RE: EGT Sensor Robustness

Alan:

Please address as follows:

Stoneridge Control Devices
Attn: Jen Conover
345 Mill St
Lexington, OH 44904

If you can confirm if parts are available to return, I will give our team a head's up so they monitor / report separate from "regular" warranty returns.

Thank you.

Jeffrey Philbin

From: Knitter, Alan (A.R.) [mailto:aknitter@ford.com]
Sent: Friday, March 22, 2013 10:13 AM
To: Philbin, Jeff
Cc: McDonagh, Scot (S.M.); Hamilton, Steven (S.C.)
Subject: RE: EGT Sensor Robustness

Jeff,

Thank you for the information. I will have the dealer send some of the sensors directly to Stoneridge if they still have them. The vehicles are not under warranty (anymore) for the part and that's probably the reason for nothing showing up in your returns.

If the dealer sends some of them back, how should they address the packaging? Do you want them sent to you?

Thanks!

Alan R. Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

From: Philbin, Jeff [mailto:Jeff.Philbin@stoneridge.com]
Sent: Thursday, March 21, 2013 4:49 PM
To: Knitter, Alan (A.R.); McDonagh, Scot (S.M.); Hamilton, Steven (S.C.); Wagers, Sue (S.K.); Goodwin, William (W.R.);

Sonat, Ibrahim (I.)
Cc: Kahn, Jason (J.)
Subject: RE: EGT Sensor Robustness

Alan:

On your question below – Stoneridge has been shipping the new powder sensors since mid-October 2012 to both the assembly plant and service. The production part is identified with the AC3A-12B591-**AC** part number.

We did check our warranty returns and had no sensors returned from the VIN numbers provided below. If any of these sensors are available, it would be good to return to Stoneridge so we can confirm the failure mode.

Please let me know if you have other questions.

Jeffrey Philbin
Stoneridge, Inc
28001 Cabot Drive, Suite 100, Novi, MI
248-324-3856 Office 248-469-9942 Cell
Jeffrey.philbin@stoneridge.com | www.stoneridge.com

From: Knitter, Alan (A.R.) [mailto:aknitter@ford.com]
Sent: Thursday, March 21, 2013 3:20 PM
To: McDonagh, Scot (S.M.); Hamilton, Steven (S.C.); Wagers, Sue (S.K.); Goodwin, William (W.R.); Sonat, Ibrahim (I.); Philbin, Jeff
Cc: Kahn, Jason (J.)
Subject: RE: EGT Sensor Robustness

Scot,

Is there verification that the Powder fill EGT's are available for service for 11-12 MY trucks?

Thank you.

Alan R. Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

From: McDonagh, Scot (S.M.)
Sent: Monday, March 18, 2013 3:38 PM
To: Hamilton, Steven (S.C.); Wagers, Sue (S.K.); Goodwin, William (W.R.); Sonat, Ibrahim (I.); Jeff.Philbin@stoneridge.com
Cc: Kahn, Jason (J.); Knitter, Alan (A.R.)
Subject: RE: EGT Sensor Robustness

AC3A-12B591-AC/-BC Powder Fill EGTs went into Production for 2013MY on 10/10/12. Will ask Hi-Stat and Core Engineering to confirm Powder Fill EGTs are available in Service for 11-12MY.

Scot G. McDonagh
PT Quality Engineering

Phone: (313)337-8091
smcdonag@ford.com

From: Hamilton, Steven (S.C.)
Sent: Monday, March 18, 2013 3:32 PM
To: Knitter, Alan (A.R.); McDonagh, Scot (S.M.)
Cc: Kahn, Jason (J.)
Subject: RE: EGT Sensor Robustness

Alan,

There have been issues with EGT sensors for which we released multiple directed repair TSB's (latest TSB's attached).

There have also been several EGT sensor improvements made.

Scot,

Can you please verify if the powder filled EGT sensor has been released? I am pretty sure this was some time ago.

Thanks.

Best regards,

Steve Hamilton

FCSD Service Engineering Operations
Diesel Commodity Manager
(313)390-7750

From: Knitter, Alan (A.R.)
Sent: Monday, March 18, 2013 2:17 PM
To: Hamilton, Steven (S.C.)
Cc: Knitter, Alan (A.R.); Kahn, Jason (J.)
Subject: EGT Sensor Robustness

Steve,

In the interest of time on the call today I didn't pose this question, but I have an ambulance fleet that has been replacing a lot of EGT's. They are very concerned about the repeat failures and the vehicles leaving them stranded. Back in August of 2012 I asked a question about this on one of the FSE calls and was told the sensor design was being changed?

Do you have any information about this you can share with me? Below is what I got about replacements on the ambulance fleet's units from the service manager at my dealer.

Thanks!

This unit was the last to be in for a sensor. 2011 SDuty 1FDUF4HT3BE[redacted]

03/15/13 94,232 miles, replaced one sensor.
Between 89k and 92k McDowell Co garage replaced 3 sensors according to the EMS Director.
08/07/12 63,885 miles, replaced one sensor.
07/09/12 59,135 miles, replaced one sensor.
06/25/12 57,829 miles, replaced one sensor.
07/25/11 23,049 miles, replaced one sensor.

Unit 1FDUF4HT4BEB05731 2011 SDuty.

01/21/13 93,732 miles, replaced one sensor.
06/26/12 70,347 miles, replaced one sensor.
05/31/12 65,806 miles, replaced one sensor.

This last unit is a 2009 6.4 that has had several replaced also. He asked me to mention it also. 1FDAF47R49E[redacted]

08/24/12 133,205 miles, replaced one sensor.
06/25/12 126,069 miles, replaced one sensor.
09/20/10 50,991 miles, replaced one sensor.

Thanks,

Jonathan Lankford, Service Manager
Crossroads Ford Lincoln of Morganton
1001 Jamestown Rd
Morganton, NC 28655
Phone 828-584-4600
Fax 828-391-6835
jonathan.lankford@crossroadscars.com

Good Morning,

We had a conversation before about the 6.7 and the exhaust temp sensors some time ago. McDowell Co EMS has been replacing them way too often due to failures. They replaced two this past week and another went out yesterday while on a call. William Keller just called me and he was pretty upset about it as a man almost died yesterday due to the unit not being able to get to him. Has there been any progress or any attempt to reconcile this problem that you know of?

Thanks,

Jonathan Lankford, Service Manager
Crossroads Ford Lincoln of Morganton
1001 Jamestown Rd
Morganton, NC 28655
Phone 828-584-4600
Fax 828-391-6835
jonathan.lankford@crossroadscars.com

Alan R. Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

From: Dixon, Mark (M.R.)
Sent: Tuesday, June 24, 2014 12:00 PM
To: Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Caesar, Cynthia (C.L.)
Subject: RE: EGT Sensor TSBs.xlsx

Will need to run the repeat repair analysis for 2011/12 MY EGTs.

Cynthia, I was thinking we could run a simple parts based EGT repeat repair analysis. For any repeating VINs for EGT (5J213) we would need to check the DTCs for initial and repeat claims. The EGTs have the same part number for all 3 positions on the exhaust – many of the "repeats" are actually from a different EGT position than the initial claim. Only way to sort this out is with DTCs.

I'll stop by to discuss.

From: Rinkevich, Daniel (D.J.)
Sent: Monday, June 23, 2014 1:38 PM
To: McDonagh, Scot (S.M.)
Cc: Dixon, Mark (M.R.)
Subject: EGT Sensor TSBs.xlsx

Scot,
I'd like to strategize with you on whether there is a simpler and more inclusive way to replace EGTs and harness connectors.
<< File: EGT Sensor TSBs.xlsx >>

Dan Rinkevich
Powertrain Quality
(313) 32-23653 (Desk)
(313) 676-9572 (Cellular)

From: Dixon, Mark (M.R.)
Sent: Monday, December 01, 2014 12:24 PM
To: Philbin, Jeff
Cc: McDonagh, Scot (S.M.)
Subject: RE: EGT SENSOR

Jeff, Jana's email address is below. Would really like to manage our changeover to the new part to minimize or eliminate need for scrapping the older ETG service parts. Thanks.

Jana Musilova: jmusilov@ford.com

From: Philbin, Jeff [mailto:Jeff.Philbin@stoneridge.com]
Sent: Wednesday, November 26, 2014 8:04 AM
To: Dixon, Mark (M.R.)
Subject: FW: EGT SENSOR

Mark:

First – can you please forward to Jana? I cannot access Jana's e-mail address.

We are tracking to be able to support service in mid-January based on our ramp up plan. We will be able to provide better timing once we complete our capacity analysis in mid-December.

Thank you.

Jeffrey Philbin

From: Dixon, Mark (M.R.)
Sent: Tuesday, November 25, 2014 4:02:36 PM (UTC-05:00) Eastern Time (US & Canada)
To: Musilova, Jana (J.); Philbin, Jeffrey (J.L.)
Subject: FW: EGT SENSOR

Jana, I understand you are the demand analysis for service part number with base 5J213 (Exhaust Gas Temp Sensor). I wanted to inform you that the supplier (Stoneridge) is instituting an engineering change to fix a crimp concern. We are changing the engineering part number to reflect this fix and will have sensors available in January for service.

We wanted to give you a "heads up" on this to avoid possible over ordering of the old design part, and resulting high scrap costs when the new design part is available.

Jeff, please confirm that January is the projected timing for service parts for the laser welded EGT. Thanks.

From: McDonagh, Scot (S.M.)
Sent: Thursday, November 20, 2014 11:11 AM
To: Jones, Jennifer (J.O.); Dixon, Mark (M.R.); Rinkevich, Daniel (D.J.); Wagers, Sue (S.K.)

Cc: Zacharias, Bernard (B.)
Subject: FW: EGT SENSOR

Jana is located in Regent Court

EGT Sensor Canadian Pricing and US Pricing for New EGT Sensor

Canadian Repricing

Potential US Pricing on New EGT Part Number

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

From: Eis, Peter (P.R.)
Sent: Thursday, November 20, 2014 10:15 AM
To: McDonagh, Scot (S.M.)
Cc: Zacharias, Bernard (B.)
Subject: RE: EGT SENSOR

Demand analyst is Jana, may not be in US but located overseas.

Peter Eis
Program Manager
Ford Motor Company
Ford Customer Service Division
(313) 390-9702
peis@ford.com

From: McDonagh, Scot (S.M.)
Sent: Thursday, November 20, 2014 10:09 AM
To: Eis, Peter (P.R.)
Subject: EGT SENSOR

PART NUMBER	PART NAME
AC3Z-5J213-B	EGT Sensor

Scot G. McDonagh
PT Quality Engineering

RQ14-005 000816 ER

Phone: (313)337-8091
smcdonag@ford.com

From: Taylor, Perry (P.A.)
Sent: Tuesday, August 05, 2014 12:01 PM
To: Doering, Bob; Rinkevich, Daniel (D.J.)
Cc: Miley, Jon (J.W.); Melchor, David; Philbin, Jeff; Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Hutchinson, Rob (R.); Sonat, Ibrahim (I.); Wagers, Sue (S.K.); Dixon, Mark (M.R.); Roberts, James (J.B.); Kruse, William (W.H.); Landis, Ron; Sparks, Robert; Karlen, Jason (J.R.)
Subject: RE: EGT Sensors: August VQR Preparation

Please send the TNI sensors from these (4) vehicle to P. Taylor at the address given below.

FEA[redacted]
1FT7W2BT1F[redacted]
1FT7X2BT1EE[redacted]
1FT7X2BT1EE[redacted]

Dan R., we want to get as many of these TNI sensors on vehicle (to try and reproduce the faults) as possible. If you look at the Pareto of the warranty parts analysis TNI makes up a significant chunk of population. One work stream is to do additional vehicle testing.. If you have the ability to get any of these sensors on vehicle—great. If you have better ideas, let's get a work stream going.

Address to send parts; Let me know when the parts ship, so I can ready to accept. Thanks.

Perry Taylor
4203 Winding Creek Road
Crestwood, KY 40014

(313) 805-5182

Perry A. Taylor

PVT Powertrain

Kentucky Truck Plant – Super Duty

Cell Phone: (313) 805-5182
Desk Phone: (502) 429-2702
Fax: (502) 429-2111
PTAYLOR8@ford.com

From: Doering, Bob [mailto:Robert.Doering@stoneridge.com]
Sent: Thursday, July 31, 2014 1:44 PM
To: Miley, Jon (J.W.); Melchor, David; Philbin, Jeff; Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Taylor, Perry (P.A.); Hutchinson, Rob (R.); Sonat, Ibrahim (I.); Wagers, Sue (S.K.); Dixon, Mark (M.R.); Roberts, James (J.B.); Kruse, William (W.H.); Landis, Ron; Sparks, Robert; Karlen, Jason (J.R.)
Subject: RE: EGT Sensors: August VQR Preparation

All,

RQ14-005 000818 ER

Attached is updated 6-panel and supporting data files

Regards,

Bob Doering
Quality Engineer
Control Devices, division of Stoneridge, Inc.
345 South Mill Street
Lexington, Ohio 44904
(419) 884-4330 office phone

-----Original Appointment-----
From: Miley, Jon (J.W.) [mailto:jmiley@ford.com]
Sent: Monday, July 28, 2014 7:35 AM
To: Miley, Jon (J.W.); Melchor, David; Philbin, Jeff; Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Taylor, Perry (P.A.); Hutchinson, Rob (R.); Sonat, Ibrahim (I.); Wagers, Sue (S.K.); Dixon, Mark (M.R.); Roberts, James (J.B.); Kruse, William (W.H.); Doering, Bob; Landis, Ron; Sparks, Robert; Karlen, Jason (J.R.)
Subject: EGT Sensors: August VQR Preparation
When: Thursday, July 31, 2014 2:00 PM-3:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx

Jon Miley invites you to the following WebEx meeting:

WebEx meeting information

Meeting Link: https://ford.webex.com/ford/j.php?J=716951068
Meeting Number: 716 951 068
Meeting Password: This meeting does not require a password.

This meeting may include the option for video. The recording of meetings is prohibited. For company policies on using video click here:
https://comm.sp.ford.com/sites/digitalworker/Pages/HowiWorkItem.aspx?UCTitle=to%20use%20Video&UCID=&Page=2&Section=2.001

Audio conference information

US Toll Free Number: +1-888-628-3668
FordNet 248-3668 / Toll: +1-313-248-3668
Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Access code:716 951 068

MC05

http://www.webex.com

From: Bushman, Thomas (T.S.)
Sent: Thursday, May 30, 2013 12:18 PM
To: Johnson, Seth (S.); Hamilton, Steven (S.C.); Moylan, James (J.J.); Rinkevich, Daniel (D.J.); Kue, Ace (K.)
Cc: Rinkevich, Daniel (D.J.)
Subject: RE: FAV Call?

Ace / Jim – could you please provide a list of Potential P-Codes, by EGT Location, to Seth so we can expand our FAV search for this error state?

Seth – thanks for your help on this – we'll need to conduct the search by each EGT.

Thanks.

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

"Who is John Galt..."

From: Johnson, Seth (S.)
Sent: Wednesday, May 29, 2013 1:12 PM
To: Bushman, Thomas (T.S.); Hamilton, Steven (S.C.); Moylan, James (J.J.); Rinkevich, Daniel (D.J.); Kue, Ace (K.)
Cc: Rinkevich, Daniel (D.J.)
Subject: RE: FAV Call?

Tom,

If we are missing vehicles due to the limit on P codes then that seems like the best option. I can set this up if you provide the other 8 codes you would like to track.

Regards,

Seth H. Johnson
Diesel Commodity Concern Engineer
1700 Fairlane Business Drive - DSC 1
Phone: (313)-248-5350
SJOHN274@Ford.com

From: Bushman, Thomas (T.S.)
Sent: Wednesday, May 29, 2013 1:01 PM
To: Hamilton, Steven (S.C.); Moylan, James (J.J.); Rinkevich, Daniel (D.J.); Kue, Ace (K.); Johnson, Seth (S.)
Cc: Rinkevich, Daniel (D.J.)
Subject: RE: FAV Call?

Steve – can we modify the FAV to look for EGTs by the different locations?

Could we have FAV #1 for EGT#1, with eight associated P-Codes, then FAV#2 for EGR#2, with eight more unique P-Codes, etc…

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

"Who is John Galt..."

From: Hamilton, Steven (S.C.)
Sent: Wednesday, May 29, 2013 12:27 PM
To: Moylan, James (J.J.); Rinkevich, Daniel (D.J.); Kue, Ace (K.); Johnson, Seth (S.)
Cc: Bushman, Thomas (T.S.); Rinkevich, Daniel (D.J.)
Subject: RE: FAV Call?

An FAV was not generated for this truck due to different DTC's present than what the FAV specifies.

The FAV specifies the following DTC's:

P0456
P2080
P2031
P246E
P247B
P22FF
P200E
P200C

Best regards,

Steve Hamilton
FCSD Service Engineering Operations
Diesel Commodity Manager
(313)390-7750

From: Moylan, James (J.J.)
Sent: Wednesday, May 29, 2013 12:21 PM
To: Rinkevich, Daniel (D.J.); Kue, Ace (K.); Johnson, Seth (S.); Hamilton, Steven (S.C.)
Cc: Bushman, Thomas (T.S.); Rinkevich, Daniel (D.J.)
Subject: RE: FAV Call?

Can one of you tell us if you received an FAV on this truck?

Thanks.

James J. Moylan tcb
Kentucky Truck Plant
Powertrain PVT - Sr. Engineer
313-805-3887
><((((º>

From: Bushman, Thomas (T.S.)
Sent: Wednesday, May 29, 2013 10:09 AM
To: Rinkevich, Daniel (D.J.); Moylan, James (J.J.)
Subject: FAV Call?

Guys – did we get notified by the FAV effort to call this dealer?

Server: **AWS Prod**
Claims loaded through: **28-MAY-2013**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2013; **Claim Key** = 1820456

Vehicle Information

Model Year: 2013
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/CD-350 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FA-P473 SUPER DUTY [11-14]
Warranty Start Date: 11-MAR-2013
Production Date: 01-FEB-2013
VIN: 1FT8W3DT1DE[redacted]

Claim Information

Document Number: [redacted]
Repair Date: 25-MAY-2013
Distance: 33942
TIS: 3
AWS Load Date: 28-MAY-2013

Expense Information

Dealer Information:

		Customer Paid Amount:	.00
Dealer Name	BILL KNIGHT FORD	Deductible Amount:	.00
Dealer Code:	05246 - *	Dealer Paid Amount:	.00
Address:	9607 S. MEMORIAL	Labor Cost:	51.94
City:	TULSA	Misc. Expense Amount:	.00
State:	OK Zip Code:74133	Part Markup Amount:	.00
Country:	USA Region Code: NA	Material Cost:	.00
Phone:	(918)526-2400	Total Cost Gross:	51.94

Cust. Concern Code: E29 - CHECK ENGINE LIGHT TROUBLE

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: VERIFIED CONCERN KOEO TEST RETRIVED DTCS P2463 P249F FOUND CONCERN CAUSED BY EGT13 COLAPSED FROM DPF RE ISTALL EGT CLEAR DTCS KOER TEST PASS ROAD TEST OK QUICK TEST ALL SYSTEM PASS QCBYJL M.O 33956

Customer Comment: CHECK ENGINE AND WRENCH LIGHTS ON SENSOR HANGING DOWN FROM EXHAUST

Labor Op Code	Labor Op Description	Labor Op Cost
12650DD		17.31
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	8.66
12650D68		25.97

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	*	5J213	*	SNS ASY-ENG EXH TEMP THRML	031403	0	.00

DTC Sections: **Mil. Light On** = Y

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
Y	KC	P249F	EXCESSIVE TIME TO ENTER CLOSED LOOP DPF REGENERATION CONTROL	44	PM FILTER (SYSTEM)
Y	KC	P2463	DIESEL PARTICULATE FILTER RESTRICTION - SOOT ACCUMULATION	44	PM FILTER (SYSTEM)
N	KO	P1111	SYSTEM PASS	27	NO-FAULT CODES
N	KR	P1111	SYSTEM PASS	27	NO-FAULT CODES

Any comments? You can contact

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

44581

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

"Who is John Galt..."

From: Philbin, Jeff <Jeff.Philbin@stoneridge.com>
Sent: Thursday, December 20, 2012 7:06 PM
To: Moylan, James (J.J.); Phillips, Michelle (M.R.); McDonagh, Scot (S.M.); Erginer, Bora (B.E.)
Cc: Goodwin, William (W.R.); Volinski, Bridget (.)
Subject: RE: FDUF5HT2DE[redacted]EGT Broken Containment

All:

If we can get this part to Scot by Friday 04Jan I can hand-carry to Lexington on Monday 07Jan.

I will work with Scot when we return from the holiday break.

Jeffrey Philbin

From: Moylan, James (J.J.) [mailto:jmoylan1@ford.com]
Sent: Thursday, December 20, 2012 1:56 PM
To: Phillips, Michelle (M.R.); McDonagh, Scot (S.M.); Erginer, Bora (B.E.)
Cc: Goodwin, William (W.R.); Volinski, Bridget (.); Philbin, Jeff
Subject: FDUF5HT2DE[redacted] EGT Broken Containment
Importance: High

Michelle,

Please Hot Process this part back to Scot. *McDonagh RAC Code: TR75*

AC3Z 5J213 B	SNS ASY-ENG EXH TEMP THRML

All,

The build date of November 12th of this vehicle indicates that we have broken containment.

Server: **AWS Prod**
Claims loaded through: **19-DEC-2012**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2013; **Claim Key** = 485467

Vehicle **Claim Information**

Information

Model Year:	2013	Document Number	[redacted]
Market Derived:	F - FORD	Repair Date:	14-DEC-2012
Body/Cab Type:	T/BB - SINGLE CAB (REGULAR CAB)	Distance:	5
Version/Series:	T/EB-550 SERIES	TIS:	-1
Drive Type:	T/E-4 WHL L/H PART TIME DRIVE	AWS Load Date:	19-DEC-2012
Vehicle Line:	T/FA-P473 SUPER DUTY [11-13]		
Warranty Start Date:			
Production Date:	12-NOV-2012		
VIN:	1FDUF5HT2DE[redacted]		

Dealer Information:

Dealer Name	BEUCKMAN FORD, INC.
Dealer Code:	08012 - *
Address:	15675 MANCHESTER ROAD
City:	ELLISVILLE
State:	MO Zip Code:63011
Country:	USA Region Code: NA
Phone:	(636)227-5700

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	118.50
Misc. Expense Amount:	.00
Part Markup Amount:	16.50
Material Cost:	38.83
Total Cost Gross:	157.33

Cust. Concern Code:	D02 - ENGINE WOULD NOT START
Condition Code:	42 - DOES NOT OPERATE PROPERLY
Technician Comment:	WILL NOT CRANK OR START DERATED POWER AND STOPPED WILL NOT RESTART KOEO P247B P246E PIINPOINT TEST MONITOR PIDS EGTSENSOR 4 OUT OF RANGE 2.5K F RECHECK SENSOR IS BAD REPLACE SENSOR CLEAR CODES WILL NOT CLEAR DISCONNECT PCM AND RESTART KOEO PASS KOER PASS OK NOW
Customer Comment:	D02 ENGINE CRANKS BUT WOULD NOT START

Labor Op Code	Labor Op Description	Labor Op Cost
12650D45D		35.55
12650D68		35.55
12650D80D		11.85
12650DD		23.70
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	11.85

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	Part CPSC	Extended Quantity	Amount
Y	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	031403	1	38.83

DTC Sections: **Mil. Light On =** N

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
Y	KC	P247B	EXHAUST GAS TEMPERATURE OUT OF RANGE (BANK 1 SENSOR 4)	40	EXH GAS SENSOR(COMPONENT)
Y	KC	P246E	EXHAUST GAS TEMPERATURE SENSOR CIRCUIT (BANK 1 SENSOR 4)	40	EXH GAS SENSOR(COMPONENT)
N	KO	P1111	SYSTEM PASS	27	NO-FAULT CODES

Any comments? You can contact
webmaster

21971

James J. Moylan tcb
Kentucky Truck Plant
Powertrain PVT - Sr. Engineer
313-805-3887
><((((º>

From: Melchor, David <David.Melchor@stoneridge.com>
Sent: Friday, July 18, 2014 8:44 PM
To: Miley, Jon (J.W.)
Cc: Philbin, Jeff; Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Taylor, Perry (P.A.); Hutchinson, Rob (R.); Sonat, Ibrahim (I.); Wagers, Sue (S.K.); Dixon, Mark (M.R.); Roberts, James (J.B.); Kruse, William (W.H.); Doering, Bob; Landis, Ron; Sparks, Robert; Karlen, Jason (J.R.); Morell, Tom
Subject: RE: Heads Up: EGT Sensors

Jon, we will start working on the 6-Panel and place our information together.

With regards to the TNI parts we do keep those unless as a team we require to torn down for further analysis or in some cases they are returned for re-install and testing.

Regards and have a great weekend!!!!

David Melchor
Quality Engineering Manager
Stoneridge Control Devices
Lexington Operations
Office 419-884-4241
Cell 419-631-2656
If we strive for perfection, we will achieve excellence

From: Miley, Jon (J.W.) [mailto:jmiley@ford.com]
Sent: Friday, July 18, 2014 2:16 PM
To: Melchor, David
Cc: Philbin, Jeff; Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Taylor, Perry (P.A.); Hutchinson, Rob (R.); Sonat, Ibrahim (I.); Wagers, Sue (S.K.); Dixon, Mark (M.R.); Roberts, James (J.B.); Kruse, William (W.H.); Doering, Bob; Landis, Ron; Sparks, Robert; Karlen, Jason (J.R.)
Subject: Heads Up: EGT Sensors
Importance: High

David,
In yesterday's VQR, John Savona, VO Director of Manufacturing, requested a 6-Panel review of Exhaust Gas Temperature Sensor failures in next month's VQR (Tentative date: August 21).
I realize that Stoneridge has been supporting the team, tracking returns, conducting teardown analysis, have implemented some corrective actions and has documented everything.
Please begin preparing for this VQR by initiating a 6 Panel and pasting all current Stoneridge documentation, tracking matrix, ICAs, photos and proposed PCAs in an organized, chronological order.

Question: What happens to sensors that test TNI – 9 out of 29 for 2014 MY – do these get torn down or re-installed onto Eng. test trucks???

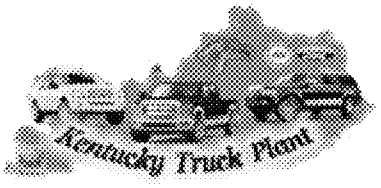
Next Steps: Conference Call Thursday, 7/24 to review rough draft of 6-Panel.

If you have any questions, feel free to call or email. Thanks

RQ14-005 000829 ER

Jon W. Miley

Jon W. Miley
STA Resident Engineer-Powertrain
KTP
Work: 502-339-3827
Cell: 313-910-7006



From: Kromberg, Arnold (A.W.)
Sent: Friday, September 21, 2012 3:20 AM
To: McDonagh, Scot (S.M.)
Cc: Dixon, Mark (M.R.); Hamilton, Steven (S.C.); Curtis, Andrew (A.)
Subject: RE: HOT PROJECT !!

I don't have access to a vehicle of that configuration. If we had a truck available I could have someone from my Action Team identify what/if issues exist.

Kind Regards,

Arnold Kromberg
Calibration Quality Supervisor
Gas and Diesel Powertrain
Phone: 313-805-0156
E-mail: akromber@ford.com

From: McDonagh, Scot (S.M.)
Sent: Thursday, September 20, 2012 9:13 AM
To: Kromberg, Arnold (A.W.)
Cc: Dixon, Mark (M.R.); Hamilton, Steven (S.C.); Curtis, Andrew (A.)
Subject: FW: HOT PROJECT !!
Importance: High

No response from DCE on enclosed P473 Diesel concern. FCSD is going to add to Emerging Concern deck if we don't address. Do you have access to a P473 Diesel Chassis Cab test vehicle so we can determine root cause ? Thanks

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

From: Hamilton, Steven (S.C.)
Sent: Monday, September 17, 2012 2:55 PM
To: Curtis, Andrew (A.); Opolsky, Norman (N.H.); Korpics, Frank (F.M.); Bogema, John (P.); McDonagh, Scot (S.M.); Beecham, Winfred (A.); Dixon, Mark (M.R.)
Cc: Keithley, Richard (R.S.)
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Is there a chassis cab truck available that we can verify the issue on? This will drive up EGT warranty if we don't fix it.

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FCSD Service Engineering Operations

Diesel Commodity Manager
(313)390-7750

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Team,
The technical hotline is continuing to take contacts on Dyno Cert vehicles that are reporting EGT13 and EGT14 backwards in freeze frame and pid data. I have attached another report of this concern. The FSE will be on site to assist the dealer with the repair and he has verified that the wrong sensor is reporting.

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(313) 390-2132
1700 Fairlane Dr. Allen Park, Mi 48101
Cube 257

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This is our understanding also. We put a picture of the different lay outs from dyno to chassis in our EGT TSB. Does someone have a dyno cert vehicle that is at the latest calibration level? If so can we trying unplugging either EGT 13 or 14 and see which sensor shows high in data logger.

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Chassis cert products (pickups) EGT1,2,3,4 all read OK EGT1,2,3,4 all read OK

Dyno cert products (non-pickups, export, ford of Mexico) EGT1,2 OK, **EGT3 & EGT4 are swapped** EGT1,2,3,4 all read OK

For 2013, wiring and calibration changes were made to the Dyno cert (+export and Mexico) products to address this concern.

Frank Korpics
313-805-5727
Diesel Calibration Development

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Read Johns and Franks comments

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smcdonag@ford.com

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Cube 257

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To: Curtis, Andrew (A.)
Subject: FW: Incorrect EGT sensor readings

Update on the one I just sent you.

Keith Jones
6.7 Engine SME
Diesel Drivability
Ford Technical Hotline
DSCI Cube 308
313-248-7923
KJone286@ford.com

From: Hamilton, Donald (D.)
Sent: Tuesday, August 07, 2012 12:55 PM
To: Jones, Keith (K.)
Subject: Incorrect EGT sensor readings

Attachments : 0

Report# :	[redacted]			**Received:**	08/07/2012
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2011,F450 4X2 SD ,F450 ,REG CAB,CHASCAB ,1FDUF4GT7BE[redacted]			**Build Date:**	03/29/2011
Odometer :	52,518 M	**Engine:**	6.7L DI	**Calibration:**	
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 03036 Joe Cooper Ford of Yukon			**Phone#:**	(405) 354-1111
City:	Yukon	**State:**	Oklahoma	**Country :**	USA
Originator:	BRIAN SHAVERS				
Symptom:	5 52 1 02 DRV PERF,STALLS/QUITS,AT IDLE,ALWAYS				
Status:					
VFG:	V52 DRIVEABILITY				
Additional Symptom:	STRARTS AND STALLS				
Fix:	**Causal Component :**				
Condition Code:					

Hotliner: KLEWI102 **Phone:** 313 248-6272 **Regn Cd:** C1 Dallas

Engineering: **Phone:** **TAR:**

Dlr Contact: BRIAN SHAVERS **Phone:** 000 000-0000 **Title Cde:** T

DTCs:

KOEO:

KOEC:P2471

KOER:

Comments :

REPAIR 08/07/2012 10:16AM KEVIN LEWIS MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:TRUCK STARTS AND IMEDIATLY
DIES DIAGNOSTICS: CHECKED DTCS AND LOOKED AT DATALOGGER AND FREEZE
FRAME DATA PARTS REPLACED:NONE YET TECH QUESTION:PCM DTC P2471
STATES EGT SENSOR CIRCUIT HIGH ON BANK 1 SENSOR 4. HOWEVER, ON FREEZE
FRAME DATA AND DATALOGGER SENSOR 3 IS 2.50K AND SENSOR 4 IS NORMAL
WITH TEMP AND VOLT ABOUT THE SAME AS 1 AND 2. HAVE YOU SEEN A DTC FOR
THE WRONG SENSOR BEFORE? HOW COULD THIS HAPPEN?

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TO DETERMINE THE ROOT CAUSE. IF THE CONCERN CAN BE DUPLICATED, UNPLUG
THE 3RD SENSOR IN LINE- EGT14, MONITOR THE PID, IF THE PID FOR EGT13
SHOWS 2.5K DEGREES AGAIN OR STILL, THEN REPLACE THAT SENSOR. BASED ON
THE FACT THAT THIS VEHICLE HAS NOT HAD A RECENT REFLASH, THIS MAY BE A
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IF THE CONCERN CAN NOT BE DUPLICATED, REPLACE BOTH SENSORS AND TEST
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DESCRIBED IS NOT CONSISTENT WITH EGT CONCERNS, THERE MAY BE AN

EXHAUST

RESTRICTION CAUSING THE SYMPTOM. PLEASE FIX THE EGT CONCERN AND THEN

RETEST FOR THE SYMPTOM. TO IDENTIFY A RESTRICTION, SEPARATE THE DOWN PIPE FROM THE AFTER TREATMENT AND START THE ENGINE. IF THE VEHICLE WILL THEN START AND RUN, THE AFTER TREATMENT MAY NEED TO BE REPLACED.

REATTACH THE EXHAUST, ATTEMPT A MANUAL REGENERATION, IF THE REGENERATION WILL NOT COMPLETE, REPLACE THE AFTER TREATMENT.

ADD-ON **08/07/2012 10:16AM KEVIN LEWIS MSS - FCSD - TECH SVC HOTLINE**

CONSULTED WITH ZAC SOVA

REPAIR **08/07/2012 12:53PM DONALD HAMILTON MSS - FCSD - TECH SVC HOTLINE**

I REPLACED EXHAUST TEMP SENSOR 3 AND RE RAN SELF TEST AND DTC FOR SENSOR 4 IS GONE AND VEHICLE NOW STARTS AND RUNS. I AM UPDATING THE PCM TO LATEST CALIBRATION. IF THE PCM NOT BEING UPDATED WAS THE ISSUE HERE IT SHOULD NOT HAPPEN AGAIN.

RECOMM **08/07/2012 12:53PM DONALD HAMILTON MSS - FCSD - TECH SVC HOTLINE**

BRIAN, THANK YOU FOR YOUR UPDATED INFORMATION IN REGARDS TO YOUR REPAIR INFORMATION. THE LATEST IDS CALIBRATION UPDATE WILL NOT CORRECT THIS EGT SENSOR READING INCORRECTLY ISSUE CURRENTLY BEING EXPERIENCED.

AT THIS TIME THE TECHNICAL HOTLINE IS REVIEWING THIS CONCERN AND INFORMATION FROM PREVIOUS REPORTS AND FORWARDING THEM TO ENGINEERING FOR FURTHER REVIEW.

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Sent: Monday, September 17, 2012 6:55 PM
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RQ14-005 000839 ER

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Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 03036 Joe Cooper Ford of Yukon			**Phone#:**	(405) 354-

City:	Yukon	**State:**	Oklahoma	**Country :**	USA

Originator: BRIAN SHAVERS

Symptom: 5 52 1 02 DRV PERF,STALLS/QUITS,AT IDLE,ALWAYS

Status:

VFG: V52 DRIVEABILITY

Additional Symptom: STRARTS AND STALLS

Fix: **Causal Component :**

Condition Code:

Hotliner: KLEWI102 **Phone:** 313 248-6272 **Regn Cd:** C1 Dallas

Engineering: **Phone:** **TAR:**

Dlr Contact: BRIAN SHAVERS **Phone:** 000 000-0000 **Title Cde:** T

DTCs:

KOEO:

KOEC:P2471

KOER:

Comments :

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WILL THEN START AND RUN, THE AFTER TREATMENT MAY NEED TO BE REPLACED.

REATTACH THE EXHAUST, ATTEMPT A MANUAL REGENERATION, IF THE

REGENERATION WILL NOT COMPLETE, REPLACE THE AFTER TREATMENT.

ADD-ON **08/07/2012 10:16AM KEVIN LEWIS MSS - FCSD - TECH SVC HOTLINE**

CONSULTED WITH ZAC SOVA

REPAIR **08/07/2012 12:53PM DONALD HAMILTON MSS - FCSD - TECH SVC HOTLINE**

I REPLACED EXHAUST TEMP SENSOR 3 AND RE RAN SELF TEST AND DTC FOR

SENSOR 4 IS GONE AND VEHICLE NOW STARTS AND RUNS. I AM UPDATING THE

PCM TO LATEST CALIBRATION. IF THE PCM NOT BEING UPDATED WAS THE ISSUE

HERE IT SHOULD NOT HAPPEN AGAIN.

RECOMM **08/07/2012 12:53PM DONALD HAMILTON MSS - FCSD - TECH SVC HOTLINE**

BRIAN, THANK YOU FOR YOUR UPDATED INFORMATION IN REGARDS TO YOUR

REPAIR INFORMATION. THE LATEST IDS CALIBRATION UPDATE WILL NOT CORRECT

THIS EGT SENSOR READING INCORRECTLY ISSUE CURRENTLY BEING EXPERIENCED.

AT THIS TIME THE TECHNICAL HOTLINE IS REVIEWING THIS CONCERN AND

INFORMATION FROM PREVIOUS REPORTS AND FORWARDING THEM TO ENGINEERING

FOR FURTHER REVIEW.

From: Curtis, Andrew (A.)
Sent: Monday, September 17, 2012 6:28 PM
To: Opolsky, Norman (N.H.); Korpics, Frank (F.M.); Hamilton, Steven (S.C.); Bogema, John (P.); McDonagh, Scot (S.M.); Beecham, Winfred (A.)
Cc: Keithley, Richard (R.S.)
Subject: RE: Incorrect EGT sensor readings
Attachments: Report Summary for the CQIS Report#[redacted]

Team,
The technical hotline is continuing to take contacts on Dyno Cert vehicles that are reporting EGT13 and EGT14 backwards in freeze frame and pid data. I have attached another report of this concern. The FSE will be on site to assist the dealer with the repair and he has verified that the wrong sensor is reporting.

Andrew Curtis
Diesel Commodity Concern Engineer
(313) 390-2132
1700 Fairlane Dr. Allen Park, Mi 48101
Cube 257

From: Opolsky, Norman (N.H.)
Sent: Wednesday, August 15, 2012 10:25 AM
To: Curtis, Andrew (A.); Korpics, Frank (F.M.); Hamilton, Steven (S.C.); Bogema, John (P.); McDonagh, Scot (S.M.); Beecham, Winfred (A.)
Subject: RE: Incorrect EGT sensor readings

Yes that discussion is correct. I believe the question being asked is: are reporting out correctly to IDS and are we populating the PIDs for freeze frame correctly.

From: Curtis, Andrew (A.)
Sent: Wednesday, August 15, 2012 9:07 AM
To: Korpics, Frank (F.M.); Hamilton, Steven (S.C.); Opolsky, Norman (N.H.); Bogema, John (P.); McDonagh, Scot (S.M.); Beecham, Winfred (A.)
Subject: RE: Incorrect EGT sensor readings

This is our understanding also. We put a picture of the different lay outs from dyno to chassis in our EGT TSB. Does someone have a dyno cert vehicle that is at the latest calibration level? If so can we trying unplugging either EGT 13 or 14 and see which sensor shows high in data logger.

Andrew Curtis
Diesel Commodity Concern Engineer
(313) 390-2132
1700 Fairlane Dr. Allen Park, Mi 48101
Cube 257

From: Korpics, Frank (F.M.)
Sent: Wednesday, August 15, 2012 9:02 AM
To: Hamilton, Steven (S.C.); Opolsky, Norman (N.H.); Bogema, John (P.); McDonagh, Scot (S.M.); Beecham, Winfred (A.)

Cc: Curtis, Andrew (A.)
Subject: RE: Incorrect EGT sensor readings

My understanding is the following for P473 Super Duty Diesel trucks:

	2011-2012	2013
Chassis cert products (pickups)	EGT1,2,3,4 all read OK	EGT1,2,3,4 all read OK
Dyno cert products (non-pickups, export, ford of Mexico)	EGT1,2 OK, **EGT3 & EGT4 are swapped**	EGT1,2,3,4 all read OK

For 2013, wiring and calibration changes were made to the Dyno cert (+export and Mexico) products to address this concern.

Frank Korpics
313-805-5727
Diesel Calibration Development

From: Hamilton, Steven (S.C.)
Sent: Wednesday, August 15, 2012 8:50 AM
To: Korpics, Frank (F.M.); Opolsky, Norman (N.H.); Bogema, John (P.); McDonagh, Scot (S.M.)
Cc: Curtis, Andrew (A.)
Subject: FW: Incorrect EGT sensor readings

We need a breakdown of EGT mapping by model year for dyno cert vehicles so that we can republish the TSB if necessary. Can one of you guys please help with obtaining this?

Thanks.

Best regards,

Steve Hamilton

FCSD Service Engineering Operations
Diesel Commodity Manager
(313)390-7750

From: Curtis, Andrew (A.)
Sent: Wednesday, August 15, 2012 8:45 AM
To: Hamilton, Steven (S.C.)
Subject: FW: Incorrect EGT sensor readings

Read Johns and Franks comments

Andrew Curtis
Diesel Commodity Concern Engineer
(313) 390-2132
1700 Fairlane Dr. Allen Park, Mi 48101
Cube 257

From: Korpics, Frank (F.M.)
Sent: Tuesday, August 14, 2012 5:18 PM
To: Opolsky, Norman (N.H.); Curtis, Andrew (A.)
Cc: Bogema, John (P.)
Subject: RE: Incorrect EGT sensor readings

John raises a good point. Is this issue only happening on Dyno Cert vehicles (non-pickups)? If so, this is a known issue. Changes were made for 2013 to address this.

Frank Korpics
313-805-5727
Diesel Calibration Development

From: Bogema, John (P.)
Sent: Tuesday, August 14, 2012 1:15 PM
To: Korpics, Frank (F.M.)
Subject: RE: Incorrect EGT sensor readings

Nope, but wasn't there a Hardware change on Dyno cert to correct mapping of EGTs from 2011 to 2012???

From: Korpics, Frank (F.M.)
Sent: Tuesday, August 14, 2012 1:02 PM
To: Bogema, John (P.)
Subject: FW: Incorrect EGT sensor readings

Any known issues with EGT13 and EGT14 info getting swapped?

Frank Korpics
313-805-5727
Diesel Calibration Development

From: Curtis, Andrew (A.)
Sent: Tuesday, August 14, 2012 10:36 AM
To: Korpics, Frank (F.M.)
Cc: Sonat, Ibrahim (I.); Opolsky, Norman (N.H.); McDonagh, Scot (S.M.)
Subject: RE: Incorrect EGT sensor readings

The tech states that the vehicle had DTC P2471 (EGT 14) and when he checked freeze frame and data logger it showed EGT 13 high. The tech replaced EGT 13 and the P2471 DTC was resolved.

Andrew Curtis
Diesel Commodity Concern Engineer
(313) 390-2132
1700 Fairlane Dr. Allen Park, Mi 48101
Cube 257

From: Korpics, Frank (F.M.)
Sent: Tuesday, August 14, 2012 10:20 AM
To: Curtis, Andrew (A.)
Cc: Sonat, Ibrahim (I.); Opolsky, Norman (N.H.); McDonagh, Scot (S.M.)
Subject: RE: Incorrect EGT sensor readings

The info below does not include a good description of the issue... it only includes repair info.

Frank Korpics
313-805-5727
Diesel Calibration Development

From: Curtis, Andrew (A.)
Sent: Tuesday, August 14, 2012 9:54 AM
To: Opolsky, Norman (N.H.); McDonagh, Scot (S.M.)
Cc: Korpics, Frank (F.M.); Sonat, Ibrahim (I.)
Subject: RE: Incorrect EGT sensor readings

Any ideas on this concern??

Andrew Curtis
Diesel Commodity Concern Engineer
(313) 390-2132
1700 Fairlane Dr. Allen Park, Mi 48101
Cube 257

From: Opolsky, Norman (N.H.)
Sent: Wednesday, August 08, 2012 11:18 AM
To: McDonagh, Scot (S.M.); Curtis, Andrew (A.)
Cc: Korpics, Frank (F.M.); Sonat, Ibrahim (I.)
Subject: RE: Incorrect EGT sensor readings

I believe it is Ibrahim

From: McDonagh, Scot (S.M.)
Sent: Wednesday, August 08, 2012 11:14 AM
To: Curtis, Andrew (A.)
Cc: Opolsky, Norman (N.H.); Korpics, Frank (F.M.)
Subject: RE: Incorrect EGT sensor readings

Norm and Frank are P473 6.7L Calibration SMEs. Will ask them for input

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

From: Curtis, Andrew (A.)
Sent: Tuesday, August 07, 2012 3:07 PM
To: McDonagh, Scot (S.M.)
Subject: FW: Incorrect EGT sensor readings

Scott,
Do you know who owns the EGT sensors/calibration on the 6.7L dyno cert vehicles? The hotline is getting reports (see below) of the sensors reporting incorrectly. I am trying to figure out if this is a vehicle calibration concern or an IDS issue? Thanks Scott

Andrew Curtis

Diesel Commodity Concern Engineer
(313) 390-2132
1700 Fairlane Dr. Allen Park, Mi 48101
Cube 257

From: Jones, Keith (K.)
Sent: Tuesday, August 07, 2012 1:17 PM
To: Curtis, Andrew (A.)
Subject: FW: Incorrect EGT sensor readings

Update on the one I just sent you.

Keith Jones
6.7 Engine SME
Diesel Drivability
Ford Technical Hotline
DSCI Cube 308
313-248-7923
KJone286@ford.com

From: Hamilton, Donald (D.)
Sent: Tuesday, August 07, 2012 12:55 PM
To: Jones, Keith (K.)
Subject: Incorrect EGT sensor readings

Attachments : 0

Report# :	[redacted]			**Received:**	08/07/2012
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2011,F450 4X2 SD ,F450 ,REG CAB,CHASCAB ,1FDUF4GT7BE[redacted]			**Build Date:**	03/29/2011
Odometer :	52,518 M	**Engine:**	6.7L DI	**Calibration:**	
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 03036 Joe Cooper Ford of Yukon			**Phone#:**	(405) 354-1111
City:	Yukon	**State:**	Oklahoma	**Country :**	USA
Originator:	BRIAN SHAVERS				
Symptom:	5 52 1 02 DRV PERF,STALLS/QUITS,AT IDLE,ALWAYS				
Status:					
VFG:	V52 DRIVEABILITY				
Additional Symptom:	STRARTS AND STALLS				
Fix:	**Causal Component :**				

Condition Code:

Hotliner: KLEWI102 **Phone:** 313 248-6272 **Regn Cd:** C1 Dallas

Engineering: **Phone:** **TAR:**

Dlr Contact: BRIAN SHAVERS **Phone:** 000 000-0000 **Title Cde:** T

DTCs:

KOEO:

KOEC:P2471

KOER:

Comments :

REPAIR 08/07/2012 10:16AM KEVIN LEWIS MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:TRUCK STARTS AND IMEDIATLY
DIES DIAGNOSTICS: CHECKED DTCS AND LOOKED AT DATALOGGER AND FREEZE
FRAME DATA PARTS REPLACED:NONE YET TECH QUESTION:PCM DTC P2471
STATES EGT SENSOR CIRCUIT HIGH ON BANK 1 SENSOR 4. HOWEVER, ON FREEZE
FRAME DATA AND DATALOGGER SENSOR 3 IS 2.50K AND SENSOR 4 IS NORMAL
WITH TEMP AND VOLT ABOUT THE SAME AS 1 AND 2. HAVE YOU SEEN A DTC FOR
THE WRONG SENSOR BEFORE? HOW COULD THIS HAPPEN?

RECOMM 08/07/2012 10:16AM KEVIN LEWIS MSS - FCSD - TECH SVC HOTLINE
BRIAN, THERE HAVE BEEN A FEW REPORTS OF SIMILAR CONCERNS LATELY. THE
HOTLINE IS IN THE PROCESS OF COLLECTING INFORMATION ON THESE VEHICLES
TO DETERMINE THE ROOT CAUSE. IF THE CONCERN CAN BE DUPLICATED, UNPLUG
THE 3RD SENSOR IN LINE- EGT14, MONITOR THE PID, IF THE PID FOR EGT13
SHOWS 2.5K DEGREES AGAIN OR STILL, THEN REPLACE THAT SENSOR. BASED ON
THE FACT THAT THIS VEHICLE HAS NOT HAD A RECENT REFLASH, THIS MAY BE A
CONCERN WITH THE LATEST IDS UPDATE. THIS WOULD EXPLAIN WHY THE PID
INFORMATION MAY DISPLAYED INCORRECTLY, BUT THE CODE FLAGS CORRECTLY.
IF THE CONCERN CAN NOT BE DUPLICATED, REPLACE BOTH SENSORS AND TEST
DRIVE TO VERIFY THE REPAIR. PLEASE KEEP IN MIND THAT THE SYMPTOM
DESCRIBED IS NOT CONSISTENT WITH EGT CONCERNS, THERE MAY BE AN EXHAUST
RESTRICTION CAUSING THE SYMPTOM. PLEASE FIX THE EGT CONCERN AND

THEN

RETEST FOR THE SYMPTOM. TO IDENTIFY A RESTRICTION, SEPARATE THE DOWN PIPE FROM THE AFTER TREATMENT AND START THE ENGINE. IF THE VEHICLE WILL THEN START AND RUN, THE AFTER TREATMENT MAY NEED TO BE REPLACED.

REATTACH THE EXHAUST, ATTEMPT A MANUAL REGENERATION, IF THE REGENERATION WILL NOT COMPLETE, REPLACE THE AFTER TREATMENT.

ADD-ON **08/07/2012 10:16AM KEVIN LEWIS MSS - FCSD - TECH SVC HOTLINE**

CONSULTED WITH ZAC SOVA

REPAIR **08/07/2012 12:53PM DONALD HAMILTON MSS - FCSD - TECH SVC HOTLINE**

I REPLACED EXHAUST TEMP SENSOR 3 AND RE RAN SELF TEST AND DTC FOR SENSOR 4 IS GONE AND VEHICLE NOW STARTS AND RUNS. I AM UPDATING THE PCM TO LATEST CALIBRATION. IF THE PCM NOT BEING UPDATED WAS THE ISSUE HERE IT SHOULD NOT HAPPEN AGAIN.

RECOMM **08/07/2012 12:53PM DONALD HAMILTON MSS - FCSD - TECH SVC HOTLINE**

BRIAN, THANK YOU FOR YOUR UPDATED INFORMATION IN REGARDS TO YOUR REPAIR INFORMATION. THE LATEST IDS CALIBRATION UPDATE WILL NOT CORRECT

THIS EGT SENSOR READING INCORRECTLY ISSUE CURRENTLY BEING EXPERIENCED.

AT THIS TIME THE TECHNICAL HOTLINE IS REVIEWING THIS CONCERN AND INFORMATION FROM PREVIOUS REPORTS AND FORWARDING THEM TO ENGINEERING

FOR FURTHER REVIEW.

From: Curtis, Andrew (A.)
Sent: Monday, September 17, 2012 6:24 PM
To: Curtis, Andrew (A.)
Subject: Report Summary for the CQIS Report# [redacted]

EGT location error Dyno Cert

Attachments : 0

Report# :	[redacted]			**Received:**	07/11/2012
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2011,F350 4X4 ,F350 ,SUP CAB,CHASCAB ,1FD8X3FT3BE[redacted]			**Build Date:**	11/23/2010
Odometer :	54,075 M	**Engine:**	6.7L DI	**Calibration:**	
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 07775 Corning Ford			**Phone#:**	(530) 824-5434
City:	Corning	**State:**	California	**Country :**	USA
Originator:	LOUIS DONOVAN				
Symptom:	2 27 Q 68 AID/INFO,WNG IND/MESS/C,ENGINE IMAGE,STAYS ON				
Status:					
VFG:	V29 CHECK ENGINE LIGHT				
Additional Symptom:	CEL P246E				
Fix:	**Causal Component :**				
Condition Code:					

Hotliner: SSCHWARK **Phone:** 313 317-9354 **Regn Cd:** W2 San Francisco

Engineering: **Phone:** **TAR:** 0-30

Dlr Contact: LOUIS DONOVAN **Phone:** 000 000-0000 **Title Cde:** OT

DTCs:
KOEO:P246E
KOEC:
KOER:

Comments :

REPAIR 07/11/2012 02:31PM STEVEN SCHWARK MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:CEL IS ON AND OF DIAGNOSTICS: KOEO, KOER, PID DATA MONITOR, VERIFIED IT HAS THE LATEST CALIBRATION

AVAILABLE PARTS REPLACED:NONE TECH QUESTION:ACCORDING TO WARRANTY HISTORY THIS VEHICLE HAD THE SAME CONCERN 10/03/2011 RO # 146111, THIS HAS A P246E IN MEMORY ONLY, AND THE EGT1 4 WAS REPLACED DURING THAT REPAIR, DO YOU HAVE ANYTHING ELSE THAT COULD CAUSE THIS INTERMITTENTLY? THIS IS A PUBLIC WORKS VEHICLE, ROAD DEPARTMENT. I INSPECTED THE AREA WITH NO CONCERN

RECOMM 07/11/2012 02:31PM STEVEN SCHWARK MSS - FCSD - TECH SVC HOTLINE

LOUIS, THE PCM MONITORS THE OPERATION OF THE EXHAUST GAS TEMPERATURE (EGT) SENSOR TO DETERMINE IF THE EGT SENSOR RESPONDS TO THE INCREASE IN TEMPERATURE OF THE EXHAUST GAS, DURING VEHICLE OPERATION. THIS CAN BE CAUSED BY EXHAUST LEAKS, EGT SENSOR OR PARTICULATE MATTER ON THE SENSOR. IF IT HAS NOT ALREADY BEEN PERFORMED, PINPOINT TEST RC FROM SECTION 5 OF THE ONLINE PC/ED SHOULD BE PERFORMED TO ADDRESS THIS CONCERN. IF A CONCERN IS FOUND, REPAIR AS

NECESSARY AND RETEST FOR NORMAL OPERATION. PLEASE NOTE THAT THE EGT SENSORS ON THE CHASSIS CAB VEHICLES ARE NUMBERED DIFFERENTLY FROM

THE PICK-UP TRUCKS. THE EGT SENSORS ON THIS VEHICLE ARE ORDERED EGT11, EGT12, EGT14, AND THEN EGT13. EGT14 WILL ALWAYS FOLLOW THE DPF.

REPAIR 08/07/2012 04:57PM GENARO BARRAGAN MSS - FCSD - TECH SVC HOTLINE

WEB FORM DATA - CONCERN:CEL IS ON DIAGNOSTICS: KOEO, KOER, PARTS REPLACED:EGT 1 4 TECH QUESTION:THE CEL COMES ON 1 A MONTH OR AFTER A FEW K MILES. EVERYTHING TESTS GOOD RIGHT NOW, ANY OTHER KNOWN CONCERNS WITH THIS ISSUE?

RECOMM 08/07/2012 04:57PM GENARO BARRAGAN MSS - FCSD - TECH SVC HOTLINE

LOUIS, THERE IS NO KNOWN CONCERN REGARDING REPEAT EGT SENSOR FAILURES. IT IS RECOMMENDED TO INSPECT ALL THE CONNECTORS FOR PIN FIT AND PUSHED OUT PINS. ALSO LOAD TEST AND WIGGLE TEST THE HARNESS TO SEE

IF THERE IS A CONCERN PRESENT. PLEASE NOTE THAT ON THE CHASSIS CAB VEHICLE THE EGT CONFIGURATION IS DIFFERENT, EGT14 IS BEFORE EGT 13. REPLACE THE EGT SENSOR AS NECESSARY AND RETEST FOR THE CONCERN.

AUDIT 08/07/2012 04:57PM GENARO BARRAGAN MSS - FCSD - TECH SVC HOTLINE

ODOMETER 49722 M CHANGED TO 52366 M BY GBARRAG1

REPAIR 08/16/2012 06:30PM MARK KLEIN(CLP) MSS - FCSD - TECH SVC HOTLINE

I SPW THE EGT 1 4 AGAIN, ROAD TESTED FROM COLD START UP AND REACHED OP

TEMP WITHIN 5 MINS. VEHICLE LEFT AND IS NOW BACK AGAIN, ONLY ABOUT 600 MILES WITH SAME CONCERN

RECOMM 08/16/2012 06:30PM MARK KLEIN(CLP) MSS - FCSD - TECH SVC HOTLINE

LOUIS, WE HAVE SEEN SOME ISSUES WHERE THE PCM IS NOT INTERPRETING

THE INCORRECT EGT SENSOR FOR THE CODES. WE WILL WANT TO INSTALL THE REAR SENSOR AND THEN SEE IF HE CODE COMES BACK. IF TEH CODE IS GONE PLEASE RECONTACT USE SO WE KNOW THAT THIS IS REPAIRED. THANK YOU

REPAIR 08/16/2012 07:00PM JOHN ABELS MSS - FCSD - TECH SVC HOTLINE

I DID A PID MONITOR ROAD TEST AND WATCHED ALL 4 EGTS, IN THE FIRST 2 MINS ALL TEMPS INDICATED A RISE IN TEMP, HOWEVER, IN THE 3RD MIN EGT 14 TEMP ACTUALLY STARTED TO DECLINE, SIGNIFICANTLY, ALL OTHERS WERE @

300-350 AND EGT = 160, BUT BY THE 5TH MIN EGT 1 4 WAS AT 255, ALL OTHER OVER 400

RECOMM 08/16/2012 07:00PM JOHN ABELS MSS - FCSD - TECH SVC HOTLINE

LOUIS, THANK YOU FOR THE UPDATED INFORMATION. PLEASE MONITOR THE EGT 14 AND EGT 13 TEMPERATURES, THEN DISCONNECT EGT 14. EGT 14 IS THE THIRD TEMPERATURE SENSOR IN THE CHASSIS CAB EXHAUST. THIS WILL VERIFY THAT THE PCM IS READING THE CORRECT SENSOR. IF EGT 14 TEMPERATURE GOES

ABOVE 1,562 DEGREES FAHRENHEIT, THEN THE EGT 14 CIRCUIT SHOULD BE LOAD TESTED. IF THE EGT TEMPERATURE GOES ABOVE 1,562 DEGREES FAHRENHEIT, THEN THE EGT 13 CIRCUIT SHOULD BE LOAD TESTED. WHEN LOAD TESTING A CIRCUIT A 5 AMP BULB SHOULD BE USED AND THE HARNESS SHOULD BE WIGGLED,

BENT AND PRESSURE APPLIED TO IT. IF A CONCERN IS NOT FOUND DURING LOAD TESTING, THEN UPDATE THE FORM WITH ALL OF THE PARTS REPLACED AND IF THE PCM IS READING THE EGTS CORRECTLY.

REPAIR 08/17/2012 01:36PM TIMOTHY TENNANT MSS - FCSD - TECH SVC HOTLINE

WHEN I DISCONNECTED THE 3RD SENSOR BACK, EGT 1 3 WENT TO MAX TEMP READING.

RECOMM 08/17/2012 01:36PM TIMOTHY TENNANT MSS - FCSD - TECH SVC HOTLINE

LOUIS, THANK YOU FOR THE UPDATED INFORMATION, AT THIS TIME IT IS RECOMMENDED TO CHANGE THE MOST REARWARD EGT WITH NEW AS THIS SHOULD BE

REPORTED TO THE PCM AS THE EGT13. THERE HAVE BEEN REPORTS OF THIS OCCURRING ON SEVERAL VEHICLES AND THE CONDITION IS CURRENTLY UNDER INVESTIGATION AS TO THE CAUSE. AFTER CHANGING THE MOST REARWARD EGT (#13 POSITION, CURRENTLY SHOWN AS #14 IN THE PCM), RETEST FOR THE RETURN OF THE DTC.

REPAIR 08/17/2012 04:20PM JOHN ABELS MSS - FCSD - TECH SVC HOTLINE

ACCORDING TO OASIS THAT SENSOR HAS BEEN REPLACED AND A SPW REPAIR ON

THAT SENSOR AS WELL.

RECOMM 08/17/2012 04:20PM JOHN ABELS MSS - FCSD - TECH SVC HOTLINE

LOUIS, 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 **08/17/2012 05:13PM JOHN ABELS MSS - FCSD - TECH SVC HOTLINE**

PLACED OUT BOUND CALL TO TECHNICIAN LOUIS DONOVAN. THE DEALER HAS CONFIRMED THAT THE EGT 14 WAS REPLACED ORIGINALLY ON 10/11 AND SPW'D RECENTLY ON 08/12. THE EGT 13 WAS ORIGINALLY REPLACED ON 02/12 AND SPW'D ON 07/12. THE DEALER HAS CONFIRMED THAT THE PCM IS MISREADING THE POSITION OF THE EGT SENSORS. THE VEHICLE IS A COUNTY SERVICE VEHICLE WITH A UTILITY BED ON THE BACK WITH AN OVERHEAD RACK. THE ENGINE HOURS ARE 1732 AND IDLE HOURS ARE 438.

RECOMM **08/17/2012 05:13PM JOHN ABELS MSS - FCSD - TECH SVC HOTLINE**

IT IS RECOMMENDED TO CLEAR THE DTC AND PERFORM A DYNAMIC MANUAL REGENERATION, IF POSSIBLE. IF THE DTC RETURNS, THEN CLOSELY INSPECT THE ENGINE HARNESS FOR ANY WIRE CHAFES. THERE HAVE BEEN REPORTS OF WIRE CHAFES NEAR THE CONNECTOR TAKE OFFS ON THE HARNESS. IF NO HARNESS

CHAFES ARE FOUND, THEN REPLACE EGT 13 (LAST SENSOR IN THE EXHAUST) AND

RETEST. THE ESCALATION TEAM WILL CONTACT THE DEALER ON MONDAY. 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 **08/17/2012 05:13PM JOHN ABELS MSS - FCSD - TECH SVC HOTLINE**

THE CONCERN IS BEING ESCALATED DUE TO THE NUMBER OF DAYS DOWN (10), MULTIPLE EGT 14 AND 13 SENSOR REPLACEMENTS AND THE CONCERN REOCCURING

SINCE 06/11. CONTACT ID 105639446 CONSULTED EBOYD10

ADD-ON **08/20/2012 03:44PM EVAN BOYD MSS - FCSD - TECH SVC HOTLINE**

EHP TECH DIESEL CERTIFIED OBC TO DEALER, LOUIS WAS AT LUNCH. ADVISED THAT I WOULD RECONTACT LATER TODAY.

REPAIR **08/20/2012 05:18PM EVAN BOYD MSS - FCSD - TECH SVC HOTLINE**

OUTBOUND CALL TO DEALER SPOKE WITH TECHNICIAN LOUIS DONOVAN. NO FURTHER COMPONENTS OR TESTING HAS BEEN PURSUED YET. WHEN THE THIRD SENSOR BACK IS UN-PLUGGED, THE EGT_13 TEMPERATURE GOES HIGH. THE EGT WIRING WAS INSPECTED AND NO SIGNS OF DAMAGE WERE FOUND.

TAR **08/20/2012 05:18PM EVAN BOYD MSS - FCSD - TECH SVC HOTLINE**

NOTE TO FSE:REQUESTING TECHNICAL ASSISTANCE DUE TO THE PERSISTING EGT CONCERNS ON THIS VEHICLE. WARRANTY HISTORY SHOWS THAT THIS EXACT

CONCERN (P246E DTC) ORIGINATED BACK IN JUNE OF 2011, WITH THIS BEING THE 5TH REPAIR ATTEMPT FOR THIS CODE. ALSO IMPORTANT TO MENTION IS THAT A P200E/P200C (EXHAUST OVER-TEMP ISSUE) WAS ALSO FOUND IN A WARRANTY HISTORY (2/14/2012). PER THE DTC DESCRIPTION P246E (EXHAUST GAS TEMPERATURE SENSOR CIRCUIT LOW (BANK 1 SENSOR 4) IMPLIES A SHORT IN THE EGT_14 CIRCUIT. HOWEVER NO CIRCUIT DAMAGE WAS FOUND TO SUPPORT
THAT THE WIRING IS CAUSING THE CONCERN, AND PCM FAILURE IS UNLIKELY. THE HOTLINE HAS SEEN ISSUES WITH THE EGT SENSORS THEMSELVES AND THIS WOULD BE THE MOST LIKELY CAUSE FOR THE CODE. TECHNICIAN IS VERY FAMILIAR WITH THE FACT THAT THIS VEHICLE IS A CHASSIS CAB AND THE EGT_14 IS ACTUALLY THE THIRD SENSOR BACK NOT THE FOURTH. WHEN THE TECH
UN-PLUGS THE 3RD SENSOR BACK (WHICH SHOULD BE EGT_14) EGT_13 FLAGS A HIGH TEMPERATURE. THIS IS A CONCERN THAT HAS BEEN REPORTED RECENTLY TO
HOTLINE BY OTHER TECHNICIANS WORKING ON CHASSIS CABS 6.7LS, AND IT APPEARS THAT THE PCM IS LOOKING AT THE WRONG SENSOR (AS IF THE TRUCK IS A PICK-UP MODEL). PRIOR TO ANY FURTHER COMPONENT REPLACEMENT PLEASE
REVIEW THE CONCERN WITH THE TECHNICIAN TO ENSURE NOTHING WAS OVERLOOKED. SHOULD NO ISSUES BE FOUND PROCEED WITH THE RECOMMENDATION
MADE ON 8/17/2012. ESTIMATED # OF REPAIR ATTEMPTS (5) ESTIMATED # OF DAYS OUT OF SERVICE (4)

RECOMM 08/20/2012 05:18PM EVAN BOYD MSS - FCSD - TECH SVC HOTLINE

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

ADD-ON 08/21/2012 01:44PM RICHARD KEITHLEY(FSE MSS - FCSD - REG - SAN FRAN

I ADVISED THE TECH VERIFY THE WIRING INTEGRITY OF EGT 13 AND 14 FROM THE SENSORS TO THE PCM.

ADD-ON 08/21/2012 02:39PM EVAN BOYD MSS - FCSD - TECH SVC HOTLINE

OBC TO FSE RICK KEITHLEY. DISCUSSED THE OVERALL CONCERN AND NEXT POTENTIAL STEPS. ADVISED REPORT WOULD BE FORWARDED TO PCE ANDREW CURTIS.

ADD-ON 08/24/2012 04:35PM RICHARD KEITHLEY(FSE MSS - FCSD - REG - SAN FRAN

I VERIFIED THAT THE WIRING TO THE EGTS WERE AS FOLLOWS. THE WIRING TO THE FIRST EGT WAS BRN, 2ND WAS YE-GRAY, 3RD GRAY, 4TH VT-GRAY. I DISCONNECTED THE REAR MOST EGT WHILE DOING PID MONITOR AND TEMP WENT
TO 2.5K ON EGT 14. WHEN I DISCONNECTED THE EGT 2ND FROM BACK THE EGT 13 WENT TO 2.5K. WHEN I DISCONNECTED THE EGT 2ND FROM FRONT EGT 12 WENT TO 2.5 K. WHEN I DSCONNECTED THE FRONT EGT EGT 11 WENT TO 2.5K. I ADVISED THE DEALER TO SWAP THE EGT SENSOR AROUND. ADVISED TO SWAP FRONT TO REAR AND SWAP THE MIDDLE TWO.

REPAIR **09/13/2012 11:16AM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE**
DESCRIPTION OF VEHICLE CONCERN: REOCCURING CK ENGINE LIGHT ON , SAME CODE P246E DIAGNOSTICS ALREADY COMPLETED: VERIFIED ON COLD SOAK EGT SESORS ARE ALL WITHI 5 DEG OF EACH OTHER ROAD TESTED SET CODE AT 57 MPH EGT 11@411.8DEG EGT12@417.2DEG EGT13@429.8DEG EGT14@388.4DEG. 1500 MILES AGO FSE INSTRUC TED TO CHANGE 3 AND 4 SENSORS AND RETEST, TRUCK CAME BACK WITH SAME CONCERN PARTS REPLACED: NONE THIS VISIT.
TECH'S QUESTION: SHOULD I ERPLACE THE DPF SCR AND CAT, EARLIER IN THIS TRUCKS HISTORY IT HAD CAT OVERTEMP CODES DTC: NONE MODULE: NONE
DTC: P246E MODULE: PCM BODY CONVERSION: : SERVICE/UTILITY BODY

RECOMM **09/13/2012 11:16AM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE**
DANNY, THE TECH ASSIST REFERRAL IS STILL OPEN FROM THE FSE'S PREVIOUS INVOLVEMENT WITH THIS VEHICLE. SINCE THE FSE HAS NOT CLOSED HIS REPORT, PLEASE CONTACT YOUR FSE FOR ANY FURTHER ASSISTANCE TO RESOLVE
THIS CONCERN.

AUDIT **09/13/2012 11:16AM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE**
ODOMETER 52366 M CHANGED TO 54075 M BY JDOWNI15

ADD-ON **09/14/2012 01:15PM RICHARD KEITHLEY(FSE MSS - FCSD - REG - SAN FRAN**
I AM GOING TO DO A CONCERN ESCALATION BECAUSE I AM NOT SURE WHICH SENSOR SHOULD BE REPLACED OR IF I SHOULD REPLACE THE HARNESS. EGT13 AND EGT14 ARE IN THE WRONG ORDER WHEN MONITORING PIDS VIA THE IDS.

ADD-ON **09/14/2012 01:27PM RICHARD KEITHLEY(FSE MSS - FCSD - REG - SAN FRAN**
FOR CODE P246E THE PCED STATES "THE PCM THEN COMPARES THE MEASURE D TEMPERATURE TO A MODELED VALUE."

From: McDonagh, Scot (S.M.)
Sent: Thursday, February 23, 2012 3:15 PM
To: Irwin Brainerd; sscroggins@venchurs.com
Cc: Goodwin, William (W.R.); Pitre, Rejean (R.J.); Opolsky, Norman (N.H.); Curtis, Andrew (A.)
Subject: RE: Issue 6.7 L
Attachments: New Request, Request # 140292 2011MY P473 6.7L DIESEL 5J213 EGT SENSOR- VIN 1FD0W5HT6BE[redacted]eport Summary for the CQIS Report[redacted]

Please hot request enclosed 5J213 EGT Sensor back to me at Bldg 2. Thanks

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

-----Original Message-----
From: Pitre, Rejean (R.J.)
Sent: Thursday, February 23, 2012 10:09 AM
To: McDonagh, Scot (S.M.); Opolsky, Norman (N.H.); Curtis, Andrew (A.)
Cc: Goodwin, William (W.R.)
Subject: Re: Issue 6.7 L

CQIS report #[redacted]
Rejean Pitre
Field Servcice Specialist
Specialiste au Service
Ford of Canada
Rpitre@ford.com
Cell 506-543-5850

----- Original Message -----
From: McDonagh, Scot (S.M.)
Sent: Thursday, February 23, 2012 10:04 AM
To: Opolsky, Norman (N.H.); Curtis, Andrew (A.)
Cc: Pitre, Rejean (R.J.); Goodwin, William (W.R.)
Subject: RE: Issue 6.7 L

Is there a CQIS report for this vehicle ?

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

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

From: Opolsky, Norman (N.H.)
Sent: Thursday, February 23, 2012 10:03 AM
To: McDonagh, Scot (S.M.)
Cc: Pitre, Rejean (R.J.); Goodwin, William (W.R.)
Subject: RE: Issue 6.7 L

Scot, can we 700 tag the EGT sensors to Bill for eval.

-----Original Message-----
From: Pitre, Rejean (R.J.)
Sent: Thursday, February 23, 2012 9:48 AM
To: Opolsky, Norman (N.H.)
Subject: Re: Issue 6.7 L

All the codes are P426C,P2463,P0529. That's all the codes I've ever retreived.
Rejean Pitre
Field Servcice Specialist
Specialiste au Service
Ford of Canada
Rpitre@ford.com
Cell 506-543-5850

----- Original Message -----
From: Opolsky, Norman (N.H.)
Sent: Thursday, February 23, 2012 09:44 AM
To: Pitre, Rejean (R.J.); Curtis, Andrew (A.); McDonagh, Scot (S.M.); Merrell, Robert (R.J.); Moreau, Jerimy (J.C.)
Subject: RE: Issue 6.7 L

Can you send me all of the codes that were present on this vehicle (starting from when it was first diagnosed)?

-----Original Message-----
From: Pitre, Rejean (R.J.)
Sent: Thursday, February 23, 2012 9:28 AM
To: Opolsky, Norman (N.H.); Curtis, Andrew (A.); McDonagh, Scot (S.M.); Merrell, Robert (R.J.); Moreau, Jerimy (J.C.)
Subject: Re: Issue 6.7 L

I'm going to replace the EGT sensor and DPF pressure sensor from a new truck to this unit and retest.
Rejean Pitre
Field Servcice Specialist
Specialiste au Service
Ford of Canada
Rpitre@ford.com
Cell 506-543-5850

----- Original Message -----
From: Opolsky, Norman (N.H.)
Sent: Thursday, February 23, 2012 09:25 AM
To: Curtis, Andrew (A.); Pitre, Rejean (R.J.); McDonagh, Scot (S.M.); Merrell, Robert (R.J.); Moreau, Jerimy (J.C.)
Subject: RE: Issue 6.7 L

What's the latest on this vehicle?

-----Original Message-----
From: Curtis, Andrew (A.)
Sent: Wednesday, February 22, 2012 3:20 PM
To: Pitre, Rejean (R.J.); Opolsky, Norman (N.H.); McDonagh, Scot (S.M.); Merrell, Robert (R.J.); Moreau, Jerimy (J.C.)
Subject: RE: Issue 6.7 L

I have seen EGT sensor read normally when cold, but fail once hot on the 6.4L diesel exhaust system. The EGT sensors on this chassis cab vehicle should be in the order of 11 > 12 > 14 > 13. I would try replacing the third sensor back (EGT_14).

Andrew Curtis
Diesel Commodity Concern Engineer
(313) 390-2132
1700 Fairlane Dr. Allen Park, Mi 48101
Cube 257

-----Original Message-----
From: Pitre, Rejean (R.J.)
Sent: Wednesday, February 22, 2012 2:38 PM
To: Opolsky, Norman (N.H.); McDonagh, Scot (S.M.); Curtis, Andrew (A.); Merrell, Robert (R.J.); Moreau, Jerimy (J.C.)
Subject: Re: Issue 6.7 L

Hi,

I removed both rear EGT and left them hanging and they are both reading the same which is approx. Room temp. So I can eliminate a bad sensor. Now when I was doing a manual regen using IDS the sensors according to the IDS screen were reading EGT 11 395deg. EGT 12 672deg. EGT 13 470deg EGT 14 170 deg this was taken when regen aborted.
Rejean Pitre
Field Servcice Specialist
Specialiste au Service
Ford of Canada
Rpitre@ford.com
Cell 506-543-5850

----- Original Message -----
From: Opolsky, Norman (N.H.)
Sent: Wednesday, February 22, 2012 02:21 PM
To: Pitre, Rejean (R.J.); McDonagh, Scot (S.M.); Curtis, Andrew (A.); Merrell, Robert (R.J.); Moreau, Jerimy (J.C.)
Subject: RE: Issue 6.7 L

I do not believe IDS distinguishes between the chassis cab and pick-up systems.

-----Original Message-----
From: Pitre, Rejean (R.J.)
Sent: Wednesday, February 22, 2012 2:18 PM
To: Opolsky, Norman (N.H.); McDonagh, Scot (S.M.); Curtis, Andrew (A.); Merrell, Robert (R.J.); Moreau, Jerimy (J.C.)
Subject: Re: Issue 6.7 L

Another question I disconnected the sensor next to the injector on the exhaust which should be EGT 14 as per what I'm told. It has two gray wire going to it and as per wiring diag its EGT 14 . Looking at IDS it shows EGT 13 that's disconnected 4.99v. Is that correct or is there a mix up in the sensors.
Rejean Pitre

Field Servcice Specialist
Specialiste au Service
Ford of Canada
Rpitre@ford.com
Cell 506-543-5850

----- Original Message -----
From: Opolsky, Norman (N.H.)
Sent: Wednesday, February 22, 2012 02:04 PM
To: McDonagh, Scot (S.M.); Curtis, Andrew (A.); Merrell, Robert (R.J.); Moreau, Jerimy (J.C.)
Cc: Pitre, Rejean (R.J.)
Subject: RE: Issue 6.7 L

P246C sets at 200%. Typo?

-----Original Message-----
From: McDonagh, Scot (S.M.)
Sent: Wednesday, February 22, 2012 1:46 PM
To: Curtis, Andrew (A.); Merrell, Robert (R.J.); Moreau, Jerimy (J.C.); Opolsky, Norman (N.H.)
Cc: Pitre, Rejean (R.J.)
Subject: RE: Issue 6.7 L

The DPF goes from fully cleaned to 300% and sets DTC P246C within 45 minutes ?

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

-----Original Message-----
From: Curtis, Andrew (A.)
Sent: Wednesday, February 22, 2012 12:49 PM
To: Merrell, Robert (R.J.); Moreau, Jerimy (J.C.); McDonagh, Scot (S.M.)
Cc: Pitre, Rejean (R.J.)
Subject: RE: Issue 6.7 L

Any more ideas on this one? The FSE is calling into the hotline for assistance. The fleet states that they have another 6.7L with the same package that is passing the 2 hour pump test.

Andrew Curtis
Diesel Commodity Concern Engineer
(313) 390-2132
1700 Fairlane Dr. Allen Park, Mi 48101
Cube 257

-----Original Message-----
From: Pitre, Rejean (R.J.)
Sent: Wednesday, February 15, 2012 11:07 AM
To: Merrell, Robert (R.J.); Curtis, Andrew (A.)

Cc: Moreau, Jerimy (J.C.)
Subject: Re: Issue 6.7 L

Hi Robert

they cannot stop the test to perform a regen it has to be a continuos 2 hrs run and the dtc will set 45 min into the test.

Regards
Rejean Pitre
Field Servcice Specialist
Specialiste au Service
Ford of Canada
Rpitre@ford.com
Cell 506-543-5850

----- Original Message -----
From: Merrell, Robert (R.J.)
Sent: Wednesday, February 15, 2012 11:01 AM
To: Curtis, Andrew (A.); Pitre, Rejean (R.J.)
Cc: Moreau, Jerimy (J.C.)
Subject: RE: Issue 6.7 L

They can flash in owner operated regen. and do a regen before it clogs.
But, it's customer pay. There is a TSB on it.

-----Original Message-----
From: Curtis, Andrew (A.)
Sent: Wednesday, February 15, 2012 10:58 AM
To: Pitre, Rejean (R.J.)
Cc: Moreau, Jerimy (J.C.); Merrell, Robert (R.J.)
Subject: FW: Issue 6.7 L

Rejean,
Regen should be disabled while it is PTO mode. Also regen will not be active without a VSS signal. I am not sure how disabling regen would help this issue.

Any thoughts about this one Robert and Jerimy?

Andrew Curtis
Diesel Commodity Concern Engineer
(313) 390-2132
1700 Fairlane Dr. Allen Park, Mi 48101
Cube 257

-----Original Message-----
From: Curtis, Andrew (A.P.)
Sent: Wednesday, February 15, 2012 6:07 AM
To: Curtis, Andrew (A.)
Cc: Pitre, Rejean (R.J.)
Subject: FW: Issue 6.7 L

Hi Andrew,

One for you.

thanks,

Andy

Best Regards,
Andrew Curtis

Diesel Powerpack Manager
PTIM

Dunton Technical Centre
Ford Motor Company Limited
Registered in England: No.235446,
Registered Office: Eagle Way, Brentwood, Essex, CM13 3BW, England.

>* GB 15 3A-NO2-A
>* internal: 8-738-1854
>* external: +44 1268 401854
>* Acurtis3@ford.com

-----Original Message-----
From: Pitre, Rejean (R.J.)
Sent: 13 February 2012 15:18
To: Curtis, Andrew (A.P.)
Subject: Issue 6.7 L

Hi Andrew

I have an issue with a F550 with 6.7l. This unit was converted into a pumper for firefighting. The issue is the manufacturer is trying to pass the UCL standard which requires the unit to run the water pump at 150PSI for 2hrs. This unit will fail as it will set a DTC P246c after about 45 minutes into the test. Even if they perform a manual regen prior to performing this test. Iahve looked for intake and exhaust leaks and check for restricton with nothing found. Now they have disabled the regen on this unit while it is performing the pump test my question is should this have been done or should it have left it be.

Thanks
Rejean Pitre
Field Servcice Specialist
Specialiste au Service
Ford of Canada
Rpitre@ford.com
Cell 506-543-5850

From: wpacwh@ford.com
Sent: Thursday, February 23, 2012 3:13 PM
To: McDonagh, Scot (S.M.); Croxon, Gary (G.J.); Hotrum, Erin (E.M.); Catalano, Martino (M.)
Subject: New Request, Request # 140292 2011MY P473 6.7L DIESEL 5J213 EGT SENSOR- VIN 1FD0W5HT6BE[redacted]

Your request has been submitted, click here to view the request summary
http://www.wpac.ford.com/prs/PRS_Summary.asp?reqid=140292 Your temporary web reference #: 140292

From: SMCDONAG@ford.com
Sent: Thursday, February 23, 2012 3:12 PM
To: McDonagh, Scot (S.M.)
Subject: Report Summary for the CQIS Report#BKNAI003

Attachments : 0

Report# :	[redacted]			**Received:**	11/14/2011
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2011,F550 4X4 SD ,F550 ,CRW CAB,CHASCAB ,1FD0W5HT6BE[redacted]			**Build Date:**	03/25/2011
Odometer :	758 M	**Engine:**	6.7L DI	**Calibration:**	
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	CAN B3352 Chebucto Ford Sales			**Phone#:**	(902) 434-7700
City:	Dartmouth	**Province**	Nova Scotia	**Country :**	CAN

Originator: KEITH ALLABY
Symptom: 2 27 5 68 AID/INFO,WNG IND/MESS/C,WRENCH IMAGE,STAYS ON
Status:
VFG: V83 INSTRUMENTATION FUNCTION
Additional Symptom: REGEN REQUEST DURING PTO OPERA
Fix: **Causal Component :**
Condition Code:

Hotliner: DHAMIL51 **Phone:** 000 317-9338 **Regn Cd:** 03 03 FCSD REGION-CANADA
Engineering: STEVE HAMILTON **Phone:** 313 390-7750 **TAR:** 0-30
Dlr Contact: KEITH ALLABY **Phone:** 506 452-0363 **Title Cde:** SM

DTCs:
KOEO:
KOEC:
KOER:

Comments :

REPAIR 11/14/2011 09:37AM DONALD HAMILTON MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:THIS VEHICLE HAS A FIRE TRUCK CHASSIS, WHEN RUNNING AT RPM 1500 FOR PTO WORKING OK FOR 1/2 HOUR UNDER LOAD / 100

RQ14-005 000866 ER

HP / BUT THE WRENCH LITE COMES AND TELL THE DRIVER TO DRIVE IT BECAUSE OF REJEN. KIND OF HARD TO DO THIS WHEN FIGHTING FIRE. DIAGNOSTICS: REPROGRAM TO LATEST & GREATEST PARTS REPLACED:NONE TECH QUESTION:IS THERE ANY KNOWN ISSUE WITH THIS? THEY DO OTHER TRUCK AND HAVE NO PROBLEMS. THE CO IS METALFAB IN CENTERVILLE NB

RECOMM 11/14/2011 09:37AM DONALD HAMILTON MSS - FCSD - TECH SVC HOTLINE

KEITH, THE TECHNICAL HOTLINE HAS NOT HAD REPORTS OFF THIS TYPE OF MESSAGE BEING DISPLAYED DURING PTO OPERATION. IT WOULD FIRST BE RECOMMENDED TO PERFORM A MANUAL REGENERATION AS THIS VEHICLE MAY NOT BE DRIVEN IN A MANOR TO COMPLETE A SUCCESSFUL REGENERATION. PLEASE ALSO REVIEW THE PID DATA FOR BOTH DIST REGEN C LAST REGENERATION COMPLETED AND DPF REG AVGD DISTANCE BETWEEN DPF REGENERATIONS. IF THE CONCERN IS STILL OCCURRING THEN PLEASE REVIEW BULLETIN Q-180R2 FROM THE FORD BODY BUILDERS WEB SITE WWW. FLEET.FORD.COM/TRUCKBBAS. THIS WILL ASSIST YOUR DEALER IN VERIFYING THAT THE PTO HAS BEEN CORRECTLY WIRED INTO THE BODY'S HARNESS.

REPAIR 11/15/2011 11:35AM ARON FITZPATRICK MSS - FCSD - TECH SVC HOTLINE

INBOUND CALL FROM DEALER. TECH HAS RECORDED THE PREVIOUS PIDS (REGEN_C: 51 KM, AVGD: 369 KM). THE CUSTOMER CONCERN IS THAT WHEN COMPLETING THE TEST FOR THE PUMP, AFTER 30 MINUTES THE VEHICLE WILL START TO LOSE POWER. THE DRIVE TO CLEAN MESSAGE COMES ON AS WELL. DEALER TOOK THE VEHICLE FOR A ROAD TEST AND UNDER WOT, THE DPF PRESSURE WAS AT 7 PSI.

RECOMM 11/15/2011 11:35AM ARON FITZPATRICK MSS - FCSD - TECH SVC HOTLINE

JEREMY, PER OUR CONVERSATION, INSPECT THE EXHAUST FOR ANY MODIFICATIONS THAT WILL CAUSE A CONCERN. IF MODIFIED, THIS WILL HAVE TO BE ADDRESSED. IF NO CONCERNS ARE NOTED, REFER TO SYMPTOM CHART 15 FROM THE ON-LINE PC/ED. IF NO CONCERNS ARE NOTED, HAVE A PORTER DRIVE THE VEHICLE TILL IT COMPLETES A REGEN EVENT. PLEASE REFER TO <="" td=""> HREF='HTTP://WWW.FORDTECHSERVICE.DEALERCONNECTION.COM/VDIRS/SPUBS/ANUMQ.ASP?FLAVOR=DEALERS&SZARTICLE=11-2-12' TARGET='_BLANK'>TSB 11-2-12 FOR FURTHER INFORMATION REGARDING OPERATOR COMMANDED REGEN. ENSURE TO REVIEW BULLETIN Q-180R2 FROM THE BODY BUILDER SITE TO VERIFY THAT THE PTO HAS BEEN PROPERLY INSTALLED.

REPAIR 11/17/2011 02:26PM JONATHAN SAVOY MSS - FCSD - TECH SVC HOTLINE

JEREMY SAYS THAT THE VEHICLE HAS BEEN CONVERTED TO A FIRE TRUCK AND IT IS BEING RAN THROUGH A TEST FOR THE FIRE DEPARTMENT. THE VEHICLE MUST RUN AT HIGH IDLE FOR ONE HOUR IN ORDER TO PASS THE TESTING. THIS TEST IS PREFORMED TO RUN A PUMP AND IT IS CONTROLLED BY THEIR THROTTLE CONTROL. THE TEST STOPS AT 45 MINUTES. THE DRIVE TO CLEAN EXHAUST MESSAGE CAME ON AND THE INCREASED IDLE WILL FLUCTUATE ON ITS OWN. A

MANUAL REGEN HAS BEEN COMPLETED AND THE CODE P2463 STILL SETS AND THE TEST WILL NOT COMPLETE. THE CUSTOMER STATED THAT A REGEN HAS COMPLETED ON THEIR WAY BACK TO THE FACILITY TO PERFORM THE TESTING. THE DRIVE TO CLEAN MESSAGE ALSO GOES OUT AFTER THE REGEN. JEREMY SAYS THAT THERE IS AN AFTERMARKET (IN CONTROL 400) CONTROLLER INSTALLED CONTROLLING THE IDLE. THE CUSTOMER STATES THAT THE CONTROLLER IS INSTALLED CORRECTLY BUT THE CIRCUITS HAVE NOT BEEN INSPECTED.

RECOMM 11/17/2011 02:26PM JONATHAN SAVOY MSS - FCSD - TECH SVC HOTLINE

JEREMY, PLEASE NOTE THAT AFTERMARKET MAY CAUSE THIS CONCERN. PLEASE BE SURE TO REVIEW THE BULLETIN TO CONFIRM THAT THE PTO IS INSTALLER CORRECTLY. IN ADDITION, CONFIRM IF THE VEHICLE IS GOING INTO REGEN WHEN THIS HAPPENS. IF THE VEHICLE IS ATTEMPTING TO GO INTO REGEN WHEN THIS HAPPENS, THE PTO IS NOT INSTALLED CORRECTLY (REVIEW THE BULLETIN Q-180R2 AS STATED ABOVE). IF THE VEHICLE OPERATES NORMALLY UNDER NORMAL CONDITIONS BUT WILL NOT PASS THE FIRE DEPARTMENTS PERFORMANCE TESTING, THERE MAY NOT BE A FAULT WITH THE VEHICLE CAUSING THE CONCERN.

REPAIR 11/18/2011 02:34PM KEITH JONES MSS - FCSD - TECH SVC HOTLINE

THE VEHICLE HAS ARRIVED BACK AT THE DEALER. THE TECHNICIAN HAS VERIFIED THAT THE PTO IS INDEED CONNECTED CORRECTLY. THE PTO/SEIC DOES INDEED WORK CORRECTLY WHEN ACTIVATED. THE CUSTOMERS CONCERN OCCURS WHEN A TEST IS BEING PERFORMED THAT REQUIRES THE PTO/SEIC TO BE ACTIVE FOR 2 HOURS PUMPING WATER AT 150PSI. THE VEHICLE WILL OPERATE CORRECTLY, BUT THEN BEGIN TO SURGE WHEN THE DRIVE TO CLEAN MESSAGE IS PRESENT. THE TECHNICIAN HAS CONSULTED THE BODY BUILDER (USUALLY INSTALL THESE BODIES ON PETERBILTS AND FREIGHTLINERS) AND THE PTO TAKES ABOUT 100HP TO OPERATE DURING THIS TEST. THE DEALER WAS GOING TO INSTALL THE OWNER COMMANDED REGENERATION, BUT THE VEHICLE DOES NOT MEET ALL OF THE CRITERIA.

RECOMM 11/18/2011 02:34PM KEITH JONES MSS - FCSD - TECH SVC HOTLINE

JEREMY, PLEASE REFER TO BODY BUILDERS BULLETIN Q-180R2. THE TRANSMISSION/PTO ON THE 6.7 IS ONLY RATED FOR 40HP CONTINUOUSLY. IF THIS PTO REQUIRES 100HP TO OPERATE, IT MAY BE OVERLOADING THE SYSTEM WHICH MAY LEAD TO THE DPF BECOMING RESTRICTED PREMATURLEY. IT IS RECOMMENDED TO PROCEED WITH THE OWNERS COMMANDED REGENERATION INSTALLATION TO PREVENT THE DPF FROM BECOMING RESTRICTED DUE TO HIGH IDLE TIME ETC. THIS MAY ALSO ASSIST IN PASSING THE TEST THAT THE CUSTOMER IS TRYING TO PERFORM, BUT IT IS NOT RECOMMENDED IF THE TEST IS EXCEEDING THE CAPABILITY OF THE VEHICLE.

REPAIR 12/12/2011 08:40AM DANIEL DOMINATO MSS - FCSD - TECH SVC HOTLINE

WEB FORM DATA - CONCERN:CUSTOMER(BODY BUILDER)STATES WHEN THE SEIC IS

IN USES THE IDLE WILL HUNT AROUND AND WILL NOT STAY AT AN EVEN RPM.SPOKE WITH THE BODY BUILDER,HE SAID WHEN THE LOAD OF THE HYDRO-PUMP COMES AGAINST ENGINE ,THE RPM STARTS TO HUNT AROUND. DIAGNOSTICS: CHECKED SVE BULLETIN Q-180R2 AND SPOKE WITH THE BODY BUILDER(GORDON), HE EXPLAIN THE WAY THE SYSTEM WAS HOOKED UP USING THE BULLETIN.THE SYSTEM THE HAVE HOOKED UP IS FRC(FIRE RESEARCH CORPORATION)WHICH INTERFACE WITH THE FORD SEIC,CHECKED THE WIRING DIAGRAM OF BOTH THE SEIC AND FRC,EVERYTHING LOOKS CORRECT.GORDON SAID THE CHECK ENGINE WAS ON,HE TOOK THE TRUCK TO THE NEAREST FORD DEALER.THEY VERIFIED CONCERN AND PERFORMED TSB 11/2/12,,GORDON TRIED,STILL THE SAME.GORDON FEELS THE TRUCK IS ALWAYS IN REGEN.CHECKED OASIS FOR ANY CONCERNS,NOTHING APPLIES.NOTE:THE TRUCK ISNT HERE,STILL AT THE BODY BUILDERS. PARTS REPLACED:NONE TECH QUESTION:LOOKING FFOR ASSISTANCE ON THIS CONCERN.THANK YOU CHARLES

RECOMM 12/12/2011 08:40AM DANIEL DOMINATO MSS - FCSD - TECH SVC HOTLINE

CHARLES, ON A PREVIOUS CONTACT TO THE HOTLINE ON NOVEMBER 18, IT WAS DETERMINED THAT THE PTO ACCESSORY BEING USED REQUIRES 100 HORSEPOWER TO OPERATE, HOWEVER THE PTO IN THIS VEHICLE IS ONLY RATED TO OUTPUT 40HP. OVERLOADING THE ENGINE MAY LEAD TO THE DPF BECOMING RESTRICTED PREMATURELY CAUSING FREQUENT REGENERATION EVENTS. IF THE ENGINE IS BEING OVERLOADED, THESE MODIFICATIONS ARE UNSUPPORTED BY FORD MOTOR COMPANY. IF THE VEHICLE WAS DUE FOR A REGENERATION EVENT, BUT WAS NOT ALLOWED TO COMPLETE IT BY BEING DRIVEN UNTIL CLEAN OR PERFORMING AN OWNER COMMANDED REGENERATION, THE VEHICLE WILL CONTINUE TO ATTEMPT REGENERATION UNTIL COMPLETE. THE DIST_REGEN_C PID WILL INDICATE WHEN THE LAST REGEN WAS COMPLETED. IF NO REGEN HAS BEEN COMPLETED BUT THE REGEN REQUEST PID INDICATES ONE WAS REQUESTED, THE VEHICLE MUST BE DRIVEN ON THE HIGHWAY UNTIL THE MESSAGE CENTER INDICATES EXHAUST CLEANING COMPLETE, AND THE REGENERATION PIDS INDICATE THAT REGEN HAS COMPLETED.

REPAIR 12/12/2011 08:41AM DANIEL DOMINATO MSS - FCSD - TECH SVC HOTLINE

.

AUDIT 12/12/2011 08:41AM DANIEL DOMINATO MSS - FCSD - TECH SVC HOTLINE

ODOMETER 300 K CHANGED TO 521 K BY DDOMINAT

AUDIT 12/12/2011 08:41AM DANIEL DOMINATO MSS - FCSD - TECH SVC HOTLINE

DEALER B3286, , , CAN CHANGED TO B3352, , , CAN BY DDOMINAT

REPAIR 12/15/2011 12:32PM KEITH JONES MSS - FCSD - TECH SVC HOTLINE

CHARLES IS CALLING TO CLARIFY OPERATION AND THE VEHICLES CONCERN. THE BODY BUILDER IS REPORTING THAT THE RPM BEGINS TO HUNT WHEN THE SEIC IS ACTIVE AND THE PUMP IS RUNNING. CHARLES IS WONDERING WHY THE OCR TSB WAS PERFORMED ALSO.

RECOMM 12/15/2011 12:32PM KEITH JONES MSS - FCSD - TECH SVC HOTLINE

CHARLES, THE TSB WAS PERFORMED FOR TWO REASONS. THE FIRST REASON WAS THE USAGE TYPE OF THE VEHICLE. IT WAS MENTIONED THE VEHICLE WILL IDLE EXCESSIVELY. SO TO PREVENT ISSUES FROM EXCESSIVE IDLE, THE OCR WAS ENABLED. THE OTHER REASON WAS TO PERFORM A MANUAL REGENERATION BEFORE THE TEST WAS STARTED TO MAKE SURE THAT THE DPF IS FREE OF RESTRICTIONS. IN REGARDS TO THE ENGINE RPM HUNTING, SUSPECT IT IS DO TO THE FACT THAT THE PUMP REQUIREMENTS EXCEED THE PTO CAPABILITY AS MENTIONED IN Q180-R2.

REPAIR 12/21/2011 11:01AM DONALD HAMILTON MSS - FCSD - TECH SVC HOTLINE

CONTACTED BY THE DEALERS TECHNICIAN IN REGARDS THE THE BODY BUILDER STATING THAT THEY HAVE INSTALLED SEVERAL OF THESE PTOS ON THE 6.7 VEHICLES. DEALER WOULD LIKE TO INFORM THE TECHNICAL HOTLINE OF THIS CONCERN AS THE PTO BEING INSTALLED BY THE BODY BUILDER IS RATED FOR 100 HP. THE 6.7 BODY BUILDERS BULLETIN Q-180-R2 DESCRIBES THAT APPLICATION REQUIREMENTS FOR THE 6.7 AND THE INSTALLED PTO DOES NOT FALL INTO THIS CATEGORY.

RECOMM 12/21/2011 11:01AM DONALD HAMILTON MSS - FCSD - TECH SVC HOTLINE

BASED ON THE INFORMATION PROVIDED PLEASE CONTACT YOUR FLEET SERVICE TEAM TO ADVISED THEM OF THIS CONCERN. IT WOULD ALSO BE RECOMMENDED TO CONTACT YOUR FIELD SERVICE ENGINEER TO ALSO PROVIDE THEM OF THIS BODY BUILDERS CONCERN. PLEASE ALSO NOTE THE BULLETIN 180-R2 STATES UNDER TORQUE AND HORSEPOWER; TORQSHIFTT AUTOMATIC TRANSMISSION: THE PTO GEAR DELIVERS UP TO 250 FT-LBS TORQUE TO THE AFTERMARKET PTO, AND CAN MANAGE THE HEAT OF 40 HP CONTINUOUSLY. HIGHER HORSEPOWER CAN BE DELIVERED, BUT FOR SHORTER DURATIONS DEPENDING ON THE AMOUNT OF POWER REQUIRED. TYPICALLY, THE AFTERMARKET PTO CANNOT USE ALL THIS AVAILABLE TORQUE AND HORSEPOWER, SO CONTACT THE INDIVIDUAL AFTERMARKET PTO SUPPLIE

TAR 02/02/2012 10:15AM SETH JOHNSON(TL) MSS - FCSD - TECH SVC HOTLINE

TAR OPEN PER THE REQUEST OF PCE/TSO. THIS VEHICLE IS EQUIPPED WITH A SPLIT SHAFT PTO WHICH SHOULD BE ABLE TO HANDLE THE 100HP RATING OF THE PTO THAT IS CURRENTLY INSTALLED. PLEASE VERIFY THAT THE PTO IS INSTALLED CORRECTLY AND BEING OPERATED CORRECTLY. PLEASE WORK WITH FRANK KORPICS (DIESEL ENGINE CALIBRATIONS) TO SEE IF WE CAN COME TO A FINAL RESOLUTION.

ADD-ON 02/10/2012 03:00PM REJEAN PITRE(FSE) MSS - FOC - CAN FIELD OPERAT

TALKED TO DEALER ON FEB 2 2012 ADVISED DEALER TO VERIFY PIN FIT. DEALER CALLED BACK AND ADVISED HE FOUND SOME PINS WERE LOOSE SO HE TIGHTEN THEM UP BUT NOW HAS NO COMMUNICATION WITH PSCM ADVISED DEALER TO REPLACE THE TERMINAL AND RETEST. HE CALLED BACK NOW HAS

COMMUNICATION BUT THE CODE FOR PSCM MOTOR FAILURE STILL COMES UP. ADVISED DEALER HE CLEAR ALL CODE AND RESET PSCM. ADVISED HE DID AND PROBLEM STILL PERSIST.TOLD TECH TO ORDER A NEW STEERING GEAR AND TO ADVISE ONCE INSTALLED.DEALER CALLED BACK ON FEB 10 TO ADVISED THAT RACK WAS INSTALLED AND ALL DTC'S WERE GONE BUT THAT HE SAW THE SW_ABS PID WAS SHOWING 49000 DEG. ADVISE TECH TO COMPARE TO A NEW VEHICLE AND CALL BACK. WAITING ON DEALER RESPONSE.

ADD-ON 02/10/2012 03:16PM REJEAN PITRE(FSE) MSS - FOC - CAN FIELD OPERAT

CONTACTED DEALER AND REQUESTED THEY REPLACE THE FUEL AS PER FSE IN EDMONTON WHO ADVISED HE HAD THE SAME CONCERN AND FOUND THAT IT WAS THE FUEL RAIL CAUSING THE CONCERN. WAITING ON DEALER TO CONFIRM THE REPAIR

ADD-ON 02/13/2012 11:15AM JOHN MARTZ MSS - FCSD - TECH SVC HOTLINE

FSE REJEAN PITRE STATES THAT THE VEHICLE WILL NOT PASS ITS PUMP TEST. IT NEEDS TO RUN ITS PTO FOR TWO HOURS AND IT WILL ONLY GET INTO THE TEST ABOUT 50 MINUTES AND THE DPF WILL PLUG AND GO INTO REDUCED POWER. HE IS NOT SURE WHERE THE CUSTOMER IS GETTING THEIR FUEL. THE VEHICLE HAS AN EXTENDED TAIL PIPE BUT IT IS FACTORY DIAMETER AND HAS GOOD BENDS IN IT. IT ALSO HAS AN EMBER SCREEN ON THE AIR FILTER INLET. HE STATES THAT THE COMPANY HAS OTHER 6.7L TRUCKS AT WILL PASS THIS TEST. HE CAN PERFORM AN ACTIVE REGENERATION DRIVING THE VEHICLE AND THE DPF LOAD WILL GO TO 0%. THE DPF WILL CLOG UP AGAIN IF RUNNING THE TEST. THERE ARE 80 HOURS AND 57 IDLE HOURS. IT IS SETTING DTC'S P2463 AND P246C

RECOMM 02/13/2012 11:15AM JOHN MARTZ MSS - FCSD - TECH SVC HOTLINE

REJEAN, IT IS RECOMMENDED TO VERIFY THE CUSTOMER US USING ULTRA LOW SULFUR FUEL FROM A RELIABLE FUEL STATION. MONITOR POWER BALANCE AND RELATIVE COMPRESSION. RETEST FOR THE CONCERN WITH THE EMBER SCREEN REMOVED FROM THE AIR FILTER. COMPARE MAF READIGS KOEO AND KOER TO A LIKE VEHICLE. CHECK FOR OIL IN THE DOWN PIPE INCASE THE TURBO IS LEAKING. PERFORM PPT W TO VERIFY CORRECT EGR OPERATION.

AUDIT 02/13/2012 11:15AM JOHN MARTZ MSS - FCSD - TECH SVC HOTLINE

ODOMETER 521 K CHANGED TO 1220 K BY JMARTZ5

ADD-ON 02/17/2012 09:59AM REJEAN PITRE(FSE) MSS - FOC - CAN FIELD OPERAT

VERIFIED WITH OWNER IF THEY GET THEIR FUEL FROM RELIABLE FUEL STATION THEY HAVE ADVISED ME THAT FUEL COMES FROM LOCAL FUEL STATION. AFTER MANY TEST AND DISCUSSION WITH FASTPATH WHILE CHECKING EGR SYSTEM INTEGRITY FOUND EGR VALVE WAS STICKING OPEN DURING ACTIVE COMMAND. ADVISED DEALER TO REPLACE THE EGR. ONCE EGR WAS REPLACED I REVISITED THE DEALER AND VERIFIED EGR PERFORMANCE. ROAD TEST AND EGR WORKED FINE, ADVISED OWNER TO PICK UP VEHICLE AND PERFORM UCL TEST AND ADVISED IF CONCERN IS NOW RESOLVE. WILL KEEP FILE OPEN TILL TEST IS

COMPLETE.

REPAIR **02/22/2012 01:17PM EVAN BOYD MSS - FCSD - TECH SVC HOTLINE**

FSE REJ PITRE CALLING IN TO DISCUSS THE CONCERN ON THIS TRUCK: CURRENTLY AT THE BODY BUILDER, WHO HAS CONFIRMED THEY HAVE BUILT OTHER 6.7LS WITH THIS EXACT CONFIGURATION WITHOUT THE P246C/P2463 DTC SETTING. THESE DTCS WILL SET APPROXIMATELY 45 MINUTES OF THE REQUIRED PTO PUMP TEST, AND CAUSE THE IDLE TO FLUCTUATE. A DYNAMIC MANUAL REGEN CAN BE PERFORMED, BUT THE STATIC MANUAL REGEN WILL NOT COMPLETE AND DISPLAYS AN ERROR MESSAGE (1D UPSTREAM CATALYST OR DPF PROTECTION ACTIVE). EGT READINGS AT THE TIME ARE EGT_11 (395), EGT_12 (672), EGT_13(470), EGT_14 (170). DISCUSSED WITH REJ THAT THE EGT'S ARE NUMBERED DIFFERENTLY ON CHASSIS CAB UNITS (LIKE THIS ONE) VERSUS THE PICKUP MODELS, AND THE ORDER FRONT TO BACK IS: _11, _12,_14,_13. WITH EGT_14 READING SO LOW, THERE MAY BE WIRING OR SENSOR ISSUE PREVENTING THE STATIC MANUAL REGEN FROM COMPLETING. ADVISED TO INSPECT WIRING FOR CHAFFING, PINCHING CRUSHING ALONG THE TOP OF THE FRAME RAILS, AND IF NO ISSUES FOUND INSTALL A NEW EGT_14 SENSOR (THIRD SENSOR BACK). TRUCK RUNS WELL WITH NO MISS-FIRES, AND DOES NOT APPEAR TO BE ACTUALLY CLOGGING THE DPF. A KNOWN GOOD DPF PRESSURE SENSOR IS NOT AVAILBLE TO SWAP IN AT THE MOMENT. DPF SENSOR WIRING HAS NOT BEEN MODIFIED. REJ TO CONSULT WITH PCE ANDREW CURTIS IF FURTHER ASSISTANCE IS NEEDED.

From: McDonagh, Scot (S.M.)
Sent: Wednesday, February 22, 2012 9:20 PM
To: Goodwin, William (W.R.)
Cc: Opolsky, Norman (N.H.); Dixon, Mark (M.R.); Wagers, Sue (S.K.)
Subject: RE: Issue 6.7 L

Bill- Does the enclosed EGT Sensor failure correlate with Stoneridge RTD weld issue ? What is status of DV testing for the revised EGT ?

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

-----Original Message-----
From: Opolsky, Norman (N.H.)
Sent: Wednesday, February 22, 2012 3:47 PM
To: Curtis, Andrew (A.); Pitre, Rejean (R.J.); McDonagh, Scot (S.M.); Merrell, Robert (R.J.); Moreau, Jerimy (J.C.)
Subject: RE: Issue 6.7 L

Agreed, that is why there is a cold and warm test. But it did confirm that it's the sensor and not something upstream; which is valuable to information.

-----Original Message-----
From: Curtis, Andrew (A.)
Sent: Wednesday, February 22, 2012 3:20 PM
To: Pitre, Rejean (R.J.); Opolsky, Norman (N.H.); McDonagh, Scot (S.M.); Merrell, Robert (R.J.); Moreau, Jerimy (J.C.)
Subject: RE: Issue 6.7 L

I have seen EGT sensor read normally when cold, but fail once hot on the 6.4L diesel exhaust system. The EGT sensors on this chassis cab vehicle should be in the order of 11 > 12 > 14 > 13. I would try replacing the third sensor back (EGT_14).

Andrew Curtis
Diesel Commodity Concern Engineer
(313) 390-2132
1700 Fairlane Dr. Allen Park, Mi 48101
Cube 257

-----Original Message-----
From: Pitre, Rejean (R.J.)
Sent: Wednesday, February 22, 2012 2:38 PM
To: Opolsky, Norman (N.H.); McDonagh, Scot (S.M.); Curtis, Andrew (A.); Merrell, Robert (R.J.); Moreau, Jerimy (J.C.)
Subject: Re: Issue 6.7 L

Hi,

I removed both rear EGT and left them hanging and they are both reading the same which is approx. Room temp. So I can eliminate a bad sensor. Now when I was doing a manual regen using IDS the sensors according to the IDS screen were reading EGT 11 395deg. EGT 12 672deg. EGT 13 470deg EGT 14 170 deg this was taken when regen aborted.
Rejean Pitre
Field Servcice Specialist
Specialiste au Service
Ford of Canada
Rpitre@ford.com
Cell 506-543-5850

----- Original Message -----
From: Opolsky, Norman (N.H.)
Sent: Wednesday, February 22, 2012 02:21 PM
To: Pitre, Rejean (R.J.); McDonagh, Scot (S.M.); Curtis, Andrew (A.); Merrell, Robert (R.J.); Moreau, Jerimy (J.C.)
Subject: RE: Issue 6.7 L

I do not believe IDS distinguishes between the chassis cab and pick-up systems.

-----Original Message-----
From: Pitre, Rejean (R.J.)
Sent: Wednesday, February 22, 2012 2:18 PM
To: Opolsky, Norman (N.H.); McDonagh, Scot (S.M.); Curtis, Andrew (A.); Merrell, Robert (R.J.); Moreau, Jerimy (J.C.)
Subject: Re: Issue 6.7 L

Another question I disconnected the sensor next to the injector on the exhaust which should be EGT 14 as per what I'm told. It has two gray wire going to it and as per wiring diag its EGT 14 . Looking at IDS it shows EGT 13 that's disconnected 4.99v. Is that correct or is there a mix up in the sensors.
Rejean Pitre
Field Servcice Specialist
Specialiste au Service
Ford of Canada
Rpitre@ford.com
Cell 506-543-5850

----- Original Message -----
From: Opolsky, Norman (N.H.)
Sent: Wednesday, February 22, 2012 02:04 PM
To: McDonagh, Scot (S.M.); Curtis, Andrew (A.); Merrell, Robert (R.J.); Moreau, Jerimy (J.C.)
Cc: Pitre, Rejean (R.J.)
Subject: RE: Issue 6.7 L

P246C sets at 200%. Typo?

-----Original Message-----
From: McDonagh, Scot (S.M.)
Sent: Wednesday, February 22, 2012 1:46 PM
To: Curtis, Andrew (A.); Merrell, Robert (R.J.); Moreau, Jerimy (J.C.); Opolsky, Norman (N.H.)
Cc: Pitre, Rejean (R.J.)
Subject: RE: Issue 6.7 L

The DPF goes from fully cleaned to 300% and sets DTC P246C within 45 minutes ?

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

-----Original Message-----
From: Curtis, Andrew (A.)
Sent: Wednesday, February 22, 2012 12:49 PM
To: Merrell, Robert (R.J.); Moreau, Jerimy (J.C.); McDonagh, Scot (S.M.)
Cc: Pitre, Rejean (R.J.)
Subject: RE: Issue 6.7 L

Any more ideas on this one? The FSE is calling into the hotline for assistance. The fleet states that they have another 6.7L with the same package that is passing the 2 hour pump test.

Andrew Curtis
Diesel Commodity Concern Engineer
(313) 390-2132
1700 Fairlane Dr. Allen Park, Mi 48101
Cube 257

-----Original Message-----
From: Pitre, Rejean (R.J.)
Sent: Wednesday, February 15, 2012 11:07 AM
To: Merrell, Robert (R.J.); Curtis, Andrew (A.)
Cc: Moreau, Jerimy (J.C.)
Subject: Re: Issue 6.7 L

Hi Robert

they cannot stop the test to perform a regen it has to be a continuos 2 hrs run and the dtc will set 45 min into the test.

Regards
Rejean Pitre
Field Servcice Specialist
Specialiste au Service
Ford of Canada
Rpitre@ford.com
Cell 506-543-5850

----- Original Message -----
From: Merrell, Robert (R.J.)
Sent: Wednesday, February 15, 2012 11:01 AM
To: Curtis, Andrew (A.); Pitre, Rejean (R.J.)
Cc: Moreau, Jerimy (J.C.)
Subject: RE: Issue 6.7 L

They can flash in owner operated regen. and do a regen before it clogs.

But, it's customer pay. There is a TSB on it.

-----Original Message-----
From: Curtis, Andrew (A.)
Sent: Wednesday, February 15, 2012 10:58 AM
To: Pitre, Rejean (R.J.)
Cc: Moreau, Jerimy (J.C.); Merrell, Robert (R.J.)
Subject: FW: Issue 6.7 L

Rejean,
Regen should be disabled while it is PTO mode. Also regen will not be active without a VSS signal. I am not sure how disabling regen would help this issue.

Any thoughts about this one Robert and Jerimy?

Andrew Curtis
Diesel Commodity Concern Engineer
(313) 390-2132
1700 Fairlane Dr. Allen Park, Mi 48101
Cube 257

-----Original Message-----
From: Curtis, Andrew (A.P.)
Sent: Wednesday, February 15, 2012 6:07 AM
To: Curtis, Andrew (A.)
Cc: Pitre, Rejean (R.J.)
Subject: FW: Issue 6.7 L

Hi Andrew,

One for you.

thanks,

Andy

Best Regards,
Andrew Curtis

Diesel Powerpack Manager
PTIM

Dunton Technical Centre
Ford Motor Company Limited
Registered in England: No.235446,
Registered Office: Eagle Way, Brentwood, Essex, CM13 3BW, England.

>* GB 15 3A-NO2-A
>* internal: 8-738-1854
>* external: +44 1268 401854
>* Acurtis3@ford.com

-----Original Message-----
From: Pitre, Rejean (R.J.)
Sent: 13 February 2012 15:18
To: Curtis, Andrew (A.P.)
Subject: Issue 6.7 L

Hi Andrew

I have an issue with a F550 with 6.7l. This unit was converted into a pumper for firefighting. The issue is the manufacturer is trying to pass the UCL standard which requires the unit to run the water pump at 150PSI for 2hrs. This unit will fail as it will set a DTC P246c after about 45 minutes into the test. Even if they perform a manual regen prior to performing this test. Iahve looked for intake and exhaust leaks and check for restricton with nothing found. Now they have disabled the regen on this unit while it is performing the pump test my question is should this have been done or should it have left it be.

Thanks
Rejean Pitre
Field Servcice Specialist
Specialiste au Service
Ford of Canada
Rpitre@ford.com
Cell 506-543-5850

From: Rinkevich, Daniel (D.J.)
Sent: Thursday, July 11, 2013 6:17 PM
To: Philbin, Jeff
Cc: Sonat, Ibrahim (I.); McDonagh, Scot (S.M.); Moylan, James (J.J.)
Subject: RE: Latest P473 EGT Returns
Attachments: DEA03219 _ A.jpg; DEA73045 _ D.jpg; DEA81756 _ A.jpg; DEA90933 _ B.jpg; DEB18246 _ B.jpg

Categories: Red Category

Jeff,
I looked at these sensors. All seem functionally okay at room temp. Most have a lot of dirt in the connectors. Is this typical of the TNI parts? (I'm not sure if it is from the bag.) The contamination seems to be more toward the tips of the connect typically. Can you look at other sensors too? Is there any correlation between dirt in the connector and TNI?

Dan Rinkevich
Powertrain Quality
(313) 32-23653 (Desk)
(313) 676-9572 (Cellular)

From: Philbin, Jeff [mailto:Jeff.Philbin@stoneridge.com]
Sent: Thursday, July 11, 2013 10:22 AM
To: McDonagh, Scot (S.M.); Rinkevich, Daniel (D.J.)
Subject: RE: Latest P473 EGT Returns

Scot / Dan:

I am in our Ohio plant today / tomorrow – I will pick up these parts on Monday.

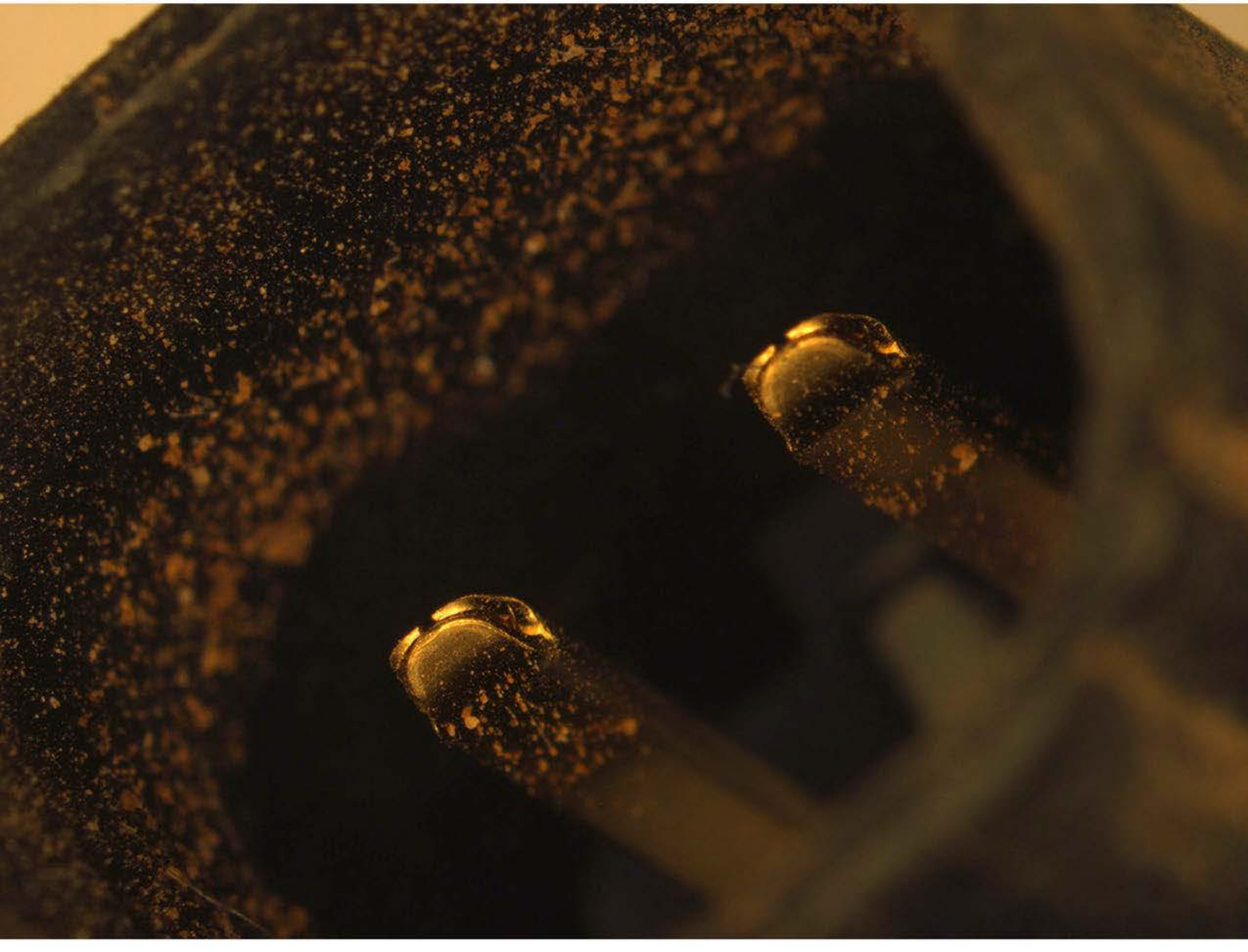
Thanks.

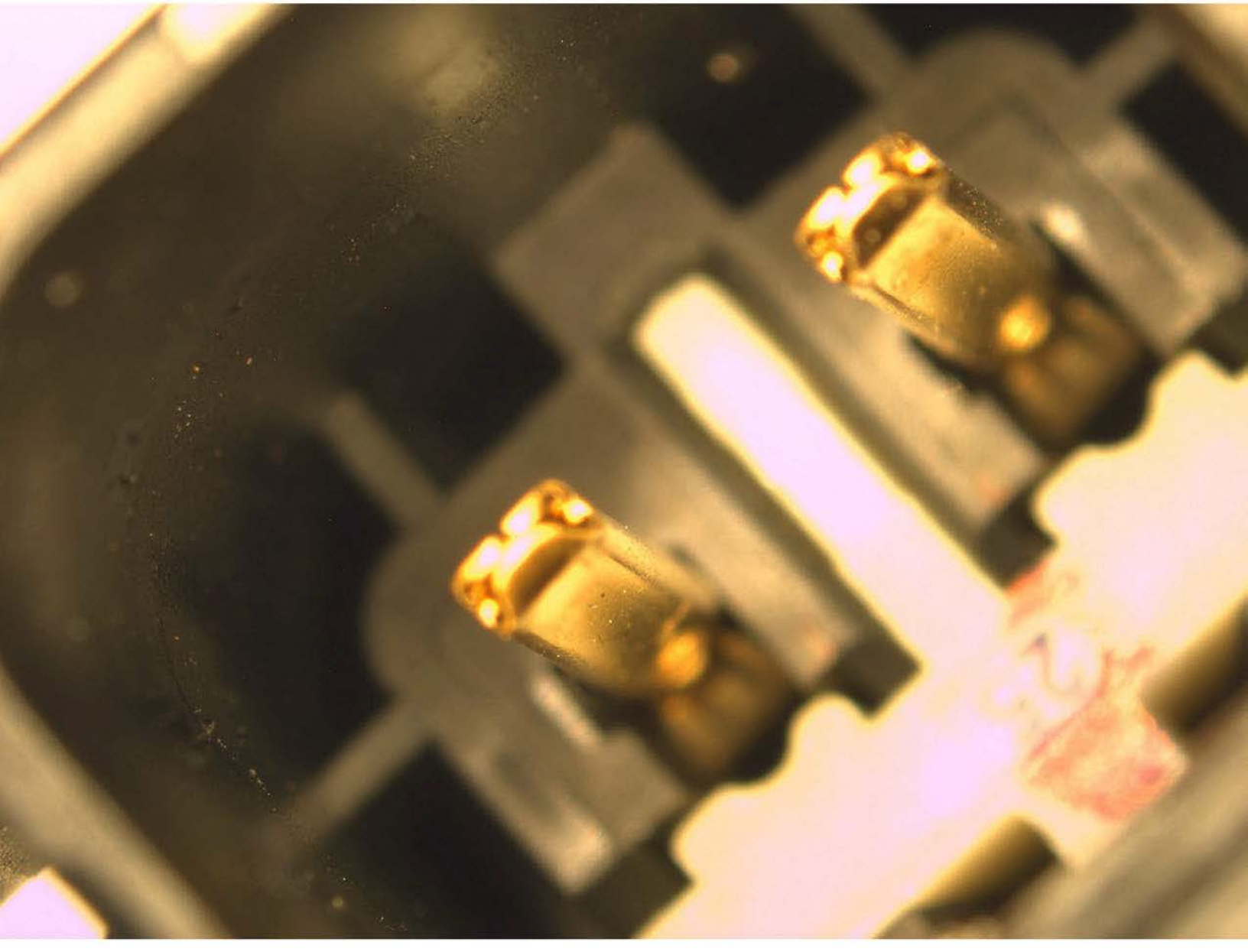
Jeffrey Philbin

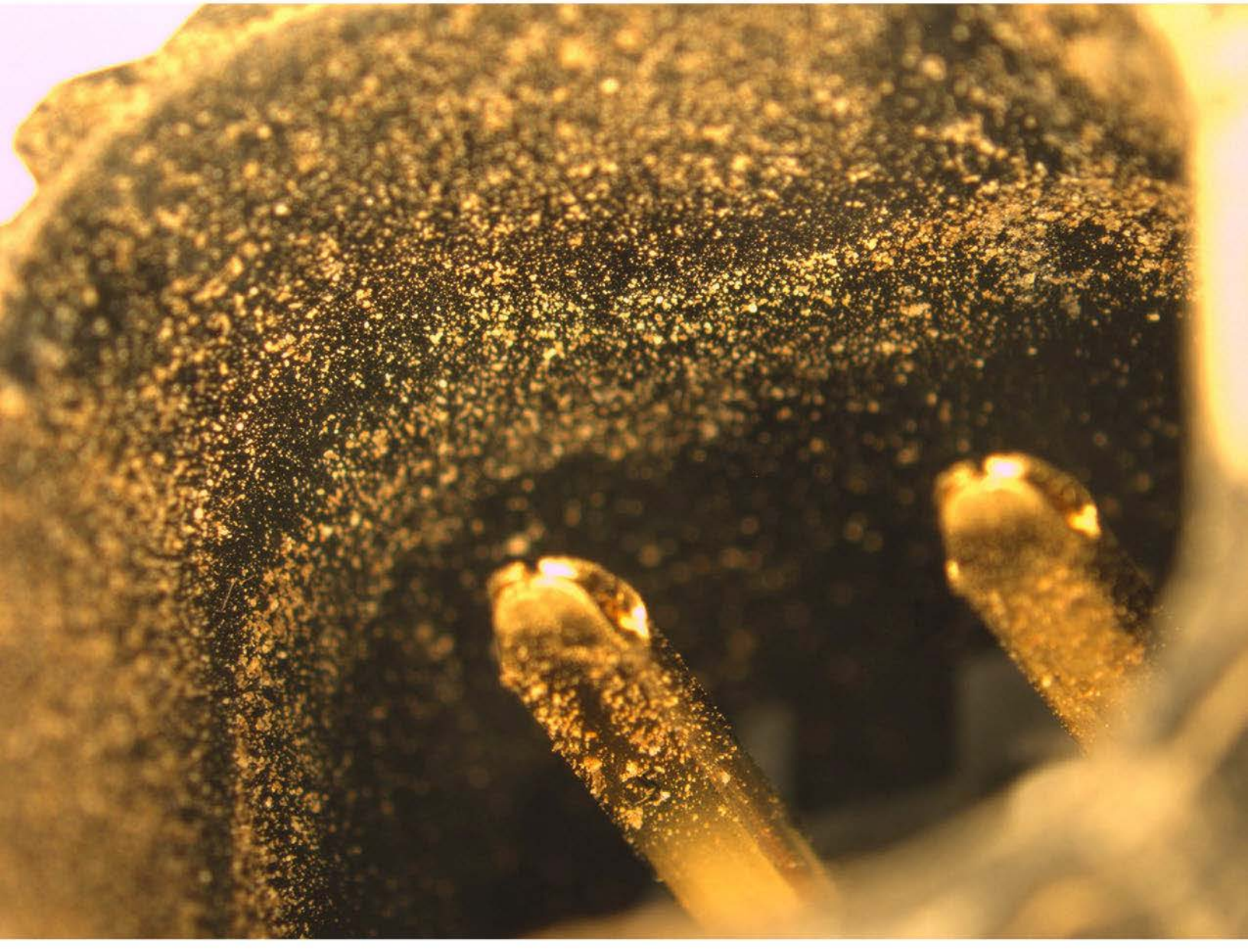
From: McDonagh, Scot (S.M.) [mailto:smcdonag@ford.com]
Sent: Thursday, July 11, 2013 8:16 AM
To: Rinkevich, Daniel (D.J.); Dixon, Mark (M.R.); Wagers, Sue (S.K.); Bushman, Thomas (T.S.); Moylan, James (J.J.); Philbin, Jeff
Subject: Latest P473 EGT Returns

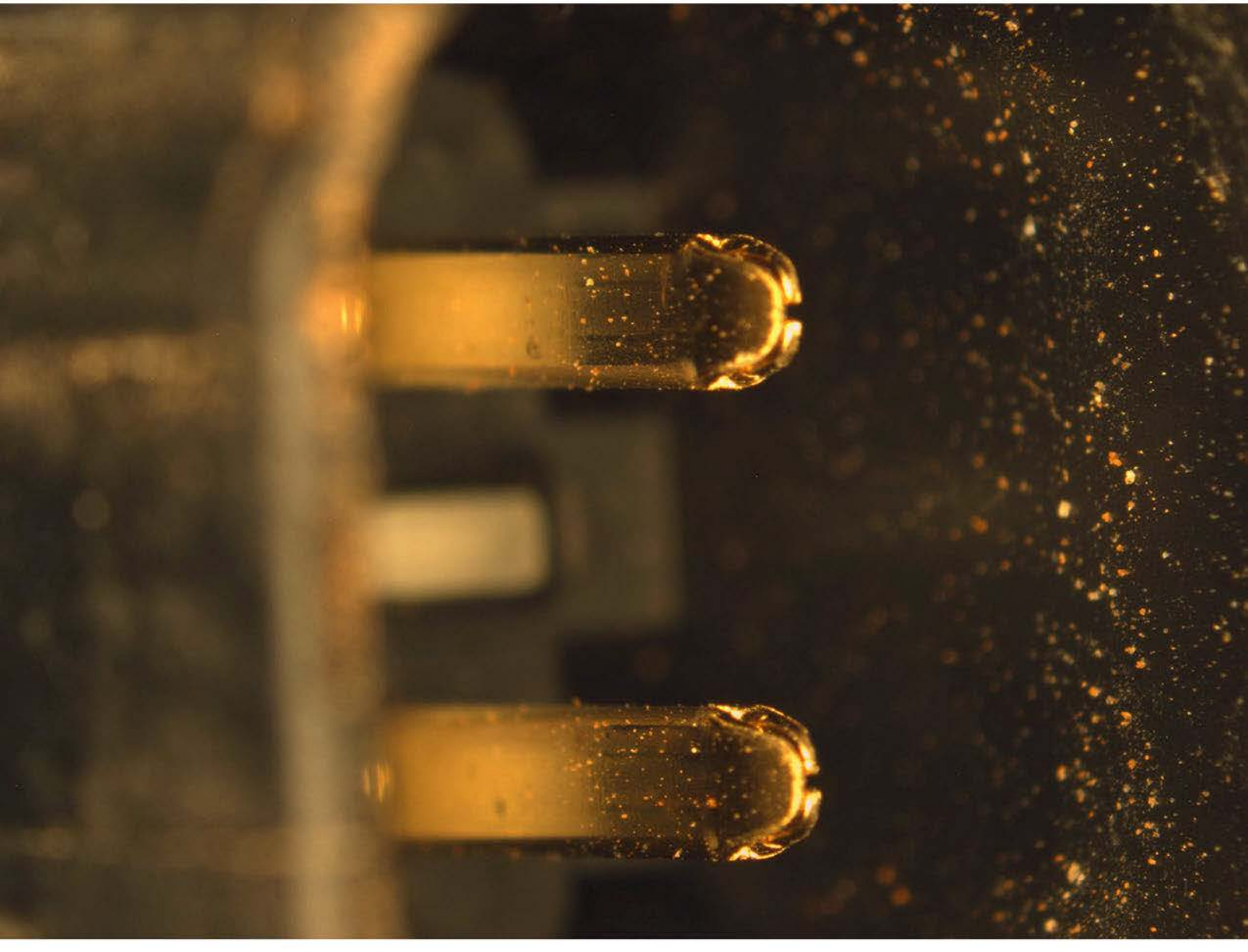
Parts are on Dan's desk

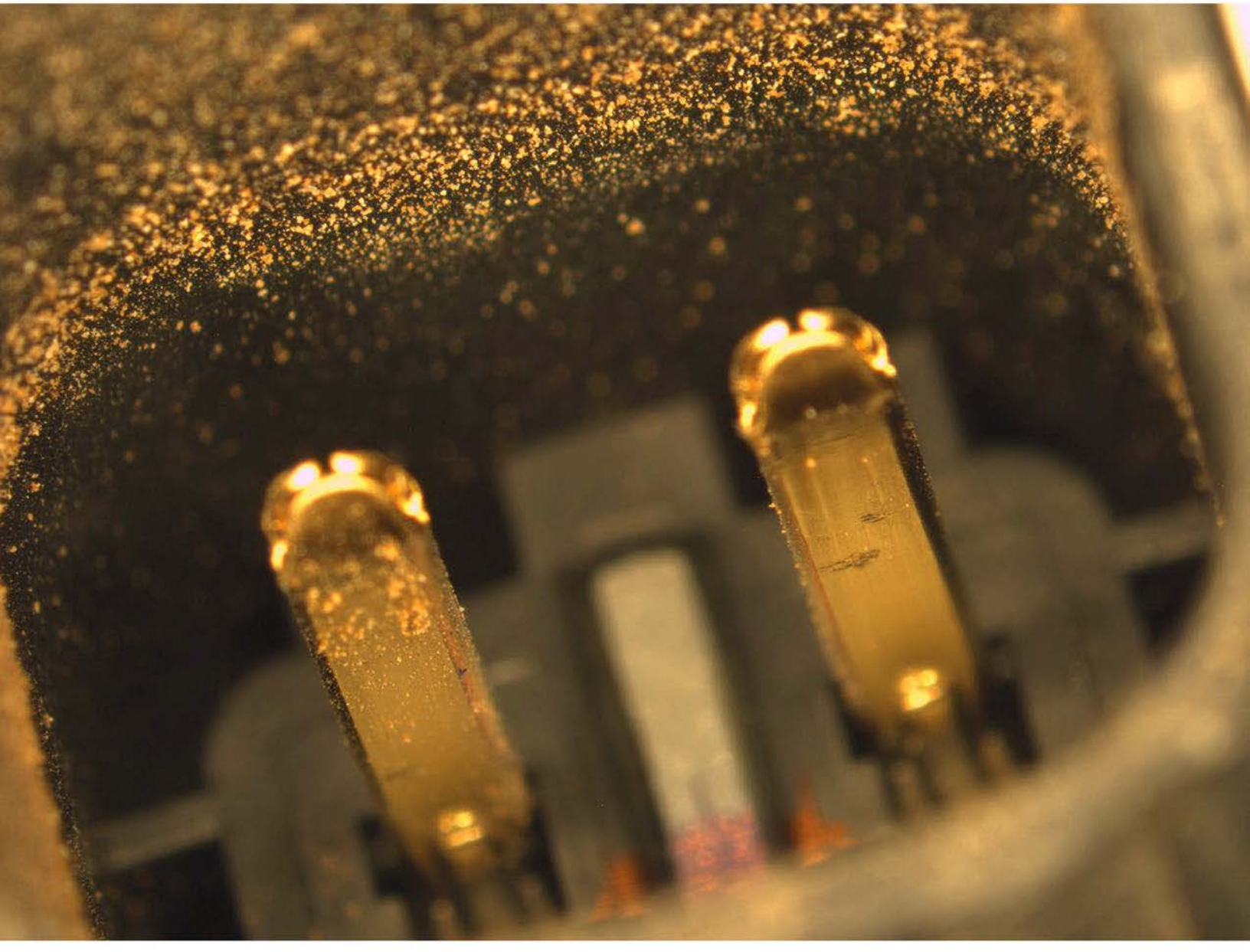
Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com











From: /o=ford/ou=fordna1/cn=Recipients/cn=TBUSHMAN
Sent: Friday, October 18, 2013 3:15 PM
To: 'Landis, Ron'
Subject: RE: Lear

Ron – I need you to send to me your control plan that outlines how you check the crimps every two hours. This is their major error state in their control plan and it never should have been omitted.

Right now, there is not defense for Lear – it was professional malpractice.

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: Landis, Ron [mailto:Ronald.Landis@stoneridge.com]
Sent: Friday, October 18, 2013 10:26 AM
To: Bushman, Thomas (T.S.)
Subject: Lear

Tom,

In defense of Lear, they probably would not knowingly ship defective product and would not be aware of what sectioning shows, as the crimps were in spec. They just panicked I think.

Ron Landis
Application Engineering Mgr
Stoneridge Inc.
Control Devices Division – Lexington
Ronald.Landis@Stoneridge.com

From: Williams, Brent (B.A.)
Sent: Wednesday, October 09, 2013 2:57 PM
To: Bushman, Thomas (T.S.); Rembert, Shannon (S.A.); Brackett, Tom (T.P.)
Cc: Austin, Jon (J.A.); Rinkevich, Daniel (D.J.); Wagers, Sue (S.K.); Austin, Aaron (A.A.)
Subject: RE: MatingConnectorReturnedComparison_10_09_13

Adding Aaron

Brent A. Williams
Electrical PVT Supervisor, KTP - P473/U22x
F Super Duty/Expedition/Navigator
Desk - 502-429-2979
Cell - 313-805-8512
Email: bwillia8@ford.com

From: Bushman, Thomas (T.S.)
Sent: Wednesday, October 09, 2013 10:56 AM
To: Rembert, Shannon (S.A.); Brackett, Tom (T.P.)
Cc: Williams, Brent (B.A.); Austin, Jon (J.A.); Rinkevich, Daniel (D.J.); Wagers, Sue (S.K.)
Subject: FW: MatingConnectorReturnedComparison_10_09_13

Shannon / Tom –

Can you please review this brief report from Stoneridge (EGT Supplier).

They received a Matched Set (Connector and EGT) return and they did a cross section of the EGT crimp and the Terminal crimp. It appears that we do not have an adequate crimp on the Terminal – what do you guys think? Have we had an opportunity to do the same cross sectional analysis on that EGT Connector that exhibited the intermittent open circuit during the tap test?

Please let us know – thanks.

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: Landis, Ron [mailto:Ronald.Landis@stoneridge.com]
Sent: Wednesday, October 09, 2013 10:30 AM
To: Bushman, Thomas (T.S.); Rinkevich, Daniel (D.J.)
Cc: Philbin, Jeff; Sparks, Robert; Doering, Bob
Subject: MatingConnectorReturnedComparison_10_09_13

RQ14-005 000886 ER

From: Knitter, Alan (A.R.)
Sent: Wednesday, September 11, 2013 6:56 PM
To: McDonagh, Scot (S.M.)
Cc: Tyrpak, Steve (S.); Dodds, Dave (D.C.); McCormick, Patrick (P.J.); Buss, Donna (D.M.); Rinkevich, Daniel (D.J.); Dixon, Mark (M.R.); Bogema, John (P.); Kue, Ace (K.); Hale, Curt (B.C.)
Subject: Re: McDowell County Ambulance EGT Sensor Information Needed

Scot,

The 6.7 that was in the shop last week was released with a new turbo (second replacement for exhaust (turbine side) damage. The 6.4 has just been approved by ESP for turbos, DPF and oxidation catalyst replacement.

So, to answer your question, the last 6.7 will be brought in late this week for the EGT sensor replacement. I will pick them up next week, take pictures and get them sent off to you. If for some reason they cannot bring the ambulance in, I will go retrieve the 8 EGT's they have and get them sent to you.

Alan Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837
Sent via my BlackBerry

From: McDonagh, Scot (S.M.)
Sent: Wednesday, September 11, 2013 09:14 AM
To: Knitter, Alan (A.R.)
Cc: Tyrpak, Steve (S.); Dodds, Dave (D.C.); McCormick, Patrick (P.J.); Buss, Donna (D.M.); Rinkevich, Daniel (D.J.); Dixon, Mark (M.R.); Bogema, John (P.); Kue, Ace (K.); Hale, Curt (B.C.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Any progress on EGT Sensor & Connector returns ?

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

From: Knitter, Alan (A.R.)
Sent: Thursday, September 05, 2013 9:23 AM
To: Buss, Donna (D.M.)
Cc: Tyrpak, Steve (S.); Dodds, Dave (D.C.); McCormick, Patrick (P.J.); McDonagh, Scot (S.M.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Donna,

I have been speaking with Jonathan this week and had planned to visit the dealer to pick up the sensors, however, they (Crossroads) have been waiting on the final 6.7L ambulance to be brought to the dealer to change the EGT sensors.

As of yesterday morning (9/4) Crossroads had one of McDowell County's 6.4L ambulances in the shop for a DPF concern, so McDowell county could not give up another ambulance to change out the sensors. Then late yesterday afternoon one of the 6.7L ambulances that has already had the sensors changed came in for a turbo issue.

Jonathan is staying in touch with me and will let me know when the last ambulance has the EGT sensors replaced. In addition, he is working with the hotline on the two that are currently in the shop and will get me involved in those if needed.

Alan R. Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

From: Buss, Donna (D.M.)
Sent: Wednesday, September 04, 2013 10:15 PM
To: Knitter, Alan (A.R.); Tyrpak, Steve (S.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Where are we on this unit?

Donna Buss
Parts, Service and Sales
Regional Manager
Charlotte Region
(704) 726-0182 cell
(704) 998-2641 office

Go Further

From: Knitter, Alan (A.R.)
Sent: Tuesday, August 27, 2013 9:20 AM
To: Jonathan.lankford@crossroadscars.com
Cc: Tyrpak, Steve (S.); Buss, Donna (D.M.); Dodds, Dave (D.C.); McCormick, Patrick (P.J.); Crossroads Ford of Morganton
Subject: McDowell County Ambulance EGT Sensor Information Needed

Jonathan,

I know I have sent you several emails about McDowell County over the past two days; I want to clarify what should be happening right now and what we (Ford) needs from you.

1. As we discussed yesterday, replace all 4 EGT sensors on all there ambulance units. I show VIN's 1FDUF4HT1CE[redacted] 1FDUF4HT3BE[redacted] and 1FDUF4HT4BE[redacted] as their only 6.7L units.

2. Mark the sensors so we know what vehicle and what position in the exhaust they came from. Get some plastic baggies or something like that so the VIN and the EGT position in the exhaust can be marked down. Use a paint pen to mark the position on the sensor itself.

3. Save any sensors that have been replaced over the past 6-8 months if they are still in your possession, and try to match the sensor to the vehicle (VIN) they came from.

4. Verify that all current sensors being replaced are part number AC3Z-5J213-B.

5. Pull all non-warranty RO's on the 6.7L Ambulances and record how many, and what part number EGT sensor was used per VIN. Also, if it's recorded, what position in the exhaust the sensor was located.

6. New TSB 12-7-1 and 12-7-2 were released about this concern July 10, 2012. Please follow the TSB's for any future issues with McDowell County or other 6.7L vehicles.

Call me with any questions. Thank you for all your help Jonathan!

Alan R. Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

From: Knitter, Alan (A.R.)
Sent: Monday, September 16, 2013 7:06 PM
To: Bushman, Thomas (T.S.); Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Sonat, Ibrahim (I.); Kue, Ace (K.)
Cc: Dodds, Dave (D.C.); McCormick, Patrick (P.J.); Tyrpak, Steve (S.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

I will be at the dealer this Wednesday. I don't know yet if they got the mating connector. I have to check how many times this one unit has had a sensor replaced and if it's been the same location each time.

Alan R. Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

From: Bushman, Thomas (T.S.)
Sent: Monday, September 16, 2013 3:01 PM
To: Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Sonat, Ibrahim (I.); Kue, Ace (K.)
Cc: Knitter, Alan (A.R.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Excellent idea!

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: Rinkevich, Daniel (D.J.)
Sent: Monday, September 16, 2013 3:00 PM
To: Bushman, Thomas (T.S.); McDonagh, Scot (S.M.); Sonat, Ibrahim (I.); Kue, Ace (K.)
Cc: Knitter, Alan (A.R.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Can we put a data recorder in this vehicle?

Dan Rinkevich
Powertrain Quality
(313) 32-23653 (Desk)
(313) 676-9572 (Cellular)

From: Bushman, Thomas (T.S.)
Sent: Monday, September 16, 2013 2:58 PM
To: McDonagh, Scot (S.M.); Rinkevich, Daniel (D.J.); Sonat, Ibrahim (I.); Kue, Ace (K.)
Cc: Knitter, Alan (A.R.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

This is very telling.

Second sensor and we get another fault – sounds like a circuit problem.

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: McDonagh, Scot (S.M.)
Sent: Monday, September 16, 2013 2:47 PM
To: Bushman, Thomas (T.S.)
Cc: Knitter, Alan (A.R.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

You are reading correctly- Need Alan to advise if Fleet is providing Sensor Pigtail combo

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

From: Bushman, Thomas (T.S.)
Sent: Monday, September 16, 2013 2:18 PM
To: McDonagh, Scot (S.M.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Scot – please let me know if I'm reading this correctly:

A new EGT failed on this unit – am I reading this right?

Did they get the mating connector when they swapped out the new EGT?

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: McDonagh, Scot (S.M.)
Sent: Monday, September 16, 2013 9:16 AM
To: Rinkevich, Daniel (D.J.); Bushman, Thomas (T.S.); Dixon, Mark (M.R.); Wagers, Sue (S.K.); Goodwin, William (W.R.); Moylan, James (J.J.); Kue, Ace (K.); Bogema, John (P.)
Subject: FW: McDowell County Ambulance EGT Sensor Information Needed

INFO

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

From: Knitter, Alan (A.R.)
Sent: Monday, September 16, 2013 9:09 AM
To: McDonagh, Scot (S.M.)
Cc: Tyrpak, Steve (S.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Scot,

The Service Manager at Crossroads of Morganton called me on Friday, they had one of the new EGT sensors we had them replace fail on a unit that recently got four new EGT sensors. This is for sure a "B" level sensor. The Service Manager has it bagged and I will pick it up with the others this Wednesday.

Alan R. Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

From: McDonagh, Scot (S.M.)
Sent: Wednesday, September 11, 2013 3:29 PM
To: Knitter, Alan (A.R.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Excellent- Thank you

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

From: Knitter, Alan (A.R.)
Sent: Wednesday, September 11, 2013 2:56 PM
To: McDonagh, Scot (S.M.)
Cc: Tyrpak, Steve (S.); Dodds, Dave (D.C.); McCormick, Patrick (P.J.); Buss, Donna (D.M.); Rinkevich, Daniel (D.J.);

Dixon, Mark (M.R.); Bogema, John (P.); Kue, Ace (K.); Hale, Curt (B.C.)
Subject: Re: McDowell County Ambulance EGT Sensor Information Needed

Scot,

The 6.7 that was in the shop last week was released with a new turbo (second replacement for exhaust (turbine side) damage. The 6.4 has just been approved by ESP for turbos, DPF and oxidation catalyst replacement.

So, to answer your question, the last 6.7 will be brought in late this week for the EGT sensor replacement. I will pick them up next week, take pictures and get them sent off to you. If for some reason they cannot bring the ambulance in, I will go retrieve the 8 EGT's they have and get them sent to you.

Alan Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837
Sent via my BlackBerry

From: McDonagh, Scot (S.M.)
Sent: Wednesday, September 11, 2013 09:14 AM
To: Knitter, Alan (A.R.)
Cc: Tyrpak, Steve (S.); Dodds, Dave (D.C.); McCormick, Patrick (P.J.); Buss, Donna (D.M.); Rinkevich, Daniel (D.J.); Dixon, Mark (M.R.); Bogema, John (P.); Kue, Ace (K.); Hale, Curt (B.C.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Any progress on EGT Sensor & Connector returns ?

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

From: Knitter, Alan (A.R.)
Sent: Thursday, September 05, 2013 9:23 AM
To: Buss, Donna (D.M.)
Cc: Tyrpak, Steve (S.); Dodds, Dave (D.C.); McCormick, Patrick (P.J.); McDonagh, Scot (S.M.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Donna,

I have been speaking with Jonathan this week and had planned to visit the dealer to pick up the sensors, however, they (Crossroads) have been waiting on the final 6.7L ambulance to be brought to the dealer to change the EGT sensors.

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Jonathan is staying in touch with me and will let me know when the last ambulance has the EGT sensors replaced. In addition, he is working with the hotline on the two that are currently in the shop and will get me involved in those if needed.

Alan R. Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

From: Buss, Donna (D.M.)
Sent: Wednesday, September 04, 2013 10:15 PM
To: Knitter, Alan (A.R.); Tyrpak, Steve (S.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Where are we on this unit?

Donna Buss
Parts, Service and Sales
Regional Manager
Charlotte Region
(704) 726-0182 cell
(704) 998-2641 office

Go Further

From: Knitter, Alan (A.R.)
Sent: Tuesday, August 27, 2013 9:20 AM
To: Jonathan.lankford@crossroadscars.com
Cc: Tyrpak, Steve (S.); Buss, Donna (D.M.); Dodds, Dave (D.C.); McCormick, Patrick (P.J.); Crossroads Ford of Morganton
Subject: McDowell County Ambulance EGT Sensor Information Needed

Jonathan,

I know I have sent you several emails about McDowell County over the past two days; I want to clarify what should be happening right now and what we (Ford) needs from you.

1. As we discussed yesterday, replace all 4 EGT sensors on all there ambulance units. I show VIN's 1FDUF4HT1CE[redacted] 1FDUF4HT3BF[redacted] and 1FDUF4HT4BE[redacted] as their only 6.7L units.

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4. Verify that all current sensors being replaced are part number AC3Z-5J213-B.

5. Pull all non-warranty RO's on the 6.7L Ambulances and record how many, and what part number EGT sensor was used per VIN. Also, if it's recorded, what position in the exhaust the sensor was located.

6. New TSB 12-7-1 and 12-7-2 were released about this concern July 10, 2012. Please follow the TSB's for any future issues with McDowell County or other 6.7L vehicles.

Call me with any questions. Thank you for all your help Jonathan!

Alan R. Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

From: Knitter, Alan (A.R.)
Sent: Wednesday, September 18, 2013 4:20 PM
To: McDonagh, Scot (S.M.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

Scot,

I'm at the dealer picking up all the sensors; the pigtail was not replaced. The sensor that was replaced was EGT13, this was after all sensors were replaced on 8/24/13. For this vehicle's VIN, two EGT's1(position 14) had been replaced previously, never position 13.

Alan R. Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

From: McDonagh, Scot (S.M.)
Sent: Monday, September 16, 2013 2:47 PM
To: Bushman, Thomas (T.S.)
Cc: Knitter, Alan (A.R.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

You are reading correctly- Need Alan to advise if Fleet is providing Sensor Pigtail combo

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smcdonag@ford.com

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To: Rinkevich, Daniel (D.J.); Bushman, Thomas (T.S.); Dixon, Mark (M.R.); Wagers, Sue (S.K.); Goodwin, William (W.R.); Moylan, James (J.J.); Kue, Ace (K.); Bogema, John (P.)
Subject: FW: McDowell County Ambulance EGT Sensor Information Needed

INFO

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Sent: Thursday, September 05, 2013 9:23 AM
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Cc: Tyrpak, Steve (S.); Dodds, Dave (D.C.); McCormick, Patrick (P.J.); McDonagh, Scot (S.M.)
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Field Service Engineer
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Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

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Sent: Wednesday, September 04, 2013 10:15 PM
To: Knitter, Alan (A.R.); Tyrpak, Steve (S.)
Subject: RE: McDowell County Ambulance EGT Sensor Information Needed

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Go Further

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Alan R. Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

From: Rinkevich, Daniel (D.J.)
Sent: Friday, June 28, 2013 4:10 PM
To: McDonagh, Scot (S.M.)
Cc: Dixon, Mark (M.R.); Wagers, Sue (S.K.); Bushman, Thomas (T.S.); Moylan, James (J.J.)
Subject: RE: Minutes: Diesel Exhaust Sensor TNI-NPF

Okay, Let's keep in for a couple thousand miles.

Dan Rinkevich
Powertrain Quality
(313) 32-23653 (Desk)
(313) 676-9572 (Cellular)

From: McDonagh, Scot (S.M.)
Sent: Friday, June 28, 2013 11:23 AM
To: Rinkevich, Daniel (D.J.)
Cc: Dixon, Mark (M.R.); Wagers, Sue (S.K.); Bushman, Thomas (T.S.); Moylan, James (J.J.)
Subject: RE: Minutes: Diesel Exhaust Sensor TNI-NPF

Sorry I missed the meeting. Was in B2 Garage conducting high priority vehicle part trial. Let me know if I owe you anything.

(2) Vehicles with TNI-NPF Hi-Stat EGT returns installed have not reproduced DTCs after ~150 miles of testing

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

From: Rinkevich, Daniel (D.J.)
Sent: Friday, June 28, 2013 9:57 AM
To: McDonagh, Scot (S.M.); Wagers, Sue (S.K.); Bushman, Thomas (T.S.); Moylan, James (J.J.); Dixon, Mark (M.R.); Oyafuso, Kevin (K.G.); Kue, Ace (K.); Hamilton, Steven (S.C.); Johnson, Seth (S.); Caesar, Cynthia (C.L.); Sonat, Ibrahim (I.); Hutchinson, Rob (R.); Jeff.Philbin@stoneridge.com; Boone, Bill (W.P.); Bogema, John (P.); Teran, Roberto (R.); 'Landis, Ron'
Subject: Minutes: Diesel Exhaust Sensor TNI-NPF

- Send EGT presentation to team - **Dan Rinkevich**
  << File: EGT Sensor Issue Presentation to Joe Baum.pptx >>
- Check FAV status, We need to get sensors back with pigtails - **Seth Johnson**
- Present Sensor OBD parameters and bad sensor detection strategy to team on Wed July 10 - **Ace Kue**

RQ14-005 000901 ER

- Determine if there is any coating put on connector pins at pigtail supplier and report back on Wed July 10 – **Ron Landis**
- Chart TNI sensor resistance & resistance curves against DTCs and review with team on Wed July 10 – **Ron Landis**
- Review Laser marking and welding connection stations for opportunities for foreign material on connectors – **Ron Landis**
- Review PCM input circuitry with team on Wed July 10– **Rob Hutchison**

Dan Rinkevich

Powertrain Quality
(313) 32-23653 (Desk)
(313) 676-9572 (Cellular)

-----Original Appointment-----
From: Rinkevich, Daniel (D.J.)
Sent: Wednesday, June 05, 2013 4:13 PM
To: Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Wagers, Sue (S.K.); Bushman, Thomas (T.S.); Moylan, James (J.J.); Dixon, Mark (M.R.); Oyafuso, Kevin (K.G.); Kue, Ace (K.); Hamilton, Steven (S.C.); Johnson, Seth (S.); Caesar, Cynthia (C.L.); Sonat, Ibrahim (I.); Hutchinson, Rob (R.); Jeff.Philbin@stoneridge.com; Boone, Bill (W.P.); Bogema, John (P.); Teran, Roberto (R.)
Cc: 'Landis, Ron'
Subject: Diesel Exhaust Sensor TNI-NPF
When: Friday, June 28, 2013 9:00 AM-10:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx

Recurring meeting to discuss Diesel Exhaust Sensor TNI-NPF.

-+-----+-----+-----+-----+-----+-----+-----+-----+-----+-
[Do not add or change anything below this line. The information in this section may be replaced with your meeting details after you click Send.]

WebEx Meeting Information

Meeting Number: 713 533 403
Meeting Password: This meeting does not require a password.
Meeting Link: https://ford.webex.com/ford/j.php?J=713533403

This meeting may include the option for video. The recording of meetings is prohibited. For company policies on using video click here:

https://comm.sp.ford.com/sites/digitalworker/Pages/HowiWorkItem.aspx?UCTitle=to%20use%20Video&UCID=&Page=2&Section=2.001

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=235536682&tollFree=1
Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Access code:713 533 403

MC12

http://www.webex.com

From: Smith, Jason (JRS.)
Sent: Wednesday, October 22, 2014 6:04 PM
To: Bogema, John (P.); McDonagh, Scot (S.M.); Lyon, Peter (P.M.); Korpics, Frank (F.M.); Parrish, Kirk (K.A.)
Subject: RE: P200E/C EGT Overtemp FMEM

I checked the whitepapers for the cal releases that required two EGTs to be high to shut down the vehicle.

P473 MY	Chassis Cert	Dyno Cert
2011	Nov/Dec 2014	R24 SR5, April 2014
2012	Nov/Dec 2014	R24 SR2, April 2014
2013	Nov/Dec 2014	R17 SR3, June 2014
2014	Nov/Dec 2014	R10 SR1, June 2014
2015	Nov/Dec 2014	Included at J1

Jason Smith | Supervisor – Diesel Aftertreatment Modeling and OBD Calibration | Cell: 313-805-0176

From: Bogema, John (P.)
Sent: Wednesday, October 22, 2014 1:01 PM
To: McDonagh, Scot (S.M.); Lyon, Peter (P.M.); Korpics, Frank (F.M.); Smith, Jason (JRS.)
Subject: RE: P200E/C EGT Overtemp FMEM

Jason,

Can you confirm when we put in overtemp calibrations for pickup and chassis cert?

From: McDonagh, Scot (S.M.)
Sent: Wednesday, October 22, 2014 12:30 PM
To: Lyon, Peter (P.M.); Bogema, John (P.); Korpics, Frank (F.M.)
Subject: RE: P200E/C EGT Overtemp FMEM

Has below content been released in Production for 15MY P473 Diesel ? This only applies to Chassis Cab/Dyno Cert vehicles ? I'm not making the connection between P200C/P220E warranty claim decline October 2013 and calibration content you guys released. Thanks

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

<< File: WP6282-E.pdf >>

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

From: Dixon, Mark (M.R.)
Sent: Tuesday, October 21, 2014 12:38 PM
To: McDonagh, Scot (S.M.)
Cc: Poon, Charles (C.)
Subject: P200E/C EGT Overtemp FMEM

Scot, do you have white paper that showd when the P200E/C overtemp "FMEM DTCs" got the fix to require two EGTs to be high to set the code? Looks like something happened in Oct, 2013.

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

Mark Dixon
Powertrain Quality
Ford Motor Company
Building 2 / 24K36
mailto:mdixon@ford.com
Tel: (313) 805-7051

From: Nadeau, Brian <brian.nadeau@stoneridge.com>
Sent: Tuesday, November 08, 2011 2:12 PM
To: McDonagh, Scot (S.M.)
Subject: RE: P473 EGT BE[redacted] P242A

Ok, thank you.

Regards,
Brian W. Nadeau
Sr. Sales Engineer
Stoneridge, Inc.
248-324-3880

From: McDonagh, Scot (S.M.) [mailto:smcdonag@ford.com]
Sent: Tuesday, November 08, 2011 9:10 AM
To: Nadeau, Brian
Subject: RE: P473 EGT BE[redacted] P242A

Part will be returned to Stoneridge Novi facility

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

From: Nadeau, Brian [mailto:brian.nadeau@stoneridge.com]
Sent: Tuesday, November 08, 2011 9:02 AM
To: McDonagh, Scot (S.M.)
Subject: RE: P473 EGT BE[redacted] P242A

Good morning Scot,

Will the below part be shipped directly to us at Stoneridge or will it be at the warranty center on S. Commerce Rd in Dearborn? Thank you.

Regards,
Brian W. Nadeau
Sr. Sales Engineer
Stoneridge, Inc.
248-324-3880

From: McDonagh, Scot (S.M.) [mailto:smcdonag@ford.com]
Sent: Tuesday, November 08, 2011 7:47 AM
To: Moylan, James (J.J.); Erginer, Bora (B.E.); Goodwin, William (W.R.); Volinski, Bridget (.); Sloan, Craig
Cc: Wagers, Sue (S.K.); Dixon, Mark (M.R.)
Subject: RE: P473 EGT BE[redacted] P242A

Enclosed EGT should be returned to Stoneridge via WPAC request 146598. Will ask Craig to confirm when part is received. Do we have Production clean dates for Broken Weld and Moved RTD ?

146598	QCRP-C	9/23/2011	3/22/2012	9/23/2011 10:06:54 PM	RCRC	ACTIVE	QUALITY REVIEW: LEVEL 8	DS	TRUCK	2011	ALL	5J213	A	10/Month	STONERIDGE	SCOTT CLARK	STE 100

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

From: Moylan, James (J.J.)
Sent: Tuesday, November 08, 2011 7:03 AM
To: Erginer, Bora (B.E.); Goodwin, William (W.R.); Volinski, Bridget (.); McDonagh, Scot (S.M.)
Cc: Wagers, Sue (S.K.); Dixon, Mark (M.R.)
Subject: P473 EGT BE[redacted] P242A

Scott,

Please make sure that this sensor is routed to Craig Sloan at Hi-Stat for analysis. Thanks.

Server: **AWS Prod**
Claims loaded through: **07-NOV-2011**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2011; **Claim Key** = 1563137

Vehicle Information		**Claim Information**	
Model Year:	2011	Document Number:	[redacted]
Market Derived:	F - FORD	Repair Date:	01-NOV-2011
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	9462
Version/Series:	T/CD-350 SERIES	TIS:	3

Drive Type: T/E-4 WHL L/H PART TIME DRIVE

Vehicle Line: T/FA-P473 SUPER DUTY [11-12]

Warranty Start Date: 09-AUG-2011

Production Date: 29-JUN-2011

VIN: 1FT8W3BT2BE[redacted]

Expense Information

Dealer Information:

		Customer Paid Amount:	.00
Dealer Name	ALEXANDER AUTO CENTER	Deductible Amount:	.00
Dealer Code:	04408 - *	Dealer Paid Amount:	.00
Address:	U.S. 181 BUSINESS S.	Labor Cost:	120.40
City:	KENEDY	Misc. Expense Amount:	.00
State:	TX Zip Code:78119	Part Markup Amount:	.00
Country:	USA Region Code: NA	Material Cost:	.00
Phone:	(830)583-2514	Total Cost Gross:	120.40

Cust. Concern Code: D13 - ENGINE IDLES ROUGH

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: VERIFIED CUSTOMER CONCERN. USING THE IDS, RAN SELF TEST AND RETRIEVED DTC P242A FOR EGTB. RAN OASIS, FOUND NO APPLICABLE TSBS OR SSMS. MONITORED PIDS AND NOTED EGTB WAS READING ABOUT 20 DEG LOWER THAN OTHER SENSORS. FOLLOWING PC/ED WENT TO PPT: RC1. P242A PRESENT, GO TO RC2. ENGINE OIL LEVEL IS OK, GO TO RC3, ENGINE COOLANT LEVEL IS OK, GO TO RC4. VISUALLY INSPECTED EXHAUST SYSTEM FOR LEA

Customer Comment: CHECK ENGINE LIGHT ILLUMINATED.

Labor Op Code	Labor Op Description	Labor Op Cost
12650D	EEC - (QUICK TEST) DIAGNOSIS	16.05
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	8.03
12650D45D		24.08
12650D80D		8.03
12650D81D		40.13
12650D68		24.08

Causal	Full Part Number			Part		Part	Extended
Flag	PREF	BASE	SUFF	Description	CPSC	Quantity	Amount
Y	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	031403	0	.00

DTC Sections: **Mil. Light On = ***

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description

Any comments? You can contact

<< OLE Object: Picture (Metafile) >> *webmaster*

18296

James J. Moylan tcb
Kentucky Truck Plant
Powertrain PVT - Sr. Engineer
313-805-3887
><((((º>

From: Straub, Brady <Brady.Straub@stoneridge.com>
Sent: Thursday, September 29, 2011 2:57 PM
To: McDonagh, Scot (S.M.); Erginer, Bora (B.E.)
Cc: Volinski, Bridget (.); Goodwin, William (W.R.); Clark, Scott
Subject: RE: P473 EGT part numbers

Scot,

We have been receiving both the standard nut EGT sensors (AC3A-12B591-AB / Position 1 and 2) and the extended nut EGT sensors (AC3A-12B591-BB / Position 2 and 4) back from warranty. These are probably all being returned as the AC3Z-5J213-A part number because we do not provide a AC3Z-5J213-B part. All service parts are the standard nut sensor and it is used for all locations. In my warranty analysis I get the sensor location from the DTC code provided and/or the techs comments in the warranty claim.

Thanks,

Brady A. Straub
APQP Engineer
Control Devices, division of Stoneridge, Inc.
345 South Mill Street
Lexington, Ohio 44904
Phone: 419-884-4125
Fax: 419-884-4195
Brady.Straub@stoneridge.com

From: McDonagh, Scot (S.M.) [mailto:smcdonag@ford.com]
Sent: Thursday, September 29, 2011 9:28 AM
To: Erginer, Bora (B.E.); Straub, Brady
Cc: Volinski, Bridget (.); Goodwin, William (W.R.)
Subject: RE: P473 EGT part numbers

Brady will have to advise on EGT returns

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

From: Erginer, Bora (B.E.)
Sent: Thursday, September 29, 2011 9:24 AM
To: McDonagh, Scot (S.M.)
Cc: Volinski, Bridget (.); Goodwin, William (W.R.)
Subject: RE: P473 EGT part numbers

Scot,

Does it mean we do not have ant EGT 3&4 returns? Because WERS and MPNR says, AC3Z-12B591-B is the service part of EGT3&4.

Regards,

Bora Erginer

From: McDonagh, Scot (S.M.)
Sent: Thursday, September 29, 2011 4:09 PM
To: Erginer, Bora (B.E.)
Cc: Volinski, Bridget (.); Goodwin, William (W.R.)
Subject: RE: P473 EGT part numbers

FYI

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

From: Erginer, Bora (B.E.)
Sent: Thursday, September 29, 2011 8:41 AM
To: McDonagh, Scot (S.M.)
Cc: Volinski, Bridget (.); Goodwin, William (W.R.)
Subject: P473 EGT part numbers

Hello Scot,

P473 EGT sensor part numbers are as following

EGT1 & EGT1 AC3A-12B591-AB (Service part AC3Z-5J213-A /AC3Z-12B591-A)
EGT3 & EGT4 AC3A-12B591-BB (Service part AC3Z-5J213-B / AC3Z-12B591-B)

Can you please confirm because I do not see ANY claims for AC3Z-5J213-B / AC3Z-12B591-B.

Thanks,

Bora Erginer, MSc.
Global Core Sensor Engineer, gPCSE
Exhaust Gas Temperature & Pressure Sensors and Knock Sensor
International: +90 262 677 **9782**
Ford Internal: 8 **708 9782**
Ford Otomotiv A.S.
TUBITAK Technopark, Gebze Kocaeli/Turkey

Please raise an e-tracker for any request to global Core Sensor Team:
http://www.etracker.ford.com/Apps/AddIssues/AddIssue.asp?ProjectID=GPCSESEN

From: McDonagh, Scot (S.M.)
Sent: Thursday, September 29, 2011 2:43 PM

RQ14-005 000912 ER

To: Caesar, Cynthia (C.L.)
Cc: Dixon, Mark (M.R.); Goodwin, William (W.R.); Erginer, Bora (B.E.)
Subject: FW: EGT Freeze Frame Data Request

Can you pull OWS FF data on 2011MY P473 6.7L Diesel for the below EGT DTCs ? Thanks

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

From: Straub, Brady [mailto:Brady.Straub@stoneridge.com]
Sent: Thursday, September 29, 2011 12:37 AM
To: McDonagh, Scot (S.M.)
Subject: EGT Freeze Frame Data Request

Scot,

I have taken back over for Bill on the EGT warranty here at stoneridge. Can I get a copy of the latest freeze frame data for the following EGT DTC codes. I show these as my top DTC codes for the parts we find as TNI.

- P242A
- P246E
- P2031
- P0544

Thanks,

Brady A. Straub
APQP Engineer
Hi-Stat Mfg.
345 South Mill Street
Lexington, Ohio 44904
Phone: 419-884-4125
Fax: 419-884-4195

From: Philbin, Jeff <Jeff.Philbin@stoneridge.com>
Sent: Wednesday, August 15, 2012 12:27 PM
To: McDonagh, Scot (S.M.)
Cc: Erginer, Bora (B.E.); Straub, Brady; Goodwin, William (W.R.); Sonat, Ibrahim (I.); Moylan, James (J.J.); Bushman, Thomas (T.S.); Dixon, Mark (M.R.); Wagers, Sue (S.K.)
Subject: RE: P473 Warranty Return 8D

Scot;

Brian Nadeau from Stoneridge will stop by late morning / early afternoon to pick up these parts.

Thank you.

Jeffrey Philbin

From: McDonagh, Scot (S.M.) [mailto:smcdonag@ford.com]
Sent: Tuesday, August 14, 2012 3:56 PM
To: Philbin, Jeff
Cc: Erginer, Bora (B.E.); Straub, Brady; Goodwin, William (W.R.); Sonat, Ibrahim (I.); Moylan, James (J.J.); Bushman, Thomas (T.S.); Dixon, Mark (M.R.); Wagers, Sue (S.K.)
Subject: RE: P473 Warranty Return 8D

(4) EGT warranty returns received today

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

From: Philbin, Jeff [mailto:Jeff.Philbin@stoneridge.com]
Sent: Monday, August 06, 2012 11:30 AM
To: McDonagh, Scot (S.M.); Goodwin, William (W.R.); Sonat, Ibrahim (I.); Moylan, James (J.J.); Bushman, Thomas (T.S.)
Cc: Erginer, Bora (B.E.); Straub, Brady
Subject: P473 Warranty Return 8D

All:

Last Thursday Scott McDonagh had one AC3A-12B591-BB warranty return EGT sensor returned to Stoneridge. This return was from a vehicle built on 09Apr2012 with a Stoneridge manufacture date of 27Mar2012.

Please reference attached 8D Report.

Let us know if you have questions.

Jeffrey Philbin
Stoneridge, Inc
28001 Cabot Drive, Suite 100, Novi, MI

248-324-3856 Office 248-469-9942 Cell
Jeffrey.philbin@stoneridge.com | www.stoneridge.com

From: Moylan, James (J.J.)
Sent: Wednesday, January 16, 2013 1:32 PM
To: McDonagh, Scot (S.M.); Caesar, Cynthia (C.L.)
Cc: Dixon, Mark (M.R.); Wagers, Sue (S.K.); Goodwin, William (W.R.)
Subject: RE: Preliminary 8D - 1st 2013MY EGT Warranty Return
Attachments: 1FDUF5HT2DE[redacted]df; 1FT7W2BT2DE[redacted]df

There is nothing in the Freeze Frame data files that points to the EGT.

James J. Moylan tcb
Kentucky Truck Plant
Powertrain PVT - Sr. Engineer
313-805-3887
><((((º>

From: McDonagh, Scot (S.M.)
Sent: Wednesday, January 16, 2013 8:03 AM
To: Caesar, Cynthia (C.L.)
Cc: Dixon, Mark (M.R.); Wagers, Sue (S.K.); Moylan, James (J.J.); Goodwin, William (W.R.)
Subject: RE: Preliminary 8D - 1st 2013MY EGT Warranty Return

Is Freeze Frame data available for the (2) enclosed VINs ?

1FT7W2BT2DE[redacted]

1FDUF5HT2DE[redacted]

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

From: Moylan, James (J.J.)
Sent: Wednesday, January 16, 2013 7:31 AM
To: Goodwin, William (W.R.); Dixon, Mark (M.R.); Taylor, James (J.D.); Bushman, Thomas (T.S.); McDonagh, Scot (S.M.)
Cc: Sonat, Ibrahim (I.)
Subject: FW: Preliminary 8D - 1st 2013MY EGT Warranty Return

See the preliminary 8D for the first EGT warranty claim after the cut off. It is NPF so far.

James J. Moylan tcb
Kentucky Truck Plant
Powertrain PVT - Sr. Engineer

313-805-3887
><((((°>

From: Straub, Brady [mailto:Brady.Straub@stoneridge.com]
Sent: Tuesday, January 15, 2013 5:38 PM
To: Moylan, James (J.J.); Sonat, Ibrahim (I.); Patel, Vijay (Vijay.); Melchor, David; Frederick, Elayne; Landis, Ron; Obenour, Doug; Sparks, Robert; Philbin, Jeff
Cc: Wacker, Robert; Heston, Mike
Subject: Preliminary 8D - 1st 2013MY EGT Warranty Return

Jim,

Please find attached the preliminary 8D for the 2013MY EGT sensor that was returned. Part has been tested for function and has at this point been found to be a "No Trouble Found" part. We are continuing to investigate this sensor as well as take x-ray photos of this return. Just want to get this out to you today so you have this information available tomorrow morning, if needed.

Thanks,

Brady A. Straub

APQP Engineer
Control Devices, division of Stoneridge, Inc.
345 South Mill Street
Lexington, Ohio 44904
Phone: 419-884-4125
Fax: 419-884-4195
Brady.Straub@stoneridge.com

One Warranty Reporting Solution

Details for Session File Number 31287564

Report Created: 01/16/2013

Session Header Information

Session Open Date	2013/01/02
Session Upload Date	2013/01/03 08:51:07
Dealer GEO Sales Code	USA
Dealer PA Code	08016
Dealer Sub Code	
Previous Version of Session File	.
Odometer Reading	11 miles
IDS Software Level	IDS-82.02B

Module List

Module Name	Software Part Number	Responded
ABS - Antilock braking system	DC34_2C219_AC	Yes
ACM - Audio Control Module	BC3T_18C869_AH	Yes
AHCM - Auxiliary Heater Control Module	????	No
APIM - Accessory Protocol Interface Module	????	Yes
BdyCM - Body Control Module	DC3T-14B476-DA	Yes
CDIM - Circuit Deactivation Ignition Module	????	No
DCSM - Driver/Dual Climate-Control Seat Module	????	No
DSM - Driver's Seat Module	????	No
DSP - (Audio) Digital Signal Processing Module	????	No
FCIM - Front Controls Interface Module	????	No
GPCM_GATEWAY - Glow Plug Control Module	BC3A-12B533-BA	Yes
GPSM - Global Positioning System Module	DE8T-19H463-AC	Yes
HSWM - Heated Steering Wheel Module	????	No
HVAC - Heating Ventilation Air Conditioning	BC3T-19980-EB	Yes
IPC - Instrument Panel Control Module	DC3T-10849-EF	Yes
NoX11_GATEWAY - Nitrogen Oxides Module - Feedgas	DC3A-5K202-AC	Yes
NoX12_GATEWAY - Nitrogen Oxides Module - Tailpipe	DC3A-5L234-AA	Yes
PAM - Parking Aid Module	????	No
PCM - Powertrain Control Module	DC3AAEJ	Yes
RCM - Restraint Control Module	DC3T-14B321-BB	Yes
RTM - Radio Transceiver Module	????	Yes
SCCM - Steering Column Control Module	????	Yes
TBC - Trailer Brake Control Module	BC34_2C006_AJ	Yes
TCCM - Transfer Case Control Module	????	No
TCM - Transmission Control Module	DC3A-12B565-GB	Yes

DTC Codes Present

Type	Module	DTC Code	DTC Version	DTC Description	Status Byte	Failure Byte	Failure Byte Desc
CONTINUOUS DTC	RCM	B1211	GGDS	Driver Seatbelt Retractor Pretensioner Deployment Control	.	11	Circuit Short To Ground

DTC Codes Present

Type	Module	DTC Code	DTC Version	DTC Description	Status Byte	Failure Byte	Failure Byte Desc
CONTINUOUS DTC	RCM	B1211	GGDS	Driver Seatbelt Retractor Pretensioner Deployment Control	.	11	Circuit Short To Ground
CONTINUOUS DTC	TCM	U0422	GGDS	Invalid Data Received from Body Control Module	.	00	No Additional Failure Type infromation for this DTC
CONTINUOUS DTC	TCM	U0422	GGDS	Invalid Data Received from Body Control Module	.	00	No Additional Failure Type infromation for this DTC
Self Test - KOEO TEST	RCM	B1211	GGDS	Driver Seatbelt Retractor Pretensioner Deployment Control	.	11	Circuit Short To Ground
Self Test - KOEO TEST	RCM	B1211	GGDS	Driver Seatbelt Retractor Pretensioner Deployment Control	.	11	Circuit Short To Ground
Self Test - UNKNOWN	RCM	B1211	GGDS	Driver Seatbelt Retractor Pretensioner Deployment Control	8B	11	Circuit Short To Ground
Self Test - UNKNOWN	RCM	B1211	GGDS	Driver Seatbelt Retractor Pretensioner Deployment Control	8B	11	Circuit Short To Ground

Freeze Frame (IDS Classic only)

Type	DTC	Parameter	Value	Description

Mode 6 Test Results (IDS Classic only)

Timestamp	Description	Test	Component	Limits	Value

PID Results in IDS Classic Self Test

Logical Address	Value	PID Description

Technician Selected Symptoms (ETIS IDS only)

Symptom

Diagnosed Modules / Components (ETIS IDS only)

Component	RVC	WCC	Diagnosed Method

Vehicle Information

VIN	1FDUF5HT2DE[redacted]
Model Year	2013
Vehicle Line	F250HD/350/450/550
Engine	6.7L 4V HPCR V8 T/C DSL 400HP
Engine Trace Number	E1116 2910120376167 DG 416 AA
Transmission	6 SP AUTO TRANS (6R140)-LG DSL
Transmission Trace Number	A4521 081122313000047CCC3P 7000 EC 7C
Build Date	2012/11/12
Warranty Start Date	0001/01/01
Production Plant	KENTUCKY TRUCK PLANT BUILD

Vehicle WERS Feature Codes

DR E - 4 WHL L/H PART TIME DRIVE
CA BB - SINGLE CAB (REGULAR CAB)
AC B - MANUAL AIR CONDITIONER
SE EB - 550 SERIES

Links to Other Session Files for this VIN

Vehicle Investigation Links

Warranty Claim (AWS)
GCQIS Reports
OWS Find a Vehicle Homepage
Native Session file Viewer
Additional Vehicle Information from SAVE

One Warranty Reporting Solution

Details for Session File Number 30876517

Report Created: 01/16/2013

Session Header Information

Session Open Date	2012/12/21
Session Upload Date	2012/12/27 12:23:43
Dealer GEO Sales Code	CAN
Dealer PA Code	B2552
Dealer Sub Code	
Previous Version of Session File	.
Odometer Reading	149 miles
IDS Software Level	IDS-82.02B

Module List

Module Name	Software Part Number	Responded
ABS - Antilock braking system	DC34-2C219-CD	Yes
ACM - Audio Control Module	DC3T-19C107-CD	Yes
AHCM - Auxiliary Heater Control Module	BC34_18K463_AB	Yes
APIM - Accessory Protocol Interface Module	????	Yes
BdyCM - Body Control Module	DC3T-14B476-DA	Yes
CDIM - Circuit Deactivation Ignition Module	????	No
DCSM - Driver/Dual Climate-Control Seat Module	BU5T_14B663_AB	Yes
DSM - Driver's Seat Module	BC3T_14C708_AK	Yes
DSP - (Audio) Digital Signal Processing Module	DS7T-18B849-AN	Yes
FCIM - Front Controls Interface Module	????	Yes
GPCM_GATEWAY - Glow Plug Control Module	BC3A-12B533-BA	Yes
GPSM - Global Positioning System Module	DE8T-19H463-AC	Yes
HSWM - Heated Steering Wheel Module	????	No
HVAC - Heating Ventilation Air Conditioning	DC3T-18C612-AG	Yes
IPC - Instrument Panel Control Module	DC3T-10849-KF	Yes
NoX11_GATEWAY - Nitrogen Oxides Module - Feedgas	DC3A-5K202-AC	Yes
NoX12_GATEWAY - Nitrogen Oxides Module - Tailpipe	DC3A-5L234-AA	Yes
PAM - Parking Aid Module	BC3T-15K866-EA	Yes
PCM - Powertrain Control Module	DC3AAGK	Yes
RCM - Restraint Control Module	DC3T-14B321-DC	Yes
RTM - Radio Transceiver Module	????	Yes
SCCM - Steering Column Control Module	????	Yes
TBC - Trailer Brake Control Module	BC34_2C006_AJ	Yes
TCCM - Transfer Case Control Module	????	Yes
TCM - Transmission Control Module	DC3A-12B565-EC	Yes

DTC Codes Present

Type	Module	DTC Code	DTC Version	DTC Description	Status Byte	Failure Byte	Failure Byte Desc
CONTINUOUS DTC	DCSM	B272E	GDS	Driver Ignition Run/Blowe Circuit Short to Ground	20	.	

Freeze Frame (IDS Classic only)

Type	DTC	Parameter	Value	Description

Mode 6 Test Results (IDS Classic only)

Timestamp	Description	Test	Component	Limits	Value

PID Results in IDS Classic Self Test

Logical Address	Value	PID Description

Technician Selected Symptoms (ETIS IDS only)

Symptom

Diagnosed Modules / Components (ETIS IDS only)

Component	RVC	WCC	Diagnosed Method

Vehicle Information

VIN	1FT7W2BT2D[redacted]
Model Year	2013
Vehicle Line	F250HD/350/450/550
Engine	6.7L 4V HPCR V8 T/C DSL 400HP
Engine Trace Number	E1116 3010120376988 DG 412 AB
Transmission	6 SP AUTO TRANS (6R140)-LG DSL
Transmission Trace Number	A4521 060912225004497BCC3P 7000 DC 7B
Build Date	2012/11/12
Warranty Start Date	2012/12/19
Production Plant	KENTUCKY TRUCK PLANT BUILD

Vehicle WERS Feature Codes

DR E - 4 WHL L/H PART TIME DRIVE
CA BC - DOUBLE CAB (CREW CAB)
AC K - ELECTRONIC DUAL ZONE ATC A/C
SE BD - 250 SERIES

Links to Other Session Files for this VIN

Vehicle Investigation Links

Warranty Claim (AWS)
GCQIS Reports
OWS Find a Vehicle Homepage
Native Session file Viewer
Additional Vehicle Information from SAVE

From: Rinkevich, Daniel (D.J.)
Sent: Monday, January 13, 2014 7:21 PM
To: McDonagh, Scot (S.M.)
Subject: RE: PTO_Top Emerging_v1_1_14.xlsx

5J213 EGT

- Fixed crimping on 14406 harness at Lear Juarez plant.
- Fix tricked through in the numerous wiring harnesses though to early November.
- Lear planning to solder the terminals in the future. TBD date in a few months

9D378 NOx Sensor

	Compatibility P229E (57%) & P2201 (27%)	**Plausibility P2201 (59%)**
	Change compatibility test to a non-MIL code so customers don't see it.	No direct fix available directly make monitor more robust. Sensor is sensitive to soot and that is being addressed.
2013 MY Service	In Korpics' R17 SR2 service release (12/11/2013)	**???**
2014 MY Production	2014 R11 TBD**???**	Altitude Soot reduction in R10 (Nov 6) should help *
2014 MY Service	2014 R11 TBD **???**	Altitude Soot reduction in R10 should help (Nov 27 in IDS v87.05)*
2015 MY Production	Included	Altitude soot reduction included.

There were some changes to the pinpoint procedures as well.

Dan Rinkevich
Powertrain Quality
(313) 32-23653 (Desk)
(313) 676-9572 (Cellular)

From: McDonagh, Scot (S.M.)
Sent: Monday, January 13, 2014 12:02 PM
To: Dixon, Mark (M.R.); Wagers, Sue (S.K.); Cervenan, Neil (N.J.); Rinkevich, Daniel (D.J.)
Subject: FW: PTO_Top Emerging_v1_1_14.xlsx

I lost track of actions taken/planned to address 5J213 EGT & 9D378 NOx Sensor warranty.

Dan- Can you provide brief overview of action plans ? Thanks

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

From: Dixon, Mark (M.R.)
Sent: Monday, January 13, 2014 11:43 AM
To: Wagers, Sue (S.K.); Cervenan, Neil (N.J.); McDonagh, Scot (S.M.)
Subject: FW: PTO_Top Emerging_v1_1_14.xlsx

Attached shows our top spend concerns for the past few months. Filter the attached for Controls/Calibration to see the list ranked by spend.

Good news is the top 2 issues are almost completely cut off as of mid Jan.

I'm most concerned about EGT and Nox sensor spending over the coming year. Also have some PCM items with high spend.

Neil, these top items will need to be shown on our spend checklist (most already are). Will need to combine MYs to get spend for concerns that cross MYs.

From: Jones, Jennifer (J.O.)
Sent: Monday, January 13, 2014 10:10 AM
To: Dixon, Mark (M.R.); Lubke, Kathleen (K.); Waszczenko, Lisa (L.M.)
Cc: Tyahla, Mark (M.A.); Zacharias, Bernard (B.); Crudo, Frank (F.J.); Tyahla, Mark (M.A.); Dihle, Ken (K.M.); Ronzi, Bill (W.C.)
Subject: PTO_Top Emerging_v1_1_14.xlsx

Team – for reference, here is the emerging file for December cut off. It does not have engine or transmission in the file, so it is most useful for PTI, C&C, and Driveline.

Sincerely,

Jennifer O. Jones
PT Warranty Spend Supervisor
jordway@ford.com
(313) 805-9185

From: Bushman, Thomas (T.S.)
Sent: Thursday, January 16, 2014 2:45 PM
To: Dixon, Mark (M.R.)
Cc: McDonagh, Scot (S.M.); Rinkevich, Daniel (D.J.)
Subject: RE: Repeat Repairs for 5J213

Mark – thanks for conducting this investigation. It appears that the intense focus we put into the Crimp has delivered results – the claims started dropping when we started inquiring into Lears capability in August, and we have had no claims since we started received certified stock:

Stat	Re	Part (Item)	Concern	Concern Type	Position A (L	Position B (F	Position C (Which)	Position D (Where)	First ECB Load Date	2013 MYTD Count
G	5	EXHAUST GAS TEMPERATURE SENSOR	DISLIKE	DESIGN					1/15/2013	105

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: Dixon, Mark (M.R.)
Sent: Wednesday, January 15, 2014 2:48 PM
To: Bushman, Thomas (T.S.)
Cc: McDonagh, Scot (S.M.); Rinkevich, Daniel (D.J.)
Subject: FW: Repeat Repairs for 5J213

Attached is an analysis on repeat repairs for EGTs (one file each for 12, 13, 14 MY). The 12 MY is the longest term repeat summary.

At first glance it looks like a high RR rate (11%). But as you go through the repeats, it is mostly different EGT positions that get replaced on the repeats (based a short sampling I did).

I've not looked at 13 and 14MY.

From: Caesar, Cynthia (C.L.)
Sent: Wednesday, January 15, 2014 1:59 PM
To: Dixon, Mark (M.R.); Rinkevich, Daniel (D.J.)
Subject: Repeat Repairs for 5J213

Mark, After our talk about 2012 MY Dan stopped by. He requested 2013 and 2014 MY claims. So each model year is in its own file.

Cynthia Caesar
Powertrain Quality - Senior Engineer
Bldg #3 32G154 84-56115

From: Hutchinson, Rob (R.)
Sent: Thursday, May 08, 2014 1:28 PM
To: Philbin, Jeff; McDonagh, Scot (S.M.)
Cc: Taylor, Perry (P.A.); Karlen, Jason (J.R.); Miley, Jon (J.W.); Rinkevich, Daniel (D.J.)
Subject: RE: Returned EGT Sensors

I have, delivered last night...
EE[redacted]uild 9/9/2013)
EE[redacted]12/09/2013) with pigtail
EE[redacted]7/31/2013)
EE[redacted]9/6/2013)
& some misc. 2013 vintage sensors.

The sensor below tagged for Scot M. and it only tagged on 5/5... 3 days ago! WHERE IS IT SCOT?

TR 75	374867	AC3Z	5J213	B	SENSOR - EXHAUST GAS - TEMPERATURE	AC3A12B591AC	DS	STONERIDGE INC	2014	F550 4X4 SD	1739	1FD0W5HT5EEB64053	customer states cel on.	EEC TEST CODES P200C DIESEL PARTICULATE FILTE R OVER TEMP, BANK 1 AND P200E CAT SYSTEM OVER TEMP. DO DIAG AND PPTST AS PER WSM ISOLATE T O FAILED EGT #2. REPLACED EGTBANK1 SENSOR 2 E GT CLEARED CONES AND RETEST SYS	AC3Z 5J213E

Rob Hutchinson
Quality Analyst Sensors / Aux Modules
Powertrain Controls
Dearborn - Building 2 Room 24B32
1-313-845-1113
rhutch13ford.com

"It is difficult to free fools from the chains they revere" - Voltaire

From: Philbin, Jeff [mailto:Jeff.Philbin@stoneridge.com]
Sent: Wednesday, May 07, 2014 4:00 PM
To: Hutchinson, Rob (R.)
Cc: Taylor, Perry (P.A.); Karlen, Jason (J.R.); Miley, Jon (J.W.)
Subject: RE: Returned EGT Sensors

Just checked and we have not received the VIN below back yet.

1FD0W5HT5E[redacted]

I picked up a bunch of parts from Rob last week – this was not included...

Thanks.

Jeffrey Philbin

From: Hutchinson, Rob (R.) [mailto:rhutch13@ford.com]
Sent: Wednesday, May 07, 2014 2:36 PM
To: Philbin, Jeff
Cc: Taylor, Perry (P.A.); Karlen, Jason (J.R.); Miley, Jon (J.W.)
Subject: RE: Returned EGT Sensors

I don't have this in my etracker... These were direct shipped to stoneridge starting 2014MY

Rob Hutchinson
Quality Analyst Sensors / Aux Modules
Powertrain Controls
Dearborn - Building 2 Room 24B32
1-313-845-1113
rhutch13ford.com

"It is difficult to free fools from the chains they revere" - Voltaire

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From: Miley, Jon (J.W.)
Sent: Wednesday, May 07, 2014 2:31 PM
To: Hutchinson, Rob (R.)
Cc: Taylor, Perry (P.A.); Karlen, Jason (J.R.)
Subject: Returned EGT Sensors

Hi Rob,
Related to SAQ2014287245 (RED & No. 9 on Top 20), below are the only Claims/VINs currently linked.

The PCA date on the project is 1/22/2014. Therefore, VINEEB64053 (Prod date 2/10/2014) is the only EGT that would have technically made us break containment.
Is there a way to track its whereabouts and put a rush on the root cause analysis?? Thanks.

VIN Code	Production Date	Warranty Start Date	Repair Date	TIS_WSD	Mileage
1FT8W3BT1EE[redacted]	12/4/2013	########	1/22/2014	1	1355
1FT7W2BT7EE[redacted]	12/11/2013	2/5/2014	2/6/2014	1	26
1FT7W2BT7EE[redacted]	11/12/2013	########	2/10/2014	3	4611
1FT7W2BT2EE[redacted]	12/11/2013	########	2/20/2014	2	1202
1FT8X3DT4EE[redacted]	11/11/2013	########	2/24/2014	2	5801
1FT8W3BT8EE[redacted]	11/26/2013	1/6/2014	3/5/2014	2	654
1FT8W3BT3EE[redacted]	12/9/2013	########	3/11/2014	3	1713
1FD0X5HTXEE[redacted]	1/9/2014	1/15/2014	4/8/2014	3	520
1FTBF2BT6EE[redacted]	12/12/2013	1/31/2014	4/14/2014	3	18
1FT7W2BT4EE[redacted]	1/15/2014	2/11/2014	4/21/2014	3	5073
1FT8W3BT0EE[redacted]	1/13/2014	2/25/2014	4/7/2014	2	5512
1FT8W3BT7EE[redacted]	12/9/2013	1/31/2014	4/29/2014	3	2438
1FD0W5HT5EE[redacted]	2/10/2014	3/20/2014	4/28/2014	2	1739

From: Moreau, Jerimy (J.C.)
Sent: Friday, October 28, 2011 11:51 AM
To: Moylan, James (J.J.); Volinski, Bridget (.)
Cc: Curtis, Andrew (A.); Hale, Curt (B.C.); Bushman, Thomas (T.S.); Ludlow, Jamie (J.M.)
Subject: RE: T3 Sensor 6.7L

Thank you James.

Bridget,

FYI, see below.

Jerimy Moreau
Diesel Engine and Gas V6/V8 Commodity Manager
FCSD Upstream Customer Service
Phone (313) 248-8865
jmoreau@ford.com

From: Moylan, James (J.J.)
Sent: Friday, October 28, 2011 6:54 AM
To: Moreau, Jerimy (J.C.)
Cc: Curtis, Andrew (A.); Hale, Curt (B.C.); Bushman, Thomas (T.S.)
Subject: RE: T3 Sensor 6.7L

Jerimy,

I finally received some information on a new failure mode for EGTs. There is a meeting next Wednesday where we hope to learn more on the root cause and the containment. We will keep you in the loop when we find out more details. Thanks.

James J. Moylan tcb
Kentucky Truck Plant
Powertrain PVT - Sr. Engineer
313-805-3887
><((((°>

From: Moreau, Jerimy (J.C.)
Sent: Monday, October 03, 2011 3:18 PM
To: Moylan, James (J.J.)
Cc: Curtis, Andrew (A.); Hale, Curt (B.C.)
Subject: RE: T3 Sensor 6.7L

T3's are the EGT's. Understand the bad weld issue we had was not the only failure mode. The Powertrain group thought we would be seeing a lot of these right now??? Keep watching, let me know if the warranty occurrences start going up.

Jerimy Moreau
Diesel Engine and Gas V6/V8 Commodity Manager
FCSD Upstream Customer Service
Phone (313) 248-8865
jmoreau@ford.com

From: Moylan, James (J.J.)
Sent: Monday, October 03, 2011 3:00 PM
To: Moreau, Jerimy (J.C.)
Cc: Curtis, Andrew (A.); Hale, Curt (B.C.)
Subject: RE: T3 Sensor 6.7L

Jerimy,

Not sure what is meant by T3 sensors? We've had four EGT (exhaust gas temperature) sensor claims in the last 4 MOP. They are on their way back to the supplier for analysis.

The last improvement was incorporated on 6/10/11:

SD	EGT	RTD weld open	[redacted]	2/11/2011
		Camera enhancements		5/13/2011
		Control Plan Updated		6/10/2011

If it is something else, let me know. Thanks.

James J. Moylan tcb
Kentucky Truck Plant
Powertrain PVT - Sr. Engineer
313-805-3887
><((((°>

From: Hale, Curt (B.C.)
Sent: Monday, October 03, 2011 2:47 PM
To: Moylan, James (J.J.)
Cc: Moreau, Jerimy (J.C.); Curtis, Andrew (A.)
Subject: RE: T3 Sensor 6.7L

Jim,

I don't think were seeing this are we?

Andrew - Is a QSF on the horizon?

From: Moreau, Jerimy (J.C.)
Sent: Monday, October 03, 2011 2:37 PM
To: Hale, Curt (B.C.)
Subject: T3 Sensor 6.7L

Are you hearing or seeing big failures going on with the T3 sensors in the exhaust on production units? If so is a QSF open on it?

Jerimy Moreau
Diesel Engine and Gas V6/V8 Commodity Manager
FCSD Upstream Customer Service
Phone (313) 248-8865
jmoreau@ford.com

From: Hamilton, Steven (S.C.)
Sent: Friday, May 03, 2013 3:07 PM
To: Ricks, Kevin (K.J.); Meier, Kenneth (K.W.); Keady, Christopher (C.M.); Dixon, Mark (M.R.)
Cc: Johnson, Seth (S.); McDonagh, Scot (S.M.)
Subject: RE: Temp Sensor Failures
Attachments: RE: EGT Sensor Robustness; RE: EGT Sensor Robustness

Kevin, Ken, Chris,

We have multiple EGT related TSB's released and there have been part improvements made (see attached e-mails).

Mark,

Anything else we should share on this topic?

Best regards,

Steve Hamilton
FCSD Service Engineering Operations
Diesel Commodity Manager
(313)390-7750

From: Ricks, Kevin (K.J.)
Sent: Friday, May 03, 2013 10:54 AM
To: Hamilton, Steven (S.C.); Johnson, Seth (S.)
Subject: FW: Temp Sensor Failures

Info, you might want to chase down.

From: Lyon, Peter (P.M.)
Sent: Friday, May 03, 2013 8:35 AM
To: Meier, Kenneth (K.W.); Keady, Christopher (C.M.); Dixon, Mark (M.R.)
Cc: Ricks, Kevin (K.J.); Bogema, John (P.)
Subject: RE: Temp Sensor Failures

Chris- please work with Mark Dixon on the EGT.

For reference only the last two are critical for engine shut down. Front two will just set a MIL.

Peter Lyon
Manager: FNA Diesel and O/8500 Gas Powertrain Calibration
| phone: 313-805-5745
ONE FORD: One Team-One Plan-One Goal

From: Meier, Kenneth (K.W.)
Sent: Wednesday, May 01, 2013 2:25 PM
To: Keady, Christopher (C.M.)
Cc: Lyon, Peter (P.M.); Ricks, Kevin (K.J.)
Subject: RE: Temp Sensor Failures

Chris,

Ran AWS on all 15 trucks. Out of the 15 trucks, 4 trucks had the exhaust gas sensor replaced. 1 of the 4 trucks had the exhaust sensor replaced twice. All 4 truck sensors were replaced by the A level suffix sensor. The truck with two repairs had the A level sensor replaced twice with the A level sensor again. Out of the 15 trucks, 5 of the trucks were in CQIS. All CQIS reports were for something else other than exhaust gas sensor. No CQIS reports related to exhaust gas sensor. The A level sensor was replaced by the B level in September 2012. There was only one 1 truck repaired with the A level sensor after the new B level was available. The other 3 were repaired prior to the new level part coming out.

I sent a note to the analyst to inquire about what changes were made between the new level and prior level. Waiting to hear back. I have the AWS claims if you want me to send them.

Part Sales History

SERVICE PART: AC3Z- 5J213-B____ SENSOR - EXHAUST GAS - TEMPERATURE
BACKCAST: Y DEMAND GROUP: __

A C	YEAR	Quantity	Replaced Part Number	Message
	2013	11195		
	2012	19835	AC3Z- 5J213-A	REPLACED
	2011	3577		
	2010	272		REPLACED
	2009	0		
	2008	0		
	2007	0		
	2006	0		
	2005	0		
	2004	0		
	2003	0		
	2002	0		
	2001	0		

From: Keady, Christopher (C.M.)
Sent: Wednesday, May 01, 2013 1:05 PM
To: Meier, Kenneth (K.W.)
Cc: Lyon, Peter (P.M.); Ricks, Kevin (K.J.)
Subject: FW: Temp Sensor Failures

Ken,

Please run all the vins in aws and cqis

From: Keady, Christopher (C.M.)
Sent: Monday, April 15, 2013 9:59 AM
To: Hawk, Steve (S.D.)
Cc: Keady, Christopher (C.M.)
Subject: FW: Temp Sensor Failures

Steve,

Your expert help please. I have an 2011-2012- F450 6.7 ambulance fleet in TX going through Exhaust sensors resulting in shutting down the PCM- The was sensor upgrade back a few month ago to a B suffix. A few questions please.

- **How many exhaust sensor are there?**
- **Customer is replacing sensors as PM (if he uses the B level should the issue stop?)**

Please advise if you think there may be another issue.

CK

From: Keady, Christopher (C.M.) [mailto:ckeady@ford.com]
Sent: Wednesday, April 03, 2013 3:32 PM
To: Randy Rodgers
Cc: Keady, Christopher (C.M.)
Subject: RE: Temp Sensor Failures

Randy,

Thank you for the list. There was a part level change from AC3Z 5J213 A to the same part number with the A changing to a B for the last character in the 10-1-12 time frame . Any vehicle repaired or the sensor replaced prior to the 10-1-12 part change will have the 'A' level part. This in itself is not a negative but if you are replacing sensors as part of the PM the "B" level part is preferred. Please see if you can determine by your paperwork the part levels replace in each vehicle.

CK

From: Randy Rodgers [mailto:rrodgers@wilco.org]
Sent: Wednesday, April 03, 2013 3:53 PM
To: Keady, Christopher (C.M.)
Subject: FW: Temp Sensor Failures

Here is the list.

From: Randy Rodgers
Sent: Wednesday, March 20, 2013 3:20 PM
To: 'JOHNB@OLATHEFORD.COM'
Cc: Rex Schneider; Joe Granberry; Kenny Schnell
Subject: Temp Sensor Failures

Correction: These units are 2011' and 2012's , corrected in Red below.

Hello John,

I wanted to thank you for your assistance in this matter. We are struggling to get it resolved with Ford and we feel a bigger dealer with a vested interest would be helpful.

As per our phone conversation, here is a brief description of our problem. We have a Fleet of (30) Ford Ambulances of which (7) are 2011's and (8) are 2012's. We have a condition where the exhaust gas temperature sensor fails and the ECM shuts the unit down, no limp mode, on these two year models. We have experienced (11) failures causing units to shutdown in place on (8) individual units. This means some units have multiple failures(see attached sheet).

Currently we have a unit in the shop that suffered a shutdown with a patient in the unit. EMS had to dispatch another crew and unit to pick up the patient and continue the transport to the hospital. This has serious consequences for the County.

We have been working with a local dealer and a local Ford rep but we do not feel the issue has received the sense of urgency it deserves. As I mentioned before over the phone the sensors are on national back order.

We are reaching out to you for assistance in resolving this issue.

Thank You for your time,

Randy Rodgers
Director of Fleet Services Division
Infrastructure Services
Williamson County
(512) 943-3368

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From: Philbin, Jeff <Jeff.Philbin@stoneridge.com>
Sent: Thursday, March 21, 2013 8:49 PM
To: Knitter, Alan (A.R.); McDonagh, Scot (S.M.); Hamilton, Steven (S.C.); Wagers, Sue (S.K.); Goodwin, William (W.R.); Sonat, Ibrahim (I.)
Cc: Kahn, Jason (J.)
Subject: RE: EGT Sensor Robustness

Alan:

On your question below – Stoneridge has been shipping the new powder sensors since mid-October 2012 to both the assembly plant and service. The production part is identified with the AC3A-12B591-**AC** part number.

We did check our warranty returns and had no sensors returned from the VIN numbers provided below. If any of these sensors are available, it would be good to return to Stoneridge so we can confirm the failure mode.

Please let me know if you have other questions.

Jeffrey Philbin
Stoneridge, Inc
28001 Cabot Drive, Suite 100, Novi, MI
248-324-3856 Office 248-469-9942 Cell
Jeffrey.philbin@stoneridge.com | www.stoneridge.com

From: Knitter, Alan (A.R.) [mailto:aknitter@ford.com]
Sent: Thursday, March 21, 2013 3:20 PM
To: McDonagh, Scot (S.M.); Hamilton, Steven (S.C.); Wagers, Sue (S.K.); Goodwin, William (W.R.); Sonat, Ibrahim (I.); Philbin, Jeff
Cc: Kahn, Jason (J.)
Subject: RE: EGT Sensor Robustness

Scot,

Is there verification that the Powder fill EGT's are available for service for 11-12 MY trucks?

Thank you.

Alan R. Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

From: McDonagh, Scot (S.M.)
Sent: Monday, March 18, 2013 3:38 PM
To: Hamilton, Steven (S.C.); Wagers, Sue (S.K.); Goodwin, William (W.R.); Sonat, Ibrahim (I.); Jeff.Philbin@stoneridge.com
Cc: Kahn, Jason (J.); Knitter, Alan (A.R.)
Subject: RE: EGT Sensor Robustness

AC3A-12B591-AC/-BC Powder Fill EGTs went into Production for 2013MY on 10/10/12. Will ask Hi-Stat and Core Engineering to confirm Powder Fill EGTs are available in Service for 11-12MY.

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

From: Hamilton, Steven (S.C.)
Sent: Monday, March 18, 2013 3:32 PM
To: Knitter, Alan (A.R.); McDonagh, Scot (S.M.)
Cc: Kahn, Jason (J.)
Subject: RE: EGT Sensor Robustness

Alan,

There have been issues with EGT sensors for which we released multiple directed repair TSB's (latest TSB's attached).

There have also been several EGT sensor improvements made.

Scot,

Can you please verify if the powder filled EGT sensor has been released? I am pretty sure this was some time ago.

Thanks.

Best regards,

Steve Hamilton

FCSD Service Engineering Operations
Diesel Commodity Manager
(313)390-7750

From: Knitter, Alan (A.R.)
Sent: Monday, March 18, 2013 2:17 PM
To: Hamilton, Steven (S.C.)
Cc: Knitter, Alan (A.R.); Kahn, Jason (J.)
Subject: EGT Sensor Robustness

Steve,

In the interest of time on the call today I didn't pose this question, but I have an ambulance fleet that has been replacing a lot of EGT's. They are very concerned about the repeat failures and the vehicles leaving them stranded. Back in August of 2012 I asked a question about this on one of the FSE calls and was told the sensor design was being changed?

Do you have any information about this you can share with me? Below is what I got about replacements on the ambulance fleet's units from the service manager at my dealer.

Thanks!

This unit was the last to be in for a sensor. 2011 SDuty 1FDUF4HT3BE[redacted]

03/15/13 94,232 miles, replaced one sensor.
Between 89k and 92k McDowell Co garage replaced 3 sensors according to the EMS Director.
08/07/12 63,885 miles, replaced one sensor.
07/09/12 59,135 miles, replaced one sensor.
06/25/12 57,829 miles, replaced one sensor.
07/25/11 23,049 miles, replaced one sensor.

Unit 1FDUF4HT4BEB05731 2011 SDuty.

01/21/13 93,732 miles, replaced one sensor.
06/26/12 70,347 miles, replaced one sensor.
05/31/12 65,806 miles, replaced one sensor.

This last unit is a 2009 6.4 that has had several replaced also. He asked me to mention it also. 1FDAF47R49E[redacted]

08/24/12 133,205 miles, replaced one sensor.
06/25/12 126,069 miles, replaced one sensor.
09/20/10 50,991 miles, replaced one sensor.

Thanks,

Jonathan Lankford, Service Manager
Crossroads Ford Lincoln of Morganton
1001 Jamestown Rd
Morganton, NC 28655
Phone 828-584-4600
Fax 828-391-6835
jonathan.lankford@crossroadscars.com

Good Morning,

We had a conversation before about the 6.7 and the exhaust temp sensors some time ago. McDowell Co EMS has been replacing them way too often due to failures. They replaced two this past week and another went out yesterday while on a call. William Keller just called me and he was pretty upset about it as a man almost died yesterday due to the unit not being able to get to him. Has there been any progress or any attempt to reconcile this problem that you know of?

Thanks,

Jonathan Lankford, Service Manager
Crossroads Ford Lincoln of Morganton
1001 Jamestown Rd
Morganton, NC 28655
Phone 828-584-4600
Fax 828-391-6835
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Alan R. Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

From: Hamilton, Steven (S.C.)
Sent: Monday, March 18, 2013 7:32 PM
To: Knitter, Alan (A.R.); McDonagh, Scot (S.M.)
Cc: Kahn, Jason (J.)
Subject: RE: EGT Sensor Robustness
Attachments: tsb12-07-01.pdf; tsb12-07-02.pdf; tsb12-12-10.pdf

Follow Up Flag: Follow up
Flag Status: Flagged

Alan,

There have been issues with EGT sensors for which we released multiple directed repair TSB's (latest TSB's attached).

There have also been several EGT sensor improvements made.

Scot,

Can you please verify if the powder filled EGT sensor has been released? I am pretty sure this was some time ago.

Thanks.

Best regards,

Steve Hamilton

FCSD Service Engineering Operations
Diesel Commodity Manager
(313)390-7750

From: Knitter, Alan (A.R.)
Sent: Monday, March 18, 2013 2:17 PM
To: Hamilton, Steven (S.C.)
Cc: Knitter, Alan (A.R.); Kahn, Jason (J.)
Subject: EGT Sensor Robustness

Steve,

In the interest of time on the call today I didn't pose this question, but I have an ambulance fleet that has been replacing a lot of EGT's. They are very concerned about the repeat failures and the vehicles leaving them stranded. Back in August of 2012 I asked a question about this on one of the FSE calls and was told the sensor design was being changed?

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Jonathan Lankford, Service Manager
Crossroads Ford Lincoln of Morganton
1001 Jamestown Rd
Morganton, NC 28655
Phone 828-584-4600
Fax 828-391-6835
jonathan.lankford@crossroadscars.com

Good Morning,

We had a conversation before about the 6.7 and the exhaust temp sensors some time ago. McDowell Co EMS has been replacing them way too often due to failures. They replaced two this past week and another went out yesterday while on a call. William Keller just called me and he was pretty upset about it as a man almost died yesterday due to the unit not being able to get to him. Has there been any progress or any attempt to reconcile this problem that you know of?

Thanks,

Jonathan Lankford, Service Manager
Crossroads Ford Lincoln of Morganton
1001 Jamestown Rd
Morganton, NC 28655
Phone 828-584-4600
Fax 828-391-6835
jonathan.lankford@crossroadscars.com

Alan R. Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

6.7L DIESEL—STOP SAFELY NOW INSTRUMENT MESSAGE—MALFUNCTION INDICATOR LAMP (MIL) ON WITH DIAGNOSTIC TROUBLE CODES (DTC) P200E AND P200C

TSB 12-7-1

FORD:
2011-2012 F-Super Duty

ISSUE

Some 2011-2012 F-Super Duty vehicles equipped with a 6.7L diesel engine may exhibit a Stop Safely Now instrument cluster message with the MIL on with DTCs P200E and P200C. DTCs P2471, P2479, P242D and P247B may or may not be stored in the powertrain control module (PCM) continuous memory.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Using the Integrated Diagnostic System (IDS) or equivalent scan tool, retrieve all continuous memory DTCs. Are DTCs P200E and P200C present with or without DTCs P2471, P2479, P242D and P247B?
   a. No - this article does not apply. Refer to the Powertrain Control/Emissions Diagnosis (PC/ED) manual for normal diagnosis.
   b. Yes - proceed to Step 2.
2. Obtain the exhaust gas temperature (EGT) readings from freeze frame data when DTCs P200E or P200C were set. (Figure 1)
   a. If one EGT sensor is reading 850 °C (1562 °F) or higher, replace that sensor. Refer to Workshop Manual, Section 303-14B.
   b. If two or more EGT sensors are reading 850 °C (1562 °F) or higher, this article does not apply. Refer to PC/ED manual pinpoint test RC to diagnose the concern. EGT locations are different for chassis cab (narrow frame and pickup truck (wide frame). (Figure 2)

PART NUMBER	PART NAME
AC3Z-5J213-A	EGT Sensor

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage
Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB.
Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

OPERATION	DESCRIPTION	TIME
120701A	2011-2012 F-Super Duty 6.7L: Diagnose, And Replace One (1) EGT Sensor (Do Not Use With Any Other Labor Operations)	0.5 Hr.

DEALER CODING

BASIC PART NO.	CONDITION CODE
5J213	42

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article.The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supercede this information with updates.The most recent information is available through Ford Motor Company's on-line technical resources.

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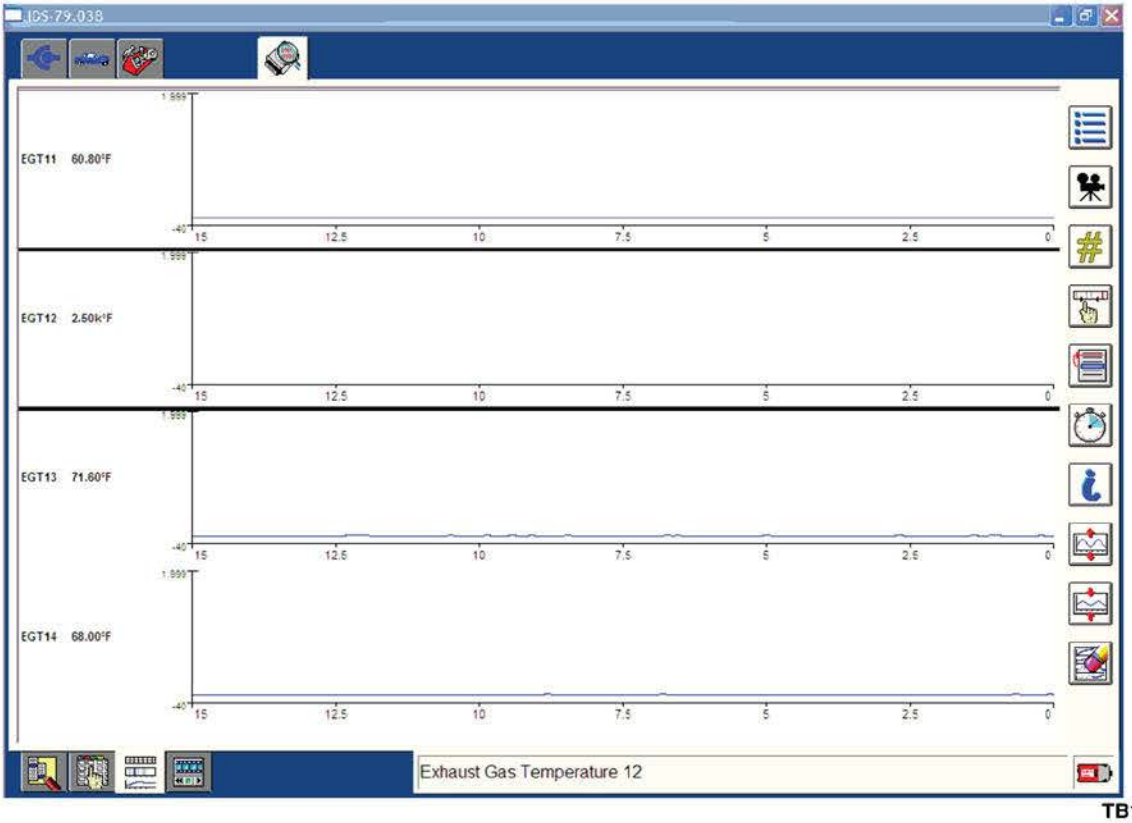


Figure 1 - Article 12-7-1

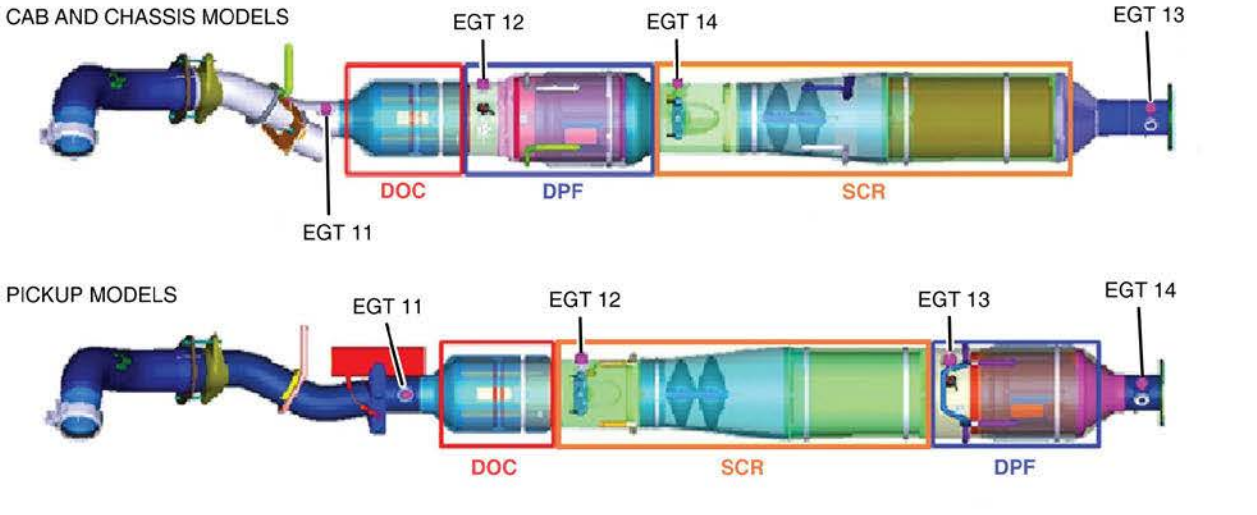


Figure 2 - Article 12-7-1

6.7L—MALFUNCTION INDICATOR LAMP (MIL) ON DIAGNOSTIC TROUBLE CODES (DTCS) P2031, P2032 AND/OR P2033

TSB 12-7-2

FORD:
2011-2012 F-Super Duty

ISSUE

Some 2011-2012 F-Super Duty vehicles equipped with a 6.7L diesel engine may experience a MIL on concern with any or all of the following DTCs P2031, P2032 and/or P2033.

ACTION

Follow service procedure to correct condition.

SERVICE PROCEDURE

1. Using the Ford Integrated Diagnostic System (IDS) service tool or equivalent scan tool, check all continuous memory diagnostic trouble codes (CMDTCS). Are any or all of the following DTCs present? P2031, P2032, P2033?

   a. No - this article does not apply, refer to the Powertrain Control/Emissions Diagnosis (PC/ED) manual to diagnose the concern.

   b. Yes - replace the exhaust gas temperature (EGT12) sensor. This is the second sensor downstream of the turbo charger. Refer to Workshop Manual, Section 303-14B the exploded view.

PART NUMBER	PART NAME
AC3Z-5J213-A	EGT12 Sensor

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage
Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB.
Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

OPERATION	DESCRIPTION	TIME
120702A	2011-2012 F-Super Duty 6.7L: Check DTCs, And Replace One (1) EGT Sensor (Do Not Use With Any Other Labor Operations)	0.5 Hr.

DEALER CODING

BASIC PART NO.	CONDITION CODE
5J213	42

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6.4L DIESEL—LACKS POWER, MIL ON WITH DTCS P20E2, P20E3, P20E4, P2080, P2084, P242A, P242B, P0544 OR P2031

TSB 12-12-10

FORD:
2008-2010 F-Super Duty

This article supersedes TSB **10-23-6** to update the Part List and Service Procedure.

ISSUE

Some 2008-2010 F-Super Duty vehicles equipped with a 6.4L diesel engine may exhibit a lack of power, Malfunction Indicator Lamp (MIL) on with Diagnostic Trouble Codes (DTCs) P20E2, P20E3, P20E4, P2080, P2084, P242A, P242B, P0544 or P2031.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Monitor all Continuous Memory Diagnostic Trouble Codes (CMDTCs) using the Integrated Diagnostic Scan-tool (IDS) or equivalent. Are any of the following DTCs present? P20E2, P20E3, P20E4, P2080, P2084, P242A, P242B, P0544 or P2031?
   a. No - this article does not apply. Refer to Powertrain Control/Emissions Diagnosis (PC/ED) manual to diagnose this concern.
   b. Yes - proceed to Step 2.
2. Replace the faulty Exhaust Gas Temperature (EGT) sensor based on the DTC present using the EGT replacement procedure below.
   a. Disconnect the faulty EGT sensor electrical connector.
   b. Disconnecting an EGT sensor with the key in the on position may force the vehicle into a one hour no crank lock out.
   c. Cut the EGT sensor connector wire leads just above the sensor.
   d. Apply heat to the EGT sensor mounting boss to aid in EGT removal.
   e. Use a 13 mm, 6 point deep-well socket to remove the sensor from the exhaust.
   f. Apply a small amount of Motorcraft® High Temperature Nickel Anti-Seize Lubricant to the threads of the new sensor.
   g. Install the new EGT sensor and torque the sensor to 30 N•m (22 lb-ft).

PART NUMBER	PART NAME
8C3Z-5J213-D XL-2	EGT Sensor Motorcraft® High Temperature Nickel Anti-Seize Lubricant

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage
Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

OPERATION	DESCRIPTION	TIME
121210A	2008-2010 F-Super Duty 6.4L: Check DTCs And Replace One(1) EGT Sensor (Do Not Use With Any Other Labor Operations)	0.5 Hr.

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article.The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supercede this information with updates.The most recent information is available through Ford Motor Company's on-line technical resources.

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TSB 12-12-10 (Continued)

121210B	2008-2010 F-Super Duty 6.4L: Check DTCs And Replace Two(2) EGT Sensors (Do Not Use With Any Other Labor Operations)	0.8 Hr.
121210C	2008-2010 F-Super Duty 6.4L: Check DTCs And Replace Three(3) EGT Sensors (Do Not Use With Any Other Labor Operations)	1.0 Hr.

DEALER CODING

BASIC PART NO.	CONDITION CODE
5J213	42

From: Rembert, Shannon (S.A.)
Sent: Friday, October 18, 2013 4:27 PM
To: Rembert, Shannon (S.A.); 'Montgomery, John'; Bushman, Thomas (T.S.); 'Hite, Gary'; Austin, Aaron (A.A.); Rinkevich, Daniel (D.J.)
Cc: Brackett, Tom (T.P.); Williams, Brent (B.A.)
Subject: RE: Terminals to Lear

Parts just handed off to Sam from Lear.

Regards,
Shannon A. Rembert
Ford Motor Company
Quality Engineer - Connectors & Terminals
(313) 805-6738
srembert@ford.com
Bldg #5, 3G049B

-----Original Message-----
From: Rembert, Shannon (S.A.)
Sent: Friday, October 18, 2013 11:49 AM Eastern Standard Time
To: 'Montgomery, John'; Bushman, Thomas (T.S.); 'Hite, Gary'; Austin, Aaron (A.A.); Rinkevich, Daniel (D.J.)
Cc: Brackett, Tom (T.P.); Williams, Brent (B.A.)
Subject: RE: Terminals to Lear

I just heard back from our admin. She will not ship any parts to a supplier's home address (and would only do so to a Ford employee's home address under extenuating circumstances).

It's about a 15 minute drive from Lear Southfield to Dearborn. By the time we find a workaround at Ford, someone could've driven here and back.

Regards,
Shannon A. Rembert
Ford Motor Company
Quality Engineer - Connectors & Terminals
(313) 805-6738
srembert@ford.com
Bldg #5, 3G049B

-----Original Message-----
From: Montgomery, John [JMontgomery@lear.com]
Sent: Friday, October 18, 2013 11:32 AM Eastern Standard Time
To: Bushman, Thomas (T.S.); Rembert, Shannon (S.A.); Hite, Gary; Austin, Aaron (A.A.); Rinkevich, Daniel (D.J.)

Cc: Brackett, Tom (T.P.)
Subject: RE: Terminals to Lear

I just spoke with Shannon, we will work this out.

From: Bushman, Thomas (T.S.) [tbushman@ford.com]
Sent: Friday, October 18, 2013 11:21 AM
To: Rembert, Shannon (S.A.); Hite, Gary; Austin, Aaron (A.A.); Rinkevich, Daniel (D.J.); Montgomery, John
Cc: Brackett, Tom (T.P.)
Subject: RE: Terminals to Lear

John Montgomery – I would categorize this issue as HIGH PRIORITY and URGENT. Can you please have someone from your facility stop by Shannon's office to retrieve these samples and NEXT DAY air ship down to Gary?

Regards,
Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: Rembert, Shannon (S.A.)
Sent: Friday, October 18, 2013 10:50 AM
To: Hite, Gary; Austin, Aaron (A.A.); Rinkevich, Daniel (D.J.); Montgomery, John
Cc: Bushman, Thomas (T.S.); Brackett, Tom (T.P.)
Subject: RE: Terminals to Lear

Is there anyone else locally from Lear who could pick this up today? I only ask because our admins typically don't allow shipping to non-Ford facilities.

Regards,
Shannon A. Rembert
Ford Motor Company
EDS Components Quality Engineer
(313) 805-6738
srembert@ford.com<mailto:srembert@ford.com>
Bldg #5, 3G049B

From: Hite, Gary [mailto:GHite@lear.com]
Sent: Friday, October 18, 2013 10:25 AM
To: Austin, Aaron (A.A.); Rembert, Shannon (S.A.); Rinkevich, Daniel (D.J.); Montgomery, John
Cc: Bushman, Thomas (T.S.); Brackett, Tom (T.P.)
Subject: RE: Terminals to Lear

Shannon

My address is

[redacted]
El Paso, Texas [redacted]

RQ14-005 000948 ER

Thank You

Gary Hite
Crimp Development Department
915-787-7775
ghite@lear.com<mailto:ghite@lear.com>

From: Austin, Aaron (A.A.) [mailto:aausti41@ford.com]
Sent: Friday, October 18, 2013 8:23 AM
To: Rembert, Shannon (S.A.); Hite, Gary; Rinkevich, Daniel (D.J.); Montgomery, John
Cc: Bushman, Thomas (T.S.); Brackett, Tom (T.P.)
Subject: RE: Terminals to Lear

John,

Is out sick today. Gary could you respond to Shannon with your address? Shannon is the only one that needs you address.

Aaron Austin
Electrical PVT Analyst
V18-Wiring & EDS Components
Kentucky Truck Plant
Cell: (502) 612-8087
FordNet: 429-3664
Desk: (502) 339-3664
aausti41@ford.com<mailto:aausti41@ford.com>

From: Rembert, Shannon (S.A.)
Sent: Friday, October 18, 2013 10:20 AM
To: Hite, Gary; Rinkevich, Daniel (D.J.); Montgomery, John
Cc: Austin, Aaron (A.A.); Bushman, Thomas (T.S.); Brackett, Tom (T.P.)
Subject: RE: Terminals to Lear

John,

Please let me know your availability to pick up the parts.

Regards,
Shannon A. Rembert
Ford Motor Company
EDS Components Quality Engineer
(313) 805-6738
srembert@ford.com<mailto:srembert@ford.com>
Bldg #5, 3G049B

From: Hite, Gary [mailto:GHite@lear.com]
Sent: Friday, October 18, 2013 10:19 AM
To: Rembert, Shannon (S.A.); Rinkevich, Daniel (D.J.); Montgomery, John
Cc: Austin, Aaron (A.A.); Bushman, Thomas (T.S.); Brackett, Tom (T.P.)
Subject: RE: Terminals to Lear

If you can give those to John Montgomery he can send them to my home address and I can bring them over to the Juarez lab for cross sectioning.

John
My address is

[redacted]

El Paso, Texas [redacted]

Thank You

Gary Hite
Crimp Development Department
915-787-7775
ghite@lear.com<mailto:ghite@lear.com>

From: Rembert, Shannon (S.A.) [mailto:srembert@ford.com]
Sent: Friday, October 18, 2013 8:04 AM
To: Rinkevich, Daniel (D.J.); Hite, Gary
Cc: Austin, Aaron (A.A.); Bushman, Thomas (T.S.); Brackett, Tom (T.P.)
Subject: RE: Terminals to Lear

Gary,

How many would you like? You can pick them up from the lab … just let me know when you're available and I'll meet you over there.

Regards,
Shannon A. Rembert
Ford Motor Company
EDS Components Quality Engineer
(313) 805-6738
srembert@ford.com<mailto:srembert@ford.com>
Bldg #5, 3G049B

From: Rinkevich, Daniel (D.J.)
Sent: Friday, October 18, 2013 9:22 AM
To: Rembert, Shannon (S.A.)
Cc: Hite, Gary; Austin, Aaron (A.A.); Bushman, Thomas (T.S.); Brackett, Tom (T.P.)
Subject: Terminals to Lear

Shannon,
Can you please give some of the connectors to Gary Hite at Lear that I left with Tom Brackett? They want to look at them.

Dan Rinkevich
Powertrain Quality
(313) 32-23653 (Desk)
(313) 676-9572 (Cellular)

****

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prohibited. If you have received this message in error, please immediately notify the sender and delete this E-mail message from your computer.

From: Goodwin, William (W.R.)
Sent: Monday, October 10, 2011 12:36 AM
To: Beecham, Winfred (A.); McDonagh, Scot (S.M.); Rutkowski, Brian (B.)
Subject: RE: Test vehicle 579T003

We have 2 things we want to do with the truck….

1. Diesel liquid condensate evaluation ---2 days now, but then need to repeat this when the weather gets cold.
2. Provide the truck to Stoneridge to characterize vibration at EGT2 location due to high warranty in that position….1 week of testing at stoneridge. Winfred…is this the vehicle that we were going to provide to stoneridge or was it another…(Need a chassis cert for stoneridge)

Regards,
Bill Goodwin
Powertrain Sensors Technical Specialist
Global Powertrain Control Systems Engineering
Ford Motor Company / Building #2 / 22B19
E-mail: wgoodwin@ford.com
Tel: (313) 805-9111
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: Beecham, Winfred (A.)
Sent: Friday, October 07, 2011 1:40 PM
To: McDonagh, Scot (S.M.); Rutkowski, Brian (B.); Goodwin, William (W.R.)
Subject: RE: Test vehicle 579T003

Bill ?

Regards
Winfred Beecham
FNA Diesel Powertrain Controls 6.0L, 6.4L, 6.7L
Ford Motor Company
Building 2, Cube 22Q28
20000 Rotunda Drive
Dearborn, MI 48124
Phone : 313-8454159 /313-8052870

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From: McDonagh, Scot (S.M.)
Sent: Friday, October 07, 2011 1:39 PM
To: Beecham, Winfred (A.); Rutkowski, Brian (B.)
Cc: Goodwin, William (W.R.)
Subject: RE: Test vehicle 579T003

Thanks- How long will 13MY Sensor testing take to complete ?

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

From: Beecham, Winfred (A.)
Sent: Friday, October 07, 2011 1:26 PM
To: McDonagh, Scot (S.M.); Rutkowski, Brian (B.)
Cc: Goodwin, William (W.R.)
Subject: RE: Test vehicle 579T003

Truck is back Monday at 8am, straight to Roush for modification at most 2 days and then should be ready for test.

Regards
Winfred Beecham
FNA Diesel Powertrain Controls 6.0L, 6.4L, 6.7L
Ford Motor Company
Building 2, Cube 22Q28
20000 Rotunda Drive
Dearborn, MI 48124
Phone : 313-8454159 /313-8052870

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From: McDonagh, Scot (S.M.)
Sent: Friday, October 07, 2011 11:44 AM
To: Beecham, Winfred (A.)
Cc: Goodwin, William (W.R.)
Subject: Test vehicle 579T003

Did Rawsonville return T003 for Mr. Goodwin's testing ?

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

From: Dixon, Mark (M.R.)
Sent: Tuesday, July 31, 2012 11:21 AM
To: Philbin, Jeff
Cc: McDonagh, Scot (S.M.); Goodwin, William (W.R.)
Subject: RE: Warranty Data P473 - Early Warranty Data

Jeff, Scot needs the VIN and dealer information on this vehicle to process the return request. Can you provide?

From: Philbin, Jeff [mailto:Jeff.Philbin@stoneridge.com]
Sent: Monday, July 30, 2012 4:10 PM
To: Dixon, Mark (M.R.)
Subject: RE: Warranty Data P473 - Early Warranty Data

Thank you Mark. We are reviewing with Bora and Bill Goodwin and now trying to contact dealers. Our Warranty Engineer has contacted one dealer (located near him in Boston) and will be contacting Scott McDonagh to see how to coordinate a "hot processing request".

Thank you for your help. Bora has also been working to get this data – the key we were looking for was the P code – we can pull in this report from the dealer comments.

Jeffrey Philbin

From: Dixon, Mark (M.R.) [mailto:mdixon@ford.com]
Sent: Monday, July 30, 2012 3:50 PM
To: Philbin, Jeff
Subject: RE: Warranty Data P473 - Early Warranty Data

Jeff, attached are the claims counts trend for 5J213 for the past year. This shows claims counts my month of production for 2012 MY. Looks like a clear spike in April.

Attached are the claims. April MOP claims are highlighed.

Not clear why there is such a lag getting April parts returned.

			2012											
Part Num Base (Causal)	Part Num Base Desc (Causal)	Vehicle Line WERS [VL] Desc	2011-07	2011-08	2011-09	2011-10	2011-11	2011-12	2012-01	2012-02	2012-03	2012-04	2012-05	2012-06
5J213	(blank)	P473 SUPER DUTY [11-13]	15	103	79	57	46	31	49	25	15	38	3	3

From: Philbin, Jeff [mailto:Jeff.Philbin@stoneridge.com]
Sent: Monday, July 30, 2012 11:09 AM
To: Dixon, Mark (M.R.)
Subject: Warranty Data P473 - Early Warranty Data

Mark:

We are working with Bora Erginer and Ibrahim Sonat on the P473 EGT sensor and are trying to get details of recent early warranty claims for the 2012 model year. We were told that there were the number of claims by month as shown below against the sensor. We have not receive many parts back, especially from the April time frame, so we would like to try to apply whatever info we can from the AWS "Early Data" system (we do not have access to the early data, but are quite familiar with the AWS system) to correlate claim data against parts we have received.

In short, can you provide / inform who we can work with to provide the detailed AWS "Early Data" for the parts below:

- Production Part Number: AC3A-12B591-AB / -BB
- Warranty Part Number: AC3Z-5J213-A
- Number of Claims Data provided from KTP (as of 25Jul):
    - January 2012: 10 claims
    - February 2012: 10 claims
    - March 2012: 9 claims
    - April 2012: 27 claims
    - May 2012: 2 claims

Please let me know if the request "makes sense" or if you need more info.

We appreciate any help or direction you can give.

Jeffrey Philbin
Stoneridge, Inc
28001 Cabot Drive, Suite 100, Novi, MI
248-324-3856 Office 248-469-9942 Cell
Jeffrey.philbin@stoneridge.com | www.stoneridge.com

From: Moylan, James (J.J.)
Sent: Friday, October 28, 2011 10:42 AM
To: Wagers, Sue (S.K.)
Cc: Bushman, Thomas (T.S.)
Subject: RE: Your call yesterday...

Sue,

Thanks for getting back. I spoke to Bill yesterday regarding the EGT and we are now up to speed. He didn't have anything to offer on the status of the DPF sensor so if you could follow-up on that when you are back in the office, that would be great.

Enjoy your time off.

James J. Moylan tcb
Kentucky Truck Plant
Powertrain PVT - Sr. Engineer
313-805-3887
><((((º>

From: Wagers, Sue (S.K.)
Sent: Friday, October 28, 2011 6:38 AM
To: Moylan, James (J.J.)
Subject: Your call yesterday...

James, sorry I didn't get back with you yesterday. I went to find Bill - whom I still haven't spoken to - and planned to call you back but your number came in through the switchboard so didn't record the number. By the time I got back to my desk to look it up I was distracted by other issues….2 plants down and wanting resolution so can ship vehicles by Monday. When I get back in the office, I will try to get things rolling on EGT and DPF pressure sensor analysis.

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: noreply@marketingassociates.com
Sent: Tuesday, September 16, 2014 1:20 PM
To: McDonagh, Scot (S.M.)
Subject: Report a Problem Case # [redacted] has been received

Click here to submit a reply: specs@ford.com

Scot McDonagh ,

Your concern about the 2013 F-250 Workshop Manual has been received and assigned Case Number 143-525.

Please take a moment and review your contact and concern information.

Contact Information-
Scot McDonagh
smcdonag@ford.com
313-337-8091

Concern Information-
MARK- PER OUR DISCUSSION PLEASE REVISE 13-15MY WSM & PCED EGT LOCATIONS FOR CHASSIS CAB APPLICATION TO READ EGT 11, 12, 13 14. THANKS 13MY WD is correct but PC/ED and WSM are same as 11-12 14MY WD and PC/ED are correct bur WSM is still same as 11-12 15MY WD and PC/ED is correct but WSM lists Wide frame as 11, 12, 14 &13

We are in process of reviewing your concern and will contact you once we have determined a course of action.

Thank you for taking your time to submit your case. If you have any other questions related to the "Report a Problem" program please contact me. Please include your case number if it regards a case.

Report a Problem Coordinator
specs@ford.com

From: Johnson, Seth (S.)
Sent: Thursday, July 31, 2014 2:03 PM
To: Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.)
Subject: Report example for P2300E/P200C

Gentlemen,

Here a couple examples I found quick that show what the technicians have seen in the filed with these DTCs. I understand that if another DTC sets after the P200E/P200C that the freeze frame will retest for the newest DTC. Not sure if that could be the case here but most of the time they only report the 2 overheat codes. Just figured it would be something to consider if we do a repub on the TSB.


Report Summary for the CQIS Re...


Report Summary for the CQIS Re...


Report Summary for the CQIS Re...

Seth H. Johnson
Diesel/Hybrid Warranty Commodity Engineer
1700 Fairlane Business Drive - DSC 1
Phone: (313)-390-6051
SJOHN274@Ford.com

From: Johnson, Seth (S.)
Sent: Thursday, July 31, 2014 1:55 PM
To: Johnson, Seth (S.)
Subject: Report Summary for the CQIS Report# [redacted]

Attachments : 0

Report# :	[redacted]			**Received:**	04/23/2014
CCRG/EPRC:	S	**Reviewed Status:**		**Date:**	05/29/2014
Vehicle:	2011,F350 4X2 ,F350 ,REGCAB ,CHASCAB ,1FDRF3GT0BE[redacted]			**Build Date:**	10/29/2010
Odometer :	50,755 M	**Engine:**	6.7L DI	**Calibration:**	
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 02405 Park Cities Ford Lincoln			**Phone#:**	214-358-8800
City:	Dallas	**State:**	Texas	**Country :**	USA
Originator:	JOHN JANNELLO				
Symptom:	5 54 3 39 DRV PERF,LACK/LOSS PWR ,CRUISE/STEADY,INTERMITTENT				
Status:					
VFG:	V52 DRIVEABILITY				
Additional Symptom:	STOP SAFELY NOW/STALL/NO START				
Fix:	**Causal Component :**				
Condition Code:					

Hotliner: HYOUNG40 **Phone:** 001-313-3174312 **Regn Cd:** C1 Dallas

Engineering: **Phone:** **TAR:**

Dlr Contact: **Phone:** **Title Cde:** T

DTCs:

KOEO:P200C P200E P246E

KOEC:

KOER:

Comments :

REPAIR 04/23/2014 11:47AM HARRISON YOUNG MSS - FCSD - TECH SVC HOTLINE

WEB FORM DATA - CONCERN: VEHICLE LOST POWER WHEN DRIVING, STOP SAFELY NOW MESSAGE CAME ON SCREEN, WOULD NOT RESTART. ADVISE DIAGNOSTICS: RETRIEVED DTCS FOUND P200C P200E AND P246E PARTS REPLACED: REPLACED

EGT13 LAST REPAIR APPROX 500 MILES AGO TECH QUESTION: THE VEHICLE IS BACK AGAIN WITH P200C AND P200E NOW WITH P246E FOR EGT14. I CHECKED FREEZE FRAME DATA FOR P200E AND FOUND EGT13 AT 2.505K DEGREES. I REPLACED EGT13 LAST VISIT APPROX 500 MILES AGO. (THE LAST EGT SENSOR DUE TO CHASIS CAB) NOW THE FREEZE FRAME DATA SHOWS EGT13 AT 2.505K DEGREES AGAIN BUT HAS DTC P246E FOR EGT14. WHAT IS YOUR RECOMMENDATION FOR THIS REPAIR?

RECOMM 04/23/2014 11:47AM HARRISON YOUNG MSS - FCSD - TECH SVC HOTLINE

JOHN, IF NOT ALREADY DONE SO, IT IS RECOMMENDED TO VIEW THE 2011-2012 6.7L EGT SENSOR LOCATIONS AND DIAGNOSTICS JOB AID FOUND IN THE SERVICE TIPS TAB OF THE PTS WEBSITE. PLEASE VIEW THE SECTION ON THE SECOND PAGE FOR CHASSIS CAB VEHICLES WITH BUILD DATES BEFORE 11/5/2010. DEPENDING ON THE CALIBRATION LEVEL IN THE PCM, DIAGNOSING AND IDENTIFYING WHICH EGT SENSOR IS FAULTY WILL VARY WHICH IS WHY THIS JOB AID IS RECOMMENDED. BASED ON THE P246E DTC IT IS RECOMMENDED TO REPLACE EGT14 HOWEVER TO ENSURE THE CORRECT SENSOR IS BEING REPLACED IT IS RECOMMENDED TO REFERENCE THE JOB AID WHENEVER SERVICING THE EGT SENSORS ON A 2011 OR 2012 CHASSIS CAB VEHICLE.

From: Johnson, Seth (S.)
Sent: Thursday, July 31, 2014 1:49 PM
To: Johnson, Seth (S.)
Subject: Report Summary for the CQIS Report#[redacted]

Attachments : 0

Report# :	[redacted]			**Received:**	03/12/2014
CCRG/EPRC:	S	**Reviewed Status:**		**Date:**	05/29/2014
Vehicle:	2012,F550 4X4 SD ,F550 ,REG CAB,CHASCAB ,1FDUF5HT9CE[redacted]			**Build Date:**	04/05/2012
Odometer :	26,953 M	**Engine:**	6.7L DI	**Calibration:**	CFA17M0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 01075 Ken Wilson Ford, Inc.			**Phone#:**	828-648-2313
City:	Canton	**State:**	North Caroli	**Country :**	USA

Originator: NICK BUMGARNER
Symptom: 5 54 2 39 DRV PERF,LACK/LOSS PWR ,ACCEL,INTERMITTENT
Status:
VFG: V52 DRIVEABILITY
Additional Symptom: LACKS POWER
Fix: **Causal Component :**
Condition Code:

Hotliner: BSTONE28 **Phone:** 001-313-3179129 **Regn Cd:** S2 Charlotte
Engineering: **Phone:** **TAR:**
Dlr Contact: NICK BUMGARNER **Phone:** **Title Cde:** T

DTCs:
KOEO:
KOEC:
KOER:

Comments :

REPAIR 03/12/2014 05:04PM BRAD STONE MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: TRUCK CAME IN FOR A LOSS OF POWER AFTER A BIG BANG NOISE DIAGNOSTICS: PERFORMED DIAG PULLED CODE P00BD PO471 FOUND THE COLD SIDE CAC HOSE WAS BLOWN IN HALF INSTALLED NEW HOSE TEST

DROVE TRUCK RAN GOOD FOR ABOUT 4MILES THEN THE CHECK ENGINE LIGHT CAME ON PULLED CODE P200C RAN OASIS FOLLWED TSB 13-10-2 BUT FOUND THERE WAS NO FREEZE FRAME DATA PULLED UP PIDS WITHIN TWO MINUTES OF CONCERN FOUND EGT 11 WAS AT 316KOEO EGT12 356 EGT 13 438 EGT14 438 PARTS REPLACED: COD SIDE CAC TECH QUESTION: WHICH SENSOR SHOULD BE CHANGED

RECOMM 03/12/2014 05:04PM BRAD STONE MSS - FCSD - TECH SVC HOTLINE

NICK, THE CODE P00BD HAS LIKELY SET DUE TO THE CAC HOSE COMING OFF. WE HAVE SEEN ISSUES WITH THE CAC COMING OFF AND CAUSING THIS CONCERN. THE P0471 COULD HAVE ALSO SET DUE TO THE CAC COMING OFF. IN REGARDS TO THE CODE P200C AND HAVING NO FREEZE FRAME DATA WE HAVE FOUND THAT SOME FREEZE FRAME DATA MAY BE PRESENT IN DATA LOGGER. IF THERE IS NO DATA AVAILABLE PPT RC SHOULD BE PERFORMED AND THE EGT SENSORS MONITORED AFTER A 6 HOUR COLD SOAK IF NO CONCERNS WERE FOUND IN PRIOR TESTING IN THE PPT. IF A SENSOR CONCERN IS FOUND REPLACE THE SENSOR AND CONNECTOR THEN RETEST.

From: Johnson, Seth (S.)
Sent: Thursday, July 31, 2014 1:48 PM
To: Johnson, Seth (S.)
Subject: Report Summary for the CQIS Report#[redacted]

Attachments : 0

Report# :	[redacted]			**Received:**	01/28/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2011,F350 4X4 ,F350 ,CRW CAB,PICKUP ,1FT8W3BT0BE[redacted]			**Build Date:**	02/07/2011
Odometer :	94,755 M	**Engine:**	6.7L DI	**Calibration:**	
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 00990 Kenly Ford, Inc.			**Phone#:**	919-284-3123
City:	Kenly	**State:**	North Caroli	**Country :**	USA
Originator:	JOHN COUGHLIN				
Symptom:	5 54 Z 00 DRV PERF,LACK/LOSS PWR ,NOT LISTED,UNKNOWN				
Status:					
VFG:	V52 DRIVEABILITY				
Additional Symptom:	CEL				
Fix:	**Causal Component :**				
Condition Code:					

Hotliner: WWEISE **Phone:** 001-313-3177060 **Regn Cd:** S2 Charlotte

Engineering: **Phone:** **TAR:**

Dlr Contact: **Phone:** **Title Cde:** T

DTCs:

KOEO:P200C:00 P200E:00

KOEC:

KOER:

Comments :

REPAIR 01/28/2014 12:07PM WILHELM WEISE MSS - FCSD - TECH SVC HOTLINE

WEB FORM DATA - CONCERN: CUSTOMER HAD TRUCK TOWED IN STATING THAT IT HAD NO POWER DIAGNOSTICS: TEST DROVE VEHICLE, ENGINE RUN FINE COULD NOT SEE ANY PROBLEMS. PERFORM SELFTEST P200C AND P200E IN MEMORY.

PERFORM PINPOINT TEST RC CHECKED VOLTAGE PIDS FOR ALL EGT SENSORS WHILE PERFORMING WIGGLE TEST NO CHANGE. CHECKED TEMP PIDS FOR EGTS AFTER SITTING OVER NIGHT ALL 4 WHERE THE SAME AS EACH OTHER AND THE SAME AS OUTSIDE TEMP. TEST DROVE WHILE MONITORING EGT 2 AND 4 FOR ABOUT 12 MILES NEVER GOT OVER ABOUT 550 DEGREES. PINPOINT TEST LEAD ME TO UNABLE TO DUPLICATE CONCERN. VEHICLE WAS IN HERE ABOUT 1700 MILES AGO AND WOULD NOT RUN, HAD THESE SAME CODES BUT ALSO HAD P0231 AND P0279. REPLACED EGT 2 AND TRUCK STARTED AND RUN FINE. EGT TEMP PIDS IN FREEZE FRAME DATA WHERE EGT1: 627.8, EGT2: 1,143, EGT3: 989.6, EGT4: 1,134 DEGREES PARTS REPLACED: EGT 2 WAS REPLACED ABOUT 1700 MILES AGO TECH QUESTION: IS THERE ANYTHING ELSE I CAN CHECK OR ANY KNOWN CONCERNS WITH THIS. TRUCK SEEMS TO BE RUNNING FINE AND ALL EGT PIDS ARE READING CORRECTLY AT THIS TIME

RECOMM 01/28/2014 12:07PM WILHELM WEISE MSS - FCSD - TECH SVC HOTLINE

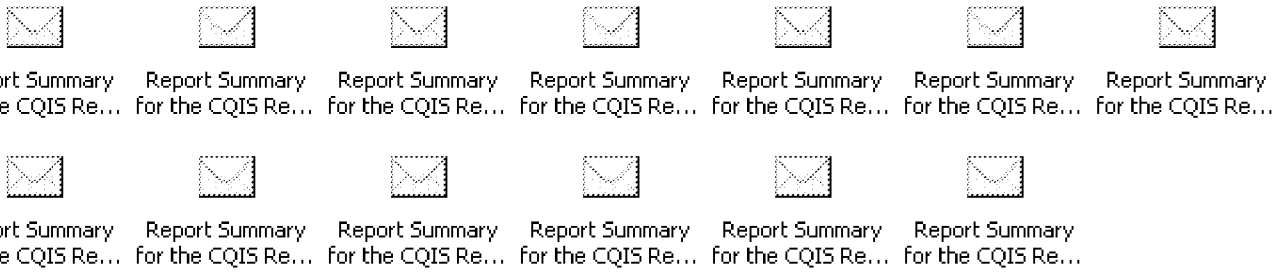
JOHN, WE HAVE REPORTS OF THE EGT FREEZE FRAME DATA WHEN THE CODES SET BEING INACCURATE. ONLY EGT SENSORS 12,13 AND 14 CAN CAUSE THE OVER TEMP CODES. AS EGT 12 WAS PREVIOUSLY REPLACED IT IS RECOMMENDED TO REPLACE EGTS 13 AND 14 TO CORRECT THE CONCERN.

ADD-ON 01/28/2014 12:07PM WILHELM WEISE MSS - FCSD - TECH SVC HOTLINE

-----CONSULTED EVAN BOYD (SME)-------

From: Johnson, Seth (S.)
Sent: Friday, September 05, 2014 12:56 PM
To: Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.); Dixon, Mark (M.R.); Wagers, Sue (S.K.)
Subject: Reports of EGT DTCs after connector replacement

Here is a list of CQIS reports I found when I ran a query for the past 7 days. These are reports where the tech claimed EGT DTCS returned after the EGT connector was replaced per TSB 14-0108 or 14-0126. With this being about 2 per day it doesn't seem like a high rate but it would be interesting to get some of these EGTs back for analysis.



Best Regards,

Seth H. Johnson

Diesel/Hybrid/Gasoline Commodity Engineer
1700 Fairlane Business Drive - DSC 1
Phone: (313)-390-6051
SJOHN274@Ford.com

From: Johnson, Seth (S.)
Sent: Friday, September 05, 2014 12:46 PM
To: Johnson, Seth (S.)
Subject: Report Summary for the CQIS Report# [redacted]

Attachments : 0

Report# :	[redacted]			**Received:**	08/29/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2013,F250 4X4 ,F250 ,CRW CAB,PICKUP ,1FT7W2BT2DE[redacted]			**Build Date:**	06/28/2013
Odometer :	12,563 M	**Engine:**	6.7L DI	**Calibration:**	DFA17A0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 06244 Sterling McCall Ford			**Phone#:**	281-588-5000
City:	Houston	**State:**	Texas	**Country :**	USA

Originator: benjamin ward
Symptom: 2 27 Q 68 AID/INFO,WNG IND/MESS/C,ENGINE IMAGE,STAYS ON
Status:
VFG: V29 CHECK ENGINE LIGHT
Additional Symptom: CEL on
Fix: **Causal Component :**
Condition Code:

Hotliner: DJOHN748 **Phone:** **Regn Cd:** C2 Houston
Engineering: **Phone:** **TAR:**
Dlr Contact: benjamin ward **Phone:** **Title Cde:** T

DTCs:
KOEO:p06ea
KOEC:
KOER:

Comments :
CONCER 08/29/2014 10:08AM DANIEL JOHNSTON MSS - FCSD - TECH SVC HOTLINE
Web Form Data - Concern: ck eng light on Diagnostics: have performed tsb 14-0126 code is coming back after repair Parts replaced: pigtail on egt 12 Tech Question: i wood like to talk to someone about this repair a call on cell phone

RECOMM 08/29/2014 10:08AM DANIEL JOHNSTON MSS - FCSD - TECH SVC HOTLINE

Benjamin, 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.

CONCER 08/29/2014 11:06AM DANIEL JOHNSTON MSS - FCSD - TECH SVC HOTLINE

Outbound call placed to Benjamin Ward, Benjamin wanted to let us know that he has performed TSB 14-0126 on multiple vehicles and has seen on a majority of cases, that the vehicle will return in about a week with the same code. He was also wanting to know what temperatures that the EGT sensors should show when the vehicle is driving when not in regen. The freeze frame data shows that the EGT12 was at 444*F when the others were at 340 - 359*F.

RECOMM 08/29/2014 11:06AM DANIEL JOHNSTON MSS - FCSD - TECH SVC HOTLINE

Benjamin, As we discussed on the phone, I have passed along your input to the appropriate channel. The TSB is being reviewed at this time. To address your concern that when the repair is performed, you release the vehicle and it returns in a week, it is recommended to perform the SCR system procedure (SCR drive cycle) after you perform a repair. This will cause the PCM to monitor the exhaust for concerns and will result in a code setting if a concern is still present. This will help reduce combacks since you will be able to identify if a concern is still present before releasing the vehicle. The Selective Catalytic Reduction (SCR) System Procedure is located in the online PC/ED > 2. Diagnostic Methods > Drive Cycles > Selective Catalytic Reduction (SCR) System Procedure. Regarding the EGT sensors and what they should be reading during normal operation, it is recommended to refer to Section 6 of the PC/ED > Reference Values > 6.7L 4V F-Series Super Duty. In this document it lists the EGT sensors temp readings at KOEO, Hot idle, 30 mph and 50 mph. In examining the values for the 4 EGT sensors, it is seen that EGT11 tends to be lower in temp than the rest, and that EGT12 is hotter than EGT 13 and 14 only at 50 mph. For reference, the values are here: EGT 11 12 13 14 KOEO 82 97 147 113 Idle 262 297 313 313 30mph 403 394 421 408 50mph 444 473 439 439

ADD-ON 08/29/2014 11:06AM DANIEL JOHNSTON MSS - FCSD - TECH SVC HOTLINE

Consulted Jon Pusta SME Diesel

From: Johnson, Seth (S.)
Sent: Friday, September 05, 2014 12:47 PM
To: Johnson, Seth (S.)
Subject: Report Summary for the CQIS Report# [redacted]

Attachments : 0

Report# :	[redacted]			**Received:**	09/03/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2013,F250 4X4 ,F250 ,CRW CAB,PICKUP ,1FT7W2BT8DE[redacted]			**Build Date:**	06/04/2013
Odometer :	19,156 M	**Engine:**	6.7L DI	**Calibration:**	DFA17A0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 06923 Super Ford			**Phone#:**	626-964-3673
City:	City Of Industry	**State:**	California	**Country :**	USA
Originator:	daniel walters				
Symptom:	2 27 Q 68 AID/INFO,WNG IND/MESS/C,ENGINE IMAGE,STAYS ON				
Status:					
VFG:	V29 CHECK ENGINE LIGHT				
Additional Symptom:	CEL on				
Fix:	**Causal Component :**				
Condition Code:					

Hotliner: DJOHN748 **Phone:** **Regn Cd:** W1 Los Angeles

Engineering: **Phone:** **TAR:**

Dlr Contact: daniel walters **Phone:** **Title Cde:** T

DTCs:
KOEO:p06ea p2084
KOEC:
KOER:

Comments :

CONCER 09/03/2014 01:52PM DANIEL JOHNSTON MSS - FCSD - TECH SVC HOTLINE

Web Form Data - Concern: customer states warning light is on. Diagnostics: verified concern, koeo-koer selftest p06ea, p2084, Parts replaced: none, Tech Question: last visit at 17997 miles, 7-25-14, vehicle had same dtc's p06ea, p2084, found tsb's 14-0108, 14-0126, performed 14-0126, replaced egt connector 12 and reprogram pcm. seeking any possible knowns or corrections. thank

you

RECOMM 09/03/2014 01:52PM DANIEL JOHNSTON MSS - FCSD - TECH SVC HOTLINE

Daniel, Since the codes P06EA and P2084 have returned after replacement of the EGT12 connector, it is recommended to perform pinpoint test RC in the PC/ED to diagnose the concern. When you replace any component in the system, it is recommended to perform the reset and clear the specified function Nitrogen Oxide and perform the SCR cycle. Perform the self test and if any codes return, perform the appropriate pinpoint test. This will ensure that if any concerns are still present, you will catch them before releasing the vehicle to the customer.

From: Johnson, Seth (S.)
Sent: Friday, September 05, 2014 12:47 PM
To: Johnson, Seth (S.)
Subject: Report Summary for the CQIS Report# [redacted]

Attachments : 0

Report# :	[redacted]			**Received:**	09/04/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2013,F550 4X4 SD ,F550 ,REG CAB,CHASCAB ,1FDUF5HT0DE[redacted]			**Build Date:**	06/14/2013
Odometer :	8,613 M	**Engine:**	6.7L DI	**Calibration:**	DFA17M0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 07734 Swanson-Fahrney Ford Sales			**Phone#:**	559-896-4121
City:	Selma	**State:**	California	**Country :**	USA
Originator:	jon wolter				
Symptom:	2 27 5 68 AID/INFO,WNG IND/MESS/C,WRENCH IMAGE,STAYS ON				
Status:					
VFG:	V83 INSTRUMENTATION FUNCTION				
Additional Symptom:	CEL repeat P06EB				
Fix:	**Causal Component :**				
Condition Code:					

Hotliner: DPRATT20 **Phone:** **Regn Cd:** W2 San Francisco

Engineering: **Phone:** **TAR:**

Dlr Contact: jon wolter **Phone:** **Title Cde:** T

DTCs:
KOEO:p06eb p246f
KOEC:
KOER:

Comments :

CONCER 09/04/2014 07:46PM DAVID PRATT MSS - FCSD - TECH SVC HOTLINE

Web Form Data - Concern: ck eng lamp comes on Diagnostics: self test pid monitor Parts replaced: none Tech Question: this truck came in 8/4/14 at 8087miles with same codes I preform tsb 14-108 and 14-0126 now its back with same dtc could this be a bad sensor egt 14

RECOMM 09/04/2014 07:46PM DAVID PRATT MSS - FCSD - TECH SVC HOTLINE

Jon, The TSB 14-0126 addresses a possible connector concern that could be present. Since the DTC for the EGT_14 (P246F) and the NOX module code P06EB is present again after the TSB it is recommended to proceed to pinpoint test RC in section 5 of the PC/ED. Typically technicians have that the EGT_14 is at fault however please perform the necessary diagnostic to ensure a proper repair

ADD-ON **09/04/2014 07:46PM DAVID PRATT MSS - FCSD - TECH SVC HOTLINE**

Article TSB 140126 6.7L DIESEL - MALFUNCTION INDICATOR LAMP (MIL) ILLUMINATED - DIAGNOSTIC TROUBLE CODE (DTC) P06EA AD/OR P06EB - BUILT ON OR BEFORE 12/15/2013

From: Johnson, Seth (S.)
Sent: Friday, September 05, 2014 12:48 PM
To: Johnson, Seth (S.)
Subject: Report Summary for the CQIS Report# [redacted]

Attachments : 0

Report# :	[redacted]			**Received:**	09/04/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2014,F350 4X4 ,F350 ,CRWCAB ,PICKUP ,1FT8W3DT7EE[redacted]			**Build Date:**	07/19/2013
Odometer :	7,321 M	**Engine:**	6.7L DI	**Calibration:**	EFA17C0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 09491 Swant Graber Ford			**Phone#:**	715-537-9500
City:	Barron	**State:**	Wisconsin	**Country :**	USA
Originator:	arnie bartes				
Symptom:	2 27 Q 68 AID/INFO,WNG IND/MESS/C,ENGINE IMAGE,STAYS ON				
Status:					
VFG:	V29 CHECK ENGINE LIGHT				
Additional Symptom:	cel on				
Fix:	**Causal Component :**				
Condition Code:					

Hotliner: CBOWSER5 **Phone:** 001-313-3179357 **Regn Cd:** G5 Twin Cities

Engineering: **Phone:** **TAR:**

Dlr Contact: arnie bartes **Phone:** **Title Cde:** T

DTCs:
KOEO:p2031 p2080
KOEC:
KOER:

Comments :

CONCER 09/04/2014 03:35PM CHAD BOWSER MSS - FCSD - TECH SVC HOTLINE

Web Form Data - Concern: check engine light on Diagnostics: self test check messages Parts replaced: none Tech Question: on august 8th truck came in with code p2080 so pigtail was installed on egt 1. now truck is back with codes p2031 and code p2080 is also back. should I replace both egt sensors and the pigtail for egt 2, or is the p2080 code back because now the p2031 now set

RECOMM 09/04/2014 03:35PM CHAD BOWSER MSS - FCSD - TECH SVC HOTLINE

Arnie, That is correct typically when we address a known concern as listed in a TSB 14-0108 (pigtail wire connector)and the DTC returns then normal diagnostics following PPT would apply as the pigtail is not the cause. It is likely the EGT sensor is the cause since the same DTC returned. The SCR drive cycle listed in section 2 of the online PC/ED manual should be performed after any repairs to make sure the DTCs do not return. The SCR drive cycle will allow the monitors to run and detect any additional faults. The P2031 DTC may be the same concern but for a different EGT sensor and the same recommendation are made for this DTC.

CONCER 09/04/2014 04:52PM DEALER UPDATE MSS - FCSD - TECH SVC HOTLINE

thank you so I should replace both sensors and the pigtail on egt 2

RECOMM 09/04/2014 04:58PM DANIEL JOHNSTON MSS - FCSD - TECH SVC HOTLINE

Arnie, It is recommended to replace the EGT11 sensor and the pigtail on EGT12. Once done, clear codes and perform the SCR drive cycle. This procedure is located in the online PC/ED > 2. Diagnostic Methods > Drive Cycles > Selective Catalytic Reduction (SCR) System Procedure. Take the vehicle for a short test drive (around 10 miles). Then perform a PCM self test. If the P2031 code returns, then replacement of the EGT12 sensor is recommended. Note: Performing this procedure will help ensure that no other concerns are still present as this will reset the monitors and the PCM will then retest the system.

From: Johnson, Seth (S.)
Sent: Friday, September 05, 2014 12:49 PM
To: Johnson, Seth (S.)
Subject: Report Summary for the CQIS Report# [redacted]

Attachments : 0

Report# :	[redacted]			**Received:**	09/04/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2014,F350 4X4 ,F350 ,CRWCAB ,CHASCAB ,1FD8W3HT1EE[redacted]			**Build Date:**	07/26/2013
Odometer :	11,807 M	**Engine:**	6.7L DI	**Calibration:**	EFA17N0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 00831 Hallmark Ford, LLC			**Phone#:**	662-563-7684
City:	Batesville	**State:**	Mississippi	**Country :**	USA
Originator:	MACK DAVIS				
Symptom:	5 54 3 02 DRV PERF,LACK/LOSS PWR ,CRUISE/STEADY,ALWAYS				
Status:					
VFG:	V52 DRIVEABILITY				
Additional Symptom:	P06EB, P242A, P246F after TSB.				
Fix:	**Causal Component :**				
Condition Code:					

Hotliner: DJOHN748 **Phone:** **Regn Cd:** C3 Memphis

Engineering: **Phone:** **TAR:**

Dlr Contact: MACK DAVIS **Phone:** **Title Cde:** WA

DTCs:
KOEO:P06EB P242A P246F
KOEC:
KOER:

Comments :

CONCER 09/04/2014 01:22PM DANIEL JOHNSTON MSS - FCSD - TECH SVC HOTLINE

RO#:[redacted]RO Date:9/3/2014Warranty Type:Factory Warranty Request SPW Install Mileage: SPW Install Date: 1. Please describe customers concern. Include as many details as possible. CUSTOMER RETURNED WITH CHECK ENGINE LIGHT ON.HAS EGT SENSOR CODES HAVE ALREADY PERFORMED TSB 14-0108 ON TRUCK ON 07/31/14,REPLACING

CONNECTORS ON SENSORS. 2. Why is the component being replaced? REPLACING CONNECTORS ON SENSORS HAS NOT FIXED THE PROBLEM,NEED TO REPLACE THE SENSORS AT THIS TIME. 3. Provide any additional details necessary. Please include any technical information that you feel will help the Hotline process your prior approval request. TSB 14-0108 WAS PERFORMED ON 07/31/14 REPLACED CONNECTORS AND CLEARED CODES.AT THIS TIME SENSORS WILL NEED TO BE REPLACED. 4. What are the Total Hour and Idle Hour readings from the Instrument Cluster? ENG HOURS-460 IDLE 170

RECOMM 09/04/2014 01:22PM DANIEL JOHNSTON MSS - FCSD - TECH SVC HOTLINE

Mack, Since the codes P06EB, P242A and P246F have returned, it is recommended to perform pinpoint test RC in the PC/ED to continue with diagnosis. However, this is a prior approval request for a DPF assembly. With the concern and codes that are present, replacement of the DPF assembly is not needed at this time. If you meant to submit a HAR (Hotline Assistance Request), please do so from the PTS websight, under the Home tab, goto the white Tech Hotline Tab, click on Hotline Assistance Request Form. Once there, fill in the information on the vehicle and submit it. The Hotline will respond to the HAR as quickly as they can. DCPA Not Approved

CONCER 09/04/2014 03:48PM DANIEL EDGAR MSS - FCSD - TECH SVC HOTLINE

Web Form Data - Concern: PERFORMED TSB 14-0108 ON TRUCK ON 07/31/14 REPLACED CONNECTORS,TRUCK IS BACK IN WITH SAME ISSUE AND TECH HAS CONFIRMED BOTH SENSORS HAVE FAILED. Diagnostics: PULLED CODES P2472A,P246F AND P06EB AND THEY POINT TO TSB REPAIR BUT ITS ALREADY BEEN DONE. Parts replaced: ONLY CONNECTORS FROM TSB 14-0108 Tech Question: THE SENSORS HAVE FAILED AND JUST NEED TO SEE IF ITS OK AT THIS TIME TO REPLACE SENSORS SINCE TSB 147-0108 HAS BEEN PERFORMED

RECOMM 09/04/2014 03:48PM DANIEL EDGAR MSS - FCSD - TECH SVC HOTLINE

Mack, It is recommended to inspect the repairs performed per the TSB 14-0108 and verify correct pin fit and drag of the pins. If there is a concern present, replace the pigtail called out in the TSB and reevaluate the concern. If there are no pin fit concerns present, it is recommended to refer to the PC/ED section 4 Diagnostic Subroutines / Diagnostic Trouble Code (DTC) charts and descriptions / P242A. This section in the workshop manual provides information pertaining to the description of how these DTC→ s will set, as well as a list of possible causes and a diagnostic aid. It is recommended to perform the pinpoint test in this section to determine if there is a sensor or circuit fault. Please perform pinpoint test RC and follow the repair direction in the pinpoint test to resolve this concern.

From: Johnson, Seth (S.)
Sent: Friday, September 05, 2014 12:50 PM
To: Johnson, Seth (S.)
Subject: Report Summary for the CQIS Report# [redacted]

Attachments : 0

Report# :	[redacted]			**Received:**	09/04/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2014,F250 4X4 ,F250 ,CRW CAB,PICKUP ,1FT7W2BT5EE[redacted]			**Build Date:**	08/07/2013
Odometer :	5,646 M	**Engine:**	6.7L DI	**Calibration:**	EFA17A0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 01248 Winner Ford			**Phone#:**	856-428-4000
City:	Cherry Hill	**State:**	New Jersey	**Country :**	USA

Originator: steve stopper
Symptom: 4 41 Z 00 ST/RN/MV,RUNNING,NOT LISTED,UNKNOWN
Status:
VFG: V44 POWERTRAIN MALFUNCTION
Additional Symptom: repeat CEL/p06ea/p2084
Fix: **Causal Component :**
Condition Code:

Hotliner: CALLE154 **Phone:** --3177069 **Regn Cd:** N3 Philadelphia
Engineering: **Phone:** **TAR:**
Dlr Contact: steve stopper **Phone:** **Title Cde:** T

DTCs:
KOEO:P06EA P2084
KOEC:
KOER:

Comments :
CONCER 09/04/2014 12:46PM CHRISTOPHE ALLEN MSS - FCSD - TECH SVC HOTLINE
Web Form Data - Concern: CUSTOMER STATES CHECK ENGINE LIGHT IS ON. NO DRIVING ISSUES Diagnostics: PERFORMED PCM SELF TEST. RAN OASIS FOUND TSB 14-0108 AND TSB 14-0126. BOTH LEADING TO REPLACEMENT OF EGT SENSOR 12

PIGTAIL REPLACEMENT. Parts replaced: EGT 12 SENSOR PIGTAIL WAS REPLACED 8/18 Tech Question: VEHICLE HAS RETURNED WITH THE SAME CODES AS BEFORE. LEADING TO PIGTAIL REPLACEMENT AGAIN. FREEZE FRAME DATA SHOWS AT THE TIME OF THE FAULT EGT 11 WAS 62 DEGREES F. AND EGT 12 WAS 170 DEGREES F.THE REMAINING TWO SENSORS 13 AND 14 WITH BOTH 64 DEGREES. SINCE THE TSB WAS ALREADY PERFORMED AND WITH THE CORRELATION BETWEEN EGT SENSORS IS CLEARLY OUT OF SPEC. SHOULD THE EGT SENSOR 12 BE REPLACED AT THIS TIME? THANK YOU

RECOMM 09/04/2014 12:46PM CHRISTOPHE ALLEN MSS - FCSD - TECH SVC HOTLINE

Steve, With The TSB already performed and the EGT12 sensor connector pigtail replaced but the temperature correlations still do not line up and the DTCs still set, it is then recommended to replace the EGT12 sensor itself as the next likely component.

From: Johnson, Seth (S.)
Sent: Friday, September 05, 2014 12:50 PM
To: Johnson, Seth (S.)
Subject: Report Summary for the CQIS Report# [redacted]

Attachments : 0

Report# :	[redacted]			**Received:**	08/30/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2014,F350 4X4 ,F350 SUP CAB,PICKUP ,1FT7X3BT6EE[redacted]			**Build Date:**	07/30/2013
Odometer :	31,882 M	**Engine:**	6.7L DI	**Calibration:**	EFA17A0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 07863 Downtown Ford Sales			**Phone#:**	916-442-6931
City:	Sacramento	**State:**	California	**Country :**	USA
Originator:	Anthony DeMasi				
Symptom:	4 41 Z 00 ST/RN/MV,RUNNING,NOT LISTED,UNKNOWN				
Status:					
VFG:	V44 POWERTRAIN MALFUNCTION				
Additional Symptom:	CEL				
Fix:	**Causal Component :**				
Condition Code:					

Hotliner: DPRATT20 **Phone:** **Regn Cd:** W2 San Francisco

Engineering: **Phone:** **TAR:**

Dlr Contact: Anthony DeMasi **Phone:** **Title Cde:** T

DTCs:
KOEO:p06ea p2084
KOEC:
KOER:

Comments :

CONCER 08/30/2014 11:46AM DAVID PRATT MSS - FCSD - TECH SVC HOTLINE

Web Form Data - Concern: Check engine light on Diagnostics: verified concern check engine light onpulled codes pulled p06ea found TSB 14-0126 replace harness side connector performed the TSB reprogrammed PCM.Both connectors have been replaced now one from me one from another tech, customer came back today and it had the code in it again and I reprogrammed the PCM again.

Parts replaced: replace the 2-pin male connector on the vehicle body harness Tech Question: What else could be going on with this truck that it keeps setting the code even after both connectors have been changed.

RECOMM 08/30/2014 11:46AM DAVID PRATT MSS - FCSD - TECH SVC HOTLINE

Anthony, The TSB 14-0126 has identified a potential cause with an EGT connector crimp concern. If the connector has been replaced already then it is recommended to proceed with diagnostics form the PC/ED. With the DTC P2084 setting with a possible out temperature range sensor the DTC P06EA could be erroneously setting due to the temperature check between the EGT_12 and NOX_11 module during initial start-up. It is recommended to proceed with pinpoint test RC in section 5 of the PC/ED for the DTC P2084 and diagnose the EGT fault. If necessary replace the EGT sensor and recheck for operation and the DTC resetting.

ADD-ON 08/30/2014 11:46AM DAVID PRATT MSS - FCSD - TECH SVC HOTLINE

Article TSB 140126 6.7L DIESEL - MALFUNCTION INDICATOR LAMP (MIL) ILLUMINATED - DIAGNOSTIC TROUBLE CODE (DTC) P06EA AD/OR P06EB - BUILT ON OR BEFORE 12/15/2013

From: Johnson, Seth (S.)
Sent: Friday, September 05, 2014 12:49 PM
To: Johnson, Seth (S.)
Subject: Report Summary for the CQIS Repor[redacted]

Attachments : 0

Report# :	[redacted]			**Received:**	09/03/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2013,F350 4X4 ,F350 ,CRWCAB ,PICKUP ,1FT8W3DT3DE[redacted]			**Build Date:**	04/18/2013
Odometer :	9,698 M	**Engine:**	6.7L DI	**Calibration:**	DFA17C0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 04605 Weslaco Ford, LLP			**Phone#:**	956-968-9191
City:	Weslaco	**State:**	Texas	**Country :**	USA

Originator: GABRIEL FLORES
Symptom: 5 56 C 74 DRV PERF,POOR FUEL ECON,COMBINED,UNLOADED
Status:
VFG: V46 GOOD FUEL ECONOMY
Additional Symptom: cel
Fix: **Causal Component :**
Condition Code:

Hotliner: BSTONE28 **Phone:** 001-313-3179129 **Regn Cd:** C2 Houston
Engineering: **Phone:** **TAR:**
Dlr Contact: GABRIEL FLORES **Phone:** **Title Cde:** T

DTCs:
KOEO:P06EA
KOEC:
KOER:

Comments :
CONCER 09/03/2014 05:36PM BRAD STONE MSS - FCSD - TECH SVC HOTLINE
Web Form Data - Concern: CK ENGINE LITE ON Diagnostics: KOEO, KOER Parts replaced: ON 8/19/2014, 9398 MILES. EGT 12 WAS REPLACED & THE PIGTAIL ALSO WAS REPLACED. PCM WAS REPROGRAM TO LATEST CALIBRATION. Tech Question:

VEHICLE BACK AGAIN FOR CODE P06EA. PIGTAIL & EGT ALREADY REPLACE. FUEL SAMPLE IS GOOD. NO CNTAMINATION. ANY ASSISTANCE IS GREATLY APPRECIATED.

RECOMM 09/03/2014 05:36PM BRAD STONE MSS - FCSD - TECH SVC HOTLINE

Gabriel, I know this may have already been performed but please refer to TSB 14-0126. If TSB 14-0126 has already been performed please PID monitor the EGT sensors while tapping on them. Any sensors that show a concern replace the connector and sensor. I know EGT 12 and connector has already been replaced but this is does not mean it is a good part. We have had reports of new parts being faulty also.

From: Johnson, Seth (S.)
Sent: Friday, September 05, 2014 12:48 PM
To: Johnson, Seth (S.)
Subject: Report Summary for the CQIS Report# [redacted]

Attachments : 0

Report# :	[redacted]			**Received:**	09/02/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2014,F350 4X4 ,F350 CRW CAB,PICKUP ,1FT8W3BT2E[redacted]			**Build Date:**	08/01/2013
Odometer :	20,145 M	**Engine:**	6.7L DI	**Calibration:**	EFA17C0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 09098 Ted Britt Chantilly Ford Linco			**Phone#:**	703-673-2300
City:	Chantilly	**State:**	Virginia	**Country :**	USA

Originator: robert veronee
Symptom: 2 27 Q 68 AID/INFO,WNG IND/MESS/C,ENGINE IMAGE,STAYS ON
Status:
VFG: V29 CHECK ENGINE LIGHT
Additional Symptom: mil on repeat p06ea
Fix: **Causal Component :**
Condition Code:

Hotliner: CBISHO41 **Phone:** 001-313-3179359 **Regn Cd:** N4 Washington
Engineering: **Phone:** **TAR:**
Dlr Contact: robert veronee **Phone:** **Title Cde:** T

DTCs:
KOEO:p06ea
KOEC:
KOER:

Comments :

CONCER 09/02/2014 01:44PM CHRIS BISHOP MSS - FCSD - TECH SVC HOTLINE

Web Form Data - Concern: vechile has check engine light on, P06EA. followed tsb 14-0126. removed and repalced egt # 2 pigtail connector. after repair vechile set up P06EA again. monitored pids and sensor working as should. advise on diag needed Diagnostics: followed tsb 14-0126replaced egt 2 pigtail connector Parts replaced: egt2 pigtail Tech Question: after repalcing

pigtail connector for related code, code still set, egt working to spec, next step ?

RECOMM 09/02/2014 01:44PM CHRIS BISHOP MSS - FCSD - TECH SVC HOTLINE

Robert, There have been similar reports with this DTC returning after EGT12 connector replacement. The leading cause for this code returning is the EGT12 sensor itself and the next most common cause is a faulty with the EGT12 sensor circuitry. To validate the integrity of the EGT12 sensor circuits we recommend monitoring the EGT12 sensor voltage PID KOEO while wiggle testing the length of the sensor harness. If any spikes or fluctuations are noted in the reading, this would indicate that the fault is in the harness. This fault can be corrected by overlying the EGT12 sensor circuits using new pins and new wire. If no circuit faults are identified during the monitor test, based on information found in past reports, we recommend replacing the EGT12 sensor and retest for proper operation.

From: Johnson, Seth (S.)
Sent: Friday, September 05, 2014 12:47 PM
To: Johnson, Seth (S.)
Subject: Report Summary for the CQIS Report [redacted]

Attachments : 0

Report# :	[redacted]			**Received:**	08/29/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2013,F450 4X4 SD ,F450 ,CRWCAB ,4X4 ,1FT8W4DT9DE[redacted]			**Build Date:**	04/19/2013
Odometer :	17,131 M	**Engine:**	6.7L DI	**Calibration:**	DFA17D0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 06672 Battlefield Ford Culpeper			**Phone#:**	540-547-3673
City:	Culpeper	**State:**	Virginia	**Country :**	USA
Originator:	David Green				
Symptom:	2 27 Q 68 AID/INFO,WNG IND/MESS/C,ENGINE IMAGE,STAYS ON				
Status:					
VFG:	V29 CHECK ENGINE LIGHT				
Additional Symptom:	CEL				
Fix:	**Causal Component :**				
Condition Code:					

Hotliner: BTUPA1 **Phone:** 79335 **Regn Cd:** N4 Washington

Engineering: **Phone:** **TAR:**

Dlr Contact: David Green **Phone:** **Title Cde:** T

DTCs:
KOEO:P06EB P246E P246F
KOEC:
KOER:

Comments :

CONCER 08/29/2014 09:21AM BRADLEY TUPA MSS - FCSD - TECH SVC HOTLINE

Web Form Data - Concern: Check engine light on Diagnostics: Check eng light one, put DTC's, has codes and TSB 14-0126 and 14-0108 apply, check history, pigtail on sensor 1-4 has alreadt been replaced, pcm is up to date, view temp sensors, all are within reasonalbe spec for temp and steady. Parts replaced: pigtail 14s411 on sensor 1-4 on previous repair 3400 mi ago Tech Question: Since I

am having the same codes for the TSB's but the harness pigtail has already been replaced, what should I do now? replace the sensor? replace the NOX sensor or module? harness repair again?

RECOMM 08/29/2014 09:21AM BRADLEY TUPA MSS - FCSD - TECH SVC HOTLINE

David, The concern that is occurring on the vehicle may be caused by a EGT concern, a NOx sensor concern, or a NOx module concern. Since all of the pigtails have been replaced on the vehicle they are not the likely cause of the concern. It is recommended to perform Pinpoint Test RC in the PC/ED>Section 5 starting with step RC9 to ensure the resistance of the sensor is correct. It is also recommended to inspect all of the connectors to ensure there are no signs of corrosion, damage, or poor pint fitment. If any concerns are found, it is recommended to repair or replace as necessary and re-evaluate. If no concern are found with the EGT sensor, it is then recommended to perform Pinpoint Test RD starting with step RD7. This will inspect the NOx system for any concerns that may be present. If any concerns are found it is recommended to repair or replace as necessary and re-evaluate. The test may require the completion of the Selective Catalytic Reduction (SCR) System Procedure which can be found in the PC/ED>Section 2>Drive Cycles. This procedure is necessary to reset parameters in the vehicle and fully clear the code from the vehicle to prevent it from coming back after a few miles. Ensure this is followed very carefully as it is an important step to reset the vehicle.

From: Johnson, Seth (S.)
Sent: Friday, September 05, 2014 12:44 PM
To: Johnson, Seth (S.)
Subject: Report Summary for the CQIS Report# [redacted]

Attachments : 0

Report# :	[redacted]			**Received:**	09/04/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2013,F250 4X4 ,F250 ,CRW CAB,PICKUP ,1FT7W2BTXDE[redacted]			**Build Date:**	04/17/2013
Odometer :	29,641 M	**Engine:**	6.7L DI	**Calibration:**	DFA17A0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 02453 Johnson Brothers Ford			**Phone#:**	254-773-1754
City:	Temple	**State:**	Texas	**Country :**	USA

Originator: GEORGE PATTEE
Symptom: 2 27 Q 68 AID/INFO,WNG IND/MESS/C,ENGINE IMAGE,STAYS ON
Status:
VFG: V29 CHECK ENGINE LIGHT
Additional Symptom: MIL On
Fix: **Causal Component :**
Condition Code:

Hotliner: BTUPA1 **Phone:** 79335 **Regn Cd:** C1 Dallas
Engineering: **Phone:** **TAR:**
Dlr Contact: GEORGE PATTEE **Phone:** **Title Cde:** T

DTCs:
KOEO:P06EA
KOEC:
KOER:

Comments :
CONCER 09/04/2014 02:20PM BRADLEY TUPA MSS - FCSD - TECH SVC HOTLINE
Web Form Data - Concern: MIL ON Diagnostics: TSB HAS ALREADY BEEN PERFORMED. CODE RESET. EGT #2 TESTS DEFECTIVE. Parts replaced: CONNECTOR WAS REPLACED ON PREVIOUS VISIT AS PER TSB 14-0126 Tech Question: ANYTHING ELSE I SHOULD

CHECK BEORE REPLACING SENSOR?

RECOMM 09/04/2014 02:20PM BRADLEY TUPA MSS - FCSD - TECH SVC HOTLINE

George, The concern that is occurring on the vehicle may be caused by a circuit concern or a sensor concern. If the EGT sensor has been identified as being out of specification, then it should be replaced as it is likely causing the concern that is present on the vehicle. If the concern is present after the replacement of the sensor and it has not already been performed, it is recommended to perform Pinpoint Test RD in the PC/ED>Section 5. This will inspect the circuits and sensors for any concerns that may be present and have direction of what should be replaced to correct the concern. If any concerns are found during the test it is recommended to repair or replace as necessary and re-evaluate.

From: Johnson, Seth (S.)
Sent: Friday, September 05, 2014 12:44 PM
To: Johnson, Seth (S.)
Subject: Report Summary for the CQIS Report [redacted]

Attachments : 0

Report# :	[redacted]			**Received:**	09/03/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2013,F250 4X4 ,F250 ,CRW CAB,PICKUP ,1FT7W2BT5DE[redacted]			**Build Date:**	04/16/2013
Odometer :	35,720 M	**Engine:**	6.7L DI	**Calibration:**	DFA17A0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 04870 Al Packer Ford Lincoln			**Phone#:**	561-689-6550
City:	West Palm Beach	**State:**	Florida	**Country :**	USA

Originator: PAUL RONCHI
Symptom: 2 27 Q 68 AID/INFO,WNG IND/MESS/C,ENGINE IMAGE,STAYS ON
Status:
VFG: V29 CHECK ENGINE LIGHT
Additional Symptom: CEL
Fix: **Causal Component :**
Condition Code:

Hotliner: BTUPA1 **Phone:** 79335 **Regn Cd:** S4 Miami
Engineering: **Phone:** **TAR:**
Dlr Contact: PAUL RONCHI **Phone:** **Title Cde:** T

DTCs:
KOEO:
KOEC:
KOER:

Comments :

CONCER 09/03/2014 03:42PM BRADLEY TUPA MSS - FCSD - TECH SVC HOTLINE
Web Form Data - Concern: CHECK ENGINE LIGHT IS BACK ON Diagnostics: KOEO P2080. PERFORMED TSB 14-0108 ON PREVIOUS REPAIR FOR SAME CONCERN-CODE. Parts replaced: EGT CONNECTOR PIGTAIL ON PREVIOUS REPAIR PER TSB Tech Question:

Performed pin point test RC no conclusion. Should the connector pigtail be replaced again, are there any known issues for concern?

RECOMM 09/03/2014 03:42PM BRADLEY TUPA MSS - FCSD - TECH SVC HOTLINE

Paul, The concern that is present on the vehicle is likely not caused by the harness pigtail since it was just replaced on the vehicle. The concern may be caused by a circuit concern or a EGT sensor. It was noted that Pinpoint Test RC was completed on the vehicle with no conclusion found. It is recommended to perform this test again while wiggling the circuits of the system to help identify any intermittent concerns that may be present. Also ensure all connections are good by inspecting them for poor pin firment and damage. If any concerns are found it is recommended to repair or replace as necessary. Performing step RC9 should be performed to ensure the sensors have the correct resistance. Also ensure the sensor passes step RC5, performing a wiggle test for both tests to ensure an intermittent concern is not present. If any sensor is out of specification it is recommended to replace the sensor and re-evaluate the concern.

From: Johnson, Seth (S.)
Sent: Friday, September 05, 2014 12:45 PM
To: Johnson, Seth (S.)
Subject: Report Summary for the CQIS Report# [redacted]

Attachments : 0

Report# :	EIBEO002 NHL			**Received:**	09/02/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2013,F250 4X4 ,F250 ,CRW CAB,PICKUP ,1FT7W2BT0DE[redacted]			**Build Date:**	05/13/2013
Odometer :	40,209 M	**Engine:**	6.7L DI	**Calibration:**	DFA17A0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 05142 Expressway Ford			**Phone#:**	812-838-4366
City:	Mount Vernon	**State:**	Indiana	**Country :**	USA
Originator:	JOEL FREUND				
Symptom:	2 27 Q 68 AID/INFO,WNG IND/MESS/C,ENGINE IMAGE,STAYS ON				
Status:					
VFG:	V29 CHECK ENGINE LIGHT				
Additional Symptom:	CEL				
Fix:	**Causal Component :**				
Condition Code:					

Hotliner: WWEISE **Phone:** 001-313-3177060 **Regn Cd:** G3 Cincinnati

Engineering: **Phone:** **TAR:**

Dlr Contact: JOEL FREUND **Phone:** **Title Cde:** T

DTCs:

KOEO:P06EA P2084

KOEC:

KOER:

Comments :

CONCER 09/02/2014 11:31AM WILHELM WEISE MSS - FCSD - TECH SVC HOTLINE

Web Form Data - Concern: CHECK ENGINE LIGHT IS ON Diagnostics: DTC P06EA - NOX Sensor Processor Performance (Bank 1 Sensor 1) and DTC P2084 - Exhaust Gas Temperature Sensor Circuit Range/Performance (Bank 1 Sensor 2) ARE BOTH PRESENT IN KOEO AND

KOER SELF TEST AS CONTINUS DTC'S. PREVIOUS REPPAIRS WERE PERFORMED ON RO #145469, REPLACED THE EGT SENSOR PIGTAIL PER TSB 14-0126, AT THE TIME DTC P06EA WAS THE ONLY DTC PRESENT, NOW DTC P2084 IS PRESENT. Parts replaced: REPLACED THE EGT SENSOR PIGTAIL PER TSB 14-0126, Tech Question: TSB 14-0126 WAS PERFORMED ON A PREVIOUS RO, AND TSB 14-0108 IS THE SAME REPAIR FOR DTC P2084, SHOULD THE BANK ONE SENSOR 2 EGT BE REPLACED?

RECOMM 09/02/2014 11:31AM WILHELM WEISE MSS - FCSD - TECH SVC HOTLINE

Joel, It is agreed with the codes setting that the EGT 12 will require replacement. The TSB was written to cover most of the EGT codes however component failure can still occur. As the connector was already replaced it is recommended to replace the EGT12 sensor and retest.

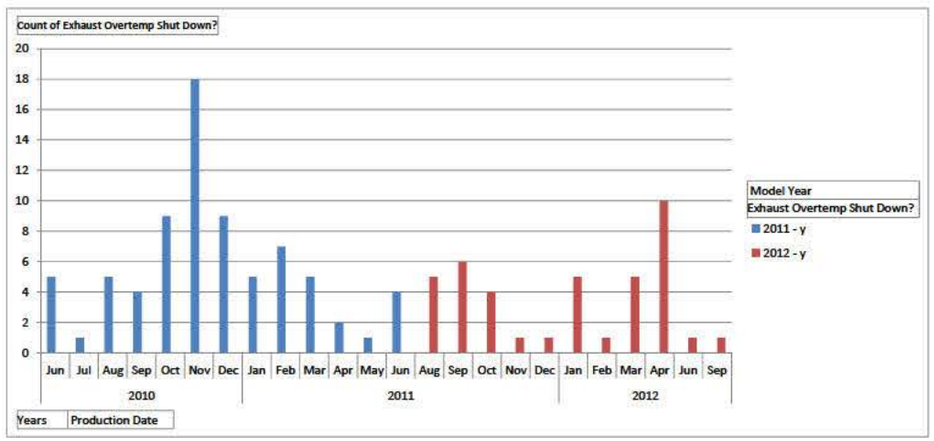
From: Love, Keith (K.A.)
Sent: Monday, September 23, 2013 5:26 PM
To: Goodwin, William (W.R.)
Subject: SD Ambulance EGT

Bill, here is the results of the search for vehicles with the ambulance package. This is an extract from a larger stripped chassis file.



Keith A. Love
Ford Motor Company
Automotive Safety Office
Fairlane Plaza South, Suite 500
Phone (313) 390-1932
Fax (313) 594-2268
e-mail: klove@ford.com

Count of Exhaust Overtemp Shut Down?	Column Labels				
	2011	2011 Total	2012	2012 Total	Grand Total
Row Labels	y		y		
2010					
Jun	5	5			5
Jul	1	1			1
Aug	5	5			5
Sep	4	4			4
Oct	9	9			9
Nov	18	18			18
Dec	9	9			9
2011					
Jan	5	5			5
Feb	7	7			7
Mar	5	5			5
Apr	2	2			2
May	1	1			1
Jun	4	4			4
Aug			5	5	5
Sep			6	6	6
Oct			4	4	4
Nov			1	1	1
Dec			1	1	1
2012					
Jan			5	5	5
Feb			1	1	1
Mar			5	5	5
Apr			10	10	10
Jun			1	1	1
Sep			1	1	1
Grand Total	**75**	**75**	**40**	**40**	**115**



ECI Record ID	Source Code	Repair/Report/Paid Date	Load Date	Maintenance Date	Causal Part Prefix	Causal Part Base	Causal Part Suffix	Causal Part Name	Dealer City
900075386	FMC360	7/3/2013	7/4/2013 18:13	7/4/2013 18:13				NOT PROVIDED BY SOURCE	BURLINGTON
900056826	FMC360	6/4/2013	6/5/2013 18:18	6/5/2013 18:18				NOT PROVIDED BY SOURCE	BENSENVILLE

900016555	FMC360	1/24/2013	5/7/2013 6:49	5/7/2013 6:49		NOT PROVIDED BY SOURCE	WESLEY CHAPEL

30635723	MORS\CUDL	9/21/2012	9/22/2012 14:12	10/6/2012 15:28		NOT PROVIDED BY SOURCE	ACTON

30698493	MORS\CUDL	10/15/2012	10/16/2012 18:12	10/16/2012 18:12				NOT PROVIDED BY SOURCE	ACTON
545314933	AWS	7/19/2012	7/21/2012 15:25	7/21/2012 15:25	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	FAYETTEVILLE

560949946	AWS	6/20/2013	6/22/2013 14:14	6/22/2013 14:14		5J213		SNS ASY-ENG EXH TEMP THRML	COCOA
553881110	AWS	1/2/2013	1/3/2013 18:16	1/3/2013 18:16	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	FAYETTEVILLE
543283584	AWS	6/4/2012	6/5/2012 18:13	6/5/2012 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	FAYETTEVILLE
560918779	AWS	6/19/2013	6/20/2013 18:24	6/20/2013 18:24	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	REDLANDS
543227194	AWS	6/1/2012	6/4/2012 18:13	6/4/2012 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	BUDA

540094001	AWS	3/22/2012	3/24/2012 14:13	3/24/2012 14:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	BUDA
552210874	AWS	11/19/2012	11/20/2012 18:13	11/20/2012 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	BUDA
562563520	AWS	8/1/2013	8/3/2013 14:13	8/3/2013 14:13	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	BUDA
547684821	AWS	8/31/2012	9/3/2012 18:12	9/3/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	BUDA
559500209	AWS	5/15/2013	5/16/2013 18:15	5/16/2013 18:15	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	KENNER
560731238	AWS	6/14/2013	6/17/2013 18:15	6/17/2013 18:15	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	FORT MYERS

554629742	AWS	12/26/2012	1/22/2013 18:25	1/22/2013 18:25	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	BESSEMER
560388668	AWS	6/5/2013	6/6/2013 18:25	6/6/2013 18:25	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	TULSA
547878194	AWS	9/6/2012	9/8/2012 14:13	9/8/2012 14:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	CLARKSVILLE
551876260	AWS	11/9/2012	11/12/2012 18:12	11/12/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	DARIEN
557529363	AWS	3/22/2013	3/25/2013 18:17	3/25/2013 18:17	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	COLUMBIA
544363968	AWS	6/29/2012	7/3/2012 5:09	7/3/2012 5:09	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	GARDEN CITY

554637521	AWS	12/27/2012	1/22/2013 18:25	1/22/2013 18:25	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	GARDEN CITY
560845829	AWS	6/18/2013	6/19/2013 18:15	6/19/2013 18:15	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	MILAN
557689698	AWS	3/27/2013	3/28/2013 18:18	3/28/2013 18:18	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	EL PASO
545106720	AWS	7/13/2012	7/16/2012 18:16	7/16/2012 18:16	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	SAN ANTONIO
557747733	AWS	3/28/2013	3/30/2013 14:14	3/30/2013 14:14	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	PROVO
562598238	AWS	8/2/2013	8/5/2013 18:26	8/5/2013 18:26	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	AUGUSTA

559031793	AWS	5/2/2013	5/4/2013 14:14	5/4/2013 14:14	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	VALDOSTA
548696807	AWS	9/17/2012	9/19/2012 18:13	9/19/2012 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	FT WORTH
548860287	AWS	9/20/2012	9/22/2012 14:12	9/22/2012 14:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	RICHARDSON
550705747	AWS	10/10/2012	10/11/2012 18:12	10/11/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	WANTAGH
562009707	AWS	7/19/2013	7/22/2013 19:08	7/22/2013 19:08	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	PERRY
560275708	AWS	6/3/2013	6/4/2013 18:15	6/4/2013 18:15	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	EL PASO

557881519	AWS	4/3/2013	4/4/2013 18:16	4/4/2013 18:16	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	RICHARDSON
561115385	AWS	6/25/2013	6/26/2013 20:26	6/26/2013 20:26	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	ALBUQUERQUE
546657586	AWS	8/7/2012	8/8/2012 18:13	8/8/2012 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	ANNISTON
559186045	AWS	5/7/2013	5/8/2013 18:16	5/8/2013 18:16	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	GREER
558367918	AWS	4/16/2013	4/17/2013 18:13	4/17/2013 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	CARROLLTON
560639819	AWS	6/12/2013	6/13/2013 18:15	6/13/2013 18:15	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	TULLAHOMA
555182876	AWS	1/29/2013	1/30/2013 18:17	1/30/2013 18:17	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	GARDEN CITY

560870492	AWS	6/18/2013	6/19/2013 18:15	6/19/2013 18:15	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	ANSON
551190021	AWS	10/23/2012	10/24/2012 18:13	10/24/2012 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	GREENVILLE
554213143	AWS	1/10/2013	1/12/2013 14:13	1/12/2013 14:13	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	AUGUSTA
561636467	AWS	7/9/2013	7/10/2013 18:19	7/10/2013 18:19	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	MCKINNEY
560571245	AWS	6/11/2013	6/12/2013 18:25	6/12/2013 18:25	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	SNYDER
547780972	AWS	9/4/2012	9/5/2012 18:12	9/5/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	GREENVILLE

558205559	AWS	4/11/2013	4/13/2013 14:48	4/13/2013 14:48	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	VALLEY STREAM
547107796	AWS	8/17/2012	8/20/2012 18:12	8/20/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	TUCSON
550116176	AWS	9/25/2012	9/27/2012 19:03	9/27/2012 19:03	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	ATHENS
533363071	AWS	9/28/2011	9/29/2011 18:13	9/29/2011 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	GALLUP
545443938	AWS	7/23/2012	7/24/2012 18:14	7/24/2012 18:14	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	HAYESVILLE

552974270	AWS	12/6/2012	12/8/2012 14:13	12/8/2012 14:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	MORGANTOWN
541810784	AWS	4/26/2012	4/28/2012 14:13	4/28/2012 14:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	SOMERSET
539984065	AWS	3/20/2012	3/21/2012 18:13	3/21/2012 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	LACOMBE
551455150	AWS	10/30/2012	10/31/2012 18:12	10/31/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	FORT WORTH
562762193	AWS	8/7/2013	8/8/2013 18:12	8/8/2013 18:12	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	SHAWNEE
561036522	AWS	6/24/2013	6/26/2013 0:43	6/26/2013 0:43	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	APOPKA
549458555	AWS	9/24/2012	9/25/2012 18:12	9/25/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	TAYLOR

544585086	AWS	7/5/2012	7/7/2012 14:56	7/7/2012 14:56	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	SPARTA
548699175	AWS	9/17/2012	9/19/2012 18:13	9/19/2012 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	LINCOLN
562538713	AWS	8/1/2013	8/3/2013 14:13	8/3/2013 14:13	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	MOBILE
561825424	AWS	7/15/2013	7/16/2013 18:13	7/16/2013 18:13	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	ELK GROVE
550633694	AWS	10/9/2012	10/10/2012 18:13	10/10/2012 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	HUTTO
546324577	AWS	7/30/2012	7/31/2012 18:12	7/31/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	ASHLAND

544896767	AWS	7/10/2012	7/11/2012 18:12	7/11/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	HUTTO
548812074	AWS	9/19/2012	9/20/2012 18:54	9/20/2012 18:54	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	LINCOLN
554737754	AWS	12/27/2012	1/23/2013 18:52	1/23/2013 18:52	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	MARIANNA
561861914	AWS	7/16/2013	7/17/2013 18:20	7/17/2013 18:20	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	CARLSBAD
561462803	AWS	7/3/2013	7/4/2013 18:13	7/4/2013 18:13	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	TUCSON
547219507	AWS	8/21/2012	8/22/2012 18:13	8/22/2012 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	TAYLOR
557760423	AWS	3/28/2013	3/30/2013 14:14	3/30/2013 14:14	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	CROSSVILLE

533977069	AWS	10/11/2011	10/12/2011 18:13	10/12/2011 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	MONCKS CORNER
545442126	AWS	7/23/2012	7/24/2012 18:14	7/24/2012 18:14	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	PASADENA
561013785	AWS	6/21/2013	6/26/2013 0:43	6/26/2013 0:43	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	SUMMERVILLE
541879869	AWS	4/27/2012	4/30/2012 18:12	4/30/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	HARDEEVILLE
547378928	AWS	8/24/2012	8/27/2012 18:12	8/27/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	LINCOLN
560626117	AWS	6/12/2013	6/13/2013 18:15	6/13/2013 18:15	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	SHAWNEE

556840750	AWS	3/7/2013	3/8/2013 22:35	3/8/2013 22:35	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	ESTILL
547215542	AWS	8/21/2012	8/22/2012 18:13	8/22/2012 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	HUTTO
559908254	AWS	5/23/2013	5/25/2013 14:14	5/25/2013 14:14	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	PRINCE FREDERICK
556041454	AWS	2/19/2013	2/20/2013 22:00	2/20/2013 22:00	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	NEW BRAUNFELS
557587444	AWS	3/25/2013	3/26/2013 18:16	3/26/2013 18:16	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	SUFFOLK
560053086	AWS	5/28/2013	5/29/2013 18:17	5/29/2013 18:17	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	NEW BRAUNFELS

542018940	AWS	5/1/2012	5/2/2012 18:12	5/2/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	ESTILL
548104550	AWS	9/12/2012	9/13/2012 18:13	9/13/2012 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	LEESBURG
562766070	AWS	8/7/2013	8/8/2013 18:12	8/8/2013 18:12	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	MORGANTON
560570989	AWS	6/11/2013	6/12/2013 18:25	6/12/2013 18:25	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	MIAMI
539988645	AWS	3/20/2012	3/21/2012 18:13	3/21/2012 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	PARIS
546735089	AWS	8/8/2012	8/9/2012 18:12	8/9/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	MORGANTON

558951962	AWS	4/30/2013	5/1/2013 18:16	5/1/2013 18:16	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	ROANOKE
560167217	AWS	5/30/2013	6/1/2013 14:14	6/1/2013 14:14	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	REDLANDS
546965267	AWS	8/14/2012	8/16/2012 18:12	8/16/2012 18:12		5J213		SNS ASY-ENG EXH TEMP THRML	ALAMOSA
551339799	AWS	10/26/2012	10/29/2012 18:12	10/29/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	WATERTOWN
559689061	AWS	4/1/2013	5/21/2013 3:59	5/21/2013 3:59	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	GREENSBORO
561678563	AWS	7/10/2013	7/11/2013 18:13	7/11/2013 18:13	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	HEIDELBERG

556211565	AWS	1/16/2013	2/25/2013 20:18	2/25/2013 20:18	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	COLUMBIA
562031233	AWS	7/19/2013	7/22/2013 19:08	7/22/2013 19:08	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	CIRCLEVILLE
555353672	AWS	2/1/2013	2/4/2013 18:16	2/4/2013 18:16	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	HEIDELBERG
551706157	AWS	11/6/2012	11/7/2012 18:12	11/7/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	ACTON
530329993	AWS	7/13/2011	7/14/2011 18:26	7/14/2011 18:26	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	REDMOND

551517917	AWS	10/31/2012	11/1/2012 18:12	11/1/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	WALPOLE
551076686	AWS	10/19/2012	10/22/2012 18:13	10/22/2012 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	BALTIMORE
561221145	AWS	6/27/2013	6/29/2013 14:13	6/29/2013 14:13	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	NORTHGLENN
544149340	AWS	6/25/2012	6/26/2012 18:12	6/26/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	GLENDALE
552493268	AWS	11/26/2012	11/27/2012 18:13	11/27/2012 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	COLUMBUS
560235397	AWS	5/31/2013	6/3/2013 18:28	6/3/2013 18:28	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	CINCINNATI
559080095	AWS	5/3/2013	5/6/2013 18:18	5/6/2013 18:18	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	NAPLES

527281507	AWS	5/4/2011	5/5/2011 18:27	5/5/2011 18:27	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	SOUTH BEND
560545244	AWS	6/10/2013	6/11/2013 18:15	6/11/2013 18:15	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	GLENDALE
561870205	AWS	7/16/2013	7/17/2013 18:20	7/17/2013 18:20	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	OLATHE
555559554	AWS	2/6/2013	2/7/2013 18:15	2/7/2013 18:15	AC3Z	5J213	B	SNS ASY-ENG EXH TEMP THRML	KENNER
538371056	AWS	2/6/2012	2/7/2012 18:13	2/7/2012 18:13	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	WARRENSBURG
552429613	AWS	11/23/2012	11/26/2012 18:12	11/26/2012 18:12	AC3Z	5J213	A	SNS ASY-ENG EXH TEMP THRML	DEXTER

Dealer State/Province	VIN	Production Date	Model Year	Vehicle Description	Engine Description	Warranty Start Date	Mileage
NC	1FDUF4GT5C [redacted]	3/9/2012	2012	F-450 SD	6.7L 4V HPCR V8 T/C DSL	5/23/2012	664
IL	1FDUF4GT6C [redacted]	4/20/2012	2012	F-450 SD	6.7L 4V HPCR V8 T/C DSL	8/22/2012	0

FL	1FDUF4GT7BE[redacted]	10/14/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	3/21/2011	67117

MA	1FDUF4HT8BEB[redacted]	11/11/2010	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	5/5/2011	21000

MA	1FDUF4HT8B	[redacted]	11/11/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	5/5/2011	21000
NC	1FD0W4GT1B	[redacted]	3/28/2011	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	6/14/2011	36194

FL	1FD0W4GT5C	[redacted]	3/26/2012	2012 F-450 SD	6.7L 4V HPCR V8 T/C DSL	7/31/2012	33612
NC	1FD0W4GT8C		1/26/2012	2012 F-450 SD	6.7L 4V HPCR V8 T/C DSL	3/26/2012	26455
NC	1FD0W4GTXB		3/29/2011	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	6/14/2011	45183
CA	1FD0W4HT6B		6/14/2011	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	9/16/2011	20404
TX	1FD0X4GT0BE		2/23/2011	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	5/9/2011	44895

TX	1FD0X4GT1B	[redacted]	9/16/2010	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	2/10/2011	48362
TX	1FD0X4GT3		8/16/2011	2012 F-450 SD	6.7L 4V HPCR V8 T/C DSL	11/15/2011	32015
TX	1FD0X4GT4B		2/4/2011	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	5/9/2011	79690
TX	1FD0X4GT5B		9/14/2010	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	2/10/2011	35048
LA	1FD0X4GT5		9/17/2012	2012 F-450 SD	6.7L 4V HPCR V8 T/C DSL	4/24/2013	1437
FL	1FD0X4GT7		9/22/2011	2012 F-450 SD	6.7L 4V HPCR V8 T/C DSL	1/23/2012	45593

AL	1FD0X4HT7BE	[redacted]	1/3/2011	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	1/5/2011	31485
OK	1FD0X5HT0BE		1/25/2011	2011	F-550 SD	6.7L 4V HPCR V8 T/C DSL	2/3/2012	11928
TN	1FD8X3HTXBE		9/13/2010	2011	F-350 SD	6.7L 4V HPCR V8 T/C DSL	11/23/2010	5974
GA	1FDRF3GT0B		11/8/2010	2011	F-350 SD	6.7L 4V HPCR V8 T/C DSL	8/12/2011	38201
SC	1FDRF3GT0B		4/28/2011	2011	F-350 SD	6.7L 4V HPCR V8 T/C DSL	6/30/2011	31145
GA	1FDRF3GT0C		8/9/2011	2012	F-350 SD	6.7L 4V HPCR V8 T/C DSL	3/15/2012	7809

GA	1FDRF3GT2B	[redacted]	10/14/2010	2011 F-350 SD	6.7L 4V HPCR V8 T/C DSL	6/3/2011	65658
TN	1FDRF3GT2C		10/6/2011	2012 F-350 SD	6.7L 4V HPCR V8 T/C DSL	12/8/2011	41587
TX	1FDRF3GT2C		4/4/2012	2012 F-350 SD	6.7L 4V HPCR V8 T/C DSL	6/18/2012	17504
TX	1FDRF3GT3B		5/12/2011	2011 F-350 SD	6.7L 4V HPCR V8 T/C DSL	9/1/2011	17480
UT	1FDRF3GT3C		8/10/2011	2012 F-350 SD	6.7L 4V HPCR V8 T/C DSL	8/22/2012	10357
GA	1FDRF3GT3C		9/28/2011	2012 F-350 SD	6.7L 4V HPCR V8 T/C DSL	11/18/2011	72262

GA	1FDRF3GT3C	[redacted]	4/4/2012	2012 F-350 SD	6.7L 4V HPCR V8 T/C DSL	6/15/2012	40832
TX	1FDRF3GT3C	[redacted]	4/5/2012	2012 F-350 SD	6.7L 4V HPCR V8 T/C DSL	4/27/2012	9035
TX	1FDRF3GT4B	[redacted]	11/8/2010	2011 F-350 SD	6.7L 4V HPCR V8 T/C DSL	8/24/2011	39569
NY	1FDRF3GT4B	[redacted]	11/19/2010	2011 F-350 SD	6.7L 4V HPCR V8 T/C DSL	6/15/2011	33413
FL	1FDRF3GT4C	[redacted]	9/28/2011	2012 F-350 SD	6.7L 4V HPCR V8 T/C DSL	1/18/2012	49220
TX	1FDRF3GT4C	[redacted]	4/4/2012	2012 F-350 SD	6.7L 4V HPCR V8 T/C DSL	7/6/2012	15852

TX	1FDRF3GT5B	[redacted]	6/15/2011	2011 F-350 SD	6.7L 4V HPCR V8 T/C DSL	8/26/2011	45906
NM	1FDRF3GT5C		10/4/2011	2012 F-350 SD	6.7L 4V HPCR V8 T/C DSL	1/13/2012	34478
AL	1FDRF3GT5C		4/4/2012	2012 F-350 SD	6.7L 4V HPCR V8 T/C DSL	8/1/2012	152
SC	1FDRF3GT5C		4/11/2012	2012 F-350 SD	6.7L 4V HPCR V8 T/C DSL	4/25/2012	29148
GA	1FDRF3GT5C		4/4/2012	2012 F-350 SD	6.7L 4V HPCR V8 T/C DSL	7/3/2012	49361
TN	1FDRF3GT7B		9/27/2010	2011 F-350 SD	6.7L 4V HPCR V8 T/C DSL	10/20/2010	92187
GA	1FDRF3GT7B		10/1/2010	2011 F-350 SD	6.7L 4V HPCR V8 T/C DSL	6/3/2011	38539

TX	1FDRF3GT7B	[redacted]	4/27/2011	2011 F-350 SD	6.7L 4V HPCR V8 T/C DSL	5/25/2011	31990
SC	1FDRF3GT7B		6/21/2011	2011 F-350 SD	6.7L 4V HPCR V8 T/C DSL	7/7/2011	26184
GA	1FDRF3GT7C		9/29/2011	2012 F-350 SD	6.7L 4V HPCR V8 T/C DSL	2/2/2012	43610
TX	1FDRF3GT8B		11/10/2010	2011 F-350 SD	6.7L 4V HPCR V8 T/C DSL	3/10/2011	37467
TX	1FDRF3GT8C		4/3/2012	2012 F-350 SD	6.7L 4V HPCR V8 T/C DSL	9/21/2012	10941
SC	1FDRF3GT9B		6/21/2011	2011 F-350 SD	6.7L 4V HPCR V8 T/C DSL	7/7/2011	12219

NY	1FDRF3GTXBE	[redacted]	8/2/2010	2011	F-350 SD	6.7L 4V HPCR V8 T/C DSL	6/9/2011	39218
AZ	1FDRF3GTXBE		10/28/2010	2011	F-350 SD	6.7L 4V HPCR V8 T/C DSL	7/20/2011	23946
AL	1FDRF3GTXBE		11/3/2010	2011	F-350 SD	6.7L 4V HPCR V8 T/C DSL	11/10/2010	43180
NM	1FDRF3HT0BE		11/11/2010	2011	F-350 SD	6.7L 4V HPCR V8 T/C DSL	2/7/2011	21710
NC	1FDRF3HT0BE		12/22/2010	2011	F-350 SD	6.7L 4V HPCR V8 T/C DSL	1/18/2011	24342

WV	1FDRF3HT5C	[redacted]	3/30/2012	2012 F-350 SD	6.7L 4V HPCR V8 T/C DSL	5/30/2012	12246
KY	1FDRF3HT6B		11/12/2010	2011 F-350 SD	6.7L 4V HPCR V8 T/C DSL	11/22/2010	26280
AB	1FDRF3HTXB		1/6/2011	2011 F-350 SD	6.7L 4V HPCR V8 T/C DSL	3/4/2011	2750
TX	1FDUF4GT0B		10/27/2010	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	5/30/2011	20043
KS	1FDUF4GT0C		9/13/2011	2012 F-450 SD	6.7L 4V HPCR V8 T/C DSL	10/25/2011	47915
FL	1FDUF4GT0C		2/7/2012	2012 F-450 SD	6.7L 4V HPCR V8 T/C DSL	2/17/2012	11426
TX	1FDUF4GT1B		8/6/2010	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	2/17/2011	35666

TN	1FDUF4GT1B	[redacted]	8/6/2010	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	10/13/2010	42598
NE	1FDUF4GT1C		8/22/2011	2012 F-450 SD	6.7L 4V HPCR V8 T/C DSL	10/31/2011	18166
AL	1FDUF4GT1C		11/3/2011	2012 F-450 SD	6.7L 4V HPCR V8 T/C DSL	12/28/2011	36961
CA	1FDUF4GT2B		12/23/2010	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	3/22/2011	83287
TX	1FDUF4GT2C		10/25/2011	2012 F-450 SD	6.7L 4V HPCR V8 T/C DSL	3/22/2012	22635
KY	1FDUF4GT3B		8/11/2010	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	4/25/2011	26911

TX	1FDUF4GT4BE	[redacted]	12/21/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	2/7/2011	25330
NE	1FDUF4GT4BE		3/8/2011	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	5/23/2011	37070
FL	1FDUF4GT5CE		1/26/2012	2012	F-450 SD	6.7L 4V HPCR V8 T/C DSL	2/13/2012	29136
CA	1FDUF4GT5CE		1/27/2012	2012	F-450 SD	6.7L 4V HPCR V8 T/C DSL	8/28/2012	30158
AZ	1FDUF4GT6BE		11/9/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	6/24/2011	51131
TX	1FDUF4GT6BE		12/21/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	2/7/2011	32702
TN	1FDUF4GT6BE		2/14/2011	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	4/2/2012	29915

SC	1FDUF4GT7B	[redacted]	6/21/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	4/4/2011	26413
TX	1FDUF4GT7B		12/21/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	3/15/2011	30221
SC	1FDUF4GT7C		12/1/2011	2012	F-450 SD	6.7L 4V HPCR V8 T/C DSL	5/23/2012	39482
SC	1FDUF4GT8B		10/19/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	6/15/2011	29621
NE	1FDUF4GT8B		3/8/2011	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	5/23/2011	33865
KS	1FDUF4GT8C		9/20/2011	2012	F-450 SD	6.7L 4V HPCR V8 T/C DSL	12/7/2011	49446

SC	1FDUF4GT9BE[redacted]	6/21/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	3/10/2011	31470
TX	1FDUF4GT9BE[redacted]	8/6/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	2/14/2011	29560
MD	1FDUF4GT9BE[redacted]	10/27/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	7/6/2011	29974
TX	1FDUF4GT9BE[redacted]	1/11/2011	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	5/12/2011	31748
VA	1FDUF4GTXBE[redacted]	6/21/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	4/28/2011	48597
TX	1FDUF4GTXBE[redacted]	11/9/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	3/22/2011	34984

SC	1FDUF4GTX	[redacted]	12/20/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	3/10/2011	35558
FL	1FDUF4GTX		2/3/2011	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	3/16/2011	30392
NC	1FDUF4HT1		1/19/2012	2012	F-450 SD	6.7L 4V HPCR V8 T/C DSL	6/21/2012	45575
OK	1FDUF4HT2		8/11/2011	2012	F-450 SD	6.7L 4V HPCR V8 T/C DSL	10/12/2011	24052
AR	1FDUF4HT3B		11/12/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	5/20/2011	33706
NC	1FDUF4HT3B		11/11/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	2/7/2011	63885

VA	1FDUF4HT4BE	[redacted]	11/11/2010	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	12/10/2010	25930
CA	1FDUF4HT4BE		1/26/2011	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	2/15/2012	35579
CO	1FDUF4HT5BE		6/16/2010	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	1/4/2013	36770
MA	1FDUF4HT5BE		11/19/2010	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	7/28/2011	14877
NC	1FDUF4HT5CE		3/29/2012	2012 F-450 SD	6.7L 4V HPCR V8 T/C DSL	4/19/2012	14757
PA	1FDUF4HT6BE		10/5/2010	2011 F-450 SD	6.7L 4V HPCR V8 T/C DSL	10/26/2010	69348

MD	1FDUF4HT6BE	[redacted]	10/28/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	8/31/2011	13018
OH	1FDUF4HT7BE		2/9/2011	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	5/26/2011	32461
PA	1FDUF4HT7CE		10/22/2011	2012	F-450 SD	6.7L 4V HPCR V8 T/C DSL	3/5/2012	28521
MA	1FDUF4HT8BE		11/11/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	5/5/2011	21324
OR	1FDUF4HT8BE		12/23/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	3/22/2011	2706

MA	1FDUF4HT9BE	[redacted]	11/18/2010	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	7/26/2011	21528
MD	1FDUF4HT9BE		3/2/2011	2011	F-450 SD	6.7L 4V HPCR V8 T/C DSL	10/18/2011	20823
CO	1FDUF4HT9CE		4/2/2012	2012	F-450 SD	6.7L 4V HPCR V8 T/C DSL	9/5/2012	11841
CA	1FDUF5GT3BE		2/15/2011	2011	F-550 SD	6.7L 4V HPCR V8 T/C DSL	9/8/2011	5784
OH	1FDUF5GT6BE		7/30/2010	2011	F-550 SD	6.7L 4V HPCR V8 T/C DSL	11/23/2010	44786
OH	1FDUF5GT8BE		11/22/2010	2011	F-550 SD	6.7L 4V HPCR V8 T/C DSL	4/28/2011	48108
FL	1FDUF5GT8CE		1/30/2012	2012	F-550 SD	6.7L 4V HPCR V8 T/C DSL	5/9/2012	26641

IN	1FDUF5GTXBEB	[redacted]	12/23/2010	2011	F-550 SD	6.7L 4V HPCR V8 T/C DSL	1/6/2011	876
CA	1FDUF5GTXBEC	[redacted]	2/16/2011	2011	F-550 SD	6.7L 4V HPCR V8 T/C DSL	9/22/2011	17567
KS	1FDUF5HT0CEC	[redacted]	6/11/2012	2012	F-550 SD	6.7L 4V HPCR V8 T/C DSL	12/3/2012	21052
LA	1FDUF5HT6BEA	[redacted]	6/26/2010	2011	F-550 SD	6.7L 4V HPCR V8 T/C DSL	6/2/2011	4536
MO	1FDUF5HT7BEB	[redacted]	12/23/2010	2011	F-550 SD	6.7L 4V HPCR V8 T/C DSL	4/5/2011	30109
MO	1FDUF5HT8CEB	[redacted]	3/30/2012	2012	F-550 SD	6.7L 4V HPCR V8 T/C DSL	10/2/2012	5182

Customer Comments	Technician Comments	CQIS Recommendations	Exhaust Overtemp Shut Down?	Loss of Power?
2013-07-03-15.35.36.000000 BY LISA FRYE - CUT OFF WHILE DRIVING--EGT TEMP SENSOR,ASSISTANCE TO CUSTOMER FOR SATISFACTION	2013-07-03-15.35.36.000000		y	
2013-06-04-20.37.24.000000 --1FDUF4GT6CE[redacted]--12 F450--13004M--C/W DAN COLPO--6306205753--SENIOR MECH--CUST SAYS--AMBULANCE CHASSIS OVER THE WEEKEND--VEH SHUT DOWN OVER THE WEEKEND WITH A BAD SENSOR--BAD EGT--DRIVER SAID PREPAR TO PULL OVER AND THE VEH SHUT DOWN BEFOR HE COULD PULLOVER--DLR TOOK CARE OF THE ISSUE--WORKING WITH MARK RUTKOWSKI S/A--JUST WANTED US TO KNOW ABOUT THIS04221ROESCH FORD333 WEST GRAND AVENUEBENSENVILLE, IL 60106(630) 279-6000--ADVISED CUST--TO SUBMITT THIS INFO TO ADVISORY BOARD --I HAVE DOCUMENTED THE CONCERN THANK YOU FOR CALLING FMC	2013-06-04-20.37.24.000000		y	

PICKED UP
2013-01-24-19.46.43.000000 CSM AUTUMN X77763 CSM RECEIVED EMAIL FROM S/M BOB AND HE ADVISED THAT THE CUSTOMER VEHICLE NEEDS NEEDED 2 OF 4 EGT REPLACED FOR A TOTAL WARRANTY CLAIM OF 231.39 AND S/M PROVIDED RO [redacted] JOB LINE A AND CSM EMAILED PROGRAM CODE W02 AND APPROVAL CODE Y02DV
2013-01-24-19.46.43.000000 CSM AUTUMN X77763 OBC TO DEALER AND SPOKE TO S/M BOB AND HE ADVISED THAT THE CUSTOMER SPOKE TO S/M BOB AND THE CUSTOMER BROUGHT THE OTHER VEHICLE IN . CSM WILL FOLLOW UP ON 02-12-2013
2013-01-24-19.46.43.000000 CSM AUTUMN X77763 2011 F450 CUSTOMER VERIFIED MILEAGE AT 67117 MILES ON THE VEHICLE 1 RELATED CLAIM IN AWS WSD-03-21-2011-NO ESP -- OBC TO DEALER AND SPOKE TO SA BRENT AND HE ADVISED THAT THERE ARE NO AMBULANCES AT THE DEALERSHIP .- CSM WAS WORKING A CUDL CASE IN 10-11-2012 ON 357202842 FOR AN EXHAUST TEMPERATURE SENSOR OBC TO DEALER AND SPOKE TO SA BRENT AND HE ADVISED THAT THERE ARE NO AMBULANCES AT THE DEALERSHIP.- THE VEHICLE WAS AT THE DEALERSHIP IN MAY OF LAST YEAR FOR THE EGT SENSOR OBC TO CUSTOMER @ [redacted] AND WAS ABLE TO REACH AND CSM ADVISED THAT THE EGT SENSORS CUSTOMER ADVISED THAT HE IS THE MECHANIC ON THE AMBULANCE AND HE ADVISED THAT THE CUSTOMERS VEHICLE SHUT DOWN AND THE VEHICLE DOES DON T NOT PROVIDED ENOUGH TIME TO STEER OUT OF TRAFFIC AND GET INTO A SAFE PLACE WHEN THE EGT SENSOR GOES OUT .WHEN THE EGT SENSOR FAILS THE VEHICLES STEERING LOCKS UP.BC3Z12B591C AND HE ADVISED THAT AND ONE OF THEM AC3Z5J213A ADVISED THAT IT TAKE 4. CUSTOMER IS FRUSTRATED THAT IT IS NOT COVERED UNDER WARRANTY AND CSM EXPLAINED THAT THE EMISSION IS 5/50,000 MILES AND THAT THESE COMPONENTS ARE NOT WARRANTABLE BECAUSE .- CSM REVIEWED CASE WITH JAKE DOSS AND HE REQUESTED MAINTENANCE RECORDS AND ENGINE HOURS FROM BOTH VEHICLES .- .- CUSTOMERS EMAIL [redacted] CUSTOMER ADVISED THAT HE WIOLL SEND ALL INFORMATION REQUESTED . CSM WILL FOLLOW UP ON 01-30-2013
2013-01-24-19.46.43.000000 CSM AUTUMN X77763 CSM RECEIVED EMAIL FROM CUSTOMER AND HE ADVISED THAT THE ENGINE HOURS ARE 5669 FOR THIS VEHICLE
2013-01-24-19.46.43.000000 PLEASE REFER TO THE ABOVE REGARDING CASE FOR DETAILS ABOUT THIS SME TECHNICAL ASSISTANCE REQUEST
2013-01-24-19.46.43.000000 PLEASE REFER TO THE ABOVE REGARDING CASE FOR DETAILS ABOUT THIS SME TECHNICAL ASSISTANCE REQUEST
2013-01-24-19.46.43.000000 PLEASE REFER TO THE ABOVE REGARDING CASE FOR DETAILS ABOUT THIS SME TECHNICAL ASSISTANCE REQUEST
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2013-01-24-19.46.43.000000 PLEASE REFER TO THE ABOVE REGARDING CASE FOR DETAILS ABOUT THIS SME TECHNICAL ASSISTANCE REQUEST
y

[redacted] CELL TITLE: FIRE CHIEF VIN: 1FDUF4HT8BE[redacted]
MILEAGE: 21000 MI*****CUSTOMER SAYS:***** VEH HAS BROKEN 2 TIMES WITH PATIENTS IN THE BACK. CANT ACCEPT AMBULANCE BACK UNTIL VEH IS DEEMED RELIABLE. VEH HAS BEEN TO DLR 7 TIMES SINCE JUNE. CUST STATES HES WANTS REASSURANCE/CERTIFICATION THAT THE VEH IS REPAIRED AND THE PROBLEM IS RESOLVED. CANT TAKE THE CHANCE OF TAKING THE VEH BACK AND HAVING IT BREAK DOWN WITH ANOTHER PATIENT. THE CHECK ENGINE LIGHT COMES ON AND THEN IT GOES ENGINE FAIL MODE THEN COMPLETELY SHUTS DOWN.*****DLR SAYS:*****ACTON FORD INC.76 POWDERMILL RD.ACTON MA 01720(978) 897-7000 SM MARK*****CRC ADVISED:*****I WILL ESCALATE THIS TO OUR CUSTOMER CARE SOLUTIONS TEAM. PLEASE HOLD WHILE I TRANSFER YOU TO THE AGENT WHO WORKS WITH YOUR SERVICING DEALERSHIP. IF HE/SHE IS NOT AVAILABLE, PLEASE LEAVE A MESSAGE FOR THE AGENT WITH YOUR NAME, CASE NUMBER AND BEST DAYTIME PHONE NUMBER FOR THEM TO REACH YOU. YOUR CASE NUMBER IS _____. CSM ANGELA EXT 77790 ADVISED CUST I WOULD ESCALATE TO KEEP COMMUNICATION BETWEEN ALL PARTIES OPEN.
2012-09-24-16.24.36.917712 2011 SUPER DUTY W/ 21324 MILES - WSD 05-05-2011 - LTV FLT - HOTLINE CONTACTED - EXTRACARE ESP - NO OPEN RECALLS - OBC TO [redacted]- CUSTOMER STATES THAT THEY CANNOT TAKE THE AMBULANCE BACK UNTIL FORD CERTIFIES THAT THEY HAVE ADDRESSED THE CONCERN. CUSTOMER STATES THAT IT WOULD BE SETTING THE TOWN UP FOR A LIABILITY. CUSTOMER STATES THE VEHICLE WAS TOWED 5 TIMES OVER THE PAST 8 MONTHS - 2 TIMES WITH PATIENTS IN BACK. CUSTOMER STATES THAT THE TOWN IS AWARE THAT THERE IS AN ISSUE WITH THE TRUCK AND IT WOULD BE NEGLIGENT. CUSTOMER STATES THAT HE WANTS FORD TO GUARANTEE THE REPAIR. CSM ADVISED CUSTOMER THAT THERE IS NO WAY FOR FMC TO GUARANTEE THE REPAIR - WE GUARANTEE PARTS AND THAT WE WILL REPAIR THE VEHICLE WHILE IT IS UNDER BTB WARRANTY. CSM ADVISED CUSTOMER THAT I WOULD CONTACT THE DEALERSHIP TO FIND OUT MORE INFORMATION AS TO THE REPAIR ON THE VEHICLE. CSM SETTING FU 09-25-2012.
2012-09-25-15.57.39.598453 OBC TO SM MARK @ 978-897-7000 - SM STATES THAT THEY WERE TEST DRIVING THE VEHICLE AND CALLED THE CUSTOMER TO LET HIM y

2012-10-15-08.48.54.151236 --CUSTOMER SAYS:**[redacted]FIRE CHIEF ****SEE HISTORICALS.-VEH WAS TRANSPORTING INJURED POLICE -VEH STARTED TO RUN ROUGH.-VEH WENT INTO FAIL SAFE MODE.-VEH IS WITH THE CUST.-CUST IS CONERNED WITH THE QUALITY OF THE VEH AND CONCERNED IT CAN NO LONGER BE USED AS AN AMBULANCE.-CUST HAS GROUND THE VEH.-CUST STATES THAT LEMON LAW IS DIFFERENT FOR A MUNICIPALITY.-SEEKING BUYBACK.--DEALER SAYS:ACTON FORD INC.76 POWDERMILL RD.ACTON MA 01720 TEL: (978) 897-7000 --CRC SAYS:WE RECOMMEND THAT YOUR VEHICLE BE INSPECTED BY A FORD/LINCOLN/MERCURY DEALERSHIP TO DETERMINE THE CAUSE OF ANY SYMPTOMS YOUR VEHICLE MAY BE EXPERIENCING. YOUR LOCAL FORD/LINCOLN DEALERSHIP HAS FACTORY-TRAINED TECHNICIANS, THE MOST CURRENT ENGINEERING SERVICE INFORMATION, AND THE SPECIALIZED EQUIPMENT REQUIRED TO RESOLVE YOUR VEHICLE CONCERNS. IF THERE IS NO COVERAGE UNDER APPLICABLE WARRANTIES, RECALLS, OR ESPS, REPAIRS AND SERVICES WOULD BE YOUR RESPONSIBILITY. YOUR NEXT STEP IS TO MAKE AN APPOINTMENT WITH YOUR SERVICING DEALERSHIP TO HAVE YOUR VEHICLE DIAGNOSED. (REFER TO NEAREST LOCAL DEALER OR SERVICING DEALER OF CHOICE)-ADV OF ABOVE.-OFFERED TO TRANS TO ROADSIDE OR TO DLR.-CUST DECLINED STATED THAT HE WOULD HAVE TO STRIP THE VEH OF VARIOUS ITEMS BEFORE TOWING THE VEH IN.		y
MESSAGE CENTER READ STOP SAFELY NOW.STOPPED ENGINE BUT NOW WILL NOT CRANK OVER.	VERIFIED CONCERN,PRECHECKS ALL OK.EEC TESTP2471 ONDEMAND AND IN MEMORY,PINPOINT TEST RC,RC1 CODE2471RC2,RC3 FLUIDS GOODRC4 NO EXHAUST LEAKS RC 5 PID MONITOR SUSPECT EGT(2.5K)OUT OF RANGE,REPLACED EGT CLEAR CODE ROAD TEST AND REPEAT FINAL	y

ERS TOW IN - CK VECH WON'T STAY RUNNING	ECC TEST KOEO CMDTCS TROUBLE CODES P200E-P2471-P2478-P200C WHENT INTO PIDS PER TSB 12-7-4 MONITORED EGT 11-EGT12-EGT14-EGT13 - EGT 11 WAS 384F -EGT 12 WAS 521F-EGT 14 WAS 2.408F - EGT 13 WAS 786 REPLACED EGT 14 SENSER IT WAS OUT OF	y
CK ENGINE LIGHT ON.STOP SAFELY NOW APPEARED IN MES SAGE CENTER	VERIFIED CUSTOMER CONCERN. EEC SYSTEM DIAG. P200E, P200C. PINPOINT TEST RC1-RC5. EGT13 2,500 DEG. RE PLACED EGT13. ROAD TEST. EXTRA TIME FOR FINAL QUIC K TEST-PASS. OK	y
ENGINE STALLED WHILE DRIVING.WOULD NOT START BACK UP.	VERIFIED CHECK ENGINE LIGHT ON. EEC SYSTEM DIAG QUICK TEST. KOEO ODDTC PASS, KOEO CMDTC P200C, P200E. EEC SYSTEM DIAG PINPOINT TEST RC. RC1 YES P200C,P200E. RC2 NO OIL LEVEL NOT OVERFULL. RC3 YES COO LANT LEVEL OK. RC4 NO VISUAL INSP OK. RC5 NO (PID RECORDER/MONITOR TEST. RC6 NO. RC7 NO EGT14 40 DEG HIGHER. RC9 YES. RC10 YES. RC11 YES. RC12 NO. RC13 (MTIME FOR CHECKING TURBOCHARGER COMPRESSOR INLE	y
DSL ENGINE CONCERN CHECK AND ADVISE THE CUSTOMER STATES THAT THE INFO CENTER SAID STOP VEHICLE SAFELY AND THE THE TRUCK SHUT DOWN AND WILL NOT CRANK	VERIFY CONCERN VISUAL INSPECT CHK OIL AND FUEL BOT H OK DTCS P200C P2003 PERFORM PPT RC LEADS TO REPL ACEMENT OF EGT SENSOR TSB 12-07-01 APPLIES REPLACE SENSOR ND RETEST CLEAR CODES OK	y
VEHICLE TOWED IN, CHECK ENGINE LIGHT CAME ON, LOST POWER, THEN WOULD NOT START. ADVIS E	CUSTOMER STATES ENGINE WILL NOT START. CONCERN VERIFIED. EEC DIAGWAS PERFORMED CODES WERE RETRIEVED P200E PRESENT. PP TEST RC WAS FOLLOWED. RC1 P200E PRESENT. OIL LEVEL OK. COOLANT LEVEL OK. NO EXHAUST LEAKS PRESENT. RETRIEVE PIDS 3 AND 4 EGTS OUT OF SPEC. REPLACE 3 AND 4 EGT SENSORS. CLEAR CODES RETEST. CONCERN VE RIFIED.	y

C/S PULL OVER AND STOP MSG. ON	VERIFIED CONCERN. PERFORMED VISUAL INSPECTION PASSED. PERFORMED SELF TESTS AND FOUND DTC'S P200C AND P200E. PERFORMED PPT RC. RC1, YES, P200C AND P200E. RC2, NO, AT PROPER LEVEL. RC3, YES, BETWEEN COLD FILL RANGE. RC4, NO, NO LEAKS, DAMAGE, OR CONTAMINATION PRESENT. RC5, NO, MONITERED PIDS #1 AT 75.20F, #2 AT 93.20F, #3 AT 86.40F, #4 AT 467.60F. RC6, NO, NO FLUCTUATIONS PRESENT. RC7, NO, EGT4 AT 4	y
VEHICLE TOWED IN/ PULL OVER SOON LIGHT CAME / VEHICLE DIED	VERFIED CONCERN. PULLED CODES GOT P2471 SO WILE MONATERING EGT WITH IDS TEMP FLEXING ON SENSOR #4EGT SO REPLACED RETEST ALL OK REPAIR VERFIED.	y
HAS A CRANK, NO STARRT SITUATION	TEST, P200C, P200E, P24A5, PERFORM TSB 12-07-01, FF DATA EGT13 2.505K, REPL EGT 13 RESET ECM, ROAD TEST, OK	y
VEHICLE TOWED IN, PULL OVER SOON DISPLAYED ON ,STALLED OUT, WON'T RESTART	CUSTOMER STATES PULL OVER SOON MESSAGE CAME ON ENGINE WONT START. CONCERN VERIFIED. P200E WAS RETRIEVED. TSB 12 7 1 WAS FOUND AND FOLLOWED FIND EGT 12 1000 DEGREES OVER. TSB DIRECTS TO REPLACE SENSOR SENSOR WAS REPLACED. REPAIR VERI	y
E29-CHECK ENGINE-AMBER (MIL) / SES LITE IS ON AND MESSAGE CAME ON PULLOVER AND SHUT DOWN /	RAN CODES FOUND CIRCUIT LOW ON EGT 14 WATCHED DATA LOGGER SENSOR DROPPED IN TEMP T0 -40 REPLACED SENSOR CLEARED CODE AND TERST DROVE ALL CLEAR	y
PULL OVER SAFELYMESSAGE DISPLAYED	VERIFIED CONCERN RAN DTC FOUND P200C P200E FOLLOWED TSB 12-7-1 FOUND CODES CK FREEZE FAMR DATA FOUND DEGT 12 BAD R&R EGT12 W/NEW CLEARED CODES ROAD TEST VEH VEH RAN FINE RETURN TO SHOP RAN DTC NO CODES FOUND CC	y

CUSTOMER STATES THAT ENGINE DIED WHILE DRIVING	PERFORMED EEC TEST.KOEO PASS KOEC P200C P200E KOER PASSED. PERFORFORMED PPT RC FOUND ALL READINGS WITHIN SPECS AT THIS TIME.CHECK FREEZE FRAME DATA AND FOUND THAT TIME OF EVENT EGT 13 WAS AT 2K DEGREE.TEST DRIVE VEHICLE AND MONITER PIDS.FOUND THAT EGT 13 GOES TO 2K ONCE HOT.REMOVED AND REPLACED EGT 13 .CLEAR CODES TEST DRIVE AND VERIFIED REPAIR	y
CUSTOMER STATES DIED WHILE DRIVING STOP NOW MESSAGE APPEARED	VERIFIED CONCERN PERFORMED DIAG KOEO TEST RETRIVED DTCS P2471 FOUND TSB 12-07-01 APPLY TO CONCERN REPLACED OUT OF RANGE EGT4 CLEAR DTC ALL SYSTEM CK GOOD AT TTHIS TIME QCBYJL	y
CUST STATES VEHICLE STALLED, CHECK ENGINE LIGHT IS ON, OIL LEVEL IS OVERFULL	TESTED AND REPLACED BOTH REAR EGT SENSORS, AND WAS NECESSARY TO CHANGE OIL AND FILTER DUE TO EXCESS FUEL DUMPING INTO CRANK CASE	y
CUST STATES TRUCK CUT OFF,PULL OVER WHEN SAFE, MESSAGE	PERFORMED TEST KOEO,KOER, GOT CODES P200C, P200E, CHECKED OASIS, FOUND TSB 12 07 01, REOMVED AND REPLACED EXHAUST SENSOR #3, RETEST, OK	y
VEHICLE STALLED WHILE DRIVING TO HOPSITAL WITH PATIENT	TOWED TO SHOP. FOUND CODE P200C,P200E. REPL EGT SENSOR PER TSB12-07-01	y
CHECK UNIT WONT STAY RUNNING	START ENG AND RAN FOR APPROX 3MINS, STOP SAFTEY NOW APPEARED ON IC AND ENGINE SHUTS DOWN, CODES CMOTC P200C P200E AND P247B, FREEZE FRAME DATA EGT13 OVER TEMP PPTRC1 P200C, P200E, P247B, RC2 OIL LEVEL OK, RC3 COOLANT OK, RC5 ACCESS PCM AND MONITOR SUSPECT EGT13 READING 2045, INSTALLED NEW EGT AND CLEAR CODES, RETEST AND ALL CHECKS OK, MT TO PERFORM	y

CHECK UNIT SHUTS OFF GOING DOWN ROAD	ROADTEST AND VERIFY CLUSTER WILL SAY STOP SAFELY NOW AND UNIT WILL SHUT OFF, RAN TEST AND FOUND DTC P200E AND P200C, FOLLOWED TSB 12 7 1 AND REPLACED THE EGT 13 PER INSTRUCTIONS, RETEST AND ROADTEST.	y
CK QUIT WHILE DRIVING - JUST LIKE SOMEONE TURNED KEY OFF	EEC TEST CODE P200E P200C NECESSARY TO REPLACE SENSOR 12 PER TSB 120701 CP 5J213 CC 42	y
C/S INSPECT FOR CHECK ENGINE LIGHT ON , STOP SAFELY NOW MESSAGE APPEARED AND NOW IT WILL NOT START	CONNECTED IDS CODES 2471 200C 200E MODE DATA EGT1 3 AT2.505K PID DATA SAME RESULT. PINPOINT TEST SENSOR INOP REPLACED EGT 1/3 CLEARED CODES AND ROAD TESTED PASS VERIFIED CONCERN. PERFORMED DIESEL DIAG. CHECK OIL LEVEL,OK. CHECK COOLANT LEVEL OK CK FOR CODES P200C P200E P2463 P246E CLR CODES RETEST P246E PERF PID DATA MONITOR EGT 14 READING 1.142K DEGREES OUT OF SPECS REPL EGT 14 CLR CODES & R TEST WRENCH LITE BACK ON P2463 PID MONITOR FOUND SOOT ACCUMULATION AT 2.2 GRAMS PERF DYNAMIC REGEN CLR CODES R TEST AGAIN VEHICLE DIED CK FREEZE	y
D50 CUSTOMER STATES VEHICLE WILL NOT CRANK OR START VEHICLE LOST POWER WHEN DRIVING AND DIE CHECK AND ADVISE		y
CUSTOMER STATE STHAT THE DASH READS EXHAUST FILTER 80% FULL AND THE VEHICLE LOST POWER AND DIED WHEN THEY PULLED OFF THE FREEWA Y	.5 120701A DTCS P200E P200C DIAGNOSED AND REPLACED #13 SENSOR RE TESTED OK	y
SAID PULL OVER SAFELY & SHUT OFF THEN THE ENGINE DIED BEFORE PULLING OVER--WOULDNT EVEN SPIN OVER TO RESTART	DIAGNOSED AND REPLACED NO.3 EGT SENSOR PER TSB - READING 2.5K DEGREES	y

ENGINE SHUT OFF WHEN DRIVING	DOES NOT OPERATE-EGT #2 FAILED TSB 12-7-1 VERIFY CONCERN. CHECK OASIS FOR TSB/SSM. IDS-CMDTC P200C & P200E. PERFORM TSB 12-7-1. CHECK FREEZE FRAME DATA-EGT #2 SENSOR AT 2400 DEGREES F. REPLACE EGT #2 SENSOR PER TSB. CLEAR CODES & VERIFY REPAIR.	y
CUSTOMER STATES VEHICLE AFTER IDLING A WHILE WILL DIE AND THEN HAS TO SIT ABOUT A HOUR BEFORE RESTARTING	VERIFIED CONCERN, FOUND VEHICLE NO CRANK NO START AFTER RUNNING FOR AWHILE. PEFORMED EEC DIAGNOSIS. FOUND P200E . PERFORMED PIN POINT TEST AND FOUND EXHUAST TEMP SESNORS 3 4 STICKING AT 2.5K AT TIMES. REPLACED BOTH TEMP SENSORS AND OK AT THIS TIME. ALL OK AT THIS TIME	y
CUSTOMER STATES MOISE AT TURBO AREA, THEN VEHICLE DIED	VERIFY CONCERN, COLD SIDE CAC TUBE CAME APART, ALSO P200C IN PCM, REFER TO TSB 120701A, REPLACE EGT 13 PER BIASED READING 2196 DEGREES KOEO, REPLACE CAC TUBE AND RETEST FOR POSSIBLE OVERBOOST CONDITION, BOOST PRESSURE 30 PSI/PASS. ALL EGT SENSORS READING NORMALL Y	y
CUST STATES, CHECK ENGINE LIGHT. VEH ENTERS FAIL SAFE MODE. WITH VEHICLE OFF NO CRANK NO START.	VERIFY CUSTOMERS CONCERN, PERFORM SELFTEST RETRIEVE DTC P132B, TURBO BOOST CONTROL A PERFORMANCE. PO200C DPF TEMP B1 OVER TEMP. P200E CAT SYSTEM OVER HEAT, P2033 EFT SENSOR B1 SENSOR 2, P2463; PERFORM ROADTEST TO VERIFY, VEHICLE NOW OPERATING AS DESIGNED.	y
C/S CHECK ANGINE LIGHT ON AND ENGINE SHUTS OFF ON OWN	IDS TEST FOUND CODE P200C, P200E CHECK OASIS TSB 12-07-01 APPLIES REMOVE AND REPLACE EGT SENSOR 120701A .5	y
C/S INSPECT FOR VEHICLE STALLED OUT BUT RESTARTED A COUPLE OF HOURS LATER AND CHECK ENIGNE LIGHT CAME ON	PERFORMED SELF TEST CODE P200E AND P200C. PERFORMED TSB 12-07-01. #2 EGT AT 2505K ON FREEZE FRAME. REPLACED SENSOR	y

DRIVEABILITY - DIES AFTER START UP - WONT STAY RUNNING REPORT	DTC P200E AND P200C.EGT PIDS SHOW EGT13 AT 2.50K DEGREES.REST AT AMBIENT TEMP 42 DEGREES.PERFORMED TSB 12 07 01.REPLACED EGT 13.CLEARED AND RETEST.ALL READING SAME. 120701A 0.5 H R	y
CUSTOMER STATES THE VEH STALLED WHEN DRIVING, THEN CRANK NO START, CHECK ENGINE LIGHT IS ON, ADVISE	FAILED EGT SENSORS VERIFIED CONCERN RAN KOEO,KOER,CODES P200E,P200C,MONITORED PIDS FOUND EGT SENSORS 2,3 OUT OF RANGE,PERFORM PPT TEST #2 1.47K,#3 1.30K REPLACE BOTH SENSORS CLEARED CODES & TEST DROVE 23 MILES IN 100 DEGREE HEAT OK NO CODES RETURN TO SERVICE.	y
CUST STATES ENGINE DIED WHILE DRIVING CK ENGINE LIGHT ON	TEST EEC AND RETRIEVED CODES P200C AND P200E; PERFORMED WIRING PINPOINT TEST PER HOTLINE ID NO. 105 614 433 REPLACED EGT 14 AND EGT 13; RETEST AND TEST DROVE. VERIFIED REPAIR	y
CUST STATES VEH WAS RUNNING ROUGH JUST PRIOR TO SHUTTTING OFF	VRIF CONCERN PERF EED TEST FOUND P2471 P200C AND P200E IN PCM PERF TSN B 12-7-1 FOUND EGT 13 READING 2000 DEGREES REPLACED EGT SENSOR 13 VERIF FIX	y
DRIVEABILITY REPAIR CK FOR VEH CUT OFF WHILE DRIVING, NO SPIN NO START, CK ENGINE LIGHT ON	PCM QUICK TEST, P0231, P249F, P200E, P200C IN MEMORY. PPT DTC P0231 PID MONITOR TEST DRIVE TO MONITOR TEMP READINGS. PERFORMED CIRCUIT TEST FOR HIGH RESISTANCE. FOUND 2 TEMP SENSOR BIASED. REPLACED SENSOR AND RETESTED OK	y
WHILE DRIVING MESSAGE DISPLAYED PULL OVER SAFELY NOW AND THEN DIED AND WOULD NOT RESTART	VERIFIED CONCERN PERFORMED TSB 12-7-1 REPLACEING #2 EGT SENSOR CLEARED CODES ROAD TESTED AND SYST WAS OPERATING NORMALLY	y
CHECK UNIT WONT START	VERIFY TEST AND DIAG, STOP SAFELY MESSAGE CAME UP ON IC AND ENG SHUT OFF AND WOULD NOT STRAT, CODE P200E AND P200C PRESENT, VIEWED FREEZE FRAME DATA AND FOUND EGT 14 OUT OF SPECS AT 25K, FOLLOWED TSB AND REPLACED EGT 14, RETEST AND ALL CHECKS	y

VEHICLE DIED AND WOULD NOT RESTART GAVE INDICATION TO PULL O VER SAFELY NOW.	DIAG, KOEO P2470, P200E, P200C, MONITORED PID DATA EGT13 REA DING -40, REPLACE EGT 13 AND RETESTED. PINTEST RC1 YES, RC2 NO, RC3 YES, RC4NO, RC5 NO, RC6 NO, RC7 NO, RC9 NO, 2 OHMS, INSTALL NEW EGT ROADTESTED O.K.	y
VEHICLE WONT START CLICKS ONCE (TOWED TO SHOP)	VERIFIED CONCERN, CHECKED FOR DTCS, P200C AND P200E PRESENT. CHECKED OASIS FOUND TSB 12 7 1. CHECKED FREEZE FRAME DATA PER TSB AND FOUND EGT 13 TO BE AT 1.5K DEGREES AT TIME OF FAULT. REPLACED EGT13, CLEARED DTCS AND RETESTED. ENGINE	y
VEHICLE STALLS AND RESTARTS AFTER A FEW HOURS	DIAGNOSED AND REPLACED 1 EGT SENSOR PER TSB	y
DIESEL ENGINE CONCERN D21 CUSTOMER STATES ENGINE KEEPS DYING	VERIFIED CONCERN. RETRIEVED DTC P200C AND P200E. M PERORMED PINPOINT TEST. MONITERED PIDS AND FOUND E GT SENSOR #2 READING IMPROPERLY. REPLACED SENSOR. PID MONITERED ROAD TEST AND NPF.	y
STOP SAFLEY NOW LIGHT CAME ON AND UNTI STALLED	TESTED SYSTEM ON IDS PERFORM TSB 120701 EGT 2.5K REPLACED EGT 14 RETEST OK	y
REPAIR ENGINE TO RUN SHUT OFF AND COASTED IN (STOP SAFELY NOW MESSAGE ON)	VERIFIED CONCERN. DTC P200E AND P200C PRESENT. BEGIN PPT RC.CLEARED AND RETESTED. DTCS ARE HARD FAULTS (RETURNED). PERFORMED PPT RC2,FOUND ENGINE OIL GOOD. PPT RC3, FOUND COOLANT GOOD. PPT RC4, FOUND EXHAUST IN GOOD CONDITION. RC5, MONITOR PIDS. EGRT 12 READING WAS 1.2K DEGREES WHILE OTHER TEMP SENSORS WERE 155 DEGREES. REPLACED EGRT 12, CLEARED DTCS AND RETESTED. NO	y

	AND WILL NOT RESTART UNTIL COLD ROAD TESTED VEHICLE TO CHECK FOR STALLING. UNABLE TO VERIFY. PERFORMED SELF TEST WITH IDS RETRIEVED DTCS P200E AND P200C. CHECKED OASIS FOR TSBS. FOUND TSB 12-7-1. FOLLOWED TSB UP UNTIL FREEZE FRAME DATA CHECK. ALL EGT TEMPS NORMAL DURING FAULT AND TSB DOES NOT APPLY. SEE ATTACHED	
CUST STATES WHEN VEH GETS HOT LIGHT COMES DASHBOARD SAYING TO SHUT VEH OFF-THEN VEH SHUTS ITS SELF DOWN	FREEZE FRAME DATA PRINT OUT. CONTINUED WITH NORMAL DIAG. FOLLOWED PIN POINT CHECK AND VERIFY CONCERN AND FOUND CHECK ENGINE LIGHT ON. RETRIEVE DTC FROUBLE CODES P200C AND P200E FOR EGT TEMP CKT. CODE ARE RELATED TO DPF AND CATALYST OVER TEMP. CHECK FOR ANY RELATED TSB AND ACCESS AND REMOVE AND REPLACE EGT TEMP SENSOR 1 2 DUE TO VOLTAGE INCREASED WHILE PERFORMING	y
FACTORY WARR CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON AND PULLOVER WARNING CAME ON AND VEHICLE WILL NOT START	ROAD SHOCK TEST. RETEST FOR PROPER EGT TEMP VOLTAGE WHILE RETESTING RC 6 STEP DIAG ENGINE SHUT DOWN,PERFORM SELF TESTS,P246E PRESENT,PC/ED PPT RCI,P246E PRESENT,PPDT RC2 OIL LEVEL CORRECT,RC3 COOLANT LEVEL OK,REC4 EXHAUST SYSTEM OK,PPT RC5 MONITOR EGT PIDS.EGT 1 4	y
CUSTOMER STATES;DIED WHILE DRIVING	READING 2500 DEGREES.R&R EGT 1 4 RETEST ED,ROADTEST PASS	y
CUST STATES VEH DIED WHILE DRIVING AT THE STOP SIGN VEH CRANK BUT DID NOT START ADVISE AND ESTIMATE	EGT12 SENSOR VERIFY CONCERN. ENG LITE ON. EEC TEST P2003. CHECK OASIS FOR SSM & TSB. PPT RC1 YES, RC2 NO, RC3 YES, RC4 NO, RC5 CK PIDS EGT12 2.50K DEGREES ALL TIMES. REPL EGT12 SENSOR. RESET DPF PARAMETERS. CLEAR DTC S. ROADTEST.	y
CUST STATES YESTERDAY PUT DRIVERS SAFETY KEY IN DISC ENGINE DIED WOULD NOT DO ANYTHING LET VEHICLE SIT FOR COUPLE OF HOURS CRANKED RIGHT UP CHECK E NGINE LIGHT ON CHECK AND ADVISE	RAN DIESAL ENGINE PERFORMANCE TEST CODE P200CP200E P2031 RAN PIN POINT TEST RAN PID MONITORTEST ECTTEMP SENSOR 12 2.505K, SENSOR 11 13 1489 DEG #2SENSOR BAD REPLACED SENSOR CLEARED CODETEST DROV	y

Customer States VEHICLE QUIT RUNNING CUSTOMER STATED HAS STORED CODESFOR HIGH BANK 1	KOEO P200 P00E TSB 12 7 1 POERATION 120701A CONDITION CODE 42 PART 5J2; REPLACED EGT 13 CLEARED CODES REMONITORED GOOD AT THIS TIME	y
INSTRUMENT CLUSTER STATED PULL OVER SAFELY AND ENGINE DIED	T TEST OK, REPLACED EGT 1 2, EGT 1 3. CLEARED CODES AND TEST DRIVE OK. RETEST OK.	y
CHECK FOR NO START, NO CRANK	KOEO & KOER FOUND CODES, MONITOR PIDS, EGT#3 VOLTAGE IRRATIC, PINPOINT TEST EGT#3, REPLACE EGT#3, CLEAR CODES RDTEST, GOOD NOW	y
DIESEL VEHICLE CUSTOMER STATE CHECK ENG LIGHT IS ON. STATES RESPONDED TO A CALL AT 3AM AND DASH READ SYSTEM SHUT DOWN. STATES HAS A NO CRANK NO START.	VERIFY CONCERN FOUND NO CRANK PRESENT, CHECK DTC FOUND P200E, P200C. CHECK TSB FOUND 12 7 1, CHECK DATALOGGER FOUND EGT 1 3 AT 40. REPLACE EGT 1 3 CLEAR CODES AND RETEST, EGT 1 3 AT AMBIENT TEMP, ENGINE STARTS AND RUNS NORMAL, NO FAULTS	y
DIED WHILE DRIVING 3290 ENG HRS	INOP DIAGNOSE, AND REPLACE ONE EGT SENSOR PER TSB 120701, RETEST, OK	y
TOW IN- CUST STS WHILE DRIVING ENGINE MESSAGE CAME UP SHUT DOWN AND PULL OVER SAFELY	VERIFY CONCERN PERFORM DIESEL TESTS AND CODE P2033 CLEAR CODE PERFORM PINPOINT TESTS RC-1 YES/RC2 NO/RC3 YES/RC4 NO/RC5 YES WITH EGT 12 READING 212K DEGREES REPLACE EGT 12 CLEAR CODES ROAD TEST VERIFY REPAIRS. C-42	y
STOP SAFELY NOW MESSAGE IN INSTRUMENT CLUSTER.WONT CRANK TOWED IN	SELF TST.RPLACE EGT 13 PER TSB INSTRUCTIONS	y

	P200C DIESEL PART FILTER OVER TEMP BANK 1 TEST RC P200E CAT SYS OVER TEMP BANK 1 PPT RC1 Y RC2 N RC3 Y RC4 N RC5 EGT12 OL	
CHECK ENG SHUTS DOWN WHEN GETS HOT	REPLACE EGT SENSOR CLEAR PCM RETEST OK VERIRY CONCERN WILL START AND DIE KOEO PASS KOEC P200E P200C REF TSB 12 07 01	y
CUST STASTE ENGINE LOST POWER AND DIED	FOUND EGT13 READING 2500 DEGREES ALL THE TIME REPLACE CLEAR DTCS ROAD TEST AND RETEST PEFORM MANUAL REGEN	y
ENGINE SHUT OFF WILL NOT RESTART	CHECK ENGINE FOR NO START. FOUND ENGINE STARTS AND MIL ON. RUN EEC TEST. MEM-200E-200C. RUN OASIS. PERFORM TSB 12-7-1. MONITER FREEZE FRAME DATA. FOUND EGT 13 HIGH AT 2.5K*F. REPLACE EGT 13. REASSEMBLE. CLEAR CODES. OK. LAST TIME WAS EGT 12	y
CUST STATES ENGINE WILL STALL AFTER STARTING ADVISE REPAIR TOWED IN	VERIFIED THE CUSTOMER'S CONCERN, THE ENGINE WILL NOT CRANK. SELF TESTED THE PCM, FOUND P200C AND P200E ON C.C.. RAN OASIS, LOCATED TSB# 12-7-1 THAT RELATES TO THIS CONCERN. PERFORMED DIAGNOSIS FROM TSB# 12-7-1. STEP 1- P200E AND P200C PRESENT. STEP 2- EGT 1/3 READS 2,5K DEGREES KOEO. REPLACED EGT 1/3. CLEARED DTC'S. RECHECKED PIDS, ALL FOUR EGT PIDS MATCH. INSTALLED THE DRIVELINE THAT WAS REMOVED	y
D21 CUSTOMER STATES CHK ENG LIGHT IS ON TRUCK SHUT OFF TOWED IN ADVISE	CUST STATES CK ENG LIGHT IS ON AND SHUT OFF VERIFIED THAT CK ENG LIGHT IS ON VEH WOULD NOT START PERF EEC TEST P2033 REPL EGT SENSOR CLEARED CODES RETEST OK	y
WILL NOT START BACK NO CRANK WHEN THIS OCCURS THEN COME BACK LATER WILL START MAYBE (WILL RUN AT IDLE WITH EM. BRAKE ON AND IDLE PICKS UP)	CHECK OUT AND RUN IDS TESTS KOEO P0200C RUN TEST AND DATA LOGGER AND FOUND 1 3 EGT NOT READING WAS 40 DEG F WHILE THE OTHERS READING 480 DEG F REPALCED THE EGT SENSOR AND RETEST AND IS OK.	y

E29 CUSTOMER STATES CHK ENGINE LIGHT IS ON AND TRUCK DIES WHILE DRIVING ADVISE	EEC TEST PINPOINT TEST FOUND EGT 14 INOP REPL AND RETEST ALL OK	y
VEHICLE WAS TOWED IN, DIED WHILE DRIVING ON THE INTERSTATE WITH NO WARNING, CHECK AND ADVISE	VERIFIED COCNERN FOUND P2479 P200C P200E IN MEMORYREF TSB12 07 01 FOUND THAT EGT12 READING 250 DEGREES HOTTER KOEO AND IS ERATIC WHILE DRIVING REPLACED EGT12 AND PERFORMED POST ROADTEST VERIFIED CORRECT OPERATION AT THIS TIME ALSO PERFORMED MANUAL REGEN AND RELEASED	y
CUSTOMER STATES QUIT WHILE DRIVING WOULDNT RESTART	EGT SENSOR PERFORMED DIAGF KOEO PCM TCM P200C P200E P2463 CHECK TSB FOUND12-7-1 PERFORMED TSB REPLACED EGT SENSOR 12 RETSET CHECKS GOOD TEST DROVE CHECKS GOODE	y
CUSTOMER STATES CHECK ENGINE LIGHT, ENGINE CUTTING OFF	DIAG CODE P2471 PINPOINT TEST, MONITOR PIDS, FAULTY TEMP SENSOR, (OUT OF RANGE) REPLACED EXHAUST TEMP SENSOR , CLEAR CODES, ROAD TEST OK	y
C/S VEHICLE STALLED WHILE DRIVING,SLOW TO STOP ON PANEL WAITED 1 HR THEN STARTED UP FINE(SES LIGHT IS ON)	VERIFY CONCERN. CHECK ENGINE LIGHT ALSO ON. DIESEL DIAG. CODES P200C AND P200E IN MEMORY. REFER TO TSB 12-07-01. REVIEW FREEZE FRAME DATA. REGEN INACTIVE, EGT11 617, EGT12 1.675K, EGT13 627 AND EGT14 590 DEGREES. REPLACE EGT12 SENSOR AS PER TSB. CLEAR CODES AND ROAD TEST. RETEST	y
TOWED IN.VEHICLE DIED WHILE DRIVING.STARTS NORMALL NOW.MIL ON	PFORM SELF TST.CODES P200C P242D.PIN POINT TST.MONIOR & RECORD EGT TEMPS.EGT 14 ERRATIC TEMP READING OF 2505DG.EGT 14 SHORTED.RPLACE EGT 14 SENSOR.CLEAN CODES.ROAD TST & VERIFIED REPAIR.	y
CHECK ENGINE LIGHT ON - PULL OFF SAFELY FLASHED - WOULDNT RESTART	TOWED IN RETRIEVE CODES FOLLOW PINPOINT TEST EGT SENSOR READS HIGH AND NOX SENSOR OUT OF SPECS REPLACE BOTH AND RETEST	y

CLIENT STATES VEHICLE SHUT OFF WHILE RUNNING WILL START BACK UP WHEN ENGINE COOLS OFF THEN SHUTS OFF WHEN WARMS UP	PERFORM EEC TEST P200C AND P200E RETRIEVED FROM PCM PERFORM PINPOINT TEST PERFORM PID MONITOR RECORDER WHILE ROAD TEST RESULTS INCONCLUSIVE PERFORM INTERMITTED DIAGNOSIS INCLUDINGWIGGLE TEST FOUND FAULTS WITH TWO EGT SENSORS RENEW BOTH REAR EGT SENSORS (SENSOR 1 4 AND SENSOR 1 3) ON DPF REASSEMBLE CLEAR DTCS AND ROAD TEST FOR 60 MILES AND POST TEST NO DTCS RETRIEVED APPEAR	y
CUSTOMER STATES VEHICLE STALLED WHILE DRIVING	PERFORM EEC TEST FOUND P200C P200E. RUN OASIS FOUND TSB 12 7 1. PERFORM TSB AND FOUND EGT #2 SENSOR IS OUT OF RANGE TSB ADVISED TO REPLACE SENSOR. REMOVE AND REPLACE #2 EGT SENSOR AND RETEST ALL OK AT THIS TIME. MILES OUT 30,232.	y
DIAG C/S CHECK ENGINE LT CAME ON AND WENT INTO FAIL SAFE MODE	CODES P200E P200C EGT SENSOR 13 FAULTY PERFORM TSB 12-07-01	y
CUST STS WHILE DRIVING IT BEEPED 4 TIMES THEN WENT INTO SHUT OFF SAFELY MODE THEN DIED AND NOW IT WILL NOT START NOTE: EXHAUST FLUID HAS BEEN TOPPED OFF 2 TIMES IN A 2 WEEK SPAN	VEHICLE SHUT OFF PREPARATION OF CLAIM TO TRANSMIT REPLACED EGT SENSOR SEE ATTACHED WRITE UP	y
CUST STASTE PULL OVER SAFELY MESSAGE CAME ON AND ENGINE DIED	VERIFY COCNERN KOEO PASS KOEC P200E P200C MONITOR EGT SENSOR READINGS COLD FOUND EGT3 READING 2500 DEGREES REPLACE COMPLETE MAN REGEN CLEAR DTCS ROAD TEST AND RETEST TO VERIFY REPAIR	y
CHECK VEHICLE DIES AT STOPS	INOP REPLACED ONE EGT SENSOR	y

engine wont start	p200c and p200e present - egt 11,12, 13, 14 reading 950 degrees celius - per service bulletin 12-7-1 replace sensor - EMS ambulance was shut down in stop safely now mode with a patient on the transport - on service call opted to replace all 4 egt sensor to get EMS	y
D02 CUSTOMER STATES NO CRANK NO START ADVISE	PERFORMED CEC. RECEIVED CODES P200C AND P200E OBTAINED THE CGT READINGS FOUND 1,3 WITH A HIGH READING. REPLACED EGT SENSOR 1,3 AS PER TSB 12 7 1 RETEST TEST PASSED.	y
CUST STATES SHUT OFF WHILE DRIVING WRENCH LIGHT CAME ON CRANK NO START TOW IN CHECK AND ADVISE	PERFORM DIAG AND VERIFY CONCERN MIL WRENCH LIGHT SELF TEST PPTEST CODES P200C P200E FOUND FAILED TEMP SENSOR BANK ONE SEN 2 INSTALL NEW SENSOR CLEAR CODES AND RE TEST POST ROAD TEST CONCERN NO LONGER PRESENT AT THIS TIME	y
PULL OVER SAFELTY ON MESSAGE CENTER THAN DIED-CRANKS NO START	VERIFIED THE CUSTOMER CONCERN. FOUND CODES P200C AND P200E. USED TSB 12-7-1 FOR THIS CONCERN. MONITOR PIDS AND FOUND EGT 13 AT -40 DEGREES. REPLACED #3 EGT AND RETEST FOR NORMAL OPERATION AT THIS TIME.	y
CK ENGINE LIGHT ON AND ENGINE IS CUTTINT OFF	CK OPERATION OF VEHICLE. PERFORM KOEO SELF-TEST. FOUND DTC S P200C AND P200E. RAN OASIS AND FOUND TSB 12-07-01. PERFORM TSB, FOUND EGT 13 SENSOR FAULT ON FREEZE FRAME DATA. RAN PID DATA AND CONNFIRMED FAULT. REPLACED EGT 13 SENSOR. CLEAR DTC'S. RETEST, ROADTEST OK. VERIFIED	y
PULL OVER SAFETLY-DIES-NO CRANK NO STAR T	VERIFIED THE CHECK ENGINE LIGHT, FOUND CODES P200C AND P200E. USED TSB 12-7-1 FOR THIS CONCERN. FREEZE FRAME DATA SHOWS #3 EGT AT 2.5K DEGREES. REMOVED THE OLD SENSOR AND INSTALLED A NEW EGT SENSOR. CLEARED CODES AND RETEST FOR NORMAL OPERATION AT THIS TIME. ROAD TEST OK.	y

ENGINE WILL NOT CRANK	TEST EEC SYSTEM DTC P200C AND P200E PERFORM PPT RC1 YES P200C AND P200E RC2 NO OIL IS AT CORRECT LEVEL RC3 YES ENGINE COOLANT IS AT CORRECT LEVEL RC4 NO CONCERN SEEN RC5 YES EGT 13 IS GREATER THAN 2012 DEGREES F PER PPT RC5 REPLACE EGT13 AND RETEST CONCERN IS GONE ENGINE STARTS ROAD TEST AND RETEST SYSTEM INOP VERIFIED, PERFORMED SELF TEST, PINPOINT AND FOLLOW WSM AND H OTLINE INSTRUCTION. LED TO REPLACEMENT OF THE 1 4 EGT. REPL ACED. RETESTED AND ROAD TESTED. HAPPENED AGAIN. RECONTACT HO	y
PULL OVER SAFELY MESSAGE APPEARED CHECK ENGINE LIGHT CAME ON VEHCILE STALLED OUT WOULD NOT RESTART CHECK HISTORY	TLINE, ADVISED OF POSSIBLE CROSS READ BY PCM AND REPLACED 1 2 EGT. RETESTED, VERIFY CONCERN PERFORM DIESEL PERFORMANCE DIAG P200C P200E PERFORM TSB 120701A STEP 1 RETRIEVE DTC'S P200E AND P200C STEP 2 MONITOR FREEZE FRAME DATA AND FOUND EGT14 OUT OF RANGE 2500 DEG F, REPLACE EGT14 SENSOR CLEAR CODES	y
RAN HOT AND QUIT RUNNING,TOWED IN	RECHECK AND ROADTEST OK	y
C/S ENGINE STALLED AFTER MESSAGE SAID PULL OVER AND STOP	CONNECTED IDS TO VEHECLE PERFORMED TSB 12-07-01 FOR IT REFEME TO EGT 1-3 THER OTHER CODE EGT OVER TEM REPALCED EGT TEST DROVE AND NO CODE	y
VEHICLE DIED WHEN TAKING OFF AND WILL NOT START BACK	EEC TEST P200C, P200C, P200E, P247B DIAG PIN POINT REPLACED #4 SENSOR, BAD VOLTAGE READING 4.5 VOLTS TEMP OUT OF RANGE CLEAR CODE TEST DRIVE RETEST OK	y
CELO SAID TO SHUT DOWN WRENCH LIGHT ON AS WELL	RUN IDS DIAG KOEO P200C:OOA8 P2463:0068 CONTACT HOTLINE , PERFORM PPT RC. NO VISAL DAMAGE MONITOR EGT TEMP PIDS. & TAP SENSORS.# 13 TEMP WENT OVER 1400 OUT OF RANGE . REMOVE & CLEAN DTC & ROAD TEST VEHICLE . PER TSB 12 7 1	y

CUST STATES CK ENG LIGHT CAME ON,STOP VEH SAFE LIGHT CAME ON,VEH CUT OFF IT DID RESTART,BUT IT DID STALL AGAIN	CUSTOMER STATES CK ENGINE LIGHT ON.DIAG CODE P2033.REPAIR PER TSB 12-7-2.REPLACE EGT 12 SENSOR.CLEAR CODES ROAD TEST RE TEST,	y
DSL ENGINE CONCERN CHECK AND ADVISE THE CUSTOMER STATES THAT THE CHECK ENGINE LIGHT CAME ON WHILE DRIVING AND THEN THE VEHICLE SHUT DOWN AND WOULD NOT CRANK TO	VERIFIED CONCERN- VISUAL INSPECTION OK- FUEL AND O IL OK- PERFORMED KOEO/CMDTC- RETRIEVED P246E,P200E ,P200C- PERFORMED PPT RC RC1 RETRIEVED P246E,P200E ,P200C- RC1 CHECKED OIL LEVEL OK- RC3 CHECKED COOL ANT LEVEL OK- RC4 CHECKED FOR LEAKS IN THE EXHAUST SYSTEM- NO LEAKS FOUND- RC5 CHECKED EGT SENSOR TE MP- HIGH TEMP ON SENSOR 3- REPLACED SENSOR 3- ALSO REPLACED SENSOR4 DUE TO CODE-	y
ENGINE LIGHT CAME ON PULL OVER SAFE MESS CAME ON NO START	CHECKED DTC P200C & P200E FOUND TSB 12 07 01 CHECKED FFREESR FRAME EGT SENSOR 12 1.533K*F REMOVED & REPLACED EGT 12 PER TSB	y
ENGINE DIES OUT WHILE DRIVEING CHECK ENGINE LIGHT IS ON	PERFORMANED DIAG USING THE IDS.WENT THROUGH THE SELF TESTS.GOT A DTC.P2033.INSPECTED AND PERFORMANED TSB 12 7 2.SEE COPY STAPLED TO REPAIR ORDER.	y
CHECK ENGINE LIGHT ON,ENGINE SHUT DOWN AT CRUISE SPEE D	ENGINE NO START TOWED IN.EEC TEST FOUND CODES P200C P200E BANK 1 SENSOR 4.CLEARED CODES,RETST SAME.VIEWED PIDS EGT 13 2.50K F ALL OTHERS PIDS NORMAL.INSPECTED HARNESS,OK.REPLACED EGT SENSOR4.CLEARED CODES,RDTST OK,LET SET AT ILDE,KOEO PASSED NO CODES,RESTARTED	y
CUST STATES TOWED IN STALLSOUT ON ROAD AND CHECK ENGINE LIGT IS ON - WILL NOT RESTART AFTER STALL IF LET SIT IT WILL RESTART	TECH 101 STALLS OUT CHECK ENGINE LAMP IS ON VERIFY PERFORM DIAG QUICK TEST CODES P200C P200E P2420 TSB 12-07-01 CHECK EGT MONITOR PIDS EGT14 2000F FAILS REPLACE EGT 14 CLEAR CODES	y

C/S CHECK ENGINE CUT OFF WHILE DRIVING------TOWED TO SHOP	DIAGNOSED AND REPLACED EGT14 SENSOR PER TSB#12-07-01 FOR DTC P242D WITH SENSOR READINGS OF 2.505K DEGREES,REPLACED SENSOR AND RETESTED OK,EXTRA TIME FOR REINSTALLATION OF DRIVESHAFT REMOVED BY TOW COMPANY	y
00 CUSTOMER STATES MESSAGE CAME UP TO PULL OVER VEHIC LE DIED WONT RESTART	RAN EEC TEST GOT P200E AND P200C AND P242D RAN OAS IS FOUND TSB 12-7-1 FOUND THAT THE EGT14 SENSOR WA S READING 2.5K DEGREES FARENHEIT REPLACED SENSOR C LEARED CODES AND RETESTED OK	y
CUSTOMER STSTES WHILE DRIVING DOWN ROAD TRUCK JUST SHUT OFF. WOULD NOT RESTART ON A NUMBER OF ATTEMPTS, HAD TOWED. STSTES NAY HAVE REMOVED DRIVESHAFT TO TOW, NOT SURE	TECH 054 DIAGNOSE CHARGE BATTERY PERFORM KOEO P200E P200E P1247 PERFORM TSB 12-07-01 REPLACE SENSOR 2 EGT CLEAR CODE RETEST P1247	y
CUSTOMER REPORTS VEHICLE WAS DRIVEN AND AFTER IS WAS PARKED/SHUT DOWN CUSTOMER RESTARTED. WENT INTO REDUCED POWER MODE.	VERIFIED CONCERN , SELFTESTED AND HAS DTC'S P200C, P200E AND P247B , PERFORMED DIAGNOSTICS PER PCED MANUAL SECTION 4 DUE TO THE FACT THAT THE EGT 13 WAS REPLACED AS PART OF THE TSB # 12 07 01 AT A PREVIOUS VISIT . I FOUND A NO PROBLEM FOUND CONCERN AFTER PERFORMING DIAGNOSTICS . I THEN CONTACTED THE HOTLINE AND THEY STATED TO PERFORM A LOAD TEST ON THE CIRCUITS WITH A HEADLAMP	y
CUST. STATES CK ENGINE LIGHT CAME ON. ENGINE DIED.DIAGNOSE & ADVISE. . .	VERIFIED CONCERN. SET UP IDS.RUN SELF TESTS. PERFORM PINPOINT TEST RC1: P200E, P2471. RC2: NO,OIL LEVEL OK.RC3:ADJUST COOLANT LEVEL.RC4: NO EXHAUST LEAKS FOUND.RC5:PERFORM DATALOGGER ROAD TEST.FOUND EGT13 AND EGT 14 JUMP TO 2500 DEG F AT TIMES.REMOVEAND REPLACE EGT13 AND EGT14.MT REQUESTED FOR EXTR A TIME REQUIRED FOR ACCESS LIMITATIONS DUE TO AMBULANCE EQUIPED ROAD TEST.RERUN SELF	y

CHECK ENGINE LIGHT COMES ON AND STALLS OUT	9211 HAD CODE P2032 CONTINIOUS AND HARD FAULT. CHECKED SENSOR READING 40F REMOVED AND REPLACED SENSOR PER TSB 12 7 2. HAD TO BORROW SENSOR FROM STK 550417	y
CRANKS NO SART STALLS WHIN IT DOES START. PEROFRMED DIAG AND HAD	CODES P200E AND P206C PERFORMED TSB 12.07.01 REPLACED SENSOR AND CLEARED CODES ROAD TEST OK	y
CUSTOMER STATES THE PULL OVER SAFELY LIGHT CAME ON. CUSTOMER PULLED OVER AND ENGINE STALLED CRANKS NO START ADVISE	EGT SENSOR #13 OUT OF RANGE 42 SELF TEST CODE P2471 CHECK EGT SENSOR PIDS FOUND EGT SENSOR #13 OUT OF RANGE REPLACE EGT SENSOR #13 RETEST NO CODES TEST DRIVE TRUCK RUNS FINE	y
TOWED IN,CUST STATES STARTED TO LOOSE POWER WHILE DRIVING WARNING TO PULL OVER CAME ON AND VEHICLE STALLED, NO RESTART	EEC TEST AND DIESEL DIAGNOSTICS,CHECKED AND REPLACED EGT SENSOR.RETEST OK AFTER REPAIR	y
MESSAGE CENTER READ PULL OVER SAFELY AND VEHICLE DIED. TOWED IN	IDS DIAG CONT DTC P247B KOEO KOER PASS CHECK OASIS FOUND TSB 12 07 01 CHECKED FREEZE FRAME DATA REPLACED FAILED EGT 14 AND RETEST NO DTCS	y
CUST WAS DRIVING AND LIGHT SAYING PULL OVER SAFELY LIGHT CAME ON , AND WOULD NOT START NOW WILL START AND SEEMS OK HAS LACK OF POWER AND TOWED IN BY MEINKINGS	CHECKED VEH RAN DTC FOUND P2471, RAN TSB 12 07 1 RECALIBRATE RETEST FOUND P2471 RUN JOB AID FOR 6.7L UNPLUG NUMBER 14 EGT FOUND NUMBER 14 AT 2.5K FAHRENHEIT NECESSARY TO REPLACE EGT 13 PER JOB AID ROAD TEST RECHECKED OK	y
CUSTOMER STATES WHILE DRIVING ENGINE LOST POWER WENT INTO A FAIL SAFE MODE	FOUND EGT 13 IS NOT WORKING CORRECTLY EEC TEST P200C P200E FREEZE FRAME DATA DOES NOT SHOW DEFECTIVE SENSOR PERFORM PPT RC FOUND EGT 13 48DEGREES ABOVE SPECS REPLACED EGT 13 RETESTED OK	y

WHILE DRIVING FROM OHIO TO MICHIGAN VEHICLE SHUTS DOWN AND WON T RESTART TILL COOL: FORD DEALER REPLACED EXHAUSTE TEMP SENSOR: VEHICLE DROVE TILL GRAND RAPIDS AND STALLED AGAING:	PERFORMED EEC TEST, P242D HARD CODE, PERFORMED PINPOINT TEST RC 1 RC5 EGT 14 PID READS 2.5K DEG.F, MIN SPECK 2012 DEG F HAD TO REPLACE #4 EXHAUST GAS TEMPERATURE SENSOR REPLACED #4 EGT SENSOR. RETESTED. OK AT THIS TIME	y
CUSTOMER STATES VEHICLE WILL NOT START	HARNESS DIAG DIESEL ENG SHUT DOWN ,PERFORMED ECC TEST,BATTERIES LOW USE JUMPER TO CHARGE BATTERIES AND CODES PRESENT EXHAUST OVER TEMP ,ROAD TEST AND DPF SCALE AND EGT 14 ERRATIC WIRING OK PASSED PIN POINT TESTED AND RECONNECT NOX SENSOR AND ,REPLACED BOTH ECT SENSORS, USE SILICON CRANK FOR PROPER CONNECTION,CLEAR AND ROAD	y
check for vehicle wont start	DIAG P2471 P200E REMOVE REAR 34EXHAUST TEMP SENSOR THREADS STRIPPED WHILE REMOVING REMOVE AND REPAIR THREADS REPL SESNOR ROAD TEST TRUCK WONT START NEXT MORNING TEST P200E MONITOR DATA 33 SENSOR AT 2500 REMOVE AND REPLACED #3 TEMP SENSOR AND RETEST OK	y
TOWED IN ENGINE SHUT DOWN AND WONT REST ART	PERFORMED DIAG AND HAD CODES P200E AND P200C WATCH EGT SENSORS AND FOUND THAT SENSOR 2 WAS HIGHER THEN REST OF SENSORS REPLACED SENSOR TEST DROVE GOOD	y
CUSTOMER STATES VEHICLE WONT START	VERIFIED CUSTOMERS CONCERN PERFORMED 6.7 PERFORMEA NCE TEST PERFORMED EEC TEST FOUND CODE P242D AND P 200C IN PCM PERFORMED PPT FOUND RC SENSOR BANK 1 S ENSOR 3 IS READING 2500 DEGREES F REPLACED SENSOR PERFORMED FINAL TEST RETESTED TEST DROVE	y
WILL START AND DIES SAYS PULL OVER SAFELY BEF ORE DIES	TEST EEC P2471 200E 200L FOUND TSB 12 7 1 FRE EZE FRAME DATA EGT SENSOR 13 BAD ORDER SENSOR REPLACE AND CLEAR CODES ALL OK	y

Overtemp or Loss of Power	All Reports	CEL Only	Ambulance Only	Repeat?
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Recommended Service Action

	Replace EGT	Replace Wiring Harness Connector
2011	✓ (do first)	✓
2012		
2013	×	✓
2014		Prior to 12/15/2013
2015		×

Repair History

MY	Qty
2011	18000
2012	14000
2013	2900
2014	700
2015	5

TSB Status

	Replace EGT	Replace Wiring Harness Connector
2011	13-10-01 & 13-10-02	need TSB
2012		
2013	not required	14-01-08 & 14-01-22 up to 12/15/2013
2014		
2015		not required

<-- Do data analysis to look at repeat repairs before doing crimps.

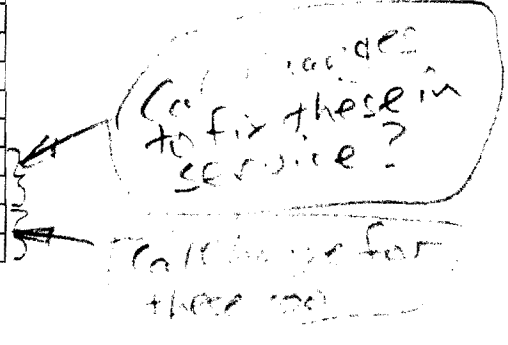
Need to check/update DTCs

EGTs are 5yr/60k miles

Can we define if a crimp or EGT is bad by using open circuit or higher resistance?

TSB Coverage

		13-10-01	13-10-02	Recall 13S10	14-01-08	14-01-22
MY	2011	✓	✓	✓ ambulance		
	2012	✓	✓	✓ ambulance		
	2013				✓	✓
	2014				✓ before 12-15-2013	✓ before 12-15-2013
	2015					
DTCs						
Cir Rng / Perf	P2080			n/a	✓	
	P2084	✓			✓	
	P242B				✓	
	P246F				✓	
Ration-ality	P0544	✓			✓	
	P0231	✓				
	P242A	✓			✓	
	P246E	✓			✓	
Circuit Low	P0545					
	P2032	✓				
	P242C					
	P2470					
Circuit High	P0546					
	P2033	✓				
	P242D	✓				
	P2471	✓				
Out of Range	P2478					
	P2479	✓				
	P247A					
	P247B	✓				
Cat Over	P200C		✓		✓	
	P200E		✓		✓	
NOx Module	P06EA					✓
	P06EB					✓



From: Rinkevich, Daniel (D.J.)
Sent: Wednesday, August 13, 2014 4:47 PM
To: McDonagh, Scot (S.M.)
Subject: Service procedure

For P0544, P0545, P0546, P2080, P2081, and P2478 replace EGT11
For P06EA, P2031, P2032, P2033, P2084, P2085, and P2479 replace EGT12
For P242A, P242B, P242C, P242D, P242E, and P247A replace EGT13
For P06EB, P246E, P246F, P2470, P2471, P2472, and P247B replace EGT14
For P200C or P200E Are any of the above DTCs present?

Yes – Replace the EGT associated with that DTC

No – Use freeze frame data to determine which sensor to replace

Dan Rinkevich
Powertrain Quality
(313) 32-23653 (Desk)
(313) 676-9572 (Cellular)

From: Rinkevich, Daniel (D.J.)
Sent: Thursday, November 13, 2014 8:43 PM
To: Kainz, Laura (L.L.); Baum, Joe (J.M.); Lyon, Peter (P.M.); Bogema, John (P.)
Cc: Sonat, Ibrahim (I.); Goodwin, William (W.R.); Caesar, Cynthia (C.L.); Kue, Ace (K.); Taylor, Perry (P.A.); McDonagh, Scot (S.M.); Cervenan, Neil (N.J.); Roberts, James (J.B.); Wagers, Sue (S.K.); Taylor, Perry (P.A.)
Subject: Super Duty 6.7L Diesel EGT Sensors will be at full production with weld fix in first or second week of January

A bit of good news: Jeff Philbin from Stoneridge just stopped by and said their current plan is to have 100% of Super Duty EGT sensor production laser welded (both part numbers) by the first week of January arriving at KTP. This is a significant pull up from the March 16th date previously planned for full production volume. This will also include sensors sent to service. However, laser welding of the EGT sensors for the Transit diesel will still be later.

Stoneridge are working to a detailed day-by-day plan and are engaged with STA, the PVT, and the engineers in Turkey to get this in production as quickly as possible.

Dan Rinkevich
Powertrain Quality
(313) 32-23653 (Desk)
(313) 676-9572 (Cellular)

From: CQIS, Help (.)
Sent: Monday, October 20, 2014 9:03 PM
To: Jakob, Diana (D.); Dixon, Brandon (B.A.); Henriott, Curt (C.B.); Lowe, Christopher (C.); Hoffman, Douglas (D.L.); Wilson, Dennis (D.D.); Christians, Hesston (H.); Boales, Jeffrey (J.); Cutler, John (J.); Hazel, Jeff (J.D.); Michnya, James (J.J.); Hallberg, Keith (S.); Coisman, Michael (M.J.); Trifilio, Mike (M.J.); Katterman, Nolan (N.D.); Skoupas, Peter (P.); Frick, Randolph (R.A.); Friis, Ryan (R.); Deans, Shawn (S.)
Cc: Chacon, Jose (A.)
Subject: TAR OPEN AT LIDTKE MOTORS, INC. 12145--USA Phone : 920-887-1661 FOR KUEHN , ADAM ON 2014 F250 4X4 ,F250 ,CRW CAB,PICKUP VIN : 1FT7W2BT1E[redacted]GCQIS [redacted]

A request for technical assistance has been OPENED for :

KUEHN , ADAM T
12145--USA Name : LIDTKE MOTORS, INC.

By : US-TECHNICAL SERVICE HOTLINE

Unit Down :

With a concern on :
2014 F250 4X4 ,F250 ,CRW CAB,PICKUP
VIN :1FT7W2BT1EE[redacted]

It is filed under GCQIS report number : EHOC4001

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=EHOC4001

THANK YOU , FROM THE US-TECHNICAL SERVICE HOTLINE

Attachments : 0

Report# :	EHOC4001 NHL			**Received:**	08/15/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2014,F250 4X4 ,F250 ,CRW CAB,PICKUP ,1FT7W2BT1EE[redacted]			**Build Date:**	01/29/2014
Odometer :	5,022 M	**Engine:**	6.7L DI	**Calibration:**	EFA17A0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 12145 Lidtke Motors, Inc.			**Phone#:**	920-887-

City:	Beaver Dam	**State:**	Wisconsin	**Country :**	USA
Originator:	ADAM KUEHN				
Symptom:	5 50 3 02 DRV PERF,RUNS ROUGH,CRUISE/STEADY,ALWAYS				
Status:					
VFG:	V52 DRIVEABILITY				
Additional Symptom:	RUN ROUGH SHORTLY IN REGEN				
Fix:	**Causal Component :**				
Condition Code:					

Hotliner: CALLE154	**Phone:** --3177069	**Regn Cd:** G1 Chicago
Engineering:	**Phone:**	**TAR:** OPEN
Dlr Contact:	**Phone:**	**Title Cde:** T

REPAIR **08/15/2014 09:19AM CHRISTOPHE ALLEN MSS - FCSD - TECH SVC HOTLINE**

WEB FORM DATA - CONCERN: CUSTOMER STATES TRUCK RUNS ROUGH HESITATES AT THE START OF REGEN THEN OK ONLY HAPPENS FOR SPLIT SECOND DIAGNOSTICS: CHECKED FOR CODES PASSED ROAD TESTED FOR 30 MILES COULD NOT DUPLICATE CONCERN PARTS REPLACED: NONE TECH QUESTION: WOULD THIS BE A NORMAL OPERATION OF REGEN IF IT IS. IS THERE A SERVICE MESSAGE DESCRIBING NORMAL OPERATION OF REGEN I THOUGHT THERE WAS BUT I CAN NOT FIND IT

RECOMM **08/15/2014 09:19AM CHRISTOPHE ALLEN MSS - FCSD - TECH SVC HOTLINE**

ADAM, IN SOME CASES, A REGENERATION EVENT THAT IS PERFORMED ON THE DPF MAY BE A VERY THOROUGH CLEANING ON A RESTRICTED DPF WHICH MAY INTENSIFY SOME OF THE CHARACTERISTICS THAT ARE NORMAL FOR REGENERATION THAT ARE OUTLINED IN THE DPF REGENERATION DOCUMENT IN SECTION 1 OF THE PC/ED > POWERTRAIN CONTROL SOFTWARE. IF WE CAN PERFORM DYNAMIC MANUAL REGENERATION USING IDS AND DRIVE THE VEHICLE TO TRY AND DUPLICATE THE CONCERN THEN WE CAN DETERMINE IF THE EVENT STILL OCCURS ON A CLEAN DPF. IF THE CONCERN CAN NO LONGER BE DUPLICATED THEN IT IS LIKELY THAT THE DPF WAS MORE RESTRICTED THAN NORMAL WHICH CAUSED A REGENERATION EVENT TO EXHIBIT MORE NOTICEABLE SYMPTOMS. IF THIS IS THE CASE THEN A NORMAL OPERATION CHARACTERISTIC IS SUSPECTED.

CONCER **09/02/2014 04:42PM CODY DREW MSS - FCSD - TECH SVC HOTLINE**

Inbound call from dealer, spoke with Adam Kuehn. Adam stated that the customer has a concern with Regen occurring 4 times within 500 miles with the vehicle being used on the highway. Also, when Regen would initiate, the customer states that a misfire or hesitation occurs momentarily. There are no DTCs and the concern has not yet been verified. Adam questioned as to the next step if the misfire can be verified to happen when a dynamic manual Regen is performed.

RECOMM **09/02/2014 04:42PM CODY DREW MSS - FCSD - TECH SVC HOTLINE**

Adam, Since the customer does some highway driving, 4 Regen events within 500 miles may be considered frequent. It is recommended to test the operation of the MAF sensor and

the DPF pressure sensor since these sensors are used by the PCM to determine when to enter Regen. The MAF sensor operation may be tested by performing step J9 from Pinpoint Test J in the PC/ED. If there is a concern with the MAF sensor, then it may require replacement to address the frequent Regen. The DPF pressure sensor readings may be compared to the Reference Values in the PC/ED. If a concern is present, then a Regen may be performed and the values compared again. If a concern is still present with the correlation, then the DPF pressure sensor may be removed from the exhaust system, and a regulated amount of shop air may be applied to the end of the hose. The PID may be monitored and compared to the regulated air pressure. If there is a difference, then the DPF pressure sensor may be replaced and the concern re-evaluated. Once Regen occurs, it is recommended to monitor the EGT sensor PIDs. The EGTs should all increase considerably in temperature during Regen with EGT12 getting hotter than EGT11. EGT13 and EGT14 should increase gradually in relation to EGT12 during Regen. If EGT12 is not getting substantially hotter than EGT11 during Regen, then there may be a fault with the DOC not getting hot enough to properly clean the DPF. If the misfire can be duplicated during Regen, then it is recommended to replace the 8 exhaust valves in the LH cylinder head and clean the valve guides as per Section 303-01 of the Online Workshop Manual. Please note that the TSB for the 2011-2013 6.7L trucks cannot be claimed to this vehicle.

ADD-ON **09/02/2014 04:42PM CODY DREW MSS - FCSD - TECH SVC HOTLINE**

Consulted Rob Scott Article ISM 1408016 6.7L RUNS ROUGH/MISFIRE DURING EXHAUST REGENERATION PROCESS

CONCER **09/17/2014 01:07PM TIMOTHY TENNANT MSS - FCSD - TECH SVC HOTLINE**

Inbound call from dealer: Talked to Adam on the concern of the engine bucking and running rough allegedly during the Regeneration Cycle. Adam had been able to get the vehicle to stumble a bit but he had to command the Regeneration Cycle and this only was a slight change in the running characteristics of the engine. Adam called in to further discuss the changes in the engine that were dealing with the TSB for earlier models and the replacement of the exhaust valves on the left cylinder head. This was discussed in detail on the changes. It was further discussed on the driving habits of the operator. The owner describes the vehicle being in Regeneration very frequently and that the vehicle is used primarily for short trip operations. They report the vehicle indicating the Drive to clean and then the vehicle being parked and driven only on short trips after. It was noted by Adam that a concern with the vehicle not being allowed to complete the Regeneration cycles is possible. Adam did not that the Engine idle Hours did appear to be low (near 14 hours?). It was discussed about the concerns with the engine that may cause similar concerns. Issues with the Fuel Injectors and the turbocharger were discussed.

RECOMM **09/17/2014 01:07PM TIMOTHY TENNANT MSS - FCSD - TECH SVC HOTLINE**

Adam, With the concern of the vehicle having a stumble or runs rough concern with the Regeneration cycle it is necessary to duplicate the concern. If the concern is isolated to the exhaust valve concerns that have been seen in earlier 6.7L engine vehicles, the concern should continue through the Regeneration Cycle and not just at the beginning for a second or two. The issue with the exhaust valves noted in the TSB for the earlier engines addresses a concern where the valves stick in the guides due to a change in temperature that occurs to the valves when the PCM fuels the left bank of injectors on the exhaust stroke for the Regeneration Cycle. This fueling causes the exhaust valves to cool and causes them to stick in the guides at times. The repair for the TSB installs updated valves into the exhaust ports of the Left Cylinder head. The updated valves are included in the 2014 Build Date and would already be present in this vehicle. We have seen a limited number of the concern occur with the 2014 that is a similar concern to the earlier models but this is not a common repair. In

most cases the concern is found to be related to driver habits, injectors, turbocharger, or other issues in the engine. Further testing of the concern is required to isolate the cause. Driving habits such as resting a foot on the brake pedal can also cause the throttle to cut-out and appear that there is a concern occurring. The 6.7L equipped vehicles have a Brake Over Accelerator (BOA) Feature that will cause the throttle to cut-out when the brake is pressed when traveling down the road. Please record the Engine Hours, Engine Idle Hours, DIST_REGEN_C, DIST_REGEN_AVGD, BRKOVR_ACTION, BRKOVRD_POSS, and DIST_BRKOVRD PIDs. Record these within this form for further review. It has been seen where customers are not allowing the Regeneration Cycle to complete on a regular basis can cause concerns with the engine. It would be recommended to allow the vehicle to be driven for a period of time to attempt to duplicate the concern. It is recommended that the concern be verified and that the vehicle be allowed to complete the Regeneration Cycle while driving. If the vehicle is not being allowed to complete the Regeneration Cycle and there is another concern in the engine that is causing the symptom, then it may appear that the concern is related to the Regeneration Cycle when it is not. It would be recommended to perform a check of the Power Balance and the Fuel Balancing PIDs to ensure no issues are present in the fuel injectors. Run the IDS High Pressure Fuel System test five times in a row and then perform the Power Balance test to stress the fuel injectors. Place the IDS in to Injector Cancel mode, however do not individually turn off any injectors. If a reading shows a change in rotation greater than +-15 RPM, a concern may be present in the cylinder or fuel injector. A check of the Fuel Balancing PIDs may be done as per Pinpoint Test M5 from the online PC/ED Section 5. Ensure that the balancing PIDs are relatively in line with each other. It is recommended to attempt to duplicate the concern. During this please record the following PIDs: BRKOVR_ACTION BRKOVRD_POSS BOO BPP DIST_BRKOVRD APP1 (%) DPF_REGEN_STAT EBP (psi) EGRTP_CMD (%) MAF_A (g/s) MAP_A (psi) RPM VGTDC (%)

CONCER **09/29/2014 12:53PM SUTTON MARTIN MSS - FCSD - TECH SVC HOTLINE**

Inbound phone call from dealership spoke with Adam, Adam called in for some clarification on Regen and the noises the customer is hearing after the vehicle has been operated on longer trips. Adam said on the last trip that was taken, the vehicle was driven roughly 770 miles and the vehicle went into Regen 4 times. Adam said he had been driving the vehicle and after about 200 miles of road testing, the vehicle had went into Regen one time. Adam said that the vehicle ran fine when it went into this Regen and no concerns were found. Adam said the customer noted that the first Regen on this trip ran smoothly, but during the others, the vehicle ran rough, there was a knocking noise, and may have also had a pinging noise. Adam was unsure if an FSE needed to be involved to aid in duplicating the concern, and to may help the customer understand the processes for Regen and the runs rough concern. Adam also said that the customer had done some research on line noting that some people have reported that other dealerships were putting cylinder heads on the vehicles. Adam asked if this was a true statement, and was asking about the direction for the repair. Adam was also wondering about oil growth if he should be looking for other signs for concern.

RECOMM **09/29/2014 12:53PM SUTTON MARTIN MSS - FCSD - TECH SVC HOTLINE**

Adam, Based on the operation of the vehicle it appears as though the vehicle is not going into Regen too frequently. The mileage range that a vehicle can go into Regen is 100 to 500 miles. So, any time the vehicle has driven more than 100 miles and goes into to Regen, this is normal operation. Also, frequency of Regen is high dependent on the driving habits of the customer. If the vehicle is idled for extended periods of time, driven in stop and go traffic under higher load conditions, or is not aloud to complete a Regen when requested will make the PCM command Regen more frequently. More information on the frequency and normal

characteristics for Regen can be found in section 1 of the PC/ED > Powertrain Control Software > Diesel Particulate Filter Regeneration. This section has a conclusive list, including normal mileage, of normal conditions while in Regen. There is no specification for the amount of oil growth that can be seen when between normal service intervals. The amount of oil growth can be affected by the number of Regen's the vehicle has gone through. If the vehicle requests to go into the Regen, but the operator of the vehicle does not drive the vehicle in a manner to complete Regen, then the oil level may rise faster than typically seen on another vehicle. It would be important to explain that the vehicle will need to be driven under the correct conditions to keep the oil level from becoming an issue. At this time, the customer has verified for us that the only time the concern is present is while the vehicle is in Regen. With this it would be recommended to use the service information from TSB 13-09-15 to correct the concern. Please be sure to use a 1/4 inch brass bore brush (obtain locally) lightly coated with clean automatic transmission fluid, clean the exhaust valve guides. This will ensure the valve guides have been cleaned of all build up that is present. Also, there have been some reports of dealerships replacing the left head in order to try to correct this concern. This concern is not caused by a defect with the valves or cylinder head. This concern is caused by fuel quality. The concern is corrected by using higher quality fuel. Also the number of time the vehicle in Regen adds to the issue. If the vehicle is not allowed to complete Regen, then more fuel is necessary to go past the exhaust valves causing the concern. At this time, it is recommended to continue with replacing the exhaust valves on the left head and having the customer monitor the concern. If the concern is still present, then FSE involvement may need to be necessary.

ADD-ON **09/29/2014 12:53PM SUTTON MARTIN MSS - FCSD - TECH SVC HOTLINE**

Consulted Jared Downing for FSE involvement. Jared recommended to complete the ISM at this time.

ADD-ON **10/20/2014 04:59PM JOSE CHACON (PCE) MSS - FCSD - VSP C/P SVC ENG**

FSE BANDON DIXON SEEKING HELP ON THIS UNIT, FSE IS NOT SURE IF CLEANNING OR REPLACING THE CYLINDER HEAD IS THE BEST NEXT COURSE OF ACTION FOR THIS VEHICLE. NO TAR/NO TFOAM ON E-MAIL.

ADD-ON **10/20/2014 05:02PM JOSE CHACON (PCE) MSS - FCSD - VSP C/P SVC ENG**

UPDATE REPORT. E-MAILED FSE THIS CONCERN IS UNDER INVESTIGATION. E-MAIL PD FOR ANY NEXT STEPS. UPDATE THE REPORT.

AUDIT **10/20/2014 05:02PM JOSE CHACON (PCE) MSS - FCSD - VSP C/P SVC ENG**

TECH ASSIST REFERRAL HAS BEEN OPENED

This email was generated by the server ECCVWS962

From: Chacon, Jose (A.)
Sent: Monday, September 15, 2014 3:25 PM
To: GQLS@FORD.COM; Fass, Alan (A.L.); Castleberry, Brett (B.A.); Hochgraber, Brent (B.); Jay, Brian (B.L.); Kujawa, Brian (B.K.); Green, David (D.M.); Bartos, Greg (GB.); Carpenter, Joe (J.A.); Kindler, Kurt (K.); Barrett, Malcolm (M.C.); Kyle, Steven (S.); Latour, Zachary (Z.)
Cc: Chacon, Jose (A.)
Subject: TAR OPEN AT VON DOHLEN MOTOR COMPANY 04508--USA Phone : 361-645-3296 FOR DANIEL , MACHACEK ON 2014 F350 4X4 ,F350 ,REG CAB,CHASCAB VIN : 1FDRF3HT1E[redacted] GCQIS :[redacted]

A request for technical assistance has been OPENED for :

DANIEL , MACHACEK T
04508--USA Name VON DOHLEN MOTOR COMPANY.

By : US-TECHNICAL SERVICE HOTLINE

Unit Down :

With a concern on :
2014 F350 4X4 ,F350 ,REG CAB,CHASCAB
VIN : 1FDRF3HT1E[redacted]

It is filed under GCQIS report number [redacted]

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=EGWMX003

THANK YOU , FROM THE US-TECHNICAL SERVICE HOTLINE

Attachments : 0

Report# :	[redacted]			**Received:**	08/21/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2014,F350 4X4 ,F350 ,REGCAB ,CHASCAB ,1FDRF3HT1E[redacted]			**Build Date:**	08/15/2013
Odometer :	31,100 M	**Engine:**	6.7L DI	**Calibration:**	EFA17N0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES

Dealer:	USA 04508 Von Dohlen Motor Company			**Phone#:**	361-645-3296
City:	Goliad	**State:**	Texas	**Country :**	
Originator:	JAMES GLOVER				
Symptom:	5 54 2 02 DRV PERF,LACK/LOSS PWR ,ACCEL,ALWAYS				
Status:					
VFG:	V52 DRIVEABILITY				
Additional Symptom:	p207f				
Fix:	**Causal Component :**				
Condition Code:					

Hotliner: CBISHO41	**Phone:** 001-313-3179359	**Regn Cd:** C2 Houston
Engineering:	**Phone:**	**TAR:** 0-30
Dlr Contact:	**Phone:**	**Title Cde:** SM

DTCs:

KOEO:p207f:00

KOEC:

KOER:

Comments :

REPAIR 07/23/2014 04:05PM CHRIS BISHOP MSS - FCSD - TECH SVC HOTLINE

RO#: [redacted]O DATE:7/21/2014WARRANTY TYPE:FACTORY WARRANTY REQUEST SPW INSTALL MILEAGE: SPW INSTALL DATE: 1. PLEASE DESCRIBE CUSTOMERS CONCERN. INCLUDE AS MANY DETAILS AS POSSIBLE. WRENCH LIGHT ON WONT AND HARDLY MOVE 2. WHY IS THE COMPONENT BEING REPLACED? STOPPED UP DPF 3. PROVIDE ANY ADDITIONAL DETAILS NECESSARY. PLEASE INCLUDE ANY TECHNICAL INFORMATION THAT YOU FEEL WILL HELP THE HOTLINE PROCESS YOUR PRIOR APPROVAL REQUEST. PERFORMED PP TEST RB THEN TRIED TO MANUAL REGIN UNSUCCESSFUL PP TEST LEADS TO REPLACE DPF 4. WHAT ARE THE TOTAL HOUR AND IDLE HOUR READINGS FROM THE INSTRUMENT CLUSTER? TOT 1103 IDLE 456

RECOMM 07/23/2014 04:05PM CHRIS BISHOP MSS - FCSD - TECH SVC HOTLINE

JAMES, BEFORE THE DEALER REQUEST FOR DPF REPLACEMENT SOME ADDITIONAL DETAILS REGARDING YOUR DIAGNOSIS WILL BE REQUIRED. PLEASE PROVIDE THE DETAILED RESULTS OF YOUR DIAGNOSIS THAT LED TO DPF REPLACEMENT. IF MANUAL REGEN WAS ABORTED BY THE IDS, PLEASE ALSO PROVIDE US WITH THE SPECIFIC ABORT CODE DISPLAYED BY THE IDS. DCPA ADDITIONAL INFORMATION REQUIRED

REPAIR 07/23/2014 06:26PM CHRISTOPHE ALLEN MSS - FCSD - TECH SVC HOTLINE

INBOUND CALL FROM TECHNICIAN JAMES, TECHNICIAN CALLED IN TO PROVIDE THE ABORT CODE THAT WAS GIVEN DIAGNOSTIC OF THE P2463 DTC THAT PINPOINT TEST RB HAS GUIDED HIM TO PERFORM A MANUAL REGENERATION WHICH ABORTED. THE ABORT CODE WAS 04 AND PER IDS DESCRIPTION WAS AN

EXTERNAL DEVICE ABORT. TECHNICIAN ALSO PROVIDED ADDITIONAL INFORMATION: - THE MESSAGE CENTER READ EXHAUST BEYOND LIMIT SERVICE NOW - VEHICLE WOULD HAVE A REDUCED POWER AT ABOUT 60 MPH THEN BEGIN TO SLOW DOWN DURING ROAD TESTING.

RECOMM 07/23/2014 06:26PM CHRISTOPHE ALLEN MSS - FCSD - TECH SVC HOTLINE

THANK YOU FOR THE UPDATE JAMES, THE ABORT CODE 04 GIVEN BY THE IDS DURING THE MANUAL REGENERATION INDICATES THAT THE SCAN TOOL ITSELF CANCELED THE MANUAL REGENERATION PROCESS. IT DOES THIS WHEN IT SEES THAT THE CLEANING ATTEMPTS ON THE DPF HAVE NOT CLEANED THE DPF AND CANNOT BE CLEANED, WHICH WILL THEN REQUIRE REPLACEMENT. GIVEN THIS, REPLACEMENT OF THE DPF WILL THEN BE RECOMMENDED AND WARRANTABLE AS PER THE GUIDANCE OF PINPOINT TEST RB. THE APPROVAL CODE PROVIDED MAY BE USED. REFER TO THE DPF REPLACEMENT SERVICE PROCEDURE FROM SECTION 309-00 OF THE ONLINE WORKSHOP MANUAL.

NOTE: PLEASE REMEMBER TO OBTAIN PRIOR APPROVAL FOR ANY ADDITIONAL COMPONENTS THAT REQUIRE PRIOR APPROVAL, BEFORE PROCEEDING WITH THE REPAIRS.

DEALERS CAN FIND THEIR PRIOR APPROVAL PROGRAMS AND COMPONENT LIST ON FMCDEALER.COM UNDER PARTS & SERVICE >> WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN.

ONCE THE DPF IS INSTALLED, PERFORM THE DPF PARAMETER RESET USING THE IDS (TOOL BOX> POWERTRAIN> SERVICE FUNCTIONS> DIESEL PARTICULATE FILTER REGENERATION SYSTEM> DPF PARAMETER RESET). AFTER THIS, THE PCM WILL DELAY MONITORING CATALYST EFFICIENCY FOR A PREDETERMINED DISTANCE.

IT WILL ALSO BE NECESSARY TO PERFORM THE SCR PARAMETER RESET USING THE IDS. THE KEY MUST BE TURNED OFF FOR 3 MINUTES AFTER THIS RESET, AS THE MODULES CANNOT RESET THE NECESSARY VALUES UNTIL THEY HAVE POWERED DOWN. DCPA APPROVED* APPROVAL CODE: PAAVW

REPAIR 07/29/2014 04:58PM DANIEL JOHNSTON MSS - FCSD - TECH SVC HOTLINE

INCOMING CALL FROM JAMES, THE DPF ASSEMBLY HAS BEEN REPLACED AND THE DPF RESET WAS PERFORMED. HE NOTICED THAT THE DPF LOAD DISPLAY ON THE INSTRUMENT CLUSTER CHANGED FROM 0% TO 95% THEN BACK TO 20% DURING THE TEST DRIVE. HE WANTED TO KNOW IF THAT WAS NORMAL OPERATION OR IF THIS SIGNIFIED THAT A PROBLEM WAS PRESENT.

RECOMM 07/29/2014 04:58PM DANIEL JOHNSTON MSS - FCSD - TECH SVC HOTLINE

JAMES, AS WE DISCUSSED ON THE PHONE, THE DPF LOAD STATE THAT IS DISPLAYED ON THE INSTRUMENT CLUSTER IS AN INFERRED VALUE IN THE PCM BASED ON THE INPUTS FROM THE MAF AND THE DPF PRESSURE SENSOR. THE PCM CALCULATES SOOT LOAD BASED ON THE DIESEL PARTICULATE FILTER PRESSURE. THE PCM COMPARES THE DPF PRESSURE TO THE MAF SENSOR THAT MEASURES THE AMOUNT OF AIR ENTERING THE ENGINE. DCPA APPROVED* APPROVAL CODE: PAAVW

REPAIR 08/12/2014 11:44AM WILLIAM JOHNSTON MSS - FCSD - TECH SVC HOTLINE

SERVICE MANAGE JAMES GLOVER IS CALLING IN TO FURTHER DISCUSS THE

VEHICLE CONCERN AT THIS TIME. THE VEHICLE HAS HAD THE AFTERTREATMENT ASSEMBLY AND BOTH NOX SENSORS REPLACED FOR THE CONCERN THUS FAR. THE P207F CODE HAS SET NOW AT THIS TIME. THE TECH PERFORMED PPT RD AS NEEDED WITH NO CONCERNS FOUND. THE SCR DRIVE CYCLE WAS ALSO PERFORMED MULTIPLE TIMES WITH NO AVAIL. SERVICE MANAGER IS WONDERING HOW TO PROCEED. HE ALSO ADVISED THAT THE TRUCK MAY NEED TO BE SENT TO THE SELLING DEALER SINCE HIS DEALER IS BACKED UP AT THIS TIME AND NOT BE ABLE TO DIAGNOSE THE CONCERN.

RECOMM 08/12/2014 11:44AM WILLIAM JOHNSTON MSS - FCSD - TECH SVC HOTLINE

JAMES, AS PER OUR PHONE CALL CONVERSATION IT IS SUSPECTED THAT THE VEHICLE EITHER HAS AN AFTERMARKET CALIBRATION OR WRONG CALIBRATION IN THE VEHICLE AS THE VEHICLE WILL NOT SPEED LIMIT TO 81 MPH LIKE OTHER CHASSIS CAB VEHICLES. IT IS RECOMMENDED TO FIRST PMI THE VEHICLE BY LEAVING THE DLC CONNECTOR DISCONNECTED SO THE IDS WILL NOT IDENTIFY THE PCM. ONCE THE IDS TIMES OUT AND ASKS TO MANUAL ENTER THE VIN PUT IN THE VIN AND CONNECT THE IDS AS NEEDED THE DLC. CONTINUE WITH PROGRAMMING AS NEEDED AS THIS SHOULD FLASH THE TRUCK TO THE PROPER CALIBRATION. ONCE PROGRAMMING HAS BEEN COMPLETED, CONTINUE WITH DIAGNOSING THE P207F CODE. PPT KA AND PPTW NEED TO BE PERFORMED TO ENSURE NO UNDERLYING AIR MANAGEMENT OR EGR CONCERNS ARE PRESENT. DCPA APPROVED* APPROVAL CODE: PAAVW

REPAIR 08/14/2014 04:46PM WILHELM WEISE MSS - FCSD - TECH SVC HOTLINE

WEB FORM DATA - CONCERN: DASH SAYS FORCED IDLE,VEHICLE WILL NOT ACCELERATE DIAGNOSTICS: VISUAL INSP-FOUND AIR FILTER DAMAGED(NOT INSTALLED PROPERLY AND TWISTED UP BEYOND USE),SELF TESTS,SCR DOSING TEST,DRAINED AND REFILLED REDUCTANT TANK W/ GOOD REDUCTANT,CLEARED ALL CODE,RESET MAF,EGR,NOX1@2,SCR SYSTEM AND PARTICULATE FILTER PARAMETERS.ATTEMPTING TO PERFORM SCR DRIVE CYCLE PER ON-LINE PCED PARTS REPLACED: AIR FILTER AND DRAINED,CLEANED AND REFILLED DEF TANK HERE. EXHAUST SYSTEM AND ALL EGTS WERE REPLACED AT ANOTHER DEALER WHO CUSTOMER STATES 'GAVE UP' ON THIS TRUCK. TECH QUESTION: I INHERITED THIS TRUCK FROM ANOTHER DEALER THAT COULDN'T FIX IT. THE OTHER DEALER HAS REPLACED EXHAUST SYSTEM,EGT'S AND CONNECTORS,MAF SENSOR CONNECTOR (I DONT KNOW HOW THEY OVERLOOKED THAT AIR FILTER) AND I DONT KNOW WHAT ALL ELSE THEY DID.WHEN THE TRUCK GOT HERE THE ONLY CODE WAS THE P207F:006C AND P207F:00EC. I FOLLOWED PP TEST RD THAT LED ME TO DRAIN AND REFILL THE EHXAUST FLUID W/ MOTORCRAFT FLUID.AFTER CLEARING THE CODE AND RESETTING ALL PARAMETERS, I AM TRYING TO GET THROUGH THE SCR DRIVE CYCLE TO REMOVE IT FROM IDLE.IT NOW HAS ALL PASS CODES KOEO,KOEC, AND KOER BUT I AM STILL UNABLE TO GET IT OUT OF IDLE ONLY MODE.PCM SHOWS TO BE AT THE LATEST CALIBRATION.I HAVE HEARD OF THESE ISSUES BEING CAUSED BY THE PCM BUT I WOULD LIKE YOUR SUGGESTIONS BEFORE REPLACING THE PCM.I HAVE GOTTEN THE EGTS OVER 300 DEGREES SEVERAL TIMES BUT I CANNOT GET THE TRUCK UP TO 50 MPH TO COMPLETE THE DRIVE CYCLE.THANKYOU FOR ANY RESPONSE.

RECOMM 08/14/2014 04:46PM WILHELM WEISE MSS - FCSD - TECH SVC HOTLINE

DANIEL, A NEW CALIBRATION AND PROCEDURE WAS JUST RELEASED TO EXIT BASE IDLE ON THE 14 MODEL YEAR VEHICLES. PLEASE FOLLOW TSB 14-0142 TO RELEASE THE IDLE ONLY CONDITION.

REPAIR 08/15/2014 12:07PM JAMES ALLEN MSS - FCSD - TECH SVC HOTLINE

I UPDATED IDS TO 91.04 YESTERDAY AND HAVE REFLASHED THE PCM.I HAVE RESET SCR,DPF,MAF, EGR,NOX11 AND NOX12 PARAMETERS AND WAITED 3 MINUTES W/ KEY OFF AFTER EACH RESET.I HAVE PERFORMED STEP 3 OF 14-0142 TWICE NOW AND THE MESSAGE WILL NOT GO AWAY- TRUCK WILL NOT ACCELERATE TO 50 MPH-DTC COUNT STILL SHOWS 0.MY EGT READINGS ARE ALL WELL OVER 300 DEGREES.NOX11 IS READING 164 NOX12 IS READING 197 NOXINS SAYS NO, NOX OUT- YES, NOX AT-EVAL SAYS NO IF ANY OF THAT PID DATA HELPS. I HAVE LET THE TRUCK RUN FOR AT LEAST 1 HR AT 2100 RPMS WHILE PERFORMING TSB STEP 3 C. ANY OTHER SUGGESTIONS?

RECOMM 08/15/2014 12:07PM JAMES ALLEN MSS - FCSD - TECH SVC HOTLINE

DANIEL, SINCE YOUR VEHICLE IS IN THE FORCED IDLE CONDITION WE HAVE FOUND THAT THE PROBLEM SEEMS TO BE RELATED TO THE TEMPERATURE OF THE SCR PORTION OF THE EXHAUST AND WE ARE WORKING ON SOME PROCEDURES THAT WILL ASSIST YOU IN REMOVING THE IDLE ON CONDITION. THERE ARE SOME TEMPERATURE PIDS THAT MAY NEED TO BE HOTTER THAT ORIGINALLY SUGGESTED IN THE TSB. -USING THE ACTIVE COMMAND FUNCTION, INCREASE THE RPMDSD# PID UNTIL IT IS BETWEEN 1500-2000 RPM. LEAVING THE RPM ELEVATED, MONITOR ALL 4 EGT SENSOR TEMPERATURE PIDS. -RUN THE ENGINE UNTIL THE EGT PIDS ARE GREATER THAN 130°C (266°F) FOR A MINIMUM OF 2 MINUTES. -THE REDUCT_TNK_P PID WILL RISE IN PRESSURE TO APPROXIMATELY 496 KPA (72 PSI). THE REDUCT_INJ_DC# SHOULD BEGIN A SQUARE WAVE INJECTION PATTERN AND SHOULD LAST ABOUT 30 SECONDS. (THIS STEP CAN HAPPEN WHILE THE RPM IS STILL ELEVATED, DURING THE 2 MINUTES). -ONCE THE INJECTOR DUTY CYCLE COMPLETES, ALLOW THE ENGINE TO IDLE AND CHECK IF THE MESSAGE CLEARED. -IF THE MESSAGE STILL DOES NOT CLEAR, USE THE IDS DATALOGGER TO INCREASE THE RPMDSD# PID UNTIL IT IS BETWEEN 2000-2500 RPM. -LEAVING THE RPM ELEVATED, MONITOR THE EGT13 (TEMP) PID UNTIL IT REACHES 220°C (428°F) AND THE MESSAGE CENTER IS CLEARED. WE ARE RECEIVING FEED BACK THAT INDICATES THE TEMPERATURE OF THE EGT'S MAY NEED TO BE A LITTLE HOTTER THAN WE ANTICIPATED FOR THE DEF PUMP TO START THE INJECTION SEQUENCE AND THIS HAS TO HAPPEN FOR THE MESSAGE TO CLEAR OFF THE DASH.

ADD-ON 08/15/2014 12:07PM JAMES ALLEN MSS - FCSD - TECH SVC HOTLINE

CONSULTED; JOHN PUSTA (DIESEL SME)

REPAIR 08/15/2014 05:17PM GENARO BARRAGAN MSS - FCSD - TECH SVC HOTLINE

I RAN THE TRUCK AGAIN FOR 1 HR AT 2500 RPMS-ALLEGTS WERE SHOWING AROUND 426 EXCEPT EGT14 WAS SLIGHTLY LOWER, I THEN LET THE TRUCK IDLE FOR ABOUT 1/2 HR-IT WAS STILL SHOWING THE MESSAGE SO I GOT IT BACK UP TO 2500 RPMS FOR ABOUT 45 MINUTES AND LET IT IDLE AGAIN. STILL SHOWS MESSAGE.I REPEATED KOEO AND KOER SELF TESTS-ALL PASS.JUST ON A WHIM I PUT THE TRUCK INTO MANUAL REGENERATION-DPF PID WAS SHOWING ABOUT 96% BEFORE THE PROCESS STARTED.DURING THE REGEN DPF GOT DOWN TO 20%.EGT 12 AND 13 GOT OVER 1000 DEGREES DURING THE REGEN.IT WENT THROUGH THE REGEN PROCESS AT HIGH IDLE UNTIL DPF GOT TO 20% AND THEN RETURNED TO BASE IDLE RPMS FOR A WHILE BEFORE TEST SHOWED UNABLE TO COMPLETE THE PROCESS(THAT DOESN'T SURPRISE ME,I HAVE SEEN THAT BEFORE WHEN DOING A MANUAL REGEN). THE TRUCK IS STILL IN IDLE ONLY MODE AND SHOWS ENGINE IDLED-SEE MANUAL. ANY OTHER IDEAS OR CAN I PUT A PCM IN THIS TRUCK?

RECOMM 08/15/2014 05:17PM GENARO BARRAGAN MSS - FCSD - TECH SVC HOTLINE

DANIEL,IT IS IMPORTANT TO INSURE THAT EACH STEP INDICATED IN THE LAST RECOMMENDATION WAS FOLLOWED. WHICH BASED ON THE INFORMATION PROVIDED IT WOULD INDICATE THAT IT WAS. BUT IT IS RECOMMENDED THAT IT BE PERFORMED ONCE AGAIN WHILE MONITORING WHAT IS OCCURRING AS THIS WILL HELP DETERMINE IF THERE IS A CONCERN WITHIN THE SYSTEM. IT IS IMPORTANT TO NOTE WHAT THE REDUCTANT PRESSURE WAS DURING THE CONCERN AND ALSO WHAT THE REDUCTANT DC PATTERN WAS DOING AS IT SHOULD BE A SQUARE PATTERN. ALSO IT IS VERY IMPORTANT TO GET THE EGT PAST THE 428 DEGREES F TO INSURE THAT THE MONITOR RUNS. IF ALL THE EGT ARE NOT REACHING THE 428 DEGREES TEMPERATURE THE MONITOR MAY NOT RUN AND THE MESSAGE WILL NOT CLEAR. IF DURING THE PROCEDURE THERE IS A CONCERN, PLEASE NOTE WHAT OCCURRED.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 08/15/2014 05:17PM GENARO BARRAGAN MSS - FCSD - TECH SVC HOTLINE

ESCALATED DUE TO THE VEHICLE NOT COMING OUT OF IDLE ONLY AFTER FOLLOWING TSB AND PROCEDURE PROVIDED BY THE SME. THE VEHICLE HAS BEEN TO PREVIOUS SHOP WHERE THE EXHAUST SYSTEM WAS REPLACED ALONG WITH THE MAF SENSOR AND EGT SENSORS. THE VEHICLE IS AT THE LATEST CALIBRATION AND WILL NOT COME OUT OF THE IDLE ONLY MODE. CONSULTED WITH JOHN PUSTA.

REPAIR 08/18/2014 06:00PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

REVIEWED BY THE ESCALATION TEAM OUTBOUND CALL TO DEALER. SPOKE WITH TECHNICIAN DANNY MACHACEK. DANNY STATES THAT THE P207F DTC HAS BEEN CLEARED. THE AIR FILTER HAS BEEN REPLACED AND THE DEF FLUSHED OUT AND REPLACED WITH MOTORCRAFT FLUID. DANNY HAS PERFORMED THE DOSING TEST AND CONFIRMED THAT THE PUMP CAN BUILD PRESSURE AND THE INJECTOR DOSES. THE EGT'S HAVE BEEN RAISED TO ABOVE 400 DEGREES. THE PUMP PRESSURE CAME UP AND THE INJECTOR WAS SEEN TO DUTY CYCLE. HOWEVER, THE ENGINE IDLED MESSAGE WILL NOT CLEAR.

RECOMM 08/18/2014 06:00PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

DANNY, BECAUSE THE PROCESS FOR REMOVING THE IDLE ONLY STRATEGY WILL NOT CLEAR USING THE PUBLISHED PROCEDURE, IT IS RECOMMENDED TO REPLACE THE PCM. WHEN REPLACING THE PCM, START THE SESSION WITH THE NEW PCM INSTALLED, THEN GO TO TOOLBOX > MODULE PROGRAMMING > PMI. BY STARTING THE SESSION WITH THE NEW PCM INSTALLED, IT WILL AVOID INHALING

THE STRATEGY FROM THE OLD PCM. UPDATE THIS FORM AFTER THE REPAIR IS COMPLETE OR IF ANY FURTHER ASSISTANCE IS NEEDED. WE WILL FOLLOW UP ON THURSDAY IF AN UPDATE IS NOT RECEIVED BEFORE THEN.

ADD-ON 08/18/2014 06:00PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

RECOMMENDED PCM. DIRECTION PROVIDED BY DIESEL SME JOHN PUSTA

AUDIT 08/18/2014 06:00PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

DEALER 04563, , , USA CHANGED TO 04508, , , USA BY JDOWNI15

CONCER 08/21/2014 10:49AM DEALER UPDATE MSS - FCSD - TECH SVC HOTLINE

I started the new session w/ the new pcm installed and have tried to program it several times. Ids keeps telling me that the new pcm has a hardware failure or is incorrect for the vehicle. It will not program.I had my service manager double check the pn and he says it is correct. The new pcm part # is ec3z-12a650-ad. The part on the old pcm is ec3a-12a650-ad.Did we just get a bad pcm? What give on this truck?

REPAIR 08/21/2014 12:25PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

REVIEWED BY THE ESCALATION TEAM OUTBOUND CALL TO DEALER. DANNY STATES THAT THE NEW PCM HAS BEEN INSTALLED, BUT WILL NOT PROGRAM. WHILE ON THE PHONE, WE WALKED THROUGH THE PROGRAMMING PROCESS. THE IDS IS STATING THAT THE MODULE IS NOT COMMUNICATING AND ASKS FOR THE VIN. ONCE THE VIN IS ENTERED, IT AUTOMATICALLY RESTARTS THE PREVIOUS SESSION WITH THAT VIN ON IT. AT THAT POINT, A PMI IS PERFORMED AND THE IDS OBTAINS THE AS-BUILT INFORMATION FROM THE NETWORK. IT THEN STATES THAT THERE IS A HARDWARE FAILURE AND PROMPTS TO CHECK THAT THE PCM PART NUMBER IS CORRECT OR THAT IT MAY BE A FAULTY MODULE.

RECOMM 08/21/2014 12:25PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

DANNY, TO CONFIRM THE OPERATIONS PERFORMED AND THE MESSAGES RECEIVED, PLEASE START A NEW SESSION WITH THE MONITOR TOOL RUNNING. TO DO THIS, GO TO THE IDS BALL AND SOCKET TAB ON THE UPPER LH OF THE SCREEN. THEN SELECT THE UTILITIES MENU (POCKET KNIFE). ON THE RH SIDE OF THE SCREEN, SELECT LAUNCH MONITOR TOOL. CLICK THE TICK WHICH WILL START THE MONITOR TRACE. THEN PERFORM THE MODULE PROGRAMMING AS NORMAL. AFTER THE ERROR MESSAGE IS RETRIEVED, COMPLETE THE SESSION. GO TO PREVIOUS SESSIONS AND HIGHLIGHT THIS VIN WITHOUT OPENING THE SESSION. AN ICON WILL APPEAR ON THE RH SIDE OF THE SCREEN WITH THREE COMPUTERS IN A TRIANGLE. WITH THE IDS CONNECTED TO THE INTERNET, CLICK THIS ICON AND THE SESSION WILL BE SENT TO THE HOTLINE FOR REVIEW. UPDATE THIS FORM WHEN THE SESSION IS SENT. THIS WILL ALLOW US TO RETRIEVE THE SESSION FOR REVIEW. WE CAN THEN CONTACT YOU BACK BY PHONE TO CONTINUE TO RESOLVE THE CONCERN. IF IT IS MORE CONVENIENT FOR YOU, YOU MAY CONTACT THE HOTLINE BACK BY PHONE AT 1-800-826-4694 USING THE CONTACT ID AT THE TOP OF THIS FORM. YOU CAN THEN BE TRANSFERRED TO THE ESCALATION TEAM.

ADD-ON 08/21/2014 12:25PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

ATTEMPTING TO PROGRAM PCM - TECH HAS STATED HE WOULD PREFER TO CALL BACK IN. PLEASE CONSULT WITH ME WHEN THE TECH CALLS IN.

CONCER 08/21/2014 03:25PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

Reviewed by the Escalation Team Received inbound call from dealer. While on the phone, Danny performed the PMI unsuccessfully and uploaded the monitor trace.

RECOMM 08/21/2014 03:25PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

Danny, Thank you for the update. The monitor trace has been received and will be reviewed. We will contact the dealer back later this afternoon with further direction.

ADD-ON 08/21/2014 03:25PM CHRIS BISHOP MSS - FCSD - TECH SVC HOTLINE

received monitor trace

REPAIR 08/21/2014 03:26PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

REVIEWED BY THE ESCALATION TEAM RECEIVED INBOUND CALL FROM DEALER. WHILE ON THE PHONE, DANNY PERFORMED THE PMI UNSUCCESSFULLY AND UPLOADED THE MONITOR TRACE.

RECOMM 08/21/2014 03:26PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

DANNY, THANK YOU FOR THE UPDATE. THE MONITOR TRACE HAS BEEN RECEIVED AND WILL BE REVIEWED. WE WILL CONTACT THE DEALER BACK LATER THIS AFTERNOON WITH FURTHER DIRECTION.

ESCLHD 08/21/2014 03:26PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

RECEIVED MONITOR TRACE

CONCER 08/21/2014 04:59PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

Reviewed by the Escalation Team Outbound call to dealer to speak with Danny about the module programming error.

RECOMM 08/21/2014 04:59PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

Danny, The message received during programming is indicating that the new module is either incorrect or faulty. There should not be an error in programming or on the vehicle itself to cause this concern. At this point, please verify that the part number on the PCM itself matches the number on the box (which is correct). If the part number is not correct, the part was boxed wrong and a new module should be ordered, once again ensuring the correct part is in the box. If the part number is correct, the module is faulty and should be replaced. When installing the new module, be sure to start the session again with the new module in place and enter the tear tag (as it will be blank) to avoid using the previous session or any information from the old module. Update this form after the repair is completed or if any further assistance is needed. We will follow up on Tuesday to allow time to order a new PCM.

ADD-ON 08/21/2014 04:59PM CHRIS BISHOP MSS - FCSD - TECH SVC HOTLINE

Consulted Kevin Martin for diagnostic direction

CONCER 08/22/2014 05:09PM DEALER UPDATE MSS - FCSD - TECH SVC HOTLINE

We got the new pcm today. It is installed and programmed.The message in the cluster is no longer present.I repeated the scr drive cycle per the tsb to verify proper operation of the exhaust fluid system.I then took the truck on a long test drive(about 15 miles).I had a code P20ee:00-27 set on the first test drive.Knowing the nox sensors were replaced at the other dealer I re-set both nox 11 and 12 parameters using special functions and then repeated the long test drive.P20ee:00-27 set again.I am very happy with everything with the exception of this code re-setting.I have rechecked power and ground to nox module 11 and had my service manager order a nox module.Good news is the new pcm programmed just fine using the tear tag.Apparantly we just got a bad pcm.I will post again when the new nox module is installed.

CONCER 08/22/2014 05:50PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

Reviewed by the Escalation Team Outbound call to dealer. Danny states that the PCM has been replaced again and had no problems programming. On the post repair road test, a P20EE is setting. Danny has ordered a NOx11 module.

RECOMM 08/22/2014 05:50PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

Danny, Thank you for the update that the new PCM was installed successfully. Unfortunately, the P20EE DTC that is setting is almost identical to the P207F that the vehicle had when it arrived. The only step in PPT RD not addressed at this point is RD11 (manual regen). Although a manual regen was performed in an attempt to raise the exhaust temperatures before PCM replacement, the PCM uses the manual regen to light off the NOx sensor. The PPT does not lead to replacement of either NOx module for this DTC. Due to the lack of progress in this repair, we have referred this concern to the Field Service Engineer (FSE) in your market area. The FSE should contact you and/or the Dealership management (Service Manager or Service Director) within one (1) business day to discuss further recommendations. If the FSE does not contact you directly, please consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern.

ADD-ON 08/22/2014 05:50PM CHRIS BISHOP MSS - FCSD - TECH SVC HOTLINE

TAR open

ADD-ON 08/22/2014 05:58PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

NOTE TO FSE: WE ARE REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE DUE TO A LACK OF PROGRESS REPAIRING A CHECK ENGINE LIGHT CONCERN. THE VEHICLE WAS SETTING A P207F AND P2463 DTC. BOTH NOX SENSORS, THE MAF SENSOR, AND THE DPF WERE REPLACED AT THE PREVIOUS DEALER FOR THIS CONCERN. THE VEHICLE ARRIVED AT THIS DEALER IN AN IDLE ONLY STATE WITH THE CONCERN UNREPAIRED. TSB 14-0142 WAS PERFORMED BUT WAS INEFFECTIVE TO RESOLVE THE IDLE ONLY DERATE, SO THE PCM WAS REPLACED. THE NEW PCM WAS DEFECTIVE AND WOULD NOT PROGRAM, SO ANOTHER PCM WAS REPLACED. NOW THAT THE DERATE IS CLEARED AND THE VEHICLE CAN BE DRIVEN, A P20EE DTC IS SETTING. THIS DTC IS IDENTICAL TO THE P207F THAT WAS PRESENT PREVIOUSLY. PPT RD HAS BEEN EXHAUSTED WITHOUT RESOLVING THE CONCERN. IF THE VEHICLE IS CONTINUED TO BE DRIVEN WITH THIS CODE PRESENT, IT WILL LIKELY RETURN TO THE IDLE ONLY DERATE AND REQUIRE ANOTHER PCM. PLEASE ASSIST THE DEALER TO RESOLVE THIS CONCERN. THE VEHICLE IS AT THE DEALER. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 2 ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 8 AT THIS DEALER, APPROXIMATELY 30 TOTAL.

AUDIT 08/22/2014 05:58PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE

TECH ASSIST REFERRAL HAS BEEN OPENED

ADD-ON 09/09/2014 11:53AM KURT KINDLER (FSE) MSS - FCSD - REG DALLAS-HOUST

VISITED 8/27/14. TEST DROVE THE VEHILCE FOR OVER 100 MILES WITH NO FALSE ACTIVATION EVENTS PRESENT. THIS WAS ALSO TESTED WITH THE ADAPTIVE CRUISE ON. NO CONCERN COULD BE DUPLICATED AND NO DTCS RESET AFTER THE 100 MILE TEST DRIVE. CLOSING TAR.

AUDIT 09/09/2014 11:53AM KURT KINDLER (FSE) MSS - FCSD - REG DALLAS-HOUST

TECH ASSIST REFERRAL HAS BEEN CLOSED

ADD-ON 09/09/2014 11:55AM KURT KINDLER (FSE) MSS - FCSD - REG DALLAS-HOUST

DISREGARD PREVIOUS COMMENTS FROM THIS DATE INCORRECT TAR WAS CLOSED. REOPENING TAR.

AUDIT 09/09/2014 11:55AM KURT KINDLER (FSE) MSS - FCSD - REG DALLAS-HOUST

TECH ASSIST REFERRAL HAS BEEN REOPENED

ADD-ON 09/09/2014 12:46PM KURT KINDLER (FSE) MSS - FCSD - REG DALLAS-HOUST

INSPECTED ON 9/3/14. IN TALKING TO THE TECHNICIAN THE P20EE DTC SEEMS TO SET RELIABLY ON A 10 MILE TEST DRIVE AFTER CLEARING RESETTING ALL OF THE

PARAMETERS IN THE PCM AND NOX MODULES. AT THIS POINT THE TRUCK HAS A NEW EXHAUST, 4 NEW EGT SENSORS, BOTH NEW NOX SENSORS, BOTH NEW NOX MODULES, A NEW PCM, THE DEF WAS DRAINED AND FILLED WITH KNOWN GOOD DEF, NO EXHAUST LEAKS WERE FOUND, THE EGR COOLER WAS INSPECTED WITH NO RESTRICTION PRESENT, THE MAF WAS COMPARED TO A LIKE UNIT ON THE LOT AND READ ALMOST IDENTICALLY, AND DEF INJECTOR WAS SWAPPED FROM ANOTHER TRUCK WITH NO CHANGE TO THE CONCERN. THE EXHAUST WAS INSPECTED TO ENSURE THAT IT CAME WITH THE SCR COMPONENTS INSIDE IT AND THEY ARE PRESENT. THE TECHNICIAN MONITORS NOX SENSOR 11 AND 22 CONCENTRATION IN PARTS PER MILLION USING THE IDS AND NOX 12 IS REGULARLY HIGHER THAN NOX 11. THE TECHNICIAN HAS ALSO LOOKED AT THE SYSTEM EFFICIENCY IN MODE 6 AND IT SHOWS THE EFFICIENCY OF THE SYSTEM VERY LOW WHICH CORRESPONDS TO THE CONCENTRATION READING AT THE SENSORS. AT THIS TIME IT APPEARS THAT THE SOMETHING WITH THE NEW EXHAUST IS NOT WORKING WITH THE DEF CORRECTLY TO REDUCE EMISSIONS OR THAT THERE IS A MONITORING CONCERN PRESENT AT ONE OR BOTH NOX SENSORS OR MODULES.

ADD-ON 09/15/2014 10:54AM JOSE CHACON (PCE) MSS - FCSD - VSP C/P SVC ENG

FSE/REGION ESCALATED TFOAM TO PVT PROGRAM. TFOAM RECEIVED 9:00 AAM ET. OPEN TAR OPEN TFOAM. FSE KURT KINDLER PERFORMED ON SITE VEHICLE REVIEW. NOTE TO FSE: 1. THIS IS A CHASSIS CAB UNIT, ENSURE GROUND G400 IS SECURED CORRECTLY AND/OR ON THE CORRECT SPOT. REFER TO SSM: 44154, 44458, 44568. 2. ENSURE TO FOLLOW THE INJECTOR DOSING TEST AND/OR THAT THE INJECTOR IS ACTUALLY SPRAYING AND/OR NOT OBSTRUCTED BY ANY DEBRIS/AFTERMARKET COMPONENTS RD1-RK7. 3. CHECK THE EGR COOLER PER UPDATED PCED MANUAL PINPOINT TEST. 4. ENSURE TO PERFORM SCR SYSTEM DRIVE CYCLE NUMEROUS TIMES TO CLEAR THE CLUSTER MESSAGES. E-MAILED F-SE LIST OF FIXED UNIT CLAIMS.

ADD-ON 09/15/2014 11:08AM JOSE CHACON (PCE) MSS - FCSD - VSP C/P SVC ENG

5.ENSURE TO REPLACE THE NOX SENSOR AND/OR MODULE. IF NOX11 SENSOR WAS REPLACED THEN REPLACE NOX12 AS NEEDED AND RE-PERFORM THE SCR DRIVE CYCLE PROCEDURES IN SECTION 2 OF THE PC/ED > DRIVE CYCLES. AFTER THIS, MOVE ON WITH THE PINPOINT TEST TO TEST NOX11. NOX11 MAY NOT REQUIRE A REPEAT REPLACEMENT GIVEN IT HAS BEEN PREVIOUSLY REPLACED. GIVEN THIS, MOVE TO RD12 TO DETERMINE IF THE SCR CATALYST ITSELF REQUIRES REPLACEMENT. IF THE SCR CATALYST DOES REQUIRE REPLACEMENT THEN ENSURE TO SUBMIT A PRIOR APPROVAL FORM AS NEEDED TO FURTHER PROCESS REPLACEMENT OF THE SCR CATALYST. 6. CHECK DEF HEATER, CORRECT FLUID. 7. SSM 44476 WHEN PCM IS REPLACED. 8. ON 2014 MODEL YEAR 6.7LS, IT IS RECOMMENDED TO PERFORM PPT RD TO DIAGNOSE THE P207F DTC. IT IS SUSPECTED THAT THE NOX12 SENSOR IS THE ROOT CAUSE OF THIS DTC BASED ON THE RESULTS OF THE PPT. ON THIS VEHICLE, IT IS NOT NECESSARY TO PERFORM PPTS KA AND W DUE TO THE DESIGN CHANGE OF THE SCR (SELECTIVE CATALYST REDUCTANT) SYSTEM. ON 2011-2013 6.7L VEHICLES, THE PCM CALCULATED THE DESIRED NOX LEVELS THAT SHOULD BE MEASURED AT THE POST SCR NOX SENSOR. THIS MEANT THAT IF AN ENGINE FAULT (SUCH AS AN AIR MANAGEMENT OR EGR SYSTEM CONCERN) WERE PRESENT, THE NOX LEVELS WOULD BE HIGHER ENTERING THE SCR SYSTEM AND WOULD CAUSE THE P207F TO SET BECAUSE THE NOX LEVELS WERE STILL HIGHER AT THE POST SCR NOX SENSOR. PPTS RD, KA, AND W SHOULD BE USED TO DIAGNOSE THIS DTC ON THESE MODEL YEARS. ON

2014 6.7L VEHICLES, THE PRE-SCR NOX SENSOR (NOX11) NOW MEASURES THE INCOMING AND OUTGOING NOX LEVELS AND THEN COMPARES IT TO THE EXPECTED REDUCTION AMOUNTS. THEREFORE, FAULTS SUCH AS THE P207F AND P20EE ARE MUCH MORE ISOLATED TO AN ACTUAL SCR RELATED FAULT. THEREFORE, PPT RD HAS PROVEN SUFFICIENT TO DIAGNOSE THESE FAULTS ON THIS ENGINE. WHEN THE PCM IS RECEIVED, CONTINUE TO INSTALL THE PCM. START A NEW IDS SESSION (DO NOT RESUME) AND PROGRAM THE PCM AS THOUGH THE ORIGINAL PCM IS NOT AVAILABLE. THIS WILL PREVENT THE FORCED IDLE DATA FROM BEING PROGRAMMED INTO THE NEW PCM. INSTALL THE INJECTOR IQA NUMBERS AND THEN PERFORM THE NECESSARY RESETS (FUEL, NOX, SCR, DPF, ETC.). ONCE THE RESETS HAVE BEEN COMPLETED, CYCLE THE KEY OFF FOR AT LEAST 3 MINUTES AND THEN RETEST FOR PROPER OPERATION. IF ADDITIONAL ASSISTANCE IS NECESSARY, OR IF THE VEHICLE IS REPAIRED, UPDATE THIS FORM. UPDATING THIS FORM SENDS THE INFORMATION DIRECTLY TO THE ESCALATED HANDLING TEAM FOR ADDITIONAL REVIEW. A FOLLOW UP CALL HAS BEEN SCHEDULED FOR MONDAY 2 JUNE 2014. GCQIS REPORTS WITH REPEAT P20EE DTC'S AND FIX INFORMATION: EGJEJ014, EFQG1002, EFCC1007, EFCDS004, EEXCH001, EEPKO007,

ADD-ON 09/15/2014 11:11AM JOSE CHACON (PCE) MSS - FCSD - VSP C/P SVC ENG

EDIGH002, EBSAY016, EBECX002, (DL1DM010) PERFORMED KA THRU KA16 TURBO SYSTEM OPERATING CORRECTLY AT THIS TIME , PERFORMED DYNAMIC REGEN REST NOX TABLES AND DID SCR PARAMETER RESET ROAD TEST AGAIN NO CODES PRESENT AT THIUS TIME RELEASE TO CUSTOMER. EMAILED FSE UPDATES. UPDATE OPEN TAR, TFOAM.

Leese, Alvin (A.)

Subject:	Technical Review: 2011-12 MY F-S/D 6.7L EGT Sensor - Chassis Cab Ambulance Pkg
Location:	PDC Conf Rm 1B-A40 (45;Capacity - 30/45;Speaker Ph
Start:	Thu 10/17/2013 12:30 PM
End:	Thu 10/17/2013 1:30 PM
Recurrence:	(none)
Meeting Status:	Accepted
Organizer:	Oswalt, Greg (G.G.)
Required Attendees:	Goodwin, William (W.R.); Martin, Laine (L.); Goodliff, Simon (S.); Bailey, Owen (O.R.); Yuhasz, Philip (P.D.); Bogema, John (P.); Opolsky, Norman (N.H.); Baum, Joe (J.M.); Collareno, Philip (P A.); Catalano, Martino (M.); Khan, Mohammod (T.); Kopeika, Charles (C.R.); Williams, Trevor (T.G.); McClenaghan, Dean (D.C.); McClenaghan, Dave (D.); Case, Bob (R.G.); Frascaroli, Emily (E.E.); Bazil, Tom (Thomas E.); Green, Jeffrey (J.T.); Hansen, Thayne (T.); Hagemans, Robert (R.G.); Pinkerton, Donna (D.K.); Sovoda, Richard (R.P.); Kinnie, Yvonne (Y.C.); Roberts, Michael (M.J.); Logel, Jay (J.D.); Rooker, Heather (H.R.); Wickenheiser, Francis (F.J.); Cadagin, Ed (E.J.); Healey, Basil (P.B.); Nakhleh, Rouaa (R.I.); Fronckowiak, Todd (T.M.); Welch, Sharon (S.L.); Leese, Alvin (A.); Kenner, Steve (S.M.); Johnston, Dennis (D.T.); Wilson, Marie (M.); Spencer, Beth (B.); Graham, Robert (S.)
ciscoWebExInfo:	Eric White
OISaved:	Kelly Felker

10/11: Request by ASO to move TRG. Note date and time change.

When possible attendance in person is encouraged in lieu of WebEx.

Supplier Involvement: No

Due to the confidential nature of the documentation reviewed at Technical Reviews, no hard-copy documents will be provided.

Greg Oswalt invites you to an online meeting using WebEx.

WebEx meeting information

Meeting Number: 711 269 535
Meeting Link: https://ford.webex.com/ford/j.php?J=711269535
Meeting Password: This meeting does not require a password.

This meeting may include the option for video. The recording of meetings is prohibited. For company policies on using video click here:
https://comm.sp.ford.com/sites/digitalworker/Pages/HowiWorkItem.aspx?UCTitle=to%20use%20Video&UCID=&Page=2&Section=2.001

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=248321212&tollFree=1
Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

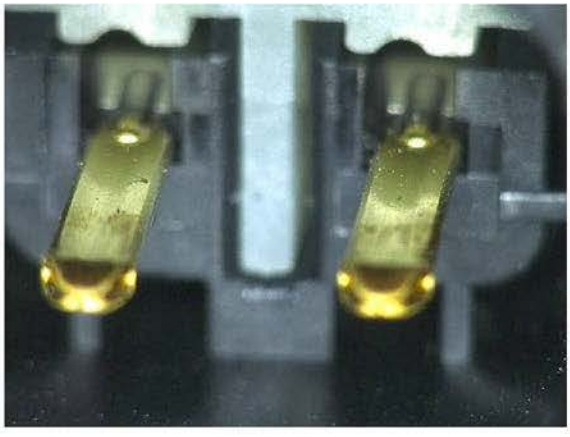
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MC06

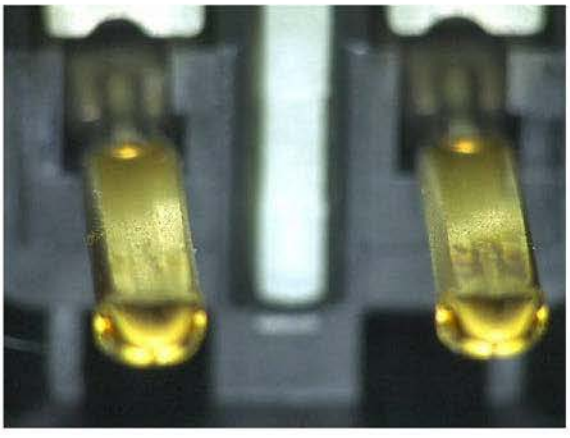
http://www.webex.com

Terminal Inspection of Returned Sensors

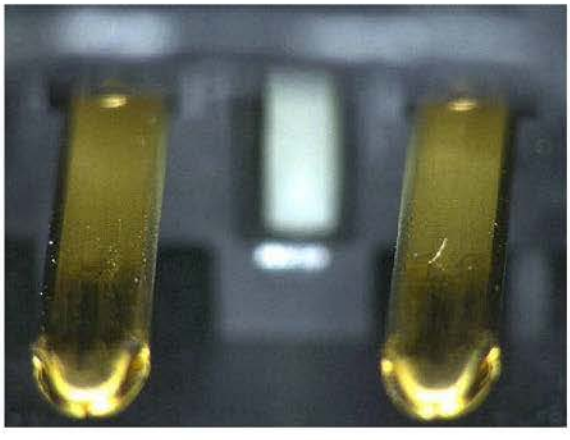
GRR 17979:



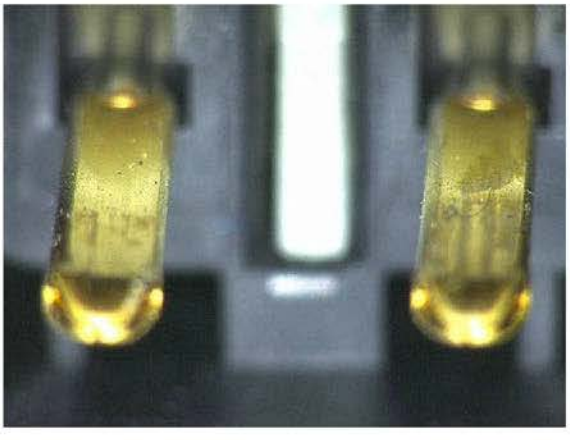
Part 001 - 1FT8W3DTXBEA01783



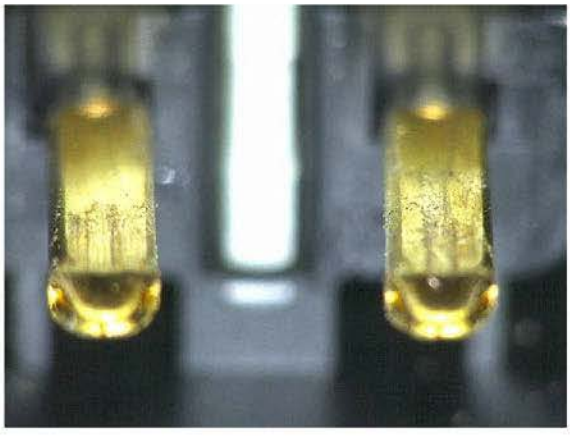
Part 002 – 1FT7W2BTXBEA52046



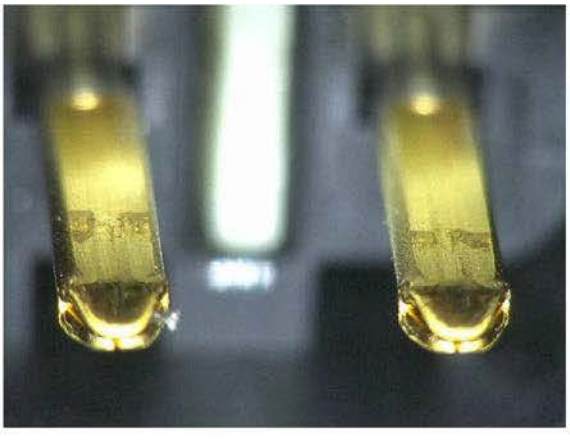
Part 003 – 1FT8W3BT9BEA62531



Part 004 - 1FT8W3BT9BEA62531

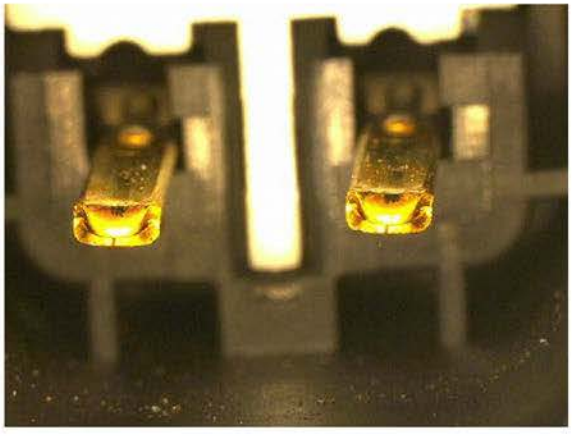


Part 005 – 1FDUF4GT4BEA23063

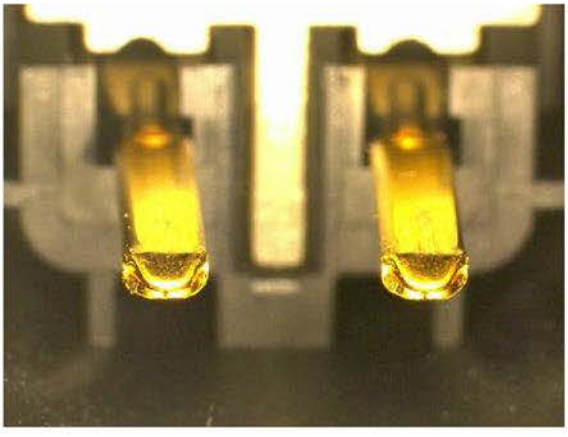


Part 006 – 1FT8W3BT5BEA59030

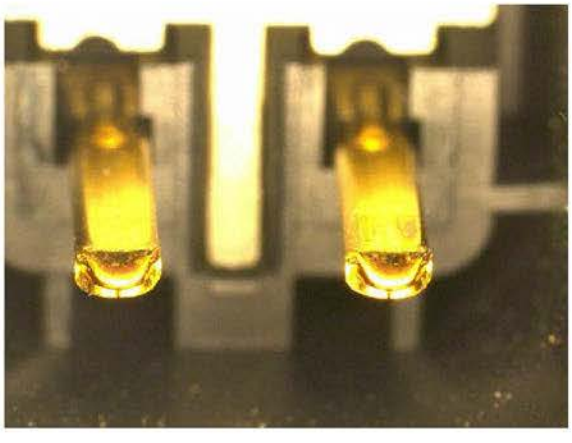
GRR# 18000:



Part 001 – 1FDRF3HT2BEA04509



Part 002 – 1FT7W2BT6BEA62220



Part 003 – 1FT7W2BT0BEA74041

TNI investigations

EGT problems that are not EGT as root cause

Production Date: 01-AUG-2014
VIN: 1FT8X3BT4FE[redacted]
FOUND CONNECTOR C3602 NOT FULLY SEATED.

P2033 EXHAUST GAS TEMPERATURE SENSOR CIRCUIT HIGH (BANK 1 SENSOR 2)

EGT repeat issues-2015MY [1 out of 16]

VIN: 1FT7W2BT1F[redacted] Production Date: 15-APR-2014

Repair Date: 18-JUN-2014 Distance: 1,069miles
2031 EXHAUST GAS TEMPERATURE SENSOR CIRCUIT (BANK 1 SENSOR 2)—replaced EGT 12; *sensor returned from warranty and tested TNI.*

Repair Date: 11-JUL-2014 Distance: 2,705 miles
P2084 EXHAUST GAS TEMPERATURE SENSOR CIRCUIT RANGE/PERFORMANCE (BANK 1 SENSOR 2)—replaced EGT 12 again.

EGT repeat issues-2014MY [2 out of 68]

VIN: 1FT8W3DT1EE[redacted] Production Date: 08-MAR-2014
Repair Date: 26-JUN-2014 Distance: 1481
P06EB NOX SENSOR PROCESSOR PERFORMANCE (BANK 1 SENSOR 2)—replaced EGT 14

Repair Date: 18-JUL-2014 Distance: 2127
P2080 EXHAUST GAS TEMPERATURE SENSOR CIRCUIT RANGE/PERFORMANCE (BANK 1 SENSOR 1)—replaced EGT 11.

VIN: 1FT8W3AT8EE[redacted] Production Date: 15-AUG-2013
Repair Date: 22-NOV-2013 Distance: 169
P22FF SCR NOX CATALYST INLET TEMPERATURE TOO LOW—replaced EGT 12
Repair Date: 09-JAN-2014 Distance: 386
P22FF SCR NOX CATALYST INLET TEMPERATURE TOO LOW—replaced EGT12 (plus another EGT; 2 total)

From: Landis, Ron <Ronald.Landis@stoneridge.com>
Sent: Tuesday, October 22, 2013 6:35 PM
To: Bushman, Thomas (T.S.)
Cc: Philbin, Jeff; Doering, Bob
Subject: Tomorrow's meeting

Tom,

I am in mandatory training tomorrow so will not be able to join the call. Jeff should be there and potentially Bob Doering. As I mentioned to you, our Ford STA is here for a couple of days for PPAP runs so Bob and others are quite busy supporting that activity.

I have briefed Jeff on our discussions, the latest presentation I sent you, status of the connectors we just received, etc., so he will be able to speak to that.

I don't know how many connectors we will have sectioned by the time of the call but will update you either way. Also, yesterday I made the request to our harness supplier for their opinion of the crimp on the female terminal. I have not received a response as of yet but again, Jeff will be able to update you tomorrow as to that status.

Ron Landis
Application Engineering Mgr
Stoneridge Inc.
Control Devices Division – Lexington
Ronald.Landis@Stoneridge.com


10 12 2013 05:01


10.12.2013 05:01


10 12 2013 05:01


10 12 2013 05:01


10.12.2013 05:01


10.12.2013 05:02


10.12.2013 05:02


10.12.2013 05:02

Rinkevich, Daniel (D.J.)

From: FAVMATCH@ford.com
Sent: Tuesday, June 11, 2013 4:25 PM
To: Kue, Ace (K.); Rinkevich, Daniel (D.J.); Hamilton, Steven (S.C.); Johnson, Seth (S.)
Subject: Find A Vehicle Notification for 2013 F250HD/350/450/550 (6.7L 4V HPCR V8 T/C DSL 400HP) matching ...

Ford ONE Warranty Solution

You received this notification from FAV because a dealership ran OASIS on this VIN with one or more requested symptom codes and or DTCs.

This notification came from Find A Vehicle for the request :2013 6.7L EGT DTCs	
Dealer Code	20512
Dealer Name	Bell Ford
Dealer Address	1200 Route 27 Colonia Middlesex/NJ 07067
Geographical Region	New York
Country of Dealer	USA
Phone # of Dealer	732-388-6900
VIN	1FT8W3BT6DE[redacted]
Model Year	2013
Model	F250HD/350/450/550
Build Date	Dec-15-2012
Body Style	DOUBLE CAB (CREW CAB)
Axle Ratio	3.55 FINAL DRIVE RATIO
Transmission	6 SP AUTO TRANS (6R140)-LG DSL
Plant	KENTUCKY TRUCK PLANT BUILD
Engine	6.7L 4V HPCR V8 T/C DSL 400HP

E/W 5:30
Call back
Ordered EGT Sensor
Towed in Wouldn't Start
(908) 240-1448
EGT3 is at 2608

Codes used by dealer	P200C,P200E,P242A,P242D,U0422
Codes you specified to monitor	P0546,P2080,P2031,P246E,P247B

If this notification yields a concern vehicle, where the dealership has been engaged to perform testing or direct repairs, the FCSD PVT Representative MUST document the results using this special GCQIS report. If a GCQIS report already exists for this vehicle, specific to this concern, creation of a new report is not necessary, document your efforts with the dealer in the existing report.

Any questions related to required documentation should be directed to your local Find a Vehicle Co-ordinator.

Click to Submit Survey Form

Click to View Dealer Contact Information.

Click to View the vehicle warranty history in AWS

This is an automated email. Please DO NOT Reply.

Ford Motor Company Confidential

Rinkevich, Daniel (D.J.)

From: FAVMATCH@ford.com
Sent: Tuesday, June 11, 2013 4:23 PM
To: Kue, Ace (K.); Rinkevich, Daniel (D.J.); Hamilton, Steven (S.C.); Johnson, Seth (S.)
Subject: Find A Vehicle Notification for 2013 F250HD/350/450/550 (6.7L 4V HPCR V8 T/C DSL 400HP) matching ...

Ford ONE Warranty Solution

You received this notification from FAV because a dealership ran OASIS on this VIN with one or more requested symptom codes and or DTCs.

This notification came from Find A Vehicle for the request :2013 6.7L EGT DTCs	
Dealer Code	09789
Dealer Name	Lake Powell Ford
Dealer Address	619 S. Lake Powell Blvd. Page Coconino/AZ 86040
Geographical Region	A1
Country of Dealer	USA
Phone # of Dealer	928-645-5450
VIN	1FT8X3BT0DE[redacted]
Model Year	2013
Model	F250HD/350/450/550
Build Date	Nov-30-2012
Body Style	SUPER SINGLE CAB (SUPER CAB)
Axle Ratio	
Transmission	6 SP AUTO TRANS (6R140)-LG DSL
Plant	KENTUCKY TRUCK PLANT BUILD
Engine	6.7L 4V HPCR V8 T/C DSL 400HP

RQ14-005 001119 ER

Codes used by dealer	P200C,P200E
Codes you specified to monitor	P0546,P2080,P2031,P246E,P247B

If this notification yields a concern vehicle, where the dealership has been engaged to perform testing or direct repairs, the FCSD PVT Representative MUST document the results using this special GCQIS report. If a GCQIS report already exists for this vehicle, specific to this concern, creation of a new report is not necessary, document your efforts with the dealer in the existing report.

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Click to Submit Survey Form

Click to View Dealer Contact Information.

Click to View the vehicle warranty history in AWS

This is an automated email. Please DO NOT Reply.

Ford Motor Company Confidential

From: Sonat, Ibrahim (I.)
Sent: Thursday, June 14, 2012 12:28 PM
To: McDonagh, Scot (S.M.)
Cc: Erginer, Bora (B.E.)
Subject: warranty return issue on 2012 P473

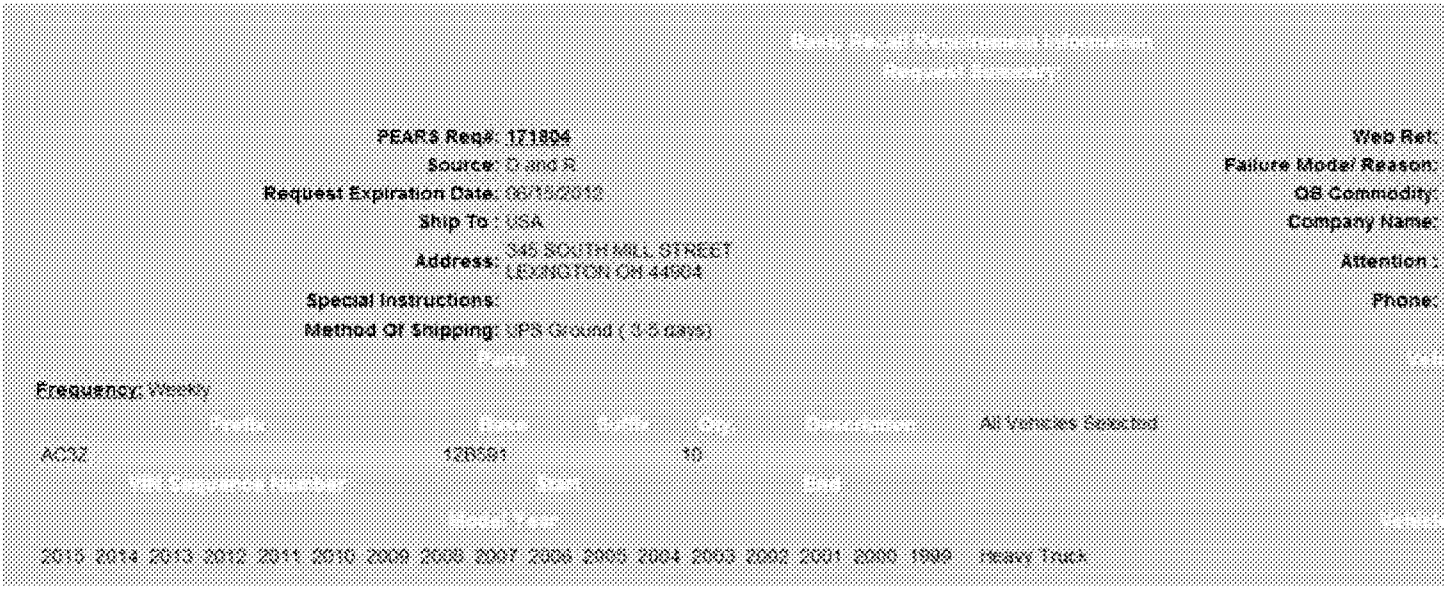
Hello Scot,

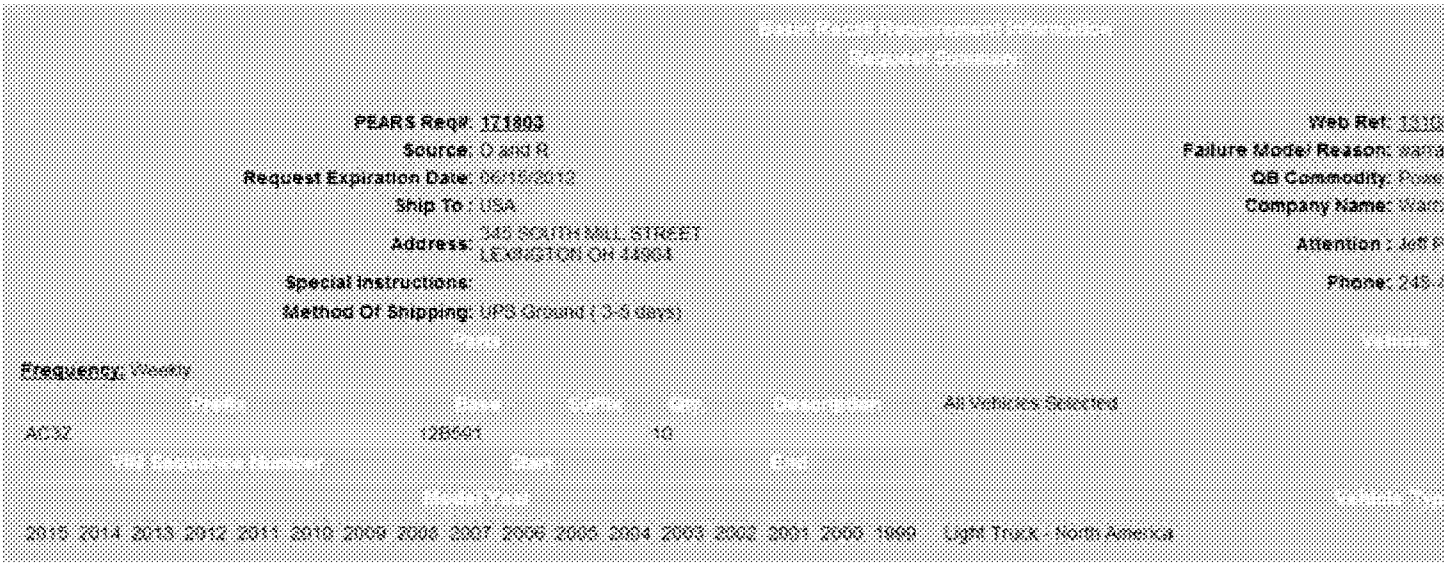
You know, we have an issue about warranty return of Hi-Stat's EGT sensor that are used on 2012 P473 vehicle.

We had created requests for Cars, Light Trucks and Heavy trucks. Could you please check to see what is the problem on those requests? So we can find the reason why sensors are not returning to Hi-Stat.

I also created new requests, please see them below.

Previous requests:


PEARS Req#: 171804
Source: D and R
Request Expiration Date: 06/13/2013
Ship To : USA
Address: 348 SOUTH MILL STREET LEXINGTON OH 44904
Special Instructions:
Method Of Shipping: UPS Ground (3-5 days)
Frequency: Weekly
Length: Base: Style: Qty: Description: All Vehicles Selected
AC32 126581 10
Vehicle Year:
2013 2012 2011 2010 2009 2008 2007 2006 2005 2004 2003 2002 2001 2000 1999 Heavy Truck



Parts Needed Requirement Information

Request Summary

PEARS Req#: 171803
Source: D and R
Request Expiration Date: 06/15/2012
Ship To : USA
Address: 345 SOUTH MILL STREET
LEXINGTON OH 44904
Special Instructions:
Method Of Shipping: UPS Ground (3-5 days)

Web Ref:
Failure Mode/ Reason:
QB Commodity:
Company Name:
Attention :
Phone:

Parts

Frequency: Weekly

Prefix	Base	Suffix	Qty	Description	All Vehicles Selected
ACSZ	128591		10		

VIN Sequence Number: Start: End:

Model Year

2015 2014 2013 2012 2011 2010 2009 2008 2007 2006 2005 2004 2003 2002 2001 2000 1999 Light Truck - North America



Parts Needed Requirement Information

Request Summary

PEARS Req#: 171804
Source: D and R
Request Expiration Date: 06/15/2012
Ship To : USA
Address: 345 SOUTH MILL STREET
LEXINGTON OH 44904
Special Instructions:
Method Of Shipping: UPS Ground (3-5 days)

Web Re
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QB Commodit
Company Nam
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Parts

Frequency: Weekly

Prefix	Base	Suffix	Qty	Description	All Vehicles Selected
ACSZ	128591		10		

VIN Sequence Number: Start: End:

Model Year

2015 2014 2013 2012 2011 2010 2009 2008 2007 2006 2005 2004 2003 2002 2001 2000 1999 Heavy Truck

The new requests:

Service Request Parts Number Information

Request Summary

PEARS Req#: 203638
Source: O and R
Request Expiration Date: 12/09/2012
Ship To : USA
Address: 345 S. MILL STREET
LEXINGTON OH 44904
Special Instructions: PT 248-763-9714
Method Of Shipping: UPS Ground (3-5 days)

Parts

Frequency: Weekly

Quality	Stock	Suffix	Qty	Description	All Vehicles Selected
AC3Z	5J213		10		
AC3Z	128501		10		

Part Assignment Number | Make | Brand

Model Year

2015 2014 2013 2012 2011 2010 2009 2008 2007 2006 2005 2004 2003 2002 2001 2000 1999 Light Truck - North America

Service Request Parts Number Information

Request Summary

PEARS Req#: 203639
Source: O and R
Request Expiration Date: 12/09/2012
Ship To : USA
Address: 345 S. MILL STREET
LEXINGTON OH 44904
Special Instructions: PT 248-763-9714
Method Of Shipping: UPS Ground (3-5 days)

Parts

Frequency: Weekly

Quality	Stock	Suffix	Qty	Description	All Vehicles Selected
AC3Z	5J213		10		
AC3Z	128501		10		

Part Assignment Number | Make | Brand

Model Year

2015 2014 2013 2012 2011 2010 2009 2008 2007 2006 2005 2004 2003 2002 2001 2000 1999 Car

Service Request Parts Number Information

Request Summary

PEARS Req#: 203641
Source: O and R
Request Expiration Date: 12/09/2012
Ship To : USA
Address: 345 S. MILL STREET
LEXINGTON OH 44904
Special Instructions: PT 248-763-9714
Method Of Shipping: UPS Ground (3-5 days)

Parts

Frequency: Weekly

Quality	Stock	Suffix	Qty	Description	All Vehicles Selected
AC3Z	5J213		10		
AC3Z	128501		10		

Part Assignment Number | Make | Brand

Model Year

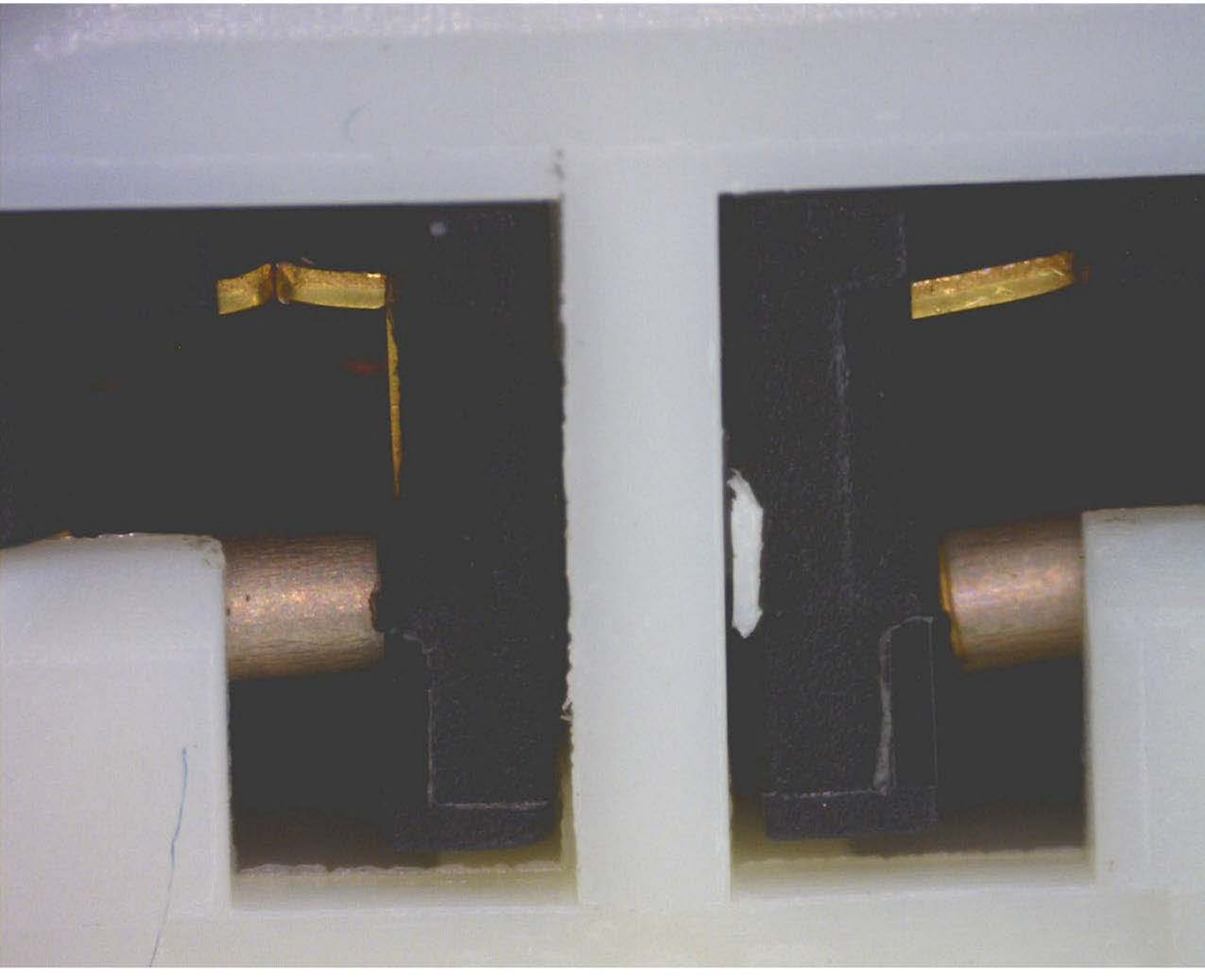
2015 2014 2013 2012 2011 2010 2009 2008 2007 2006 2005 2004 2003 2002 2001 2000 1999 Heavy Truck

Thanks for your support.

Best regards.

Ibrahim Sonat
Mechanical Engineer, M.Sc
Product Development Engineering
Core Sensor Engineer

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From: Bogema, John (P.)
Sent: Thursday, March 27, 2014 6:00 PM
To: Caesar, Cynthia (C.L.); Wagers, Sue (S.K.)
Cc: Goodwin, William (W.R.)
Subject: RE: P473 EGT Warranty for 2011-2014MY

I would be comfortable with a week.

From: Caesar, Cynthia (C.L.)
Sent: Thursday, March 27, 2014 1:55 PM
To: Bogema, John (P.); Wagers, Sue (S.K.)
Cc: Goodwin, William (W.R.)
Subject: RE: P473 EGT Warranty for 2011-2014MY

Yes, I can help with the data. How quickly do you need it?

Cynthia Caesar
Powertrain Quality - Senior Engineer
Bldg #3 32G154 84-56115

From: Bogema, John (P.)
Sent: Thursday, March 27, 2014 1:35 PM
To: Wagers, Sue (S.K.); Caesar, Cynthia (C.L.)
Cc: Goodwin, William (W.R.)
Subject: RE: P473 EGT Warranty for 2011-2014MY

I believe I am looking for a fireworks chart.

But, if it is not more effort, we may need both to make the complete case.

John P. Bogema
Manager, Diesel Feature Calibration and Calibration Tools
Office Bldg 2 – 22K08
20000 Rotunda Drive
Dearborn, MI 48124
Ph. 313.805.4942
Mail jbogema@ford.com

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From: Wagers, Sue (S.K.)
Sent: Thursday, March 27, 2014 1:19 PM
To: Bogema, John (P.); Caesar, Cynthia (C.L.)
Cc: Goodwin, William (W.R.)
Subject: RE: P473 EGT Warranty for 2011-2014MY

John, so you want claims count for 5J213 for 11-14MY sorted by TIS and MY? Or do you want R/1000 vs TIS for each MY – a fireworks chart?

The current issue we're investigating is poor crimping in the EGT connector, but it's not a new issue. We think it contributes to some of the field issues we're still seeing.

Cynthia, can you help pull the data?

THX!!

Sue Wagers
Powertrain Calibration Controls NVH [PCCN]
Supervisor, NA Quality
Dearborn - Building 2 Room 22G20
E-mail swagers@ford.com
Tel: (313) 805 7177
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: Bogema, John (P.)
Sent: Thursday, March 27, 2014 10:27 AM
To: Wagers, Sue (S.K.)
Cc: Goodwin, William (W.R.)
Subject: P473 EGT Warranty for 2011-2014MY

Sue,

REDACTED FOR PRIVILEGE

This update will cover circuit faults not putting the diesel vehicle into "stop safely now".

The team is ok with this timing, if the warranty data supports that we are not having a further rash of issues in the field.

Can you get the data on repairs for EGTs vs. Time and MY?

John P. Bogema
Manager, Diesel Feature Calibration and Calibration Tools
Office Bldg 2 – 22K08
20000 Rotunda Drive
Dearborn, MI 48124

Ph. 313.805.4942
Mail jbogema@ford.com

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