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CQIS DETAIL REPORT

01/22/24 18:00:29

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/06/2022

----- R E P O R T S U M M A R Y -----

VEHICLE: 2021 BRONCO 4X4,4DR,MPV VIN: [REDACTED]
Engine : 2.7L DOHC 4V DI GT V6 GAS/FFV Odometer: 4,488 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 02 START/RUN/MOVE STARTING
NO CRANK ALWAYS

Additional Symptom: no crank
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 12
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT -----

CONCER 07/06/2022 01:32PM [REDACTED]
Web Form Data ([REDACTED]) Description of Vehicle Concern: Customer states vehicle lost power, thinks turbo is out Please list any diagnostics already performed: Verified concern, vehicle definitely lost power- engine is locked up. Engine oil over filled, fuel and coolant smell. degas bottle empty. pushed vehicle inside- removed drive belts- cannot rotate over engine manually. can turn it in reverse manually almost a full turn before it locks up again. drained oil- about a gallon of coolant came out- then oil- borescoped through oil pan- have some metal chunks in the bottom of the pan- i attempted to see above- but theres a skirt stiffener in the way- but looks like a rod has broken. either way- vehicle falls under LTIS for long block replacement- I ended up getting further information from customer- just before loosing power it was shooting smoke behind them, they were going 15 mph was able to stop to see if was coming from the exhaust- customer would like turbos as well. Parts Replaced: none Your Question: Is there any other checking i should do? can i replace turbos due to the damage? i know to check intake manifold- what about oil cooler states to check once removed- but due to coolant and fuel in exhaust should it just be replaced?

RECOMM 07/06/2022 01:32PM WSMITH46
Harley, to start, when there is an engine failure it is necessary to determine the root cause of the failure. This will prevent a repeat failure and verify the repair is warrantable. The intake system should be inspected for water or dirt ingestion, check the fuel system for pressure/leakdown and if needed a fuel quality check looking for contamination. The valve cover and spark plugs can be removed to see if there any broken valve springs or dropped valves. If the dealer determines the failure is warrantable, and if the lower end (short block 6009) is damaged, and the vehicle is within 3/36 it would qualify for the LTIS replacement policy of the longblock (6006). After entering the Vin in PTS click on the Service Tips Tab, select Technical Communications for the LTIS Job Aid and Step by Step Guide for LTIS. When there is an engine failure, if there is loose metal in

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
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----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
the cylinders, the intake manifold must be replaced. If there is metal
the cylinders, the intake manifold must be replaced. If there is metal
debris in the oil pan and filter, the oil cooler must be replaced.
When there is a base engine failure that requires replacement of the
short block or longblock, the turbocharger oil feed tube/s should be
inspected for metal debris. If metal is seen in the oil feed tube this
indicates the turbocharger bushing have been compromised and the
turbocharger will need to be replaced. If no metal is found the
turbocharge can be reused unless other mechanical damage is found. The
converter can be inspected using a bore scope, if damage or excessive
oil is seen the converter can be replaced. Walt S. Technical
Assistance Center As your dealership is equipped with the See What I
See (SWIS) headset, if additional technical assistance is required and
a SWIS session would be beneficial (live video or picture would help),
click <A target= blank

[REDACTED] to book a SWIS call
with the TAC. After booking an appointment a TAC representative will
reach out to you at the appropriate time. Verify the following prior
to your appointment:Your See What I See (SWIS) headset is
charged, the headset is turned on, and is updated with the latest
software level.Ensure TeamViewer login card is ready to scan
(Contains unique dealer code & dealership name)The vehicle
you are working on is in a bay with good Wi-Fi
connectivity
<span style=font-weight: bold font-style:
italic>If the bullet points above are met the TAC can be reached at
(800) 826-4694, from 9am to 6pm Monday thru Friday Eastern Time to
perform a SWIS call.

<A target= blank
href=https://www.gtac.dealerconnection.com/GTACUiWeb/pages/reviewTISfa
q.faces?LANG=EN-US&GEO=USA&dswid=-520>Headset software/hardware
concerns

<A target= blank
href=http://site-307934.bcvp0rtal.com/detail/videos/tools-equipment/vi
deo/6290958058001/swis-initial-setup>Initial headset setup

ADD-ON 07/06/2022 01:32PM WSMITH46
Article ISM I2201003 TURBOCHARGER ASSESSMENT AFTER BASE ENGINE FAILURE
(ALL GAS TURBOCHARGED ENGINES)

ADD-ON 07/06/2022 01:32PM WSMITH46
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact, SWIS Comments : N/A

CONCER 08/12/2022 08:35AM GTCGCQIS
Ive gotten around to tearing down to find root cause- I found that
cylinder 6 dropped and intake valve- the valve is jammed against the
cylinder head and piston. I removed oil pan- and the valve stem, and a
ton of chunks and metal debris is inside the pan. removed exhaust from
turbos to borescope converters- I don t see any build up in converters
(seems as it wasn t ran long enough to do the significant damage to
exhaust system) But i do have oil and coolant dripping out of the
turbo. Removed turbo s- inspected turbo filters and feed line- i have
some sludge (coolant and oil mixture) on the filters- basically the
same stuff found in the pan. I also have the turbo s filled with

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
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----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
coolant/ oil. pictures have been taken and will be uploaded. Therefore coolant/ oil. pictures have been taken and will be uploaded. Therefore vehicle should qualify for LTIS bottom end and top end damage. Converters look good. but i believe turbos should be replaced.

RECOMM 08/12/2022 09:04AM WSMITH46
Harley, thank you for the update and photos. Inspect the turbocharger oil feed tubes, if any metal debris is present or contaminated oil the turbocharger bushings have been compromised and the turbocharger/s will need to be replaced. If no contamination or metal is present follow the WSM 303-04D Diag & Testing PPT C, in specific C6 for inspection and free spin testing. Please be sure to replace the engine oil cooler and the intake manifold during this repair. Walt S. Technical Assistance Center As your dealership is equipped with the See What I See (SWIS) headset, if additional technical assistance is required and a SWIS session would be beneficial (live video or picture would help), click <A target= blank

[REDACTED] to book a SWIS call with the TAC. After booking an appointment a TAC representative will reach out to you at the appropriate time. Verify the following prior to your appointment:Your See What I See (SWIS) headset is charged, the headset is turned on, and is updated with the latest software level.Ensure TeamViewer login card is ready to scan (Contains unique dealer code & dealership name)The vehicle you are working on is in a bay with good Wi-Fi connectivityIf the bullet points above are met the TAC can be reached at (800) 826-4694, from 9am to 6pm Monday thru Friday Eastern Time to perform a SWIS call.

Headset software/hardware concerns
Initial headset setup

ADD-ON 08/12/2022 09:04AM WSMITH46
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Technical, SWIS Comments : Tech looking for direction in regard to possible turbocharger replacement.

CONCER 08/12/2022 09:18AM GTCGCQIS
Hey walt- the feed tubes are most definitely contaminated- the filters were just covered in oil/coolant/ and chunks from the pan. like said above the turbos are just dripping oil and coolant as well- which shouldnt be the case. A long block comes with a new oil cooler- and intake manifold is on the list to order. thanks for your time

RECOMM 08/12/2022 10:45AM [REDACTED] FSE) MSS - FCSD - MID ATLANTIC REG
Hi Harley, Thank you for the update. Since the oil supply lines are contaminated, it would be advised to proceed with replacement of the turbochargers, oil supply lines and filters. In addition to replacing the long block, intake manifold and components listed above, it would be advised to replace the CAC if any metal debris is found in it.

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/06/2022

Rpr Dlr:USA 07125 - Iron Ford Ph#:618-443-5351
City: Sparta State : Illinois
Country: United States Region : Kansas City

Claim #/Date : [REDACTED] 07/05/2022

Specialist's Name : WSMITH46 -????????????????????????????????

----- C Q I S V I N H I S T O R Y -----

Table with columns: Date, CQIS Report #, Prog Type, Symp Cat, Causal Part Description, Dealer Id. Rows include 12/27/2021 MZ1B4021 CRED SR SAFE/SEC MODULE ASY (AIR BAG) USA 07125 and 08/12/2022 N8LET759 CACVOC DRV PERF USA 07125.

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Table with columns: Dealer ID, Repair Date, Repair Order, Odometer (Miles), Rp Nr, Caus Cond, Service Pfx, Part Base, Number Sfx, Labor Operation. Contains multiple rows of repair history for USA 07125.



Attachment 1 [Redacted]



Attachment 1 [Redacted]

Aug 12 2022 07:27:30 GMT-0500 (Central Daylight Time)image



○ Attachment [REDACTED]

Aug 12 2022 07:27:30 GMT-0500 (Central Daylight Time)image

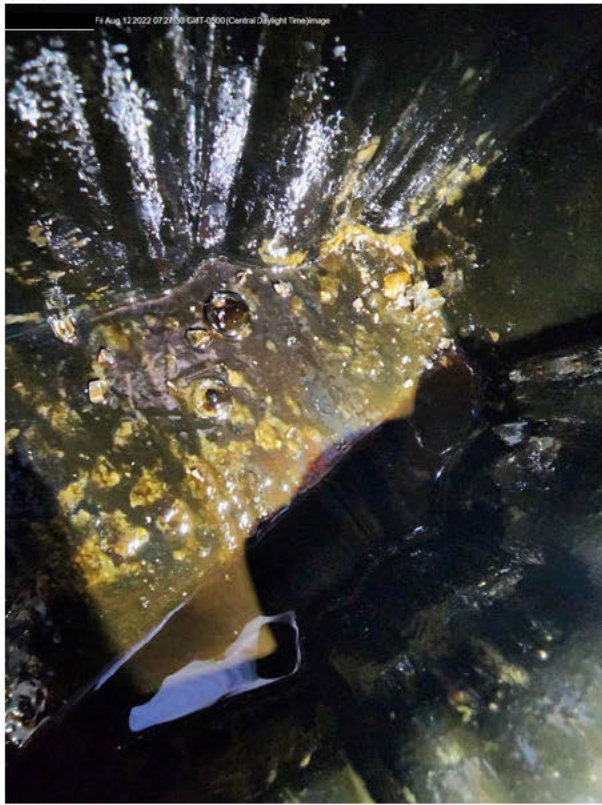
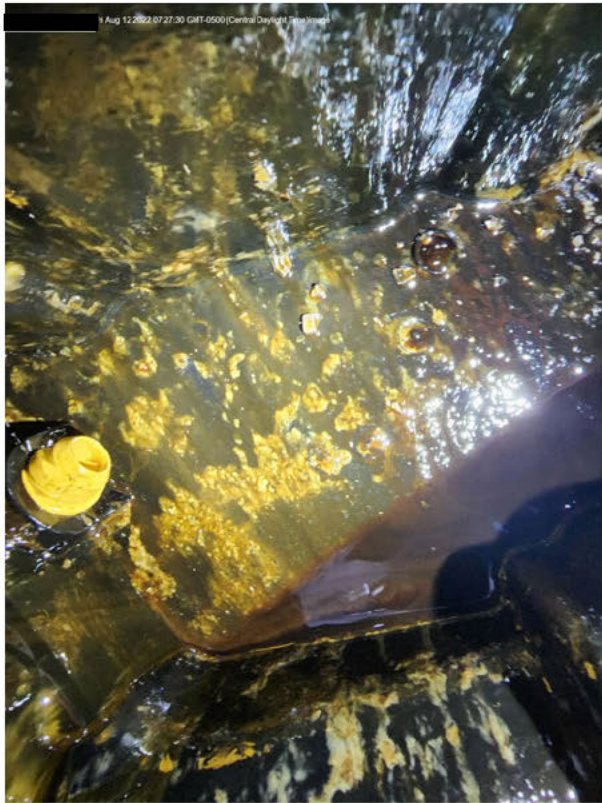


○ Attachment [REDACTED]

Fri Aug 12 2022 07:27:30 GMT-0500 (Central Daylight Time)image



○ Attachment [redacted]



CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/05/2022

----- R E P O R T S U M M A R Y -----

VEHICLE: 2021 BRONCO 4X4,2DR,MPV VIN: [REDACTED]
Engine : 2.7L DOHC 4V DI GT V6 GAS/FFV Odometer: 3,055 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 02 START/RUN/MOVE STARTING
NO CRANK ALWAYS

Additional Symptom: engine locked up
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT -----

CONCER 04/05/2022 05:56PM [REDACTED]
Web Form Data(118768983) Description of Vehicle Concern: CRANK NO
START Please list any diagnostics already performed: EEC QUICK TEST
WITH NO STORED CODES. TRY TO START VEHICLE AND STARTER INGAGES BUT
WILL NOT TURN ENGINE. TRIED TO TURN ENGINE OVER BY HAND AND ENGINE
WILL NOT TURN. ENGINE WILL GO COUNTER CLOCKWISE BUT IT WILL STOP GOING
CLOCKWISE. Parts Replaced: NONE Your Question: BEFORE DETERMINING
ROUTE CAUSE BECAUSE OF LOW MILAGE (3055 MILES) I AM ASKING IF I SHOULD
JUST REPLACE LONG BLOCK AND SEND ENGINE BACK SO FORD CAN DETERMINE
FAILER.

RECOMM 04/05/2022 05:56PM [REDACTED]
Lyle, In order for a long block to be ordered through the LTIS policy
short block damage needs to be confirmed by the dealership. If it can
not be determined that the locked up motor is due to the short block
then tear down until short block damage is confirmed will be required.
View the LTIS step by step guide found under service tips tab in PTS.
-If further assistance is needed on this contact, please call the TAC
by phone. This will allow the TAC Team to work closely with you to
ensure the vehicle issue is resolved as quickly and efficiently as
possible. Your 9-digit TAC Contact ID from your initial TAC contact
will be required when calling in. The TAC can be reached at (800)
826-4694 8:30am to 8:00pm Monday thru Friday Eastern Time. If your
dealership is equipped with the See What I See headset, please ensure
the following prior to calling: Your See What I See headset is fully
charged The headset is powered up and updated to the latest level
The vehicle you are working on is in a bay with good Wi-Fi
connectivity If additional support is needed to use the headset,
please submit your question or request to FordREhelp@techmahindra.com
If this web contact is updated instead of placing a call to the TAC,
please ensure to include a cell number as a Technical Assistance
Center representative will contact you to conduct a See What I See
session for enhanced support. Thank you, [REDACTED] Ford Technical
Assistance Center

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: [REDACTED]

----- CONCERN DETAILS -----

----- DIAGNOSTIC INFORMATION -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- SERVICE ACTIONS -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- VEHICLE DETAILS -----

Vehicle Build Date: 07/21/2021 Warranty Start Date: 12/23/2021
Date of Sale: 12/23/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 618 LBS
LH/RH Drive:

----- ENGINE -----
Engine: 2.7L DOHC 4V DI GT V6 GAS/FFV Tag: M6 007 AA
Bld Dt: Calb: MTG1WQN A
Serial #:

EF06A21196131220 MB3E 6007 AA

----- TRANSMISSION -----
Trans: 10 SPD AUTO 10R60 Part #:
Bld Dt:
Serial #:

TC04A21188221201 MB3P 7000 RD
Model: Shft:

----- ADDITIONAL -----
Tire : LT315/70R17 BSW M/T Brand :
Radio : A/C : AC K-????????????????????????????????
Paint : PN4-?? CACTUS GRAY

----- AFTER MARKET MODIFICATIONS -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Orig/Caller : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr:USA 20323 - AutoNation Ford Scottsdale Ph#:480-596-2525
City: Scottsdale State : Arizona
Country: United States Region : Phoenix

Claim #/Date : [REDACTED] 04/01/2022

Specialist's Name : RDEWIT17 -????????????????????????????????

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/05/2022

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
04/08/2022	N4HB2023	NHL	ST/RN/MV		USA 20323

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 20323	02/22/23	485053	12798	1	82	KU2	6731	A	MBASIC
USA 20323	02/22/23	485053	12798	1	82	X	5W30	Q1SP	MBASIC1
USA 20323	02/22/23	485053	12798	1	82		MAINT		MULTI

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/25/2022

----- R E P O R T S U M M A R Y -----

VEHICLE: 2021 F150 4X4,SUP CRW,STYSD VIN: [REDACTED]
Engine : 2.7L DOHC 4V DI GT V6 GAS/FFV Odometer: 2,604 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 41 Z 00 START/RUN/MOVE RUNNING
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: Died, black smoke
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT

CONCER 03/25/2022 11:55AM [REDACTED] (FSE) MSS - FCSD - PHOENIX REGION
Web Form Data(118751940) Description of Vehicle Concern: CUSTOMER
STATES VEHICLE DIED ON HIGHWAY AND TOWED IN. Please list any
diagnostics already performed: VEHICLE BARELY RAN COMING INTO THE SHOP
BLOWING BLACK SMOKE. SCANNED DTCS-P2282-AIR LEAK BETWEEN THROTTLE BODY
AND INTAKE VALVES BANK 1 PERFORMED RELATIVE COMPRESSION . CHECKED OIL
LEVEL YOUR BASIC FIRST VISUAL INSPECTIONS. PERFORMED LEAK DOWN TEST ON
BANK 1 AND FOUND 95 PERCENT LEAKAGE AND AIR BLOWING THROUGH THE INTAKE
AND COULD ALSO HEAR THROUGH THE OIL CAP. ALSO I HAVE TO ASK I COULDNT
FIND THE RIGHT DESCRIPTION ON PTS FOR CYLINDER LOCATION. IS THE DRIVER
SIDE HEAD NOW BANK 1 ON THESE NEWER ONES VERSES THE OLDER ONES BANK 1
WAS PASSENGER SIDE I AIR LEAK TESTED THE FRONT DRIVERS SIDE SPARK PLUG
WHICH IF I AM RIGHT ON THAT BEING BANK 1 NOW IT SHOULD BE CYLINDER 1.
Parts Replaced: NONE Your Question: JUST WANNA CONFIRM TEARING INTO
THIS ENGINE OR IF YOU GUYS HAVE SEEN ANYTHING ELSE COMMON WITH THIS
HAPPENING

RECOMM 03/25/2022 11:55AM [REDACTED] (FSE) MSS - FCSD - PHOENIX REGION
Tyler, The driver side cylinder head is bank 2 and the passenger side
cylinder head is bank 1. This was determined by viewing the image in
WSM 303-01A, Description and Operation, Engine Overview, Engine
Cylinder Identification. You can see the arrow point towards the front
of the engine/vehicle, so cylinders 1-3 (bank 1) are on the passenger
side and cylinders 4-6 (bank 2) are on the driver side. If there is
95% leakage present on cylinder 4 of bank 2 and air is heard both
through the intake and oil cap, this would support an intake valve not
being closed as well as wear/damage to the piston rings. If air is
leaking past the piston rings into the crankcase, this would support a
need for short block replacement. However, due to the low mileage and
since the warranty start date listed is within 36 months, the Low Time
In Service (LTIS) policy applies. Open FMC Dealer and search for
EFC09678 as this is the LTIS policy number. Three things are necessary
for the LTIS policy to apply: 1) less than 36,000 miles, 2) the
warranty start date is within 36 months and 3) short block damage is
confirmed. All three of these requirements have been met as air is

COIS Report Number: [REDACTED] MSS - FCSD - TECH ASSIST CENTER Report Date: 03/25/2022

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
leaking past the piston rings. If further assistance is needed on this
leaking past the piston rings. If further assistance is needed on this
contact, please call the TAC by phone. This will allow the TAC Team to
work closely with you to ensure the vehicle issue is resolved as
quickly and efficiently as possible. Your 9-digit TAC Contact ID from
your initial TAC contact will be required when calling in. The TAC can
be reached at (800) 826-4694 8:30am to 8:00pm Monday thru Friday
Eastern Time. If your dealership is equipped with the See What I See
headset, please ensure the following prior to calling: . Your See What
I See headset is fully charged . The headset is powered up and updated
to the latest level . The vehicle you are working on is in a bay with
good Wi-Fi connectivity If additional support is needed to use the
headset, please submit your question or request to
FordREhelp@techmahidra.com If this web contact is updated instead of
placing a call to the TAC, please ensure to include a cell number as a
Technical Assistance Center representative will contact you to conduct
a See What I See session for enhanced support. [REDACTED] Ford TAC

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
UNKNOWN#P2282
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 08/05/2021 Warranty Start Date: 12/01/2021
Date of Sale: 12/01/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 660 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 2.7L DOHC 4V DI GT V6 GAS/FFV Tag: ML 3EE DE
Bld Dt: Calb:
Serial #:
EF06A21210120119ML3E 6007 ED
- - - T R A N S M I S S I O N - - -
Trans: 10 SPD AUTO 10R80 Part #:
Bld Dt:
Serial #:
TC04A21201232561 ML3P 7000 PA
Model: Shift:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/25/2022

Axle: 3800# FORD 3.55 CONVE - - - A X L E - - - Id Tag Code: Bld Dt:
Serial #: - - - A D D I T I O N A L - - -
Tire : 275/60/20 A/T BSW Brand :
Radio : A/C : AC G-????????????????????????????????
Paint : NEUTRAL EXT PAINT FAMILY A ----- OXFORD WHITE SOLID C/C

----- A F T E R M A R K E T M O D I F I C A T I O N S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title: SHOP FOREMAN
Phone : [REDACTED]

[REDACTED] - Lincoln, LLC Ph#:701-642-5546
City: Wahpeton State : North Dakota
Country: United States Region : Twin Cities

Claim #/Date : 92360 03/22/2022

Specialist's Name : KURT MCINTOSH (FSE)

----- C Q I S V I N H I S T O R Y -----
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 07491	01/11/23	095713	19668	1	82		6731		L001
USA 07491	01/11/23	095713	19668	1	82	KU2	6731	A	
USA 07491	01/11/23	095713	19668	1	82	X	5W30	BSP	
USA 07491	01/11/23	095713	19668	2	42	ML3	14A411	S	21M08B
USA 07491	01/11/23	095713	19668	2	42	GB5	9C888	B	
USA 07491	01/11/23	095713	19668	2	42		9C888		
USA 07491	01/11/23	095713	19668	3			W702554	S900	21S56B
USA 07491	01/11/23	095713	19668	4					22S17B
USA 07491	01/11/23	095713	19668	5		FL3	17526	A	22S26C
USA 07491	01/11/23	095713	19668	5		FL3	17527	A	22S26ZZ
USA 07491	02/16/23	096035	23087	1	04		RECALEM		222357A
USA 07491	02/16/23	096035	23087	2	82		6731		L001
USA 07491	02/16/23	096035	23087	2	82	KU2	6731	A	
USA 07491	02/16/23	096035	23087	2	82	X	5W30	BSP	
USA 07491	03/03/23	096156	23600	1	04		2C219		12650D

CQIS Report Number: ██████████ Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/25/2022

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
USA 07491	03/03/23	096156	23600	1	04				12650DX1
USA 07491	03/03/23	096156	23600	1	04				AD
USA 07491	06/29/23	097222	30237	1	82		6731		L001
USA 07491	06/29/23	097222	30237	1	82	X	5W30	BSP	
USA 07491	06/29/23	097222	30237	1	82	KU2	6731	A	
USA 07491	10/17/23	098159	37428	1					23S35B
USA 07491	10/17/23	098159	37428	2	82	X	5W30	BSP	L001
USA 07491	10/17/23	098159	37428	2	82	KU2	6731	A	
USA 07491	10/17/23	098159	37428	2	82	7C3	9601	A	
USA 07491	10/17/23	098159	37428	2	82		6731		

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/29/2021

----- R E P O R T S U M M A R Y -----

VEHICLE: 2021 F150 4X4, SUP CRW, STYSD VIN: [REDACTED]
Engine : 2.7L DOHC 4V DI GT V6 GAS/FFV Odometer: 12 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 48 1 02 START/RUN/MOVE NOISE
RUNNING/STANDING ALWAYS

Additional Symptom: misfire
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT

CONCER 09/29/2021 04:57PM [REDACTED] (FSE) MSS - FCSD - GREAT LAKE REGION
Web Form Data(118427832) Description of Vehicle Concern: Brand new
sold vehicle from the lot exhibits a very rough idle all the time and
a frequent long crank/hard start. Please list any diagnostics already
performed: Scanned for dtcs and found p0304,p0305, and p0300. I
performed a power balance and found a dead misfire on cylinder 4 and 5
at all times. I swapped 4 and 5 coils to the other side with no
change, vehicle also passed a fuel system/pressure bleed down test.
Pulled both spark plugs to inspect and found signs of severe fouling
and excessive fuel for only 12 miles. I had found that if you rev the
vehicle up it tends to hesitate and backfire out through the intake.
Performed a PCM reprogram to the latest calibration with absolutely no
change. Parts Replaced: none Your Question: With the dead misfires all
the time accompanied by a lack of power and backfiring through the
intake am I to assume a timing issue is present? Possible failure
within the valvetrain, where should I proceed from here?

RECOMM 09/29/2021 04:57PM [REDACTED] (FSE) MSS - FCSD - GREAT LAKE REGION
David, If a timing concern is suspected based on the backfiring then
determine if timing is off by disconnecting the VCT solenoids and
monitoring the VCT DIF PIDS. If the PIDS read within +/-1 of zero then
the engine is correctly timed. If they read outside of this threshold
then the timing is off and will need to be reset. If no timing concern
is found because this is a hard fault present at all times perform PPT
HD in the PC/ED to determine the source of the misfire. Thank you,
[REDACTED] Ford Technical Assistance Center

CONCER 09/30/2021 09:03AM GTCGCQSP
With the VCT solenoids unplugged the intake and exhaust difference
pids bounce around but stay within +/-1 exactly the same as when they
are plugged in. Performing ppt HD I get to step HD3 to perform a
relative compression test and find that cylinder 4 reads a difference
of 6% where all other cylinders reads 0%. Next step to perform a
cylinder leakage test as directed or proceed with ppt?

RECOMM 09/30/2021 10:20AM [REDACTED] (FSE) MSS - FCSD - MID ATLANTIC REG
Good afternoon [REDACTED], Since the relative compression shows a concern

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/29/2021

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

with cylinder 4, a manual compression test is needed. If low
with cylinder 4, a manual compression test is needed. If low
compression in cylinder 4 is confirmed, then perform a cylinder
leakage test to determine the cause of the low compression. Please
test cylinder 5 as well since it is misfiring. Perform a tear down and
inspection as needed. If the short block is damaged, the long block
can be replaced under the LTIS policy since the vehicle has less than
12,000 miles and has been owned less than 12 months. Please see the
LTIS Job Aid and LTIS Step by Step Guide in the Service Tips tab of
PTS along with EFC09367 on the FMC dealer website. If the short block
is not damaged, repair/replace components as needed. Complete a cost
cap if the repair will exceed 2,500 and follow it s repair direction.
Ford Technical Assistance Team Member [REDACTED]

CONCER 09/30/2021 11:24AM GTCGCQSP
Performed a manual compression test of both cylinder 4 and 5. The
spark plug in 4 appears to be washed out from fuel and 5 is completely
fouled with carbon. Cylinder 4 builds no compression at all even while
cranking. Cylinder 5 builds up to about 150 psi then rapidly bleeds
down to 0 within a couple seconds. Am I now tearing this engine down
to the block or ordering a long block under LTIS?

RECOMM 09/30/2021 12:16PM WSMITH46
David, due to the spark plugs in cylinder 4 & 5 being fouled, a spark
tested should have been used to verify there is a good blue /white
spark coming from the coil on plug. If good spark is coming from the
coil the spark plugs should have been replaced and the engine started
to see if the cylinder compression returned after the engine had run
and the cylinder walls lubricated with oil. If this has been done and
compression in cylinder 4 & 5 are still low, then a cylinder leakage
test should have been performed. If cylinder leakage was found to be
excessive (20% or more) and leaking into the crankcase continue to
remove the cylinder heads to inspect the cylinders for damage. If
lower end damage is found the longblock can be replaced under LTIS. If
leakage is going past an intake or exhaust valve the cam covers can be
removed to check for damage or broken valve springs. If no valve train
damage is seen, then the heads should be removed to determine why air
is leaking past the valves.

CONCER 10/06/2021 02:49PM GTCGCQSP
Verified good spark and no change in compression after running with
new plugs. Began tear down as directed to inspect for damage upon
removing the cam covers I had found a broken intake cam valve spring
on cylinder 4. Next recommended course of action?

RECOMM 10/06/2021 04:42PM ROY POTTER(FSE) MSS - FCSD - SOUTHEAST REGION
David, Thank you for the update. Seeing that cylinder 4 was found to
have a broken intake cam valve spring, we recommend carefully
examining the cam shaft and other valvetrain components for signs of
damage as a cause of spring failure or in direct response. For
reference, please refer to GSB 20-7062 and compare your findings with
the material provided in the GSB. We still recommend inspecting the
combustion chambers for signs of damage using a borescope to see if
damage to the valves, pistons, and/or cylinder walls have occurred. If

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/29/2021

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

no additional damage is found, have the valvetrain repaired as
no additional damage is found, have the valvetrain repaired as directed. We recommend filling out a cost cap to determine if cylinder head replacement is necessary once the engine failure has been fully documented with a root cause determined. If you have any additional questions or comments, please update this form and we will happily assist you further. Best regards, Roy P. Ford Technical Assistance Center Chassis & Gas Team

CONCER 10/19/2021 08:31AM GTCGCQSP
As a result of filling out both the smart cost cap and regular cost cap I am directed to order a new longblock assembly under the LTIS policy rather than individual parts, do I proceed with replacement of the assembly or perform repair of the valvetrain and disregard the cost caps?

RECOMM 10/19/2021 10:28AM ROY POTTER(FSE) MSS - FCSD - SOUTHEAST REGION
David, Seeing that this vehicle meets LTIS requirements and long block replacement has been recommended accordingly, we ask that you follow the direction of the cost caps and LTIS policy. Please have the long block assembly ordered and installed as instructed and let us know once the vehicle has been repaired successfully. Best regards, Roy P. Ford Technical Assistance Center Chassis & Gas Team

CONCER 10/20/2021 08:09AM [REDACTED]
With how new this vehicle is there is no one-time use parts list available and the labor ops are labeled assessed meaning what? Is there a list someone over there can provide us with or am I to go through the entire workshop manual step by step to hopefully find all necessary components?

RECOMM 10/20/2021 10:24AM [REDACTED]
David, The technical assistance center is not involved in the labor operations process. Therefore, it is unknown what the assessed label is referring to. With regard to the 1-time use parts since the 1 time use parts list is not yet available you will need to review the workshop manual procedures for engine removal, engine assembly, and engine installation to determine the 1-time use parts. Jack- Technical Assistance Center

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?:	Ease of Diagnosis:	Level of Assistance:
Comp. Timing:	Base Timing :	MIL light on? :
Test Stand :	Road Test :	8D Number:
Prior Repair Attempts:		Repair Prior to Call: NO
PCM#P0300,P0304,P0305		
Equipment/Procedure Used	Effective? Equipment/Procedure Used	Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/29/2021

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 08/04/2021 Warranty Start Date: 11/29/2021
Date of Sale: 11/29/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 660 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 2.7L DOHC 4V DI GT V6 GAS/FFV Tag: ML 3EE CE
Bld Dt: Calb: MTFDWQN A
Serial #: EF06A21207120237 ML3E 6007 EC

----- T R A N S M I S S I O N -----
Trans: 10 SPD AUTO 10R80 Part #:
Bld Dt:
Serial #: TC04A21183132322 ML3P 7000 PA
Model: Shft:

----- A X L E -----
Axle: 3800# FORD 3.55 CONVE Id Tag Code: Bld Dt:
Serial #:

----- A D D I T I O N A L -----
Tire : 265/70R 17 A/T OWL Brand :
Radio : A/C : AC B-????????????????????????????
Paint : PN4-?? AGATE BLACK METALLIC

----- A F T E R M A R K E T M O D I F I C A T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----

Orig/Caller : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr:USA 00693 - Romano Ford Ph#:315-637-4668
City: Fayetteville State : New York
Country: United States Region : New York

Claim #/Date : 50900 09/29/2021

Specialist's Name : TYLER BISHOP (FSE)

----- C Q I S V I N H I S T O R Y -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---
SURVEY HAS NOT BEEN SENT

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (3 6 5 d a y s o n l y) -----

Dealer ID Date Order (Miles) Nr Cond Pfx Base Sfx Operation

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/29/2021

USA 00693	04/13/23	061759	16742	1	FL3	17526	A	23S10B
USA 00693	04/13/23	061759	16742	1	FL3	17527	A	
USA 00719	12/01/23	256706	25865	1				23S35B
USA 00719	12/14/23	256958	26622	1	ML3	17508	E	22S71B

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/14/2021

----- R E P O R T S U M M A R Y -----

VEHICLE: 2021 EXPLORER 4X4 (2020 -),SPORT,4 DOOR ,MPV VIN [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 1,881 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 2 27 Q 68 DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
SERVICE ENGINE SOON(ENG IMAGE) STAYS ON

Additional Symptom: P0455 P04F
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
CONCER 09/14/2021 03:48PM ATOVAR8
Web Form Data [REDACTED] Description of Vehicle Concern: check engine
light on Please list any diagnostics already performed: eec test p0455
p04f0.evap tests failed.went through pinpoint tests lead to purge
valve.when I took off purge valve found gas in it.i checked the evap
canister and it also has fuel in it. Parts Replaced: purge valve Your
Question: it was in a 1,000 miles ago for same concern.i replaced
purge valve.
RECOMM 09/14/2021 03:48PM ATOVAR8
Thank you for the update on your diagnosis. With fuel being
found in the canister we can detrmine vacuum is being present pulling
fuel. Ensure when the poitrial purge valve was replaced the tubing
and line to the canister where inspected for any debris. Possible
charcoal could have got in the lines causing the purge valve to stick.
Since the canister is fuel soaked, we need to continue with replacing.
Also inspect all the lines to the canister. Spray the lines using
regulated shop air verifying no debris are in the lines. If debris is
found or suspecting dries continue with replacing. Reviewing the DTC
in OBDII theory and operation manual we can detrmine that P04F0 will
set due to a failed check valve. Referencing the work shop manual
removal and installation and section 1 of the PC/ED engine control
components it appears the check valve should be included the purge
valve. Ensure when replacing it is and if not proceed with [REDACTED]
[REDACTED] Andrew T.

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
PCM#P0455,P04F0,P0305

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/14/2021

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 04/04/2021 Warranty Start Date: 05/25/2021
Date of Sale: 05/25/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 615 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS Tag: BC B3G D3
Bld Dt: Calb: MCTWYXN A

Serial #: EF06A21084120499LB5E 6007 CB
----- T R A N S M I S S I O N -----

Trans: 10 SPD AUTO 10R60 Part #:
Bld Dt:

Serial #: TC04A21084220416 L1MP 7000 VB
Model: Shft:

----- A D D I T I O N A L -----

Tire : 255/55R20 110V A/S Brand :
Radio : A/C : AC G-????????????????????????????????
Paint : PN4-??----- CARBONIZED GRAY/ASHER GRAY

----- A F T E R M A R K E T M O D I F I C A T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----

Orig/Caller : [REDACTED] MAWSON Title: TECHNICIAN
Phone :

Rpr Dlr:USA 09681 - Villa Ford of Orange Ph#:714-637-8222
City: Orange State : California
Country: United States Region : Los Angeles

Claim #/Date : 70435 09/14/2021

Specialist's Name : ATOVAR8 -????????????????????????????????

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
11/17/2023	PXQFY510	CACVOC	DRV	PERF		USA 09681

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/14/2021

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 09681	03/07/23	010290	14019	1					23S02B
USA 09681	09/08/23	023429	17815	1	82	KU2	6731	A	MBASIC
USA 09681	09/08/23	023429	17815	1	82	X	5W30	Q1SP	MBASIC1
USA 09681	09/08/23	023429	17815	1	82		MAINT		MULTI
USA 09681	09/08/23	023429	17815	2					23S23WW
USA 09681	11/17/23	028557	19108	1	42	GL3	9B325	B	9000D
USA 09681	11/17/23	028557	19108	1	42				9000D1
USA 09681	11/17/23	028557	19108	1	42				9000D2
USA 09681	11/17/23	028557	19108	1	42				12650D22

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/09/2022

----- R E P O R T S U M M A R Y -----

VEHICLE: 2021 F150 4X4, SUP CRW, STYSD VIN: 1FTEW1EP9MFC91097
Engine : 2.7L DOHC 4V DI GT V6 GAS/FFV Odometer: 3,724 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 Z 00 START/RUN/MOVE STARTING
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

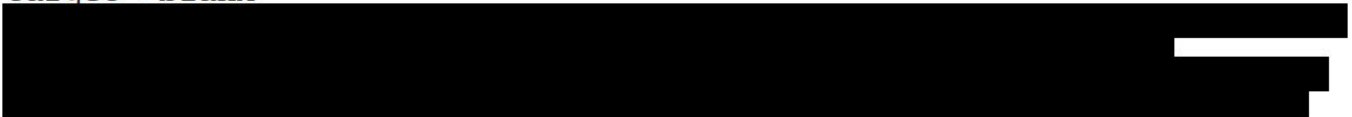
Additional Symptom: Crank no start
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT -----

CONCER 04/09/2022 02:41PM WSMITH46
Web Form Data ([REDACTED]) Description of Vehicle Concern: ENGINE WILL START BUT SHUTS OFF RIGHT AWAY, WONT STAY RUNNING. Please list any diagnostics already performed: NO CODES STORED. WHAT WE HAVE IS A DROPPED INTAKE VALVE IN CYLINDER 5. REMOVED VALVE COVER. THE INTAKE VALVE BROKE AND KNOCKED THE ROCKER OFF OF THE EXHAUST VALVE. ALSO PUT A HOLE IN TOP OF THE CYLINDER 5 PISTON. REMOVED ENGINE OIL PAN. ENGINE OIL PAN FULL OF COOLANT. FOUND A KEEPER IN THE OIL PAN AS WELL AS VARIOUS OTHER METAL FRAGMENTS. Parts Replaced: LONG BLOCK AND INTAKE MANIFOLD Your Question: INTAKE MANIFOLD NEEDS TO BE REPLACED BECAUSE OF THE AMOUNT OF METAL FRAGMENTS IN THE ENGINE. SINCE COOLANT WENT THROUGH THE TURBOS ON THE ENGINE OIL SIDE AS WELL AS METAL, IS IT REASONABLE TO REPLACE THE TURBOS AT THIS POINT IN TIME? THOUGHTS?

RECOMM 04/09/2022 02:41PM WSMITH46
Adam, when there has been an engine failure that requires the short or longblock to be replaced, the turbocharger oil feed tubes should be inspected for metal debris. If metal debris is present, this would indicate the turbocharger bushings have been compromised and the turbocharger will need to be replaced. If no metal is seen, perform an turbocharger component test. Check the turbocharger for smooth free spinning. If roughness or binding is found, replace the turbocharger. Technical Assistance Center Walt S. <p>If additional assistance is requested, please call the Technical Assistance Center at (800) 826-4694 to establish a See What I See (SWIS) session.</p><p>
</p><p>Prior to calling, please ensure:</p>Your SWIS headset is fully charged.The headset is updated to the latest level.The vehicle you are working on is in a bay with good Wi-Fi connectivity.<p>For additional support using the SWIS headset, reference the <A target= blank



CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/09/2022

COMMENTS

--TYPE-- COMMENT TEXT
this web form is updated, ensure to provide your cell number.</p>
this web form is updated, ensure to provide your cell number.</p>
ADD-ON 04/09/2022 02:41PM WSMITH46
Article ISM I2201003 TURBOCHARGER ASSESSMENT AFTER BASE ENGINE FAILURE
(ALL GAS TURBOCHARGED ENGINES)

CONCERN DETAILS

DIAGNOSTIC INFORMATION
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 09/23/2021 Warranty Start Date: 10/18/2021
Date of Sale: 10/18/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 660 LBS
LH/RH Drive:

ENGINE

Engine: 2.7L DOHC 4V DI GT V6 GAS/FFV Tag: ML 3EE DE
Bld Dt: Calb:
Serial #:
EF06A21242120260ML3E 6007 ED

TRANSMISSION

Trans: 10 SPD AUTO 10R80 Part #:
Bld Dt:
Serial #:
TC04A21227110111 ML3P 7000 FA
Model: Shft:

AXLE

Axle: 3.73 ELECT LOCKING DI Id Tag Code: Bld Dt:
Serial #:

ADDITIONAL

Tire : 275/65R 18 A/T OWL #2 Brand :
Radio : A/C : AC G-????????????????????????????????????
Paint : PN4-?? AGATE BLACK METALLIC

AFTER MARKET MODIFICATIONS

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/09/2022

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION
Orig/Caller : [REDACTED] Title: SERVICE DIRECTOR
Phone : [REDACTED]

Rpr Dlr:USA 01474 - Maguire's Ford Ph#:717-834-3111
City: Duncannon State : Pennsylvania
Country: United States Region : Philadelphia

Claim #/Date : 608057 02/04/2022

Specialist's Name : WSMITH46 -????????????????????????????????

C Q I S V I N H I S T O R Y

Table with columns: Date, CQIS Report #, Prog Type, Symp Cat, Causal Part Description, Dealer Id. Row 1: 02/04/2022, N2DC9008, CREDSR, DRV PERF, CYLINDER BLOCK, USA 01474

S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000
SURVEY HAS NOT BEEN SENT

VEHICLE'S WARRANTY HISTORY (365 days only)

Table with columns: Dealer ID, Repair Date, Repair Order, Odometer (Miles), Rp Nr, Caus Cond, Service Pfx, Part Base, Number Sfx, Labor Operation. Multiple rows showing repair history for USA 01474.

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/22/2021

----- R E P O R T S U M M A R Y -----

VEHICLE: 2021 F150 4X2,SUP CRW,STYSD VIN:1FTEW1CPXMFC47239
Engine : 2.7L DOHC 4V DI GT V6 GAS/FFV Odometer: 1,520 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 3 02 START/RUN/MOVE STARTING
CRANKS WON'T START ALWAYS

Additional Symptom: P0303 P0306
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT

CONCER 11/22/2021 12:33PM ATOVAR8
Web Form Data([REDACTED]) Description of Vehicle Concern: CUST STATES WHILE DRIVING, A LOUD GRINDING NOISE STARTED HAPPENING ON ACCEL - THE VEHICLE DROVGE AS IF BLOWN TIRE PER CUST - VEHICLE GRINDS LOUDLY ON CRANK. Verified customer concern. Vehicle grinds loudly when cranking, and it will not start. Please list any diagnostics already performed: Retrieved DTCs, based on recovered DTCs in the PCM P0303 & P0306 Performed a Relative compression test. The result of the compression test identified a 90% differential in compression on Engine Cylinder 3. To further diagnose the concern the spark plug was removed from Cylinder 3 and inspected. the spark plug contained metal shavings on the combustion chamber side. Inspected cylinder 3 with borescope, and the cylinder contained metal shavings on piston and cylinder walls. Parts Replaced: No parts have been replaced at this time. Your Question: My question today is: Given the vehicle is within LTIS, Is it necessary to perform further engine diagnosis and remove the the engine Head? Or would the Vehicle Qualify to replace engine with a new unit? Thanks for the help.

RECOMM 11/22/2021 12:33PM ATOVAR8
Christken, Thank you for the update on your diagnosis and finings. For a vehicle to apply to low time and service damage must be found to the short block. Proceed with working with your local warranty department and referencing the low time in service policy (LTIS) EFC09367 to ensure all criteria are met. To locate the policy press on PTS home> quick links> FMC dealer. Once done search low time and service at the top. Procced with identifying the root cause and if image is found to the short block continue with filling out the cost cap for documentation purposes and proceed with replacing the long block. If heavy metal is found recommended with further inspecting the turbo charger oil feed filter for damage and metal in the intake. Ensure the feed filter is replaced and if heavy debris found the turbo is inspected. Inspect inside the intake for any signs of metal or debris. If found continue with clearing. If still suspecting debris after cleaning proceed with replacing to ensure no future concerns. Ford

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/22/2021

COMMENTS

--TYPE-- COMMENT TEXT
Technical Assistance Center- Andrew T.
Technical Assistance Center- Andrew T.

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
PCM#P0303:00-65,P0306:00-65
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 08/09/2021 Warranty Start Date: 09/23/2021
Date of Sale: 09/23/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 640 LBS
LH/RH Drive:

ENGINE

Engine: 2.7L DOHC 4V DI GT V6 GAS/FFV Tag: ML 3EE DE
Bld Dt: Calb: MTFDWQN A
Serial #: EF06A21215120678ML3E 6007 ED

TRANSMISSION

Trans: 10 SPD AUTO 10R80 Part #:
Bld Dt:
Serial #: TC04A21200132316 ML3P 7000 NA
Model: Shft:

AXLE

Axle: 3800# FORD 3.55 CONVE Id Tag Code: Bld Dt:
Serial #:

ADDIT ION A L

Tire : 245/70R 17 A/S Brand :
Radio : A/C : AC B-????????????????????????????????
Paint : NEUTRAL EXT PAINT FAMILY A ----- OXFORD WHITE SOLID C/C

AFTER MARKET MODIFICATIONS

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/22/2021

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]

Rpr Dlr:USA 04529 - Lufkin Ford Ph#:936-632-6611
City: Lufkin State : Texas
Country: United States Region : Houston

Claim #/Date : [REDACTED] 11/10/2021

Specialist's Name : ATOVAR8 -????????????????????

----- C Q I S V I N H I S T O R Y -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 03307	03/24/23	654233	13506	1	82	KU2	6731	A	MBASIC
USA 03307	03/24/23	654233	13506	1	82	X	5W30	BSP	MBASIC1
USA 03307	03/24/23	654233	13506	1	82	7C3	9601	A	MBASIC2
USA 03307	03/24/23	654233	13506	1	82	KL3	19N619	AA	
USA 03307	03/24/23	654233	13506	1	82		MAINT		
USA 03307	07/08/23	663245	18781	1	82	KU2	6731	A	MBASIC1
USA 03307	07/08/23	663245	18781	1	82	X	5W30	BSP	MBASIC
USA 03307	07/08/23	663245	18781	1	82		MAINT		
USA 03307	11/15/23	675460	23920	1	82	KU2	6731	A	MBASIC
USA 03307	11/15/23	675460	23920	1	82	X	5W30	BSP	MBASIC1
USA 03307	11/15/23	675460	23920	1	82	KL3	19N619	AA	MBASIC4
USA 03307	11/15/23	675460	23920	1	82		MAINT		

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/15/2021

----- R E P O R T S U M M A R Y -----

VEHICLE: 2021 BRONCO 4X4,4DR,MPV VIN:1FMEE5BP6MLA71427
Engine : 2.7L DOHC 4V DI GT V6 GAS/FFV Odometer: 6,245 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 02 START/RUN/MOVE STARTING
NO CRANK ALWAYS

Additional Symptom: CRANKCHAFT CANNOT BE ROTATED
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT

CONCER 10/15/2021 12:50PM SERGIO RANGEL MSS - FCSD - TECH ASSIT CENTER
Web Form Data(118460036) Description of Vehicle Concern: Towed in
vehicle died on highway will not restart Please list any diagnostics
already performed: check battery voltage is 12 volts crank will not
move. checked starter. starter is not locked up with starter removed
crank will still not move Parts Replaced: none Your Question: Bronco
was towed in for not running. can not move crank. want to know what
the next step is. Thank you

RECOMM 10/15/2021 12:50PM [REDACTED] cannot be rotated after removing
the starter, further inspection of the short block assembly is
required in order to determine the root cause of the vehicle concern.
Refer to GSB 20-7062. This would help determine if the concern was
caused by a low oil condition or an internal component failure. GSB
G0000165 can be followed to help determine if there is excessive metal
contamination. Both GSBs can be referenced to help determine if any
cylinder wall damage or scoring is noted. If signs of excessive metal
debris is noted, further inspect the cylinder heads for any
contamination concerns, including the intake manifold. Once the extent
of the suspected base engine failure has been determined, the LTIS
policy can be followed as the vehicle has less than 12,000 miles and
the within 12 months of warranty start date. Have a great day. Sergio
R. Ford Technical Assistance Center

ADD-ON 10/15/2021 12:50PM [REDACTED] MSS - FCSD - TECH ASSIT CENTER
Consulted with TSA Kurt McIntosh. [REDACTED] agreed the next step is to
further inspect the engine, to make a determination of the suspected
base engine failure. Kurt mentioned the LTIS policy can be followed.

RECOMM 10/22/2021 04:40PM [REDACTED] (FSE) MSS - FCSD - SOUTHWEST REG
<p>The Technical Assistance Center has determined that additional
dealership outreach is necessary to further assist in resolving this
vehicle s concern(s). One of the Technical Assistance Center
Vehicle Off Road Specialists will contact you and/or
the Service Manager within 1 business day to obtain additional
information and provide recommendations to assist in successfully

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/15/2021

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

repairing the vehicle.</p><p>
</p><p>If you have not been contacted repairing the vehicle.</p><p>
</p><p>If you have not been contacted or provided additional information from your service team within 1 business day, please contact the Technical Assistance Center Hotline (800) 826-4694 and request to speak with your designated Vehicle Off Road Specialist.</p>

ADD-ON 10/22/2021 04:40PM [REDACTED] (FSE) MSS - FCSD - SOUTHWEST REG
Reason For Escalation : Technical Progress

CONCER 10/25/2021 10:32AM [REDACTED] (FSE) MSS - FCSD - SOUTHWEST REG
Multiple OBCs to technician Anthony and left a voice. Multiple OBCs to the dealership but was not able to contact anyone in service

RECOMM 10/25/2021 10:32AM [REDACTED] (FSE) MSS - FCSD - SOUTHWEST REG
Anthony, If you could please update this form with more information on the concern and the status of the repair. Thank you, Jon F. Vehicle Off Road Specialist 313-317-6337

CONVRS 10/27/2021 01:50PM [REDACTED] (FSE) MSS - FCSD - SOUTHWEST REG
OBC TO DEALER AND WAS TOLD THAT THE VEHICLE WAS TAKEN BACK TO THE ...ORIGINAL DEALER THAT SOLD THE VEHICLE. THAT DEALER IS MIRACLE FORD IN ...GALLATIN, TN. I WILL BE REACHING OUT TO THAT DEALER TO CONFIRM. THEY ...ALSO CONFIRMED THAT THE ENGINE WAS LOCKED UP.

CONVRS 10/27/2021 03:16PM [REDACTED] (FSE) MSS - FCSD - SOUTHWEST REG
MULTIPLE OBCS TO MIRACLE FORD BUT WAS UNABLE TO REACH ANYONE IN SERVICE ...SENT THE FSE A WEBEX MESSAGE EXPLAINING THE SITUATION AND ASKING FOR A ...GOOD CONTACT PERSON/NUMBER AT MIRACLE FORD. ...

CONVRS 10/27/2021 03:47PM [REDACTED] (FSE) MSS - FCSD - SOUTHWEST REG
RECEIVED A WEBEX MESSAGE FROM FSE STATING THAT HE REACHED OUT TO THE ...SHOP FOREMAN AT MIRACLE FORD AND HE SAID THE ENGINE IS ON ORDER BUT ...THERE'S NO ETA.

CONVRS 11/02/2021 02:16PM [REDACTED] (FSE) MSS - FCSD - SOUTHWEST REG
OBC TO SHOP FOREMAN JEFF AND HE SAID THAT THEY GOT THE LONG BLOCK ...YESTERDAY AND HOPING TO HAVE IT DONE BY THE END OF THE WEEK.

CONVRS 11/05/2021 02:15PM [REDACTED] (FSE) MSS - FCSD - SOUTHWEST REG
OBC TO SHOP FOREMAN [REDACTED]. HE SAID THAT THEY FOUND THE ROOT CAUSE OF ...THE ENGINE DAMAGE WHICH WAS CYLINDER 4 INTAKE VALVE DROPPED INTO THE ...COMBUSTION CHAMBER WHICH SENT METAL DEBRIS THROUGHOUT THE ENGINE. THEY ...FOUND MORE DAMAGE TO THE EGR COOLER, LH TURBOCHARGER, AND METAL DEBRIS ...IN THE INTAKE. THE EGR COOLER, LH TURBOCHARGER, INTAKE, AND ALL OTHER ...NECESSARY COMPONENTS WERE ORDERED ON WEDNESDAY. DUE TO THE METAL ...DEBRIS AND THE LH TURBOCHARGER BEING DAMAGED, I TOLD JEFF TO ALSO ...REPLACE THE RH TURBOCHARGER AND CHECK THE CAC SYSTEM FOR METAL DEBRIS ...REPLACING AS NEEDED.

RECOMM 11/11/2021 02:47PM JON FRITTER(FSE) MSS - FCSD - SOUTHWEST REG
Closing due to vehicle no longer at the dealer.

ADD-ON 11/11/2021 02:47PM [REDACTED] (FSE) MSS - FCSD - SOUTHWEST REG
Vehicle was towed to a different dealer.

CONVRS 11/11/2021 02:50PM [REDACTED] (FSE) MSS - FCSD - SOUTHWEST REG
[REDACTED] JEFF. JEFF SAID THAT THE LB, TURBO'S, INTAKE, AND ...ALL OTHER NECESSARY PARTS HAVE BEEN INSTALLED, TEST DROVE THE VEHICLE, ...AND THE CONCERN IS NO LONGER PRESENT. THEY ARE JUST WAITING FOR THE ...CUSTOMER TO PICK UP THE VEHICLE.

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/15/2021

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
10/15/2021	MQOFE475	CACVOC	ST/RN/MV		USA 05721

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/02/2022

----- R E P O R T S U M M A R Y -----

VEHICLE: 2021 EXPLORER 4X4 (2020 -),SPORT,4 DOOR ,MPV VIN:[REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 12,828 MILES
Operating Environ: WCC : 2B02
Vehicle Use : Rsp. Act:

SYMPTOM: 5 50 A 02 DRIVING PERFORMANCE RUNS ROUGH
ALL RUNNING MODES ALWAYS

Additional Symptom: CYLINDER 4 MISFIRE
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: 12029 COIL ASY-IGNITION
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
CONCER 08/02/2022 01:43PM AMORA110
Web Form Data(119552904) Description of Vehicle Concern: THE CHECK ENGINE LIGHT IS ON AND THE VEHICLE RUNS ROUGH. P0304 IS STORED AND CYLINDER 4 APPEARS TO BE THE ONLY CYLINDER MISFIRING. Please list any diagnostics already performed: VERIFIED CONCERN, PERFORMED A SELF TEST ON THE PCM- P0304 IS STORED. ROADTESTED THE VEHICLE WHILE MONITORING POWER BALANCE AND FOUND CYLINDER 4 WILL MISFIRE UNDER LOAD. THE MISFIRE WILL SHOW UP ON THE POWER BALANCE WHEN AT IDLE AS WELL. PERFORMED THE RELATIVE COMPRESSION TEST- ALL SHOW 0% LOSS. PERFORMED THE HIGH AND LOW PRESSURE FUEL SYSTEM TEST- ALL PASS. SWAPPED CYLINDER 4 SPARK PLUG AND COIL TO CYLINDER 1 AND CLEARED DTCS, RESET KAM AND ROAD TESTED THE VEHICLE. FOUND THE MISFIRE IS STILL PRESENT AND ONLY ON CYLINDER 4. P0304 WAS STORED AGAIN AFTER THE ROAD TEST. ALLOWED THE ENGINE TO GET TO OPERATING TEMP AND PRESSURIZED THE COOLING SYSTEM AND ALLOWED THE VEHICLE TO COLD SOAK OVERNIGHT. INSPECTED INSIDE CYLINDER 4 FOR SIGNS OF COOLANT LEAKING FROM THE HEAD GASKET INTO THE COMBUSTION CHAMBER- NONE FOUND AND THE COOLING SYSTEM HELD PRESSURE OVERNIGHT. DECIDED TO REPLACE THE CYLINDER 4 INJECTOR INCASE IT WAS INTERNALLY STICKING CLOSED SLIGHTLY AND RESULTING IN A MISFIRE. AFTER REPLACEMENT, CLEARED DTCS AND RESET KAM. ROADTESTED THE VEHICLE AND FOUND IT STILL MISFIRES AND THE CHECK ENGINE LIGHT CAME BACK ON. PERFORMED A SELF TEST ON THE PCM AND FOUND P0304 WAS STORED AGAIN. CHECKED PIN FIT ON CONNECTORS C114 AND C1144 USING THE ROTUNDA BACK FLEX PROBE KIT- ALL PINS HAVE SLIGHT DRAG AND FEEL SNUG. CHECKED CIRCUIT CE306 FROM THE PCM TO THE COIL 4 CONNECTOR- FOUND 0.30HMS AND IT STAYED CONSTANT WHILE WIGGLING AND PULLING ON THE WIRING HARNESS. CHECKED GD108 FROM COIL 4 CONNECTOR TO THE ENGINE GROUND- 0.40HMS AND DOES NOT CHANGE WHILE WIGGLING THE WIRING HARNESS. CHECKED CBK04 AT COIL 4 CONNECTOR AND FOUND 12.17V IS PRESENT. CHECKED COMPRESSION ON CYLINDERS 4, 5, 6 AND ALL WERE ABOUT 150PSI. MONITORED FLP AND FRP PIDS AND COMPARED TO THEIR DESIRED PIDS, ALL WERE CLOSE TO WHAT THE DESIRED PIDS READ. CONNECTED A FUEL PRESSURE GAUGE IN LINE WITH THE LOW PRESSURE FUEL SYSTEM AND COMPARED THE FUEL PRESSURE ON THE GAUGE TO THE FLP PID- THE PID READ AROUND 76PSI, THE GAUGE READ ABOUT

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/02/2022

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
72PSI.USED THE TAC SELF HELP TOOL AND FOUND A SIMILAR CONCERNS AND
72PSI.USED THE TAC SELF HELP TOOL AND FOUND A SIMILAR CONCERNS AND
THEY FOUND A BROKE VALVE SPRING THAT RESULTED IN MISFIRE. REMOVED THE
BANK 2 VALVE COVER AND INSPECTED ALL OF THE VALVES ON CYLINDER 4 AND
ALL APPEAR OK AT THIS TIME. Parts Replaced: FUEL INJECTOR ON CYLINDER
4 Your Question: SINCE THE MISFIRE IS CONSTANT ON CYLINDER 4 AND FUEL,
SPARK, AND COMPRESSION ALL SEEM OK COULD THIS BE A RESULT OF A FAULTED
COIL DRIVER IN THE PCM? IS THERE ANY OTHER BASE ENGINE DIAGNOSIS I
SHOULD PERFORM?
RECOMM 08/02/2022 01:43PM AMORA110

[REDACTED] Since the vehicle is exhibiting a single cylinder misfire on 4
with compression, fuel, and spark plugs/coils ruled out an ignition
fault may still be occurring within the COP circuits or driver for
cylinder 4. At this time, it would be recommended to confirm if spark
is present at the cylinder 4 COP by following PPT JB step 8 located
within WSM section 303-07B > Diagnosis and Testing > Engine Ignition >
Pinpoint Test JB. The test will confirm if 25-28kV is available to the
coil which would condemn the circuits or driver for a fault. If spark
is not present when performing this test, then it would be recommended
to continue with performing a loaded voltage drop test on the CE306,
GD108, and CBK04 circuits seen on wiring diagram cell 23 page 2.
Voltage drop across the individual circuit being testing should not
exceed .5V from source voltage and if it does excessive resistance is
present that will need to be isolated and repaired. If voltage drop
does not exceed .5V on any of the COP4 circuits and spark was not
available at the coil, then a PCM driver fault would be suspected. PCM
replacement would be supported in this case having ruled out the
circuits, COP, and spark plug for the cylinder. As your dealership is
equipped with the See What I See (SWIS) headset, if additional
technical assistance is required and a SWIS session would be
beneficial (live video or picture would help), click <A target= blank

[REDACTED] to book a SWIS call
with the TAC. After booking an appointment a TAC representative will
reach out to you at the appropriate time. Verify the following prior
to your appointment:Your See What I See (SWIS) headset is
charged, the headset is turned on, and is updated with the latest
software level.Ensure TeamViewer login card is ready to scan
(Contains unique dealer code & dealership name)The vehicle
you are working on is in a bay with good Wi-Fi
connectivity
<span style=font-weight: bold font-style:
italic>If the bullet points above are met the TAC can be reached at
(800) 826-4694, from 9am to 6pm Monday thru Friday Eastern Time to
perform a SWIS call.

<A target= blank

[REDACTED]
[REDACTED]
[REDACTED] A>
Technical Assistance Center Team Member, [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/02/2022

----- C O M M E N T S -----

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--TYPE-- ----- COMMENT TEXT -----
ADD-ON 08/02/2022 01:43PM AMORA110

ADD-ON 08/02/2022 01:43PM AMORA110
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact, SWIS Comments : N/A 1st contact
CONCER 08/04/2022 04:08PM GTCGCQIS
THANK YOU FOR THE UPDATE. I LOAD TESTED AND PERFORMED A VOLTAGE DROP
ON CIRCUITS CE306, GD108, AND CBK04. THE TEST BULB LIT UP BRIGHTLY AND
ALL OF THE VOLTAGE DROPS READ BETWEEN .43V TO 0.47V. PPT JB STEP 8
CALLS FOR A THX458 OR EQUIVALENT, NO ONE IN OUR SHOP HAS A THX458 OR
EQUIVALENT SPARK TESTER. ASSEMBLED THE VEHICLE AND ATTACHED MATCO
INLINE SPARK TESTER PART NUMBER 23970 AND MONITORED POWER BALANCE AND
THE SPARK TESTER BULB WHILE THE VEHICLE WAS RUNNING. POWER BALANCE
WILL SHOW MISFIRES AT TIMES BUT THE BULB STILL LIGHTS AND DOES NOT
APPEAR TO BE FADED OR MISFIRE. I VE ORDERED THE THX458 SPARK TESTER
BUT I M WAITING FOR IT TO COME IN. I SWAPPED THE SPARK PLUGS FROM
CYLINDERS 1 AND 4. MONITORED POWER BALANCE AND FOUND THE MISFIRE STILL
SHOWS ON CYLINDER 4. SINCE IT LOOKS LIKE THE IGNITION SYSTEM IS
WORKING NORMALLY, BASE ENGINE APPEARS TO BE OK, AND THE FUEL SYSTEM
SEEMS OK, COULD THIS BE THE RESULT OF SOMETHING ELSE LIKE A CRANK
SENSOR OR TRIGGER WHEEL?
CONCER 08/05/2022 11:41AM AMORA110
OBC placed to [REDACTED] to discuss state of vehicle and where to proceed
with testing. Was at home today but will return on Monday to follow
testing procedures. Advised that the misfires are felt especially
driving under load where the CEL will flash and reduce power. Concern
can be duplicated with placing additional load to engine during idle.
When valve cover for bank 2 was removed only checked for obvious signs
damage such as a dropped valve based on previous reports but did not
inspect valve train any further. THX458 Spark Tester should be in
today to be used for further testing on Monday.
RECOMM 08/05/2022 11:41AM AMORA110
[REDACTED] Thank you for taking the time to speak with me today on your
day off. As discussed during the call, it would be recommended to use
the THX458 Spark Tester as indicated in PPT JB step 8 to place the
appropriate stress on the ignition system for cylinder 4. If a weak
spark is noted especially when compared to another cylinder, then it
would be recommended to replace the PCM as driver failure would be
suspected with the rest of ignition components ruled out. If spark is
ruled out for a concern with the tester, then it would be recommended
to utilize the Cylinder Acceleration PIDs while duplicating the
concern. All cylinders can be monitored to compare but with misfires
specifically on cylinder 4 this would be the focus point during
testing. Normal readings should stay around 0 or fluctuate no greater
than +/- .5. If readings are between +/- .5 to 1, then suspect this is
a misfire that the PCM is starting to detect and may not be felt by
the driver. If readings are at or greater than +/- 1, then this would
be a dead misfire that the PCM should be setting a code for and be
felt by the driver. If the cylinder acceleration PIDs indicate a
misfire is occurring on cylinder 4 but it cannot be felt or is not
setting codes, then it would be recommended to go after a CKP related

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CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/02/2022

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

fault. This will include removal of the CKP sensor for inspection of
fault. This will include removal of the CKP sensor for inspection of
the tone wheel with a borescope through the hole. If cylinder
acceleration PID readings indicate a misfire is occurring and can be
felt, then it would be recommended to suspect a base engine fault.
Continue with removal of the valve cover and inspect the valve train
including the lash adjusters for bleed down. A valve train analysis
can be carried out as outlined in WSM section 303-00 > General
Procedures > Valve Train Analysis and make any repairs as indicated.
If any damage is found to the cylinder head requiring replacement,
then the Smart Cost Cap Tool should be utilized with the extent of
damage to proceed with the appropriate repair decision. If all
components have been ruled out between ignition, fuel, compression,
air, and base engine failures, then it would be recommended to carry
out the Misfire Monitor Neutral Profile Correction procedure in an
attempt to confirm if previous repairs/testing may have resolved the
misfire. If not and the misfire still occurs on cylinder 4, then it
would be recommended to replace the PCM as the last likely cause of
the concern. If additional technical assistance is needed, feel free
to update the form with the results from testing or call into the
Technical Assistance Center Hotline at 800-826-4694. The TAC can be
reached Monday - Friday 8:30 am to 8:00 pm Eastern Standard Time.
Technical Assistance Center Team Member, Amadeus

ADD-ON 08/05/2022 11:41AM AMORA110
Consulted with Sean Powers to confirm direction to take with the
misfire on cylinder 4. Advised that valve train issues may be
occurring if tech did not inspect for bleeding lash adjusters.
Ignition can be double checked if spark was not compared to another
cylinder since a recommended tester was not used. A CKP fault could
occur most likely if the misfires are not felt. And if all components
have been ruled out a PCM replacement may be necessary.

ADD-ON 08/05/2022 11:41AM AMORA110
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Technical, SWIS Comments : OBC to discuss diagnostics and was not in
the shop to start a SWIS session. Also, mentioned that headset was not
charged or updated but if needed when he returns a session will be
scheduled.

RECOMM 08/08/2022 04:16PM [REDACTED] MSS - FCSD - TECH ASSIT CENTER

ADD-ON 08/08/2022 04:16PM [REDACTED] MSS - FCSD - TECH ASSIT CENTER
Pulling into VOR.

ADD-ON 08/08/2022 04:16PM [REDACTED] MSS - FCSD - TECH ASSIT CENTER
Reason For Escalation : Technical Progress

ADD-ON 08/08/2022 04:16PM [REDACTED] MSS - FCSD - TECH ASSIT CENTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Non-Technical, SWIS Comments : Pulling into VOR.

CONCER 08/09/2022 09:40AM [REDACTED] (FSE) MSS - FCSD - MID ATLANTIC REG
OBC to [REDACTED] Mentioned that we would not be performing a SWIS session
this morning. A member on the VOR team would reach out to him later
today.

CQIS Report Number: ██████████ Program Type: H Orig Rpt #: ██████████
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/02/2022

----- C O M M E N T S -----

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--TYPE-- ----- COMMENT TEXT -----
RECOMM 08/09/2022 09:40AM ██████████ AUL(FSE) MSS - FCSD - MID ATLANTIC REG
RECOMM 08/09/2022 09:40AM ██████████ (FSE) MSS - FCSD - MID ATLANTIC REG
██████████ Thanks for taking my call and apologize for the changes in the
SWIS session this morning. <p>The Technical Assistance Center has
determined that additional dealership outreach is necessary to further
assist in resolving this vehicle s concern(s). One of the Technical
Assistance Center <strong>Vehicle Off Road Specialists</strong> will
contact you and/or the Service Manager later today to obtain
additional information and provide recommendations to assist in
successfully repairing the vehicle.</p><p><br></p><p>If you have not
been contacted or provided additional information from your service
team within 1 business day, please contact the Technical Assistance
Center Hotline <strong>(800) 826-4694</strong> and request to speak
with your designated Vehicle Off Road Specialist.</p> Ford Technical
Assistance Center Team Member- Hailee
ADD-ON 08/09/2022 09:40AM ██████████ (FSE) MSS - FCSD - MID ATLANTIC REG
Spoke with Michael R. - mentioned to give the tech a call to let him
know the contact was escalated to the VOR team.
ADD-ON 08/09/2022 09:40AM ██████████ (FSE) MSS - FCSD - MID ATLANTIC REG
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Non-Technical, SWIS Comments : N/A.
CONCER 08/09/2022 04:41PM ██████████ MSS - FCSD - TECH ASSIT CENTER
OBC was placed to ██████████ stated that the vehicle has a dead
misfire on cylinder 4. Manual and relative compression are good. The
coil and plug have been swapped with no change and the injector has
been replaced. The fuel rail did not have any restrictions. The spark
was tested and it was a little weak however, not suspected enough to
cause a dead misfire.
RECOMM 08/09/2022 04:41PM ██████████ MSS - FCSD - TECH ASSIT CENTER
██████████ It is recommended to perform a running compression test by
removing the one way check valve in the compression tester and then
connecting it to cylinder 4. Then start the vehicle and monitor where
the needle bounces to. Then perform the same test on a known good
cylinder. If the needle does not bounce as high on cylinder 4 as the
known good cylinder, the cylinder head will require replacement. A
follow up call is set for Wednesday August 10th 2022 to check on
progress of the vehicle repairs. If further assistance is needed for
this concern before then, please update this form and a follow up call
will be placed as soon as possible. Ford Technical Assistance Center
██████████ R.
ADD-ON 08/09/2022 04:41PM ██████████ MSS - FCSD - TECH ASSIT CENTER
Updated PEGA case.
ADD-ON 08/09/2022 04:41PM ██████████ MSS - FCSD - TECH ASSIT CENTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Non-Technical, SWIS Comments : Waiting on a running compression test.
CONCER 08/10/2022 02:18PM ██████████ MSS - FCSD - TECH ASSIT CENTER
IBC was placed from ██████████ stated that he performed the running
compression test and cylinder 4 matched a known good cylinder with 35
psi. The PCM should be arriving tomorrow.
RECOMM 08/10/2022 02:18PM ██████████ MSS - FCSD - TECH ASSIT CENTER

```

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/02/2022

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

[REDACTED] It is suspected that the PCM has a bad driver present causing

[REDACTED] It is suspected that the PCM has a bad driver present causing the misfire. Please proceed with replacement of the PCM. A follow up call is set for Thursday August 11th 2022 to check on progress of the vehicle repairs. If further assistance is needed for this concern before then, please update this form and a follow up call will be placed as soon as possible. Ford Technical Assistance Center [REDACTED] R.

ADD-ON 08/10/2022 02:18PM [REDACTED] MSS - FCSD - TECH ASSIT CENTER
Updated PEGA case.

ADD-ON 08/10/2022 02:18PM [REDACTED] MSS - FCSD - TECH ASSIT CENTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments : Waiting for PCM to arrive.

CONCER 08/11/2022 02:36PM GTCGCQIS
THE PCM WAS REPLACED AND PROGRAMMED. THE MISFIRE PROFILE CORRECTION WAS PERFORMED AFTER REPLACEMENT AND ON THE ROADTEST, THE VEHICLE STILL MISFIRES AND STORES A P0304. MADE RECORDINGS AND MONITORED PIDS WHILE ROADTESTING AND FOUND CYLINDER 4 MISFIRES. MODE 6 DATA SHOWS A COUPLE OF MISIFIRES STORED ON CYLINDERS 1, 2, 5, AND 6. CYLINDER 4 SHOWS 234 MISFIRES AFTER THE FIRST ROADTEST. AT THIS POINT SINCE BASE ENGINE, IGNITION, PCM, AND FUEL SYSTEMS SEEM TO RULED OUT, SOULD THE TRIGGER WHEEL FOR THE CKP AND THE CKP SENSOR BE INSPECTED AND/REPLACED?

CONCER 08/11/2022 03:15PM [REDACTED] MSS - FCSD - TECH ASSIT CENTER
OBC was placed to [REDACTED] stated that he has checked the harness for the coil and the injector to cylinder 4 and there are no faults. The injector has been replaced and the coil was swapped with no change. There were no restrictions in the fuel rail when the injector was replaced.

RECOMM 08/11/2022 03:15PM [REDACTED] MSS - FCSD - TECH ASSIT CENTER
[REDACTED] It is suspected that there is a valvetrain concern present and the cylinder head will require replacement. It is recommended to fill out the smart cost cap for the cylinder head which should result in engine replacement. A follow up call is set for Monday August 15th 2022 to check on progress of the vehicle repairs. If further assistance is needed for this concern before then, please update this form and a follow up call will be placed as soon as possible. Ford Technical Assistance Center [REDACTED] R.

ADD-ON 08/11/2022 03:15PM [REDACTED] MSS - FCSD - TECH ASSIT CENTER
Updated PEGA case.

ADD-ON 08/11/2022 03:15PM [REDACTED] MSS - FCSD - TECH ASSIT CENTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments : Waiting for parts availability.

CONCER 08/11/2022 05:29PM GTCGCQIS
THANK YOU FOR THE HELP, MY SERVICE MANAGER WOULD LIKE OUR FSE TO BE INVOLVED IN THE REPAIR AT THIS POINT. PLEASE ALSO ESCALATE THIS TO THE FSE IN OUR REGION

CONCER 08/12/2022 03:16PM [REDACTED] MSS - FCSD - TECH ASSIT CENTER
OBC was placed to the dealer, Spoke with Russ in parts who stated that he is going to check D2D and if the engine mount nuts cannot be obtained that way he will open a COPIS VOR case.

RECOMM 08/12/2022 03:16PM [REDACTED] MSS - FCSD - TECH ASSIT CENTER

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/02/2022

----- C O M M E N T S -----

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--TYPE-- ----- COMMENT TEXT -----
[REDACTED] A follow up call is set for Monday August 15th 2022 to
[REDACTED], A follow up call is set for Monday August 15th 2022 to
check on progress of the vehicle repairs. If further assistance is
needed for this concern before then, please update this form and a
follow up call will be placed as soon as possible. Ford Technical
Assistance Center [REDACTED] R. PHONE
ADD-ON 08/12/2022 03:16PM [REDACTED] MSS - FCSD - TECH ASSIT CENTER
Updated PEGA case.,SWIS Session Status : SWIS Not Necessary, SWIS
RECOMM 08/15/2022 05:01PM [REDACTED] MSS - FCSD - TECH ASSIT CENTER
Session Sub Status : Non-Technical, SWIS Comments : Waiting for parts.
Dealer opened COPIS VOR case and they should allocated before 8/22/22.
Follow up set for then to verify they have arrived.
ADD-ON 08/15/2022 05:01PM [REDACTED] MSS - FCSD - TECH ASSIT CENTER
Updated PEGA case.,SWIS Session Status : SWIS Not Necessary, SWIS
CONCER 08/22/2022 03:22PM [REDACTED] MSS - FCSD - TECH ASSIT CENTER
Session Sub Status : Non-Technical, SWIS Comments : Parts.
OBC was placed to [REDACTED] stated that there is another part
number on backorder and they have opened another COPIS VOR case. It
shows that they are trying to get it pulled from the vendor or direct
from the line. The engine mount nuts have arrived at the dealer.
RECOMM 08/22/2022 03:22PM [REDACTED] MSS - FCSD - TECH ASSIT CENTER
[REDACTED] A follow up call is set for Wednesday August 24th 2022 to check
on progress of the vehicle repairs. If further assistance is needed
for this concern before then, please update this form and a follow up
call will be placed as soon as possible. Ford Technical Assistance
Center [REDACTED]
ADD-ON 08/22/2022 03:22PM [REDACTED] MSS - FCSD - TECH ASSIT CENTER
Updated PEGA case.,SWIS Session Status : SWIS Not Necessary, SWIS
CONCER 08/24/2022 03:26PM [REDACTED] MSS - FCSD - TECH ASSIT CENTER
Session Sub Status : Non-Technical, SWIS Comments : Parts concern.
OBC was placed to [REDACTED] stated that he would start on the job
the beginning of next week.
RECOMM 08/24/2022 03:26PM [REDACTED] MSS - FCSD - TECH ASSIT CENTER
[REDACTED] A follow up call is set for Tuesday August 30th 2022 to check
on progress of the vehicle repairs. If further assistance is needed
for this concern before then, please update this form and a follow up
call will be placed as soon as possible. Ford Technical Assistance
Center [REDACTED]
ADD-ON 08/24/2022 03:26PM [REDACTED] MSS - FCSD - TECH ASSIT CENTER
Updated PEGA case.,SWIS Session Status : SWIS Not Necessary, SWIS
CONCER 08/30/2022 04:10PM [REDACTED] MSS - FCSD - TECH ASSIT CENTER
Session Sub Status : Non-Technical, SWIS Comments : Waiting on parts.
OBC was placed to [REDACTED] The input shaft gaskets have arrived and the
repairs should be complete by EOB tomorrow.
RECOMM 08/30/2022 04:10PM [REDACTED] MSS - FCSD - TECH ASSIT CENTER
[REDACTED] A follow up call is set for Wednesday August 31st 2022 to check
on progress of the vehicle repairs. If further assistance is needed
for this concern before then, please update this form and a follow up
call will be placed as soon as possible. Ford Technical Assistance
Center [REDACTED]

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CQIS Report Number: ██████████ Program Type: H Orig Rpt #: ██████████
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/02/2022

----- C O M M E N T S -----

--TYPE--	DATE	TIME	COMMENT TEXT	LOCATION
ADD-ON	08/30/2022	04:10PM	██████████	MSS - FCSD - TECH ASSIT CENTER
ADD-ON	08/30/2022	04:10PM	██████████ Updated PEGA case., SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments : Engine replacement.	MSS - FCSD - TECH ASSIT CENTER
CONCER	08/31/2022	05:33PM	██████████ OBC was placed to ██████████ stated that the engine has been replaced and the concern has been resolved.	MSS - FCSD - TECH ASSIT CENTER
RECOMM	08/31/2022	05:33PM	██████████ No follow up call is being set at this time. If further assistance is needed for this concern, please update this form and a follow up call will be placed as soon as possible. Ford Technical Assistance Center ██████████ R.	MSS - FCSD - TECH ASSIT CENTER
ADD-ON	08/31/2022	05:33PM	██████████ Updated PEGA case., SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments : Concern resolved.	MSS - FCSD - TECH ASSIT CENTER
CONCER	09/01/2022	07:14AM	GTCGCQIS THE ENGINE REPLACEMENT RESOLVED THE ORINGINAL CONCERN, THANKS FOR THE HELP Dealership selected No Reply Required when submitting these comments.	
CONCER	09/01/2022	07:17AM	GTCGCQIS THERE WAS A SUSPECTED STICKING VALVE IN THE CYLINDER 4 VALVETRAIN RESULTING IN A MISFIRE UNDER ALL RUNNING CONDITIONS. THE ENGINE WAS REPLACED UNDER LTIS	
CONCER	09/01/2022	10:50AM	GTCGCQIS SPOKE TOO SOON, MISFIRED DURING MY ROADTEST TODAY, STORED P0304 AND MODE 6 SHOWS 249 MISFIRES ON CYLINDER 4	
RECOMM	09/01/2022	02:30PM	██████████ 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.	MSS - FCSD - TECH ASSIT CENTER
ADD-ON	09/01/2022	02:30PM	██████████ SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments : TAR is being opened.	MSS - FCSD - TECH ASSIT CENTER
TARVOR	09/01/2022	02:30PM	██████████ TARVOR IS BEING OPENED DUE TO A LACK OF TECHNICAL PROGRESS.	MSS - FCSD - TECH ASSIT CENTER
AUDIT	09/01/2022	02:30PM	██████████ TECH ASSIST REFERRAL HAS BEEN OPENED	MSS - FCSD - TECH ASSIT CENTER
ADD-ON	09/02/2022	02:42PM	██████████ (FSE) CALLED SM ██████████ STATED THEY INSPECTED THE TRIGGER WHEEL WHEN THEY REPLACED THE LONG BLOCK AND DIDNT SEE ANY ISSUES. PLANNED A D EALER VISIT FOR TUESDAY (09/06) AT 1:00.	MSS - FCSD - KEYSTONE REGION
ADD-ON	09/06/2022	05:08PM	██████████ (FSE) VISITED DEALER ON 09/06 BUT DEALER WAS UNABLE TO PULL VEHICLE IN AT TIME OF VISIT. SM ██████████ THOUGHT THAT WE DISCUSSED FSE VISITING ON 09/07. WENT OVER PREVIOUS REPAIRS WITH SM. RETURNING TO DEALER ON	MSS - FCSD - KEYSTONE REGION

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIST CENTER Report Date: 08/02/2022

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

09/07 IN THE AFTERNOON.

09/07 IN THE AFTERNOON.

ADD-ON 09/07/2022 04:11PM [REDACTED] (FSE) MSS - FCSD - KEYSTONE REGION
FSE VISITED DEALER ON 09/07. SPOKE WITH TECH & SM ABOUT ALL REPAIRS.
PCM HAS BEEN REPLACED, FUEL INJECTOR FOR CYLINDER 4, AND THE LONG
BLOCK. SPARK PLUGS, HPFP, AND FUEL INJECTORS CAME WITH NEW ENGINE AND
TECHNICIAN [REDACTED] SAID THE MISFIRE WAS STILL OCCURRING ON THE SAME
CYLINDER AFTER THE ENGINE REPLACEMENT. THE CKP SENSOR, TRIGGER WHEEL,
AND IGNITION COILS WERE THE ONLY COMPONENTS THAT HAVE NOT BEEN
REPLACED AND DID NOT COME WITH THE NEW ENGINE. DECIDED TO START WITH
DIAGNOSING IGNITION COILS FIRST. TEST DROVE VEHICLE WHILE MONITORING
CYLINDER ACCELERATION PIDS. DURING TEST DRIVE, ACCL 4 PID (CYLINDER
5) INDICATED A MISFIRE OF +/- 1.4. RETURNED TO SHOP AND HAD
TECHNICIAN SWAP THE COIL BACK FROM CYLINDER 5 TO CYLINDER 4. TEST
DROVE VEHICLE AGAIN AND MISFIRE FOLLOWED COIL, SHOWING +/-2.0 ON
ACCL 2. FIRING ORDER FOR VEHICLE IS 1-4-2-5-3-6, MEANING MISFIRE
FOLLOWED COIL TO CYLINDER 4. DEALER HAS COIL ORDERED; ETA IS 09/08 IN
THE MORNING. FOLLOWING UP WITH SM [REDACTED] TOMORROW TO VERIFY NEW COIL
RESOLVED ISSUE BEFORE CLOSING CASE.

ADD-ON 09/08/2022 06:28PM [REDACTED] (FSE) MSS - FCSD - KEYSTONE REGION
CALLED SM [REDACTED] [REDACTED] HAS REPLACED THE IGNITION COIL AND THE MISFIRE
HAS NOT RETURNED. [REDACTED] IS PERFORMING THE DRIVE CYCLE TEST BEFORE
RETURNING TO CUSTOMER. CLOSING CASE.

AUDIT 09/08/2022 06:28PM [REDACTED] (FSE) MSS - FCSD - KEYSTONE REGION
TECH ASSIST REFERRAL HAS BEEN CLOSED

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
PCM#P0304:00-65,P0306:00-65
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	12029	SERVICE	COIL ASY-IGNITION	YES

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 07/02/2021 Warranty Start Date: 08/02/2021
Date of Sale: 08/02/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 615 LBS
LH/RH Drive:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/02/2022

Engine: 3.0L GTDI TC V6 GAS Tag: BC B3G E3
Bld Dt: Calb: MCTWYXN A
Serial #: EF06A21174130663LB5E 6007 CB

Trans: 10 SPD AUTO 10R60 Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: TC04A21175221099 L1MP 7000 VB
Model: [REDACTED]

----- A D D I T I O N A L ----- Shft:
Tire : 275/45 R21 A/S TYRE Brand :
Radio : A/C : AC G-?????????????????????????????
Paint : PN4-?? CARBONIZED GRAY/ASHER GRAY

----- A F T E R M A R K E T M O D I F I C A T I O N S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
Orig/Caller : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]

Rpr Dlr:USA 01304 - Chapman Ford of Horsham Ph#:215-674-3600
City: Horsham State : Pennsylvania
Country: United States Region : Philadelphia

Claim #/Date : 921837 07/25/2022

Specialist's Name : AMORA110 -????????????????????????????????

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal	Part Description	Dealer Id
11/10/2022	NXJD4003	NHL	AID/INFO	CMR RR	FAC VEH DTCT	USA 01304
07/20/2022	N7TED465	CACVOC	COMF/ENT			USA 01304
08/18/2022	N8RET902	CACVOC	DRV PERF			USA 01304

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---
SURVEY HAS NOT BEEN SENT

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (3 6 5 d a y s o n l y) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 01304	12/15/22	926518	17186	1	42		14G371		12652D
USA 01304	12/15/22	926518	17186	1	42				12652D1
USA 01304	12/15/22	926518	17186	1	42				12652D17
USA 01304	12/15/22	926518	17186	1	42				12652D45
USA 01304	11/14/23	938171	31201	1	82		TCARE		TIRELABOR

CQIS Report Number: [REDACTED] Program Type: Q
Report Source: MSS - FCSD - QSFS

Orig Rpt #: 202193863931
Report Date: 12/15/2021

----- R E P O R T S U M M A R Y -----

VEHICLE: 2021 NAUTILUS,AWD,4 DOOR ,SELECT VIN: [REDACTED]
Engine : 2.7L V6 GTDI ECOBOOST Odometer: 2,489 MILES
Operating Environ: WCC : 1E02
Vehicle Use : Rsp. Act:

SYMPTOM: 4 41 6 02 START/RUN/MOVE RUNNING
OIL FROM EXHAUST ALWAYS

Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: FT4Z 6108 A PISTON & PIN ASY
Causal Factor: Feature: Loc:
Causal Condition: Photo: YES Atchmnts: 2
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT

CONCER 12/15/2021 09:54AM
vehicle died at hiways speeds.
TECH/C 12/15/2021 09:54AM
crankcase a milshake and one cyl is destroyed. piston top in pieces
and valve is loose inside combustion chamber #4

----- C O N C E R N D E T A I L S -----
Intermittent?: Come Back? : Air Temp. : 3 Grid Location:
Towed In? : Quits On Road?: Unit Down?: Verification :

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

Repair Type	Component Number	Number	Description	Causal Comp.
RPL	FT4Z	6108 A	SERVICE PISTON & PIN ASY	YES

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 09/09/2021 Warranty Start Date: 09/17/2021
Date of Sale: 09/17/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 596 LBS
LH/RH Drive:

----- E N G I N E -----

Engine: 2.7L V6 GTDI ECOBOOST Tag: KG 502 BB
Bld Dt: Calb: MCD9WQN A
Serial #:

CQIS Report Number: [REDACTED] Program Type: Q
Report Source: MSS - FCSD - QSFS

Orig Rpt #: 202193863931
Report Date: 12/15/2021

EF06A21244120539KG 502 BB

--- TRANSMISSION ---
Trans: 8 SPEED AUTO 8F57 Part #:

Bld Dt:

Serial #:

TC11A21221210243 K2GP 7000 DB

Model:

Shft:

--- AXLE ---

Axle: 3.65 FINAL DRIVE RATIO Id Tag Code: Bld Dt:

Serial #:

--- ADDITIONAL ---

Tire : 265/40R21 GEN 2 A/S V-RATED

Brand :

Radio :

A/C :

AC G-????????????????????

Paint : NEUTRAL EXT PAINT FAMILY B

----- BURGUNDY VELVET TC

----- AFTER MARKET MODIFICATIONS -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Orig/Caller : [REDACTED]

Title: SERVICE DIRECTOR

Phone : 6148632800

Rpr Dlr:USA 10754 - Bob-Boyd Lincoln, Inc.

Ph#:614-863-2800

City: Columbus

State : Ohio

Country: United States

Region : Cincinnati

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp	Cat	Causal	Part	Description	Dealer Id
12/15/2021	MZ0FP252	CACVOC	DRV	PERF				USA 10754

--- SUPPLEMENTAL SURVEY: NONE ---

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 02163	03/27/23	047279	17766	1	82		DELIVERY		
USA 02163	03/27/23	047279	17766	2	82		MAINT		MBASIC
USA 02163	03/27/23	047279	17766	2	82	KU2	6731 A		MBASIC1
USA 02163	03/27/23	047279	17766	2	82	X	5W30 BSP		MULTI
USA 02163	09/23/23	063800	23016	1	82		MAINT		MBASIC
USA 02163	09/23/23	063800	23016	1	82	KU2	6731 A		MBASIC1
USA 02163	09/23/23	063800	23016	1	82	X	5W30 BSP		MULTI

GCQIS Attachments

View Report Attachment - Images

Report#: [REDACTED]

Print
Delete

Exit
Move

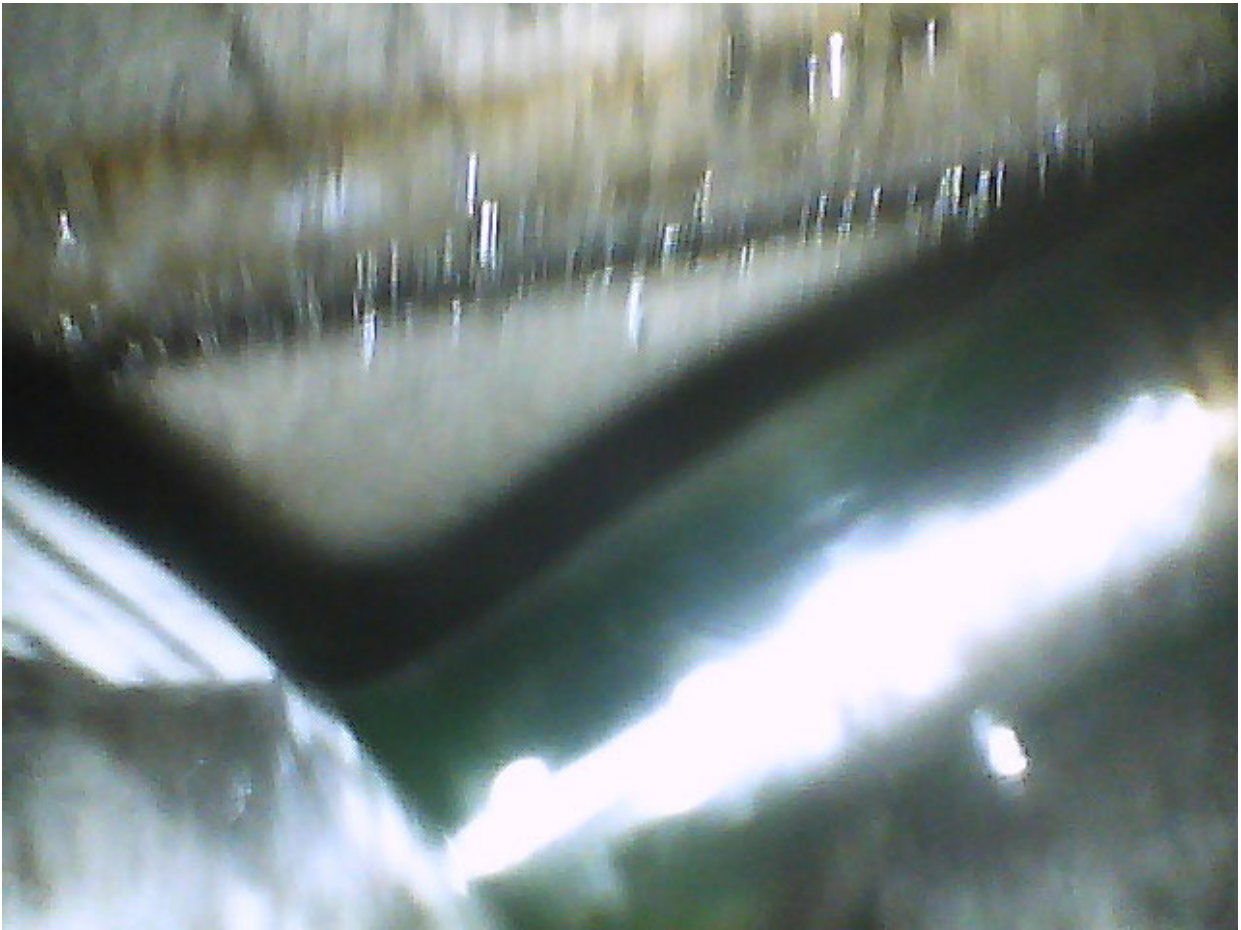
Number of Images : 2

Images Per Page:5

2 items found, displaying all items.1



○ Attachment Id : [REDACTED]



○ Attachment Id : [REDACTED]

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