CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/16/2024

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B68MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 14,342 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: stalling concern
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 01/16/2024 01:56PM COREY REILLY(FSE) MSS - FCSD - NORTHEAST REGION
Web Form Data(120318939) Description of Vehicle Concern: vehicle would start/idle and randomly power off, also u could drive the vehicle and the same thing would happen randomly. no power at all inside of vehicle engine is off and wont start back. After you wait for about 10 minutes the power returns and the vehicle would start and run like nothing is wrong. it only started happen 2 1/2 weeks ago and it happen 6 times idling and 5 times while driving i cant make the issue happen in the bay Please list any diagnostics already performed: everytime i check and drive the vehicle i cant make the issue to happen it never powered off while i and with the vehicle so most the the checks pass eec test give the dtc listed above and multiple lost of comm dtc to other modules from other modules at this time all modules pass network test remove bjb, bcm and pcm to inspect the modules and connectors check ground and battery terminals = good wiggle test on multiple connectors perform ppt h for b1310 perform ppt a for b153f perform ppt c for b1142 test battery = good update gateway module Parts Replaced: no parts were replaced yet Do you have a module programming concern? No Your Question: what can be causing this issue??? can it be the BCM or BJB
RECOMM 01/16/2024 01:56PM COREY REILLY(FSE) MSS - FCSD - NORTHEAST REGION
Arif, A faulty BCM is not likely for an intermittent loss of power issue at this time. A BJB related fault may be present but the root cause of the concern must be further isolated at this time. The PCM is losing communication or power which is causing the vehicle to stall. A network communication/CAN related concern may or may not cause the vehicle to stall but it is recommended to attempt and short the HS1-CAN manually with the engine running to determine if the engine will stall resulting in the same concern. If the engine continues to run, a CAN concern is not suspected. If the engine stalls, continue with referring to Wiring Diagram cell 14 pages 1 and 2 for the HS1-CAN circuits and connectors. Continue with performing wiggle testing on all sections of the wiring harness that contains circuits VDB04 and VDB05. However, if the customers concern is not duplicated by shorting

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/16/2024

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

--TYPE-- ---------- COMMENT TEXT ----------
the HS1-CAN, additional information must be obtained from the customer

the HS1-CAN, additional information must be obtained from the customer to determine when/how the concern is occurring. Characteristics such as raining/wet conditions, only after hot restart, over bumps, etc. No recommendations or diagnosis can be provided without the concern currently present.

CONCER 01/19/2024 12:06PM GTCGCQIS
i shorted HS-1 VDB05 to gound at c207. the dash and cluster lost power but the engine stayed running. eec test show everything on the HS1 line failed network test after i remove the short the wrench light came on. when i scan for dtc alot of lost coomunication dts but none of the dtcs i had before returned. The issue happen with the saleman when he was driving it, it was a clear sunny day and he didnt go over any bumps. the vehicle was hot when it happened

RECOMM 01/19/2024 12:33PM COREY REILLY(FSE) MSS - FCSD - NORTHEAST REGION
Arif, As discussed on the phone, no diagnostic assistance can be provided without the concern occurring. The HS1-CAN was shorted manually to determine if an HS1-CAN related concern could cause this fault but as you have noted, it does not stall the engine. The concern must be present with testing performed to further isolate the root cause and provide diagnostic assistance.

ADD-ON 01/19/2024 12:33PM COREY REILLY(FSE) MSS - FCSD - NORTHEAST REGION
Spoke with technician and service manager on the phone to discuss that hotline contacts should no be submitted for concerns that cannot be duplicated. The technician stated the Service Manager directed him to contact hotline.

---------- 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
BECM#B1142,B13BF
PCM#P068A
BCM#B130F,B1310,B153F
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: 04/23/2021 Warranty Start Date: 05/29/2021
Date of Sale: 05/29/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 03717
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/16/2024

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21104131195LX6G 6007 ACA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21091132254 LX6P 7000 DB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC C-??????????????????????
Paint : PN4-??????????????????????????--------- AREA 51

---------- 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 : ARIF MOHAMED Title: TECHNICIAN
Phone :
ARIF MOHAMED
Rpr Dlr:USA 03717 - Crown Ford, Inc. Ph#: [redacted]
City: Lynbrook State : New York
Country: United States Region : New York

Claim #/Date : [redacted] 01/15/2024

Specialist's
Name : COREY REILLY (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 Number Base	Part Number Sfx	Labor Operation
USA 03717	06/13/23	[redacted]	11653	1					22S21A
USA 03717	06/13/23		11653	2		NX6	8A507	A	22S73B

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/17/2023

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

VEHICLE: 2022 BRONCO SPORT 4X4,TRAIL,2DR,MPV VIN:3FMCR9D94NR[redacted]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 1,567 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 52 3 39 DRIVING PERFORMANCE STALLS/QUITS
CRUISE/ STEADY SPEED INTERMITTENT
Additional Symptom: P0562
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 01/17/2023 01:00PM AROSS87
Web Form Data(119809626) Description of Vehicle Concern: CS THE BATTERY LIGHT AND CHECK CHARGING SYSTEM WARNING LIGHT CAME ON WHEN DRIVING AND THE VEHICLE STALLED. Please list any diagnostics already performed: I AM UNABLE TO DUPLICATE THE CONCERN, THE CUSTOMER STATES THE CONCERN IS INTERMITTENT. PULLED DTCS: B1218:00 IN BCM, P0562:00 AND P059F:00 BOTH IN PCM, U3000:42 AND U3001:68 BOTH PRESENT IN PSCM. TECH RECENTLY REPLACED BATTERY CONCERN STILL EXISTS. CHECKED ALL POWER CONNECTIONS AND GROUNDSM NO ISSUES FOUND. CHECKED MEGA FUSE FOR GENERATOR, NO ISSUES FOUND WITH FUSE OR CONNECTIONS. WIGGLE TESTED ALL HARNESSES AND CABLES I COULD GET MY HANDS ON BUT CONNOT DUPLICATE CONCERN. Parts Replaced: BATTERY. Your Question: WHAT SHOULD BE MY NEXT STEP IN DIAGNOSING THIS CONCERN? THANKS -GLENN
RECOMM 01/17/2023 01:00PM AROSS87
Glenn, On this vehicle, the LIN network is used to communicate with the generator to determine its output. The LIN network is also used to communicate with the active grille shutters. This means a fault with this system could cause faults with the charging system. At this time, we recommend performing pinpoint test A for the active grill shutters in the diagnostics tab. We also recommend inspecting all inline connections to the active grill shutters, this component is located on the very front of the car is it is susceptible to damage and water intrusion. Please ensure there are no faults with the active grill shutters or LIN network. You may refer to wiring cell 33-2 for more information and connector locations regarding the active grill shutters. 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 href=https://outlook.office365.com/owa/calendar/swisscheduler@ford.com/bookings/s/5imEz-vymUu3N4THp6tynA2>Schedule</A> 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/17/2023

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

--TYPE-- ---------- COMMENT TEXT ----------
charged, the headset is turned on, and is updated with the latest

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/reviewTISfaq.faces?LANG=EN-US&GEO=USA&dswid=-520>Headset software/hardware concerns</A>

<A target=_blank href=http://site-307934.bcvp0rtal.com/detail/videos/tools-equipment/video/6290958058001/swis-initial-setup>Initial headset setup</A>
Technical Assistance Center Team Member- AJ
ADD-ON 01/17/2023 01:00PM AROSS87
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact, SWIS Comments : First contact

---------- 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#P05622,B13BF
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: 09/26/2022 Warranty Start Date: 11/19/2022
Date of Sale: 11/19/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 473 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: L1 PE GA
Bld Dt: Calb: NCHDR9N A
Serial #:
EE100 022168103717L1PE 6007 GA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A22241120660 LX6P 7000 XB

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/17/2023

Model: Shft:

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

Tire : 225/65 R17 A/T Brand :
Radio : A/C : AC C-??????????????????????
Paint : PN4-??????????????????????????--------- CYBER ORANGE 3C

---------- 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 : GLENN GUMBRECHT Title: SHOP FOREMAN
Phone :

GLENN GUMBRECHT
Rpr Dlr:USA 20422 - Hamilton Ford Ph#:[redacted]
City: Clovis State : New Mexico
Country: United States Region : Phoenix

Claim #/Date : [redacted] 01/02/2023

Specialist's
Name : AROSS87 -??????????????????

---------- 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
01/04/2023	[redacted]	CREDSR	ST/RN/MV			USA 20422

--- 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 #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/15/2022

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

VEHICLE: 2022 BRONCO SPORT 4X4,2DR,MPV VIN:3FMCR9A65NR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 859 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 54 2 39 DRIVING PERFORMANCE LACK/LOSS OF POWER
ACCELERATION INTERMITTENT
Additional Symptom: int. lack of power
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 03/15/2022 01:08PM NLEE39
Web Form Data(118735633) Description of Vehicle Concern: vehicle lack of power on highway on acceleration and then died out. Please list any diagnostics already performed: test drove on highway hot and cold start could not duplicate concern. No DTCs present current or history. No alerts on Vehicle health status. Parts Replaced: none Your Question: what would be the next step? with this being a new model has there been reports on any similar concern in the US?

RECOMM 03/15/2022 01:08PM NLEE39
Afternoon Daniel, It does not appear there are any definitive known concerns (SSMs, TSBs, etc.) regarding this issue. At this time, we need to focus on duplication of the customer for further testing to be completed. For duplication, start by speaking with the customer to gather further information regarding this concern. This includes, does this concern occur after the vehicle is started after a cold soak, after driving for a period of time, after extended idling (traffic), only on acceleration, do any warning lights appear, etc. In addition, complete wiggle testing at the PCM and engine sensors. Once this concern is duplicated, check for any DTCs via a direct PCM self-test. If none are present, view fuel trims, O2 readings and MAP sensor readings at the time of the concern to note any faults. Past that, move to PPT HC located in WSM 310-01A > Diagnosis and Testing. Other symptom related pinpoint tests can be found using the Diagnostics tab in PTS. In this tab, use the symptom selection on the left to select Driving Performance > Lack Of Power. From there, complete other symptom related pinpoint tests. Thanks, Nathan L. Ford Technical Assistance Center 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/15/2022

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

--TYPE-- ---------- COMMENT TEXT ----------
following prior to calling: Your See What I See

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.

---------- 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
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: 02/03/2022 Warranty Start Date: 02/26/2022
Date of Sale: 02/26/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA FA
Bld Dt: Calb: NCHDY1N A
Serial #:
4133A22026131296LX6G 6007 AFA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A22010131751 LX6P 7000 DB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC S-????????????????????
Paint : PN4-??????????????????????--------- CARBONIZED GRAY/ASHER GRAY

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/15/2022

---------- 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 : DANIEL ZEPEDA Title: TECHNICIAN
Phone :
DANIEL ZEPEDA
Rpr Dlr:USA 01613 - Metro Ford Sales & Service, In Ph#:[redacted]
City: Chicago State : Illinois
Country: United States Region : Chicago

Claim #/Date : [redacted] 03/12/2022

Specialist's
Name : NLEE39 -??????????????????

---------- 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 Number Base	Part Number Sfx	Labor Operation
USA 01613	08/25/23	[redacted]	10015	1		NX6	8A507	A	22S73B

CQIS Report Number: [redacted] Program Type: FF Orig Rpt #:
Report Source: MSS - FCSD - SOUTHWEST REG Report Date: 03/20/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B63MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 31,240 MILES
Operating Environ: WCC : 3A11
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 39 START/RUN/MOVE STARTING
NO CRANK INTERMITTENT
Additional Symptom: ALLEGED NO CRANK - NPF
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: 7000 TRANSMISSION ASY-AUT
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
OWNER	03/20/2023 12:41PM BRIAN JAY(FSE) MSS - FCSD - SOUTHWEST REG CUSTOMER STATES VEHICLE SHUT OFF AND WOULD NOT RESTART.
TECH/C	03/20/2023 12:41PM BRIAN JAY(FSE) MSS - FCSD - SOUTHWEST REG BATTERY WAS REPLACED FOR UNABLE TO HOLD CHARGE ON 06-FEB-2023. …TECHNICIAN HAS BEEN UNABLE TO VERIFY CONCERN SINCE. FOUND CONTINUOUS …MEMORY DTC'S ABS U0401:00:68; ABS U0131:00:28; BCM B108A:24:08; …U0401:86:28; IPMA U0418:86:28; OCSM U0401:00:28; PCM P07E4:00:2E; PCM …P27B2:00:2E PCM P061A:00:2E; RCM U3003:16:28 BATTERY VOLTAGE; RCM …B00A0:68:28. …
ADD-ON	03/20/2023 12:41PM BRIAN JAY(FSE) MSS - FCSD - SOUTHWEST REG INSPECTED VEHICLE. ENGINE STARTED AND RAN CORRECTLY. WENT ON TEST …DRIVE, MULTIPLE KEY ON AND OFF CYCLES, AND ALLOWED VEHICLE TO SIT …UNATTENDED. ENGINE STARTED AND RAN EACH TIME. ALL DTC'S WERE CLEARED …AND NONE RETURNED. ONDEMAND SELF TESTS WERE CONDUCTED ON PCM / APIM / …OSCM / RCM / ABS AND NO DTC'S RETURNED. MY CONCLUSION IS THE DTC'S …REMAINED FROM WHEN BATTERY WAS REPLACED. MILEAGE AT THE CONCLUSION OF …MY TEST DRIVE WAS 31,555. UNABLE TO VERIFY ANY CONCERNS. OPENING VOR …TAR BASED ON TOC DIRECTION. BJAY1 281-788-0870.
AUDIT	03/20/2023 12:41PM BRIAN JAY(FSE) MSS - FCSD - SOUTHWEST REG TECH ASSIST REFERRAL HAS BEEN OPENED
ADD-ON	03/21/2023 00:47AM BRIAN JAY(FSE) MSS - FCSD - SOUTHWEST REG TSB 21-2331 HAS BEEN COMPLETED. FDRS SHOWS NO PCM SOFTWARE UPDATES AVAILABLE. VEHICLE HAS AFTERMARKET ADD-ON INTERIOR LIGHT SYSTEM THAT IS PLUGGED INTO THE 12V ACCESSORY SOCKET THAT I HAVE CONCLUDED SHOULD BE DISABLED / UNPLUGGED WHEN THE VEHICLE IS UNATTENDED. UNABLE TO DUPLICATE CUSTOMER'S ALLEGED CONCERN. RECOMMEND DEALER RETURN VEHICLE TO CUSTOMER ONCE RECALLS ARE DONE.
ADD-ON	03/27/2023 08:54PM BRIAN JAY(FSE) MSS - FCSD - SOUTHWEST REG VEHICLE RETURNED VIA TOW TRUCK, CRANK NO START, THIS TIME DTC P07E4 HARD FAULT IS PRESENT. TECH BENITO PERFORMED PPT II - Y; I2 - NO; I10 - Y; I11 - Y; SINCE SOLENOID AND WIRING PASS INSPECTION, THERE ARE NO GSM DTC'S PRESENT, TRANS TEARDOWN WOULD BE REQUIRED TO INSPECT PARK LINKAGE, PAWL AND ALL CLUTCH C OR F HYDRAULIC CIRCUITS AND COMPONENTS, THEREFORE LOW TIME IN SERVICE APPLIES. TECH TO ORDER TRANSMISSION

CQIS Report Number: [redacted] Program Type: FF Orig Rpt #:
Report Source: MSS - FCSD - SOUTHWEST REG Report Date: 03/20/2023

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

--TYPE--	COMMENT TEXT
	ASSEMBLY AND NECESSARY RELATED FASTENERS AND COMPONENTS. BJAY1
	ASSEMBLY AND NECESSARY RELATED FASTENERS AND COMPONENTS. BJAY1 281-788-0870.
ADD-ON	04/03/2023 07:13PM BRIAN JAY(FSE) MSS - FCSD - SOUTHWEST REG AWAITING RESULTS OF LOW TIME IN SERVICE TRANSMISSION REPLACEMENT. FOLLOW UP IS PLANNED BY 07-APR TO VERIFY TRANSMISSION ASSEMBLY HAS BEEN ORDERED.
ADD-ON	04/10/2023 12:22PM BRIAN JAY(FSE) MSS - FCSD - SOUTHWEST REG TRANSMISSION ASSEMBLY HAS BEEN INSTALLED, DEALER HAS BEEN TEST DRIVING, SO FAR, THE FAULT HAS NOT RETURNED.
ADD-ON	04/11/2023 12:04PM BRIAN JAY(FSE) MSS - FCSD - SOUTHWEST REG PER SM MARCOS, THE VEHICLE HAS BEEN DEEMED REPAIRED DUE TO MULTIPLE TEST DRIVES WITH THE INTERN TRANSMISSION HYDRAULIC PARK FAULT NOT RETURNING.
AUDIT	04/11/2023 12:04PM BRIAN JAY(FSE) MSS - FCSD - SOUTHWEST REG TECH ASSIST REFERRAL HAS BEEN CLOSED
ADD-ON	05/22/2023 11:45AM BRIAN JAY(FSE) MSS - FCSD - SOUTHWEST REG Initial Contact Date : 22-May-2023 Person Contacted : Marcos Lopez Dealership Visit Planned on : 23-May-2023
ADD-ON	05/23/2023 04:40PM BRIAN JAY(FSE) MSS - FCSD - SOUTHWEST REG INSPECTED VEHICLE FOR ALLEGED INTERMITTENT NO CRANK. ENGINE CRANKED AND STARTED NORMALLY, BUT FOUND ABS MODULE DTC'S C0031 / C0034 / C0037 / C003A / C1034 / U0151; AS WELL AS AWD U0451 / IMPA U0418; PCM P06B8, U0415, P27B2, P07E4, P061A; AS WELL AS PSCM U0401 / U0415 / U0447. UPON BEGINNING MY TEST DRIVE I HAD NO POWER STEERING ASSIST, AND ABS HILL START ASSIST / ADVANCETRAC RELATED WARNING MESSAGES REMAINED ON IN IPC. AFTER DRIVING FOR ABOUT 400 FEET THE POWER STEERING RETURNED AND ABS MESSAGES WERE GONE. TEST DROVE FURTHER WITH TECH BENITO AND OBSERVED NORMAL ABS AND PSCM ACTIVITY. TRANSMISSION ASSEMBLY AND 12V BATTERY HAVE ALREADY BEEN REPLACED. AFTER REVIEWING THE WSM 303-14A ELECTRONIC ENGINE CONTROLS - 1.5L ECOBOOST PINPOINT TEST B FOR PCM DTC P06B8:00, PER FDRS NO FURTHER PCM SOFTWARE UPDATES ARE AVAILABLE (TSB 21-2331 THEREFORE DOES NOT APPLY), PPT B8 REFERS US TO REPLACING THE BATTERY JUNCTION BOX. AFTER REVIEWING THE ABS AND POWER STEERING RELATED DTC'S AND SYMPTOMS AND VIEWING WIRING DIAGRAM PAGE 13-4 I SUGGESTED BENITO MAKE SURE ALL BJB AND PCM AND GSM WIRING CONNECTIONS ARE SECURE, AND TO REPLACE THE BJB AND RE-EVALUATE IF NO WIRING ISSUES ARE FOUND DURING FURTHER INSPECTION. BJAY1 281-788-0870.
ADD-ON	05/31/2023 03:21PM BRIAN JAY(FSE) MSS - FCSD - SOUTHWEST REG Spoke with Tech Benito, his new BJB has not arrived yet. He will let me know when it does.
ADD-ON	06/06/2023 08:57PM BRIAN JAY(FSE) MSS - FCSD - SOUTHWEST REG CONTACTED TECH BENITO GARCIA, NEW BJB HAS NOT ARRIVED YET. HE WILL LET ME KNOW WHEN IT DOES. BJAY1 281-788-0870.
ADD-ON	06/13/2023 07:24PM BRIAN JAY(FSE) MSS - FCSD - SOUTHWEST REG WAITING ON CONFIRMATION OF BJB ARRIVAL / INSTALL / TEST DRIVE STATUS.

CQIS Report Number: [redacted] Program Type: FF Orig Rpt #:
Report Source: MSS - FCSD - SOUTHWEST REG Report Date: 03/20/2023

---------- 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?: NO 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
BCM#B108A:24-08
PCM#P07E4:00-2E,P27B2:00-2E,P061A:00-2E
RCM#U3003:16-28,B00A0:68-28
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	7000	SERVICE	TRANSMISSION ASY-AUT	YES

---------- V E H I C L E D E T A I L S ----------
Vehicle Build Date: 07/22/2021 Warranty Start Date: 08/12/2021
Date of Sale: 08/12/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21174130346LX6G 6007 ACA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21182121499 LX6P 7000 DB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-??????????????????????
Paint : PN4-??????????????????????????--------- AREA 51

---------- 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 : BENITO GARCIA Title: TECHNICIAN
Phone :

Rpr Dlr:USA 04473 - AutoNation Ford Gulf Freeway Ph#:[redacted]
City: Houston State : Texas
Country: United States Region : Houston
Specialist's

CQIS Report Number: [redacted] Program Type: FF Orig Rpt #:
Report Source: MSS - FCSD - SOUTHWEST REG Report Date: 03/20/2023

Name : BRIAN JAY (FSE)

CQIS VIN HISTORY

Date	CQIS Report #	Prog Type	Symp	Cat	Causal Part	Description	Dealer Id
02/14/2023	[redacted]	CACVOC	ST/RN/MV				USA 04473
04/28/2023		CACVOC	ST/RN/MV				USA 04473
05/15/2023		CACVOC	DRV	PERF			USA 04473
08/28/2023		CACVOC	ST/RN/MV				USA 04462

--- 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 Number Base	Part Number Sfx	Labor Operation
USA 01472	10/17/23	[redacted]	45696	1	82	BE8	6731	AB	MBASIC
USA 01472	10/17/23		45696	1	82	X	5W20	Q1SP	MBASIC1
USA 01472	10/17/23		45696	1	82	LX6	19N619	CA	MBASIC4
USA 01472	10/17/23		45696	1	82		MAINT		MULTI
USA 04462	08/14/23		38432	1	82		MAINT		MBASIC
USA 04462	08/14/23		38432	1	82	BE8	6731	AC	MBASIC1
USA 04462	08/14/23		38432	1	82	X	5W20	Q1SP	MULTI
USA 04462	12/29/23		54546	1	42		14F642		22N15B
USA 04473	03/23/23		31576	1	82	NU2	6731	EA	MBASIC
USA 04473	03/23/23		31576	1	82	X	5W20	Q1SP	MBASIC1
USA 04473	03/23/23		31576	1	82		MAINT		MULTI
USA 04473	03/23/23		31576	1	82				ADD
USA 04473	03/23/23		31576	2	D4	X	12	QULV	7001D1
USA 04473	03/23/23		31576	2	D4	LX6	7000	F	7001D
USA 04473	03/23/23		31576	2	D4				7000A
USA 04473	03/23/23		31576	2	D4				7000APC
USA 04473	03/23/23		31576	2	D4				7000AXQ
USA 04473	05/15/23		33410	1	42	LX6	14A068	Z	12651D5
USA 04473	05/15/23		33410	1	42				12651D
USA 04473	05/15/23		33410	2		NX6	8A507	A	22S73B
USA 04473	05/15/23		33410	3	82		RENTAL		ADD
USA 04473	06/21/23		34086	1	D4	X	75W	QL	4205A
USA 04473	06/21/23		34086	1	D4	K2G	4000	AG	4205A14

CQIS Report Number: [redacted] Program Type: Q Orig Rpt #: [redacted]
Report Source: MSS - FCSD - QSFS Report Date: 03/09/2022

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B64MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 2,260 MILES
Operating Environ: WCC : 3A03
Vehicle Use : Rsp. Act:

SYMPTOM: 4 42 5 55 START/RUN/MOVE MOVING
NO ENGAGEMENT FORWARD
Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: 7D062 SHL & SUN GEAR ASY-TRANS
Causal Factor: Feature: Loc:
Causal Condition: Photo: YES Attchmnts: 2
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

---------- C O M M E N T S ----------
--TYPE-- ---------- COMMENT TEXT ----------
CONCER 03/09/2022 04:57PM
TOW-INCUSTOMER STATES THEY TRIED TO ACCERATE FROM A STOP LIGHT AND THE RPMS WOULD GO UP WITH THE VEHICLE NOT MOVING. THE VEHICLE WOULD START TO MOVE, BUT WITH VERY LIMITED POWER. THERE ARE NO ERROR LIGHTA OR MESSAGES ON THE DASH. / ADVISE
TECH/C 03/09/2022 04:57PM
TECH 9725 VERIFIED CONCERN AND FOUND CODE P0718:00 Input/Turbine Shaft Speed Sensor 'A' Circuit Intermittent: No Sub Type Information. TECH THEN CLEARED CODE THEN TEST DROVE VEHICLE WHILE MONITORING PIDS AND FOUND THAT THE VEHICLE HAS A VERY LOUD WHINE NOISE WHEN DECELERATING IN GEARS 5 TO 1. TECH THEN RAISED VEHICLE AND CHECKED FLUID LEVEL AND FOUND LEVEL IS AT THE CORRECT LEVEL. TECH THEN TOOK A FLUID SAMPLE AND FOUND THERE IS AN EXCESSIVE AMOUNT OF METALLIC DEBRIS IN THE OIL. SUSPECT A PLANETARY GEAR SET FAILURE. TECH REMOVED MAIN CONTROL COVER AND FOUND METALLIC DEBRIS AT THE BOTTOM OF THE COVER. WILL NEED TO DISSEMBLE TO INSPECT PER WORKSHOP MANUAL. VEHICLE MAY QUALIFY FOR LTIS SO SUBMITTED COST CAP. …COST CAP SUBMITTED- LTIS - 202203600310 …GCR SUBMITTED 3/9 -

---------- 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
PCM#P0718:00-08
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

CQIS Report Number: [redacted] Program Type: Q Orig Rpt #: [redacted]
Report Source: MSS - FCSD - QSFS Report Date: 03/09/2022

SERVICE ACTIONS

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	7D062	SERVICE	SHL & SUN GEAR ASY-TRANS	YES

VEHICLE DETAILS

Vehicle Build Date: 11/12/2021 Warranty Start Date: 02/14/2022
Date of Sale: 02/14/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 04240
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

ENGINE

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21215130988LX6G 6007 ACA

TRANSMISSION

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21284132171 LX6P 7000 DB
Model: Shft:

ADDITIONAL

Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC C-????????????????????
Paint : PN4-????????????????????????--------- ALTO BLUE TC/EMPIRE BLUE

AFTER MARKET MODIFICATIONS

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION

Orig/Caller : Ryan Valletta Title: SERVICE DIRECTOR
Phone : 9167057524

Rpr Dlr:USA 04240 - The Ford Store Morgan Hill Ph#: [redacted]
City: Morgan Hill State : California
Country: United States Region : San Francisco

CQIS VIN HISTORY

Date	CQIS Report #	Prog Type	Symp	Cat	Causal Part Description	Dealer Id
11/10/2022	[redacted]	CACVOC	ST/RN/MV			USA 04240

--- 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 Number Base	Sfx	Labor Operation
USA 04240	03/02/23	[redacted]	20724	1	42	DG9	2C150	B	232041A
USA 04240	03/02/23		20724	2	D8	HX7	8501	B	12651D

CQIS Report Number: [redacted] Program Type: Q Orig Rpt #: [redacted]
Report Source: MSS - FCSD - QSFS Report Date: 03/09/2022

VEHICLE'S WARRANTY HISTORY (365 days only)

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Sfx	Labor Operation
USA 04240	03/02/23	[redacted]	20724	2	D8	V	13	G	8005D
USA 04240	03/02/23		20724	2	D8		W714914	S303	8501A
USA 04240	03/02/23		20724	2	D8	DS7	19B596	A	
USA 04240	03/02/23		20724	2	D8	HL3	19B596	A	
USA 04240	03/02/23		20724	3	82		RENTAL		ADD
USA 04240	11/06/23		32299	1	41	LX6	9D289	SJ	12650D
USA 04240	11/06/23		32299	1	41				12650D45
USA 04240	11/06/23		32299	1	41				12650DX1
USA 04240	11/06/23		32299	1	41				12650D22
USA 04240	11/06/23		32299	2		NX6	8A507	A	22S73B
USA 04240	11/06/23		32299	3	D8	HX7	8501	B	8005D
USA 04240	11/06/23		32299	3	D8	V	13	G	8501A
USA 04240	11/06/23		32299	3	D8		W714914	S303	
USA 04240	11/06/23		32299	3	D8	KX7	8620	A	
USA 04240	11/06/23		32299	3	D8	HL3	19B596	A	
USA 04240	03/04/24		37258	1	D8	CCP	3B477	G	4462AL
USA 04240	03/04/24		37258	1	D8	JM5	1S177	A	ADD
USA 04240	03/04/24		37258	1	D8	LX6	3B437	B	
USA 04240	03/04/24		37258	1	D8		W520203	S440	
USA 04240	03/04/24		37258	1	D8		W520515	S442	
USA 04240	03/04/24		37258	1	D8		W719924	S439	

GCQIS Attachments

View Report Attachment - Images

Report# [redacted]

Print Exit **Number of Images :** 2 **Images Per Page:**5

Delete Move

2 items found, displaying all items.**1**



○ **Attachment Id :**28564595


100
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○

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/21/2022

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

VEHICLE: 2021 BRONCO SPORT 4X4,TRAIL,2DR,MPV VIN:3FMCR9D95MR[redacted]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 10,765 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 2 02 START/RUN/MOVE STARTING
SLOW CRANK/BATTERY ALWAYS
Additional Symptom: battery failed
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 12/21/2022 12:38PM NLEE39
Web Form Data(119774492) Description of Vehicle Concern: CUSTOMER STATES VEH DIED, ALL ELECTRICAL DIED,EVEN HAZARDS DID NOT WORK. AUTO START BUTTON HADBEEN DISENGAGED AT SAME TIME AS ITHAPPENED. Please list any diagnostics already performed: VERIFIED CONCERN, ATTEMPTED TO TEST BATTERY, DURING BATTERY TEST, BATTERY BEGAN TO BULGE AND VENT. DISCONTINUED BATTERY TESTING FOR SAFETY REASONS. INSTALLED NEW BATTERY AND VERIFIED CONCERN WAS NO LONGER PRESENT Parts Replaced: battery Your Question: My question is when a battery starts to vent and bulge should we continue to do the battery test? Where in the work shop manual does it say it is ok to continue the battery test when venting?
RECOMM 12/21/2022 12:38PM NLEE39
Hey Catherine, If the battery started to visually fail when completing a battery test, then you are correct in stopping the test and replacing the battery at that time. The battery should not fault during this test and should be able to complete this test will no issues. This will not be directly mentioned in the workshop manual however, you completed the right action. If no further issues are seen, you may return the vehicle to the customer at this time. If further assistance is needed, let us know at any time. Thanks, Nathan L. Ford 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 href=https://outlook.office365.com/owa/calendar/swisscheduler@ford.com/bookings/s/5imEz-vymUu3N4THp6tynA2>Schedule</A> 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:

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/21/2022

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

--TYPE-- ---------- COMMENT TEXT ----------
italic>If the bullet points above are met the TAC can be reached at

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/reviewTISfaq.faces?LANG=EN-US&GEO=USA&dswid=-520>Headset software/hardware concerns</A>

<A target=_blank href=http://site-307934.bcvp0rtal.com/detail/videos/tools-equipment/video/6290958058001/swis-initial-setup>Initial headset setup</A>
ADD-ON 12/21/2022 12:38PM NLEE39
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact

---------- 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
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: 07/16/2021 Warranty Start Date: 08/06/2021
Date of Sale: 08/06/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 07967
Dealer Special Order: Gross Vehicle Weight: 473 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: L1 PE EA
Bld Dt: Calb:
Serial #:
EE100 021102191408L1PE 6007 EA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21158120870 LX6P 7000 XB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 225/65 R17 A/T Brand :
Radio : A/C : AC G-????????????????????
Paint : PN4-??????????????????????????--------- LUCID RED TC/RED CARPET TC

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/21/2022

---------- 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 : CATHERINE ESTADES Title: WARRANTY ADMINISTRATOR
Phone :
CATHERINE ESTADES
Rpr Dlr:USA 07967 - Sam Pack's Five Star Ford of L Ph#:[redacted]
City: Lewisville State : Texas
Country: United States Region : Dallas

Claim #/Date : [redacted] 10/26/2022

Specialist's
Name : NLEE39 -??????????????????

---------- 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) ----------

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [redacted] Program Type: Q Orig Rpt #: [redacted]
Report Source: MSS - FCSD - QSFS Report Date: 09/05/2023

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

VEHICLE: 2023 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B69PR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 233 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 39 START/RUN/MOVE STARTING
NO CRANK INTERMITTENT
Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: NO 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 09/05/2023 11:16AM
NO KEY DETECTED AND DOESNT START AT TIMES
TECH/C 09/05/2023 11:16AM
VEHICLE MADE IT 100 MILES BEFORE SHUTTING OFF ON THE CUSTOMER WHILE DRIVING. FOUND NO POWER TO THE BCM ON THE 125 AMP CIRCUIT IN THE BASE OF THE BJB (TRAY) DURING TESTING FUSE CAME APART REMOVING THE HOLD DOWN NUT. REPLACED LOWER TRAY DUE TO BROKEN FUSE AND STILL HAD INTERMITTENT POWER TO THE BCM. FOUND THE SOLDER JOINT ON THE 125 AMP CIRCUIT AT THE BJB CONNECTION DAMAGED RESULTING IN THE CONNECTION ISSUE. SIMILAR TO THE MAVERICK HYBRID BATTERY FEED CABLE CONNECTION ISSUE. BODY HARNESS IS THE ONLY AVAILABLE REPAIR AT THIS TIME

---------- C O N C E R N D E T A I L S ----------
Intermittent?: Come Back? : Air Temp. : 4 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 ----------

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

---------- V E H I C L E D E T A I L S ----------
Vehicle Build Date: 06/16/2023 Warranty Start Date: 08/26/2023

CQIS Report Number: [redacted] Program Type: Q Orig Rpt #: [redacted]
Report Source: MSS - FCSD - QSFS Report Date: 09/05/2023

Date of Sale: 08/26/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

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

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GT AB
Bld Dt: Calb: PCHDY1N A
Serial #:
4133A23157130662LX6G 6007 TAB

- - - T R A N S M I S S I O N - - -

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A23152132398 PZ1P 7000 GA
Model: Shft:

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

Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-????????????????????
Paint : PN4-??????????????????????????--------- ATLAS BLUE/ARTISAN BLUE

---------- 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 : JOHN ADAMS Title: TECHNICIAN
Phone : 4434964075

Rpr Dlr:USA 07991 - Hertrich Ford of Easton Ph#: [redacted]
City: Easton State : Maryland
Country: United States Region : Washington

---------- 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
10/13/2023	[redacted]	CREDSR	ST/RN/MV		USA 07991
09/01/2023		NHL	ST/RN/MV	WIR-D/PNL HD/LP JCT	USA 07991
09/18/2023		CACVOC	ST/RN/MV		USA 07991

--- S U P P L E M E N T A L S U R V E Y: NONE ---

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Part Number Pfx	Base	Sfx	Labor Operation
USA 07991	08/28/23	[redacted]	101	1	46	LU5	15604	BV	12651D
USA 07991	08/28/23		101	1	46	JX6	14526	B	12651DX1
USA 07991	08/28/23		101	1	46				12651D5
USA 07991	08/28/23		101	1	46				12651D45
USA 07991	08/28/23		101	1	46				AD
USA 07991	09/01/23		233	1	82		RENTAL		
USA 07991	09/01/23		233	2	X2		14290		12651D
USA 07991	09/01/23		233	2	X2	JX6	14526	B	12651DX1

CQIS Report Number: [redacted] Program Type: Q Orig Rpt #: [redacted]
Report Source: MSS - FCSD - QSFS Report Date: 09/05/2023

VEHICLE'S WARRANTY HISTORY (365 days only)

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Sfx	Labor Operation
USA 07991	09/01/23	[redacted]	233	2	X2				12651D45
USA 07991	09/01/23		233	2	X2				12651D45WR
USA 07991	09/01/23		233	2	X2				14526A
USA 07991	09/01/23		233	2	X2				AD
USA 07991	09/01/23		233	3	82		RENTAL		
USA 07991	11/03/23		345	1	42	PX6	14290	BL	2001B11B
USA 07991	11/03/23		345	1	42				19700A15M
USA 07991	11/03/23		345	1	42				MT14290

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/27/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,TRAIL,2DR,MPV VIN:3FMCR9D96MR[redacted]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 32,312 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 9 38 START/RUN/MOVE STARTING
AUTO-START-STOP INOPERATIVE
Additional Symptom: start-stop
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 11/27/2023 04:24PM JAMESON JACKSON(FSE) MSS - FCSD - CALIFORNIA REGION
Web Form Data(120262012) Description of Vehicle Concern: AUTO START STOP INOP Please list any diagnostics already performed: the vehicle came in early this month with battery and charging system concern Parts Replaced: replace battery and alternator Your Question: after replacing those parts and road testing I found the auto stop start was not working . Now I have scanned for codes pass , updated the gateway module. Tested battery pass . charged battery. and performed battery monitor reset . battery soc pid shows 75 percent . road testing the car with customer for like 15 minute sand didnt do auto start stop once. I retested battery and charged and then reset monitor and road tested again (with climate control off) and still not engaging
RECOMM 11/27/2023 04:24PM JAMESON JACKSON(FSE) MSS - FCSD - CALIFORNIA REGION
Tom, If the SOC is under 80%, then auto-start-stop will be inhibited. Id inspect for a faulty BMS sensor or components draining the battery. Before replacement of the BMS, Id check the auto-start-stop PIDs in FDRS to see which component or system is inhibiting the start-stop operation. These PIDs can be found in the BCM data logger and are typically called start-stop inhibit.
CONCER 11/27/2023 04:43PM GTCGCQIS
well currently soc is at 79 percent. I looked at all the pids that start with ss and they all show either false or inactive . not sure how to go about this at this point. I do not detect an abnormal draw.in my experience most every time I ve had auto stop start issues it usually is a battery. but this battery less than a month old. should I replace the bms sensor?
RECOMM 11/28/2023 12:07PM JAMESON JACKSON(FSE) MSS - FCSD - CALIFORNIA REGION
First, verify the SOC separately from the vehicle to see if there is a discrepancy. If the SOC reads higher than 79%, then the BMS sensor needs to be replaced. However, if the SOC is less than 80%, then other components of the charging system need to be diagnosed, since the Auto-start-stop system will not operate with it below 80%. Perform PPT B in 414-00 Charging System.
CONCER 12/06/2023 05:38PM GTCGCQIS

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/27/2023

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

--TYPE-- ---------- COMMENT TEXT ----------
ok thank you. it appears the auto stop start is now working properly

ok thank you. it appears the auto stop start is now working properly
Dealership selected No Reply Required when submitting these comments.
CONCER 12/06/2023 05:39PM GTCGCQIS
battery monitor sensor

---------- 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
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: 09/24/2021 Warranty Start Date: 10/11/2021
Date of Sale: 10/11/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 473 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: L1 PE EA
Bld Dt: Calb:
Serial #:
EE100 021202120308L1PE 6007 EA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21224132111 LX6P 7000 XB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 225/65 R17 A/T Brand :
Radio : A/C : AC G-????????????????????
Paint : PN4-??????????????????????????--------- AREA 51

---------- 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 : THOMAS RAINS Title: TECHNICIAN
Phone :

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/27/2023

Rpr Dlr:USA 00962 - Price Ford of Simi Valley Ph#: [redacted]3
City: Simi Valley State : California
Country: United States Region : Los Angeles

Claim #/Date : [redacted] 11/06/2023

Specialist's
Name : JAMESON JACKSON (FSE)

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
11/16/2023	[redacted]	CACVOC	ST/RN/MV		USA 00962
11/25/2023		CACVOC	ST/RN/MV		USA 00962

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 Number Base	Part Number Sfx	Labor Operation
USA 00962	07/05/23	[redacted]	26343	1	82	BE8	6731	AB	MBASIC
USA 00962	07/05/23		26343	1	82	X	5W30	BSP	MBASIC1
USA 00962	07/05/23		26343	1	82		MAINT		MULTI
USA 00962	07/05/23		26343	2					22L05B
USA 00962	10/23/23		31996	1	82	BE8	6731	AB	MBASIC
USA 00962	10/23/23		31996	1	82	X	5W30	Q1SP	MBASIC1
USA 00962	10/23/23		31996	1	82		MAINT		MULTI
USA 00962	10/23/23		31996	2	42	LX6	7D246	T	MTIME
USA 00962	10/23/23		31996	3	42	LX6	18125	BJ	18125A
USA 00962	10/23/23		31996	4	42	DG9	2C150	C	232308A
USA 00962	10/23/23		31996	4	42		2C150		
USA 00962	11/06/23		32312	1	42		7P184		MTIME
USA 00962	11/06/23		32312	2	30	LB5	2B623	AA	14529A
USA 00962	11/06/23		32312	2	30	LJ6	14529	BB	MTIME
USA 00962	11/06/23		32312	3	42		10C679		MT10C679
USA 00962	11/06/23		32312	4	82		RENTAL		
USA 00962	11/06/23		32312	5	42	LX6	10346	E	12651D
USA 00962	11/06/23		32312	5	42	BAG	48H6	760	12651D45
USA 00962	11/06/23		32312	5	42	JX6	10C679	D	10346A
USA 00962	11/06/23		32312	5	42				10654C
USA 00962	11/06/23		32312	5	42				10654C1
USA 07881	02/22/24		32612	1	82		RAV		RAV
USA 07881	02/22/24		32612	2	42		NPF		NPF
USA 07881	02/22/24		32612	3	42		TIRE		1007AD
USA 07881	02/22/24		32612	3	42	9OO	07100		
USA 07881	02/22/24		32612	4	82		ENTRE		MTRDTST

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/01/2022

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

VEHICLE: 2021 BRONCO SPORT 4X4,LTD,2DR,MPV VIN:3FMCR9C62MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 26,574 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 52 3 39 DRIVING PERFORMANCE STALLS/QUITS
CRUISE/ STEADY SPEED INTERMITTENT
Additional Symptom: int. stall
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 11/01/2022 04:05PM NLEE39
Web Form Data(119701583) Description of Vehicle Concern: CUSTOMER STATES WAS DRIVING AND CAR QUIT. COULD NOT PUT IN PARK, COULD NOT TURN ON LIGHTS OR HAZARDS. TOW TRUCK HAD TO DRAG ONTO FLAT BED. Please list any diagnostics already performed: FOUND CAR WOULD NOT START AND HAD MANUAL PUT TRANSMISSION INTO PARK AND THE N JUMP START CAR. DRIVE INTO SHOP AND FOUND HAD 52 CODES IN SYSTEM. DO NOT SEE ANY TSB OR SSM FOR PROBLEM. CLEARED CODES AND TEST DROVE 15 MILES. Parts Replaced: N/A Your Question: NEED ANY HELP CAN GIVE- CUSTOMER FEELS CAR IS UNSAFE TO DRIVE STALLING AND NOT BEING ABLE TO GET IT OFF ROAD WHEN STALLS AGAIN. ON THE 10/25 DATE WE CAN SEE ON HEALTH REPORT IT HAD ONLY TWO CODES. U0415 AND U0253- THAT DAY STALLED- WE ARE THINKING MAYBE OTHER CODES BECAUSE BEING TOWED IN AND IT RUNNING BATTERY DEAD BEING IN DRIVE.
RECOMM 11/01/2022 04:05PM NLEE39
Hey Jeremy, It is possible the DTCs setting October 26th are from the loss of battery voltage. With this being said, the DTCs setting October 25th are not suspected to cause the stall concern either. At this point, we need to focus on duplication of the customer concern for further testing. For duplication, speak with the customer to confirm when this occur. Does this occur after a cold start, after driving all day, above or below certain ambient temperatures, after it sits in the sun or rain, during cruising speeds, stop and go, at WOT, idle, etc. In addition, with a stall condition focus on wiggle testing the PCM, BJB and BCM at this time. When attempting to duplicate this issue, view a live network monitor with FDRS to note if any modules start to miss messages at that the time of the concern occurring. If so, complete the respective pinpoint test present in WSM 418-00 > Diagnosis and Testing. It may help to also monitor engine inputs such as RPM, SYNC, FRP, FRP_DSD, MAP, etc. to note any engine related stalling issues. Nathan L. Ford 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/01/2022

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

--TYPE-- ---------- COMMENT TEXT ----------
target=_blank

target=_blank
href=https://outlook.office365.com/owa/calendar/swisscheduler@ford.com/bookings/s/5imEz-vymUu3N4THp6tynA2>Schedule</A> 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/reviewTISfaq.faces?LANG=EN-US&GEO=USA&dswid=-520>Headset software/hardware concerns</A>

<A target=_blank href=http://site-307934.bcvp0rtal.com/detail/videos/tools-equipment/video/6290958058001/swis-initial-setup>Initial headset setup</A>
ADD-ON 11/01/2022 04:05PM NLEE39
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact

---------- 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
ABS#P05D3:86-2F,U0131:00-08,U3003:16-2E
TCU#U0253:00-08
PSCM#U0415:00-08
IPMA#U0253:00-28
PCM#P07E4:00-AF,U0256:00-2E
DDM#B1190:01-0B
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: 02/04/2021 Warranty Start Date: 02/28/2021
Date of Sale: 02/28/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 03191
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/01/2022

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21006130927LX6G 6007 ACA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A20349131734 LX6P 7000 DB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC G-??????????????????????
Paint : YELLOW EXT PAINT FAMILY B --------- KODIAK BROWN

---------- 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 : JEREMY ARMSTRONG Title: SERVICE WRITER
Phone :
JEREMY ARMSTRONG
Rpr Dlr:USA 03191 - Lebanon Ford Ph#: [redacted]
City: Lebanon State : Ohio
Country: United States Region : Cincinnati

Claim #/Date : [redacted] 10/25/2022

Specialist's
Name : NLEE39 -??????????????????

---------- 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
11/01/2022	[redacted]	CACVOC	DRV PERF			USA 03191
01/18/2023	[redacted]	NHL	ST/RN/MV	MOD ASY	SMART DAT LNK	USA 03191
01/31/2023	[redacted]	CACVOC	DRV PERF			USA 03191

--- 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 Number Base	Sfx	Labor Operation
USA 03191	01/17/23	[redacted]	29021	1	42		2C150		222326A
USA 03191	01/17/23		29021	1	42	DG9	2C150	B	ADD
USA 03191	01/17/23		29021	2	D8		8501		8005D
USA 03191	01/17/23		29021	2	D8	V	13DL	G	8501A
USA 03191	01/17/23		29021	2	D8		W714914	S303	ADD

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/01/2022

VEHICLE'S WARRANTY HISTORY (365 days only)

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Sfx	Labor Operation
USA 03191	01/17/23	[redacted]	29021	3	42		14F642		10654C
USA 03191	01/17/23		29021	3	42	M1P	14F642	C	10654C1
USA 03191	01/17/23		29021	3	42	BAG	48H6	760	12652D1
USA 03191	01/17/23		29021	3	42				12652D45
USA 03191	01/17/23		29021	3	42				MT14G371
USA 03191	01/17/23		29021	4	82		RENTAL		ADD
USA 03191	10/31/23		36161	1		NX6	8A507	A	22S73B

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/12/2021

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

VEHICLE: 2021 BRONCO SPORT 4X4,TRAIL,2DR,MPV VIN:3FMCR9D96MR[redacted]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 34 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 52 1 39 DRIVING PERFORMANCE STALLS/QUITS
AT IDLE INTERMITTENT
Additional Symptom: no start after shut down
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: 263A WIRING
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 2
Component Test Status: ---- Return Loc:
Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (%):

---------- C O M M E N T S ----------
--TYPE-- ---------- COMMENT TEXT ----------
CONCER 05/12/2021 08:31AM BPIZANO
Web Form Data(118120404) Description of Vehicle Concern: CUSTOMER STATES WHEN STOPPED AT STOP LIGHT HIT GAS AND VEHICLE STOPPED, WARNING LIGHTS CAME ON, SHUT VEHICLE OFF AND TURNED BACK ON, WRENCH LIGHT IS ON AND PARKING BRAKE IS ON WILL NOT TURN OFF. Please list any diagnostics already performed: INSPECTION OF THE VEHICLE FOUND WHEN I ENTERED AND ATTEMPTED TO START VEHICLE STARTED NORMALLY THE PARKING BRAKE WAS ENGAGED AND VEHICLE HAD A WRENCH LIGHT ON. SELF TESTED FOUND 11 FAULT CODES PRESENT ALL CLEARED NO HARD FAULTS. ROAD TESTED THE VEHICLE 1.5 MILES FROM DEALER STOPPED AT A LIGHT VEHICLE WENT INTO AUTOSTART/STOP SHUT DOWN WHEN BRAKE WAS RELEASED WOULD NOT RESTART VEHICLE WENT INTO PARK AND PARKING BRAKE APPLIED. ATTEMPT TO RESTART WITH NO LUCK UNABLE TO EVEN GET VEHICLE OUT OF PARK, TOWED VEHICLE BACK TO DEALERSHIP. PERFORMED TESTING AT TIME OF FAULT SCANNED AGAIN AND FAULT CODES P06E9 AND P07E4 ARE BOTH PRESENT AS HARD FAULTS. Parts Replaced: NONE Your Question: VEHICLE APPEARS TO HAVE FULL POWER ON CLUSTER AND ACCESSORIES START STOP SWITCH WILL LIGHT UP GREEN WHEN BRAKE IS APPLIED BUT NOTHING HAPPENS WHEN YOU TRY TO START IT. ARE THERE ANY KNOWN CONCERNS I HAVE HEARD SOME TALKS ABOUT ISSUES WITH TRANS CONTROL MODULE? VEHICLE WAS A DAY OLD WHEN IT DIED ON CUSTOMER AND THIS IS THE 2ND TIME TOWING IN 34 MILES OF VEHICLE LIFE. WHAT THE NEXT LOGICAL STEP IN THIS EQUATION TO EXPEDITE REPAIR OF THIS LOW IN TIME SERVICE VEHICLE, THANKS
RECOMM 05/12/2021 08:31AM BPIZANO
Good Morning Gary, As understood, the vehicle will not start after it shuts off during an Auto Start-Stop event. If this is the case and with DTC P06E9 setting for a Starter Concern, it s recommended to completed PPT A or B (depending on if the vehicle is equipped with a push-button start) in Section 303-06B Diagnosis and Testing Starting System. If no concerns are found, then it s recommended to complete PPT I for DTC P07E4 in Section 307-01B Diagnosis and Testing DTC Charts.
RECOMM 05/12/2021 09:14AM SEAN POWERS MSS - FCSD - TECH ASSIT CENTER
Gary, <p style=margin: 0in

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/12/2021

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

--TYPE--	COMMENT TEXT
	0in 8pt>The Technical Assistance Center has
	0in 8pt>The Technical Assistance Center has determined that a follow-up is necessary to help with resolving this customers issue. Our Customer Handling Team will contact you and/or the Service Manager, either by phone or by updating this form within 1-3 business days to obtain additional information and provide recommendations to assist in resolving the customers concern.</p>
ADD-ON	05/12/2021 09:14AM SEAN POWERS MSS - FCSD - TECH ASSIT CENTER Reason For Escalation : Supervisor Recommendation
CONCER	05/12/2021 02:02PM SEAN POWERS MSS - FCSD - TECH ASSIT CENTER OBC to Gary, he indicate that the same powertrain DTCs had returned, p27B2, p07E4, and p06E9. The Car was only idling for 15 mins, he had shut off and turned the car on 3x, on the 4th try the car would not start and acted the same as on the test drive.
RECOMM	05/12/2021 02:02PM SEAN POWERS MSS - FCSD - TECH ASSIT CENTER Gary, Thank you for taking the time to speak with us today. As we spoke about on the phone, we will be performing further research into this concern and speak on diag tomorrow.
ADD-ON	05/12/2021 02:02PM SEAN POWERS MSS - FCSD - TECH ASSIT CENTER tech cell 586-933-7130
CONCER	05/13/2021 10:50AM SEAN POWERS MSS - FCSD - TECH ASSIT CENTER Attempted OBC to dealer and Tech, could not get answer, left tech a VM.
RECOMM	05/13/2021 10:50AM SEAN POWERS MSS - FCSD - TECH ASSIT CENTER Gary, We had attempted to reach out to you to further diagnose this issue but you were not available. We had left a voicemail on your cell with a direct number to call back.
CONCER	05/14/2021 10:41AM SEAN POWERS MSS - FCSD - TECH ASSIT CENTER Attempted to call tech, he is not in today, the SD was not available also attempted to reach the FSE to no resolve.
RECOMM	05/14/2021 10:41AM SEAN POWERS MSS - FCSD - TECH ASSIT CENTER Gary, We attempted to reach you today however you were not available. We will attempt to reach back out on Monday.
AUDIT	05/14/2021 11:39AM STEVEN JONES MSS - FCSD - SBDS DIAG SVC PL TECH ASSIST REFERRAL HAS BEEN OPENED
ADD-ON	05/14/2021 11:40AM STEVEN JONES MSS - FCSD - SBDS DIAG SVC PL OPENING TAR TO DOCUMENT TIME SPENT AS FSE BILL DIMOVSKI VISITED THE DEALER TODAY (5/14) TO ASSIST WITH DIAGNOSIS. …NOTE: IT IS ADVISED FOR THE DEALER TO CONTINUE WORKING WITH THE TAC FOR ANY ADDITIONAL SUPPORT OR TECHNICAL DIRECTION THAT MAY BE NEEDED AT THIS TIME.
ADD-ON	05/17/2021 09:13AM BILL DIMOVSKI(FSE) MSS - FCSD - GREAT LAKE REGION VISITED DEALERSHIP FOR AN UNRELATED ISSUE. ASKED SM TO MEET WITH TECH ON THIS BRONCO SPORT, BUT TECH WAS ON VACATION. FSE INSPECTED CONNECTORS C1035A AND C1035B AT BJB, AND FOUND SEVERAL PINFIT ISSUES ALONG WITH POSSIBLE WIRING DIAGRAM CONCERNS. INFORMED SM TO HAVE TECH VERIFY THE PINFITS AT THE FOLLOWING PINS, WHICH APPEARED TO BE COMPROMISED TO THE FSE: C1035A-1/19/33/34/36/46 AND C1035B-2/3/5/7/10/11/15/18/22/27/28/40/41/42/46/49/50. WHEN TECH

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/12/2021

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

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

RETURNS FROM VACATION, FSE WILL FOLLOW UP.

RETURNS FROM VACATION, FSE WILL FOLLOW UP.

CONCER 05/17/2021 12:07PM SEAN POWERS MSS - FCSD - TECH ASSIT CENTER
OBC to Gary, he indicated that he was out last week and did not get any further on the truck as of yet. It was indicated that after our last call with Gary that the FSE visited the dealer to perform some inspections.

RECOMM 05/17/2021 12:07PM SEAN POWERS MSS - FCSD - TECH ASSIT CENTER
Gary, Thank you for taking the time to speak with us today. As we spoke about on the phone, it is recommended at this time to monitor the following PIDs after the fault as occurred to see if there is an inaccurate or false reading. GEAR_CMD, GSM_INPUT_UR, TRCM_INPUT_UR, VPWR, ISS_RAW, TSS_RAW, OSS_RAW. Also due to the current situation, we will be further involving your FSE. The FSE should contact you and/or the Dealership management (Service Manager or Service Director) within one (1) business day to discuss further recommendations. If the FSE does not contact you directly, please consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern.

ADD-ON 05/19/2021 04:33PM BILL DIMOVSKI(FSE) MSS - FCSD - GREAT LAKE REGION
FSE VISITED DEALERSHIP FOR THE VOR VEHICLE; LTIS ONLY 35 MILES ON ODOMETER, CUSTOMER DROVE ONLY 5 MILES. FSE AND TECH VERIFIED CONCERN; VEHICLE DOES NOT START WITH PUSH-BUTTON NOR REMOTE START. CONNECTED TO FDRS SESSION AND PERFORMED NETWORK TEST AND SELF TEST, FOUND DTC P06E9. CONTINUED WITH DIAGNOSING VIA PINPOINT TESTS; FOUND SEVERAL ERRORS IN WORKSHOP MANUAL, FIRST WAS THAT DTC LED TO 2 PINPOINTS, PPTA AND PPTB. SEVERAL ERRORS FOUND ALONG THE WAY WITH THE PINPOINTS WHICH HAVE BEEN REPORTED WITH THE RAP SYSTEM IN THE WORKSHOP MANUAL. PINPOINT TESTS WERE INCONCLUSIVE. BEGAN INSPECTING SUSPECT PINS THAT WERE FOUND ON PRIOR VISIT; WITH TCP REMOVED, ALL PINFIT DRAGS APPEARED TO BE SUFFICIENT. DID FIND SEVERAL PIN DISCREPANCIES WITH THE WIRING DIAGRAM. PULLED IN A LIKE-VEHICLE AND SWAPPED THE BJB BOX (-14D068-) WITH NO CHANGE IN SYMPTOM. DETERMINED THAT THE WIRING DIAGRAMS IN WSM WERE INCORRECT, AND THAT ANY POSSIBLE MISSING PINS WERE A WIRING DIAGRAM ISSUE, AND NOT A HARNESS ISSUE. AFTER ALL PINS INSPECTED, CONTINUED CHECKING CIRCUITS FOR THE ISPR FROM PCM; LOAD TESTED, WITH NO ISSUES. INVESTIGATED CIRCUIT AT C1035A-50 TO THE STARTER. FOUND NO POWER AT THE PIN WHEN PRESSING START BUTTON. INSPECTED CIRCUIT AT THE STARTER AND FOUND THAT THE PIN WAS NOT SEATED PROPERLY, BECAUSE IT POPPED-OUT OF THE CONNECTOR DURING INSPECTION. CIRCUIT WAS LOAD TESTED FROM STARTER TO BJB WITH NO ISSUES. REMOVED STARTER IN ORDER TO ACCESS THE CONNECTOR TO REPAIR THE PIN; RESEATED THE PIN AT THE STARTER CONNECTOR. AT THAT POINT, SOURCE VOLTAGE WAS FOUND AT THE STARTER MOTOR AND AT C1035A-50. WITH THE STARTER RECONNECTED AND CIRCUITS RECONNECTED, VEHICLE WAS REPAIRED. PERFORMED ABOUT 30 START/STOP FUNCTIONS SUCCESSFULLY. TEST DROVE VEHICLE ABOUT 5 MILES, AND NO ISSUES. FSE INSTRUCTED TECH TO PUT VEHICLE BACK TOGETHER AND TEST DRIVE FOR AT LEAST ANOTHER DAY BEFORE RETURNING VEHICLE, IN ORDER TO VERIFY THE REPAIR.

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/12/2021

C O M M E N T S

--TYPE--	COMMENT TEXT
ADD-ON	05/20/2021 06:20AM BILL DIMOVSKI(FSE) MSS - FCSD - GREAT LAKE REGION
ADD-ON	05/20/2021 06:20AM BILL DIMOVSKI(FSE) MSS - FCSD - GREAT LAKE REGION VEHICLE IS ON VOR REPORT; CUSTOMER SEEKING BUYBACK.
ADD-ON	05/24/2021 10:04AM BILL DIMOVSKI(FSE) MSS - FCSD - GREAT LAKE REGION VEHICLE IS CONTINUED TO BE DRIVEN BY DEALERSHIP MANAGEMENT ON A DAILY BASIS, SINCE 5/19/2021; ISSUE HAS NOT RETURNED SINCE BEING REPAIRED ON 5/19/2021.
ADD-ON	06/02/2021 10:54AM BILL DIMOVSKI(FSE) MSS - FCSD - GREAT LAKE REGION FSE VISITED DEALERSHIP ON 6/1/2021. TEST DROVE VEHICLE WITH SERVICE DIRECTOR; VEHICLE STARTED EACH TIME AFTER SEVERAL START/STOP EVENTS. FSE DROVE VEHICLE FOR A FEW MILES, AND VEHICLE STARTED EACH TIME AFTER SEVERAL START/STOP EVENTS. FSE INFORMED THAT CUSTOMER HAS BEEN TRADED INTO A NEW BRONCO SPORT, AND THE SUBJECT BRONCO SPORT MAY REMAIN AT THE DEALERSHIP; ZONE MANAGER MAY BE WORKING WITH DEALERSHIP ON NEXT STEPS FOR SUBJECT VEHICLE. SINCE VEHICLES ISSUE HAS NOT R ETURNED AFTER REPAIR WAS MADE ON 5/19/2021, FSE WILL BE CLOSING THE T AR.
ADD-ON	06/08/2021 08:43AM BILL DIMOVSKI(FSE) MSS - FCSD - GREAT LAKE REGION ADDITIONAL DRIVING BY SM AND TECH THROUGH 6/7/2021; NO ISSUES. VEHICLE REMAINS REPAIRED.
ADD-ON	06/08/2021 08:49AM BILL DIMOVSKI(FSE) MSS - FCSD - GREAT LAKE REGION VEHICLE BOUGHT BACK, BUT ORIGINAL CONCERN WAS CORRECTED; VEHICLE REPAIRED.
AUDIT	06/08/2021 08:49AM BILL DIMOVSKI(FSE) MSS - FCSD - GREAT LAKE 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
ABS#U0131:00-28,U0401:00-28
PSCM#U3001:68-08
IPMA#U0401:86-28
PCM#P06E9:00-2F,P07E4:00-2E,P27B2:00-28
RCM#B00A0:68-28,U3003:16-28
BCM#B108A:24-08
OCS#U0401:00-28

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.
RPR	263A	SERVICE	WIRING	YES

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/12/2021

VEHICLE DETAILS

Vehicle Build Date: 04/08/2021 Warranty Start Date: 06/28/2021
Date of Sale: 06/28/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 473 LBS
LH/RH Drive:

ENGINE

Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: L1 PE EA
Bld Dt: Calb:
Serial #:
EE100 021019184628 L1PE 6007 EA

TRANSMISSION

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21078110064 LX6P 7000 XB
Model: Shft:

ADDITIONAL

Tire : 225/65 R17 A/T Brand :
Radio : A/C : AC C-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B --------- ABSOLUTE BLACK

AFTER MARKET MODIFICATIONS

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION

Orig/Caller : GARY DELL Title: TECHNICIAN
Phone :
GARY DELL
Rpr Dlr:USA 06256 - Crest Ford, Inc. Ph#: [redacted]
City: Center Line State : Michigan
Country: United States Region : Detroit

Claim #/Date : [redacted] 05/07/2021

Specialist's
Name : BPIZANO -????????????????????

CQIS VIN HISTORY

Date	CQIS Report #	Prog Type	Symp	Cat	Causal Part	Description	Dealer Id
05/07/2021	[redacted]	CREDSR	DRV	PERF			USA 06256
05/11/2021		CACVOC	ST/RN/MV				USA 06256

SUPPLEMENTAL SURVEY: 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 Part Number Pfx	Base	Sfx	Labor Operation
USA 06256	02/05/24	[redacted]	24282	1	82		NPF		NPF

GCQIS Attachments

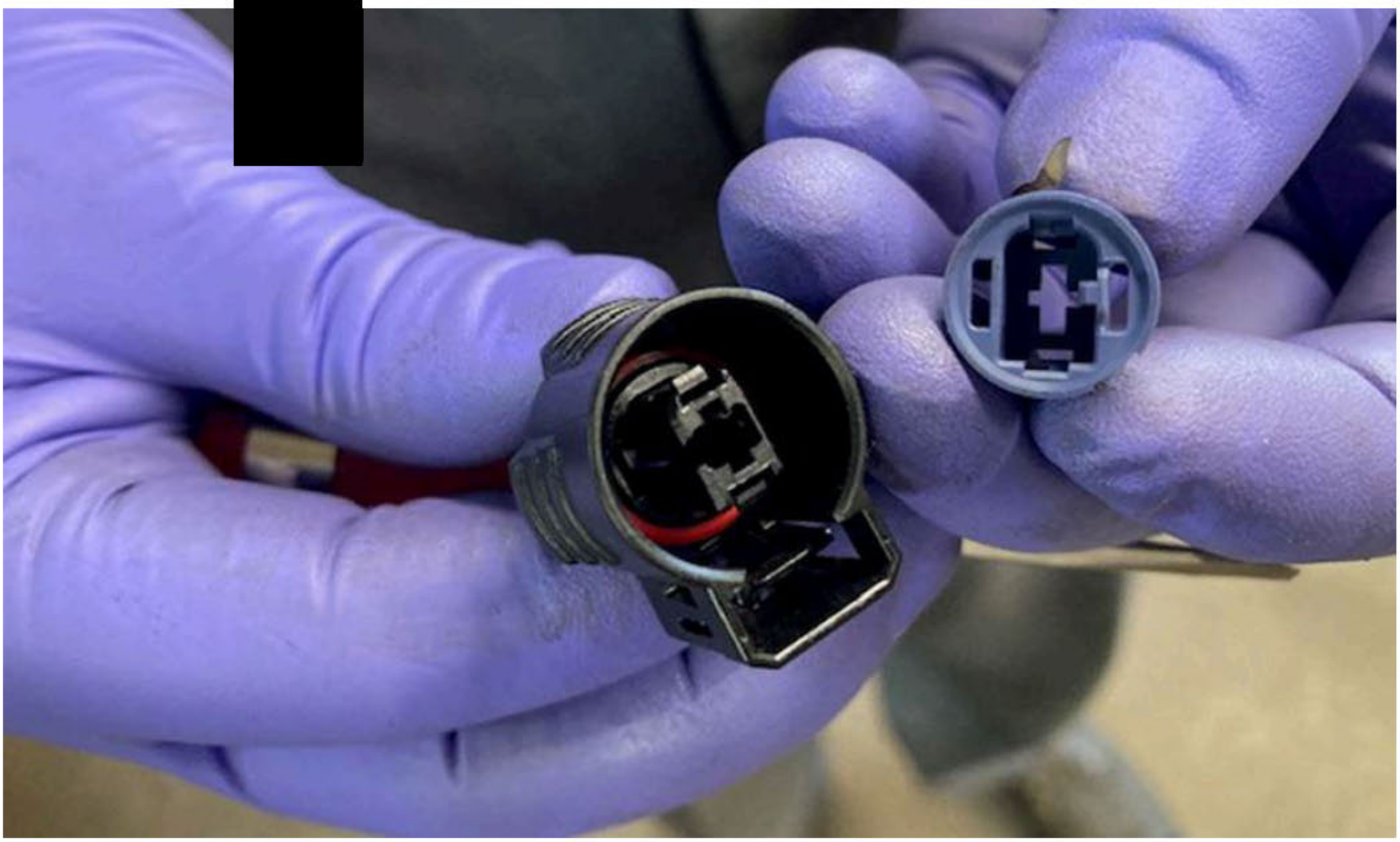
View Report Attachment - Images

Report# [redacted]

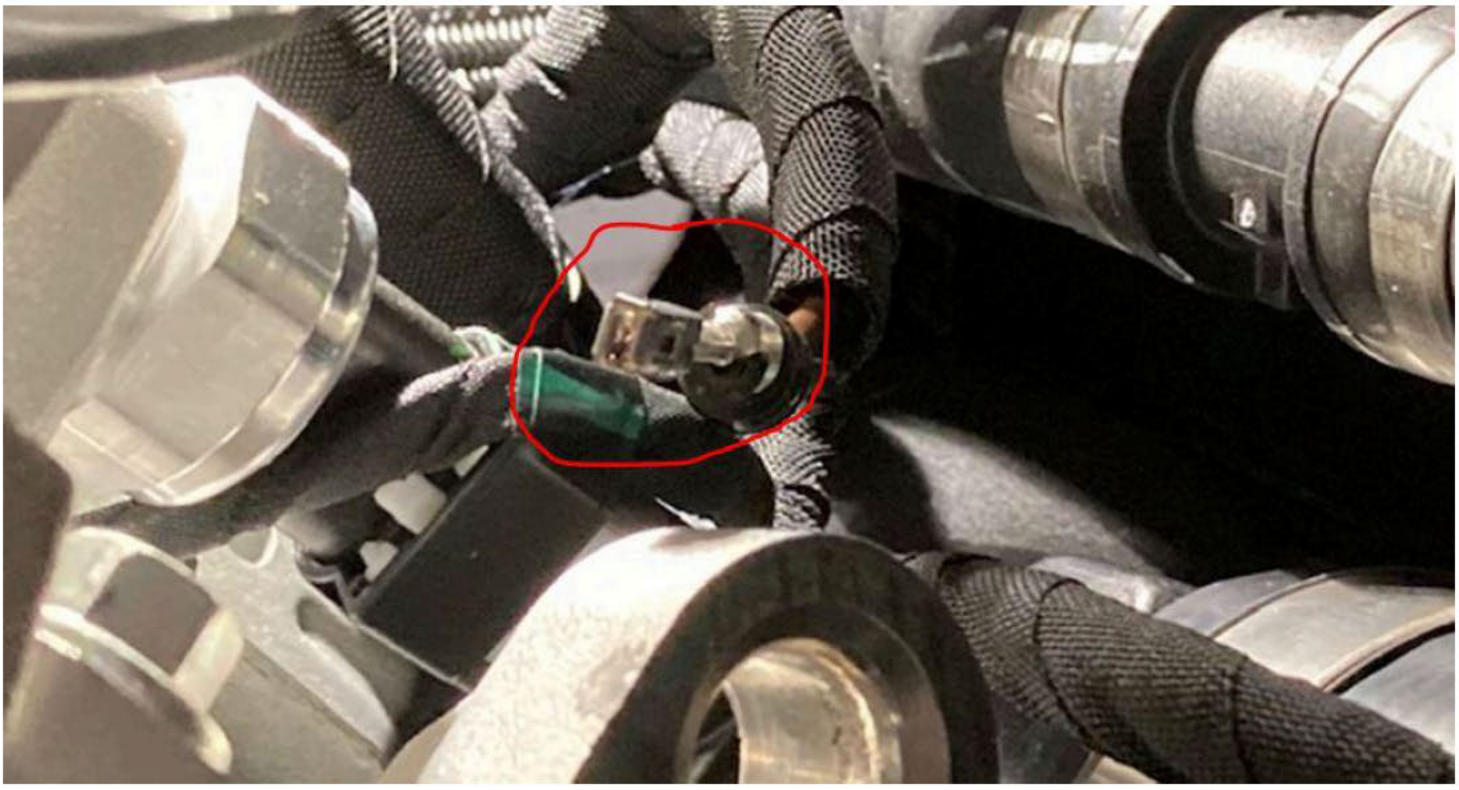
Print Exit **Number of Images :** 2 **Images Per Page:** 5

Delete Move

2 items found, displaying all items.**1**



○ **Attachment Id :** 26391900



CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/20/2023

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

VEHICLE: 2023 BRONCO SPORT 4X4,TRAIL,2DR,MPV VIN:3FMCR9D98PR[redacted]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 3,614 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 9 38 START/RUN/MOVE STARTING
AUTO-START-STOP INOPERATIVE
Additional Symptom: auto-start-stop inoperative
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 11/20/2023 03:08PM KEITH LING(FSE) MSS - FCSD - CENTRAL REGION
Web Form Data(120254107) Description of Vehicle Concern: Auto start stop does not work Please list any diagnostics already performed: Test drove vehicle, FDRS test. Parts Replaced: battery Your Question: The start stop does not activate on this vehicle. There are no codes in any module. Have test drove with all accessories off. The only way to get this to work properly that I have found is by putting a agm battery in the vehicle. Is there anything else i can do or is there a way to get this battery covered for this vehicle.

RECOMM 11/20/2023 03:08PM KEITH LING(FSE) MSS - FCSD - CENTRAL REGION
Hello Steve, With the auto-start-stop system not working, there are many different systems and components that could be causing the concern. It would first be recommended to check the battery State of Charge (SOC) PID. If the SOC is under 80%, it is likely that this is causing the auto-start-stop system to not operate. Low SOC can be caused by a faulted battery, components draining the battery, or a faulted BMS sensor. If the concern is resolved with battery replacement for some time, it is likely that either a drain is occurring or the BMS sensor is faulty. If no drain is detected, replace the BMS sensor and retest. If the concern persists after BMS sensor replacement or the SOC is above 80%, continue with monitoring the auto-start-stop PIDs in the scan tool to see which component or system is causing the auto-start-stop to not operate. These PIDs are typically called start-stop inhibit PIDs and can usually be found under the BCM in datalogger. Regards, Keith Ling FSE Central Market - Iowa

---------- 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/20/2023

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: 01/30/2023 Warranty Start Date: 03/27/2023
Date of Sale: 03/27/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 473 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: L1 PE GA
Bld Dt: Calb: PCHDR9N A
Serial #:
EE100 022262122337L1PE 6007 GA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A23010120447 PZ1P 7000 LA
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 235/65R17 A/T Brand :
Radio : A/C : AC C-?????????????????????
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

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : STEVE ELLIOTT Title: TECHNICIAN
Phone :
STEVE ELLIOTT
Rpr Dlr:USA 03317 - Moffitt's, Inc. Ph#: [redacted]
City: Boone State : Iowa
Country: United States Region : Kansas City

Claim #/Date : [redacted] 11/15/2023

Specialist's
Name : KEITH LING (FSE)

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/20/2023

--- 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 Number Base	Part Number Sfx	Labor Operation
USA 03317	11/07/23	[redacted]	3438	1	42		NPF		NPF
USA 03317	11/07/23		3438	2	04		12A650		MT12A650
USA 03317	12/15/23		4105	1	42	LX6	18125	BJ	18125AT

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/12/2022

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B69MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 16,678 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: vehicle cying battery codes
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 2
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

---------- C O M M E N T S ----------
--TYPE-- ---------- COMMENT TEXT ----------
CONCER 09/12/2022 01:57PM COLE CHRISTENSEN(FSE MSS - FCSD - CALIFORNIA REGION Web Form Data(119620813) Description of Vehicle Concern: die when driving all light came on when driving Please list any diagnostics already performed: performed pin point test on code p1534 cf1 no the system is operating correctly at this time. performed pin point test on code u3001 pscm bd1 no The system is operating correctly at this time. The DTC may have set due to a previous low battery voltage condition. performed pin point test on code u2016 on pscm bo1 no If the PSCM does not list DTC U2016, DISCONTINUE this test. tested battery checked good at this time. putting into hotline Parts Replaced: NONE Your Question: EVERY THING CHECKED OK AT THIS TIME OFTER DOING PIN POINT TEST FOR CODES AND BATTERY IS TESTING GOOD THIS IS THE SECOND TIME THIS HAS HAPPENED THIS WEEK BOTH TIMES IN THE SHOP CHECKED OUT OK IS THERE ANYTHING TO CHECK OR LOOK FOR
RECOMM 09/12/2022 01:57PM COLE CHRISTENSEN(FSE MSS - FCSD - CALIFORNIA REGION John, For this concern with multiple codes and previously dying while driving, please verify the batteries state of charge and continue with PPT P for the U3003:16 code set for the IPMA low voltage detection for the battery. Possible causes include the battery itself, the wiring, terminals or connectors in addition to the charging system or IPMA itself. Please inspect the battery cables and ensure the terminals are free from corrosion. If the state of charge is suspected to be incorrect but the battery tests fine, please proceed with BMS sensor replacement as this can cause false reporting to the system. 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 href=https://outlook.office365.com/owa/calendar/swisscheduler@ford.com/bookings/s/5imEz-vymUu3N4THp6tynA2>Schedule</A> 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/12/2022

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

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

software level.
Ensure TeamViewer login card is ready to scan

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/reviewTISfaq.faces?LANG=EN-US&GEO=USA&dswid=-520>Headset software/hardware concerns</A>

<A target=_blank href=http://site-307934.bcvp0rtal.com/detail/videos/tools-equipment/video/6290958058001/swis-initial-setup>Initial headset setup</A> Thank you, Cole C. Ford Technical Assistance Center

ADD-ON 09/12/2022 01:57PM COLE CHRISTENSEN(FSE MSS - FCSD - CALIFORNIA REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact

CONCER 10/04/2022 09:34AM GTCGCQIS
We have opened another RO on this vehicle. RO [redacted]. It has come back with the same codes and conditions as prior. We replaced the BMS sensor on last contact. The vehicle left and made it two weeks without another occurance. The customer complains of primarily having the vehicle not start when going out to start it on the first drive. It has also shut down with auto start/stop while sitting at a stop light. What additional recommendations are directed? Ford Connected data shows all codes returning with an additional p1346 and p0460 are now showing. Recommendations?

ADD-ON 10/04/2022 06:29PM COLE CHRISTENSEN(FSE MSS - FCSD - CALIFORNIA REGION
Transferred from 34GAS to BODY

RECOMM 10/05/2022 08:56AM ALLEN GARDNER(FSE) MSS - FCSD - KEYSTONE REGION
Good morning John, As there are several low voltage DTC s setting there could be a battery or charging system concern. Continue with operating the vehicle in an attempt to duplicate the concern. This will help in determining what the battery state of charge is when the vehicle will not start. Monitor the battery state of charge to see if it reads below 70 percent when the vehicle will not start. When the concern is present a network test should be performed to ensure that all of the modules are communicating. A self-test should also be performed on the BCM, IPC, and PCM to see if any related DTC s are retrieved. Resolve any relevant DTC s or communication concerns found when the concern is duplicated and present during testing. PPT B in WSM section 303-06A should be performed if the battery state of charge reads above 70 percent, the battery is not low when checked, all modules communicate, and no relevant DTC s are retrieved when the concern is present. Ford Technical Assistance Team Member Allen

ADD-ON 10/05/2022 08:56AM ALLEN GARDNER(FSE) MSS - FCSD - KEYSTONE REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Technical, SWIS Comments : Web response

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/12/2022

---------- 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
ABS#U3003-16
PSCM#U2016-09,U3001-68
IPC#P1534-01A#U0401:86-28
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: 01/27/2021 Warranty Start Date: 03/24/2021
Date of Sale: 03/24/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 08189
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A20346130253LX6G 6007 ACA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A20345120770 LX6P 7000 DB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-??????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B --------- ABSOLUTE BLACK

---------- 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 : JOHN HICKMAN Title: TECHNICIAN
Phone :
JOHN HICKMAN
Rpr Dlr:USA 02912 - Auffenberg Ford North, Inc. Ph#:[redacted]
City: O'Fallon State : Illinois
Country: United States Region : Kansas City

Claim #/Date : [redacted] 09/08/2022

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/12/2022

Specialist's
Name : COLE CHRISTENSEN (FSE)

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
10/25/2022	[redacted]	CACVOC	ST/RN/MV				USA 02912

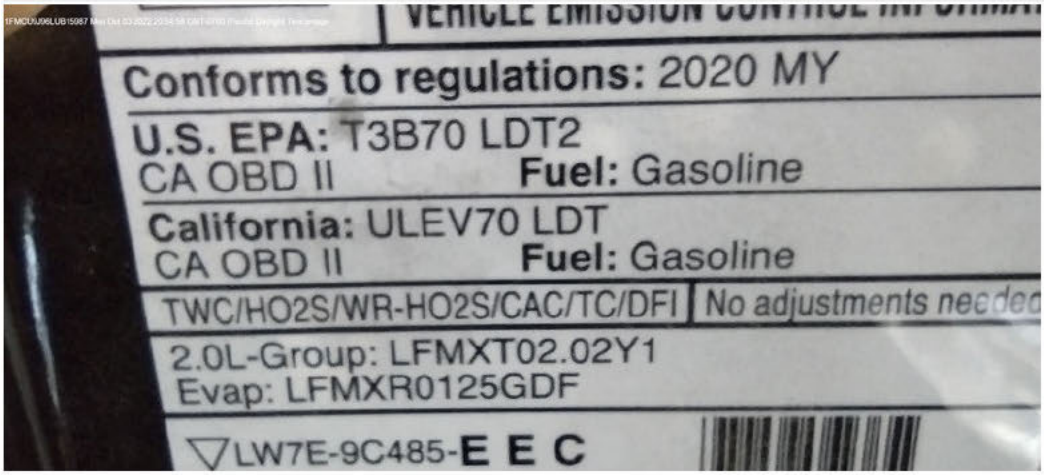
S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000

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 Number Base	Part Number Sfx	Labor Operation
USA 02912	02/11/23	[redacted]	20954	1		NX6	8A507	A	22S73B
USA 02912	11/27/23		33552	1	42	HX7	8501	B	8005D
USA 02912	11/27/23		33552	1	42		W714914	S303	8501A
USA 02912	11/27/23		33552	1	42	HL3	19B596	A	STATELBR
USA 02912	11/27/23		33552	1	42	V	13	G	


1FMCUU96L
Mon Oct 03 2022 20:54:58 GMT-0700 (Pacific Daylight Time)


Conforms to regulations: 2020 MY
U.S. EPA: T3B70 LDT2
CA OBD II
Fuel: Gasoline
California: ULEV70 LDT
CA OBD II
Fuel: Gasoline
TWC/HO2S/WR-HO2S/CAC/TC/DFI
2.0L-Group: LFMXT02.02Y1
Evap: LFMXR0125GDF
LW7E-9C485-EEC

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/03/2022

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

VEHICLE: 2021 BRONCO SPORT 4X4,2DR,MPV VIN:3FMCR9A65MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 10,658 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: Stalls
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 11/03/2022 06:03PM TMARSH86
Web Form Data(119706382) Description of Vehicle Concern: CS while driving the vehicle it suddenly shut off on her and had to have towed in Please list any diagnostics already performed: self test ,battery test, charging system test and network test Parts Replaced: battery Your Question: during all test the only thing that failed is the battery there were serval codes only dealing low voltage. no history codes that would suggest a stall at this point I have replaced the battery and performed a bms reset road tested about ten miles and vehicle is operating fine my question is there any point of inspection or testing that I havent done that should be especially since the vehicle shut off while driving.

RECOMM 11/03/2022 06:03PM TMARSH86
Nicholas, With low voltage DTC s previously found prior to battery replacement, it is possible that the failed battery was causing the stalling concern. At this time, it would be recommended to focus on duplicating the concern to verify if the concern has been repaired. This is also being suggested as if the concern is not currently present then the results may be inaccurate. While it is mentioned that a network test was performed, it is suspected it was not while the concern was currently present and may not be accurate. It may be recommended to use a scan tool to perform a live network test on the vehicle when duplicating the concern, as well as hooking up a manual fuel pressure gauge to monitor fuel pressure during the concern. If any modules or networks lose communication during the concern, then follow the appropriate pinpoint test in WSM section 418-00 Diagnosis and Testing. If only the PCM loses communication during the concern, then it may be recommended to verify the PCM powers and grounds perform loaded voltage drop testing on each pin of C1551B (Pin 25, 64, 96, 97, 98, 99, 100, 101, 102) using a 3157 bulb (minor filament) for 22ga, a 3157 bulb (both filaments) for 20ga/18ga, a 9004 bulb (minor filament) for 16ga circuits, while measuring the voltage drop of the bulb with a multimeter. If the difference between source voltage and the voltage drop of the bulb is greater than .5v, then high resistance

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/03/2022

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

--TYPE-- ---------- COMMENT TEXT ----------
is present. In addition, be sure to inspect connector C1551B (Pin 25,

is present. In addition, be sure to inspect connector C1551B (Pin 25, 64, 96, 97, 98, 99, 100, 101, 102) for any damage or corrosion and verify proper pin-fit using the appropriate Rotunda flex probe. Also inspect ground G107 for any looseness, damage, corrosion, or other poor grounding concerns. If no PCM power or ground concerns are found, then follow PPT Y in the WSM section 418-00 Diagnosis and Testing. If no modules are losing communication, but a fuel pressure concern is found during the stall concern, then it would be recommended to follow pinpoint PPT HC in WSM section 310-01A Diagnosis and Testing. If no fuel pressure or communication concerns are found but the vehicle is still stalling, then it would be recommended to enter the symptom into the Diagnostics tab of PTS and perform any pinpoint tests which populate, this is the replacement to the Symptom Charts which were previously located in the PCED on older vehicles. In addition, it may be recommended to use a scan tool to monitor and record any PIDs with a category number 6 in the WSM section 303-14A Specifications, while the concern is present. If possible, compare the values with a like vehicle under similar conditions. Ford Technical Assistance Team Member Tim

ADD-ON 11/03/2022 06:03PM TMARSH86
Not enough characters for SWIS dropdown,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact

---------- 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
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: 06/21/2021 Warranty Start Date: 12/19/2021
Date of Sale: 12/19/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21158130329LX6G 6007 ACA

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/03/2022

- - - T R A N S M I S S I O N - - -

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21154131733 LX6P 7000 DB
Model: Shft:

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

Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC S-??????????????????????
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

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : NICHOLAS SIMS Title: TECHNICIAN
Phone :
NICHOLAS SIMS
Rpr Dlr:USA 05591 - El Centro Motors Ph#: [redacted]
City: El Centro State : California
Country: United States Region : Los Angeles

Claim #/Date : [redacted] 11/03/2022

Specialist's
Name : TMARSH86 -??????????????????

---------- 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
02/09/2023	[redacted]	NHL	ST/RN/MV		USA 05591

--- 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 Number Base	Part Number Sfx	Labor Operation
USA 05591	08/08/23	[redacted]	21852	1	42	BE	48H6	A	10654C
USA 05591	08/08/23		21852	1	42				10654C1

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/06/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B6XMR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 21,465 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 02 START/RUN/MOVE STARTING
NO CRANK ALWAYS
Additional Symptom: 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 04/06/2023 12:22PM JFRITTER
Web Form Data(119932978) Description of Vehicle Concern: CUSTOMER STATES VEHICLE WOULD NOT REFIRE AT A DRIVE THROUGH AND MULTIPLE WARNING LIGHTS CAME ON. VEHICLE SHIFTED TO PARK AND THEN WOULD NOT RESTART AND MULTIPLE BODY ELECTRICAL COMPONENTS CUT OUT Please list any diagnostics already performed: Verified concern found 12 volt battery discharged. Parts Replaced: Need to replace battery Your Question: No question, the battery is on back order, copis will not allow us to track it, and we can not get coverage for rentals with out a hotline contact so im just here to waste everyones time navigating a broken system. Hope you guys have a great day.
RECOMM 04/06/2023 12:22PM JFRITTER
Michael, Thank you, we re having a great day and hope you are too. Hopefully, you can get the rental needed now that we have responded. If needed, here is the Parts Backorder Escalation Process. In the event that the part needed to repair this vehicle is not available, the Parts Escalation Process (EFC08937) should be followed. In order to complete the Parts Escalation Process, the order should be flagged as VOR (Vehicle Off Road) in COPIS.
 The Parts Escalation will allow the involvement of other Ford departments to ensure customer satisfaction with the repair process. For more information, refer to <A target=_blank href=https://www.fmcdealer.dealerconnection.com/content/dam/fmcdealer/documents/parts_service/ptor/ptav/Pages/Backorder_Escalation.pdf>Parts Escalation Process</A> (Vehicle Off Road) found in FMCDealer. Jon Ford Technical Assistance Center
ADD-ON 04/06/2023 12:22PM JFRITTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact

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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/06/2023

---------- 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 ----------

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

---------- V E H I C L E D E T A I L S ----------
Vehicle Build Date: 05/18/2021 Warranty Start Date: 06/11/2021
Date of Sale: 06/11/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21118130194LX6G 6007 ACA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21105120855 LX6P 7000 DB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-????????????????????
Paint : PN4-??????????????????????????--------- ALTO BLUE TC/EMPIRE BLUE

---------- 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 : MICHAEL HOLLOWELL Title: SHOP FOREMAN
Phone :
MICHAEL HOLLOWELL
Rpr Dlr:USA 04963 - Brandon Ford Ph#:[redacted]
City: Tampa State : Florida
Country: United States Region : Orlando

Claim #/Date : [redacted] 04/03/2023

Specialist's
Name : JFRITTER -????????????????????

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/06/2023

---------- 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 Number Base	Part Number Sfx	Labor Operation
USA 04963	03/24/23	[redacted]	21371	1		NX6	8A507	A	22S73B
USA 04963	04/03/23		21465	1	X2	BE	48H6	A	10654C
USA 04963	04/03/23		21465	1	X2				10654C1
USA 04963	04/03/23		21465	1	X2				10654C1BB
USA 04963	05/10/23		22136	1	49	K2G	4000	AG	1007D
USA 04963	05/10/23		22136	1	49	NZ6	3B498	A	4205A14
USA 04963	05/10/23		22136	1	49		W719466	S439	MT4000
USA 04963	05/10/23		22136	1	49		W720080	S439	
USA 04963	05/10/23		22136	2	82		RENTAL		

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/31/2023

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

VEHICLE: 2022 BRONCO SPORT 4X4,LTD,2DR,MPV VIN:3FMCR9C66NR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 23,125 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 52 1 39 DRIVING PERFORMANCE STALLS/QUITS
AT IDLE INTERMITTENT
Additional Symptom: int stalling
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	08/31/2023 05:51PM SAMUEL VEITH(FSE) MSS - FCSD - CALIFORNIA REGION Web Form Data(120147777) Description of Vehicle Concern: *Customer states vehicle just shut off and had no power in the middle of a busy street. Customer tried to start for over a hour and wouldn t do anything. Finally after over a hour it started. Customer took into Kearney Mesa ford and they couldn t duplicate any concern but changed a headlight switch- perform diagnostic and recommend repair *Perform Diagnosis- Client States wrench light is displayed on the cluster We were asked to create a Ford Technical Assistance Request per Ford Customer Care Please list any diagnostics already performed: Battery was dead, (likely the cause for the wrench light) needed battery jump to start, Tech initially checked codes and retrieved only several communication codes, So far we have not verified the vehicle just shut off concern concern. We suspect that when the issue happened, it shut off normally with the Auto Start/Stop function, then wouldnt start. Then after some testing, likely the Battery Junction Box was disturbed, moved, disconnected and reconnected, and the vehicle no longer has symptoms. We have seen the BJB connection cause no start issues several times in Bronco Sports and Escape Models. Still road testing to attempt to duplicate the concern. Parts Replaced: NONE Your Question: We were asked to create a Ford Technical Assistance Request per Ford Customer Care. Not sure what needs to happen next.
RECOMM	08/31/2023 05:51PM SAMUEL VEITH(FSE) MSS - FCSD - CALIFORNIA REGION Hey Troy, Check out SSM 51254. Make sure all other modules are up to date as well. Since this is a quick check, let me know if the SSM applies or not. If not, Ill dig more into it and try to find similar concerns. Sam
CONCER	08/31/2023 06:21PM GTCGCQIS Road tested this vehicle again, total of 38 miles, still have had no symptoms. Verified the Auto Stop/Start operated normally several times during road test. SSM 51254 applies to an intermittent no crank, no start condition. The GWM was NOT at the latest software. Updated the GWM to the latest software available.
RECOMM	09/01/2023 02:44PM SAMUEL VEITH(FSE) MSS - FCSD - CALIFORNIA REGION

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/31/2023

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

--TYPE-- ---------- COMMENT TEXT ----------
Troy, It looks like theres been 14 other vehicles with a similar

Troy, It looks like theres been 14 other vehicles with a similar concern. The most common repair is a bad vref circuit (but unfortunately no one specified where). Possibly the FRP or APP circuit. A concern that also exists is for damaged circuit(s) in harness 14A005. To correct this condition, locate the wiring harness section under the passenger front seat. Inspect if the harness is damaged or it is contacting the AWD module. But this is for slightly different build dates and I was advised this information is not applicable. Im reporting this issue to the team who write the TSBs to see if they can look into it. If you find the solution, please reply to this contact so we can document it for future reference! Sam

ADD-ON 09/01/2023 02:44PM SAMUEL VEITH(FSE) MSS - FCSD - CALIFORNIA REGION
ISM I2211131. Reported the above to Ricardo Torres

---------- 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
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: 11/30/2021 Warranty Start Date: 12/27/2021
Date of Sale: 12/27/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA FA
Bld Dt: Calb: NCHDY1N A
Serial #:
4133A21299130654LX6G 6007 AFA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21292120728 LX6P 7000 DB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC G-??????????????????????
Paint : PN4-??????????????????????????--------- ICONIC SILVER/SILVER RADIANCE

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/31/2023

---------- 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 : TROY BILYEU Title: SHOP FOREMAN
Phone :
TROY BILYEU
Rpr Dlr:USA 05428 - Mossy Ford Ph#: [redacted]
City: San Diego State : California
Country: United States Region : Los Angeles

Claim #/Date : [redacted] 08/25/2023

Specialist's
Name : SAMUEL VEITH (FSE)

---------- 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
08/13/2023	[redacted]	CACVOC	ST/RN/MV		USA 05428

--- 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 Number Base	Part Number Sfx	Labor Operation
USA 05389	06/30/23	[redacted]	22260	1		NX6	8A507	A	22S73B
USA 05389	07/26/23		23096	1	42		NPF		NPF
USA 05389	07/26/23		23096	2	42	M1P	11654	DB	MT11654
USA 05389	07/26/23		23096	3	82		RENTAL		
USA 05389	07/26/23		23096	4	82		RENTAL		
USA 05428	08/25/23		23125	1	42		NPF		NPF
USA 05428	08/25/23		23125	2	82		RENTAL		
USA 05428	08/25/23		23125	3	82		RENTAL		
USA 05428	08/25/23		23125	4	42	BAG	48H6	760	10654C
USA 05428	08/25/23		23125	4	42				10654C1
USA 05428	08/25/23		23125	4	42				10654C1BB
USA 05428	10/06/23		24215	1	42	M1P	11654	DB	MT11654
USA 05428	10/06/23		24215	2	82		RENTAL		
USA 05428	10/06/23		24215	3	82		RENTAL		

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/25/2021

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B64MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 1,997 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 42 Z 00 START/RUN/MOVE MOVING
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: changing fault fault
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	10/25/2021 03:28PM KOAMI ADJONKO(FSE) MSS - FCSD - SOUTHWEST REG Web Form Data(118476917) Description of Vehicle Concern: customer driving home at night from work as driving all power lost IPC, info screen and truck shutdown. Please list any diagnostics already performed: truck towed in battery dead. charged and tested battery - tested good. terminals tight. checked for codes had numerous U codes for low battery and loss of communication U100,U0140,U0145 etc in numerous modules NO codes in PCM or Bcm. cleared codes and re tested no codes present. checked battery pids - matched battery volts checked charging 14.6 volts under load over 20 amps + under full load. checked bjb connections all feel snug in place no loose connections. connections at generator good. customer nervous drives at night. Parts Replaced: none at this time Your Question: did not see any symptom tests that match. have there been any like issues... no tsb etc.. matching codes. we are going to test drive longer time to see if comes back. considering new model are there any similar complaints ? where good avenue to go next. where to go next
RECOMM	10/25/2021 03:28PM KOAMI ADJONKO(FSE) MSS - FCSD - SOUTHWEST REG Michel, There is no known concern regarding this issue. To determine the cause if the concern, perform PPT B in section 414-00 > diagnosis and testing. This PPT will help in testing the circuit to determine if there is PCM, or generator fault. When testing the circuit as directed by the PPT, please check for pin fit at the connector, and with the meter connected, wiggle the wires and tap the connectors to see if the result will change. Koami A. Ford 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/25/2021

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: 08/13/2021 Warranty Start Date: 09/13/2021
Date of Sale: 09/13/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21157130014LX6G 6007 ACA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21209132030 LX6P 7000 DB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-??????????????????????
Paint : PN4-??????????????????????????--------- ICONIC SILVER/SILVER RADIANCE

---------- 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 : MICHEL RINALDO Title: TECHNICIAN
Phone :
MICHEL RINALDO
Rpr Dlr:USA 09017 - Macdonald Motors, Inc. Ph#: [redacted]
City: Center Conway State : New Hampshire
Country: United States Region : Boston

Claim #/Date : [redacted] 10/25/2021

Specialist's
Name : KOAMI ADJONKO (FSE)

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/25/2021

--- 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 Number Base	Part Number Sfx	Labor Operation
USA 09017	03/07/23	[redacted]	28190	1		NX6	8A507	A	22S73B

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/21/2023

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

VEHICLE: 2022 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B64NR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 1 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 02 START/RUN/MOVE STARTING
NO CRANK ALWAYS
Additional Symptom: PCM Programming
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 08/21/2023 01:32PM TYMOTHY MANCINI(FSE) MSS - FCSD - SOUTHWEST REG
Web Form Data(120131899) Description of Vehicle Concern: VEHICLE WONT START. Please list any diagnostics already performed: VERIFIED CUSTOMER CONCERN, VEHICLE WILL NOT START. NO MESSAGES ON CLUSTER, NO KEY NOT DETECTED ETC. PERFORM FDRS TEST, NO CODES STORED RELATED TO A NO START CONDITION. PERFORM PINPOINT TEST, WHICH IS A BIT HARD TO FOLLOW, B STEP 1 NO OBVIOUS CONDITIONS OBSERVED. BATTERY PASSED, ETC. STEP 2 NO, THE NO KEY DETECTED MESSAGE IS NOT PRESENT. ALSO TRIED STARTING VEHICLE WITH KEY IN BACK UP SLOT. STEP 3 YES ALL MODULES PASS NETWORK TEST. STEP 4 NO BCM CODES PRESENT. STEP 5 NO CODES PRESENT IN PCM. STEP 6 YES BRAKE LAMPS WORK. STEP 7 YES PID READS ON WITH BRAKE PEDAL DEPRESSED. STEP 9, THIS IS WHERE IT GETS HARD TO FOLLOW THIS PID DOES NOT EXIST ON FDRS. IGN_FINAL IS NOT LISTED. I HOWEVER OBSERVED THE OTHER IGN SWITCH PID AND FOUND IT TO CHANGE FROM RUN TO START WHEN PRESSING BUTTON. STEP 10 YES READS CRANK IN BOTH PARK AND NEUTRAL. STEP 11 PCM ENG_CRANK PID DOES NOT CHANGE WHEN PRESSING START BUTTON. STEP 22 VEHICLE DOES NOT HAVE A KEY, BUT WHEN PRESSING THE START BUTTON I HAVE POWER AND WILL LIGHT UP A BRAKE LAMP BULB. STEP 23 INSPECTED PINS AND PIN FIT AT PCM, RECONNECTED AND RETEST, CONCERN STILL PRESENT. REPLACED PCM, BUT CANNOT GET THE MODULE TO PROGRAM. Parts Replaced: PCM. Your Question: PERFORMING PROGRAMMABLE MODULE INSTALLATION AS STATED IN MANUAL, INSTALLED NEW PCM WHEN PROMPTED BY SCAN TOOL. RUNS THROUGH THE FIRST SCREEN TO TURN KEY ON, THEN STATES ITS PROGRAMMING, 30-45 SECONDS LATER GET A SCREEN TO TURN KEY OFF AND THEN GET A MESSAGE PROCEDURE UNSUCCESFUL-MAIN UNKNOWN ERROR. USING FDRS 36.4.8 HAVE USED MULTIPLE COMPUTERS AND GET THE SAME FAULT. ALSO NOT SURE IF THE PCM IS ACTUAL GOING TO REPAIR THE NO START ISSUE, BUT HAVE TO GET IT PROGRAMMED FIRST.
RECOMM 08/21/2023 01:32PM TYMOTHY MANCINI(FSE) MSS - FCSD - SOUTHWEST REG
Hi Shaun, Thank you for providing your PPT results for each step. Just to clarify, is this a no crank no start, or a crank no start condition? The diagnostics differ depending on which condition it is, so thats why I am asking. You put in the case its a no crank, but PPT B you were following is for a crank no start condition. As for your

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/21/2023

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

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

PCM, what is the part number you are trying to install? Does it match

PCM, what is the part number you are trying to install? Does it match your original PCM? Please provide that information. Thank you, Your FSE, Tym Mancini

CONCER 08/21/2023 05:26PM GTCGCQIS
TO BE CLEAR THE CONCERN IS A NO START, THE ENGINE DOES NOT CRANK WHEN PUSHING THE START BUTTON. NOTE PINPOINT TEST B STATES ENGINE DOES NOT CRANK WITH PUSH BUTTON START. SECTION 303-06A. THE P/N SVKK1A-12A650-JA IS THE NEW MODULE. P/N LX6A-12A650-ZA IS THE OLD MODULE.

RECOMM 08/22/2023 11:39AM TYMOTHY MANCINI(FSE) MSS - FCSD - SOUTHWEST REG
Hi Shaun, Your PCM part number appears to be correct. You are correct, PPT B is the right one to follow. I think you followed the next best PID that was listed for B9, so that looks good. On B22, did you write down your actual voltage and check voltage drop on that circuit with the load in place? What were your readings? If you havent already, check fuse F4 in the BCM for a partially blown or loose fuse. Also check the terminal tension and condition of BCM connector C2280D pins 21 and 24. There is also inline connector C200 pin 54 that can be checked. If you plug in your original PCM, was it sending voltage to the BJB on circuit CDC54 when cranking? If your new PCM is getting an error constantly and youve tried several different PCs, and a wired VCM connection, then I would SPW that PCM and try another. Please answer those questions for me and let me know if you end up ordering another PCM. Thank you, Your FSE, Tym Mancini

CONCER 08/28/2023 02:44PM GTCGCQIS
OK, CHECKED THE FUSE, IT S GOOD. REPLACED IT AND MADE SURE IT WAS INSERTED PROPERLY ANYWAY. ACCESS AND CHECKED PIN FIT AT CONNECTORS 200 AND 2280D AL GOOD THERE. JUST ON A WHIM I REINSTALLED THE ORIGINAL PCM AND ATTEMPTED TO PERFORM A PMI ON IT. SAME RESULT AND SAME ERROR MESSAGE. SO I M THINKING THERE MAY BE A DATA ERROR WITH THE VEHICLE DOWNLOADING FROM FORD?? I NO LONGER HAVE POWER ON PIN 45 AT PCM FROM BCM WHEN ATTEMPTING TO CRANK. THERE ARE NOW MULTIPLE LIGHTS ON ABOUT COOLANT OVERTEMP ETC THAT POPPED UP WHEN REPLACING PCM.

ADD-ON 08/28/2023 04:53PM TYMOTHY MANCINI(FSE) MSS - FCSD - SOUTHWEST REG
Transferred from BODY to MODPROG - Tech has replaced the PCM and is unable to successfully program it. Original PCM installed and gets the same error message when trying to PMI. Please review the flash sessions for errors and possible data base issues.

RECOMM 08/29/2023 04:01PM CARTER KING MSS - FCSD - TECH ASSIT CENTER
Shaun, Before suspecting a data issue, lets take a step back and make sure all of our pre-checks are in place and try programming once more. To start, inspect the vehicle for and remove any aftermarket electronic accessories such as remote start kits, global positioning system (GPS) devices, radios, or insurance trackers. Then confirm the new PCM is able to pass a network test and that there are no DTCs setting in any modules which may indicate a PCM communication fault. The module must be properly communicating for any programming to take place, so any faults that are found must be resolved before continuing. From here, ensure a 12V battery charger is connected

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/21/2023

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

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

(negative lead on chassis ground) and set to maintain 12.6 to 13.6

(negative lead on chassis ground) and set to maintain 12.6 to 13.6 volts. Next, confirm the battery state of charge, as seen in the BCM SOC PID, is at least 80%. If it is not this high, continue to slow charge the battery until it reaches this point. If needed, a BMS reset can be performed once the battery is fully charged to boost the SOC higher. Once SOC is above this level, obtain a different FDRS that has not yet been connected to this vehicle. Then, refer to WSM 418-01, General Procedures, Module Programming, and complete the Recovery procedure for the PCM as seen towards the bottom of this page. Following this process, reevaluate the concern. If the same error does still occur, update the form with this information and we will be happy to help. Ford Technical Assistance Team Member Carter K.

CONCER 09/07/2023 08:47AM GTCGCQIS
GOOD MORNING. JUST AN UPDATE. I WENT AHEAD AND JUST REPLACED THE BATTERY, JUST TO BE SURE IT WASN T ANY KIND OF VOLTAGE ISSUE. LOOKED IN VEHICLE AND TALKED TO CUSTOMER. NO VISIBLE, NO KNOWN AFTERMARKET EQUIPMENT INSTALLED ON VEHICLE. NO CHARGERS PLUGGED IN ETC. I PLUGGED IN THE FDRS AND RUN A NETWORK TEST AND RUN ALL DTC S I VE INCLUDED A PICTURE OF THE SCREEN FOR PROOF ON COMMUNICATION WITH PCM. I HAVE STATED MULTIPLE TIMES IN THIS CONTACT THAT I GET CODES FROM PCM THAT STATES IT S NOT PROGRAMMED. I DON T THINK I HAVE A COMMUNICATION FAULT WITH THE PCM AT THE VERY LEAST. PERFORM THE MODULE RECOVERY PROCEDURE WITH ANOTHER FDRS MACHINE IN THE SHOP AND GOT THE SAME RESULT, TOOK A VIDEO FOR PROOF, BUT IT STATES IT S TOO BIG OF A FILE. STILL GET THE SAME ERROR MESSAGE AFTER BEING TOLD TO TURN THE KEY OFF. I ALSO TALKED TO THE CUSTOMER YESTERDAY ABOUT THIS VEHICLE, THEY CAME IN TO RETRIEVE SOME OF THEIR ITEMS FROM IT. THEY STATED THE VEHICLE WAS PARKED AT THE AIR PORT FOR ALMOST A MONTH WHILE THEY WERE OUT OF THE COUNTRY, DROVE THE VEHICLE TO THE AIR PORT AND PARKED AND WHEN THEY GOT BACK IT WOULD NO LONGER START. JUST EXTRA INFORMATION FROM THEM IF HELPFUL.

RECOMM 09/07/2023 12:22PM SOFIA ALBARRAN MSS - FCSD - TECH ASSIT CENTER
Shaun, Thank you for taking a moment to update the contact with your findings. Since the PCM module was replaced and from the information in the web contact, the EPN and SPN from the new and old modules are different and module is setting U2100 code for a configuration error, it is necessary to contact with COPIS and verify that module is correct for this vehicle and application and this is necessary because if the module is not correct, scan tool won t recognize the part as valid and therefore, the module won t program. Additionally, FDRS experienced different failures while trying to start a session or downloading applications from within the toolbox and those errors can impact the scan tool to program the module. If not done already, delete all previous VIN session related to this VIN and start a new session and rerun PCM Configuration followed by PMI. Regards, Sofia A. <p>For questions regarding parts availability or part number discrepancies, please contact the Customer Online Parts Inquiry System (COPIS) through FMCDealer by completing the COPIS inquiry form. To access COPIS, please navigate to <A target=_blank href=https://www.fmcdealer.com>FMCDealer</A> and click on the Parts &

CQIS Report Number: [redacted]3 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/21/2023

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

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

Service tab. From the left-hand menu, click on the plus (+) symbol

Service tab. From the left-hand menu, click on the plus (+) symbol next to Parts Department Tools to expand the selection and then select COPIS (Customer Online Parts Inquiry System). Click on the hyperlink labeled COPIS at the top of the page. Right below this link, is a link for Dealer Job Aid which will help you navigate through the system. NOTE: When you click on the link, it may require you to log-in. Click on the log-in button on the top right-hand corner of the page to log in and set your preferences. NOTE: If this in regard to an IPC, ACM, TCU, FCIM, or FCDIM parts issue, Ford Electronics Service Group (FESG) inquiries are now accepted via the COPIS system as well. If you re seeking assistance with availability, pricing, or verifying the correct part number to order for an ACM, IPC, APIM, FDIM, TCU or FCIM, select FCS/FESG Inquiry from the Parts Inquiry Type field.

ADD-ON 09/07/2023 12:22PM SOFIA ALBARRAN MSS - FCSD - TECH ASSIT CENTER
Found a discrepancy between PCM part numbers and no COPIS case found. Requested technician to open a COPIS case and retry PCM Configuration and PMI. PCM data is the same as EOL and nothing changed, however, FDRS shows this error and all pre-checks met: Procedure Unsuccesful - main Unknown Error. Consult with SME. Thank you!

CONCER 09/08/2023 05:22PM GTCGCQIS
OUR FSE VERIFIED PART NUMBERS CORRECT FOR THIS PCM ON THE VERY FIRST RESPONSE TO THIS HOTLINE HELP REQUEST. I WILL HAVE TO GET WITH MY PARTS MANAGER AS HE HAS ACCESS TO COPIS AND THEN LET YOU GUYS KNOW WHAT HAPPENED WITH THAT. I M WELL AWARE FDRS HAS BEEN EXPERIENCING ERRORS, BUT I HAVE HAD THIS ERROR FOR OVER A MONTH AND STILL TRYING TO GET TO THE BOTTOM OF IT.

RECOMM 09/12/2023 12:45PM CAMERON HYER MSS - FCSD - TECH ASSIT CENTER
Shaun, At this time, additional research needs to be performed. This TSR will be updated with additional information/direction when it has been found. Have a fantastic day, Cameron H Ford Module Programming Specialist

RECOMM 09/12/2023 02:34PM CAMERON HYER MSS - FCSD - TECH ASSIT CENTER
Shaun, The reason we mentioned to reach out to COPIS is due to them being the parts expert, they have information about parts that may not be in ECAT yet and would have the best/most accurate information on what parts are correct for what vehicles. So, although your FSE did check the part numbers, likely using ECAT, it is possible that the information he had is not fully up to date. If COPIS indicates that you have the right part, then install the original module and start a new session with an FDRS that has not been connected to the vehicle before. Start performing PMI with the original module installed, and ensure that all FDRS prompts are being answered correctly. Only install the new PCM once you are instructed to do so by FDRS. Have a fantastic day, Cameron H Ford Module Programming Specialist

ADD-ON 09/12/2023 02:34PM CAMERON HYER MSS - FCSD - TECH ASSIT CENTER
Consulted with SME Brad Newton: Brad indicated that the information I found in my query search indicated that the issues were probably

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

--TYPE-- ---------- COMMENT TEXT ----------
fixed, as I thought that no response from the tech indicated that the

fixed, as I thought that no response from the tech indicated that the concern had not been resolved. Brad advised that if the report is from a while ago, and there is no update, then it is more likely that the recommendation resolved the concern. He advsied to follow their direction.

CONCER 09/13/2023 10:49AM GTCGCQIS
HI THERE THANKS FOR THE REPLY. I AM CURRENTLY AWAITING THE COPIS REPLIES ON THIS VEHICLE AS I HAVE GIVEN THE PARTS MANAGER THE RO TO SUBMIT INFORMATION. ALSO WOULD LIKE TO STATE THAT ON AUG 28 I SUBMITTED A REPLY ON THIS CONTACT THAT I HAVE TRIED, UNSUCCESSFULLY MULTIPLE TIMES TO REINSTALL THE ORIGINAL AND USING A NEW/FRESH FDRS TO PROGRAM AND STILL GET THE SAME ERROR MESSAGE. SO I M STUCK WITH WHAT TO DO, SINCE I HAVE ALREADY TRIED REINSTALLING THE ORIGINAL PCM ETC. I HAVE INCLUDED PICTURES OF FDRS SCREEN WITH PCM PASSING NETWORK TEST, REPORTS DTC S ETC. SO FROM THAT I CAN CONCLUDE IT IS DEFINITELY NOT A COMMUNICATION ISSUE.

RECOMM 09/18/2023 09:52AM PATRICK WRIGHT MSS - FCSD - TECH ASSIT CENTER
Shaun, The Technical Assistance Center has determined that a follow-up is necessary to help with resolving this customers issue. Our Escalated Handling Team will contact you and/or the Service Manager, either by phone or by updating this form to obtain additional information and provide recommendations to assist in resolving the customers concern. Please remain patient with this process, we are currently experiencing a high volume of contacts and delays in responding. Please reference EFC12317 on FMC dealer for more information. Patrick W, Ford Technical Assistance Center, Module Programming Team.

ADD-ON 09/18/2023 09:52AM PATRICK WRIGHT MSS - FCSD - TECH ASSIT CENTER
escalation due to a lack of progress.

ADD-ON 09/18/2023 09:52AM PATRICK WRIGHT MSS - FCSD - TECH ASSIT CENTER
Reason For Escalation : Time Down

CONCER 09/21/2023 09:13AM GTCGCQIS
HOPING TO HEAR FROM FSE SOON ON THIS ONE.

RECOMM 09/22/2023 04:21PM JACOB OBERHAUS MSS - FCSD - TECH ASSIT CENTER
Shaun, You re FSE is not going to be involved in this case going forward. Our Module Programming Escalated Handling team will be taking care of this case as your FSE does not have access to the resources needed to resolve this concern. I found that the error during the PCM PMI is most likely due to the PCM part number not being properly setup on the server. This will require additional assistance from engineering and the FDRS team to get it setup. I have opened a concern ticket with them so that they can investigate and resolve this failure you are getting. I will be updating this form once a week or once I have further information available from those teams. We apologize for any further delays that this may cause in the repair process. Have a great day! Jake Module Programming Specialist

RECOMM 10/02/2023 09:14AM JACOB OBERHAUS MSS - FCSD - TECH ASSIT CENTER
Shaun, Engineering has determined that you have the wrong module installed, due to a cataloging concern. The correct PCM for this

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/21/2023

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

--TYPE--	COMMENT TEXT
	vehicle is KK1Z-12A650-JANP//SVKK1A-12A650-JA. Please order this part
	vehicle is KK1Z-12A650-JANP//SVKK1A-12A650-JA. Please order this part number and retry programming once it arrives. Please update this form with your results. Thank you, Jake Module Programming Specialist
CONCER	10/03/2023 02:22PM GTCGCQIS WHEN WE CONTACTED COPIS A WHILE BACK WE HAD ALREADY GOTTEN THE PART NUMBER KK1Z-JANP. THIS MODULE HAS ALREADY BEEN ORDERED AND INSTALLED AND ATTEMPTED TO PROGRAM IT WITH THE SAME RESULTS. SHOULD I ORDER ANOTHER ONE??
RECOMM	10/04/2023 10:18AM JACOB OBERHAUS MSS - FCSD - TECH ASSIT CENTER Shaun, It would not be recommended to order another module at this time. Please attempt to program this module again, so that the FDRS team and engineering have a recent programming session to work from with this part number being used. Once programming fails, then please update this form letting me know so that I can get them involved again. Have a great day! Jake Module Programming Specialist
RECOMM	10/13/2023 11:04AM JACOB OBERHAUS MSS - FCSD - TECH ASSIT CENTER Shaun, There has not been an update to this case in over a week. I am going to be closing this escalation. If further assistance is still needed, then follow the direction from the previous response and update this form. Have a great day! Jake Module Programming Specialist
CONCER	12/07/2023 10:54AM JACOB OBERHAUS MSS - FCSD - TECH ASSIT CENTER OBC to Shaun to determine what assistance is still needed for this vehicle. He informed me that the Service Manager informed him to stop working on the vehicle due to a buyback. I attempted to reach the service manager, but was not able to.
RECOMM	12/07/2023 10:54AM JACOB OBERHAUS MSS - FCSD - TECH ASSIT CENTER .
ADD-ON	12/07/2023 10:54AM JACOB OBERHAUS MSS - FCSD - TECH ASSIT CENTER Team Lead Nat Beamer asked me to reach out to this dealership to determine what help I could provide. He was reached out to regarding an uptime project. I have relayed this information back to Nat as well. ,Contact Type : Phone,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments : .
RECOMM	02/06/2024 08:29AM NICHOLAS POLNASEK MSS - FCSD - TECH ASSIT CENTER Matthew, The Technical Assistance Center has determined that a follow-up is necessary to help with resolving this customers issue. Our Escalated Handling Team will contact you and/or the Service Manager, either by phone or by updating this form to obtain additional information and provide recommendations to assist in resolving the customers concern. Please remain patient with this process, we are currently experiencing a high volume of contacts and delays in responding. Please reference EFC12317 on FMC dealer for more information. Module Programming Team Member - Nick P.
ADD-ON	02/06/2024 08:29AM NICHOLAS POLNASEK MSS - FCSD - TECH ASSIT CENTER Vehicle was previously escalated due to PCM not programming. Vehicle was bought back and escalation was closed. Vehicle is now at a RAV dealer for continued diagnosis.
ADD-ON	02/06/2024 08:29AM NICHOLAS POLNASEK MSS - FCSD - TECH ASSIT CENTER Reason For Escalation : Technical Progress

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/21/2023

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

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

RECOMM 03/12/2024 04:22PM SERGIO RANGEL MSS - FCSD - TECH ASSIT CENTER

RECOMM 03/12/2024 04:22PM SERGIO RANGEL MSS - FCSD - TECH ASSIT CENTER
Matthew, We cleared the server cache for this VIN. Please uninstall/reinstall FDRS and place FDRS at the latest level. Test the vehicle s battery. Replace or charge as necessary. Once the battery is fully charged and SOC reads 75% or more, start a normal session and download the PCM PMI app BUT DO NOT RUN THE APP. Click on the refresh icon (arrows making a circle). This will place the app at the latest level. Once the app has been refreshed, reattempt PCM PMI. Please update the form with the results. Sergio Ford Module Programming Support

CONCER 03/14/2024 11:09AM GTCGCQIS
same thing happens. deleted and re downloaded fdrs, used the little arrow making a circle thing and then tried pcm update and it gives the same failure message

RECOMM 03/14/2024 12:54PM SERGIO RANGEL MSS - FCSD - TECH ASSIT CENTER
Mike, Please provide an update once another PMI attempt is performed. Unfortunately, the app log did not properly upload to the server in PTS for review. Once the PMI is performed once more, update the form. Thank you and have a great day! Sergio Ford Module Programming Support

RECOMM 03/15/2024 12:52PM SERGIO RANGEL MSS - FCSD - TECH ASSIT CENTER
Good afternoon Matthew, After reviewing the previous programming attempt on 3/14 the app log was uploaded correctly. Engineering is currently investigating this concern. Once we received more information, we will update the form or place an outbound call. Have a great day! Sergio Ford Module Programming Support

CONCER 03/19/2024 10:42AM SERGIO RANGEL MSS - FCSD - TECH ASSIT CENTER
OBC to dealer An outbound call was placed to technician s cell and was unsuccessful. Voicemail was left informing technician of engineering s recommendation.

RECOMM 03/19/2024 10:42AM SERGIO RANGEL MSS - FCSD - TECH ASSIT CENTER
Matthew, Engineering determined the incorrect PCM is being installed. Please order another PCM based on ECAT s recommendation. The engineering part number (EPN) advised by engineering is SVKK1A-12A650-JA . This is currently the recommendation listed in the parts catalog. Once the new PCM arrives, confirm the EPN matches. If the EPN matches, proceed with installing and programming the new PCM. Please update the form once the new PCM arrives and programming is attempted. Have a great day! Sergio Ford Module Programming Support

ADD-ON 03/19/2024 10:42AM SERGIO RANGEL MSS - FCSD - TECH ASSIT CENTER
Contact Type : Phone,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments : NA

---------- 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/21/2023

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: 03/29/2022 Warranty Start Date: 05/11/2022
Date of Sale: 05/11/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA FA
Bld Dt: Calb: NCHDY1N A
Serial #:
4133A22075130356LX6G 6007 AFA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21344132427 LX6P 7000 DB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-??????????????????????
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 : SHAUN BERGHERR Title: TECHNICIAN
Phone :
SHAUN BERGHERR
Rpr Dlr:USA 04546 - Jordan Ford, Ltd. Ph#: [redacted]
City: San Antonio State : Texas
Country: United States Region : Houston

Claim #/Date : [redacted] 12/13/2023

Specialist's
Name : TYMOTHY MANCINI (FSE)

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/21/2023

--- 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 Number Base	Sfx	Labor Operation
USA 04462	08/02/23	[redacted]	10766	1	42	KK1	12A650	JANP	12651D
USA 04462	08/02/23		10766	1	42	BE	48H6	A	12651DX1
USA 04462	08/02/23		10766	1	42	JX6	12A650	D	12651D45
USA 04462	08/02/23		10766	1	42				12650D6
USA 04462	08/02/23		10766	1	42				AP

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/27/2022

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B62MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 23,939 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: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER 09/27/2022 05:09PM SERGIO RANGEL MSS - FCSD - TECH ASSIT CENTER
Web Form Data(119647474) Description of Vehicle Concern: VEH WILL NOT START, WILL NOT CRANK , YOU CAN HEAR THE STARTER ASSY CLICKING WHEN TRYING TO START, ALSO NOT ABLE TO MANUALLY TAKE THE TRANS OUT OF PARK, Please list any diagnostics already performed: OPERFORMED STARTER DAIG, ALSO FOR DTC P07E4 UNALBE TO ENGAAGE PARK, FOUND AND PERFORMED A PCM UPDATE, NOTE AFTER THE UPDATE WAS COMPLETE THE VEH DID START, BUT AFTER SETTING OVER NIGHT THE CONCERN WAS PRESENT AGAIN Parts Replaced: HAS A NEW STARTER ASSY AND A NEW BATTERY Your Question: ARE THERE ANY NONE ISSUES AND OR CONCERNS THAT YALL MAY KNOW ABOUT

RECOMM 09/27/2022 05:09PM SERGIO RANGEL MSS - FCSD - TECH ASSIT CENTER
Jamal, Thank you for providing this information. We see that you are currently speaking with a member of the Technical Assistance Center over the phone. Please refer to the direction given during the phone call, which will also be documented below shortly after the call has been completed. Sergio Ford Technical Assistance Center

ADD-ON 09/27/2022 05:09PM SERGIO RANGEL MSS - FCSD - TECH ASSIT CENTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact, SWIS Comments : Called in

CONCER 09/27/2022 06:05PM SERGIO RANGEL MSS - FCSD - TECH ASSIT CENTER
IBC from dealer An inbound call was placed by technician Jamal to discuss the vehicle concern and testing conducted. Jamal mentioned the vehicle was brought in for a no crank concern. The vehicle was previously worked on by another technician. The starter and battery have been replaced. Jamal mentioned an update was conducted under TSB 21-2331. This resolved the concern and the vehicle was able to start. After letting the vehicle sit overnight, the concern returned. An audible click can be heard when attempting to start the vehicle. Possible causes were discussed.

RECOMM 09/27/2022 06:05PM SERGIO RANGEL MSS - FCSD - TECH ASSIT CENTER
Jamal, Thank you for taking the time on discussing this vehicle concern over the phone this afternoon. With fault code P06E9 being reported by the PCM, it s advised to follow the PPT and start on step B11. Refer to 303-06A > Diagnosis and Testing. Since the TR_CRANK PID

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/27/2022

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

--TYPE-- ---------- COMMENT TEXT ----------
read YES, the PPT advises to further monitor the ENG_CRANK PID. This

read YES, the PPT advises to further monitor the ENG_CRANK PID. This will either have you further test the starter relay and starter solenoid circuits or the crank request circuit. If testing leads to starter solenoid and starter relay control circuit testing, the circuits should be load tested regardless of the results gathered from the PPT. Note if the starter relay is being energized. This can be confirmed by measuring voltage at F11. Refer to wiring cell 20 page 1. If the relay is energized, continue load testing CBB11 using a 9004 bulb and both filament strands. It s imperative the voltage drop is measured across the bulb and compared with the voltage available at pin 1 in C197B. If the bulb loses more than .5V, further isolate the fault by load testing from pin 1 C202 or pin 50 C1035A. If the relay does not energize, continue load testing the control circuits CDC12 and CDC54 using a 3157 bulb. If the PPT leads to testing the crank request circuit, be sure to load test the circuit as well. Further isolate any high resistance faults found within the control circuits for the starter relay or the crank request circuit. If testing leads to PCM replacement, monitor the SOC percentage and confirm the SOC percentage reads around 90%. Since the battery has been replaced, the SOC% should read high. If the SOC reads low or is noted of decreasing after letting the vehicle sit for more than 8 hours, there may be a battery drain concern. Refer to 414-01 > General Procedures > Battery Drain Check to rule out any parasitic drain concerns. Sergio Ford Technical Assistance Center

ADD-ON 09/27/2022 06:05PM SERGIO RANGEL MSS - FCSD - TECH ASSIT CENTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact, SWIS Comments : First contact

---------- 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#P06E9:00-E2,P07E4:00-E2U3001-68
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: 08/11/2021 Warranty Start Date: 08/27/2021
Date of Sale: 08/27/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 04544
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/27/2022

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21217130466LX6G 6007 ACA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21160121596 LX6P 7000 DB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC C-??????????????????????
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 : JAMAL KARRIEM Title: TECHNICIAN
Phone :
JAMAL KARRIEM
Rpr Dlr:USA 05240 - Greenway Ford Ph#:[redacted]
City: Raytown State : Missouri
Country: United States Region : Kansas City

Claim #/Date : [redacted] 09/02/2022

Specialist's
Name : SERGIO RANGEL

---------- 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) ----------

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [redacted] Program Type: FF Orig Rpt #:
Report Source: MSS - FCSD - CENTRAL REGION Report Date: 09/18/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,TRAIL,2DR,MPV VIN:3FMCR9D91MR[redacted]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 27,922 MILES
Operating Environ: WCC : 7T09
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 02 START/RUN/MOVE STARTING
NO CRANK ALWAYS
Additional Symptom: STALLING WITH WARNING MESSAGES
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: 15604 BODY MODULE KIT
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 ----------
OWNER 09/18/2023 03:02PM SUTTON MARTIN(FSE) MSS - FCSD - CENTRAL REGION
CUSTOMER DESCRIPTION OF ISSUE: VEHICLE IS STALLING AND POWERTRAIN FAULT …LIGHT IS FLASHING …DEALER DESCRIPTION OF ISSUE: CONNECTED VEHICLE DATA SHOWS THERE ARE SEVERAL …COMMUNICATION CODES. DLR STATES THEY HAVE ATTEMPTED TO REPLACE BATTERY AND …THEN VEHICLE WOULD NO LONGER START. DLR HAS REQUESTED ADDITIONAL ASSISTANCE …WITH DIAGNOSIS.
ADD-ON 09/18/2023 03:03PM SUTTON MARTIN(FSE) MSS - FCSD - CENTRAL REGION
OPENING TAR PER CRC TARVOR PROCESS.
AUDIT 09/18/2023 03:03PM SUTTON MARTIN(FSE) MSS - FCSD - CENTRAL REGION
TECH ASSIST REFERRAL HAS BEEN OPENED
ADD-ON 09/20/2023 05:34PM CARLENS MURAT(FSE) MSS - FCSD - CENTRAL REGION
VISITED THE DEALER ON SEPT 19. THEY HAD ALREADY FOUND THE BCM TO BE THE ROOT CAUSE OF THE VEHICLE CONCERNS. THEY HAVE REPLACED THE BCM. NO ADDITIONAL DIAGNOSTICS HELP NEEDED.
AUDIT 09/20/2023 05:34PM CARLENS MURAT(FSE) MSS - FCSD - CENTRAL 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
CB##P06E9:00-E2,P07E4:00-E2U3001-68
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

Repair Number Causal

CQIS Report Number: [redacted] Program Type: FF Orig Rpt #:
Report Source: MSS - FCSD - CENTRAL REGION Report Date: 09/18/2023

Type	Component Number	Type	Description	Comp.
RPR	15604	SERVICE	BODY MODULE KIT	YES

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

Vehicle Build Date: 03/11/2021 Warranty Start Date: 03/29/2021
Date of Sale: 03/29/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 473 LBS
LH/RH Drive:

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

Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: L1 PE EA
Bld Dt: Calb:
Serial #:
EE100 020344050818 L1PE 6007 EA

- - - T R A N S M I S S I O N - - -

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21047132512 LX6P 7000 XB
Model: Shft:

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

Tire : 235/65R17 A/T Brand :
Radio : A/C : AC G-????????????????????
Paint : PN4-??????????????????????????--------- CACTUS 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

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION

Rpr Dlr:USA 05065 - Louisburg Ford Sales, Inc. Ph#: [redacted]
City: Louisburg State : Kansas
Country: United States Region : Kansas City

Specialist's
Name : SUTTON MARTIN (FSE)

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
04/06/2023	[redacted]	CACVOC	ST/RN/MV				USA 05065
09/01/2023		CACVOC	ST/RN/MV				USA 05065

--- S U P P L E M E N T A L S U R V E Y: NONE ---

VEHICLE'S WARRANTY HISTORY (365 days only)

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Sfx	Labor Operation
USA 05065	04/05/23	[redacted]	24175	1	42	H1B	10B776	A	MT10B776
USA 05065	08/25/23		27863	1	82		RENTAL		
USA 05065	08/25/23		27863	2	42	BAG	48H6	760	12651D
USA 05065	08/25/23		27863	2	42	LX6	15604	W	12651DX1
USA 05065	08/25/23		27863	2	42				12651D5

CQIS Report Number: [redacted] Program Type: FF Orig Rpt #:
Report Source: MSS - FCSD - CENTRAL REGION Report Date: 09/18/2023

VEHICLE'S WARRANTY HISTORY (365 days only)

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Part Number Sfx	Labor Operation
USA 05065	08/25/23	[redacted]	27863	2	42				AD

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/13/2023

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

VEHICLE: 2022 BRONCO SPORT 4X4,TRAIL,2DR,MPV VIN:3FMCR9D92NR[redacted]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 22,906 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 2 39 START/RUN/MOVE STARTING
SLOW CRANK/BATTERY INTERMITTENT
Additional Symptom: intermittent no crank
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 12/13/2023 05:04PM DEVIN CREZEE(FSE) MSS - FCSD - PHOENIX REGION
Web Form Data(120282214) Description of Vehicle Concern: C/S THEY HAVE HAD TO JUMP START THE VEHICLE MULTIPLE TIMES. Please list any diagnostics already performed: PERFORMED BATTERY TEST VIA GR TESTER PASSED. PERFORM FDRS SELF TEST FOUND MODE SWITCH CODE AS WELL AS NETWORK CODES AND LOW BATTERY VOLTAGE CODES. DRAW TEST PASSED DURING 1.5 HOUR PERIOD. Parts Replaced: NONE Do you have a module programming concern? No Your Question: THE VEHICLE HAS AUTO START STOP AND IS EQUIPPED WITH A LED ACID (NON-AGM) BATTERY. i SUSPECT THIS COULD BE CAUSING THE ISSUE BASED ON PREVIOUS HOTLINE CONTACTS. WITH THE BATTERY PASSING AND THE VEHICLE OEM BATTERY I CAN NOT REPLACE IT WITH AN AGM BUT I SUSPECT THAT WILL FIX THE ISSUE. WHERE DO I GO FROM HERE?

RECOMM 12/13/2023 05:04PM DEVIN CREZEE(FSE) MSS - FCSD - PHOENIX REGION
Hey Cory, I took a look at the previous hotline cases that had fix information and I agree that this vehicle should have an AGM battery installed in it since it has auto-start stop. Make sure to reconfigure the battery management system for AGM battery. As far as how to get the warranty covered for getting the right part installed, I m not sure. <div style= ><span style= font-size: 13.3333px >To better assist you on this warranty related question, the Technical Assistance Center recommends that you refer to the dealership Warranty Administrator, the Warranty and Policy Manual, or you may contact the Warranty Assistance Team (WAT) for clarification. <div style= ><span style= font-size: 13.3333px >
 <div style= ><span style= font-size: 13.3333px >In addition, for any pre-repair warranty questions please contact the Dealer Decision Assistance Program (DDAP). To contact this team, access the prior approval form at the bottom of PTS. <div style= font-family: Arial, Verdana font-size: 10pt font-style: normal font-variant-ligatures: normal font-variant-caps: normal font-weight: normal >
 Thanks, Devin Crezee Field Service Engineer

ADD-ON 12/13/2023 05:04PM DEVIN CREZEE(FSE) MSS - FCSD - PHOENIX REGION

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/13/2023

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

--TYPE-- ---------- COMMENT TEXT ----------
P6FDG001, P4JCV006, NZACG015, NXRDD043 (this one includes a COPIS

P6FDG001, P4JCV006, NZACG015, NXRDD043 (this one includes a COPIS recommendation for AGM and that it should ve had AGM from the factory), NQSCQ008, N62BR010, N2KBM018, MZNBN019

---------- 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
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: 09/29/2022 Warranty Start Date: 12/02/2022
Date of Sale: 12/02/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 473 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: L1 PE GA
Bld Dt: Calb: NCHDR9N A
Serial #:
EE100 022139005008L1PE 6007 GA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A22244121386 LX6P 7000 XB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 225/65 R17 A/T Brand :
Radio : A/C : AC C-????????????????????
Paint : PN4-??????????????????????????--------- AREA 51

---------- 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 : CORY MARTIN Title: TECHNICIAN
Phone :

 CQIS DETAIL REPORT 03/20/24 16:00:23

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/13/2023

Rpr Dlr:USA 20350 - Jones Ford Casa Grande Ph#: [redacted]
City: Casa Grande State : Arizona
Country: United States Region : Phoenix

Claim #/Date : [redacted] 12/13/2023

Specialist's
Name : DEVIN CREZEE (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 Number Base	Part Number Sfx	Labor Operation
USA 20350	12/13/23	[redacted]	22906	1	04		14F642		12651D
USA 20350	12/13/23		22906	1	04				MT14F642

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/22/2023

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

VEHICLE: 2022 BRONCO SPORT 4X4,LTD,2DR,MPV VIN:3FMCR9C6XNR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 36,731 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: vehicle stalled, low batt volt
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 12/22/2023 09:28AM DREW KENYON MSS - FCSD - SOUTHEAST REGION
Web Form Data(120292790) Description of Vehicle Concern: VEHICLE STALLED WHILE DRIVING Please list any diagnostics already performed: RAN ALL CMDTCS, MOSTLY VOLTAGE CODES. Parts Replaced: REPLACED 12V BATTERY Do you have a module programming concern? No Your Question: ANY COMMON ISSUE WITH THE BRONCO SPORTS JUST STALLING, MAY OR MAY BE DRIVEABILITY OR ELECTRICAL?

RECOMM 12/22/2023 09:28AM DREW KENYON MSS - FCSD - SOUTHEAST REGION
Hey Rick! No common reports that I could find. When battery voltage gets too low the auto start stop event may occur, but the vehicle won t have enough battery capacity to restart the vehicle. I have seen this happen on various vehicles. If the concern has not occurred since replacing the battery and performing the BMS reset, then the vehicle is likely repaired. If the concern has reoccurred (judging by the low voltage codes in connected vehicle data it has) then there is likely a battery draw concern present causing the battery voltage to become too low. often these draws are caused by aftermarket devices spliced into the vehicles network or a power/ground circuit somewhere in the harness. Check the BCM BATT_SOC% pid in the datalogger and note where the battery state of charge is at. Anything under 70% will cause strange symptoms like this, and it will further support the fact that something is draining the brand-new battery. Inspect for and remove all aftermarket devices and return the vehicles wiring to factory stock. then retest. If the concern remains with all wiring returned to stock, use the instructions in wsm 414-01 general procedures to perform a battery draw test. Use the video instructions or written. Determine what is causing the draw and repair as necessary. Have a great weekend, Drew FSE

---------- 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? :

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/22/2023

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 ----------

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

---------- V E H I C L E D E T A I L S ----------
Vehicle Build Date: 01/27/2022 Warranty Start Date: 03/14/2022
Date of Sale: 03/14/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA FA
Bld Dt: Calb: NCHDY1N A
Serial #:
4133A22020130591LX6G 6007 AFA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A22003132569 LX6P 7000 DB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/60 R18 100H A/S 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 : RICK FALCONER Title: TECHNICIAN
Phone :
RICK FALCONER
Rpr Dlr:USA 04908 - Sawgrass Ford Ph#:[redacted]
City: Sunrise State : Florida
Country: United States Region : Orlando

Claim #/Date : [redacted] 12/04/2023

Specialist's
Name : DREW KENYON

---------- 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
12/05/2023	[redacted]	CACVOC	DRV PERF		USA 04908

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/22/2023

--- 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 Number Base	Part Number Sfx	Labor Operation
USA 04908	10/27/23	[redacted]	35414	1		NX6	8A507	A	22S73B

CQIS Report Number: [redacted] Program Type: Q Orig Rpt #: [redacted]
Report Source: MSS - FCSD - QSFS Report Date: 07/06/2022

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

VEHICLE: 2021 BRONCO SPORT 4X4,2DR,MPV VIN:3FMCR9A66MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 3,880 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:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: NO 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 07/06/2022 01:03PM
CUSTOMER STATES when driving on freeway at around 60-80mph vehicle slowed down and can only go 20 mph vehicle also stalled.
TECH/C 07/06/2022 01:03PM
NOTTE. MILES 3880 FORD START 000783985 PERFORM DIAG. VISUAL INSPETION FOR ENY LIGHTS OR WARNING LIGHTS REMAINDER ON BUT FAUND NO WARNING LIGHTS ON PERFORM ROAD TEST FOR CONFIRM THE CONCERN BU UNABLE TO DUPLICATE INTERMITENT CONCERN RUN OASIS CHECK FOR TSBS SSMS NO INF. FDRS SELF TEST PULL ALL DTCS FAUND NO DTCS MONITORE SENSORS VOLTAGES PIDS OK HOISE VEHICLE INSPECTED ALL CONECTORS HOSES FOR TURBO FOR LOUSE OK PASSED ROAD TEST 3 TIMES COLD HOT ENGINE FREEWAY AND CITY OK REPORT UNABLE TO DUPLICATE CONCERN MILES 3884.1

---------- C O N C E R N D E T A I L S ----------
Intermittent?: Come Back? : Air Temp. : A 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 ----------

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

---------- V E H I C L E D E T A I L S ----------
Vehicle Build Date: 12/21/2020 Warranty Start Date: 04/27/2021

CQIS Report Number: [redacted] Program Type: Q Orig Rpt #: [redacted]
Report Source: MSS - FCSD - QSFS Report Date: 07/06/2022

Date of Sale: 04/27/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 00359
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A20338130223LX6G 6007 ACA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A20335120288 LX6P 7000 DB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC S-??????????????????????
Paint : PN4-??????????????????????????--------- ICONIC SILVER/SILVER RADIANCE

---------- 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 : Troy Scott Title: SERVICE MANAGER
Phone : 13104511588

Rpr Dlr:USA 06246 - Santa Monica Ford Lincoln Ph#:310-451-1588
City: Santa Monica State : California
Country: United States Region : Los Angeles

---------- 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
06/25/2022	[redacted]	CACVOC	DRV	PERF			USA 06246
07/07/2022		NHL	ST/RN/MV				USA 06246

--- S U P P L E M E N T A L S U R V E Y: NONE ---

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Sfx	Labor Operation
USA 08811	05/03/23	[redacted]	5751	1	82	BE8	6731	AC	MBASIC
USA 08811	05/03/23		5751	1	82	X	5W20	BSP	MBASIC1
USA 08811	05/03/23		5751	1	82		MAINT		MULTI
USA 08811	08/08/23		12346	1		NX6	8A507	A	22S73B
USA 08811	08/21/23		13259	1	42	ML3	19A387	D	12652D
USA 08811	08/21/23		13259	1	42				12652D20

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/06/2022

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

VEHICLE: 2021 BRONCO SPORT 4X4,LTD,2DR,MPV VIN:3FMCR9C64MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 23,071 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 51 Z 00 DRIVING PERFORMANCE IDLE QUALITY
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: Stalls, 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 12/06/2022 12:30PM TMARSH86
Web Form Data(119753286) Description of Vehicle Concern: Car will die intermittently at stop signs and will need to be jump started Please list any diagnostics already performed: battery tested Parts Replaced: n/a Your Question: customer stated will be driving and coming to a stop the car will turn off and the car will need to be jump started to drive again. ran self-test only did not see anything related other than low battery voltage, tested the battery using rotunda DCA-8000P the battery passed the load test and has good cranking health, Ive driven it a couple of times and have not had this happen yet.

RECOMM 12/06/2022 12:30PM TMARSH86
Brandon, It may be recommended to visually inspect for any loose, damaged, corroded or other battery connection concerns. It would also be recommended to continue to focus on duplicating the concern, as any testing performed without the concern currently present may not be accurate. If a charging system concern is identified, then it would be recommended to follow PPT B in the WSM section 414-00 Diagnosis and Testing. If the no start concern is duplicated, then it would be recommended to perform either PPT A (Crank No Start) in WSM section 303-14A Diagnosis and Testing Engine Starting Control System or PPT B (No Crank No Start) in WSM section 303-06A Diagnosis and Testing. 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 href=https://outlook.office365.com/owa/calendar/swisscheduler@ford.com/bookings/s/5imEz-vymUu3N4THp6tynA2>Schedule</A> 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/06/2022

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

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

connectivity
<span style=font-weight: bold font-style:

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/reviewTISfaq.faces?LANG=EN-US&GEO=USA&dswid=-520>Headset software/hardware concerns</A>

<A target=_blank href=http://site-307934.bcvp0rtal.com/detail/videos/tools-equipment/video/6290958058001/swis-initial-setup>Initial headset setup</A> Ford Technical Assistance Team Member Tim

ADD-ON 12/06/2022 12:30PM TMARSH86
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact

---------- 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

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: 07/16/2021 Warranty Start Date: 08/09/2021
Date of Sale: 08/09/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

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

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21172130328LX6G 6007 ACA

- - - T R A N S M I S S I O N - - -

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21160120884 LX6P 7000 DB
Model: Shft:

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

Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC G-??????????????????????
Paint : NEUTRAL EXT PAINT FAMILY A --------- OXFORD WHITE SOLID C/C

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/06/2022

---------- 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 : BRANDON NELSON Title: TECHNICIAN
Phone :
BRANDON NELSON
Rpr Dlr:USA 04156 - Aztec Ford, Inc. Ph#: [redacted]
City: Goliad State : Texas
Country: United States Region : Houston

Claim #/Date : [redacted] 11/28/2022

Specialist's
Name : TMARSH86 -??????????????????

---------- 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 Number Base	Part Number Sfx	Labor Operation
USA 04156	04/04/23	[redacted]	27655	1		NZ6	2001	A	21C31B
USA 04156	04/04/23		27655	1		X	3	A	
USA 04156	04/04/23		27655	2		NX6	8A507	A	22S73B
USA 04156	04/04/23		27655	3	42	LJ6	7861203	BB	12650D
USA 04156	04/04/23		27655	3	42				12650DX1
USA 04156	04/04/23		27655	3	42				61202AL

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/11/2023

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

VEHICLE: 2022 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B64NR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 4,307 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 52 1 39 DRIVING PERFORMANCE STALLS/QUITS
AT IDLE INTERMITTENT
Additional Symptom: Int. stalls
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 03/11/2023 09:58AM TMARSH86
Web Form Data(119891467) Description of Vehicle Concern: C/S VEHICLE WAS IDLING AT DRIVE THROUGH AND DIED. VEHICLE WOULD TRY TO START UP AFTER 2 SECONDS THEN DIE AGAIN. CUSTOMER JIGGLED BATTERY JUNCTION BOX, THEN VEHICLE TURNED BACK ON. SAME ISSUE AS LAST VISIT, PER CUSTOMER COMPLAINT. Please list any diagnostics already performed: NO CODES IN ANY MODULES, UNABLE TO DUPLICATE CONCERN. TEST DROVE 25 MILES, NO ISSUES NOTED. CUSTOMER STATED IT HAS HAPPENED 3 TIMES SINCE LAST VISIT IN 09/22/22, IN 6 MONTHS. HAVE WIGGLED AND SHAKEN FUSE BJB & FUSE BOX HARNESSES. NOT ACTING UP. LAST VISIT IT HAD CODES CMDTCS P21CF:00, P2 1D0:00,P21D1:00 STORED FOR CYLINDER 1,2 AND E FUEL INJECTOR B CIRCUITS OPEN. TIHS VISIT THERE ARE NO CODES. CUSTOMER CLAIMS WHEN IT STALLED, HE JIGGLED THE BJB AND THEN IT STARTER. BUT UNABLE TO VERIFY THAT. THIS IS WHAT WAS DONE ON LAST VISIT BY ANOTHER TECHNICIAN--- ((FOLLOWED PINPOINT TEST KG, LABOR OPS 12651D AND 12651D45, TO PPT KG 9. FOUND THAT POWER WIRES TO INJECTORS OHMED GOOD, BUT HAD A BROKEN TERMINAL IN THE FUSE BOX CAUSING CONNECTION ISSUES AND THAT POWER SUPPLY WIRE WAS BROKEN INTERNALLY WITH IN THE HARNESS. PERFORMED WIRE OVERLAY LABOR OP 12650D45WR FROM FUSE BOX TO LINE CONNECTOR FOR POWER SUPPLY WIRE CIRCUIT CBBC0. CLEARED CODES, TEST DROVE VEHICLE AFTER REPAIRS, FOUND NO FAULTS AT THIS TIME.)) Parts Replaced: ANOTHER TECHNICIAN, PERFORMED WIRE OVERLAY LABOR OP 12650D45WR FROM FUSE BOX TO LINE CONNECTOR FOR POWER SUPPLY WIRE CIRCUIT CBBC0. Your Question: IS THERE ANY ADDITIONAL INFO. ON A CASE LIKE THIS ONE? UNABLE TO DUPLICATE & NO CODES PRESENT. SEEKING ADVISE THANKS

RECOMM 03/11/2023 09:58AM TMARSH86
Jose, It may be advised to locate the wiring harness 14A005 section under the passenger front seat and inspect if the harness is damaged or it is contacting the AWD module. If the harness is damaged, repair the affected wire(s) and tape the section of the harness using anti-abrasion wire harness tape. Also make sure to route the harness to avoid contact with the AWD module. It may be recommended to further discuss with the customer about when the concern occurs such as shortly after startup or after driving awhile, is it hot or cold

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/11/2023

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

--TYPE-- ---------- COMMENT TEXT ----------
outside, wet or dry, after a bumpy road, etc., gather as much

outside, wet or dry, after a bumpy road, etc., gather as much information as possible about when the concern occurs, then try to duplicate the conditions in order to induce the fault. With the fault induced it may be advised to use a scan tool to perform a live network test to determine if any modules or networks are losing communication when the concern occurs. If any modules are losing communication, then perform the appropriate pinpoint test in WSM section 418-00 Diagnosis and Testing. It may also be recommended to hookup a manual fuel pressure gauge while duplicating the concern and monitor the fuel pressure while the concern is present. If any fuel pressure concerns are found, then follow PPT HC in the WSM section 310-01A Diagnosis and Testing. If no fuel pressure concerns are found, then it may be recommended to re-test for DTC s while the concern is currently present, performing both key on engine running and key on engine off self-tests. If the only DTC s that return are the injector DTC s, then it may be recommended to re-perform circuit testing on circuits CBK05, RE208, RE209, and RE210, carefully wiggle the associate harness to try to induce the fault during testing. These circuits may be found in Wiring Cell 22 Page 3 Isolate the circuits and use a multimeter to test for any shorts to voltage or shorts to ground on circuits CBK05, RE208, RE209, and RE210. In addition, perform loaded voltage drop testing on circuits CBK05, RE208, RE209, and RE210 using a 3157 bulb (both filaments) while measuring the voltage drop of the bulb with a multimeter. If the difference between source voltage and the voltage drop of the bulb is greater than .5v, then high resistance is present. Also be sure to inspect connectors C1551E (Pins 4, 8, 18), C105 (Pin 9), C1035A (Pin 19), C181 (Pins 1 & 2), C182 (Pins 1 & 2), and C183 (Pins 1 & 2) for any damage or corrosion and verify proper pin-fit using the appropriate Rotunda flex probe. Also inspect fuse F120 for any partial opens, poor terminal fitment, corrosion, or other concerns. Ford Technical Assistance Team Member Tim

ADD-ON 03/11/2023 09:58AM TMARSH86
Not enough space for SWIS dropdown Article ISM I2211131 2021-2022 Bronco Sport Engine Stall With Multiple Warning Indicators Displayed In The IPC And Multiple Communication Fault DTCs Related To The HS-CAN1/HS-CAN2,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact

---------- 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
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/11/2023

---------- 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: 03/28/2022 Warranty Start Date: 04/23/2022
Date of Sale: 04/23/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA FA
Bld Dt: Calb: NCHDY1N A
Serial #:
4133A22075131522LX6G 6007 AFA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A22063132550 LX6P 7000 DB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-??????????????????????
Paint : PN4-??????????????????????????--------- CACTUS 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

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : JOSE MALDONADO Title: TECHNICIAN
Phone :
JOSE MALDONADO
Rpr Dlr:USA 03565 - Gene Messer Ford Lincoln Ph#:[redacted]
City: Amarillo State : Texas
Country: United States Region : Dallas

Claim #/Date : [redacted] 03/06/2023

Specialist's
Name : TMARSH86 -??????????????????

---------- 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/11/2023

VEHICLE'S WARRANTY HISTORY (365 days only)

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Part Number Sfx	Labor Operation
USA 03565	03/06/23	[redacted]	4307	1	82		NPF		NPF
USA 03565	05/04/23		4846	1	42	LX6	14A068	Z	12651D
USA 03565	05/04/23		4846	1	42				12650D81
USA 03565	05/04/23		4846	1	42				12650D47
USA 03565	05/04/23		4846	1	42				12651D45
USA 03565	05/04/23		4846	1	42				12651DX1
USA 03565	05/04/23		4846	1	42				12651D5
USA 07279	04/22/23		4732	1	82	BE8	6731	AB	MBASIC1
USA 07279	04/22/23		4732	1	82	X	5W20	BSP	MBASIC
USA 07279	04/22/23		4732	1	82		MAINT		MULTI

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/16/2022

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

VEHICLE: 2022 BRONCO SPORT 4X4,LTD,2DR,MPV VIN:3FMCR9C60NR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 2,547 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 52 3 39 DRIVING PERFORMANCE STALLS/QUITS
CRUISE/ STEADY SPEED INTERMITTENT
Additional Symptom: stalls while driving
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 09/16/2022 09:05AM AROSS87
Web Form Data(119628608) Description of Vehicle Concern: CUSTOMER STATES THAT WHILE DRIVING ON THE FREEWAY THE VEHICLE SHUT OFF ON ITS OWN, CASUED A TRAFFIC JAM..PUT INTO PARK AND TOOK 5 TRYS TO FINALLY TURN OVER PLEASE CHECK AND BATTERY ON THE ROTUNDA AND ADVISE .... OBTAINED MORE INFO FROM CUSTOMER STATING: client was at 15mph and suddenly stopped while applying the gas. all dashboard icons stayed on but would not turn on until put into park, and the 5th time while pressing brake and start button. 3 weeks prior to this she had a battery message that came up..... she states there was a dead sleep message about conserving battery power. Please list any diagnostics already performed: REVIEWED CONNECTED VEHICLE DATA AND SHOWS CODE B1218 SET ON 8/19 WHICH GOES ALONG WITH CUSTOMER DESCRIPTION OF BATTERY MESSAGE COMING ON. THE U3003 CODE IN SCCM ON 9/13 WAS FROM ME PERFORMING TESTS. BATTERY HAS PASSED LOAD TEST SEVERAL TIMES, NO ISSUES STARTING. I CONFIRMED ALL CONNECTIONS TIGHT AT ALTERNATOR, BJB AND BATTERY. THE B1218 CODE COULD NOT BE CLEARED YESTERDAY BUT TODAY I WAS ABLE TO CLEAR IT. CURRENTLY HAVE ONE KEY FOB WITH NO KEY ISSUES PRESENT. IF I FOLLOW PPT FOR THAT CODE THE RESULTS ON INCONCLUSIVE. CUSTOMER DID NOT MENTION ANY ISSUES WITH THE KEY FOB OR ANY MESSAGES SAYING NO KEY DETECTED. Parts Replaced: NONE Your Question: PLEASE ADVISE HOW TO PROCEDE WITH DIAGNOSIS FOR THIS CONCERN. I FIND IT HARD TO BELIEVE THAT CODE WOULD HAVE CAUSED VEHICLE TO SHUT DOWN WHILE DRIVING. NO FREEZE FRAME DATA WAS AVAILABLE SO I COULD NOT SEE WHAT VOLTAGE THE VEHICLE HAD WHEN FAULT OCCURED.
RECOMM 09/16/2022 09:05AM AROSS87
Richard, You are correct, we do not believe the B1218 DTC would cause the vehicle to stall. At this time, we recommend focusing on concern duplication. If the concern is not duplicated any testing may lead to incorrect component replacement or no concern found. It may be necessary to interview the customer to find out under what driving conditions this concern was observed. Once the concern can be duplicated, we recommend performing a live network monitor while the concern is present to see if a specific module or network is the cause

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/16/2022

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

--TYPE-- ---------- COMMENT TEXT ----------
of this concern. After that you can refer to workshop manual section

of this concern. After that you can refer to workshop manual section 418-00 Module Communication Network < Diagnosis and Testing < Communication Networks, for the appropriate pinpoint test for which network is experiencing the concern. If the concern cannot be duplicated, you can send the customer with a flight recorder so they can record the event if it occurs again. 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 href=https://outlook.office365.com/owa/calendar/swisscheduler@ford.com/bookings/s/5imEz-vymUu3N4THp6tynA2>Schedule</A> 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/reviewTISfaq.faces?LANG=EN-US&GEO=USA&dswid=-520>Headset software/hardware concerns</A>

<A target=_blank href=http://site-307934.bcvp0rtal.com/detail/videos/tools-equipment/video/6290958058001/swis-initial-setup>Initial headset setup</A>
Technical Assistance Center Team Member- AJ
ADD-ON 09/16/2022 09:05AM AROSS87
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact, SWIS Comments : First Contact

---------- 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
BCM#B1218:00-E2,P07E4:00-E2U3001-68
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 #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/16/2022

---------- V E H I C L E D E T A I L S ----------
Vehicle Build Date: 04/04/2022 Warranty Start Date: 07/03/2022
Date of Sale: 07/03/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA FA
Bld Dt: Calb: NCHDY1N A
Serial #:
4133A22088130223LX6G 6007 AFA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A22066120293 LX6P 7000 DB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 225/60 R18 100H A/S BSW 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

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : RICHARD LEBLANC Title: SHOP FOREMAN
Phone :
RICHARD LEBLANC
Rpr Dlr:USA 05428 - Mossy Ford Ph#: [redacted]
City: San Diego State : California
Country: United States Region : Los Angeles

Claim #/Date : [redacted] 09/10/2022

Specialist's
Name : AROSS87 -????????????????????

---------- 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
12/06/2022	[redacted]	CACVOC	AID/INFO				USA 09149
09/15/2022		CACVOC	DRV PERF				USA 05428

--- 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 Number Base	Part Number Sfx	Labor Operation
USA 09149	06/01/23	[redacted]	8359	1		NX6	8A507	A	22S73B

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/25/2022

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B64MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 17,621 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 9 38 START/RUN/MOVE STARTING
AUTO-START-STOP INOPERATIVE
Additional Symptom: Auto start stop concern
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 10/25/2022 02:16PM JOSEANTON PEREZ MSS - FCSD - TECH ASSIT CENTER
Web Form Data(119691234) Description of Vehicle Concern: Customer stated that during start/stop event and brake pedal was released car would not restart. Message came on saying to put car in park and turn off. Afterwards car would not restart- called dealership and service manager told them to try to push hard on brake pedal and after several tries vehicle restarted and driven to dealer. Please list any diagnostics already performed: Vehicle was started and brought in shop- initial battery voltage of 12.31 volts. Came up to 12.45 after sitting. 12.18 after sitting overnight. Vehicle starts normally each time. Code P06E9 in PCM- set at time of event. B1218 in BCM. Not suspecting these codes as concern at this time. No service messages for concern. Parts Replaced: none Your Question: At this time when attempting to duplicate concern and performing auto start stop event. Vehicle shuts off normally but when brake pedal is released vehicle does not restart. However it does restart when pushing accelerator. Also will restart after 3-4 applications of brake pedal. Brake lights do work and both BOO pids in PCM agree true/false when monitored during start/stop events. Description and operation state vehicle should start after release of brake- not pushing accelerator. Wiring diagrams show that Brake pedal position sensor goes straight to PCM on one side and BCM on the other. However diagnosis for the symptom is nonexistent and description and operation is vague. At this point what testing is recommended as it seems like either a PCM or BCM concern?
RECOMM 10/25/2022 02:16PM JOSEANTON PEREZ MSS - FCSD - TECH ASSIT CENTER
Good afternoon Charles =) Thank you for the contact and information provided It is a pleasure to help. You are correct, as we know, the Auto Start-Stop feature shuts off the vehicle s engine while the vehicle is in a complete stop, the engine is re-started automatically when the the brake pedal is released (Automatic transmission). It is correct, brake pedal switch is directedly wired to the PCM and BCM, if the PCM reads BPP values accordingly with brake pedal position and the stop lights works properly, we can conclude that the PCM and BCM are in good shape. In this case we suspect of an electrical concern, we

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/25/2022

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

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

recommend to continue reading BPP PID on the PCM and BCM while

recommend to continue reading BPP PID on the PCM and BCM while wiggling the BPP connector and harness in many locations as possible to check if any change on the reading can be detected while moving the connectors and harness. 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 href=https://outlook.office365.com/owa/calendar/swisscheduler@ford.com/bookings/s/ieLVNpQjEEWoWS26_2rEfA2>Schedule</A> 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/reviewTISfaq.faces?LANG=EN-US&GEO=USA&dswid=-520>Headset software/hardware concerns</A>

<A target=_blank href=http://site-307934.bcvp0rtal.com/detail/videos/tools-equipment/video/6290958058001/swis-initial-setup>Initial headset setup</A> Please let us know your findings. Thank you, we will be glad to assist if further assistance is needed. Antonio Perez Ford Technical Assistance Center Technical Support Analyst.

ADD-ON 10/25/2022 02:16PM JOSEANTON PEREZ MSS - FCSD - TECH ASSIT CENTER
Transferred from 34GAS to CHASSISSTRG - concern with the brake release not causing auto start stop feature ,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact, SWIS Comments : Recommended electrical diagnosis.

CONCER 10/26/2022 11:58AM GTCGCQIS
The PCM and BCM PID data show that the BPP sensor output is correct and received every time, even when the engine does not RESTART during a Autostart event. We have wiggle tested the connectors the data remains correct. So far, we have NOT been able to get the Autostart function to operate as expected (restart when the brake pedal is released). During an event (engine stops at a stop), we can get the engine to restart with the accelerator being depressed OR multiple applications of the BPP! Is it possible that the PCM is not programmed or malfunctioning (not restarting the engine) because its not programmed as a AUTOMATIC ???? or, have an internal fault???? We cannot determine if the wire directly to the PCM is used for this functionality, or the BCM input (from the BPP) is used for this and sends a message to the PCM for this function.

ADD-ON 10/26/2022 12:35PM JOSEANTON PEREZ MSS - FCSD - TECH ASSIT CENTER
Transferred from CHASSISSTRG to 34GAS - Transferring this contact to

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/25/2022

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

--TYPE-- ---------- COMMENT TEXT ----------
gas. No brake input concerns were detected,

gas. No brake input concerns were detected,
RECOMM 10/26/2022 03:11PM AROSS87
Charles, Since the vehicle has displayed an auto start stop fault message, we assume there may a problem with the system. Due to the nature of the concern and that the system will operate if the accelerator pedal is pressed, we recommend ensuring that the auto hold feature is not turned on in this vehicle. When the auto hold system is turned on you will need to press the accelerator in order for the vehicle to start again. Once we are sure the auto hold feature is not the cause of this concern, we recommend referring to pinpoint test in workshop manual section 303-06A Starting System < Diagnosis and Testing < Staring System. This pinpoint test will have you monitor the auto start stop PIDs to determine if there is a fault with the system.
Technical Assistance Center Team Member- AJ
ADD-ON 10/26/2022 03:11PM AROSS87
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Technical, SWIS Comments : Clear direction given

---------- 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
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: 06/08/2021 Warranty Start Date: 12/14/2021
Date of Sale: 12/14/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21118132163LX6G 6007 ACA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21134110017 LX6P 7000 DB
Model: Shft:

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/25/2022

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

Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-??????????????????????
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

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : CHARLES ARTMAN Title: TECHNICIAN
Phone :
CHARLES ARTMAN
Rpr Dlr:USA 04060 - Crossroads Ford Lincoln of Sou Ph#:[redacted]
City: Southern Pines State : North Carolina
Country: United States Region : Charlotte

Claim #/Date : [redacted] 10/20/2022

Specialist's
Name : JOSE ANTON PEREZ

---------- 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
10/20/2022	[redacted]	CACVOC	SP/ST/RD				USA 04060

--- 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 Number Base	Sfx	Labor Operation
USA 06581	08/08/23	[redacted]	22748	1		NX6	8A507	A	22S73B

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/09/2022

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

VEHICLE: 2022 BRONCO SPORT 4X4,TRAIL,2DR,MPV VIN:3FMCR9D95NR[redacted]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 1,576 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 9 38 START/RUN/MOVE STARTING
AUTO-START-STOP INOPERATIVE
Additional Symptom: P164C/No Crank when hot
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 12/09/2022 09:52AM BRENTON ELLIS(FSE) MSS - FCSD - NORTHEAST REGION
Web Form Data(119757942) Description of Vehicle Concern: after driving for 20 min. auto start works and stopes the engine. wont restart. just clicks like the battery is bad. battery tested ok. Please list any diagnostics already performed: battery tested ok 900cca. eec test p164c. ppt aa1-2-3-. required to program. bcm updated to latest level. all modules are updated. found when it does it the starter clicks. worn turn over. replaced starter. its getting power. road tested after still no start when turned off. does it only with hot engine. no codes now . need help and direction please cant find any thing ssm or tsb. battery monitor has been reset. Parts Replaced: starter. Your Question: any other car with same concern?. what now. please call or give me more information please

RECOMM 12/09/2022 09:52AM BRENTON ELLIS(FSE) MSS - FCSD - NORTHEAST REGION
Good morning Andrew, Upon review, there are currently no reports present in the Dealer Self-Help tool that relate to this specific symptom of a no-start when the engine is hot. However, based on the symptom being a no-start when hot and with the Starter Motor replaced, it is suspected that the cause of the concern relates to one of the Starter Motor circuits or Starter Relay having high resistance or a loose connection causing high resistance that only presents itself when the engine is hot. To aid in narrowing the cause of the concern, it is recommended to warm the engine up to operating temperature then replicate the no-start concern by turning off the engine. Once the concern is currently present with the Starter Motor clicking, proceed to supply power directly to the terminal for Fuse 11 in the BJB using a 30A fused jumper wire. If the Engine cranks while the jumper is installed, the cause of the concern is suspected to be with the Starter Relay itself, the power supply through the BJB, or the Circuits from the PCM that control the Starter Relay. (Refer to wiring diagram cell 20, page 1). To determine which component/circuit is the cause of the concern if the Starter Motor works by jumping power to the S-Terminal circuit through the terminals at Fuse 11, a functional test can be conducted for the Starter Relay. To test the Starter Relay

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/09/2022

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

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

operation from the PCM, you can supply power and ground to the SMC and

operation from the PCM, you can supply power and ground to the SMC and SMCS pins at the PCM to manually command the Starter Relay. If the Engine Cranks with battery voltage and ground supplied to the SMC and SMCS pins (pins 69 and 71 at C1551B) and the Engine Does not crank with the PCM supplying the power and ground when normally connected, investigate a pin fitment or PCM power/ground concern and load test the PCM power and ground circuits if necessary. If the Engine does not crank when supplying power to the Starter Relay, conduct a load test of the SMC and SMCS circuits from PCM connector C1551B to BJB connector C1035A. If either have high resistance, investigate the cause of the high resistance and repair if possible. Otherwise, if the cause cannot be narrowed or repaired, replacement of the Harness is recommended to address the concern. If the circuits pass the load test, the Starter Relay internal to the BJB is suspected which is non-serviceable per the Wiring Diagram and replacement of the BJB is recommended. If the Starter Motor does not operate with power jumped from Fuse 11 to the S-Terminal at the Starter motor, investigate possible causes such as high resistance in the Solenoid Circuit CBB11 by load testing as well as checking the 12V battery connections to the Starter Motor as well as the Ground Connection from the Engine Block to the Chassis of the vehicle. To test an Engine-to-Chassis Ground, connect a Jumper cable from a known-good ground location on the engine block straight to a known-good Chassis Ground location (or 12V battery negative terminal) and seeing if the No-Start concern returns. If further clarification is needed, feel free to update this form or contact us by phone at 800-826-4694. If you would like assistance while using live audio/video with the See What I See (SWIS) headset, feel free to utilize the following link to schedule a SWIS call: <A target=_blank href=https://outlook.office365.com/owa/calendar/swisscheduler@ford.com/bookings/s/5lH0a-LjDk6WMg0nr4VE8g2>SWIS Schedule</A>. A Technical Assistance Representative will contact you at the scheduled time to set up the SWIS call. -Brent E. Ford Technical Assistance Center Hybrid/EV/Gas Engine Specialist

ADD-ON 12/09/2022 09:52AM BRENTON ELLIS(FSE) MSS - FCSD - NORTHEAST REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact

CONCER 12/09/2022 12:55PM WSMITH46
IBC, Andrew states intermittently the starter will not crank the engine. The starter has been replaced with no change. The starter may click, at times but no crank. When performing PPT B There is not a BCM Pid for IGN_FINAL. The other PCM pids are present and are working correctly. Andrew is having trouble getting access to the C1035A pin 5, C201 pin 14 or the starter solenoid terminal to check for battery voltage on circuit CBB11.

RECOMM 12/09/2022 12:55PM WSMITH46
Andrew, charge the battery and verify the battery state of charge is above 75%. Verify the battery passes a load test. If ok, duplicate the no crank and verify there is battery voltage on circuit CBB11 brown

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/09/2022

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

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

wire to the starter solenoid. If battery voltage is present on circuit

wire to the starter solenoid. If battery voltage is present on circuit CB11 check for opens or high resistance in the battery cables. If low or no voltage is coming from the BJB on circuit CBB11 brown wire, during the no crank, continue to check for a good power coming into the BJB at C1035A pin 7 and a good ground from the PCM to the BJB C1035A pin 8. If there is a good power and ground at the BJB from pins 7 & 8 but low voltage on circuit CBB11, replace the BJB.

ADD-ON 12/09/2022 12:55PM WSMITH46
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Technical, SWIS Comments : Provide clear direction for diagnostics and repair.

CONCER 12/13/2022 09:57AM SERGIO RANGEL MSS - FCSD - TECH ASSIT CENTER
IBC from dealer An inbound call was placed by technician Andy to discuss the vehicle concern and testing conducted on the vehicle. Andy called in to confirm the control side of the circuits is being grounded when the fault occurs. No power is present on circuit CBB11 when control side of the relay is grounded. Battery passes load test and SOC is within specification.

RECOMM 12/13/2022 09:57AM SERGIO RANGEL MSS - FCSD - TECH ASSIT CENTER
Andy, Thank you for taking the time on discussing this vehicle concern over the phone this afternoon. Based on the test results, continue with BJB replacement. Once the BJB has been replaced, re-evaluate the customer s concern. Have a great day. Sergio Ford Technical Assistance Center

ADD-ON 12/13/2022 09:57AM SERGIO RANGEL MSS - FCSD - TECH ASSIT CENTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Technical, SWIS Comments : Not necessary, provided repair direction over inbound call.

CONCER 12/15/2022 05:12PM SERGIO RANGEL MSS - FCSD - TECH ASSIT CENTER
IBC from dealer An inbound call was placed by technician Andrew to discuss the vehicle concern and testing conducted on the vehicle. Andrew mentioned the issue remains after BJB replacement. When the concern occurs, voltage goes away on the control circuits to the PCM. During the call, Andrew mentioned that voltage on pin 7 read 3.5V and momentarily jumped to 10V and the vehicle started. When the vehicle exhibits a no start concern. Voltage reads 3.5V and drops to 0V. Possible causes were discussed.

RECOMM 12/15/2022 05:12PM SERGIO RANGEL MSS - FCSD - TECH ASSIT CENTER
Andrew, Thank you for taking the time on discussing this vehicle concern over the phone this afternoon. With no voltage spike occurring when voltage is being monitored on pin 7 (CDC54), It s advised to thoroughly inspect pin 69 within C1551B. Refer to wiring cell 20 page 1. Conduct a pin drag test and inspect the pin/terminal for any signs of pin fretting faults. If any issues are found, replace the pin on the harness side and retest. Remove the backing plate if necessary to ensure the pin is sitting correctly in the connector cavity. If the concern lies on the component side replace the PCM and retest. If no pin to terminal faults are found, conduct a quick load test on circuit CDC54. This can be done using a 3157 bulb and the minor filament

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/09/2022

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

--TYPE-- ---------- COMMENT TEXT ----------
strand. The bulb should not lose more than .5V when compared to

strand. The bulb should not lose more than .5V when compared to available voltage to the bulb. If the bulb loses more than .5V further isolate the suspected circuit fault and repair as necessary. If pin fitment faults are found within C1551B or no high resistance faults are found within CDC54, proceed with PCM replacement and retest once the PCM has been replaced. Sergio

ADD-ON 12/15/2022 05:12PM SERGIO RANGEL MSS - FCSD - TECH ASSIT CENTER
Consulted with SME Tim Rowlands. Tim advised to further inspect power supply pin for any pin fitment or fretting related faults. Suspect circuit related concern present. ,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Technical, SWIS Comments : Provided technical assistance over inbound call.

---------- 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#P164C:00-E2,P07E4:00-E2U3001-68
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: 09/30/2022 Warranty Start Date: 10/28/2022
Date of Sale: 10/28/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 473 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: L1 PE GA
Bld Dt: Calb: NCHDR9N A
Serial #:
EE100 022180084858L1PE 6007 GA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A22244121258 LX6P 7000 XB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 235/65R17 A/T Brand :
Radio : A/C : AC C-????????????????????
Paint : PN4-??????????????????????????--------- AREA 51

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/09/2022

---------- 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 : ANDREW DEWALD Title: TECHNICIAN
Phone :
ANDREW DEWALD
Rpr Dlr:USA 00988 - Tonkin Hillsboro Ford Ph#: [redacted]
City: Hillsboro State : Oregon
Country: United States Region : Seattle

Claim #/Date : [redacted] 12/02/2022

Specialist's
Name : BRENTON ELLIS (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 Number Base	Part Number Sfx	Labor Operation
USA 00988	08/24/23	[redacted]	7873	1	82		MAINT		MBASIC
USA 00988	08/24/23		7873	1	82	BE8	6731	AC	MBASIC1
USA 00988	08/24/23		7873	1	82	X	5W30	BSP	MULTI

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/03/2023

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

VEHICLE: 2022 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B69NR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 22,615 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 52 4 39 DRIVING PERFORMANCE STALLS/QUITS
DECELERATION INTERMITTENT
Additional Symptom: Stalled
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 05/03/2023 10:39AM TYLER BISHOP(FSE) MSS - FCSD - GREAT LAKE REGION
Web Form Data(119970747) Description of Vehicle Concern: Customer states that the car is stalling. There is a message that pops up stating put car in park and shut car off. Customer states she did that and vehicle starts back up and put in drive vehicle stalls. Please list any diagnostics already performed: Checked for DTCs none found. Road tested over 25 miles, porter road tested and had concern present, technician unable to duplicate after porters road test. Like vehicle came in with similar concern and low fuel pressure codes. Checked fuel pressure on vehicle found 10PSI below spec. Parts Replaced: fuel pump Your Question: This vehicle has stalling issues that do not have codes present and had a vehicle with similar issues come in. Fuel pump was found below spec.

RECOMM 05/03/2023 10:39AM TYLER BISHOP(FSE) MSS - FCSD - GREAT LAKE REGION
Matthew, Looking at connected vehicle data, there are multiple DTCs indicating loss of communication with the PCM. This may be due to damaged circuit(s) in the harness 14A005. To correct this condition, locate the wiring harness section under the passenger front seat. Inspect if the harness is damaged or it is contacting the AWD module. If the harness is damaged, repair the affected wire(s) and tape the section of the harness using anti-abrasion wire harness tape. If no concern is found, monitor PIDs for engine control systems such as fuel pressure, FRP, VCT DIF, CKP, CMP, and duplicate the concern to determine if any PIDs drop out of range when the concern occurs. Tyler B. Ford Motor Company

ADD-ON 05/03/2023 10:39AM TYLER BISHOP(FSE) MSS - FCSD - GREAT LAKE REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact

---------- 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? :

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/03/2023

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: 04/02/2022 Warranty Start Date: 05/19/2022
Date of Sale: 05/19/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

ENGINE

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA FA
Bld Dt: Calb: NCHDY1N A
Serial #:
4133A22083130409LX6G 6007 AFA

TRANSMISSION

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A22061120818 LX6P 7000 DB
Model: Shft:

ADDITIONAL

Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-????????????????????
Paint : PN4-??????????????????????????--------- ICONIC SILVER/SILVER RADIANCE

AFTER MARKET MODIFICATIONS

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION

Orig/Caller : MATTHEW POLZIN Title: TECHNICIAN
Phone :
MATTHEW POLZIN
Rpr Dlr:USA 02745 - Blackwell Ford, Inc. Ph#: [redacted]
City: Plymouth State : Michigan
Country: United States Region : Detroit

Claim #/Date : [redacted] 04/21/2023

Specialist's
Name : TYLER BISHOP (FSE)

CQIS VIN HISTORY

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
04/21/2023	[redacted]	CACVOC	ST/RN/MV		USA 02745
05/03/2023	[redacted]	CACVOC	DRV PERF		USA 02745

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/03/2023

--- 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 Number Base	Sfx	Labor Operation
USA 00595	08/22/23	[redacted]	26532	1		NX6	8A507	A	22S73B
USA 02745	03/31/23		20376	1	41	LX6	9D289	SJ	9000D
USA 02745	03/31/23		20376	1	41				9000D1
USA 02745	03/31/23		20376	1	41				9000D2
USA 02745	03/31/23		20376	1	41				MT12650D22
USA 02745	03/31/23		20376	2	82		RENTAL		
USA 02745	04/21/23		22615	1	42		W720636	S442	12650D
USA 02745	04/21/23		22615	1	42	LX6	4B496	A	9002A
USA 02745	04/21/23		22615	1	42	LX6	5A215	A	9002A6
USA 02745	04/21/23		22615	1	42		W711806	S450B	9350B
USA 02745	04/21/23		22615	1	42	4L3	9276	AA	12650D45
USA 02745	04/21/23		22615	1	42	LX6	9H307	A	12650DX1
USA 02745	04/21/23		22615	2	82		RENTAL		
USA 02745	04/21/23		22615	3	82		RENTAL		
USA 08186	06/08/23		24730	1	82	NU2	6731	EA	MBASIC
USA 08186	06/08/23		24730	1	82	X	5W20	BSP	MBASIC1
USA 08186	06/08/23		24730	1	82	LX6	19N619	C	MBASIC4
USA 08186	06/08/23		24730	1	82		MAINT		MULTI

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/30/2022

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

VEHICLE: 2022 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B63NR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 767 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 3 39 START/RUN/MOVE STARTING
CRANKS WON'T START INTERMITTENT
Additional Symptom: Crank no start, P025A, U0109
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 12/30/2022 04:22PM TMARSH86
Web Form Data(119783488) Description of Vehicle Concern: VEHICLE WOULD NOT START, TOW IN, NOW STARTS EVERYTIME. Please list any diagnostics already performed: PINPOIT TEST KC1 - KC6 Parts Replaced: NONE Your Question: PPT KC6 WOULD HAVE ME REPLACE THE REPLACE THE FUEL PUMP CONTROL MODULE, I JUST NEED TO CHECK BEFORE I CONTINUE, DO YOU HAVE ANY OTHER KNOWN CONCERN THAT HAVE BEEN REPORTED WITH THIS TYPE OF ISSUE?
RECOMM 12/30/2022 04:22PM TMARSH86
Daniel, At this time, it would be recommended to focus on duplicating the concern as any testing performed without the concern currently present may not be accurate. It may be helpful to discuss with the customer about when the concern occurs such as right after startup or after driving awhile, is it hot or cold outside, wet or dry, after a bumpy road, etc., gather as much information as possible about when the concern occurs, then try to duplicate the conditions in order to induce the fault during testing. With the fault currently present, then it may be recommended to perform additional circuit testing on circuits CBB04, VE518, VE225, and GD476, if no concerns are found it may be recommended to carefully wiggle the associated harness to try to induce the fault during testing. These circuits may be found in Wiring Cell 22 Page 11. Isolate the circuits and use a multimeter to test for any shorts to voltage or shorts to ground on circuits CBB04, VE518, VE225, and GD476. In addition, perform loaded voltage drop testing on circuits CBB04, VE518, VE225, and GD476 using a 3157 bulb (both filaments) for 20ga and a 9004 bulb (both filaments) for 12ga circuits while measuring the voltage drop of the bulb with a multimeter. If the difference between source voltage and the voltage drop of the bulb is greater than .5v, then high resistance is present. It may also be recommended to thoroughly inspect connectors C4033 (Pins 1, 3, 4, 7), C401 (Pins 1, 8, 16), C110 (Pins 5, 19, 20), C1551B (Pins 54 & 58) and C1035A (Pin 4) for any damage or corrosion and verify proper pin-fit using the appropriate Rotunda flex probe. Also inspect ground G404 for any looseness, damage, corrosion, or other

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/30/2022

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

--TYPE-- ---------- COMMENT TEXT ----------
poor grounding concerns. It may also be recommended to verify the PCM

poor grounding concerns. It may also be recommended to verify the PCM powers and grounds and perform loaded voltage drop testing at each pin of C1551B (Pins 25, 64, 96, 97, 98, 99, 100, 101, 102) using a 3157 bulb (minor filament) for 22ga, a 3157 bulb (both filaments for 20ga/18ga, and a 9004 bulb (minor filament) for 16ga circuits, while measuring the voltage drop of the bulb with a multimeter. If the difference between source voltage and the voltage drop of the bulb is greater than .5v, then high resistance is present. Also inspect connector C1551B (Pins 25, 64, 96, 97, 98, 99, 100, 101, 102) for any damage or corrosion and verify proper pin-fit using the appropriate Rotunda flex probe. Also inspect ground G107 for any looseness, damage, corrosion, or other poor grounding concerns. If no concerns are found during the above listed testing, then continue with the suggestion of the pinpoint test and replace the fuel pump control module and re-test for any concerns. Ford Technical Assistance Team Member Tim

CONCER 02/07/2023 12:49PM GTCGCQIS
Thank You for the most detailed and complete response. At that time, nothing was detected with the circuits involved in the DTC we were working with, all tests passed, and we could not duplicate the no start. The vehicle has now come back with the same code we had last time but this time we have an extra two dozen DTC s for lost communications. HS1 and HS2, most all modules. The GWM has the latest software, and I just checked the pin fit at connector C2431, I am suspecting there is a loose pin fit issue somewhere, just hard to locate at this time. I still am unable to duplicate, and the circuit tests passed. Wiggle test with the Live Network Monitor has not found the fault. I have had the vehicle for a week, and it starts every time. Seems like the two times it was reported it was bitter cold outside. This time the customer added info that he had to press the Start button three times before it would start cranking, then it would start and stall repeatedly like last time. Any new information on other vehicles like this with the same concern? I have not yet replaced the fuel pump driver module, but since now I have more info, not sure that is the best suggestion. The original RO was closed and a new had to be opened. The current milage is only 869 miles. new RO 18630. Line A. Thanks again Tim for your awesome help.

RECOMM 02/08/2023 09:12AM AROSS87
Daniel, Since it was stated that this vehicle did exhibit a no crank no start as well as a stalling condition, we recommend following <A target=_blank href=https://www.fordtechservice.dealerconnection.com/Transport?link=001&ampparam=51254>SSM 51254</A> to ensure the GWM is up to date. Some 2021-2022 Bronco Sport may exhibit an engine stall with multiple warning indicators displayed in the instrumental panel cluster (IPC) and multiple communication fault diagnostic trouble codes (DTC) setting in and/or related to the high-speed control area network 1(HS-CAN1) and HS-CAN2 modules. It was not mentioned what DTCs exactly were being set but this may be due to damaged circuit(s) in the

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/30/2022

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

--TYPE-- ---------- COMMENT TEXT ----------
harness 14A005. To correct this condition, locate the wiring harness

harness 14A005. To correct this condition, locate the wiring harness section under the passenger front seat. Inspect if the harness is damaged or it is contacting the AWD module. If the harness is damaged, repair the affected wire(s) and tape the section of the harness using anti-abrasion wire harness tape. Note: Make sure to route the harness to avoid contact with the AWD. Since this concern is not currently present it may be necessary to wait until it is cold outside in order to ensure the vehicle has been repaired. If the concern can still not be duplicated, we recommend installing a flight recorder and sending the vehicle home with the customer. This will allow the customer to record the event when it can be duplicated and may give further information on what may be causing this concern. Technical Assistance Center Team Member- AJ

ADD-ON 02/08/2023 09:12AM AROSS87
Article SSM 51254 2020-2023 Various Vehicles - No Crank/No Start And/Or Blank IPC/SYNC Touchscreen Article ISM I2211131 2021-2022 Bronco Sport Engine Stall With Multiple Warning Indicators Displayed In The IPC And Multiple Communication Fault DTCs Related To The HS-CAN1/HS-CAN2

---------- 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#P025A:00-68,U0109:00-60U3001-68
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: 12/06/2021 Warranty Start Date: 12/30/2021
Date of Sale: 12/30/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA FA
Bld Dt: Calb: NCHDY1N A
Serial #:
4133A21327131988LX6G 6007 AFA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/30/2022

Serial #:
TC04A21294132140 LX6P 7000 DB
Model: Shft:

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

Tire : 225/65 R17 A/T B Brand :
Radio : A/C : AC C-??????????????????????
Paint : PN4-??????????????????????????--------- BRONZE SMOKE

---------- 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 : DANIEL CAVALLO Title: TECHNICIAN
Phone :
DANIEL CAVALLO
Rpr Dlr:USA 09453 - Girard Ford Ph#:[redacted]
City: Norwich State : Connecticut
Country: United States Region : Boston

Claim #/Date : [redacted] 12/27/2022

Specialist's
Name : TMARSH86 -??????????????????

---------- 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 Number Base	Sfx	Labor Operation
USA 09453	06/26/23	[redacted]	1117	1		NX6	8A507	A	22S73B

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/16/2021

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

VEHICLE: 2021 BRONCO SPORT 4X4,2DR,MPV VIN:3FMCR9A63MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 9,747 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 3 39 START/RUN/MOVE STARTING
CRANKS WON'T START INTERMITTENT
Additional Symptom: Stalled while driving
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: CUST X CUSTOMER EXPECTATIONS
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 1
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER 09/16/2021 01:25PM SMASCOTE
Web Form Data(118400388) Description of Vehicle Concern: costumer states vehicle die while driving and would not start. also caused an accident Please list any diagnostics already performed: none Parts Replaced: none Your Question: Found advance recall notice for fuel pump delivery module, but no repairs. Do we proceed with regular diagnosis or should i replaced the pump it self? i test drove the vehicle for 10 miles and found nothing wrong at the moment. spoke with costumer and it only happens intermittently.

RECOMM 09/16/2021 01:25PM SMASCOTE
Alex, When you have a concern alleging a fire, accident, injury, property damage and/or burn has occurred due to an alleged product defect, pursuant to the Warranty and Policy Manual, no repairs should be performed. See below:

-<B><U>U.S. Dealerships</U></B> should complete a <B>Dealer/Fleet Request for OGC Review</B> found on FMCDealer.com - Parts &amp Service Tab - Customer Satisfaction link.

<B><U>NOTE:</U></B> The Technical Assistance Center will not be able to provide further assistance with this issue until after the OGC review. Ford Technical Assistance Center - Sam M.

ADD-ON 09/16/2021 01:25PM SMASCOTE
Consulted with GAS SME Devon Kenyon on how to send an OGC response. Devon said to address the tech normally, provide the OGC dropdown and mark for safety.

CONCER 09/22/2021 09:43AM GTCGCQSP
Customer is statinng they believe the accident is caused by the recall thats in the advanced notice stage. We have been in contact with SSSC and OLC. They are asking us to contact you for guidance. Service director does not feel comfortable putting a tech in a vehicle that randomly stalls when driving, as this has happend to the customer multiple times and has resulted in an accident. The other issue as the recall states thats in advanced notice, the vehicle can stall, and it is doing such, tech is saying if he were to drive it, and trying to monitor pids, ids will loose data and not give any as car will die/stall. How do you monitor data when the vehicle stalls. The idea

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

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

would be to monitor the fuel data as per possible recall situation,

would be to monitor the fuel data as per possible recall situation, but that data would not work when the vehicle would stall. Any help would be appriciated, as we are being routed in multiple directions. SSSC has been contacted, basically out, as its not a recall yet, OLC looking for SSSC to help, so basically going in circles.

RECOMM 09/22/2021 11:29AM JHAMI148
Alex, Thank you for the update. However, the TAC cannot provide technical support until we receive confirmation that OGC has complete their review. As we have not received this conformation, no support can be provided at this time. We have contacted OGC to request the status of their review. Please continue to monitor this form for updates as we will contact you once we have received notification from OGC. Jack- Technical Assistance Center

ADD-ON 09/22/2021 11:29AM JHAMI148
Consulted Team lead Gary W. advised to let dealer know we would reach out once OGC responded

RECOMM 09/22/2021 02:00PM JHAMI148
Alex, We have received notification from OGC that this case has been reviewed and we are clear to proceed. Thank you for your patience. Since the FSA has not yet been released, and no repair is indicated in the notification, proceed with normal diagnostics to determine the cause of the stall/crank no start. Given the suspect fuel system fault, a manual fuel pressure test should be used to determine if there is low fuel pressure. If the fuel pressure is blow 50 PSI, continue with replacement of the low pressure fuel pump and then retest. Jack- Technical Assistance Center

CONCER 09/22/2021 04:35PM GTCGCQSP
We never stated no start, no crank. We stated as almost per recall, it stalls/dies while driving.

RECOMM 09/22/2021 05:11PM DSTOKER2
Alex, Thank you for the clarification. It will be necessary to duplicate the concern so you can determine what changes when the vehicle stalls. Try to duplicate the concern in the stall/at the dealership in an attempt to avoid having to test drive the vehicle on the road. If you find the PCM does not set any DTCs and losing communication when the stall occurs the PCM is going offline. Begin by performing a live monitor network test to look for any dropped messages. If no issues are found access the PCM connectors and inspect for signs of damage. Tap on the PCM power relay with the vehicle idling and attempt to cause a stall. Update this form with your findings if you require further aid. Thank you Ford Technical Assistance Center Dallas

CONCER 10/06/2021 12:04PM GTCGCQSP
we have driven the vehicle for 186 miles, we let vehicle idle on my stall for 2 hours and tapped on relays and performed a wiggle test but no concern was present.

RECOMM 10/06/2021 04:46PM RACHEL GARNER(FSE) MSS - FCSD - MID ATLANTIC REG
Hi Alex, At this time, it is important to focus on duplication. To aid in duplication, interview the customer to determine what was done

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/16/2021

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

--TYPE-- ---------- COMMENT TEXT ----------
leading up to the concern occurring. Focus on things such as driving

leading up to the concern occurring. Focus on things such as driving time, temperature, road conditions, load, engine RPM, speed, etc. Also ask the customer if the vehicle sputtered prior to shutting off or if it just shut off. Determine if any warning lights were present. Please also ask them what the fuel level was and if they had just refueled the vehicle. Gather as much information as possible from the customer regarding how the concern occurred. If the concern can be duplicated, perform a fuel pressure test to determine if fuel pressure is within specification. Additionally, 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. Respectfully, Rachel Ford Technical Assistance Center

ADD-ON 10/06/2021 04:46PM RACHEL GARNER(FSE) MSS - FCSD - MID ATLANTIC REG
Consulted with SME Alex Ashour. Recommended duplication and a TAR.

TAR 10/06/2021 04:52PM RACHEL GARNER(FSE) MSS - FCSD - MID ATLANTIC REG
NOTE TO FSE: WE ARE REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE DUE TO TIME DOWN AND TECHNICAL PROGRESS. THE TECHNICIAN ALEX MEZA IS OVERSEEING THIS REPAIR. THE VEHICLE INTERMITTENTLY STALLS WHILE DRIVING AND AS A RESULT, CAUSED AN ACCIDENT. AN OGC REVIEW WAS PERFORMED, AND THE TAC WAS CLEARED TO PROVIDE TECHNICAL ASSISTANCE. THE CONCERN CURRENTLY CANNOT BE DUPLICATED AND HAS NOT BEEN DUPLICATED SINCE THE VEHICLE WAS BROUGHT TO THE DEALERSHIP. RECOMMENDING FOCUSING ON DUPLICATION AND PERFORMING A FUEL PRESSURE TEST TO DETERMINE IF FUEL PRESSURE IS IN SPECIFICATION WHEN THE CONCERN OCCURS. AT THIS TIME, IT IS UNCLEAR TO THE TAC WHAT ROOT CAUSE OF THE CONCERN MAY BE. THE VEHICLE IS CURRENTLY AT THE DEALERSHIP. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 1. ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 21.

AUDIT 10/06/2021 04:52PM RACHEL GARNER(FSE) MSS - FCSD - MID ATLANTIC REG
TECH ASSIST REFERRAL HAS BEEN OPENED

ADD-ON 10/07/2021 10:56AM DANIEL REYNOLDS(FSE) MSS - FCSD - SOUTHWEST REG
Initial Contact Date : 07-Oct-2021
Person Contacted : Brian Fabian
Dealership Visit Not Planned

ADD-ON 10/07/2021 11:04AM DANIEL REYNOLDS(FSE) MSS - FCSD - SOUTHWEST REG
SPOKE TO THE SERVICE MANAGER. DEALER AND CUSTOMER ARE UNDER THE IMPRESSION THAT THE ADVANCED NOTICE FOR 21S38 IS DIRECTLY RELATED TO THIS INTERMITTENT STALLING CONCERN BUT FSE BELIEVES THE LEAKING OF THE FDM FUEL TUBE WOULD CAUSE A HARD FAULT AFTER FAILING AND NOT AN EXTREMELY INTERMITTENT CONCERN LIKE THIS ONE. FSE MENTIONED TO DEALER THAT DROPPING THE FUEL TANK TO INSPECT THE FDM FUEL TUBE WOULD BE SUPPORTED IF DEALER WANTS TO PURSUE THAT TO FULLY RULE OUT AS A POSSIBLE CAUSE. DEALER HAS ALREADY ROADTESTED VEHICLE FOR 170 MILES THROUGH VARIOUS DRIVE CYCLES WITH NO CONCERNS OCCURRING. DUE TO CONFLICTING INFORMATION ABOUT ACTUAL SITUATION, FSE REQUESTED DEALER CONTACTS THE CUSTOMER AND GETS MORE INFORMATION ON THE NUMBER OF

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

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

TIMES THIS CONCERN HAS OCCURRED, THE SYMPTOMS BEFORE AND AFTER THE

TIMES THIS CONCERN HAS OCCURRED, THE SYMPTOMS BEFORE AND AFTER THE VEHICLE STALLS, AND ALL OTHER PERTINENT INFORMATION THAT COULD BE USED TO DUPLICATE THE CONCERN. FSE ALSO RECOMMENDED DEALER USES FDRS DATALOGGER WITH RECORDING SETUP WHILE ROADTESTING AS THIS CAN STILL BE USED TO CAPTURE DATA RELEVANT TO THE ROOT CAUSE.

CONCER 10/12/2021 04:34PM GTCGCOSP
We have driven the vehicle the vehicle approx 250 miles, have not been able to duplicate the issue at all. To my knowledge , we have not heard anything from our fse yet. Customer is looking for some remedy.

RECOMM 10/12/2021 04:43PM DKENYON8
Chris, FSE Dan Reynolds has been in contact with your service manager and left notes in the report. Please consult your service manager for more information. Please direct any further questions regarding this vehicle concern to your service manager and FSE. Since the FSE is involved, updating this form is no longer necessary. Enjoy your day, Devon Ford Motor Company

ADD-ON 10/13/2021 02:51PM DANIEL REYNOLDS(FSE) MSS - FCSD - SOUTHWEST REG
REQUESTED UPDATE FROM DEALER. WAITING ON RESPONSE WITH CURRENT STATUS.

ADD-ON 10/13/2021 05:39PM DANIEL REYNOLDS(FSE) MSS - FCSD - SOUTHWEST REG
TECHNICIAN CONTACTED FSE AND STATES THAT HE WAS LOOKING AT PCM DATALOGGER AND THE BRAKE OVER ACCELERATOR PIDS SHOWED 42 COUNTS. FSE REQUESTED TECHNICIAN SENDS A PICTURE OF ALL BOA RELATED PIDS FOR REVIEW.

ADD-ON 10/19/2021 11:27AM DANIEL REYNOLDS(FSE) MSS - FCSD - SOUTHWEST REG
DEALER HAS SUPPORTING DATA FROM FDRS THAT CUSTOMER HAS BEEN DRIVING WITH BOTH FEET AND SUSPECT THAT SHE HIT THE BRAKE AND ACCELERATOR AT THE SAME TIME CAUSING THE BRAKE OVER ACCELERATOR STRATEGY TO KICK IN WHEN SHE HIT THE POLE AT PARKING LOT SPEEDS. FSE REQUESTED THE DEALER BRINGS THE CUSTOMER IN AND ROADTESTS WITH HER WHILE OBSERVING TO DETERMINE IF THIS WAS THE POSSIBLE CAUSE. DEALER ALSO MENTIONED THEY ARE WORKING TO TRADE CUSTOMER OUT OF THE VEHICLE.

ADD-ON 10/20/2021 10:53AM DANIEL REYNOLDS(FSE) MSS - FCSD - SOUTHWEST REG
FSE ATTACHED SCREEN SHOT FROM DEALER FDRS BEFORE KAM WAS RESET AND VEHICLE FIRST ARRIVED. FDRS DATALOGGER SHOWS 42 DRIVE CYCLES WHERE A BRAKE OVER ACCELERATOR EVENT OCCURRED BASED ON BRKOVR_ACTION PID AND 253 POSSIBLE BRAKE OVER ACCELERATOR EVENTS BASED ON THE BRKOVRD_POSS PID READING. DEALER HAS DRIVEN VEHICLE FOR A FEW HUNDRED MILES WITH NO FAULTS OCCURRING AND NO DUPLICATION OF THE CONCERN. DEALER WAS ABLE TO SET A P05FF BRAKE PRESSURE SENSOR/ POSITION CORRELATION DTC UNDER HEAVY EMERGENCY BRAKING WHILE AVOIDING ANOTHER VEHICLE ON THE DEALERS LOT BUT THIS DTC NEVER SET FOR THE CUSTOMER AND NO DTCS SHOW UP ON CONNECTED VEHICLE DATA OR ON A SELF TEST WHEN VEHICLE ARRIVED. FSE DIRECTED DEALER TO BRING CUSTOMER IN AND ROADTEST WITH THEM WHILE ASKING TO SHOW THE EXACT CONDITIONS WHEN THE ALLEGED STALLING/ LOSS OF POWER OCCURRED. FSE CLOSING TAR AT THIS TIME DUE TO EVIDENCE SUPPORTING THE CUSTOMER HAS BEEN LEFT FOOT BRAKING/ DRIVING WITH 2 FEET ON THE PEDALS.

AUDIT 10/20/2021 10:53AM DANIEL REYNOLDS(FSE) MSS - FCSD - SOUTHWEST REG

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/16/2021

C O M M E N T S

--TYPE-- COMMENT TEXT

TECH ASSIST REFERRAL HAS BEEN CLOSED

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
CB##P025A:00-68,U0109:00-60U3001-68
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.
NOA	CUST X	SERVICE	CUSTOMER EXPECTATIONS	YES

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

Vehicle Build Date: 06/02/2021 Warranty Start Date: 06/15/2021
Date of Sale: 06/15/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

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

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21125130481LX6G 6007 ACA

- - - T R A N S M I S S I O N - - -

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21117120590 LX6P 7000 DB
Model: Shft:

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

Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC S-????????????????????
Paint : PN4-??????????????????????????--------- ICONIC SILVER/SILVER RADIANCE

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 : ALEX MEZA Title: TECHNICIAN
Phone :

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/16/2021

Rpr Dlr:USA 05427 - David McDavid Ford Ft. Worth Ph#: [redacted]
City: Fort Worth State : Texas
Country: United States Region : Dallas

Claim #/Date : [redacted] 09/13/2021

Specialist's
Name : SMASCOTE -??????????????????

---------- 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 Number Base	Part Number Sfx	Labor Operation
USA 03096	11/27/23	[redacted]	65352	1	42	JX6	10346	K	12650D
USA 03096	11/27/23		65352	1	42				10654C
USA 03096	11/27/23		65352	1	42				12650DX1
USA 03096	11/27/23		65352	1	42				12650D45
USA 03096	11/27/23		65352	1	42				12650D80
USA 03096	11/27/23		65352	1	42				10346A
USA 03096	11/27/23		65352	1	42				MT10346
USA 03096	11/27/23		65352	2		LX6	9H307	A	21S38F
USA 03096	11/27/23		65352	2		LX6	5A215	A	
USA 03096	11/27/23		65352	2		LX6	4B496	A	
USA 03096	11/27/23		65352	3		NZ6	2001	A	21C31B
USA 03096	11/27/23		65352	3		X	3	A	
USA 03096	11/27/23		65352	4					22S21A
USA 03096	11/27/23		65352	5		NX6	8A507	A	22S73B
USA 03096	11/27/23		65352	6	42	BE	48H6		10654C
USA 03096	11/27/23		65352	6	42				10654C1

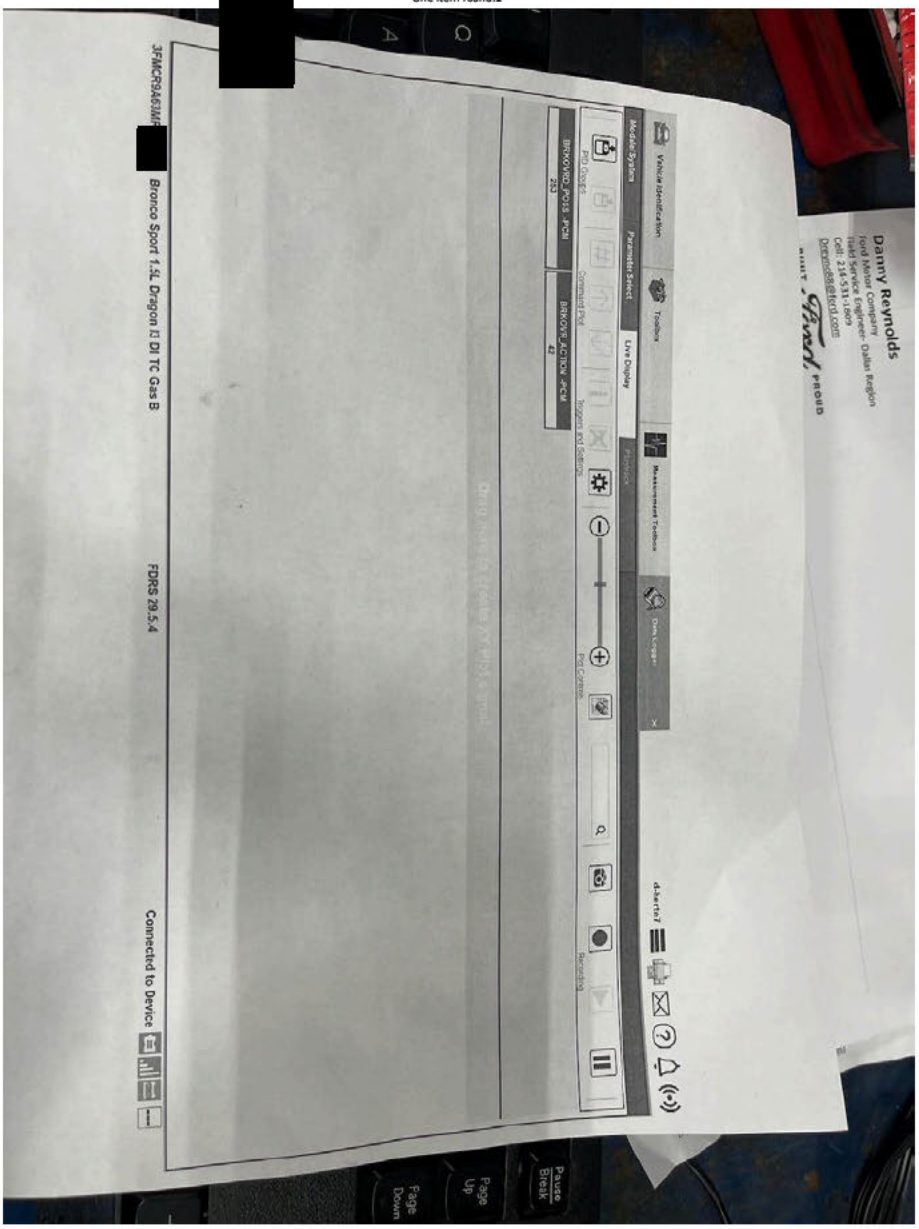
GCQIS Attachments

View Report Attachment - Images

Report# [redacted] Print Exit Number of Images : 1 Images Per Page:5

Delete Move

One item found.1



CQIS Report Number: [redacted] Program Type: Q Orig Rpt #: [redacted]
Report Source: MSS - FCSD - QSFS Report Date: 12/05/2023

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

VEHICLE: 2023 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B65PR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 1,243 MILES
Operating Environ: WCC : 7B02
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 2 02 START/RUN/MOVE STARTING
SLOW CRANK/BATTERY ALWAYS
Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: JX6Z 10346 K ALTERNATOR LESS PULL
Causal Factor: Feature: Loc:
Causal Condition: Photo: NO 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 12/05/2023 12:09PM
CUSTOMER STATES BATTERY LIGHT ON WITH A CHARGING ERROR
MESSAGE … …FOUND ALTERNATOR NOT CHARGING P0562 PRESENT

---------- 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#P0562:00-68,U0109:00-60U3001-68
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	JX6Z	10346 K	SERVICE	ALTERNATOR LESS PULL	YES

---------- V E H I C L E D E T A I L S ----------
Vehicle Build Date: 09/14/2023 Warranty Start Date: 11/06/2023
Date of Sale: 11/06/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GT AB
Bld Dt: Calb:
Serial #:
4133A23243131010LX6G 6007 TAB
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:

CQIS Report Number: [redacted] Program Type: Q Orig Rpt #: [redacted]
Report Source: MSS - FCSD - QSFS Report Date: 12/05/2023

Serial #:
TC04A23242132585 PZ1P 7000 GA
Model: Shft:

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

Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-????????????????????
Paint : PN4-????????????????????????--------- AREA 51

---------- 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 : CLAIRISSA VELTKAMP Title: SERVICE WRITER
Phone : 9728254554

Rpr Dlr:USA 06975 - Waxahachie Ford Ph#: [redacted]
City: Waxahachie State : Texas
Country: United States Region : Dallas

---------- 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
11/27/2023	[redacted]	CREDSR	ST/RN/MV	BAT	ASY		USA 06975

--- S U P P L E M E N T A L S U R V E Y: NONE ---

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Part Number Sfx	Labor Operation
USA 06975	11/27/23	[redacted]	1013	1	42	BE	48H6	A	10654C
USA 06975	11/27/23		1013	1	42				10654C1
USA 06975	11/30/23		1243	1	42	JX6	10346	K	12650D
USA 06975	11/30/23		1243	1	42				12650D45
USA 06975	11/30/23		1243	1	42				10346A

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/30/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,LTD,2DR,MPV VIN:3FMCR9C62MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 35,246 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 39 START/RUN/MOVE STARTING
NO CRANK INTERMITTENT
Additional Symptom: will not 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	06/30/2023 11:11AM MATTHEW GOODSELL(FSE MSS - FCSD - MOUNTAIN WEST REG Web Form Data(120057371) Description of Vehicle Concern: Vehicle dies when coming to a stop intermittently when auto start stop is engaged. vehicle tries to start and everything goes dead and cannot restart for 15-30min Please list any diagnostics already performed: performed battery test, battery tests good with grx3590 after 1minute of being on. scanned for DTC and retrieved multiple u3003 codes in various modules and a few other codes. Was able to duplicate the concern 1 time and when it happened the battery dropped down to 4v and had a very bad sulfated smell, after 15 minutes the battery bled back up to 12.8v without charging or doing anything other then sitting and was able to be restarted. performed A/C ripple test with VCMM and it very closely related the given graph for reference. charging voltage is 13.9-14.5 depending on loads applied. Parts Replaced: none Your Question: how do i approach the diagnostics for this concern. there are no codes that are leading me to anything substantial to test.
RECOMM	06/30/2023 11:11AM MATTHEW GOODSELL(FSE MSS - FCSD - MOUNTAIN WEST REG Lance, With the battery dropping in charge like that and smelling sulfated it is recommended to replace the battery and see if the concern returns. If the concern returns then it will be necessary to determine what system is preventing the vehicle from starting. If it is not cranking then perform PPT A or B in workshop manual 303-06A. The PPT performed will depend on if the vehicle has a pushbutton start or not. If the engine will crank but not start then perform PPT A in 303-14A to determine the system that is preventing the engine from starting. Matthew G. Mountain West Field Team
ADD-ON	06/30/2023 11:11AM MATTHEW GOODSELL(FSE MSS - FCSD - MOUNTAIN WEST REG SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact
CONCER	06/30/2023 11:59AM GTCGCQIS I CANNOT REPLACE THE BATTERY UNDER WARRANTY AS IT PASSES THE GRX-3590 BATTERY TESTER DIAGNOSTIC TEST. THE VEHICLE DRIVES COMPLETELY NORMALLY AND AUTO START-STOP FUNCTIONS NORMALLY VERY OFTEN. IT S VERY INTERMITTENT WHEN THE CONCERN HAPPENS.

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/30/2023

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

--TYPE-- ---------- COMMENT TEXT ----------
RECOMM 06/30/2023 12:41PM PETER ATKIN(FSE) MSS - FCSD - MOUNTAIN WEST REG

RECOMM 06/30/2023 12:41PM PETER ATKIN(FSE) MSS - FCSD - MOUNTAIN WEST REG
Lance, If you have not already done so, attempt to duplicate the concern, then test the battery with the concern present. If the concern is present, the battery should fail the condition test and the warranty codes will be generated. If the concern cannot be duplicated when the battery can be tested, proceed with battery replacement as per our recommendation. When submitting a warranty claim, note that the battery was replaced as per FSE recommendation. -Peter A. Ford Mt. West Field Team
ADD-ON 06/30/2023 12:41PM PETER ATKIN(FSE) MSS - FCSD - MOUNTAIN WEST REG
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Technical, SWIS Comments : Clear Direction

---------- 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#U300368,U0109:00-60U3001-68
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: 02/04/2021 Warranty Start Date: 03/04/2021
Date of Sale: 03/04/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 08572
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A20349130611LX6G 6007 ACA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A20350131760 LX6P 7000 DB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC G-????????????????????
Paint : PN4-??????????????????????????--------- CARBONIZED GRAY/ASHER GRAY

 CQIS DETAIL REPORT 03/20/24 16:00:23

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/30/2023

---------- 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 : LANCE VIGIL Title: TECHNICIAN
Phone :
LANCE VIGIL
Rpr Dlr:USA 04194 - Dick Hannah Ford Ph#: [redacted]
City: Sandy State : Oregon
Country: United States Region : Seattle

Claim #/Date : [redacted] 06/22/2023

Specialist's
Name : MATTHEW GOODSELL (FSE)

---------- 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
05/09/2022	[redacted]	CACVOC	SP/ST/RD		USA 08572
05/11/2023		NHL	ST/RN/MV		USA 04194

--- 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 Number Base	Part Number Sfx	Labor Operation
USA 04194	04/05/23	[redacted]	31446	1	82	BE8	6731	AB	MBASIC
USA 04194	04/05/23		31446	1	82	X	5W20	BSP	MBASIC1
USA 04194	04/05/23		31446	1	82	M1P	17528	FA	MBASIC38
USA 04194	04/05/23		31446	1	82		MAINT		MULTI
USA 04194	05/11/23		33266	1	42	K2G	4000	AG	12650D
USA 04194	05/11/23		33266	1	42	LX6	5A215	A	12650D45
USA 04194	05/11/23		33266	1	42	LX6	4B496	A	4205A
USA 04194	05/11/23		33266	1	42		W711806	S450B	4205A14
USA 04194	05/11/23		33266	1	42	CCP	3B477	B	12650DX1
USA 04194	05/11/23		33266	1	42		W720472	S439	
USA 04194	05/11/23		33266	1	42		W719466	S439	
USA 04194	05/11/23		33266	1	42	JX6	3B498	B	
USA 04194	05/11/23		33266	1	42	NX6	8A507	A	
USA 04194	05/11/23		33266	2		NX6	8A507	A	22S73B
USA 04194	05/11/23		33266	3	42	HX7	8501	B	12650D
USA 04194	05/11/23		33266	3	42	V	13	G	8005D
USA 04194	05/11/23		33266	3	42		W714914	S303	8501A
USA 04194	05/11/23		33266	3	42	DS7	19B596	A	12650DX1
USA 04194	05/11/23		33266	4	42	NZ6	2001	A	2001BFA
USA 04194	05/11/23		33266	4	42	LX6	1125	M	2001B1FA
USA 04194	05/11/23		33266	4	42				2001B5FT
USA 04194	08/03/23		37217	1	82	BE8	6731	AB	MBASIC

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/30/2023

VEHICLE'S WARRANTY HISTORY (365 days only)

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Sfx	Labor Operation
USA 04194	08/03/23	[redacted]	37217	1	82	X	5W20	BSP	MBASIC1
USA 04194	08/03/23		37217	1	82		MAINT		MULTI
USA 04194	10/24/23		41405	1	82	BE8	6731	AB	MBASIC
USA 04194	10/24/23		41405	1	82	X	5W20	BSP	MBASIC1
USA 04194	10/24/23		41405	1	82	M1P	17528	E	MBASIC2
USA 04194	10/24/23		41405	1	82	M1P	17528	D	MBASIC30
USA 04194	10/24/23		41405	1	82	JX6	9601	A	MULTI
USA 04194	10/24/23		41405	1	82		MAINT		
USA 04194	11/09/23		42322	1	82		W714914	S303	MBASIC10
USA 04194	11/09/23		42322	1	82	KX7	8620	A	
USA 04194	11/09/23		42322	1	82		MAINT		
USA 04194	11/09/23		42322	2	42		W720710	S439	18125AT
USA 04194	11/09/23		42322	2	42		W715682	S900	3001A
USA 04194	11/09/23		42322	2	42		W720238	S439	
USA 04194	11/09/23		42322	2	42	LX6	18125	BD	
USA 04194	01/10/24		45487	1	42	LX6	9D289	SE	12650D
USA 04194	01/10/24		45487	1	42				12650D22
USA 04194	01/10/24		45487	1	42				12650DX1
USA 04194	02/12/24		46936	1	82	BE8	6731	AB	MBASIC
USA 04194	02/12/24		46936	1	82	X	5W20	BSP	MBASIC1
USA 04194	02/12/24		46936	1	82	M1P	17528	FA	MBASIC30
USA 04194	02/12/24		46936	1	82	M1P	17528	D	MBASIC38
USA 04194	02/12/24		46936	1	82	M1P	17528	E	MULTI
USA 04194	02/12/24		46936	1	82		MAINT		

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/26/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,LTD,2DR,MPV VIN:3FMCR9C66MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 45,409 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 39 START/RUN/MOVE STARTING
NO CRANK INTERMITTENT
Additional Symptom: dies while in start stop mode
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 10/26/2023 11:54AM ETHAN RIRIE(FSE) MSS - FCSD - CALIFORNIA REGION
Web Form Data(120223129) Description of Vehicle Concern: vehicle dies while in start stop mode and does not start need to jump start engine. it is intermittent. Please list any diagnostics already performed: test battery ,passed . reprogramed gwm per SSM 51254 2020-2023 Various Vehicles - No Crank/No Start And/Or Blank IPC/SYNC Touchscreen and SSM 49996 2021 Bronco Sport - 1.5L - No Crank/No Start And/Or Illuminated MIL With Various DTCs no change in condition of vehicle . battery in vehicle is ford factory lead acid 700 amp . found simular hot line report . also another one in the shop Parts Replaced: none Your Question: does the original battery in the vehicle the wrong one from factory / lead acid 700, and should be an agm 760 battery, parts counter pulled the agm 760 in the catalog.
RECOMM 10/26/2023 11:54AM ETHAN RIRIE(FSE) MSS - FCSD - CALIFORNIA REGION
Dennis, Yes this likely is due to the incorrect battery being installed. Please install the correct AGM 760 and retest. Ethan Field Service Engineer

---------- 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
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 #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/26/2023

---------- V E H I C L E D E T A I L S ----------
Vehicle Build Date: 09/04/2021 Warranty Start Date: 09/25/2021
Date of Sale: 09/25/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21236130740LX6G 6007 ACA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21229110351 LX6P 7000 DB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC G-??????????????????????
Paint : PN4-??????????????????????????--------- CACTUS 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

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : DENNIS TOKUNAGA Title: TECHNICIAN
Phone :
DENNIS TOKUNAGA
Rpr Dlr:USA 02656 - Ford Lincoln Fairfield Ph#: [redacted]
City: Fairfield State : California
Country: United States Region : San Francisco

Claim #/Date : [redacted] 10/20/2023

Specialist's
Name : ETHAN RIRIE (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 Number Base	Part Number Sfx	Labor Operation
USA 02656	10/17/23	[redacted]	45396	1	D8	GN1	8592	B	8005D
USA 02656	10/17/23		45396	1	D8	V	13	G	8575B1

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/31/2022

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

VEHICLE: 2022 BRONCO SPORT 4X4,LTD,2DR,MPV VIN:3FMCR9C60NR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 8 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: No Start
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: 14A005 WIRE ASY MAIN LOOM
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 08/31/2022 11:40AM NROBIN67
Web Form Data(119603968) Customer s description of vehicle concern NO START. NO LIGHTS ON ON DASH EXCEPT EBRAKE LIGHT. OCCASIONALLY ODOMETER COMES UP. ALSO SAYS VEHICLE COMMUNICATION PROBLEM ON CENTER STACK/RADIO. Please list any diagnostics already performed, including results of any TSB, GSBs or Pinpoint Test CANNOT COMMUNICATE WITH SCAN TOOL. TESTED BATTERY-FAILED. R AND R BATTERY STILL SAME ISSUE. OCCASIONALLY I CAN GET IT TO START. SCREEN STAYS BLACK WHEN STARTED. PUT IN GEAR AND STARTS TO MOVE ONLY TO HAVE IT STALL AND EBRAKE ACTUATE. Parts Replaced, including service part number if available BATTERY. What is the level of the scan tool being used? Are any error messages noted? LATEST. Your Question: THIS IS A BRAND NEW VEHICLE AND WE CANT EVEN GET IT OFF THE TRUCK UNDER ITS OWN POWER. VEHICLE IS SOLD BUT CANT DELIVER. CANT MOVE IT BECAUSE THE NEUTRAL STRAP ONLY WORKS WHEN THE EBRAKE ISNT APPLIED AND I CANT GET IT TO UNAPPLY. HAVE YOU SEEN ANY ISSUES LIKE THIS BEFORE. ITS RIDICULOUS.
RECOMM 08/31/2022 11:40AM NROBIN67
Zachary, Thanks for reaching out to us. In regards to whether or not there are any known issues for this concern currently there are not enough details to to determine what is causing the no start and lack of communication. To start the diagnostics it is recommended to refer to the PPT for no crank no start. Refer to the WSM section 303-06A>Diagnosis and Testing Pinpoint Test H and PPT G from section 418-00>Diagnosis and Testing. If further assistance is needed during these PPT or no results are found then update the form with details on PPT results. Respectfully, Neal Technical Assistance Center
CONCER 09/06/2022 08:29AM GTCGCQIS
HAD FSE HER FOR ANOTHER CONCERN. WE WORKED ON IT TOGETHER AND FOUND THAT THE HS CAN1 IS NOT RIGHT. LOOKED AT OSCILLOSCOPE AND FOUND THAT THE NEG SIGNAL IS LOW WHICH IN TURN IS PULLING THE POS SIGNAL DOWN AS WELL. LOOKING AT THE ARCHIVE PHOTOS OF KNOWN WAVE LENGTH PATTERN RECORDINGS IT SHOWS THAT IT IS EITHER A FACTORY INDUCED OR TECHNICIAN INDUCED FAILURE. I HAVE GONE AS FAR AS I CAN WITH THIS ONE. IM LOOKING FOR THE FSE TO COME BACK AND WORK WITH ME ON THIS ONE. I JUST TRIED A

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/31/2022

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

--TYPE--	COMMENT TEXT
	PCM BECAUSE IT WAS THE MOST LIKELY CAUSE OF THE ISSUE BUT IT DIDNT PCM BECAUSE IT WAS THE MOST LIKELY CAUSE OF THE ISSUE BUT IT DIDNT WORK.
RECOMM	09/07/2022 02:52PM JASON DELAHOYA(FSE) MSS - FCSD - SOUTHWEST REG Zachary, Thanks for the update, with the HS-CAN - voltage being low, this may indicate a CAN related fault. If you have ruled out all power/ground and ignition related issues as per the PPT mentioned in our previous response, you may diagnose the HS-CAN. At this time, please use PPT B in 418-00 > diagnosis and testing of the WSM to address the concern. Technical Assistance Team Member, Jason D 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.
TAR	09/07/2022 02:53PM JASON DELAHOYA(FSE) MSS - FCSD - SOUTHWEST REG WE ARE REQUESTING TECHNICAL DIRECTION DUE TO LACK OF TECHNICAL PROGRESS. …VEHICLE NEW OFF TRAILER CANNOT GET IT TO START. HAVE PROVIDED TECHNICIAN …TECHNICAL DIRECTION TO PERFORM ON THE VEHICLE UNCLEAR IF PERFORMED FOR A NO …START. UPDATED SAYING THAT HE CAN SEE THAT VOLTAGE IS PULLED LOW ON HS-CAN …HAVE PROVIDED DIRECTION TO DIAGNOSE THE CAN NETWORK. TECH WAS REQUESTING …FSE. VEHICLE IS AT DEALER. RO DATE 8/30
AUDIT	09/07/2022 02:53PM JASON DELAHOYA(FSE) MSS - FCSD - SOUTHWEST REG TECH ASSIST REFERRAL HAS BEEN OPENED
ADD-ON	09/09/2022 02:58PM JUSTIN MANNING(FSE) MSS - FCSD - NORTHEAST REGION INSPECTED VEHICLE. NO NETWORK ACTIVITY NOTICED ON HS1CAN. ALSO DO NOT HAVE PROPER OHMS ON NETWORK WHEN DEPOWERED. CHECKING HS1CAN FROM GWM TO BCM, THERE IS AN OPEN ON HS1CAN-. ISOLATED OPEN TO HARNESS 14A005 FROM C207 TO S305 ON CIRCUIT VDB05. IF OVERLAID, NETWORK COMES BACK TO LIFE AND ALL MODULES READ. VEHICLE WILL TURN ON NOW BUT WILL NOT START DUE TO ERROR WITH PCM READING PARK. LOOKING AT HARNESS IN VEHICLE, IT HAS WARNINGS FOR HIGH VOLTAGE ON IT ALONG WITH AN ORANGE TAPE WRAPPED AROUND IT SIGNIFYING HIGH VOLTAGE PRESENT. VEHICLE IS NOT A HYBRID. LOOKING AT ENGINEERING PART NUMBER ON HARNESS, NX6T-14A005-XGGC, IT DOES NOT CROSS OVER TO CORRECT PART IN VEHICLE. SUSPECT WRONG HARNESS IN VEHICLE RESULTING IN MY CONCERNS. WILL ESCALATE TO ENGINEERING FOR FURTHER ASSISTANCE ON VERIFYING IF THIS HARNESS IS CORRECT ON NOT FOR THIS VEHICLE.
ADD-ON	09/13/2022 04:37PM JUSTIN MANNING(FSE) MSS - FCSD - NORTHEAST REGION ENGINEERING KICKED REQUEST FOR ESCALATION BACK TO DEALER TO RUN COPIS TO VERIFY CORRECT PART NUMBER. DEALER TO PERFORM THIS FUNCTION. IF COPIS UNABLE TO VERIFY, WILL RE-ESCALATE TO ENGINEERING FOR ASSISTANCE AGAIN. MESSAGE SENT TO TECH TO CONTACT COPIS. FOLLOW UP SET FOR 9/14
ADD-ON	09/16/2022 08:10AM JUSTIN MANNING(FSE) MSS - FCSD - NORTHEAST REGION DEALER RAN COPIS AND WAS TOLD NX6Z-14A005-GF IS CORRECT HARNESS FOR VEHICLE. ADVISED DEALER TO ORDER HARNESS. WHEN DEALER WENT TO ORDER, PARTS SYSTEM STATES PART NUMBER IS NOT VALID. DEALER UPDATED COPIS AND

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/31/2022

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

--TYPE--	COMMENT TEXT
	AWAITING A REPLY.
	AWAITING A REPLY.
ADD-ON	09/21/2022 02:18PM JUSTIN MANNING(FSE) MSS - FCSD - NORTHEAST REGION SPOKE WITH TECH. TECH STATES COPIS IS UNABLE TO HELP ANY FURTHER ON VEHICLE. TECH UNSURE WHAT TO DO AT THIS POINT. RECOMMEND TECH OVERLAY OPEN PART OF HSCAN TO BRING COMMUNICATION BACK AND THEN DIAGNOSE ANY FURTHER ISSUES WITH VEHICLE. FOLLOW UP SET FOR 9/22
ADD-ON	09/22/2022 12:04PM JUSTIN MANNING(FSE) MSS - FCSD - NORTHEAST REGION FOLLOW UP COMPLETED. TECH NOT SURE WHEN HE'LL GET BACK ON VEHICLE AS BACKLOG OF CUSTOMER WORK WILL KEEP HIM OFF WORKING ON VEHICLE. SALES DEPARTMENT HAS NOT BEEN PRESSURING SERVICE TO GET VEHICLE FIXED NOW THAT SALE FELL THROUGH. FOLLOW UP SET FOR 9/26
ADD-ON	09/30/2022 03:52PM GEORGE PANAGIOTOU(FS MSS - FCSD - NORTHEAST REGION OBC TO DEALERSHIP. SM AND SF UNAVAILABLE. ASM PROVIDED UPDATE OF HARNESS BEING ORDERED. FOLLOW UP PLANNED FOR 10-3-22 FOR RESULTS OF COPIS AND ETA.
ADD-ON	10/12/2022 10:25AM JUSTIN MANNING(FSE) MSS - FCSD - NORTHEAST REGION FOLLOW UP WITH DEALER. NO ETA ON PARTS AND THERE IS STILL QUESTIONS ON WHETHER THE CORRECT HARNESS IS ON ORDER. DEALER IS ALSO NOT MOTIVATED TO REPAIR AT THIS TIME DUE TO BACKLOG OF SERVICE WORK COMING IN. SPOKE WITH LOCAL MANAGEMENT AND WILL CLOSE TAR AT THIS TIME. ADVISED DEALER TO CONTACT FSE IF THEY STILL HAVE CONCERNS AFTER HARNESS REPLACEMENT.
AUDIT	10/12/2022 10:25AM JUSTIN MANNING(FSE) MSS - FCSD - NORTHEAST REGION TECH ASSIST REFERRAL HAS BEEN CLOSED
CONCER	08/09/2023 03:35PM HUGH HARLINE(FSE) MSS - FCSD - NORTHEAST REGION Web Form Data(120115664) Description of Vehicle Concern: NO START. NO COMMS. Please list any diagnostics already performed: CHECK NOTES. Parts Replaced: BODY HARNESS. PCM. Your Question: ONLY DOING AQ REQUEST PER FSE. WEB-Ford-EXT-Aug 09 2023 15:35:53-HHARLINE: Zach, This will likely need a visit from me to work with you on. Before a visit is made please check the different networks for voltage and provide me the voltage readings in this form. Alex H FSE…WEB-Ford-INT-Aug 09 2023 15:35:53-HHARLINE: Callback Done…
RECOMM	08/09/2023 03:35PM HUGH HARLINE(FSE) MSS - FCSD - NORTHEAST REGION Zach, This will likely need a visit from me to work with you on. Before a visit is made please check the different networks for voltage and provide me the voltage readings in this form. Alex H FSE

---------- 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
CB#NOWN#U300368,U0109:00-60U3001-68

Equipment/Procedure Used	Effective?	Equipment/Procedure Used	Effective

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/31/2022

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	14A005	SERVICE	WIRE ASY MAIN LOOM	YES

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

Vehicle Build Date: 07/27/2022 Warranty Start Date:
Date of Sale: Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

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

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA FA
Bld Dt: Calb: NCHDY1N A
Serial #:
4133A22157130618LX6G 6007 AFA

- - - T R A N S M I S S I O N - - -

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A22157132395 LX6P 7000 DB
Model: Shft:

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

Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC G-??????????????????????
Paint : PN4-??????????????????????????--------- CACTUS 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

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

Orig/Caller : ZACHARY ROSE Title: TECHNICIAN
Phone :
ZACHARY ROSE
Rpr Dlr:USA 03217 - Oliver Ford of Bennington Ph#:[redacted]
City: Bennington State : Vermont
Country: United States Region : Boston

Claim #/Date : [redacted] 08/30/2022

Specialist's
Name : NROBIN67 -??????????????????

---------- 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/31/2022

VEHICLE'S WARRANTY HISTORY (365 days only)

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Part Number Sfx	Labor Operation
USA 00782	12/13/23	[redacted]	5	1	82		RAV		RAV
USA 00782	12/13/23		5	2	28		14A005		14056D
USA 00782	12/13/23		5	2	28				MT14A005
USA 00782	12/13/23		5	2	28				ADD
USA 00782	12/13/23		5	3	X2		14401		10654C
USA 00782	12/13/23		5	3	X2				12651D
USA 00782	12/13/23		5	3	X2				12651D45
USA 00782	12/13/23		5	3	X2				12651D45WR
USA 00782	12/13/23		5	3	X2				AD
USA 03217	06/02/23		5	1		NX6	8A507	A	22S73B
USA 03217	06/02/23		5	2	42	BAG	48H6	760	12650D
USA 03217	06/02/23		5	2	42	KK1	12A650	JANP	10654C
USA 03217	06/02/23		5	2	42	NX6	14A005	GF	10654C1
USA 03217	06/02/23		5	2	42				12650D6
USA 03217	06/02/23		5	2	42				12650DX1
USA 03217	06/02/23		5	2	42				MT14A005

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/09/2023

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

VEHICLE: 2022 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B6XNR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 18,893 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 52 4 39 DRIVING PERFORMANCE STALLS/QUITS
DECELERATION INTERMITTENT
Additional Symptom: stalls in sport mode
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 03/09/2023 02:42PM KSEITZIN
Web Form Data(119891232) Description of Vehicle Concern: ENGINE STALLS WHEN COMING TO A STOP Please list any diagnostics already performed: PERFORMED KOEO AND KOER, PASS Parts Replaced: NONE Your Question: The vehicle has to be in sport mode, and when coming to a quick or sudden stop the engine will stall like the converter is staying engaged, restarts with no problem. will not stall during normal stop. I think we need to put a torque converter in but Im hesitant because of the fact that it only occurs in sport mode and hard stops.
RECOMM 03/09/2023 02:42PM KSEITZIN
Hello James, Thank you for reaching out. To find out if the torque converter is causing the concern please place the vehicle on a lift with the wheels off the ground. Start the vehicle in neutral and then place into drive with sports mode with your foot off the brake. Then apply the brake If the engine starts to bog down like it is going to stall it is the torque converter. You can also monitor RPM and TSS while doing so. TSS should go to 0 when stopping and RPM should go to idle. If RPM falls with TSS the torque converter is stuck on. Proceed with the main control inspection/replacement per <A target=_blank href=https://www.fordtechservice.dealerconnection.com/Transport?link=001&ampparam=22-7036 target=_blank>GSB 22-7036</A>. If the concern is still present please replace the transmission assembly under LTIS. Thank you, Kurt S.
ADD-ON 03/09/2023 02:42PM KSEITZIN
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact

---------- 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/09/2023

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: 01/18/2022 Warranty Start Date: 03/02/2022
Date of Sale: 03/02/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA FA
Bld Dt: Calb: NCHDY1N A
Serial #:
4133A22011130252LX6G 6007 AFA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21357132234 LX6P 7000 DB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-??????????????????????
Paint : PN4-??????????????????????????--------- CACTUS 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

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : JAMES DE ROCHER JR Title: SHOP FOREMAN
Phone :
JAMES DE ROCHER JR
Rpr Dlr:USA 04544 - Red McCombs Ford Ph#: [redacted]
City: San Antonio State : Texas
Country: United States Region : Houston

Claim #/Date : [redacted] 03/07/2023

Specialist's
Name : KSEITZIN -??????????????????????

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/09/2023

--- 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 Part Number Pfx	Base	Sfx	Labor Operation
USA 04544	08/29/23	[redacted]	26408	1	42	BAG	48H6	760	10654C
USA 04544	08/29/23		26408	1	42				10654C1
USA 04544	08/29/23		26408	1	42				10654C1BB
USA 04544	08/29/23		26408	2	42	LX6	9D289	SJ	ADD
USA 04544	08/29/23		26408	2	42				12650DX1
USA 04544	08/29/23		26408	2	42				12650D45
USA 04544	08/29/23		26408	2	42				12650D22
USA 04544	08/29/23		26408	2	42				12650D
USA 04544	09/11/23		26425	1	42	JM5	7A100	D	7001D
USA 04544	09/11/23		26425	1	42	X	12	QULV	7001D14
USA 04544	09/11/23		26425	1	42				7000AXQ

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
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 SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B67MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 257 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 54 2 39 DRIVING PERFORMANCE LACK/LOSS OF POWER
ACCELERATION INTERMITTENT
Additional Symptom: Several Warning Lights
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 06:35PM PRESTON FORE MSS - FCSD - TECH ASSIT CENTER
Web Form Data(118460433) Description of Vehicle Concern: customer states while getting onto on ramp vehicle lost all power started shaking and had check engine light, traction control and collision avoidance lights came on. vehicle towed in advise Please list any diagnostics already performed: no waring lights on fdrs diagnosis multi codes set. cleared codes road test unable to verfy concern Parts Replaced: none Your Question: low mileage. multi codes set. cleared codes road test unable to verify concern. customer doesnt want truck back until we find something. was towed in. checked grounds and power that i can see. checking to see if warranty trends ort diagnosis assistance direction. abs c0031:68 c0034:68 u0161:28 u0141:69 pcm p07e:00 p2112:00 p0415:68 p2115:00.pscm u1a00:87 o0401:00 u-415:00awd u0415:00 ipma u0401 u0418. thx in advance. no self help post available. no aftermarket devices noted

RECOMM 10/15/2021 06:35PM PRESTON FORE MSS - FCSD - TECH ASSIT CENTER
Hello Kenneth, Thanks for contacting the Ford Technical Assistance Center with regards to the vehicle losing all power and several warning light coming on as a result. Because this issue has occurred for the customer, it possible that there is either a VREF concern or a loss of communication concern that has occurred on this vehicle. Why this make sense is because of the U codes that were set in the vehicle when it was self-tested with FDRS. To try and narrow down what may or may not communicating, we can refer to performing a Live Network Test to see if any module goes off-line with the key on. It would be a good idea to wiggle, shake, tap, bend, twist, or jiggle any of the main wiring harness inside the vehicle, inside the engine bay, and around the engine and transmission. The reason for this is try and duplicate the vehicle would have been put under when entering the freeway. By doing so, we can see what modules go off-line and which say communicating with FDRS. Depending on what is found it would be a good idea to focus on the module(s) that are not communicating with the vehicle. Checking pin fitment with the appropriately sized flex probes would be a good idea. If there are any issues with found with pin

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

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

--TYPE-- ---------- COMMENT TEXT ----------
fitment, then it would be a good idea to replace the pins or pigtail

fitment, then it would be a good idea to replace the pins or pigtail depending on what is damaged. Use GSB0000033, GSB0000142, and Wiring Cell 5 to assist with these repairs. If the above methods help address the customers concerns, then please take a moment to complete the repair survey. This will ensure that we are providing the best diagnostics possible and allow other technicians to use the self-service tool repair like units. If further assistance is needed on this contact, please update the form as necessary or give us a call @ (800-826-4694). Thanks, and have a great day! Preston F. Ford Technical Assistance Center As your dealership is equipped with the See What I See headset, if additional assistance is requested please contact the Technical Assistance Center at (800) 826-4694. Once connected to a Technical Assistance Center representative, a See What I See session will be initiated. Prior to calling, please ensure:

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 WiFi connectivity.
If you are unsure about any of the above items, or are looking for more information in general regarding using the headset, most questions are addressed within the <a target=_blank href=https://www.youtube.com/playlist?list=PLKN6Sz7yuHvW5_4Mdpet2Ebckw5XkH2Ua>Getting Started</A> videos. 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, please ensure to include a cell number, a Technical Assistance Center representative will contact you to conduct a See What I See session for enhanced support.

---------- 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
ABS#C0031-68,C0034-68,U0141-69,U0161-28
PSCM#U0401-00,U0415,U1A00-87
IPMA#U0401,U0418
PCM#P0415-68,P07E4,P2112,P2115-00
AWD#U0415
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 #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/15/2021

---------- V E H I C L E D E T A I L S ----------
Vehicle Build Date: 09/09/2021 Warranty Start Date: 09/23/2021
Date of Sale: 09/23/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21245130140LX6G 6007 ACA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21232132153 LX6P 7000 DB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-??????????????????????
Paint : PN4-??????????????????????????--------- ICONIC SILVER/SILVER RADIANCE

---------- 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 : KENNETH MACRAE Title: TECHNICIAN
Phone :
KENNETH MACRAE
Rpr Dlr:USA 07488 - San Tan Ford Ph#: [redacted]
City: Gilbert State : Arizona
Country: United States Region : Phoenix

Claim #/Date : [redacted] 10/15/2021

Specialist's
Name : PRESTON FORE

---------- 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 Number Base	Part Number Sfx	Labor Operation
USA 07488	08/17/23	[redacted]	11857	1		NX6	8A507	A	22S73B
USA 07488	08/17/23		11857	2					22S21A

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

VEHICLE'S WARRANTY HISTORY (365 days only)

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Sfx	Labor Operation
USA 07488	10/31/23	[redacted]	12736	1	42	LB5	14529	BB	12651D
USA 07488	10/31/23		12736	1	42	LJ6	14529	CA	12651D45
USA 07488	10/31/23		12736	1	42				14529AT
USA 07488	10/31/23		12736	2	82		RENTAL		

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/02/2022

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B61MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 47,917 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 52 2 39 DRIVING PERFORMANCE STALLS/QUITS
ACCELERATION INTERMITTENT
Additional Symptom: Stalls
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 12/02/2022 11:11AM TMARSH86
Web Form Data(119748383) Description of Vehicle Concern: CUSTOMER STATES VEHICLE KEEPS STALLING WHEN DRIVING IN TRAFFIC, PERFORMED SELF TEST WITH NO CODES, ROADTESTED VEHICLE OVER 100 MILES AND COULD NOT DUPLICATE CUSTOMERS CONCERN. IS THERE ANY KNOWN CONCERNS OR CASES RELATING TO THESE SYMPTOMS? THANK YOU. Please list any diagnostics already performed: PERFORMED SELF TESTS AND ROADTESTS Parts Replaced: NONE Your Question: ANY KNOWN CONCERNS? CUSTOMER HAS AN OPEN CASE WITH FORD CAS-[redacted]
RECOMM 12/02/2022 11:11AM TMARSH86
Mike, While it is understood that the concern has been difficult to replicate, it would be advised to further focus on duplication of the concern. It may be helpful to discuss with the customer about when the concern occurs such as shortly after startup or after drive awhile, is it hot or cold outside, wet or dry, etc., then try to duplicate the conditions in order to induce the fault. While duplicating the concern it may be recommended to use a scan tool to perform a live network test to determine if any networks or modules are losing communication when the concern occurs. It may also be recommended to monitor the fuel pressure using a manual fuel pressure gauge when the concern occurs. If any modules or networks lose communication, then perform the appropriate pinpoint test in WSM section 418-00 Diagnosis and Testing. If only the PCM is losing communication when the concern occurs, then perform PPT Y in WSM section 418-00 Diagnosis and Testing. If no communication concerns are found but a fuel pressure concern is found, then follow PPT HC in the WSM section 310-01A Diagnosis and Testing. If no communication or fuel pressure concerns are found, then it would be recommended to enter the stalling symptom into the Diagnostic tab of PTS then perform any pinpoint tests which populate when the search is completed. This is the replacement to the symptom charts which were previously available in the PCED on older vehicles. 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),

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/02/2022

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

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

click <A target=_blank

click <A target=_blank href=https://outlook.office365.com/owa/calendar/swisscheduler@ford.com/bookings/s/5imEz-vymUu3N4THp6tynA2>Schedule</A> 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/reviewTISfaq.faces?LANG=EN-US&GEO=USA&dswid=-520>Headset software/hardware concerns</A>

<A target=_blank href=http://site-307934.bcvp0rtal.com/detail/videos/tools-equipment/video/6290958058001/swis-initial-setup>Initial headset setup</A> Ford Technical Assistance Team Member Tim

ADD-ON 12/02/2022 11:11AM TMARSH86
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact

RECOMM 12/02/2022 11:14AM JFRITTER
Mike, 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 repairing the vehicle.
 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. VOR Specialist - Jon

ADD-ON 12/02/2022 11:14AM JFRITTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact

ADD-ON 12/02/2022 11:14AM JFRITTER
Reason For Escalation : Technical Progress

CONVRS 12/02/2022 02:33PM JFRITTER
OBC TO THE DEALER AND SPOKE WITH SA ALEX. THE VEHICLE PREVIOUSLY HAD A …COOLANT LEAK BUT HAS BEEN RESOLVED BY REPLACING THE COOLANT PUMP. THE …VEHICLE WAS TOWED IN DUE TO AN INTERMITTENT STALLING CONCERN IN TRAFFIC. …THE CUSTOMER STATED THAT THE VEHICLE WOULD STUMBLE, STALL, AND SOMETIMES …WAS A LITTLE DIFFICULT TO RESTART. THE DEALER HAS DRIVEN THE VEHICLE …OVER 100 MILES AND HAS NOT BEEN ABLE TO DUPLICATE THE CONCERN. THE …TECHNICIAN HAS LOOKED OVER THE VEHICLE AND THERE ARE NO FAULTS FOUND.

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/02/2022

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

--TYPE-- ---------- COMMENT TEXT ----------
CONCER 12/05/2022 11:35AM JFRITTER

CONCER 12/05/2022 11:35AM JFRITTER
Spoke with SA Alex. They test drove the vehicle again today and still have not duplicated any concerns. Alex said that they are going to return the vehicle to the customer today.
RECOMM 12/05/2022 11:35AM JFRITTER
Mike and Alex, If the vehicle returns and you can duplicate the concern and further technical assistance is needed, then open a TSR and we will be happy to assist. VOR Specialist - Jon
ADD-ON 12/05/2022 11:35AM JFRITTER
VOR case closed,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments : N/A

---------- 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
CB##C0031-68,C0034-68,U0141-69,U0161-28
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: 12/07/2020 Warranty Start Date: 01/18/2021
Date of Sale: 01/18/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 11270
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A20337130746LX6G 6007 ACA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A20318131368 LX6P 7000 DB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-??????????????????????
Paint : PN4-??????????????????????????--------- CARBONIZED GRAY/ASHER GRAY

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/02/2022

---------- 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 : MIKE SLAPPAY Title: TECHNICIAN
Phone :
MIKE SLAPPAY
Rpr Dlr:USA 11270 - Hassett Ford-Lincoln Ph#:[redacted]
City: Wantagh State : New York
Country: United States Region : New York

Claim #/Date : [redacted] 11/23/2022

Specialist's
Name : TMARSH86 -??????????????????

---------- 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
11/08/2022	NXHFF522	CACVOC	ST/RN/MV		USA 11270

--- 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 #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/25/2022

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B67MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 16,866 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 39 START/RUN/MOVE STARTING
NO CRANK INTERMITTENT
Additional Symptom: shut off then 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 08/25/2022 10:21AM TMARSH86
Web Form Data(119594267) Description of Vehicle Concern: VEHICLE DIED WHEN LEAVING INTERSECTION, BRAKES LOCKED UP AND WOULD NOT RESTART. STATES NORMALLY TURNS OFF AUTO STOP/START. FORGOT TO TURN OFF AUTO STOP / START THAT DAY. LEAVING INTERSECTION VEHICLE COMPLETED SHUT OFF. DID NOT START BACK UP. VEHICLE HAD TO GET TOWED. VEHICLE WAS JUMP START BY TOWING COMPANY . VEHICLE NOW STARTS PROPERLY Please list any diagnostics already performed: CHECKED DTCS, ALL DTCS WERE RELATED TO LOW BATTERY VOLTAGE CODES, CLEARED DTCS, TEST DROVE VEHICLE SEVERAL TIMES. CHECKED TSBS & SSMS, TESTED BATTERY WITH ROTUNA TESTER, PASSED. CHECKED FOR PROPER OPERATION ON STOP / START, OK. TEST DROVE VEHICLE AGAIN SEVERAL TIMES, UNABLE TO DUPLICATE.CHECKED BATTERY CONNECTIONS, OK. CHECKED FOR LOOSE GROUNDS, OK. Parts Replaced: NONE Your Question: WHAT ELSE DO I CHECK FOR?
RECOMM 08/25/2022 10:21AM TMARSH86
Victor, While it was mentioned that you checked the battery connections and grounds, if not done so already, then be sure to inspect the C102A, C1617A C1100A, C1003, the 225a mega fuse on the generator B+ circuit, and G100 for any looseness, damage, corrosion, or other concerns. With the vehicle not starting manually after the event, then it is not suspected to be directly related to an auto stop start event. While it is understood that it is difficult to reproduce, it would be recommended to duplicate the concern in order to gather further information. It may be helpful to discuss with the customer about when the concern occurs such as just after beginning to drive or after driving awhile, is it hot or cold outside, wet or dry, after a bumpy road, etc., gather as much information as possible, then try to duplicate the conditions in order to induce the fault. When duplicating the concern, it would be recommended to monitor the PIDs related to the charging system as well as normal drivability PIDs like fuel pressure, etc., to help determine the best next steps. 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/25/2022

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

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

target=_blank

target=_blank
href=https://outlook.office365.com/owa/calendar/swisscheduler@ford.com
/bookings/s/5imEz-vymUu3N4THp6tynA2>Schedule</A> 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>

<A target=_blank
href=http://site-307934.bcvp0rtal.com/detail/videos/tools-equipment/vi
deo/6290958058001/swis-initial-setup>Initial headset setup</A> Ford
Technical Assistance Team Member Tim

ADD-ON 08/25/2022 10:21AM TMARSH86
Consulted Sean P.: Confirmed thoughts on connections again, and
duplicated. Discussed how best to proceed beyond just duplication.
Suggested tech monitors both charging system and drivability PIDs and
re-evaluate after duplication.,SWIS Session Status : SWIS Not
Necessary, SWIS Session Sub Status : 1st Contact

CONCER 08/25/2022 05:14PM GTCGCQIS
checked C102A, C1617A C1100A, C1003, the 225a mega fuse on the
generator B+ circuit, and G100 for any looseness, damage, corrosion,
all ok. checked the starter connections, ok. test drove vehicle
several more times, all ok at this time. spoke with the customer did
happen when vehicle shut off for stop / start and vehicle did not turn
back on. dash lights were still on. test drove again to try and
duplicate concern, is it convenient to replace the starter ? or what
else do i check ?

RECOMM 08/26/2022 04:38PM JHAMI148
Victor, Thank you for the update. While a starter fault could cause a
no crank condition, it should not cause a stall or low battery votalge
DTCs. Therefore, the starter would not be suspected at this time.
Given the low voltage DTCs that set and the fact the vehicle could be
restarted previously by jump starting it is likely that the battery
has a bad cell and intermittently cannot carry a load. Therefore, it
is recommended to continue with replacement of the battery and then
retest. If the concern persists after battery replacement, you will
need to determine a method to duplicate the fault so that further
testing can be conducted. This may require additional road testing,
wiggle tap testing, or working with the customer to determine the
exact conditions they experience the fault under so those conditions
can be replicated. Once duplicated, retrieve DTCs and diagnose using

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/25/2022

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

--TYPE-- ---------- COMMENT TEXT ----------
the appropriate workshop manual pin point test. Technical Assistance

the appropriate workshop manual pin point test. Technical Assistance Center- Jack
ADD-ON 08/26/2022 04:38PM JHAMI148
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact, SWIS Comments : na

---------- 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
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: 02/22/2021 Warranty Start Date: 04/06/2021
Date of Sale: 04/06/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 07822
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21041130090LX6G 6007 ACA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21021120137 LX6P 7000 DB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC C-????????????????????
Paint : PN4-????????????????????????--------- CACTUS 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/25/2022

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : VICTOR NARANJO Title: TECHNICIAN
Phone :
VICTOR NARANJO
Rpr Dlr:USA 04786 - Price Ford of Turlock Ph#:[redacted]
City: Turlock State : California
Country: United States Region : San Francisco

Claim #/Date : [redacted] 08/22/2022

Specialist's
Name : TMARSH86 -??????????????????

---------- 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 Number Base	Sfx	Labor Operation
USA 04786	06/22/23	[redacted]	26330	1		NX6	8A507	A	22S73B

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/24/2022

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B69MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 1,496 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 42 Z 00 START/RUN/MOVE MOVING
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: Vehicle shut off while driving
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 01/24/2022 01:53PM SMASCOTE
Web Form Data(118644916) Description of Vehicle Concern: customer states that vehicle shut off while driving and all the lights on the dash turned on. test drove vehicle twice and drove 25 miles and was not able to duplicate concern. scanned vehicle and has all the codes listed above. vehicle has 1496 miles on it. Please list any diagnostics already performed: scanned vehicle unable to duplicate concern Parts Replaced: none Your Question: have you run into anything like this?

RECOMM 01/24/2022 01:53PM SMASCOTE
Patrick, Any known concerns would be located within the self help tool when submitting a concern to the Technical Assistance Center. Currently there are no published messages regarding this vehicles concern. At this time since the concern has not been duplicated, this is where we are going to need to focus first. If we have already test driven the vehicle for 25 miles, we can try starting the vehicle at different engine temperatures as well as starting the vehicle after it has cold soaked inside vs outside. With the DTCs that were listed being communication DTCs, it would be recommended to wiggle the harnesses and verify the connectors are all sitting correctly and not loose. If the concern is still unable to be duplicated, it would be recommended to reach out to the customer to determine under what conditions the concern was present. We can ask things such as what was the weather like when the concern was present? Were we on a long drive or a short trip? When the concern occurred, were we under heavy acceleration, light acceleration or cruising? Was there any leading signs that a fault was going to occur? Is there a specific roadway where the fault got induced ? (ex. bumpy, uphill, downhill or curvy). Anything that could be beneficial when duplicating the concern should be asked at this time. Once the information is collected from the customer, we can use it to see if we can duplicate the concern now. 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/24/2022

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

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

possible.
 Your 9-digit TAC Contact ID from your

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. Ford Technical Assistance Center - Sam M.

---------- 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
GSM#U0100
SODL#U0100,U0101
TCU#U0100
PSCM#U0100,U0423
ACM#U0100
SODR#U0100,U0101
BCM#U0100
HVAC#U0100,U0401
ABS#U0100,U0101
BECMB#U0100
IPMA#U0100,U0101,U0401
RCM#B00A0,U0100,U0413
IPC#U0100
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: 07/26/2021 Warranty Start Date: 09/22/2021

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/24/2022

Date of Sale: 09/22/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 07441
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21173131230LX6G 6007 ACA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21153121441 LX6P 7000 DB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-??????????????????????
Paint : PN4-??????????????????????????--------- AREA 51

---------- 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 : PATRICK SWEENEY Title: TECHNICIAN
Phone :
PATRICK SWEENEY
Rpr Dlr:USA 10734 - Bud Smail Ford Lincoln Ph#: [redacted]
City: Greensburg State : Pennsylvania
Country: United States Region : Pittsburgh

Claim #/Date : [redacted] 01/20/2022

Specialist's
Name : SMASCOTE -??????????????????

---------- 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 Number Base	Sfx	Labor Operation
USA 10734	09/25/23	[redacted]	10611	1		NX6	8A507	A	22S73B
USA 10734	12/19/23		12105	1	42		NPF		NPF
USA 10734	12/26/23		12124	1	91	LJ6	14529	CA	14529A
USA 10734	01/31/24		12126	1	42	LX6	5A289	BB	1006D

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/24/2022

VEHICLE'S WARRANTY HISTORY (365 days only)

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Sfx	Labor Operation
USA 10734	01/31/24	[redacted]	12126	1	42	GU2	5K256	A	5230AB
USA 10734	01/31/24		12126	1	42				1006DXQ
USA 10734	01/31/24		12126	1	42				MT5A289
USA 10734	01/31/24		12126	2	42	KK1	12A650	JANP	12650D
USA 10734	01/31/24		12126	2	42	LX6	14A068	Z	12650D55
USA 10734	01/31/24		12126	2	42	M1P	14F642	C	12650D6
USA 10734	01/31/24		12126	2	42				12651D37
USA 10734	01/31/24		12126	2	42				12650D45
USA 10734	01/31/24		12126	2	42				MT14F642

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/30/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B63MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 29,944 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 52 1 39 DRIVING PERFORMANCE STALLS/QUITS
AT IDLE INTERMITTENT
Additional Symptom: stall, no crank
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 11/30/2023 05:13PM ANDREW JOHNSON(FSE) MSS - FCSD - SOUTHEAST REGION
Web Form Data(120264988) Description of Vehicle Concern: Vehicle is stalling at stoplights and not being able to be restarted. No crank. Towed in twice Please list any diagnostics already performed: Retrieved DTCs. Found most codes are related to battery voltage. Tested battery and battery tests good. When vehicle was towed in there was no power to IPC or anything. Service manager said he was messing with GSM and IPC illuminated so he could get mileage. I think this was a coincidence. Currently vehicle is running and driving fine with no DTCs after clearing them. Cannot duplicate stall concern. With vehicle idling in my bay i wiggle tested engine harness. Inspected and verified grounds G112, G113, G104, G105, G106 and G103. Made sure battery connections are tight. Parts Replaced: none Your Question: Im kind of stumped on this, I would like you to examine the connected vehicle data and maybe point me in a direction

RECOMM 11/30/2023 05:13PM ANDREW JOHNSON(FSE) MSS - FCSD - SOUTHEAST REGION
Nicholas, There is the SSM 51254 that should be checked out and used. When looking at the connected vehicle data, there are a lot of U3003:16 codes which indicates the module lost power supply. Most of those modules listed receive power from the run/start relay in the BJB seen on wiring cell 13-4. Please go to that cell and then you can see the various modules and components that receive that power supply. It is possible the relay is failing or the connections are failing causing multiple modules to lose power. You could pull the run/start relay and see if the customers condition can be recreated, allowing you to also check the connections and wiggle test while there. The vehicle does have many communication codes but these are likely due to the loss of power. So continue to focus your testing on wiggle tests and identifying power connections that could cause multiple modules to lose power. -FSE Beau Johnson (covering for Joel)

CONCER 12/01/2023 01:59PM GTCGCQIS
I ve updated the GWM as per SSM 51254. I looked into the wiring diagram and found there are modules on that circuit that do not list the battery voltage code. Also, I cannot remove the relay as it is

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/30/2023

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

--TYPE-- ---------- COMMENT TEXT ----------
internal to the BJB. It seems unlikely the relay is the cause of

internal to the BJB. It seems unlikely the relay is the cause of concern and more likely the GWM had something to do with it. Another thing while looking at the wiring diagram with the vehicle running, I wiggle tested all inline connectors. Tapped and wiggled the BJB and concern is not present. There are multiple modules that list low battery voltage that are not in the start/run circuit. Still cannot duplicate concern so I might just release the vehicle back to customer with the updated GWM and see if the concern is still present. Last time the vehicle was here was 400 miles ago so we will not be able to replicate that mileage.

RECOMM 12/04/2023 01:50PM JOEL MURPHY(FSE) MSS - FCSD - SOUTHEAST REGION
Hello Nicholas, Thank you for the updated information regarding the Gateway Module (GWM) software update and the wiggle test performed with the vehicle running to the Battery Junction Box (BJB) and associated connectors. As this concern is intermittent use of the connected vehicle data can be beneficial to aid with diagnosing this concern. When reviewing the connected vehicle data several low battery voltage fault codes were confirmed as previously noted along with several fault codes associated with the PSCM. As the PSCM creates a large current draw during operation it is recommended to closely inspect the PSCM wiring to determine if any intermittent defects are present related to chaffing, poor pin fit and moisture intrusion. If no obvious defects are found please continue working with the vehicle owner so the exact conditions in which the stall event occurred can be documented and used to aid with replicating the concern for diagnosis. Conditions related to temperature, rain, when the fault occurred during the day, location and driving habits can all aid with establishing a condition in which the fault will occur that can be replicated for testing.

---------- 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
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: 12/14/2020 Warranty Start Date: 01/22/2021

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/30/2023

Date of Sale: 01/22/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 01625
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A20344130685LX6G 6007 ACA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A20329131816 LX6P 7000 DB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-????????????????????
Paint : PN4-??????????????????????????--------- ALTO BLUE TC/EMPIRE BLUE

---------- 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 : NICHOLAS ZOROVICH Title: TECHNICIAN
Phone :
NICHOLAS ZOROVICH
Rpr Dlr:USA 01625 - AutoNation Ford Sanford Ph#: [redacted]
City: Sanford State : Florida
Country: United States Region : Orlando

Claim #/Date : [redacted] 11/29/2023

Specialist's
Name : ANDREW JOHNSON (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 Number Base	Part Number Sfx	Labor Operation
USA 01625	05/17/23	[redacted]	23841	1		NX6	8A507	A	22S73B
USA 01625	10/18/23		28773	1	34	M1P	7828125	A	MT28125
USA 01625	10/18/23		28773	1	34	M1P	7828124	A	MT28124
USA 01625	11/09/23		29536	1	04		7E395		12650D

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/30/2023

VEHICLE'S WARRANTY HISTORY (365 days only)

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Sfx	Labor Operation
USA 01625	11/09/23	[redacted]	29536	1	04				12650DX1
USA 01625	11/09/23		29536	1	04				12650D45
USA 01625	11/09/23		29536	1	04				12650D80
USA 01625	11/29/23		29944	1	42		14F642		MTDIAG
USA 01625	11/29/23		29944	2	07	K2G	4022	M	232335C
USA 01625	11/29/23		29944	2	07		W718014	S450	
USA 01625	11/29/23		29944	2	07	6C2	4N282	AA	
USA 01625	11/29/23		29944	2	07	X	75W	QL	
USA 01625	11/29/23		29944	2	07		4022		
USA 01625	11/29/23		29944	3	82		ROADASST		
USA 01625	11/29/23		29944	4	82		RENTAL		
USA 01625	11/29/23		29944	5	42	BAG	48H6	760	10654C
USA 01625	11/29/23		29944	5	42				10654C1
USA 01625	11/29/23		29944	5	42				10654C1BB

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/08/2021

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

VEHICLE: 2021 BRONCO SPORT 4X4,LTD,2DR,MPV VIN:3FMCR9C66MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 2,832 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: Intermittent network fault
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 11/08/2021 03:45PM DREADIN3
Web Form Data(118501003) Description of Vehicle Concern: Center Screen, Instrument Panel Cluster, and Hud go black intermittently while driving, vehicle dies, does not restart. At one point while sitting on the side of the road after attempting to restart the vehicle waited nearly ten minutes and restarted on its own. Push Button Start. Please list any diagnostics already performed: Pulled codes, multiple codes found in ALL modules except GWM on multiple occasions. Codes are for communications failure on all networks and between multiple modules on different networks, no single module seems to go down, rather all modules seem to lose communication with each other. Checked Battery and Alternator performance, came back fine. Performed GWM pinpoint tests, replaced GWM and configured/pmi problem seemed resolved, returned to customer. Customer brought back. NO single module seems to be affected, rather all are losing communication with each other. Reprogrammed PCM, BCM, and TCU problem once again seemed resolved, test drove, could no longer duplicate returned to customer. Customer had towed in, same problem. Checked codes, once again communication codes between all modules and across all networks, primarily PCM and BCM communication failure this time however, although U codes for other modules on other networks are still present. Checked wiring again at PCM connectors, BCM connectors, and communication wires running from rear of GWM to the first split, including voltage and resistance diagnosis, no problems were found. Parts Replaced: Gateway Module Your Question: After the same problem keeps recurring and there is no single modules or networks able to be determined from DTCs what is the next step?
RECOMM 11/08/2021 03:45PM DREADIN3
Charles, It is understood that intermittently multiple systems will go inoperative and there are many loss of communication DTC. With the concern being intermittent a circuit fault is suspected. If the concern is not able to be duplicated easily, then start by trying to run a live network monitor (refer to GSB0000043) or using a breakout box, try monitoring the voltages on the different networks. When

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/08/2021

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

--TYPE-- ---------- COMMENT TEXT ----------
monitoring voltages refer to WSM 418-00> Description and Operation,

monitoring voltages refer to WSM 418-00> Description and Operation, this will give information on what the voltage reading should be. While monitoring the voltages or performing a Live Network Test, try wiggling or manipulating the harnesses on the different networks and try tapping on the modules. This will help isolate an intermittent harness fault. Another resource that can be used for intermittent network concerns is following the DTC Driven CAN Diagnostics videos. These are found in the Technical Support videos in PTS Home tab. If the concern is easily duplicated, then start by running a network test when the fault is present and take note of which modules are offline. If the network test indicates there is an entire network offline (all modules on that network) or there are multiple networks offline, then diagnose this according to WSM 418-00> Diagnosis and Testing. If there are multiple networks offline, then diagnose the highest network first. For example, if both the HS1 and HS2 CAN are offline, start by diagnosing the HS1 first. If the network test indicates there are multiple modules offline, but not an entire network, then take note of the modules being affected and check for any commonalities between these. Determine if they all communicate on the same network (which could indicates an open circuit on that network), or if they all receive run/start or ISP-R voltage, or if they share a common ground with each other. Thank you, Daniel R. Ford Technical Assistance Center 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.

---------- 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
GSM#U0140:00-0A

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/08/2021

HVAC#U0100:00-08
ABS#U0100:00-2E,U0101:00-2E,U011D:00-2F,U0140:00-2E
ATCM#U0100:00-08,U0140:00-08
BECMB#B1142:62-0A,U0100:87-0A,U0140:87-0A
ACM#U0100:00-0A,U0100:00-2E
DDM#U0140:00-0A
IPC#U0102:00-08
BCM#U0121:87-0A,U0131:87-0A,U0155:87-0A,U0184:87-0A,U0199:87-0A,U0200:87-2A,U02023A:87-0A,U0253:87-0A
APIM#U0140:00-2E,U0155:00-0A
AWD#U0121:00-2E,U0126:00-2E,U0155:00-2E,U0212:00-2E
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: 07/29/2021 Warranty Start Date: 08/31/2021
Date of Sale: 08/31/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21158131161LX6G 6007 ACA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21152120048 LX6P 7000 DB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC G-??????????????????????
Paint : PN4-??????????????????????????--------- CACTUS 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

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : CHARLES WILLIAMS Title: TECHNICIAN
Phone :
CHARLES WILLIAMS
Rpr Dlr:USA 05218 - Republic Ford Lincoln, Inc. Ph#:[redacted]
City: Republic State : Missouri
Country: United States Region : Kansas City
Claim #/Date : [redacted] 11/01/2021

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/08/2021

Specialist's
Name : DREADIN3 -??????????????????

---------- 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
12/27/2021	MZ1CJ513	CACVOC	DRV	PERF			USA 09202
01/10/2022	N1JB2023	NHL	ST/RN/MV				USA 09202

--- 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 Number Base	Part Number Sfx	Labor Operation
USA 05960	11/21/23	[redacted]	20213	1		NX6	8A507	A	22S73B

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/06/2023

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

VEHICLE: 2022 BRONCO SPORT 4X4,TRAIL,2DR,MPV VIN:3FMCR9D98NR[redacted]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 1,612 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 9 38 START/RUN/MOVE STARTING
AUTO-START-STOP INOPERATIVE
Additional Symptom: Auto S/S wont restart
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	03/06/2023 11:56AM TYLER BISHOP(FSE) MSS - FCSD - GREAT LAKE REGION Web Form Data(119880557) Description of Vehicle Concern: Vehicle will not restart after auto start stop at times Please list any diagnostics already performed: verify concern, at times after and auto start stop event the vehicle will not restart. When shifting to park the vehicle still will not start. Have to completely power down and restart. Vehicle sets DTC P164C follow PPT AA monitor the pre selected pids for auto start stop. Per the PPT i re-configured the PCM. The concern is still present. Parts Replaced: N/A Your Question: With this being intermittent and only after a auto start stop event.(Does not occur unless vehicle shut off due to auto start stop.) The PPT ends with a reconfiguration of the PCM as a fix. do you have any direction on where i should go from here.
RECOMM	03/06/2023 11:56AM TYLER BISHOP(FSE) MSS - FCSD - GREAT LAKE REGION Justin, This fault can be caused by a BMS sensor issue. Perform a BMS reset to determine if the fault persists. If the fault is still present, inspect the CKP sensor connection and CKP mounting to verify proper connection. If no concern is found, replace the BMS sensor and retest. Tyler B. Ford Motor Company
ADD-ON	03/06/2023 11:56AM TYLER BISHOP(FSE) MSS - FCSD - GREAT LAKE REGION Transferred from FWDTRANS to 34GAS - no transmission issues noted ,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact
CONCER	03/09/2023 09:59AM GTCGCQIS Inspect the CKP sensor no issue found. Performed a BMS reset issue still present. Replace the BMS sensor and reset, issue still present. Perform PPT again and reconfigure the PCM again issue still present. i have inspected the engine harness with no issues found.
RECOMM	03/10/2023 12:34PM COLE CHRISTENSEN(FSE MSS - FCSD - CALIFORNIA REGION Justin, Thank you for the update on further inspection and replacement. With the BMS replaced and reset, please proceed by accessing the auto start stop inhibitor PIDs to check to see what is causing the system to inhibit itself. Refer to the PCM module PID datalogger, then in the search bar at the stop type in Stop-Start

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/06/2023

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

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

for all Auto start stop PID viewings. There should be anywhere around

for all Auto start stop PID viewings. There should be anywhere around 100 range for all PIDs. If any indicate TRUE or YES, this would be indicating it is preventing the operation of the start stop system. Thank you, Cole C. Ford Technical Assistance Center

ADD-ON 03/10/2023 12:34PM COLE CHRISTENSEN(FSE MSS - FCSD - CALIFORNIA REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Technical, SWIS Comments : further direction based on update

CONCER 03/28/2023 10:20AM GTCGCQIS
With the new BMS the fault is still occuring. The PIDS that i have reading True are ss_inhib_at_05/ SS_INHIB_EC05/SS_INHIB-EC03. SS-INHIB_G1_11(this is true because i had the vehicle in park and it still would not start after the event)SS_INHIB_G2_03.ssinhib_g2_08/SS-INHIB_G2_19/SS_MON_STATE(Fault-monitor detected deviation in the main ctrl and demands stop start to discontinue for the remainder)SS-START-ERR(Engine rotation not confirmed while requesting starter activation) So it looks like after a stop-start event the PCM is commanding the starter to engine and its not. After a failed restart i have to completely shut the vehicle off and it will take multiple attempts before the engine will even attempt to crank. The customer states the only starting issues he has is after a stop-start event. Im not sure where to go from here, its like the PCM is not sending a signal to the start to engage after a stop-start event.

RECOMM 03/29/2023 03:58PM SERGIO RANGEL MSS - FCSD - TECH ASSIT CENTER
Justin, We appreciate the update regarding which PIDs read TRUE. Based on the PIDS reading TRUE lets focus on G2_03, G2_08, and G2_19. First confirm the SOC percentage reads greater than 80% and is not dropping if a BMS reset has been conducted. This would support a higher than normal drain present on the vehicle. This is important to note as G2_08 reads TRUE. If no issues are found, further conduct an individual self-test on the ABS module and PCM. This is advised since G2_03 and G2_19 read true. When reviewing vehicle health history, it can be noted the ABS module set U0100, indicating a loss of communication concern with the PCM. It s important no aftermarket devices are installed at the DLC, near the vehicle battery, BJB, PCM, or BCM. If any aftermarket components are installed, disconnect, or depower them and retest. A tracking device that is installed on the DLC can cause communication concerns and an excessive load on the electrical system if left installed. Sergio Ford Technical Assistance Center

ADD-ON 03/29/2023 03:58PM SERGIO RANGEL MSS - FCSD - TECH ASSIT CENTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Technical, SWIS Comments : Not necesasry

CONCER 03/30/2023 01:41PM GTCGCQIS
The U0100 was set after programing. When i look at history only p164c sets after the fault occurs, but still i went ahead and checked connector c135a and c2431 i don t see any issues with the pins i wouldn t think it would be a wiring issue since the fault only occurs after a stop-start event. I used FDRS and monitored the network when

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/06/2023

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

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

the fault occurs i have no network communication faults. I was able to

the fault occurs i have no network communication faults. I was able to recreate the fault today multiple times without u0100 setting only p164c. I checked the connectors at the bjb,bcm,pcm, c201,c197b. i removed the bjb and bcm and inspected for damage none present. i have done a relearn again per the ppt with no change. The fault has occurred with the bms at 99%, still i reset the bms. I have reconfigured the gwm, abs, and pcm. Again this issue only occurs intermittently after a stop-start event not every time you start the vehicle. i wouldn t think it would be a wiring issue. I think it is an internal issue with either the PCM or ABS module or programing.

RECOMM 03/31/2023 04:25PM RICTON LARSEN(FSE) MSS - FCSD - CENTRAL REGION
Justin, Thank you for verifying that the U2100 DTC is not related to the fault and that a communication concern is not suspected. When checking battery condition, please operate the vehicle normally without resetting the BMS to allow the BMS to learn the actual battery condition and update SOC (State of Charge) appropriately. Verify the BATT_SOC PID is being monitored and that it remains above 80% even when the concern occurs. For vehicles equipped with Auto Start Stop, an AGM battery is generally used. Please ensure the correct battery is installed in the vehicle per the parts catalog. If no battery system faults are found, then it is recommended to diagnose the other DTCs that have been setting in vehicle history such as BCM DTCs B108A:24, B1310:14, and U3006:16. If these DTCs set during operation and when the concern is present, then these DTCs should be diagnosed before suspected a module fault. We can start with PPT (Pinpoint Test) H found in WSM 211-05 for the first two DTCs. If necessary, we can also complete PPT S in WSM 419-10 for the U3006:16 DTC. If these DTCs set only due to testing and are not related to the concern, then we can continue diagnostics for a no crank no start concern. For this we can reference either PPT A or B in WSM 303-06B, depending on if this vehicle is equipped with Remote Start. Ricton Ford Technical Assistance Center

ADD-ON 03/31/2023 04:25PM RICTON LARSEN(FSE) MSS - FCSD - CENTRAL REGION
Consulted with Gas SME Sean Powers for system information and diagnostic recommendations.,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Technical, SWIS Comments : Clear direction provided via web.

ADD-ON 04/03/2023 04:37PM CALE GARRETT(FSE) MSS - FCSD - CENTRAL REGION
TECH JUSTIN REACHED OUT TO INQUIRE ABOUT VEHICLE SINCE I WILL BE AT DEALER TOMORROW FOR OTHER MATTERS AND WANTED TO SEE IF I COULD LOOK INTO THIS ONE AND HE POTENTIALLY HAVE VEHICLE THERE FOR US TO LOOK AT. DID SOME RESEARCH AND FOUND SOME LIKE UNITS WITH P164C WERE RESOLVED WITH A PCM. JUSTIN SAID HE CAN GET ONE TOMORROW AND ADVISED TO CONTINUE WITH IT. ADVISED TO BACKPROBE ISP-R AT PCM AND DUPLICATE TO SEE WHAT VOLTAGE READS WHEN CONCERN ACTS UP TO DETERMINE IF IT IS A POWER SIDE ISSUE OR PCM ISSUE.

CONCER 04/04/2023 01:46PM GTCGCQIS
Monitor ISP-R with FSE when issue occurs, found ISP-R had Battery voltage. Replace PCM, and program. PCM replacement resolved issue.

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/06/2023

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

--TYPE-- ---------- COMMENT TEXT ----------
ADD-ON 04/06/2023 12:44PM CALE GARRETT(FSE) MSS - FCSD - CENTRAL REGION

ADD-ON 04/06/2023 12:44PM CALE GARRETT(FSE) MSS - FCSD - CENTRAL REGION
JUSTIN UPDATED ON 4/4 THAT ISP-R REMAINED AT BATTERY VOLTAGE WHEN CONCERN OCCURRED. ADVISED TO REPLACE PCM BASED ON OTHER REPORTS I FOUND.

---------- 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#P01640A
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: 10/04/2022 Warranty Start Date: 12/29/2022
Date of Sale: 12/29/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 473 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: L1 PE GA
Bld Dt: Calb: NCHDR9N A
Serial #:
EE100 022150200007L1PE 6007 GA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A22238110158 LX6P 7000 XB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/65 R17 A/T Brand :
Radio : A/C : AC C-????????????????????
Paint : PN4-??????????????????????????--------- CACTUS 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/06/2023

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : JUSTIN ADAMS Title: TECHNICIAN
Phone :
JUSTIN ADAMS
Rpr Dlr:USA 08086 - Reuther Ford, Inc. Ph#: [redacted]
City: Herculaneum State : Missouri
Country: United States Region : Kansas City

Claim #/Date : [redacted] 03/01/2023

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

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Part Number Sfx	Labor Operation
USA 08086	03/01/23	[redacted]	1612	1	42	JX6	10C679	D	12650D
USA 08086	03/01/23		1612	1	42	M1P	12A650	EA	12650D45
USA 08086	03/01/23		1612	1	42				12650D6
USA 08086	03/01/23		1612	1	42				12650D80
USA 08086	03/01/23		1612	1	42				12650DX1
USA 08086	03/01/23		1612	1	42				AD
USA 08086	03/01/23		1612	1	42				MT10654C1
USA 08086	03/01/23		1612	1	42				MT10C679
USA 08086	03/01/23		1612	1	42				MT12651D5
USA 08086	03/01/23		1612	1	42				MT12A650D6
USA 08086	03/01/23		1612	1	42				MT14290

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/24/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B60MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 24,523 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 39 START/RUN/MOVE STARTING
NO CRANK INTERMITTENT
Additional Symptom: Intermittent 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 05/24/2023 11:52AM AARON COLES(FSE) MSS - FCSD - SOUTHEAST REGION
Web Form Data(120001095) Description of Vehicle Concern: C/S at stop light auto start/stop activated. went to take off and vehicle stalled out. attempted to restart, stated shift to park to start. It let the customer shift to park but when trying to start, no crank. NO warning messages present anywhere. After about two hours or so vehicle started normal with no warning messages or MILS. Please list any diagnostics already performed: Vehicle towed in for the second time. First visit similar DTCS were present, performed Applicable TSB 21-2331 AND SSM 51437 on 5/16/23 at 24228 miles. Dtcs were cleared after reprogramming. vehicle returned with exact same issue. Cleared these DTCS and attempted to duplicate concern to see which DTCS return, but i am unable to duplicate. Load test battery, passes. Parts Replaced: none Your Question: How should I continue my diagnostics? IN the mean time I will continue to try to duplicate this concern and will update if I am able.

RECOMM 05/24/2023 11:52AM AARON COLES(FSE) MSS - FCSD - SOUTHEAST REGION
Hey Nick, Based on the codes provided U3003:16 was set in 4 different modules which indicates battery voltage circuit below threshold. Also, the P05A7 DTC in the PCM is for active grill air shutter A supply voltage circuit low. Because of this a battery or charging system concern is suspected. Perform a battery test to ensure the battery is in good condition. If the battery is in good condition refer to <A target=_blank href=https://www.fordtechservice.dealerconnection.com/Transport?link=001&ampparam=49996>SSM 49996</A> and ensure there are no damage wiring harnesses at the transmission cover. If no concerns are found here continue by performing pinpoint test B in section 414-00. Thanks for Contacting Us, Brady C. Technical Assistance Center

CONCER 05/31/2023 04:06PM GTCGCQIS
load test battery multiple times, passes all times. no charging system concerns are occuring at this time. has been road tested over 100 miles and concern has yet to be duplicated. customer is scared to take vehicle back until it is fixed.

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/24/2023

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

--TYPE-- ---------- COMMENT TEXT ----------
RECOMM 06/01/2023 12:00PM CARLOSRAF TORICES MSS - FCSD - TECH ASSIT CENTER

RECOMM 06/01/2023 12:00PM CARLOSRAF TORICES MSS - FCSD - TECH ASSIT CENTER
Nick, We need to be able to duplicate concern to perform an accurate diagnostic related to this symptom. If possible perform the road test with the customer to see if he/she is able to duplicate the concern and pay attention on the conditions when this is happening. Once the concern is duplicated, self test all the modules to see if there is a DTC that can help us narrow down the concern. If further technical assistance is needed, don t hesitate on reaching the TAC. Thank you, Carlos Torices. Ford´s Technical Assistance Center.
CONCER 06/01/2023 12:38PM GTCGCQIS
UPDATE: was finally able to duplicate a concern. Lot porter went to road test vehicle this morning, would not start, had to be jump started. He drove it after jump starting it for about 10 miles, then came back, shut vehicle off and vehicle would not restart after that. I went out there and verified a click could be heard when attempting to start, but engine would not start and instrument panel went black, like a battery issue. I ran back inside to get my volt meter to measure battery voltage, by the time i got back outside the vehicle started normal with no issue at all, no warning lights, nothing. self test revealed same battery voltage dtcs as before. I tested the battery and it passes again. I am thinking i have a intermittent battery issue, possibly an intermittent bad cell? I replaced the battery and will continue to drive the vehicle to see if it can be duplicated again. I will update this form in a few days with the results
RECOMM 06/02/2023 09:04AM CARLOSRAF TORICES MSS - FCSD - TECH ASSIT CENTER
Nick, Thanks for the update information we will be pending once you have results. If further technical assistance is needed, don t hesitate on reaching the TAC. Thank you, Carlos Torices. Ford´s 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
ABS#C1034:78-28,P05D3:86-6D,U3003:16-28
TCU#U3003:16-08
PSCM#U3001:68-08,U3003:16-08
PCM#P05A7:00-28,P0600:00-20,P07E4:00-28,U0256:00-28
ACM#U3003:16-08
RCM#B00D5:14-28-0A,U0100:00-2E
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/24/2023

---------- 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: 06/16/2021 Warranty Start Date: 11/23/2021
Date of Sale: 11/23/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21160131560LX6G 6007 ACA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21153121171 LX6P 7000 DB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-??????????????????????
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 : NICK ROBINSON Title: TECHNICIAN
Phone :
NICK ROBINSON
Rpr Dlr:USA 04980 - Ford Spring Hill Ph#:[redacted]
City: Spring Hill State : Florida
Country: United States Region : Orlando

Claim #/Date : [redacted] 05/23/2023

Specialist's
Name : AARON COLES (FSE)

---------- 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
05/12/2023	P5LBA334	CACVOC	ST/RN/MV			USA 04980

--- 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/24/2023

VEHICLE'S WARRANTY HISTORY (365 days only)

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Part Number Sfx	Labor Operation
USA 04980	05/12/23	[redacted]	24225	1	04		RECALEM		212331A
USA 04980	05/23/23		24523	1	42	BAG	48H6	760	10654C1
USA 04980	05/23/23		24523	1	42				10654C
USA 04980	05/23/23		24523	1	42				12650D
USA 04980	05/23/23		24523	1	42				12650D80
USA 04980	05/23/23		24523	1	42				MTAD
USA 04980	05/23/23		24523	1	42				12650D45
USA 04980	05/23/23		24523	2	82		RENTAL		
USA 04980	10/28/23		30382	1		NX6	8A507	A	22S73B

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/04/2023

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

VEHICLE: 2023 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B69PR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 373 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 52 3 39 DRIVING PERFORMANCE STALLS/QUITS
CRUISE/ STEADY SPEED INTERMITTENT
Additional Symptom: CEL P0420 stalls
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	10/04/2023 03:11PM STEVEN BYRD(FSE) MSS - FCSD - SOUTHWEST REG Web Form Data(120193381) Description of Vehicle Concern: Vehicle stalls or dies while driving. CEL is on. Please list any diagnostics already performed: Previous RO--War verify concern. Vehicle died on me 1 time during road test and immediately restarted after key cycle. EEC quick test. P2301, P2304, P2307 coil driver circuits high or short to power. DTCs are historical and KOEO and KOEC passed even though it died on me. Perform PPT JF1=yes P2301,2304,2307, JF4=yes 12.3V at all coils, JF5=yes 0.1 ohm all 3 circuits, JF6=remove LF wheel and tire, fender well and PCM for access to C1551E.=yes 0.3ohms all 3 ckts. JF7=No 0.0V, JF8=yes open ckt no short to ground, JF9=Yes to replace spark plug. Concern is for all 3 cylinders. Freeze frame data in FDRS set all 3 circuits at the same time, load, RPM etc. Perform load test of all 3 coil circuits individually while wiggle testing harness. No power or ground concerns to coil. Monitor voltage while wiggle testing harness. No short to voltage. Found when PCM plugged in there is 6.9V on COP 1,2,and 3 circuits. Test voltage circuits in PCM shorted. Replaced PCM. This RO--Customer brought vehicle back in. Have not verified stalls or dies. PCM has DTC P0420:00-64 stored in memory. Performed PPT HF1=yes P0420 present, HF2=No-only P0420, HF3=no wiring concerns present, HF4=yes 71psi, HF5=PID data monitor with active command, FDRS will not allow control of fuel mass-highlights red and shows error, bleed off fuel pressure and checked KOEO and FLP and FRP match at 78psi, HF6=no exhaust leaks found, HF11=performed catalyst monitor drive cycle-P0420 still present. PPT directs to replace catalytic converter. Parts Replaced: PCM replaced on last RO Your Question: Are there any other known concerns with this issue or any other suggestions for further diagnosis? PPT leads to catalytic converter replacement but mileage is very low for a failing converter. I also do not feel it is likely for a converter to cause a stalling concern then restart and drive to dealership. Powers and grounds to coils and PCM have also been checked while wiggle testing harness and loading with 3157 bulb and can not find any fault or variance.
RECOMM	10/04/2023 03:11PM STEVEN BYRD(FSE) MSS - FCSD - SOUTHWEST REG

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/04/2023

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

--TYPE-- ---------- COMMENT TEXT ----------
Aaron, Ultimately we need to re-duplicate the customers concern to

Aaron, Ultimately we need to re-duplicate the customers concern to determine what further diagnostics to perform. But with a P0420 code setting and the PPT not showing any 02 or circuit issues, i would suspect the Catalytic converter has failed as a result of the previous misfire. If raw fuel was being dumped into the exhaust, it would have been stopped by the converter, then once run hot enough to burn it off, likely this damaged the converter. So i would suspect the converter is likely damaged, but would it cause an internmittent stall, that may not be likely. But it could cause a stall. i would start with trying to duplicate the customers concern further and replace the converter for the p0420

CONCER 10/25/2023 11:34AM GTCGCQIS
We road tested the vehicle and was not able to duplicate the stall concern again. I performed backpressure test as part of the converter diagnosis to see if it was causing enough backpressure to cause a stall and it reached almost 5psi on my gauge which is well above what backpressure should be. I cannot explain how this wouldn t cause a lack of power or other DTCs. I proceeded with converter replacement and then drove the vehicle over 40 miles post repair with no other concerns. I am going to road test again for at least 30 more miles just to be sure since this will be going back on the lot as sales already got the customer into a different vehicle.

AUDIT 10/25/2023 02:25PM STEVEN BYRD(FSE) MSS - FCSD - SOUTHWEST REG
TECH ASSIST REFERRAL HAS BEEN OPENED

RECOMM 10/25/2023 02:27PM STEVEN BYRD(FSE) MSS - FCSD - SOUTHWEST REG
Aaron, If the converter has been replaced and the DTC hasnt returned, its likely been repaired. To ease your mind you can also do another backpressure test on the new converter. You can also verify fuel quality and double check there is no ethanol in the fuel to help prevent a repeat issue.

ADD-ON 10/25/2023 02:54PM DIANA JAKOB MSS - FCSD - QSFS
RECALLING TAR, WAS OPEN BY MISTAKE.

AUDIT 10/25/2023 02:54PM DIANA JAKOB MSS - FCSD - QSFS
TECH ASSIST REFERRAL HAS BEEN RECALLED

---------- 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#P0420:00-64,P05D3:86-6D,U3003:16-28
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 #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/04/2023

VEHICLE DETAILS

Vehicle Build Date: 07/28/2023 Warranty Start Date: 12/12/2023
Date of Sale: 12/12/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

ENGINE

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GT AB
Bld Dt: Calb: PCHDY1N A
Serial #:
4133A23198130939LX6G 6007 TAB

TRANSMISSION

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A23194120623 PZ1P 7000 GA
Model: Shft:

ADDITIONAL

Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-????????????????????
Paint : PN4-??????????????????????????--------- CACTUS GRAY

AFTER MARKET MODIFICATIONS

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION

Orig/Caller : AARON PITTMAN Title: TECHNICIAN
Phone :
AARON PITTMAN
Rpr Dlr:USA 09597 - Fowler Ford Ph#:[redacted]
City: Tulsa State : Oklahoma
Country: United States Region : Dallas

Claim #/Date : [redacted] 10/02/2023

Specialist's
Name : STEVEN BYRD (FSE)

CQIS VIN HISTORY

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

SUPPLEMENTAL SURVEY: 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 Number Base	Part Number Sfx	Labor Operation
USA 09597	09/21/23	[redacted]	337	1	42		12A650		12650D
USA 09597	09/21/23		337	1	42	KK1	12A650	JANP	12650DX1

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/04/2023

VEHICLE'S WARRANTY HISTORY (365 days only)

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Part Number Sfx	Labor Operation
USA 09597	09/21/23	[redacted]	337	1	42				12650D6
USA 09597	09/21/23		337	1	42				12650D45
USA 09597	09/21/23		337	1	42				AD
USA 09597	10/02/23		373	1	42		5E212		12650D
USA 09597	10/02/23		373	1	42	LX6	5E212	KZ	5212A
USA 09597	10/02/23		373	1	42	JX6	5A215	C	5212B
USA 09597	10/02/23		373	1	42	LX6	5A215	A	NM5212B
USA 09597	10/02/23		373	1	42		W520103	S442	12650DX1
USA 09597	10/02/23		373	1	42		W709601	S442	

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/20/2023

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

VEHICLE: 2023 BRONCO SPORT 4X4,LTD,2DR,MPV VIN:3FMCR9C64PR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 7,920 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 42 5 35 START/RUN/MOVE MOVING
NO ENGAGEMENT BOTH (FORWARD AND REVERSE)
Additional Symptom: Goes into park P07E6
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 09/20/2023 08:59AM BRADLEY MILLER(FSE) MSS - FCSD - KEYSTONE REGION Web Form Data(120173441) Description of Vehicle Concern: customer was driving vehicle came to a stop and went in park with wrench light on. vehicle would start but not move and e-brake applied Please list any diagnostics already performed: had to get e-brake to release and also had to over ride manual linkage to get in shop. FDRS testing p0761 p07e6 p2707 codes cont. cleared codes and did battery disconnect to reset. no hard faults koeo. Start vehicle and within a short time p07e6 resets and if shifter moved to forward or reverse also sets p0761 p2707 and vehicle will not move. Per section 30701 performed pinpoint test I1 I10 I11 park pawl circuit good and 20ohm on solenoid. datalogger shows commands correctly from GSM. removed valve body to inspect and have not found any problem yet Parts Replaced: none Your Question: not sure what to do here. at 7k miles could be ltis
RECOMM 09/20/2023 08:59AM BRADLEY MILLER(FSE) MSS - FCSD - KEYSTONE REGION Hi Gary, If there is no debris in the fluid, it is recommended to continue forward by performing an air test on the clutches as found in section 307-01 > Diagnosis and Testing > Special Testing Procedures. If any clutches fail the air test, recommend to LTIS the transmission assembly. The air test is requested just as a precaution since there is also clutch codes present. If there is no debris in the fluid and the clutches seem to air test OK, recommend replacing the main control assembly. If the issue would continue after main control assembly replacement, recommend to LTIS the transmission assembly.

---------- 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#P0761,P07E6,P2707:86-6D,U3003:16-28

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/20/2023

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 03/10/2023 Warranty Start Date: 05/05/2023
Date of Sale: 05/05/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

ENGINE

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GT AB
Bld Dt: Calb: PCHDY1N A
Serial #:
4133A23054130366LX6G 6007 TAB

TRANSMISSION

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A23052120712 PZ1P 7000 GA
Model: Shft:

ADDITIONAL

Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC G-??????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B --------- ABSOLUTE BLACK

AFTER MARKET MODIFICATIONS

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION

Orig/Caller : GARY GODFREY Title: SHOP FOREMAN
Phone :
GARY GODFREY
Rpr Dlr:USA 04134 - Apple Ford Ph#: [redacted]
City: York State : Pennsylvania
Country: United States Region : Philadelphia

Claim #/Date : [redacted] 09/14/2023

Specialist's
Name : BRADLEY MILLER (FSE)

CQIS VIN HISTORY

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
10/13/2023	[redacted]	CACVOC	ST/RN/MV		USA 04134
09/21/2023	[redacted]	CACVOC	ST/RN/MV		USA 04134
09/26/2023	[redacted]	CACVOC	ST/RN/MV		USA 04134

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/20/2023

--- 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 Part Number Pfx	Base	Sfx	Labor Operation
USA 01331	12/30/23	[redacted]	13096	1	82	BE8	6731	AC	MBASIC
USA 01331	12/30/23		13096	1	82	M1P	17528	D	MBASIC1
USA 01331	12/30/23		13096	1	82	M1P	17528	E	MULTI
USA 01331	12/30/23		13096	1	82	X	5W20	BSP	MBASIC30
USA 01331	12/30/23		13096	1	82		MAINT		
USA 04134	09/14/23		7920	1	82		RENTAL		
USA 04134	09/14/23		7920	2	42	PZ1	7000	J	7001D
USA 04134	09/14/23		7920	2	42		W715618	S437	7000A
USA 04134	09/14/23		7920	2	42		W719766	S439	7000AXQ
USA 04134	09/14/23		7920	2	42	K2G	7H469	D	7000A11
USA 04134	09/14/23		7920	2	42		W719192	S439	AD
USA 04134	09/14/23		7920	2	42		W720388	S439	
USA 04134	09/14/23		7920	2	42		W719924	S439	
USA 04134	09/14/23		7920	2	42		W520515	S442	
USA 04134	09/14/23		7920	2	42		W712503	S440	
USA 04134	09/14/23		7920	2	42	CCP	3B477	G	
USA 04134	09/14/23		7920	2	42		W718946	S439	
USA 04134	09/14/23		7920	2	42		W500545	S901	
USA 04134	09/14/23		7920	2	42		W500566	S439	
USA 04134	09/14/23		7920	2	42		W720206	S439	
USA 04134	09/14/23		7920	2	42		W719151	S439	
USA 04134	09/14/23		7920	2	42	JX6	3D677	C	
USA 04134	09/14/23		7920	2	42		W718843	S439	
USA 04134	09/14/23		7920	2	42	5L7	7D285	A	
USA 04134	09/14/23		7920	2	42	5L7	7J324	A	
USA 04134	09/14/23		7920	2	42		W716200	S442	
USA 04134	09/14/23		7920	2	42		W500727	S439	
USA 04134	09/14/23		7920	2	42		W500725	S439	
USA 04134	09/14/23		7920	2	42		W721130	S439	
USA 04134	09/14/23		7920	2	42	JX6	5A215	C	
USA 04134	09/14/23		7920	2	42	LX6	4B496	A	
USA 04134	09/14/23		7920	2	42	X	12	QULV	

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/23/2022

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

VEHICLE: 2021 BRONCO SPORT 4X4,LTD,2DR,MPV VIN:3FMCR9C67MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 5,220 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 39 START/RUN/MOVE STARTING
NO CRANK INTERMITTENT
Additional Symptom: General electric failure
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 06/23/2022 05:34PM ANTONIO BARRERA VO - FOM - CUST SERV TECH/QLTY
Web Form Data(119523798) Description of Vehicle Concern: CUSTOMER STATES ABS AND HILL START ASSIST ,ADVANCE TRAK LIGHT ARE ON. Please list any diagnostics already performed: VERIFIED CONCERN ABS LIGHT IS ON RETRIEVED DTC C0051,C0033. NOTE-VEHICLE WAS INVOLVED IN A COLLISION.PERFORMED PPT FOR C0051 SWAPPED SENSORS FROM LEFT TO RIGHT WHEEL SPEED SNSOR CODE STILL SETTING ON RIGHT FRONT, TEST CIRCUITS AND LOAD TEST , PIN FITMENT ALL OKAY. TRACED FAUT TO BE AT ABS MODULE. REPLACED ABS MODULE AND PERFORMED PROGRAMMING, AFTER PROGRAMMING WAS PERFORMED VEHICLE STARTS OR DIES WHEN YOU TRYING TO BACK OUT OF STALL BUT AFTER YOU SHUT VEHICLE OFF AND TRIED TO RETSART VEHICLE IT WONT START IT COULD TAKE AFTER SEVRAL ATTEMPS TO RETSART VEHICLE AND PSCM HAS NO ASSIST.PERFORMED NETWORK TEST WHILE FAULT IS PRESENT ALL MOUDLES PASS, I DISCONNECT ABS MODULE CONCERN STILL PRESENT. TRIED A KNOWN GOOD GWM FROM ANOTHER BRONCO SPRT CONCERN STILL PRESENT.UPDATED PCM CONCERN STILL PRESENT. PID MONITOR BOO1 BOO2 ON PCM TO SEE IF ANYTHING IS OFF THATS NOT ALLOWING CAR TO START HAD VEHICLE ON WHILE CHECKING BOO SWITCH PIDS, SHUT VEHICLE OFF AND NOTICED MY FDRS LOST COMMUNICATION CAUSE I TURNED KEY OFF BUT I SELECT OKAY ON FDRS TO START READING PIDS AGAIN VEHICLE STARTS OKAY, IF I HAVE DLC JUST CONNECTED VEHICLE WONT START OR IF I DISCONNECT DLC FROM VEHICLE(THATS JUST SOMETHING I NOTICED WHILE TRYING TO GATHER UP INFORMATION)...ALL THIS HAPPENED AFTER ABS MODULE WAS INSTALLED NOTE NO CODES, ALL NETWORKS PASS, AND VEHICLE STARTS AND YOU TRY DRIVE OFF ON VEHICLE IT SHUTS OFF AND WONT RETSTART AFTER A WHILE Parts Replaced: ABS MODULE Your Question: NEED MORE ASSISTANCE , IF I DIDNT EXPLAIN WELL I CAN CALL IT IN FOR BTTER UNDERSATNDING THNAK U
RECOMM 06/23/2022 05:34PM ANTONIO BARRERA VO - FOM - CUST SERV TECH/QLTY
Hi Steve, Thanks for contacting us. The most common cause of an operational concern related to the component previously replaced is an incorrect component installed. Please refer to COPIS seeking information about the compatibility between ABS replaced and the vehicle. In some cases, the modules installed are not the correct ones for the vehicle characteristics. Based on the DTC related to

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/23/2022

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

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

the battery voltage, refer to the FDRS software

the battery voltage, refer to the FDRS software FDRS/DataLogger/BCM/Battery State of Charge (SOC) PID and please test the percent. If the percent is less than 70% Perform a regenerative cycle to the battery (8 hours at low amperage), clear DTCs and run the BCM - Reset the Battery Monitoring Sensor Learned Values application in FDRS. If the percent is more than 70% Clear DTCs and run the BCM - Reset the Battery Monitoring Sensor Learned Values application in FDRS. NOTE: The ideal operational value is between 90-95%. After testing the component compatibility and the power supply of the vehicle, using the last version released of the FDRS software start session follow the <A target=_blank href=https://www.fordtechservice.dealerconnection.com/Transport?link=001&ampparam=49690>SSM 49690</A>, run the ABS - Anti-lock Brake System (ABS) Module Configuration application, run the ABS - Programmable Module Installation (PMI) application in FDRS software and follow the guidelines of step 4 of the Hydraulic Control Unit (HCU) installation procedure. Refer to PTS/Workshop/206-09/Removal and Installation/Hydraulic Control Unit (HCU). If the concern remains after the above, refer to <u>PTS > Workshop > 418-00 > Diagnosis and Testing</u> and carryout the PINPOINT TEST A: NO POWER TO THE DLC (DATA LINK CONNECTOR). Please let us know if further information is required, we will be happy to help. Have a great day, Antonio Barrera.

ADD-ON 06/23/2022 05:34PM ANTONIO BARRERA VO - FOM - CUST SERV TECH/QLTY
Transferred from 34GAS to CHASSISSTRG

ADD-ON 06/23/2022 05:34PM ANTONIO BARRERA VO - FOM - CUST SERV TECH/QLTY
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments : Not applicable

CONCER 06/29/2022 01:38PM JESUS VARGAS(FSE) VO - FOM - CUST SERV TECH/QLTY
Inbound call with Eddie (technician). During the phone call, Eddie provide us a better explanation about the reported concern on this truck. He told us that the no start condition and the lack of steering assistance concerns are occurring intermittently but, when the symptom occurs, no DTCs warning indicators any other obvious concern can be found on the vehicle. Eddie tests the vehicle battery condition and now is fully charged and passes the component test but the symptom remains in this unit. He also mentioned that the retrieved DTCs over the previous FDRS session were set due to he was testing the GWM power/ground supply to determine if there is an issue with the mentioned module. Based on the provided information, the odd thing over this vehicle is that the reported concern occurs after the ABS module replacement and Eddie is wondering if an ABS module concern could be causing both reported symptoms on it.

RECOMM 06/29/2022 01:38PM JESUS VARGAS(FSE) VO - FOM - CUST SERV TECH/QLTY
Good afternoon Eddie: Thank you for your time during the phone call. As we discussed before, it is suspecting that an ABS module concern could be causing the lack of steering assistance on the vehicle if the steering angle sensor input (from PSCM) is not received by the suspected module. However, if there are not any DTCs or warning

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/23/2022

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

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

indicators regarding to that concern, an intermittent wiring concern

indicators regarding to that concern, an intermittent wiring concern may be occurring and affects the vehicle operation. To ensure that no hidden issues with the ABS module wiring are involved with the reported concern, please refer to the Wiring Diagrams (cell 42-1) and perform a voltage drop test over the circuits CBB23, SBB28, SBB29 and GD121 when the symptom appears on the vehicle. Use a 3157 bulb (for the circuit CBB23) and a 9004 bulb (for the remaining lines) as a load during the recommended testing procedure and ensure that the obtained readings will not be higher than 0.5 volts. Use a wiggle test over the suspected lines to verify if there is any fluctuate voltage drop reading or any additional concern with the harness movement. Additionally, carry out a further inspection to the connectors C135A, C1035A, C1035B, the ground terminal G105 and the BJB fuses F23, F28 and F29 to ensure that no loose/pushed-out pins, corroded terminals, non-settled fuses or water intrusion may affecting the vehicle operation. In case that a wiring concern is found during the recommended test, refer to cell 005 and perform the appropriate repair procedure for the affected element. Otherwise, if no hidden issues were found and the voltage drop testing results are solid, carry out a further inspection to the in-line connectors C200 and C219 to rule out any possible abnormal condition on those in-line connectors. C219 is an in-line connection that is directly related with the CAN communication connections from the PCM (over the HS1-CAN), and ABS module and PSCM (over the HS2-CAN). If the mentioned elements has any water intrusion/contamination signs, damages or loose terminals, that could be the reason of the reported intermittent concerns and the found abnormal concern should be fixed to allow the proper vehicle operation. However, if no wiring issues were found on the CAN communication circuits and the ABS/PSCM power/ground supplies are in good operation conditions, the only possible remaining cause for that concern is an internal ABS module issue and the suspected module should be replaced once more according the online WSM procedure. Best regards. Jesus Vargas. Ford Technical Assistance Center.

ADD-ON 06/29/2022 01:38PM JESUS VARGAS(FSE) VO - FOM - CUST SERV TECH/QLTY
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Technical, SWIS Comments : Call was just for clarification about the reported concern on this vehicle. Due to the symptom comes ON intermittently, further diagnosis for the related wiring should be performed.

CONCER 07/19/2022 02:05PM GRANT RATERMAN(FSE) MSS - FCSD - MIDWEST REGION
IBC from Eddie to discuss concern, ABS originally replaced for C0051 and C0033 setting. After replacement vehicle was sometimes a no start and sometimes a start with no power steering and when put in gear it would die. The ABS module was replaced once more with the concern remaining. No concerns found with ABS power and ground. On phone had Eddie perform PCM pats parameter reset after new module was installed and concern was corrected with vehicle starting and power steering returning.

RECOMM 07/19/2022 02:05PM GRANT RATERMAN(FSE) MSS - FCSD - MIDWEST REGION

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/23/2022

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

--TYPE-- ---------- COMMENT TEXT ----------
Eddie, Thank you for taking the time to talk on the phone today! With

Eddie, Thank you for taking the time to talk on the phone today! With the PCM PATS parameter reset correcting the concern of the lack of power steering assist and vehicle not starting it would be recommended to continue to drive the vehicle to ensure no DTCs set. If any DTCs return relating to the ABS and assistance is needed, please update this form, or give us a call at 1-800-826-4694 and we will be happy to assist. If after test driving the vehicle no concerns are present it be suspected the PCM PATS parameter reset has corrected the concern. For reference the step for the PCM PATS parameter reset after EBB replacement can be found in WSM section 206-09 Removal and Instillation at the very bottom of the page. Thank you for your time, Grant R. Ford Technical Assistance Center

ADD-ON 07/19/2022 02:05PM GRANT RATERMAN(FSE) MSS - FCSD - MIDWEST REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Technical, SWIS Comments : Not necessary due to PATS parameter reset correcting

---------- 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
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: 07/20/2021 Warranty Start Date: 08/14/2021
Date of Sale: 08/14/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21173131599LX6G 6007 ACA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21153121293 LX6P 7000 DB
Model: Shft:

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/23/2022

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

Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC G-????????????????????
Paint : PN4-??????????????????????????--------- CACTUS 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

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

Orig/Caller : EDUARDO PULIDO Title: TECHNICIAN
Phone :
EDUARDO PULIDO
Rpr Dlr:USA 07501 - Sunrise Ford of North Hollywoo Ph#: [redacted]
City: North Hollywood State : California
Country: United States Region : Los Angeles

Claim #/Date : [redacted] 05/16/2022

Specialist's
Name : ANTONIO BARRERA

---------- 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 Number Base	Sfx	Labor Operation
USA 07501	08/03/23	[redacted]	11947	1		NX6	8A507	A	22S73B

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/24/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B64MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 26,475 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 39 START/RUN/MOVE STARTING
NO CRANK INTERMITTENT
Additional Symptom: interm 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 02/24/2023 03:44PM COLE CHRISTENSEN(FSE MSS - FCSD - CALIFORNIA REGION Web Form Data(119867560) Description of Vehicle Concern: customer states at times vehicle will not start. lights flicker like batterys dead. Please list any diagnostics already performed: check for dtc. check oasis. update every module with update available. check battery with diag charger and battery always passes. check for chafes, nothing found. check for loose connections nothing found. service manager verified concern once... he was at a stop light when it happened, i asked if the auto start stop was enabled but he cant remember, he said when he went to take off the lights were flickering and vehicle dies. road side assistance got there, installed jump pack and it took 3 tries to start vehicle before it started. test battery again, passed. vehicle starts every time. Parts Replaced: none Your Question: any other reports maybe listed as a different symptom? were would be a good place to start? thanks

RECOMM 02/24/2023 03:44PM COLE CHRISTENSEN(FSE MSS - FCSD - CALIFORNIA REGION Jason, For this concern with the vehicle intermittently not starting, having the vehicle start after it was jumped, but needing multiple tries and having many codes for lost communication with the PCM, HVAC and gateway A, this is likely caused by an intermittent connection affecting the PCM communication, affecting starting and other modules. Please proceed by referring to WSM section 501-02 under diagnosis and testing for PPT A for the active air grille shutter as active air grille shutter concerns can affect the LIN communication of the PCM and cause starting and communication issues as seen. If no cocnerns are found, proceed by verfying the PCM power and ground connections. 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 href=https://outlook.office365.com/owa/calendar/swisscheduler@ford.com/bookings/s/5imEz-vymUu3N4THp6tynA2>Schedule</A> 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/24/2023

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

--TYPE-- ---------- COMMENT TEXT ----------
to your appointment:
Your See What I See (SWIS) headset is

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/reviewTISfaq.faces?LANG=EN-US&GEO=USA&dswid=-520>Headset software/hardware concerns</A>

<A target=_blank href=http://site-307934.bcvp0rtal.com/detail/videos/tools-equipment/video/6290958058001/swis-initial-setup>Initial headset setup</A> Thank you, Cole C. Ford Technical Assistance Center
ADD-ON 02/24/2023 03:44PM COLE CHRISTENSEN(FSE MSS - FCSD - CALIFORNIA REGION SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact

---------- 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
ABS#C0051:67-68,C052E:A2-28,P05D3:86-6D,U0100:00-68,U0101:00-68,U0146:00-68,U30
BECMB#B1142:62-08,B13BF:14-08
TCU#U3003:16-08
PSCM#U3001:68-08,U3003:16-08
IPMA#U3003:16-28
ACM#U3003:16-08
UNKNOWN#U3003:16-08
SCCM#U3003:A3-28
APIM#U3003:16-08
IPC#U3003:16-08
RCM#U3003:16-280200:87-2A,U0212:87-2A,U023A:87-0A,U0253:87-0A
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: 02/04/2021 Warranty Start Date: 03/10/2021

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/24/2023

Date of Sale: 03/10/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 01998
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21007130640LX6G 6007 ACA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A20349131315 LX6P 7000 DB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-??????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B --------- ABSOLUTE BLACK

---------- 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 : JASON FRAZIER Title: TECHNICIAN
Phone :
JASON FRAZIER
Rpr Dlr:USA 02058 - Beechmont Ford, Inc. Ph#: [redacted]
City: Cincinnati State : Ohio
Country: United States Region : Cincinnati

Claim #/Date : [redacted] 02/04/2023

Specialist's
Name : COLE CHRISTENSEN (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 Number Base	Sfx	Labor Operation
USA 02058	02/03/23	[redacted]	26472	1	42	DG9	14526	H	MT14C724
USA 02058	02/03/23		26472	1	42	M1P	14F642	C	
USA 02058	02/03/23		26472	1	42	BAG	48H6	760	
USA 02058	02/03/23		26472	2	82		ROADASST		

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/25/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B64MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 61,430 MILES
Operating Environ: WCC : 3A11
Vehicle Use : STOCK Rsp. Act:

SYMPTOM: 4 43 1 55 START/RUN/MOVE UNINTENDED MOVEMENT
IGNITION ON FORWARD
Additional Symptom: P0751 P2700/STALL AT STOP
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: 7000 TRANSMISSION ASY-AUT
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	01/25/2023 05:08PM AARON MONSON(FSE) MSS - FCSD - CALIFORNIA REGION Web Form Data(119820482) Description of Vehicle Concern: WHEN DRIVING AND STIITING AT A STOP THE VEHICLE WILL DIE AND CHECK ENGINE LIGHT COME ON. START VEHICLE UP AND PUT IN GEAR VEHICLE DIES AGAIN Please list any diagnostics already performed: REPLACE THE VALVE BODY FOUND DAMAGED TO THE BORE AND SYNOLOID. Parts Replaced: VALVE BODY Your Question: AFTER REPLACING THE VALVE BODY TEST DRIVING VEHICLE CHECK ENGINE LIGHT CAME BACK ON AND SAME CODES CAME BACK ON. CHECK THE TRANS FLUID AND THE FLUID IS EXTREMELY BLACK FROM DRIVING IT 5.4 MILES
RECOMM	01/25/2023 05:08PM AARON MONSON(FSE) MSS - FCSD - CALIFORNIA REGION Good afternoon Aaron, If the engine stalls at a stop in gear, this could be indicative of an engine performance related fault or a transmission concern relating to the TCC. To help further confirm this, it would be recommended to place the vehicle on a lift with all 4 wheels off the ground. Then with the vehicle in Neutral, start the vehicle and shift into Drive (if the vehicle stalls in Drive at a stop) without applying the brakes. If the vehicle stalls in gear with no brake pedal application, this would be indicative of an engine performance concern. If the vehicle does not stall, carefully apply the brakes. If the vehicle then stalls in gear with the brakes applied, this would be indicative of the TCC sticking applied resulting in the stall concern. If this concern was present before main control replacement and still remains, this should rule out an issue with the main control valves and TCC solenoid. Considering this, a fault with the torque converter would be suspected and it would be advised to replace it. It would also be recommended to ensure that after the main control was replaced the transmission adaptive tables were cleared as part of the adaptive learning drive cycle per Section 307-01 > General Procedures. If this is confirmed and the P0751 and P2700 DTCs still returned along with the condition of the transmission fluid, this would be indicative of an internal transmission fault with the main control replaced. Conducting an Air Pressure Test as described under Section 307-01 > Diagnosis and Testing > Special Testing Procedures can be done, focusing on the A clutch. However,

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/25/2023

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

--TYPE-- ---------- COMMENT TEXT ----------
regardless of the results of the test, an internal transmission fault

regardless of the results of the test, an internal transmission fault would still be suspected and further disassembly and inspection of the A clutch and its related components for wear or damage would be recommended. 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. *** Ford Technical Assistance Team Member Aaron

ADD-ON 01/25/2023 05:08PM AARON MONSON(FSE) MSS - FCSD - CALIFORNIA REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact, SWIS Comments : N/A

TAR 01/25/2023 05:08PM AARON MONSON(FSE) MSS - FCSD - CALIFORNIA REGION
NOTE TO FSE: WE ARE REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE DUE …TO EXCESSIVE DOWNTIME. AARON CADWELL IS THE TECHNICIAN AND PAT PROCELL IS …OVERSEEING THE REPAIR. THE VEHICLE EXHIBITS A STALL CONCERN AT A STOP IN …GEAR ALONG WITH A CLUTCH/SSA DTCS. THE MAIN CONTROL WAS REPLACED AND THE …SAME DTCS HAVE RETURNED. THE TRANSMISSION FLUID IS ALSO OBSERVED TO BE …VERY DARK. … …IT WAS ADVISED TO CONDUCT FURTHER TESTING TO HELP VERIFY IF THE STALL …CONCERN IS TCC RELATED. IF SO, TORQUE CONVERTER REPLACEMENT WAS …RECOMMENDED WITH THE MAIN CONTROL ALREADY REPLACED. FOR THE A CLUTCH/SSA …DTCS, ENSURING THE ADAPTIVE TABLES WERE CLEARED WAS RECOMMENDED. IT WAS …NOTED AIR TESTING OF THE A CLUTCH COULD ALSO BE DONE BUT REGARDLESS …FURTHER TRANSMISSION DISASSEMBLY AND INSPECTION SHOULD BE DONE WITH THE …SAME DTCS RETURNING AFTER MAIN CONTROL REPLACEMENT. … …THE VEHICLE IS AT THE DEALER. …ESTIMATED NUMBER OF REPAIR ATTEMPTS: 2 …ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 69 DAYS …

AUDIT 01/25/2023 05:08PM AARON MONSON(FSE) MSS - FCSD - CALIFORNIA REGION
TECH ASSIST REFERRAL HAS BEEN OPENED

ADD-ON 01/27/2023 10:18AM DANIEL URDIALES(FSE) MSS - FCSD - CENTRAL REGION
Initial Contact Date : 26-Jan-2023
Person Contacted : Pat Procell
Dealership Visit Not Planned

ADD-ON 02/03/2023 09:42AM DANIEL URDIALES(FSE) MSS - FCSD - CENTRAL REGION
Contacted Pat Procell via phone call on 1/26/2023, 1/27/2023, 1/30/2023, 1/31/2023 and 2/3/2023. During the first call he stated that the original vehicle concern was a stalling issue when driving. This concern was resolved with replacement of the fuel pump. A coolant leak was then found during the test drive which was isolated to the water pump. After water pump replacement, the vehicle was found to be stalling when coming to a stop. Connected vehicle data displayed the following codes present P2700 and P0751. On 1/26/2023 I requested that a recording be made of the torque converter clutch performance/operation during the stalling concern. Made several follow up calls, the technician has not made any efforts to collect the requested data. On 2/3/2023, Pat stated that the recording would be completed by close of business

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/25/2023

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

--TYPE-- ---------- COMMENT TEXT ----------
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ADD-ON 02/10/2023 11:28AM DANIEL URDIALES(FSE) MSS - FCSD - CENTRAL REGION
Contacted Pat Procell via phone call multiple times between 2/3/2023 and 2/8/2023. He stated during each call that the vehicle had not been brought back into the shop to perform the requested diagnosis. On 2/8/2023 He told me that the technician was pulling out the transmission because now there is excessive metal in the pan. A follow up call on 2/9/2023, Pat said the transmission was town down and internal damage was found with the B clutch. He was unable to disclose the specific components that failed. Due to the vehicle down time and dealership behavior, I recommended that the transmission assembly be replaced. Pat submitted a financial assistance request to GCCT on 2/9/2023: CAS-41254206-C2J1K6. Awaiting a decision for the financial assistance request before proceeding with additional repairs.

ADD-ON 02/15/2023 01:22PM DANIEL URDIALES(FSE) MSS - FCSD - CENTRAL REGION
Contacted Steven Martinez the service advisor on 2/15/2023. He stated that GCCT has approved the transmission repairs and a new unit has been ordered. The assembly ETA is 2/24/2023.

ADD-ON 02/17/2023 03:48PM DANIEL URDIALES(FSE) MSS - FCSD - CENTRAL REGION
Contacted Pat Procell on 2/17/2023. He stated that the transmission ETA has been updated to 2/22/2023.

ADD-ON 02/22/2023 09:34AM DANIEL URDIALES(FSE) MSS - FCSD - CENTRAL REGION
Contacted Pat Procell on 2/22/2023 via phone call at 8:30am. He stated that the transmission arrived on 2/21/2023 and repairs would begin on 2/23/2023.

ADD-ON 02/24/2023 02:26PM MATT ANDES(FSE) MSS - FCSD - CENTRAL REGION
COVERING FOR FSE DAN URDIALES. CALLED OUT TO SM PAT, SM IS NOT AT THE DEALER TODAY. CALLED INTO SERVICE DEPARTMENT AND LEFT A VM FOR STEVE TO CALL ME BACK.

ADD-ON 02/27/2023 04:33PM DU
CONTACTED PAT PROCELL ON 2/27/2023 AT 11:30AM. HE STATED THAT THE TRANSMISSION REPLACEMENT HAS BEEN COMPLETED AND THE CONCERN IS RESOLVED. THE DEALERSHIP IS WORKING WITH THE FORD CUSTOMER SERVICE CENTER TO DETERMINE PAYMENT FOR ALL COMPLETED REPAIRS BEFORE RELEASING THE VEHICLE TO THE CUSTOMER.

AUDIT 02/27/2023 04:33PM DANIEL URDIALES(FSE) MSS - FCSD - CENTRAL 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#P0751,P2700,C052E:A2-28,P05D3:86-6D,U0100:00-68,U0101:00-68,U0146:00-68,U30
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/25/2023

SERVICE ACTIONS

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	7000	SERVICE	TRANSMISSION ASY-AUT	YES

VEHICLE DETAILS

Vehicle Build Date: 04/23/2021 Warranty Start Date: 05/22/2021
Date of Sale: 05/22/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

ENGINE

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21104131859LX6G 6007 ACA

TRANSMISSION

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21091131444 LX6P 7000 DB
Model: Shft:

ADDITIONAL

Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B --------- ABSOLUTE BLACK

AFTER MARKET MODIFICATIONS

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION

Orig/Caller : AARON CADWELL Title: TECHNICIAN
Phone :
AARON CADWELL
Rpr Dlr:USA 04659 - Jimmy Granger Ford of Stonewal Ph#: [redacted]
City: Stonewall State : Louisiana
Country: United States Region : Memphis

Claim #/Date : [redacted] 11/18/2022

Specialist's
Name : AARON MONSON (FSE)

CQIS VIN HISTORY

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
01/24/2023	[redacted]	CACVOC	DRV PERF		USA 04659

SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY 2000

SURVEY HAS NOT BEEN SENT

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/25/2023

VEHICLE'S WARRANTY HISTORY (365 days only)

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Part Number Sfx	Labor Operation
USA 00812	03/24/23	[redacted]	64723	1		NZ6	2001	A	21C31B
USA 00812	03/24/23		64723	1		X	3	A	
USA 00812	09/26/23		70171	1		NX6	8A507	A	22S73B

CQIS Report Number: [redacted] Program Type: Q Orig Rpt #: 202294014749
Report Source: MSS - FCSD - QSFS Report Date: 07/27/2022

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

VEHICLE: 2021 BRONCO SPORT 4X4,LTD,2DR,MPV VIN:3FMCR9C60MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 5,725 MILES
Operating Environ: WCC : 3A11
Vehicle Use : Rsp. Act:

SYMPTOM: 4 42 5 35 START/RUN/MOVE MOVING
NO ENGAGEMENT BOTH (FORWARD AND REVERSE)
Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: 7000 TRANSMISSION ASY-AUT
Causal Factor: Feature: Loc:
Causal Condition: Photo: NO 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 07/27/2022 04:29PM
VEHICLE STOPPED PULLIUNG
TECH/C 07/27/2022 04:29PM
VERIFIED CONCERN, VEHICLE WOULD START TO DRIVE, THEN START JERKING AND STOP PULLING.

---------- 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
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	7000	SERVICE	TRANSMISSION ASY-AUT	YES

---------- V E H I C L E D E T A I L S ----------
Vehicle Build Date: 10/01/2021 Warranty Start Date: 10/25/2021
Date of Sale: 10/25/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21270130508LX6G 6007 ACA

CQIS Report Number: [redacted] Program Type: Q Orig Rpt #: [redacted]
Report Source: MSS - FCSD - QSFS Report Date: 07/27/2022

- - - T R A N S M I S S I O N - - -

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21259131547 LX6P 7000 DB
Model: Shft:

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

Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC G-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B --------- ABSOLUTE BLACK

---------- 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 : Anthony Vernon Title: TECHNICIAN
Phone : 9013825555

Rpr Dlr:USA 04357 - AutoNation Ford Wolfchase Ph#:901-382-5555
City: Memphis State : Tennessee
Country: United States Region : Memphis

---------- 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: NONE ---

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Part Number Sfx	Labor Operation
USA 04357	07/17/23	[redacted]	15143	1	42	LX6	4000	E	4205A
USA 04357	07/17/23		15143	1	42		OSP		MT4000
USA 04357	07/26/23		15300	1	42	K2G	4000	AR	4205A
USA 04357	07/26/23		15300	1	42				4205A14

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/15/2022

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B62MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 15,715 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 52 3 39 DRIVING PERFORMANCE STALLS/QUITS
CRUISE/ STEADY SPEED INTERMITTENT
Additional Symptom: low batt codes
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 08/15/2022 11:16AM BRANDON GIFFORD(FSE) MSS - FCSD - PHOENIX REGION
Web Form Data(119571036) Description of Vehicle Concern: customer sates engine stalled while driving in town. stopped vehicle in the road. no crank no start symptom was present. 15 minutes later a police offer stopped and to help, by then the engine cranked started and ran normal. customer had vehicle towed in. Please list any diagnostics already performed: attempted to duplicate concern. drove almost 40 miles in town and could not duplicate. DTCs were cleared before road testing. no dtc have been set again. Parts Replaced: none Your Question: with no power t or charging system dtcs, and concern cannot be duplicated, Im not sure where to start, there are no self help tool entries for like concern. no tsbs or ssms that i saw. is there any information that Im not seeing that could help?
RECOMM 08/15/2022 11:16AM BRANDON GIFFORD(FSE) MSS - FCSD - PHOENIX REGION
Hey Andrew, With the DTCs listed (also present in connected vehicle data,) there is likely a power distribution concern. Disconnect the battery cables and thoroughly clean the terminals and cables. With the battery hooked up and the vehicle running, perform a load test over the battery + and - cables. This can be done by placing the DVOM+ on the - battery cable, and placing the DVOM- on the other end of the cable where the cable connects to the chassis. This is load testing the cable and will tell us how many volts are being lost through that cable. The in spec reading should be .5V or less on the DVOM. So the same thing for the batt + cable from the battery to where it connects to the high current BJB. If the reading for both tests is within spec, then a bad connection or unwanted resistance in the cables can be ruled out. If the voltage reading is more then .5V difference, that cable will need to be replaced and was likely the source of the concern. Most of the modules setting the low battery codes receive voltage through the BCM or run/start relay. Disconnect and check the BCM and BJB connectors for corrosion, water intrusion, and pin fit. If there is corrosion or water intrusion, that module should be replaced. Ensure that the connectors are fully seated and no pins push back in their hardshell when the connector is reconnected. -Brandon G. As your

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/15/2022

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

--TYPE-- ---------- COMMENT TEXT ----------
dealership is equipped with the See What I See (SWIS) headset, if

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 href=https://outlook.office365.com/owa/calendar/swisscheduler@ford.com/bookings/s/457Zm2qnX0GMqtaO4WJ_DQ2>Schedule</A> 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/reviewTISfaq.faces?LANG=EN-US&GEO=USA&dswid=-520>Headset software/hardware concerns</A>

<A target=_blank href=http://site-307934.bcvp0rtal.com/detail/videos/tools-equipment/video/6290958058001/swis-initial-setup>Initial headset setup</A>
ADD-ON 08/15/2022 11:16AM BRANDON GIFFORD(FSE) MSS - FCSD - PHOENIX REGION
Transferred from 34GAS to BODY - No crank with no PCM codes seems communication related and not engine performance related,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact, SWIS Comments : 1st
CONCER 10/17/2022 01:42PM GTCGCQIS
replaced bcm due to faulty run/tart relay non serviceable.

---------- 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
ABS#C052E:A2-28,P05D3:86-6D,U3003:16-28
PSCM#B1D23:4B-08,U3001:68-08
IPMA#U3003:16-2C
ACM#U3003:16-08
SCCM#U3002:A2-28
WACM#U3003:16-08
APIM#U1A00:87-08,U3003:16-08PMA#U3003:16-28
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/15/2022

---------- 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: 04/15/2021 Warranty Start Date: 05/15/2021
Date of Sale: 05/15/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21095131441LX6G 6007 ACA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21089132040 LX6P 7000 DB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC C-????????????????????
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

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : ANDREW YEAPLE Title: TECHNICIAN
Phone :
ANDREW YEAPLE
Rpr Dlr:USA 06992 - Peoria Ford Ph#:[redacted]
City: Peoria State : Arizona
Country: United States Region : Phoenix

Claim #/Date : [redacted] 08/10/2022

Specialist's
Name : BRANDON GIFFORD (FSE)

---------- 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
09/01/2022	[redacted]	NHL	ST/RN/MV		USA 06992
09/01/2022	[redacted]	CACVOC	ST/RN/MV		USA 06992

--- 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/15/2022

VEHICLE'S WARRANTY HISTORY (365 days only)

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Part Number Sfx	Labor Operation
USA 06992	12/18/23	[redacted]	28945	1		NX6	8A507	A	22S73B

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/04/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B63MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 17,506 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 9 38 START/RUN/MOVE STARTING
AUTO-START-STOP INOPERATIVE
Additional Symptom: auto start/stop feature faulty
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 01/04/2023 09:55AM KOLTON PAGANO(FSE) MSS - FCSD - PHOENIX REGION
Web Form Data(119787590) Description of Vehicle Concern: CUSTOMER STATES THAT INTERMITTENTLY WHEN COMING TO A STOP THE AUTO STOP FEATURE ENGAGES AND THE VEHICLE TURNS OFF WHICH IS NORMAL BUT WHEN ITS TIME TO LET OFF THE BRAKE PEDAL IT WILL NOT START. SOMEONE HAS TO COME TO HER AID AND GIVE HER A JUMP START. WHEN THIS PROBLEM OCCURS THE CUSTOMER STATES THAT ON THE FDIM IT WILL DISPLAY A MESSAGE OF SYSTEM OFF TO SAVE BATTERY. THE VEHICLE WILL EXHIBIT A NO CRANK NO START CONDITION UNTIL SOMEONE COMES TO GIVE THE VEHICLE A JUMP START. Please list any diagnostics already performed: THIS VEHICLE CAME IN ABOUT 2-3 WEEKS WITH THE SAME CONCERN BUT I WAS UNABLE TO DUPLICATE AND STILL CANNOT DUPLICATE IT NOW BUT OF COURSE I STILL HAVE TO DO SOMETHING ABOUT OTHERWISE THE CUSTOMER WILL JUST KEEP COMING BACK AND COMING BACK SO I MIGHT AS WELL DO SOMETHING ABOUT IT NOW AND GIVE THE MOST DETAILS I CAN. 2-3 WEEKS AGO I HAD THE SAME DTCS I LISTED ABOVE AND SO I CLEARED THE CODES SO WHEN THE VEHICLE COMES BACK AGAIN ILL CHECK IF THE SAME DTCS REAPPEAR AND THEY DID. IVE TESTED THE BATTERY WITH THE ROTUNDA GRX TESTER AND THE BATTERY TESTS GOOD. THE SOC OF THE BATTERY RIGHT NOW IS AT 81 PERCENT. CHECKED CHARGING SYSTEM OK. Parts Replaced: NONE Your Question: WHAT CAN BE DONE AT THIS POINT, ACCORDING TO THE BATTERY VOLTAGE CODES I SUSPECTED THE BATTERY WOULD BE THE CAUSE OF THIS CONCERN BUT IT DOES TEST GOOD AND BEING THAT IT HAPPENS INTERMITTENTLY I WOULD BE GUESSING AT IT IF I WERE TO PUT ANYTHING IN IT RIGHT NOW.
RECOMM 01/04/2023 09:55AM KOLTON PAGANO(FSE) MSS - FCSD - PHOENIX REGION
Wayne, The most important step in diagnosis is recreating the concern. The best first step would be to consult with the customer and figure out exactly when this issue is occurring. If it happens when its cold or hot, has the vehicle ever been able to start by putting his foot on the accelerator, things of that nature. Then recreate the concern for the best way to diagnose the issue. Then go to section 303-06A > Diagnosis and Testing and perform PPT J. Remember the fault has to be occurring to ensure the diagnosis is accurate. Then repair the vehicle as directed by the PPT and re-evaluate the concern. The auto start

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/04/2023

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

--TYPE-- ---------- COMMENT TEXT ----------
stop system usually will not let the vehicle turn off if there is a

stop system usually will not let the vehicle turn off if there is a battery low condition. For this it is possible that the BMS is faulty. If the concern persists, then address the battery voltage DTCs by doing PPT AD in section 415-00 > Diagnosis and Testing. Then repair the vehicle as directed and verify the repair. Thank you, Kolton Pagano 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 href=https://outlook.office365.com/owa/calendar/swisscheduler@ford.com/bookings/s/457Zm2qnX0GMqtaO4WJ_DQ2>Schedule</A> 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/reviewTISfaq.faces?LANG=EN-US&GEO=USA&dswid=-520>Headset software/hardware concerns</A>

<A target=_blank href=http://site-307934.bcvp0rtal.com/detail/videos/tools-equipment/video/6290958058001/swis-initial-setup>Initial headset setup</A>
ADD-ON 01/04/2023 09:55AM KOLTON PAGANO(FSE) MSS - FCSD - PHOENIX REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact

---------- 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
PSCM#U3001-68
UNKNOWN#U2016-09
ACM#U3003-16
IPC#P1534-01
APIM#U3003-16PMA#U3003:16-2C
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 #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/04/2023

VEHICLE DETAILS

Vehicle Build Date: 03/25/2021 Warranty Start Date: 04/13/2021
Date of Sale: 04/13/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

ENGINE

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21082130700LX6G 6007 ACA

TRANSMISSION

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21065110038 LX6P 7000 DB
Model: Shft:

ADDITIONAL

Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-????????????????????
Paint : PN4-??????????????????????????--------- AREA 51

AFTER MARKET MODIFICATIONS

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION

Orig/Caller : WAYNE BELSHE Title: TECHNICIAN
Phone :
WAYNE BELSHE
Rpr Dlr:USA 04513 - Spikes Motor Company, Inc. Ph#: [redacted]
City: Mission State : Texas
Country: United States Region : Houston

Claim #/Date : [redacted] 12/31/2022

Specialist's
Name : KOLTON PAGANO (FSE)

CQIS VIN HISTORY

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

SUPPLEMENTAL SURVEY: 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 Number Base	Part Number Sfx	Labor Operation
USA 04513	12/31/22	[redacted]	17506	1		NX6	8A507	A	22S73B
USA 04513	12/31/22		17506	2	82		RENTAL		

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/04/2023

VEHICLE'S WARRANTY HISTORY (365 days only)

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Sfx	Labor Operation
USA 04513	12/31/22	[redacted]	17506	3	42	JX6	10C679	D	12651D
USA 04513	12/31/22		17506	3	42	BAG	48H6	760	12651D45
USA 04513	12/31/22		17506	3	42		10655		10654C
USA 04513	12/31/22		17506	3	42				10654C1
USA 04513	12/31/22		17506	3	42				12651DX1

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/16/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B69MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 35,626 MILES
Operating Environ: WCC : 7S22
Vehicle Use : Rsp. Act:

SYMPTOM: 5 52 1 39 DRIVING PERFORMANCE STALLS/QUITS
AT IDLE INTERMITTENT
Additional Symptom: intermittent stall
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: 14A067 PANEL FUSE JUNCTION
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 08/16/2023 09:35AM BLAKE STEVER(FSE) MSS - FCSD - MIDWEST REGION
Web Form Data(120124454) Description of Vehicle Concern: C/S UNIT WILL STALL , PEDAL GETS HARD AND CANT SHIFT INTO NUETRAL WITH WARNING LIGHTS ON. Please list any diagnostics already performed: THS UNIT HAS BEEN TEST DRIVEN MULIPLE TIMES WITH OUT BEING ABLE TO DUPLICATE CONCERN. THE CODES LISTED ARE THE CODES THAT KEEP RETURNING WHEN THE UNIT COMES IN. BATTERY IS NEW , CHECKED CONNECTIONS AT BATTERY, GOOD. PERFORMED WIGGLE TEST OF HARNESS ALONG THE PSCM AND PCM AREA WITH NO LUCK DUPLICATING CONCERN. Parts Replaced: NONE YET Your Question: WANTED TO REACH OUT TO HOTLINE TO SEE IF ANY ISSUES HAVE BEEN SEEN WITH THIS KINDA OF SYMPTOM. CUSTOMER HAS BEEN BACK 3X NOW BUT WE CANT SYMPTOM TO OCCUR.

RECOMM 08/16/2023 09:35AM BLAKE STEVER(FSE) MSS - FCSD - MIDWEST REGION
Hey Enrique, Any known concerns will be listed in GSBs, TSBs, and SSMs. It doesnt appear there are any for this concern. Based off the DTCs present, there may be a network communication concern occurring. Consult with the customer to verify if there are any commonalities when the concern occurs like if it is after a cold soak, after the vehicle has been running for a certain amount of time, any driving conditions like rain/wet roads, etc. When the concern can be duplicated, start with the PPTs for the DTCs present. Thank you, Blake S. FSE

AUDIT 08/22/2023 02:41PM NOLAN KATTERMAN(TOC) MSS - FCSD - MIDWEST REGION
TECH ASSIST REFERRAL HAS BEEN OPENED

CONCER 08/23/2023 08:43AM GTCGCQIS
I VE DRIVEN THIS UNIT ALMOST DAILY FOR THE PAST WEEK WITH OUT INCIDENT. GIVEN THIS UNIT HAS BEEN HERE 3X FOR THIS CONCERN I HAVE BEEN UNABLE TO DUPLICATE. AT THIS TIME I FEEL LIKE THIS CONCERN IS EXTREMELY INTERMITTENT AND NEED ISSUE TO BE MORE CONSISTENT IN ORDER TO PINPOINT. HOTLINE RECOMMENDATIONS?

RECOMM 08/23/2023 03:48PM BLAKE STEVER(FSE) MSS - FCSD - MIDWEST REGION
Good afternoon Enrique, As discussed at the dealership, Im going to drive the vehicle until Friday and try to get the concern to duplicate. Today at the dealership, all available software updates

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/16/2023

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

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

were performed. Ill keep you updated with anything I find. Thank you,

were performed. Ill keep you updated with anything I find. Thank you, Blake S. FSE

ADD-ON 08/25/2023 01:16PM BLAKE STEVER(FSE) MSS - FCSD - MIDWEST REGION
FSE ON SITE 8/23: DISCUSSED CONCERN WITH TECH ENRIQUE. THEY HAVE DRIVEN THE VEHICLE MULTIPLE TIMES WITH NO SUCCESS DUPLICATING THE CONCERN. ALL MODULES WERE UPDATED AT THAT TIME. FSE WILL BE DRIVING VEHICLE IN ATTEMPT TO DUPLICATE THE CONCERN.

ADD-ON 08/25/2023 01:22PM BLAKE STEVER(FSE) MSS - FCSD - MIDWEST REGION
FSE UPDATE: CONCERN WAS DUPLICATED 8/24. COMING TO A STOP AT A RED LIGHT, THE ENGINE STALLED, MULTIPLE WARNING LIGHTS CAME ON IN IPC, BRAKE PEDAL GOT HARD, UNABLE TO SHIFT OUT OF PARK. TRYING TO START THE VEHICLE, IT WOULDN'T CRANK. CLICKING COULD BE HEARD UNDER THE HOOD AND THE IPC LIGHTS WOULD PULSE WHEN ATTEMPTING TO START. AFTER ABOUT 15 MINUTES WAITING WITH THE VEHICLE OFF, WAS ABLE TO START AGAIN. CHECKED DTC'S AND THERE WERE NEW CODES ALONG WITH THE PREVIOUSLY LISTED DTCS. U3003 IN THE SCCM. U0100 IN THE ATCM. U0418 IN THE IPMA. P1534 IN THE IPC. IT WAS NOTED IN THE WIRING DIAGRAM THAT THE PCM, ABS, PSCM, AND SCCM ALL GET POWER THROUGH THE RUN START RELAY. WITH CODES SETTING FOR EACH OF THESE MODULES, IT'S SUSPECTED THAT THERE IS A CONCERN WITH THE RELAY ITSELF, THE BCM GROUNDING THE RELAY, OR A MODULE BRINGING DOWN VOLTAGE, AFFECTING OTHER MODULES GETTING POWER THROUGH THE RUN/START RELAY. THE VEHICLE WILL CONTINUE TO BE TEST DRIVEN WHILE MONITORING THE BCM GROUND AND RUN/START RELAY VOLTAGE, IN ATTEMPT TO DETERMINE WHICH SIDE OF THE CIRCUIT IS AT FAULT.

RECOMM 08/25/2023 05:41PM BLAKE STEVER(FSE) MSS - FCSD - MIDWEST REGION
Hello Enrique, The concern was able to be duplicated once in 270 miles that were put on the vehicle in the last 3 days. During that time another U3003 set for the SCCM. The SCCM, PSCM, PCM, and ABS module all receive power through the run start relay. Because of this its suspected that there is either a concern with the run/start relay itself (internal to BJB), a concern with the BCM grounding/energizing the run/start relay, or a concern of another module or connector taking down voltage. This could be something like the rear parking aid camera which also gets power through the run/start relay. Inspect the rear parking aid camera connector for signs of corrosion as this is a common spot for water intrusion. It would also be recommended to test the battery, although it is new. If no concerns are found with the battery or the rear parking aid camera connector, proceed by replacing both the BJB and the BCM. Thank you, Blake S. FSE

ADD-ON 09/05/2023 12:10PM BLAKE STEVER(FSE) MSS - FCSD - MIDWEST REGION
FSE UPDATE 9/5. THE BJB AND BCM ARRIVED AT THE DEALER TODAY. THE TECH WENT TO INSTALL THE PARTS BUT RAN INTO AN ISSUE WITH FDRS RECOGNIZING THE VEHICLE. WILL FOLLOW UP AGAIN LATER TODAY TO VERIFY THE PARTS HAVE BEEN INSTALLED. AT THAT TIME A TEST DRIVE WILL BE DONE TO VERIFY THE REPAIR.

ADD-ON 09/06/2023 05:06PM BLAKE STEVER(FSE) MSS - FCSD - MIDWEST REGION
FSE UPDATE 9/6. FDRS ISSUE RESOLVED. TECH WAS ABLE TO INSTALL THE BJB AND BCM AND PERFORM PMI ON THE BCM. AFTER THIS WAS COMPLETED U2100 IS NOW PRESENT IN THE BCM. TECH VERIFIED A BATTERY CHARGER WAS INSTALLED

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/16/2023

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

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

DURING THE PMI PROCESS, VOLTAGE WAS ABOVE 12.6 VOLTS AND SOC WAS ABOVE

DURING THE PMI PROCESS, VOLTAGE WAS ABOVE 12.6 VOLTS AND SOC WAS ABOVE 80%. BCM PART NUMBER RECEIVED IS LU5Z-15604-BV WHICH MATCHES HVBOM AS WELL AS THE PARTS CATALOG. FSE DAN REES CHECKED THE AS BUILT DATA AND FOUND EVERYTHING TO BE OKAY. HAVING DEALER SUBMIT COPIS CASE FOR PART NUMBER AND WILL ESCALATE TO MODPROG SME'S IF NO PART NUMBER CONCERNS ARE FOUND.

ADD-ON 09/07/2023 02:52PM BLAKE STEVER(FSE) MSS - FCSD - MIDWEST REGION
FSE UPDATE 9/7: COPIS CONFIRMED THE BCM PART NUMBER WAS CORRECT. DIRECTING TECH TO REPERFORM BCM INSTALLATION STEPS, PERFORMING THE TPMS TRAINING LAST, LEAVING THE IGNITION ON, AND PERFORMING A SELF TEST AFTERWARDS. A FOLLOW UP WILL BE MADE LATER TODAY.

ADD-ON 09/08/2023 10:44AM BLAKE STEVER(FSE) MSS - FCSD - MIDWEST REGION
FSE UPDATE 9/8. TECH REPERFORMED BCM INSTALLATION STEPS FROM WSM PROCEDURE, PERFORMING TPMS LEARNING LAST, KEEPING IGNITION ON, AND RUNNING A SELF TEST. THERE WERE SEVERAL PROGRAMMING ERRORS IN THE PATS PORTION AND BCM PROGRAMMABLE PARAMETERS PORTION BUT EVENTUALLY THEY GOT EVERYTHING TO GO THROUGH. U2100 STIL SETTING IN BCM. REACHING OUT TO MODULE PROGRAMMING FOR FURTHER ASSISTANCE.

RECOMM 09/13/2023 03:17PM BLAKE STEVER(FSE) MSS - FCSD - MIDWEST REGION
Updating per module programming instruction.

ADD-ON 09/13/2023 03:17PM BLAKE STEVER(FSE) MSS - FCSD - MIDWEST REGION
09/05/2023 12:10PM BLAKE STEVER (FSE) MSS - FCSD - MIDWEST REGION FSE UPDATE 9/5. THE BJB AND BCM ARRIVED AT THE DEALER TODAY. THE TECH WENT TO INSTALL THE PARTS BUT RAN INTO AN ISSUE WITH FDRS RECOGNIZING THE VEHICLE. WILL FOLLOW UP AGAIN LATER TODAY TO VERIFY THE PARTS HAVE BEEN INSTALLED. AT THAT TIME A TEST DRIVE WILL BE DONE TO VERIFY THE REPAIR. ADD-ON09/06/2023 05:06PM BLAKE STEVER (FSE) MSS - FCSD - MIDWEST REGION FSE UPDATE 9/6. FDRS ISSUE RESOLVED. TECH WAS ABLE TO INSTALL THE BJB AND BCM AND PERFORM PMI ON THE BCM. AFTER THIS WAS COMPLETED U2100 IS NOW PRESENT IN THE BCM. TECH VERIFIED A BATTERY CHARGER WAS INSTALLED DURING THE PMI PROCESS, VOLTAGE WAS ABOVE 12.6 VOLTS AND SOC WAS ABOVE 80%. BCM PART NUMBER RECEIVED IS LU5Z-15604-BV WHICH MATCHES HVBOM AS WELL AS THE PARTS CATALOG. FSE DAN REES CHECKED THE AS BUILT DATA AND FOUND EVERYTHING TO BE OKAY. HAVING DEALER SUBMIT COPIS CASE FOR PART NUMBER AND WILL ESCALATE TO MODPROG SMES IF NO PART NUMBER CONCERNS ARE FOUND. ADD-ON09/07/2023 02:52PM BLAKE STEVER (FSE) MSS - FCSD - MIDWEST REGION FSE UPDATE 9/7: COPIS CONFIRMED THE BCM PART NUMBER WAS CORRECT. DIRECTING TECH TO REPERFORM BCM INSTALLATION STEPS, PERFORMING THE TPMS TRAINING LAST, LEAVING THE IGNITION ON, AND PERFORMING A SELF TEST AFTERWARDS. A FOLLOW UP WILL BE MADE LATER TODAY. ADD-ON09/08/2023 10:44AM BLAKE STEVER (FSE) MSS - FCSD - MIDWEST REGION FSE UPDATE 9/8. TECH REPERFORMED BCM INSTALLATION STEPS FROM WSM PROCEDURE, PERFORMING TPMS LEARNING LAST, KEEPING IGNITION ON, AND RUNNING A SELF TEST. THERE WERE SEVERAL PROGRAMMING ERRORS IN THE PATS PORTION AND BCM PROGRAMMABLE PARAMETERS PORTION BUT EVENTUALLY THEY GOT EVERYTHING TO GO THROUGH. U2100 STIL SETTING IN BCM. REACHING OUT TO MODULE PROGRAMMING FOR FURTHER ASSISTANCE.

ADD-ON 09/13/2023 03:18PM BLAKE STEVER(FSE) MSS - FCSD - MIDWEST REGION

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/16/2023

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

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

Transferred from 34GAS to MODPROG

Transferred from 34GAS to MODPROG

RECOMM 09/13/2023 03:19PM BLAKE STEVER(FSE) MSS - FCSD - MIDWEST REGION
Escalating to module programming.

ADD-ON 09/13/2023 03:19PM BLAKE STEVER(FSE) MSS - FCSD - MIDWEST REGION
Reason For Escalation : Technical Progress

RECOMM 09/18/2023 02:06PM JOHN ABELS MSS - FCSD - TECH ASSIT CENTER
Enrique, The new BCM setting a U2100 after it was installed and programming completed is being investigated. I will provide updates as they become available. John Module Programming Specialist

RECOMM 09/18/2023 02:27PM JOHN ABELS MSS - FCSD - TECH ASSIT CENTER
Enrique, Please use the steps below to program the BCM again to see if the U2100 will clear afterwards. 1) Uninstall FDRS. During the uninstall, there is a prompt with a box the technician must select to remove FDRS and all data . 2) Once uninstalled, reinstall FDRS at the latest level 3) Disconnect the VCM from the laptop. 4) Manually enter the VIN into FDRS and click GO to start a session 5) FDRS will say vehicle communication device is not connected, select continue to start the manual session 6) When the session starts and you ve entered the toolbox tab, download the BCM PMI App 7) Reconnect the VCM and run the BCM PMI App 8) During the BCM PMI you will be asked is the original module still installed? . Answer this NO 9) Clear codes, cycle the ignition status off to on 3 to 5 times, and self-test the BCM to verify the U2100 does not return. Please update the form after this has been completed. John Module Programming Specialist

CONCER 09/19/2023 10:37AM GTCGCQIS
FSE WAS HERE AND ACCOMPANIED WHILE ATTEMPTIG NEW PROCESS TO PROGRAM BCM. PROGRAMMING WAS SUCCESSFUL. CLEARED ALL CODES AND FSE WAS NOW GOING TO TEST DRIVE TO SEE IF ANY ISSUE IS STILL PRESENT.

RECOMM 09/20/2023 09:54AM JOHN ABELS MSS - FCSD - TECH ASSIT CENTER
Enrique, Thank you for updating that the last BCM programming resolved the U2100. Please continue working with the FSE if any further issues are found. John Module Programming Specialist

ADD-ON 09/21/2023 04:25PM BLAKE STEVER(FSE) MSS - FCSD - MIDWEST REGION
FSE UPDATE 9/21: AFTER U2100 WAS CLEARED, ALL PROGRAMMING WENT THROUGH, NO DTC'S ARE PRESENT. DUE TO ORIGINAL CONCERN BEING INTERMITTENT, THE VEHICLE WAS TEST DRIVEN FOR OVER 200 MILES TO SEE IF THE CONCERN WOULD RETURN. THE CONCERN WAS NOT DUPLICATED. WITH THE CONCERN BEING RELATED TO THE RUN/START RELAY, AND THE BJB AND BCM REPLACED, IT'S NOT SUSPECTED THAT THE CONCERN WILL RETURN AND THE VEHICLE IS BEING RELEASED TO THE CUSTOMER. CLOSING TAR.

AUDIT 09/21/2023 04:25PM BLAKE STEVER(FSE) MSS - FCSD - MIDWEST 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:

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/16/2023

Prior Repair Attempts: Repair Prior to Call: NO
ABS#U3003
PSCM#U2016,U3001,U3003
PCM#P0600
ACM#U3003
APIM#U30033003-16PMA#U3003:16-2C
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	14A067	SERVICE	PANEL FUSE JUNCTION	YES

---------- V E H I C L E D E T A I L S ----------
Vehicle Build Date: 05/27/2021 Warranty Start Date: 07/01/2021
Date of Sale: 07/01/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21124131436LX6G 6007 ACA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21110121406 LX6P 7000 DB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-????????????????????
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

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : ENRIQUE VILLALOBOS Title: TECHNICIAN
Phone :
ENRIQUE VILLALOBOS
Rpr Dlr:USA 01542 - Art Hill Ford Lincoln Ph#: [redacted]
City: Merrillville State : Indiana
Country: United States Region : Chicago

Claim #/Date : [redacted] 08/14/2023

Specialist's
Name : BLAKE STEVER (FSE)

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/16/2023

CQIS VIN HISTORY

Date	CQIS Report #	Prog Type	Symp	Cat	Causal Part	Description	Dealer Id
08/14/2023	[redacted]	CACVOC	ST/RN/MV				USA 01542
08/15/2023		CACVOC	ST/RN/MV				USA 01542

SUPPLEMENTAL SURVEY: 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 Number Base	Sfx	Labor Operation
USA 01542	06/26/23	635791	[redacted]	1	42		3C529		3514A
USA 01542	06/26/23	635791		2	42	NX6	8A507	A	22S73B
USA 01542	06/26/23	635791		3	82		6006		
USA 01542	07/08/23	636443		1	42		NPF		NPF
USA 01542	07/08/23	636443		2	82		RENTAL		
USA 01542	08/14/23	638276		1	42	LU5	15604	BV	MTIME
USA 01542	08/14/23	638276		1	42	LX6	14A068	Z	
USA 01542	08/14/23	638276		2	82		RENTAL		
USA 01542	08/14/23	638276		3	82		RENTAL		
USA 01892	06/05/23	042377		1	33		14300		10654C

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/09/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B60MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 32,743 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 52 1 39 DRIVING PERFORMANCE STALLS/QUITS
AT IDLE INTERMITTENT
Additional Symptom: stall after 22s73
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	06/09/2023 10:43AM STEVEN BYRD(FSE) MSS - FCSD - SOUTHWEST REG Web Form Data(120024786) Description of Vehicle Concern: c/s vehicle died while driving and brakes locked up, could not start vehicle again multiple times. vehicle started after towed to shop Please list any diagnostics already performed: vehicle started and could not verify concern, eec test for codes retreived ACIM U3003:16:08, apim u30031608, ipc p1534:01:08, pcm p07e4:00:28, pscm u3001:68:08, rcm b1202:14:28. vehicle had just left after performing 22S73. Vehicle died on the way home. performed drive cycle to clear p07e4 and cleared the bms to clear the U codes. road test 370 mile due to customer stating they are not comfortable driving vehicle. Parts Replaced: performed 22S73 Your Question: Have you seen a vehicles brakes lock up and die after having this recall performed?
RECOMM	06/09/2023 10:43AM STEVEN BYRD(FSE) MSS - FCSD - SOUTHWEST REG Alejandro, Any reports with a similar concern would be in the tech self help tool which can be found before submitting this contact. Since you havent been able to duplicate the concern, continue with driving the vehicle and attempt to duplicate the customers concern. If multiple network codes are setting, then this points more towards a network circuit issue causing the codes to set. If the vehicle is stalling, the most likely cause from a network circuit issue would be on the HSCAN as this is where the bcm and pcm communicate on. if this network goes down, it would likely cause the vehicle to stall.
ADD-ON	06/09/2023 10:43AM STEVEN BYRD(FSE) MSS - FCSD - SOUTHWEST REG SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Technical, SWIS Comments : not needed

---------- 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/09/2023

PSCM#U3001:68-08
PCM#P07E4:00-28
RCM#B1202:14-28
IPC#P1534:01-08
APIM#U3003:16-086-2C

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: 02/23/2021 Warranty Start Date: 03/16/2021
Date of Sale: 03/16/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

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

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21034130408LX6G 6007 ACA

- - - T R A N S M I S S I O N - - -

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A20324132599 LX6P 7000 DB
Model: Shft:

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

Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-??????????????????????
Paint : PN4-??????????????????????????--------- CACTUS 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

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

Orig/Caller : ALEJANDRO RODRIGUEZ Title: TECHNICIAN
Phone :
ALEJANDRO RODRIGUEZ
Rpr Dlr:USA 02511 - AutoNation Ford South Fort Wor Ph#: [redacted]
City: Ft Worth State : Texas
Country: United States Region : Dallas

Claim #/Date : [redacted] 05/22/2023

Specialist's
Name : STEVEN BYRD (FSE)

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/09/2023

---------- 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 Number Base	Part Number Sfx	Labor Operation
USA 02479	07/18/23	[redacted]	33723	1	42	BAG	48H6	760	10654C
USA 02479	07/18/23		33723	1	42				10654C1
USA 02511	05/18/23		32349	1		NX6	8A507	A	22S73B
USA 02511	02/09/24		37624	1	42	HX7	8501	B	8005D
USA 02511	02/09/24		37624	1	42	V	13	G	8501A

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/03/2024

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B69MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 34,446 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 02 START/RUN/MOVE STARTING
NO CRANK ALWAYS
Additional Symptom: original battery part number n
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 01/03/2024 06:47PM DAVE MARTIN(FSE) MSS - FCSD - CENTRAL REGION
Web Form Data(120302147) Description of Vehicle Concern: LOAD NOISE AND VEHICLE DIED AND NO RESTART. Please list any diagnostics already performed: VIISUAL INSPECTION Parts Replaced: NONE Do you have a module programming concern? No Your Question: WE NEED A CODE THE DTC CODE OR ACES CODE TO REPLACED BATTERY, THE BATTERY EXPLODED IN VEHICLE. THE ONLY BATTERY THATS NOT ON BACK ORDER IS AGM BATTERY. CAN T GET BATTERY THAT GOES TO VEHICLE BY VIN NUMBER WHICH IS A STANDERED LEAD ACID BATTERY SOULD WE PUT THE AGM BATTERY IN TO PLEASE THE CUSTOMER AND IF SO DO WE NEED SPECIAL AUTHORIZATION TO DO THIS?
RECOMM 01/03/2024 06:47PM DAVE MARTIN(FSE) MSS - FCSD - CENTRAL REGION
Hello Randy, Both questions you are asking are more Warranty Policy questions. When a battery is not able to be tested to generate a failure code, refer to W&P section: 4.2.01 Dealer Self-Approval Guidelines Introduction. Regarding installing a next level part when 1st level is not available, the criteria to move to the next level part is covered in W&P section: 3.5.02.84 REPLACEMENT OR REPAIR POLICY COMPONENTS. If this is NOT an issue of moving to the next level part and is a parts backorder issue, please have your parts/service management team follow through with the Parts Backorder escalation process. In the event that the part needed to repair this vehicle is not available, the Parts Escalation Process (EFC08937) should be followed. In order to complete the Parts Escalation Process, the order should be flagged as VOR (Vehicle Off Road) in COPIS.
 The Parts Escalation will allow the involvement of other Ford departments to ensure customer satisfaction with the repair process. For more information, refer to <A target=_blank href= https://www.fmcdealer.dealerconnection.com/content/dam/fmcdealer/documents/parts_service/ptor/ptav/Pages/Backorder_Escalation.pdf >Parts Escalation Process</A> (Vehicle Off Road) found in FMCDealer. Thanks, Dave M. FSE Mem/KC Regions

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/03/2024

---------- 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
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: 04/12/2021 Warranty Start Date: 04/29/2021
Date of Sale: 04/29/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21095130169LX6G 6007 ACA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21089110117 LX6P 7000 DB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-??????????????????????
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 : RANDALL STRICKLAND Title: SHOP FOREMAN
Phone :
RANDALL STRICKLAND
Rpr Dlr:USA 09512 - Crain Ford of Little Rock Ph#:[redacted]
City: Little Rock State : Arkansas
Country: United States Region : Memphis

Claim #/Date : [redacted] 12/28/2023

Specialist's
Name : DAVE MARTIN (FSE)

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/03/2024

---------- 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 Number Base	Part Number Sfx	Labor Operation
USA 06238	08/23/23	[redacted]	30546	1		NX6	8A507	A	22S73B
USA 06238	08/23/23		30546	2	46	9T4	13466	A	13465AB
USA 09512	12/28/23		34446	1	42	BAG	48H6	760	10654C
USA 09512	12/28/23		34446	1	42				10654C1
USA 09512	12/28/23		34446	2	82		RENTAL		

CQIS Report Number: [redacted] Program Type: Q Orig Rpt #: [redacted]
Report Source: MSS - FCSD - QSFS Report Date: 09/26/2022

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

VEHICLE: 2022 BRONCO SPORT 4X4,LTD,2DR,MPV VIN:3FMCR9C68NR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 1,575 MILES
Operating Environ: WCC : 7S08
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 39 START/RUN/MOVE STARTING
NO CRANK INTERMITTENT
Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: 14305 WIRING ASY ALT TO RE
Causal Factor: Feature: Loc:
Causal Condition: Photo: YES Attchmnts: 4
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

---------- C O M M E N T S ----------
--TYPE-- ---------- COMMENT TEXT ----------
CONCER 09/26/2022 10:42AM
Vehicle will not start, had to be be jumped
TECH/C 09/26/2022 10:42AM
Tested battery, has a good battery. Road test, battery light did not come on. Found code p0562. Perform ppt b1 no, b2 no, b3 yes, b4 yes, b5 yes, b6 yes 13.6, b7 yes, b8 yes, b9 yes, b10 yes. Ppt completed with no problem found. Contacted hotline, drive vehicle until charging indicator came on. Battery voltage was checked with engine running, 11.8 volts at battery. Data logger indicated a fault in the Bplus circuit open/high resistance. Voltage checked at generator c102a 14.5 volts. C1003 checked for voltage 14.5 volts. Further inspection found nut holding generator cable to mega fuse was loose. Torque connection, voltage at battery now 14.5 volts, charging light out. Clear all codes, road test, verify repair.
AUDIT 09/26/2022 10:42AM
SUBMITTED USING MOBILE DEVICE

---------- C O N C E R N D E T A I L S ----------
Intermittent?: Come Back? : Air Temp. : A 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 ----------

CQIS Report Number: [redacted] Program Type: Q Orig Rpt #: [redacted]
Report Source: MSS - FCSD - QSFS Report Date: 09/26/2022

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPR	14305	SERVICE	WIRING ASY ALT TO RE	YES

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

Vehicle Build Date: 06/24/2022 Warranty Start Date: 07/29/2022
Date of Sale: 07/29/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

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

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA FA
Bld Dt: Calb: NCHDY1N A
Serial #:
4133A22165130598LX6G 6007 AFA

- - - T R A N S M I S S I O N - - -

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A22144110023 LX6P 7000 DB
Model: Shft:

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

Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC G-????????????????????
Paint : PN4-??????????????????????????--------- AREA 51

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 : Donna Piazza Title: WARRANTY ADMINISTRATOR
Phone : 6098610100

Rpr Dlr:USA 01473 - Gentilini Ford, Inc. Ph#:609-861-0100
City: Woodbine State : New Jersey
Country: United States Region : Philadelphia

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
09/10/2022	[redacted]	NHL	AID/INFO			USA 01473
09/15/2022		CACVOC	AID/INFO			USA 01473

--- S U P P L E M E N T A L S U R V E Y: NONE ---

VEHICLE'S WARRANTY HISTORY (365 days only)

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Part Number Sfx	Labor Operation
USA 05925	02/29/24	[redacted]	11677	1		NX6	8A507	A	22S73B
USA 05925	02/29/24		11677	2		NC5	13C788	A	22C22W

GCQIS Attachments

View Report Attachment - Images

Report# [redacted]

Print Exit **Number of Images :** 4 **Images Per Page:**5

Delete Move

4 items found, displaying all items.**1**



○ **Attachment Id :**29931879



○ **Attachment Id :**29931878



○ **Attachment Id :**29931877



○

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/22/2021

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

VEHICLE: 2021 BRONCO SPORT 4X4,LTD,2DR,MPV VIN:3FMCR9C64MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 1,163 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 42 5 35 START/RUN/MOVE MOVING
NO ENGAGEMENT BOTH (FORWARD AND REVERSE)
Additional Symptom: stalled 4 times
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 10/22/2021 05:00PM BPIZANO
Web Form Data(118467289) Description of Vehicle Concern: CUSTOMER STATES BRONCO SHUT DOWN ON HER 4 TIMES . BROUGHT IT TO US I CHECKED IT FOR NEW CODES NONE FOUND, NO CHECK ENGINE LIGHT, NO LOW POWER MODE , NO NOTHING , VISLAY INSPECTED ALSO SHOOK HARNESS TEST ALSO . I CAN NOT FIND ANY FAULTS. USING PID MOINTING NO FUALTS FOUND LET 4 OTHER TECHS DRIVE IT COLD AND HOT ALSO . BRONCO DRIVES NORMAL . ONLINE I CAN SEE SUV DID GO TO LOWER POWER MODE BUT NOT WITH US CUSTOMER IS UP SET . NEED HELP TO SEE WHAT CAN BE DONE OR WHAT CAN BE CHECKED. OR IF A SIMILIAR FAULT HAS HAPPEN IN THESE SUVS. Please list any diagnostics already performed: STATED ABOVE Parts Replaced: NONE Your Question: CUSTOMER IS UP SET . NEED HELP TO SEE WHAT CAN BE DONE OR WHAT CAN BE CHECKED. OR IF A SIMILIAR FAULT HAS HAPPEN IN THESE SUVS.
RECOMM 10/22/2021 05:00PM BPIZANO
Good Afternoon Emmanuel, Thank you for providing all of the diagnosis that has been completed. According to the vehicles connected vehicle data, DTC P0793 and P0791 have been setting due to a circuit fault in the ISS-A/TSS sensor circuit. Since the concern is intermittent PPT D will likely not find a concern. To continue with diagnosis, it s recommended to load test circuits RET33, VE744, and LE461 in wiring cell 29-4. When testing use a 3157 bulb and isolate the circuit, then supply voltage to one end of the circuit and attach the other end to the bulb. A known good ground source should be attached to the other end of the bulb. When measuring the voltage across the bulb it should be within 0.5 volts of source voltage. Repair any circuit faults found. If no concerns are found, then it s recommended to continue with replacement of the TSS/ISS-A sensor and verify if the concern is still present. *** Technical Assistance Center Bryan P.

---------- 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? :

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/22/2021

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 ----------

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

---------- V E H I C L E D E T A I L S ----------
Vehicle Build Date: 07/29/2021 Warranty Start Date: 08/07/2021
Date of Sale: 08/07/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21207130020LX6G 6007 ACA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21182132493 LX6P 7000 DB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/60 R18 100H A/S 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 : EMMANUEL WALKER Title: TECHNICIAN
Phone :
EMMANUEL WALKER
Rpr Dlr:USA 07444 - Five Star Ford of Dallas Ph#:[redacted]
City: Dallas State : Texas
Country: United States Region : Dallas

Claim #/Date : [redacted] 10/12/2021

Specialist's
Name : BPIZANO -????????????????????

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/22/2021

--- 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 Number Base	Sfx	Labor Operation
USA 07444	06/12/23	[redacted]	9471	1		NX6	8A507	A	22S73B
USA 07444	06/12/23		9471	2	82	BE8	6731	AB	MBASIC
USA 07444	06/12/23		9471	2	82	X	5W20	BSP	MBASIC1
USA 07444	06/12/23		9471	2	82		MAINT		MULTI

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/19/2021

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B6XMR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 150 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 41 7 38 START/RUN/MOVE RUNNING
POWER TAKE OFF/PTO INOPERATIVE
Additional Symptom: AWD fault
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 03/19/2021 05:16PM JMORR318
Web Form Data(118002059) Description of Vehicle Concern: CHECK ENGINE LT ON AND VEHICLE LOST POWER, Please list any diagnostics already performed: IDS TEST CODE C0090 18 64 RESET CODE DROVE 20 MILES CHECK ENGINE LIGHT CAME BACK ON Parts Replaced: NONE ORDERED A PTU SOLOID AND HARDWARE Your Question: ANY OTHER KNOWN CONCERNS OR REPAIRS SUGGESTED, HARDWARE W500623S442 FOR SUBFRAME IS ON BACKORDER UNTIL 5/7/2021
RECOMM 03/19/2021 05:16PM JMORR318
Pete, With the concern of C0090:18, as long as the pinpoint test for this DTC was performed, do not continue with replacing the PTU actuator motor. Check Connectors C1898C at the PTU and C3841 at the AWD module for pin fitment concerns. Also, inspect C192 and C219 the inline connectors for any concerns of pin fitment or damage that may be present. Use wiring cell 34 page 1 to identify connectors. If there is no concerns seen at the connectors for the AWD module and the PTU, inspect the battery cable ground G100 and make sure it is clean and tight. Use wiring diagram cell 12 page 1 to identify G100. If there is no concerns seen with the components, continue with replacing the AWD module and reevaluating the concern. Use section 307-05A>removal and installation>AWD module, to replace the module. If further assistance is needed, please update the form. If the subframe hardware is still needed, use the parts back order escalation process to obtain the hardware sooner. In the event that the part needed to repair this vehicle is not available, the Parts Escalation Process (EFC08937) should be followed. In order to complete the Parts Escalation Process, the order should be flagged as VOR (Vehicle Off Road) in COPIS.
 The Parts Escalation will allow the involvement of other Ford departments to ensure customer satisfaction with the repair process. For more information, refer to <A target=_blank href=https://www.fmcdealer.dealerconnection.com/sites/ford_lm/parts_service/ptor/ptav/Pages/Backorder_Escalation.pdf>Parts Escalation Process (Vehicle Off Road)</A> found in FMCDealer.

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/19/2021

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

--TYPE-- ---------- COMMENT TEXT ----------
ADD-ON 03/19/2021 05:16PM JMORR318

ADD-ON 03/19/2021 05:16PM JMORR318
Spoke with Paul Bushon he informed me that for this DTC the AWD module should be replaced and the concern should be reevaluated.

---------- 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
AWD#C0090:18-648
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: 01/27/2021 Warranty Start Date: 03/04/2021
Date of Sale: 03/04/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 08297
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A20350131470LX6G 6007 ACA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A20335120599 LX6P 7000 DB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC C-????????????????????
Paint : PN4-??????????????????????????--------- AREA 51

---------- 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 : PETE SCAMBILIS Title: SERVICE WRITER
Phone :

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/19/2021

Rpr Dlr:USA 08297 - Interstate Ford Ph#:[redacted]
City: Miamisburg State : Ohio
Country: United States Region : Cincinnati

Claim #/Date : [redacted] 03/05/2021

Specialist's
Name : JMORR318 -??????????????????

---------- 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) ----------

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/25/2021

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B61MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 4,361 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 02 START/RUN/MOVE STARTING
NO CRANK ALWAYS
Additional Symptom: 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	06/25/2021 09:16AM BRANDON GARCIA(FSE) MSS - FCSD - MIDWEST REGION Web Form Data(118219206) Description of Vehicle Concern: cust started veh, drove away from home all dash lights displays went out,veh still driving. stopped later returned to start dead batt. Please list any diagnostics already performed: used ford batt tester passed test, ran ids 49 codes all related to loss of com,ipma,oscm,gsm,atcm,abs,tcu,rcm,pscm,ipc,acm. cleared codes retest no codes,all items working,road tested ok. did find that pcm,apim, and tcu needed updating . checked datalogger command and volts ok. reprogramed tcu,apim,pcm no ssm/tsbs listed for this Parts Replaced: none Your Question: could one of these modules have caused issue since they needed updating?
RECOMM	06/25/2021 09:16AM BRANDON GARCIA(FSE) MSS - FCSD - MIDWEST REGION John, It is not recommended to perform module programming unless instructed by an SSM, TSB, or service procedure as programming a module when not needed can cause various concerns to be induced and can potentially down the vehicle. Since no SSM/TSBs address this concern, we cannot be certain the module updates resolved the issue. Its recommended to attempt to duplicate the concern and once the concern is present, run a live network test to determine what modules or networks are offline. We can then use the appropriate PPT in section 418-00 to address any potential network concerns. If the customers concern is proving difficult to duplicate, it may prove helpful to consult with the customer to determine if there were any specific driving conditions present when the fault occurred. Information such as weather conditions, vehicle temperature, type of driving, how long the vehicle had been driven for, vehicle speed and any other information that can be gathered may be helpful in duplicating the concern. If further aid is needed, please update the form and include any further diagnosis performed. Thank you, Brandon G. Ford Technical Assistance Center

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/25/2021

---------- 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
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: 12/08/2020 Warranty Start Date: 01/15/2021
Date of Sale: 01/15/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A20338130708LX6G 6007 ACA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A20318131243 LX6P 7000 DB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-??????????????????????
Paint : PN4-??????????????????????????--------- ALTO BLUE TC/EMPIRE BLUE

---------- 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 : JOHN WHITEHURST Title: TECHNICIAN
Phone :
JOHN WHITEHURST
Rpr Dlr:USA 06727 - Beach Ford, Inc. Ph#: [redacted]
City: Virginia Beach State : Virginia
Country: United States Region : Washington

Claim #/Date : 016079 06/23/2021

Specialist's
Name : BRANDON GARCIA (FSE)

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/25/2021

---------- 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) ----------

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/31/2023

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

VEHICLE: 2023 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B69PR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 2,800 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 9 38 START/RUN/MOVE STARTING
AUTO-START-STOP INOPERATIVE
Additional Symptom: auto start/stop
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 10/31/2023 10:51AM CHRIS LOWE(FSE) MSS - FCSD - MIDWEST REGION
Web Form Data(120228596) Description of Vehicle Concern: customer says auto start/sop will stop but requires a manual start Please list any diagnostics already performed: all eec, tsb,ssms Parts Replaced: battery replaced 3 weeks ago, i reset bms friday and drove drove several miles . neighborhood and regular road. Your Question: cannot verify and has happened at least 5 times inside 2800m miles, i cannot find any issues related.
RECOMM 10/31/2023 10:51AM CHRIS LOWE(FSE) MSS - FCSD - MIDWEST REGION
Chuck, All knowns are listed in TSBs, SSMs, and the self help tool. I looked through all TSBs, SSMs, and past reports and I cannot find any related information. I would suggest asking the customer when this happens to maybe help duplicate the concern. When the concern can be verified, check battery state of charge. If ok, continue with WSM diagnosis. Regards, Chris Lowe - FSE
CONCER 11/02/2023 12:04PM GTCGCQIS
high pressure pump intermittent failure, replaced pump test drive. fixed.
RECOMM 11/02/2023 12:29PM CHRIS LOWE(FSE) MSS - FCSD - MIDWEST REGION
Chuck, You really are the best. Thank you for the update on the sympton and the repair results. Regards, Chris Lowe - FSE

---------- 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
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/31/2023

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 03/09/2023 Warranty Start Date: 04/14/2023
Date of Sale: 04/14/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

ENGINE

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GT AB
Bld Dt: Calb: PCHDY1N A
Serial #:
4133A23060130339LX6G 6007 TAB

TRANSMISSION

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A23014110059 PZ1P 7000 GA
Model: Shft:

ADDITIONAL

Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B --------- ABSOLUTE BLACK

AFTER MARKET MODIFICATIONS

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION

Orig/Caller : CHARLES HAMMANN III Title: TECHNICIAN
Phone :
CHARLES HAMMANN III
Rpr Dlr:USA 04011 - McCarthy Ford, Inc. Ph#:[redacted]
City: Chicago State : Illinois
Country: United States Region : Chicago

Claim #/Date : 418176 10/26/2023

Specialist's
Name : CHRIS LOWE (FSE)

CQIS VIN HISTORY

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
10/12/2023	[redacted]	NHL	ST/RN/MV		USA 04011
05/03/2023	[redacted]	CACVOC	ST/RN/MV		USA 04011
05/10/2023	[redacted]	CACVOC	AID/INFO		USA 04011

SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY 2000

SURVEY HAS NOT BEEN SENT

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/31/2023

VEHICLE'S WARRANTY HISTORY (365 days only)

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Part Number Pfx	Base	Sfx	Labor Operation
USA 01336	02/06/24	[redacted]	2856	1	X7	KK1	12A650	JANP	12650D
USA 01336	02/06/24		2856	1	X7		12A581		12650DX1
USA 01336	02/06/24		2856	1	X7				12650D45
USA 01336	02/06/24		2856	1	X7				12650D45WR
USA 01336	02/06/24		2856	1	X7				12650D6
USA 01336	02/06/24		2856	1	X7				AD
USA 04011	04/28/23		76	1	42	JX6	6006	AC	6007A
USA 04011	04/28/23		76	1	42		W715618	S437	6007A34
USA 04011	04/28/23		76	1	42	K2G	7H469	D	6007E
USA 04011	04/28/23		76	1	42	F1F	6379	A	6007E1
USA 04011	04/28/23		76	1	42		W719190	S900	12650D
USA 04011	04/28/23		76	1	42	JA6	9450	A	12650DX1
USA 04011	04/28/23		76	1	42		OSP		12650D47
USA 04011	04/28/23		76	1	42	X	12	QULV	12650D81
USA 04011	04/28/23		76	1	42	LX6	4B496	A	STATELBR
USA 04011	04/28/23		76	1	42	LX6	5A215	A	
USA 04011	04/28/23		76	1	42	F2G	9E882	A	
USA 04011	04/28/23		76	1	42		W716271	S437	
USA 04011	04/28/23		76	1	42	JX6	6758	E	
USA 04011	04/28/23		76	1	42		W520214	S440	
USA 04011	04/28/23		76	1	42	V	13DL	G	
USA 04011	04/28/23		76	1	42	P	4	A	
USA 04011	10/09/23		2763	1	42	BAG	48H6	760	10654C
USA 04011	10/09/23		2763	1	42				10654C1
USA 04011	10/09/23		2763	1	42				12651D
USA 04011	10/09/23		2763	1	42				9350B
USA 04011	10/09/23		2763	1	42				STATELBR
USA 04011	10/25/23		2808	1	82		NPF		NPF
USA 04011	10/26/23		2817	1	42	DS7	9E583	A	12650D
USA 04011	10/26/23		2817	1	42	HX7	9350	B	12650D45
USA 04011	10/26/23		2817	1	42	H6B	9F972	A	9350B
USA 04011	10/26/23		2817	1	42	HX7	9J323	A	9002A6
USA 04011	10/26/23		2817	1	42				9002A
USA 04011	10/26/23		2817	1	42				12650D51
USA 04011	10/26/23		2817	1	42				STATELBR
USA 04011	11/11/23		2848	1	28	HX7	9G756	A	12650D
USA 04011	11/11/23		2848	1	28				12650DX1
USA 04011	11/11/23		2848	1	28				12650D45
USA 04011	11/11/23		2848	1	28				12650D45WR
USA 04011	11/11/23		2848	1	28				16102A
USA 04011	11/11/23		2848	1	28				12650D81
USA 04011	11/11/23		2848	1	28				9350B
USA 04011	11/11/23		2848	1	28				12650D51
USA 04011	11/11/23		2848	1	28				12650D55
USA 04011	11/11/23		2848	1	28				12650D47
USA 04011	11/11/23		2848	1	28				STATELBR

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/02/2022

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

VEHICLE: 2021 BRONCO SPORT 4X4,TRAIL,2DR,MPV VIN:3FMCR9D97MR[redacted]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 19,228 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 9 38 START/RUN/MOVE STARTING
AUTO-START-STOP INOPERATIVE
Additional Symptom: auto start stop inop
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 12/02/2022 03:42PM AROSS87
Web Form Data(119748740) Description of Vehicle Concern: customer states when she has an auto start top event the vehicle will intermittently not start until waiting for about 20 min. Please list any diagnostics already performed: self test, battery test Parts Replaced: none Your Question: on the pids for auto start stop is shows soc at 36%, and auto start stop not available. shouldnt this prevent the customer from having an event in the first place? tested battery. battery tests good just low soc. since this only happens during a start stop event. and after 20 min the vehicle starts normally. is it possibly a configuration concern?

RECOMM 12/02/2022 03:42PM AROSS87
Randall, With the state of charge being so low we would expect the vehicle to not go into AutoStart stop mode. However, the PCM looks at many different criteria before going into auto start stop mode and it is possible the alternator is keeping the battery charged enough to shut the vehicle off during an AutoStart stop event. At this time, we recommend attempting to charge the battery to bring the state of charge above 80%. Please keep in mind it can take up to 6 hours for this valve to rest in the PCM. If the battery state of charge does not increase after being charged, replace the battery, and retest the vehicle. At this time, we do not recommend attempting to update the PCM or other modules as there are no service messaged directing us to do so. 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 href=https://outlook.office365.com/owa/calendar/swisscheduler@ford.com/bookings/s/5imEz-vymUu3N4THp6tynA2>Schedule</A> 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/02/2022

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

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

(Contains unique dealer code & dealership name)
The vehicle

(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/reviewTISfaq.faces?LANG=EN-US&GEO=USA&dswid=-520>Headset software/hardware concerns</A>

<A target=_blank href=http://site-307934.bcvp0rtal.com/detail/videos/tools-equipment/video/6290958058001/swis-initial-setup>Initial headset setup</A>
Technical Assistance Center Team Member- AJ

ADD-ON 12/02/2022 03:42PM AROSS87
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact, SWIS Comments : First contact

CONCER 12/02/2022 06:39PM GTCGCQIS
tested battery with rotunda tester. battery tests good. fully charged battery. checked soc again. soc at 100% performed a parasitic draw test. after 75 min (as stated in wsm) the draw had tapered down to 47-40mA, below max of 50mA stated in wsm. note the draw was between 270mA and 100mA the majority of the time until it fully powered down. after draw test. re checked the pids. soc is now at 77% this seems pretty low. for only sitting 75 min. i have charged the battery again and i am going to let it sit overnight and see what the soc is at. any recommendations?

RECOMM 12/03/2022 11:48AM BRENTON ELLIS(FSE) MSS - FCSD - NORTHEAST REGION
Randall, With the Estimated State of Charge for the 12V battery depleting so quickly with no high draw, it is suspected that a concern may be present with the Battery Monitoring Sensor (BMS). However, prior to replacement of the BMS, it is recommended to charge the 12v battery and reset the BMS in FDRS before testing for the Auto Start/Stop concern again. If the Auto Start/Stop concern occurs and the State of Charge reads less than 80%, replacement of the BMS (possibly included in the negative battery cable) is recommended prior to reevaluating the concern. Ensure to reset the BMS again after replacement of the sensor. As mentioned previously, if you would like assistance with this concern while using the See What I See (SWIS) headset, refer to the following link to schedule a call with the Technical Assistance Center: <A target=_blank href=https://outlook.office365.com/owa/calendar/swisscheduler@ford.com/bookings/s/5lH0a-LjDk6WMg0nr4VE8g2>SWIS Schedule</A>. -Brent E.
Ford Technical Assistance Center Hybrid/EV/Gas Engine Specialist

ADD-ON 12/03/2022 11:48AM BRENTON ELLIS(FSE) MSS - FCSD - NORTHEAST REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments : Saturday shift, unable to call dealer

CONCER 12/28/2022 04:10PM GTCGCQIS
PERFORMED BMS RESET. AND BATTERY CALIBRATION. BATTERY CALIBRATION SEEMS TO HAVE DONE THE TRICK

RECOMM 12/30/2022 09:29AM AROSS87

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/02/2022

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

--TYPE-- ---------- COMMENT TEXT ----------
Randall, We are happy to help, and we are glad we could assist you

Randall, We are happy to help, and we are glad we could assist you with this repair! If you don t mind, please take a moment to fill out the survey for this repair. Once the survey is filled out this repair will go into the self-help tool. The information on this repair can then be used by other technicians to help them with similar repairs. Thank you, Technical Assistance Center Team Member- AJ

ADD-ON 12/30/2022 09:29AM AROSS87
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Technical, SWIS Comments : Fix Verified

---------- 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#U3003-16
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: 03/15/2021 Warranty Start Date: 03/31/2021
Date of Sale: 03/31/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 04483
Dealer Special Order: Gross Vehicle Weight: 473 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: L1 PE EA
Bld Dt: Calb:
Serial #:
EE100 020345124838 L1PE 6007 EA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21050121265 LX6P 7000 XB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 235/65R17 A/T Brand :
Radio : A/C : AC G-??????????????????????
Paint : PN4-??????????????????????????--------- AREA 51

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/02/2022

---------- 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 : RANDALL DOWELL Title: SHOP FOREMAN
Phone :
RANDALL DOWELL
Rpr Dlr:USA 04483 - Leif Johnson Ford Truck City Ph#:[redacted]
City: Buda State : Texas
Country: United States Region : Houston

Claim #/Date : [redacted] 11/24/2022

Specialist's
Name : AROSS87 -??????????????????

---------- 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
11/30/2022	NX4E3290	CACVOC	ST/RN/MV		USA 04483

--- 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 #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/29/2022

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B69MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 16,911 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 52 4 39 DRIVING PERFORMANCE STALLS/QUITS
DECELERATION INTERMITTENT
Additional Symptom: STALLS ON DECELERATION
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: NOPART NO PART IDENTIFIED
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 07/29/2022 10:27AM DAVID HARRISON(FSE) MSS - FCSD - MID ATLANTIC REG
Web Form Data(119546910) Description of Vehicle Concern: STALLS ON DECELL Please list any diagnostics already performed: EEC TESTS , TE ST DRIVE CAN NOT DUPLICATE CONCERN Parts Replaced: NONE Your Question: My manager wanted me to request any assistance possible due to customer requesting lemon law buyback on this truck. So for Ive been unable to verify any concern with truck, thanks.

RECOMM 07/29/2022 10:27AM DAVID HARRISON(FSE) MSS - FCSD - MID ATLANTIC REG
Good morning Mike, Unfortunately the fault needs to be present in order for any test results to show a fault. If you have difficulty duplicating the customer concern, then it may be helpful to speak with the customer and gather more information on the conditions the vehicle is under when the concern occurs. You could ask questions such as: Does it happen in hot/cold or dry/wet weather? Does it happen on or after a bump or rough road? Does it happen when the vehicle is cold, warming up, or hot? Does it happen with the A/C on/off? Does it only happen on a certain road? Does it happen after a certain distance of driving? Does it happen after a cold/hot soak? Etc. Then attempt to safely duplicate the concern so accurate diagnosis and thorough testing can be completed once the customer concern has returned. Once the concern is occurring again, perform a live network test to see if any modules have stopped communicating. If they have, then perform the appropriate PPTs in WSM 418-00 and repair as needed. You can also monitor various PIDs as the stall occurs. To know what PIDs to monitor and record, refer to 303-14A> Specifications> Reference Value Symptom Chart. For a stalling concern, the category number given is 6. Then refer to the Reference Value Parameter Identification (PID)/Measured Signal Chart in the same section of the WSM and with the scan tool, select each PID with that category number. Then monitor those PIDs when the concern is present to look for readings that are not normal, or signals dropping out. If needed, refer to the appropriate reference value chart in the same section of the PC/ED for normal PID readings. Perform PPTs and normal testing for any systems or components that the PIDs indicate there is a fault with. If the customer is not currently

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/29/2022

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

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

satisfied with the vehicle or service, they can contact the CRC. We

satisfied with the vehicle or service, they can contact the CRC. 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. Ford Technical Assistance Team Member- David H.

ADD-ON 07/29/2022 10:27AM DAVID HARRISON(FSE) MSS - FCSD - MID ATLANTIC REG
Will open a TAR due to customer temperature and a possible buy back case.

ADD-ON 07/29/2022 10:27AM DAVID HARRISON(FSE) MSS - FCSD - MID ATLANTIC REG
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact, SWIS Comments : N/A.

TAR 07/29/2022 10:34AM DAVID HARRISON(FSE) MSS - FCSD - MID ATLANTIC REG
NOTE TO FSE: WE ARE REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE
…DUE TO CUSTOMER TEMPERATURE AND POSSIBLE BUY BACK. THIS VEHICLE IS
…IN FOR AN INTERMITTENT STALL ON DECELERATION. TECH HAS NOT BEEN ABLE
…TO DUPLICATE THIS CONCERN YET. CUSTOMER STATED THEY WANT THE VEHICLE
…BOUGHT BACK ON THE LEMON LAW. INSTRUCTED TECH TO GATHER MORE
…INFORMATION AS TO HOW TO DUPLICATE THE CONCERN, THEN PERFORM A LIVE
…NETWORK TEST AND PID MONITORING ONCE THEY CAN DUPLICATE THE STALL.
…THE VEHICLE IS AT THE DEALER. ESTIMATED NUMBER OF REPAIR ATTEMPTS:
…1 ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 2

AUDIT 07/29/2022 10:34AM DAVID HARRISON(FSE) MSS - FCSD - MID ATLANTIC REG
TECH ASSIST REFERRAL HAS BEEN OPENED

ADD-ON 07/29/2022 01:24PM JGIBULA
CONTACTED TECH MIKE, HE INDICATED NO CURRENT DTC'S PRESENT. WE DISCUSSED THE CONNECTED VEHICLE DTC'S AND POSSIBILITY OF EVAP CONCERN WITH PURGE VALVE. RECOMMENDED CONTINUED TEST DRIVE IN AN ATTEMPT TO DUPLICATE ANY MALFUNCTION WHILE MONITORING FUEL, EVAP, IGN AND NETWORK.

ADD-ON 08/02/2022 10:05AM JGIBULA
CONTACTED TECH MIKE WHO INDICATED VEHICLE HAS BEEN EXTENSIVELY TEST DRIVEN BY HIMSELF AND SF WITHOUT ANY ABNORMAL DRIVABILITY OR STALLING CONDITION OCCURRING. I INSTRUCTED HIM TO RESET THE BCM BATTERY MONITORING SENSOR LEARNED VALUES, CLEAR ALL DTC'S AND CONTINUE TO TEST DRIVE.

ADD-ON 08/05/2022 01:41PM JGIBULA
AFTER AN EXTENDED TEST DRIVE WITH ALL SYSTEMS PERFORMING TO DESIGN SPECIFICATIONS, THE VEHICLE WAS RETURNED TO THE CUSTOMER.

AUDIT 08/05/2022 01:41PM JGIBULA
TECH ASSIST REFERRAL HAS BEEN CLOSED

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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/29/2022

---------- 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
CB#NOWN#U3003-16
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.
OTH	NOPART	SERVICE	NO PART IDENTIFIED	YES

---------- V E H I C L E D E T A I L S ----------
Vehicle Build Date: 02/19/2021 Warranty Start Date: 03/04/2021
Date of Sale: 03/04/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 04989
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21035130195LX6G 6007 ACA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21020131514 LX6P 7000 DB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-??????????????????????
Paint : PN4-??????????????????????????--------- CACTUS 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

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : MIKE CROCKETT Title: TECHNICIAN
Phone :
MIKE CROCKETT
Rpr Dlr:USA 04989 - Plantation Ford Ph#:9[redacted]
City: Plantation State : Florida
Country: United States Region : Orlando

Claim #/Date : [redacted] 07/28/2022

Specialist's
Name : DAVID HARRISON (FSE)

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/29/2022

---------- 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 Number Base	Sfx	Labor Operation
USA 01625	03/27/23	[redacted]	21966	1	42	DG9	2C150	B	232041A
USA 01625	03/27/23		21966	1	42		2C150		

CQIS Report Number: [redacted] Program Type: Q Orig Rpt #: [redacted]
Report Source: MSS - FCSD - QSFS Report Date: 07/20/2023

REPORT SUMMARY

VEHICLE: 2022 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B6XNR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 18,306 MILES
Operating Environ: WCC : 3A11
Vehicle Use : Rsp. Act:

SYMPTOM: 5 54 0 00 DRIVING PERFORMANCE LACK/LOSS OF POWER
UNKNOWN (CODE NOT AVAILABLE) UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: LX6Z 7000 F TRANSMISSION ASY-AUT
Causal Factor: Feature: Loc:
Causal Condition: Photo: NO Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

COMMENTS

--TYPE--	COMMENT TEXT
CONCER	07/20/2023 08:54AM Customer states was driving over a bridge and vehicle just quit pulling rpms were going up but would not go anywhere
TECH/C	07/20/2023 08:54AM Test drove vehicle to verify concern. Vehicle jerked when placing into gear also lost power while driving up a slight incline, checked DTCs no DTcs were found, checked fluid found burnt and has metal flakes

CONCERN DETAILS

Intermittent?: Come Back? : Air Temp. : 4 Grid Location:
Towed In? : Quits On Road?: Unit Down?: Verification :

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	LX6Z 7000 F	SERVICE	TRANSMISSION ASY-AUT	YES

VEHICLE DETAILS

Vehicle Build Date: 03/18/2022 Warranty Start Date: 04/20/2022
Date of Sale: 04/20/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

CQIS Report Number: [redacted] Program Type: Q Orig Rpt #: [redacted]
Report Source: MSS - FCSD - QSFS Report Date: 07/20/2023

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA FA
Bld Dt: Calb: NCHDY1N A
Serial #:
4133A22069131456LX6G 6007 AFA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A22054132340 LX6P 7000 DB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-????????????????????
Paint : PN4-??????????????????????????--------- HOT PEPPER RED TC

---------- 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 : Brett McCallister Title: TECHNICIAN
Phone : 3046176308

Rpr Dlr:USA 08879 - Yes Ford Ph#[redacted]
City: Huntington State : West Virginia
Country: United States Region : Cincinnati

---------- 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: NONE ---

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Part Number Sfx	Labor Operation
USA 08879	06/26/23	[redacted]	18306	1	42	LX6	7000	F	7001D
USA 08879	06/26/23		18306	1	42	JX6	5A215	C	7000A
USA 08879	06/26/23		18306	1	42	LX6	5A215	A	7000AXQ
USA 08879	06/26/23		18306	1	42	V	13DL	G	
USA 08879	06/26/23		18306	1	42		W706787	S442	
USA 08879	06/26/23		18306	1	42	X	12	QULV	

CQIS Report Number: [redacted] Program Type: Q Orig Rpt #: [redacted]
Report Source: MSS - FCSD - QSFS Report Date: 05/07/2021

REPORT SUMMARY

VEHICLE: 2021 BRONCO SPORT 4X4,TRAIL,2DR,MPV VIN:3FMCR9D96MR[redacted]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 34 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 52 1 02 DRIVING PERFORMANCE STALLS/QUITS
AT IDLE ALWAYS
Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: NO Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

COMMENTS

--TYPE--	COMMENT TEXT
CONCER	05/07/2021 02:54PM CUSTOMER TAKES DELIVERY OF THE BRONCO TODAY GET ABOUT 10 MILES FROM THE DEALERSHIP THE BRONCP STALLS AT A STOP LIGHT IN TRAFFIC AND WILL NOT RESTART NO CRANK. THEYHAVE TO WAIT FOR ROADSIDE TO TOW IT BACK TO THE DEALER. CUSTOMER WANTS A REFUND
TECH/C	05/07/2021 02:54PM NO REPAIRS PERFORMED YET JUST DEALING WITH A PISSED OFF CUSTOMER WHO HAS TO HAVE A BRONCO TOWED IN WITH ONLY 34 MILES ON IT 15 MINUTES AFTER TAKING DELIVERY

CONCERN DETAILS

Intermittent?: Come Back? : Air Temp. : 3 Grid Location:
Towed In? : Quits On Road?: Unit Down?: Verification :

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: 04/08/2021 Warranty Start Date: 06/28/2021
Date of Sale: 06/28/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 473 LBS
LH/RH Drive:

CQIS Report Number: [redacted] Program Type: Q Orig Rpt #: [redacted]
Report Source: MSS - FCSD - QSFS Report Date: 05/07/2021

- - - E N G I N E - - -
Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: L1 PE EA
Bld Dt: Calb:
Serial #:
EE100 021019184628 L1PE 6007 EA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21078110064 LX6P 7000 XB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 225/65 R17 A/T Brand :
Radio : A/C : AC C-??????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B --------- ABSOLUTE BLACK

---------- 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 : Jim Clark Title: SERVICE DIRECTOR
Phone : 5867552100

Rpr Dlr:USA 06256 - Crest Ford, Inc. Ph#:586-755-2100
City: Center Line State : Michigan
Country: United States Region : Detroit

---------- 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
05/11/2021	M5KED357	CACVOC	ST/RN/MV		USA 06256
05/12/2021	M5LDB004	NHL	DRV PERF WIRING		USA 06256

--- S U P P L E M E N T A L S U R V E Y: NONE ---

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Sfx	Labor Operation
USA 06256	02/05/24	[redacted]	24282	1	82		NPF		NPF

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/29/2022

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

VEHICLE: 2022 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B64NR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 8,922 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 52 3 39 DRIVING PERFORMANCE STALLS/QUITS
CRUISE/ STEADY SPEED INTERMITTENT
Additional Symptom: p06A7
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 09/29/2022 11:48AM KOAMI ADJONKO(FSE) MSS - FCSD - SOUTHWEST REG
Web Form Data(119649390) Description of Vehicle Concern: VEHICLE LOST POWER, HAD TO SHUT VEHICLE OFF AND TURN BACK ON, WOULD LOSE POWER AGAIN/RUN ROUGH. LOST MPG. Please list any diagnostics already performed: UNABLE TO DUPLICATE CONCERN. CHECKED FOR DTCS AND NO CURRENT DTCS WERE PRESENT. DID HAVE VARIOUS INDETERMINED DTCS SET WHICH SHOWS CONCERN WAS PRESENT AT ONE POINT. CHECKED FOR TSBS AND OR SSMS AND NONE WERE FOUND. LIFTED VEHICLE IN AIR WITH VEHICLE ON AND ATTEMPTED TO WIGGLE HARNESS TO SEE IF IT WOULD TRIGGER CONCERN BUT NOTHING HAPPENED. NO OBVIOUS SIGNS OF CONCERNS PRESENT. Parts Replaced: NONE Your Question: UNABLE TO DUPLICATE CONCERN. SHOULD I CONTINUE TRYING TO DUPLICATE CONCERN OR IS THERE ANY KNOWN SIMILAR ISSUES GOING ON WITH THE BRONCO SPORTS

RECOMM 09/29/2022 11:48AM KOAMI ADJONKO(FSE) MSS - FCSD - SOUTHWEST REG
Armando, With the concern and the DTCs not present currently, please continue trying to duplicate the concern. With the concern present, retrieve the DTCs, refer to WSM for the appropriate PPT. If you are not able to duplicate the, as there is P0113 present in the PCM, please follow the instruction in the PPT DA in section 303-12A > diagnosis and testing to determine cause of the DTCs. When testing the circuit as directed by the PPT, wiggle the wires, and tap the connectors to see if you can duplicate the concern. 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 href=https://outlook.office365.com/owa/calendar/swisscheduler@ford.com/bookings/s/5imEz-vymUu3N4THp6tynA2>Schedule</A> 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/29/2022

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

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

connectivity
<span style=font-weight: bold font-style:

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/reviewTISfaq.faces?LANG=EN-US&GEO=USA&dswid=-520>Headset software/hardware concerns</A>

<A target=_blank href=http://site-307934.bcvp0rtal.com/detail/videos/tools-equipment/video/6290958058001/swis-initial-setup>Initial headset setup</A> Koami A. Ford Technical Assistance Center

ADD-ON 09/29/2022 11:48AM KOAMI ADJONKO(FSE) MSS - FCSD - SOUTHWEST REG
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact, SWIS Comments : N/A

CONCER 09/30/2022 06:01PM GTCGCQIS
WAS ABLE TO DUPLICATE CONCERN. MONITERED PIDS FOR PCM AND SAW ACTUAL AND DESIRED PID FOR FRP PID BOTH DROPPED WHEN CONCERN WAS PRESENT. CAM POSITION SENSOR FAULT PID ALSO DISPLAYED FAULT PRESENT WHEN CONCERN WAS PRESENT. ACTUAL RPM S DID NOT DROP BUT DESIRED RPM S DID WHEN CONCERN WAS PRESENT. NOTICED CONCERN CAN BE DUPLICATED THE MOST WHEN PERFORMING TIGHT RIGHT TURNS DRIVING IN A CIRCLE BUT WAS ALSO PRESENT WHEN CRUISING ON FREEWAY. GOT VARIOUS DTC S P0344, P0369, P0840, P0842, P0845, P0847, P2127. PERFORMED WIGGLE TEST ON HARNESS TO ATTEMPT TO DUPLICATE CONCERN BUT WAS UNABLE TO. ALSO ATTEMPTED TO TURN THE STEERING WHEEL WHEN VEHICLE IS ON THE LIFT BUT WAS UNABLE TO. ONLY OCCURS WHEN DRIVING VEHICLE AND MAKING TURNS. HAS THERE BEEN ANY OTHER SIMILAR ISSUES WITH BRONCO SPORTS? WHAT SHOULD NEXT STEP IN DIAGNOSTIC BE?

CONCER 09/30/2022 07:08PM GTCGCQIS
DATALOGGER RECORDINGS SENT TO FORD

RECOMM 10/03/2022 03:05PM AROSS87
Armando, When looking at the connected vehicle tab in PTS we noticed, P06A7 has been set for a VREF fault. A VREF fault would explain the number of sensors not reading and the other DTCs set. There are three VREF circuits within the PCM, which tie multiple sensors together and give them a steady supply of VREF voltage. At this time, we recommend following pinpoint test C to diagnose a VREF concern. This pinpoint test will help you isolate which circuit is causing this fault and what sensors are located on this circuit. Since this is an intermittent concern, please be sure to check all connectors that supply VREF to any sensors that indicated a fault and measure pin fit using the proper rotunda flex probe. Technical Assistance Center Team Member- AJ

ADD-ON 10/03/2022 03:05PM AROSS87
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Technical, SWIS Comments : Pinpoint test recommended

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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/29/2022

---------- 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#P0106:00-64,P0192:00-68,P0340:00-68,P0369:00-68,P0840:00-E8,P2127:00-68:16-
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: 02/01/2022 Warranty Start Date: 02/21/2022
Date of Sale: 02/21/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 02656
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA FA
Bld Dt: Calb: NCHDY1N A
Serial #:
4133A22025130347LX6G 6007 AFA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A22013110009 LX6P 7000 DB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-????????????????????
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 : ARMANDO ZENDEJAS Title: TECHNICIAN
Phone :
ARMANDO ZENDEJAS
Rpr Dlr:USA 02656 - Ford Lincoln Fairfield Ph#:[redacted]
City: Fairfield State : California
Country: United States Region : San Francisco

Claim #/Date : [redacted] 09/26/2022

Specialist's
Name : KOAMI ADJONKO (FSE)

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/29/2022

---------- 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 Number Base	Part Number Sfx	Labor Operation
USA 02656	10/04/23	[redacted]	16353	1	82	BE8	6731	AC	MBASIC
USA 02656	10/04/23		16353	1	82	X	5W20	DSP	MBASIC1
USA 02656	10/04/23		16353	1	82		MAINT		MULTI
USA 02656	11/09/23		16999	1		NX6	8A507	A	22S73B

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/11/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,TRAIL,2DR,MPV VIN:3FMCR9D92MR[redacted]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 32,340 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 02 START/RUN/MOVE STARTING
NO CRANK ALWAYS
Additional Symptom: bad battery
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 05/11/2023 11:14AM AROSS87
Web Form Data(119982140) Description of Vehicle Concern: C/S battery exploded and cracked while driving Please list any diagnostics already performed: visual inspection Parts Replaced: none Your Question: the vehicle needs a battery replacement before further diag can be done. the vehicle was built with a 700CCA battery and this battery is on backorder. I am wondering if I can put different battery in it and still claim it as warranty given the circumstances.

RECOMM 05/11/2023 11:14AM AROSS87
Martin, Under the battery specifications on PTS, it says to refer to the parts catalog for the battery specifications regarding this vehicle. If the battery that is supposed to be in this vehicle is on back order you may attempt to get an aftermarket battery or consult with your parts department to find another solution. In the event that the part needed to repair this vehicle is not available, the Parts Escalation Process (EFC08937) should be followed. In order to complete the Parts Escalation Process, the order should be flagged as VOR (Vehicle Off Road) in COPIS.
 The Parts Escalation will allow the involvement of other Ford departments to ensure customer satisfaction with the repair process. For more information, refer to <A target=_blank href=https://www.fmcdealer.dealerconnection.com/content/dam/fmcdealer/documents/parts_service/ptor/ptav/Pages/Backorder_Escalation.pdf>Parts Escalation Process</A> (Vehicle Off Road) found in FMCDealer.
Before releasing the vehicle back to the customer, we advise attempting to find out why this battery failed. As always it is possible the battery was simply faulty, however please ensure the charging system is operating correctly and there is no possibility this battery could have been physically damaged. Technical Assistance Center Team Member- AJ

ADD-ON 05/11/2023 11:14AM AROSS87
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact, SWIS Comments : 1st Contact

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/11/2023

---------- 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
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: 03/27/2021 Warranty Start Date: 04/20/2021
Date of Sale: 04/20/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 473 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: L1 PE EA
Bld Dt: Calb:
Serial #:
EE100 020336020458 L1PE 6007 EA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21049131181 LX6P 7000 XB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/65 R17 A/T Brand :
Radio : A/C : AC C-????????????????????
Paint : PN4-??????????????????????????--------- AREA 51

---------- 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 : MARTIN CLINE Title: TECHNICIAN
Phone :
MARTIN CLINE
Rpr Dlr:USA 03573 - Gwinnett Place Ford Ph#:[redacted]
City: Duluth State : Georgia
Country: United States Region : Atlanta

Claim #/Date : [redacted] 05/08/2023

Specialist's
Name : AROSS87 -??????????????????

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/11/2023

---------- 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
07/22/2021	M7VAV125	NHL	AID/INFO				USA 03573

--- 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 Number Base	Part Number Sfx	Labor Operation
USA 03573	05/08/23	[redacted]	32340	1	01	BE	48H6	A	10654C1
USA 03573	05/08/23		32340	2	82		6006		
USA 03573	05/08/23		32340	3	82		RENTAL		
USA 03573	06/15/23		32973	1	42		2C150		232041A
USA 03573	06/15/23		32973	1	42	DG9	2C150	B	

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/18/2022

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

VEHICLE: 2021 BRONCO SPORT 4X4,LTD,2DR,MPV VIN:3FMCR9C67MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 33,881 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 52 3 39 DRIVING PERFORMANCE STALLS/QUITS
CRUISE/ STEADY SPEED INTERMITTENT
Additional Symptom: vehicle shut off while driving
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 10/18/2022 04:02PM KOAMI ADJONKO(FSE) MSS - FCSD - SOUTHWEST REG
Web Form Data(119681411) Description of Vehicle Concern: CUSTOMER STATES WHILE DRIVING ON HIGHWAY, VEHICLE SHUT OFF, AND WOULD NOT TURN BACK ON. CALLED AAA, AND VEHICLE COULD NOT BE JUMPED. TOWED VEHICLE TO REPAIR FACILITY. Please list any diagnostics already performed: TESTED BATTERY. PASS. TEST DROVE VEHICLE FOR TOTAL OF 11 MILES. NO CONCERNS PRESENT. START STOP SYSTEM OPERATES AS DESIGNED AS WELL. Parts Replaced: NONE AS OF YET Your Question: CANNOT DUPLICATE CUSTOMER CONCERN AT THIS TIME. BATTERY TESTS OK, BUT LOW VOLTAGE CODES ARE PRESENT. PLEASE ADVISE ON FURTHER DIAGNOSTICS

RECOMM 10/18/2022 04:02PM KOAMI ADJONKO(FSE) MSS - FCSD - SOUTHWEST REG
Adam, Since you are not able to duplicate the concern, please find out from the customer if there is any condition that can help duplicate the concern. With the concern present, perform PPT BK in section 211-05 > diagnosis and testing to determine the cause of the concern. When testing circuit during the PPT, with the meter connected, wiggle the wire and tap the connector to see if the result will change. Koami A. Ford Technical Assistance Center

CONCER 10/18/2022 04:28PM GTCGCQIS
Koami, I m a little unclear as to where to find PPT BK. There is a PPT B and a PPT K, but no BK. please advise.

RECOMM 10/19/2022 12:50PM NLEE39
Adam, We apologize for the confusion. For this concern, it is best to focus on duplication at this time. For duplication start by speaking with the customer to gather further details for this concern. Does this occur after a cold start and driving on the highway, driving for extended distances, above or below certain speeds, on acceleration, after it rains or sits in the sun, etc. In addition, continue with wiggle testing at the PCM, BCM, BJB, battery and other related modules. Once this concern is duplicated and present, start by completing a network test of the vehicle to note any modules failing. Focus mainly on the PCM, BCM and IPC. If any of these modules or full networks fail, refer to the related pinpoint tests in WSM 418-00 > Diagnosis and Testing. Past that, refer to no crank testing in WSM

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/18/2022

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

--TYPE-- ---------- COMMENT TEXT ----------
303-06A > Diagnosis and Testing > pinpoint test A. Thanks, Nathan L.

303-06A > Diagnosis and Testing > pinpoint test A. Thanks, Nathan L. Ford Technical Assistance Center
CONCER 10/20/2022 03:50PM GTCGCQIS
vehicle has not exhibited a concern in 50 miles of road testing. clearly something happened as the faults were present in connected vehicle at that time. the customer is weary to take the vehicle back as it stalled while driving. do you have any other diagnostic suggestions ? thank you
RECOMM 10/21/2022 01:08PM THEODORE MULDER(FSE) MSS - FCSD - MID ATLANTIC REG
Hi Adam, If the fault still has not yet been replicated, then we advise that you closely inspect each of the 12-Volt Battery cable connections at the Battery posts, at the BJB, and at the High Current BJB. Inspect the B+ cable at the alternator for looseness or other concerns. If no faults can be found, then please continue attempting replication of the concern based on the customer-provided conditions during which the fault was present. Follow the dealership NPF process if needed. Regards, Ted M. - 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
ABS#P05D3:86-6D,U3003:16-28
BECMB#B13BF:14-08
PSCM#U2016:09-88,,U3001:38-08,U3001:68-08,U3003:16-08,
RCM#U0413:92-28,U3003:16-28
IPC#U3003:16-0800:87-08,U3003:16-08PMA#U3003:16-28
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: 12/11/2020 Warranty Start Date: 12/22/2020
Date of Sale: 12/22/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 08580
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A20342130115LX6G 6007 ACA

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/18/2022

- - - T R A N S M I S S I O N - - -

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A20330131643 LX6P 7000 DB
Model: Shft:

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

Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC G-??????????????????????
Paint : PN4-??????????????????????????--------- AREA 51

---------- 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 : ADAM MOLNAR Title: TECHNICIAN
Phone :
ADAM MOLNAR
Rpr Dlr:USA 08580 - Grieco Ford of Fort Lauderdale Ph#:[redacted]
City: Fort Lauderdale State : Florida
Country: United States Region : Orlando

Claim #/Date : [redacted] 10/18/2022

Specialist's
Name : KOAMI ADJONKO (FSE)

---------- 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
10/31/2022	NQ5ET517	CACVOC	ST/RN/MV		USA 08580

--- 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 Part Number Pfx	Base	Sfx	Labor Operation
USA 04931	02/29/24	[redacted]	48029	1		NX6	8A507	A	22S73B

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/03/2022

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

VEHICLE: 2021 BRONCO SPORT 4X4,2DR,MPV VIN:3FMCR9A68MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 31,980 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 3 39 START/RUN/MOVE STARTING
CRANKS WON'T START INTERMITTENT
Additional Symptom: int stall condition
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 10/03/2022 02:04PM NLEE39
Web Form Data(119655434) Description of Vehicle Concern: CUSTOMER STATES IDLING VEHICLE SHUT OFF AND WOULD NOT RESTART HAPPENED 2X Please list any diagnostics already performed: none Parts Replaced: none Your Question: i have multiple codes ABS | U3003 : 16 : 28 Battery Voltage ACM | U3003 : 16 : 08 Battery Voltage APIM | U3003 : 16 : 0A Battery Voltage HVAC | B12CA : 15 : 08 Start/Stop Eco-Start Status Indicator HVAC | U3003 : 16 : 08 Battery Voltage IPC | P1534 : 01 : 08 Restraint Deployment Indicator Circuit PSCM | U2016 : 09 : 88 Control Module Main Software PSCM | U3001 : 68 : 08 Control Module Improper Shutdown Performance SCCM | U3003 : A2 : 2E Battery Voltage my question is which code would i use to diag the concern of the intermittent stalling

RECOMM 10/03/2022 02:04PM NLEE39
Tony, These codes may be setting for the stall condition occurring but are not direct indicators of what is causing the stall condition. At this time, we need to confirm what is occurring when the stall condition occurring and focus on duplication. Viewing the DTCs setting, including the B12CA and U3003, note if this stall condition is occurring during/after an auto start/stop event, or if the engine is sputtering as if a fueling issue is occurring. If this is occurring during/after an auto start/stop event, start by completing a battery condition test with both battery cables removed from the battery. If the battery has failed, proceed with replacement. Past that, proceed with pinpoint test AA in WSM 303-14A > Diagnosis and Testing > Engine Starting Control Systems. In addition, inspect the CKP sensor and sensor mounting for any damage or issues. Monitor RPM and SYNC PIDs when attempting duplication as well. When this vehicle becomes a crank no start, complete PPT A in the same above recommended section. If you are having difficulty duplicating the concern, continue with wiggle testing at the PCM and related engine sensors, in addition to speaking with the customer for further details. Nathan L. Ford Technical Assistance Center As your dealership is equipped with the See What I See (SWIS) headset, if additional technical assistance is required and

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/03/2022

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

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

a SWIS session would be beneficial (live video or picture would help),

a SWIS session would be beneficial (live video or picture would help), click <A target=_blank href=https://outlook.office365.com/owa/calendar/swisscheduler@ford.com/bookings/s/5imEz-vymUu3N4THp6tynA2>Schedule</A> 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/reviewTISfaq.faces?LANG=EN-US&GEO=USA&dswid=-520>Headset software/hardware concerns</A>

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

ADD-ON 10/03/2022 02:04PM NLEE39
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact

CONCER 10/04/2022 11:03AM GTCGCQIS
battery past condition test,followed pinpoint test AA in WSM 303-14A > Diagnosis and Testing > Engine Starting Control Systems and was lead to performing pcm software update, test drove it additional 60 miles, concern no longer present

RECOMM 10/04/2022 04:19PM TYLER BISHOP(FSE) MSS - FCSD - GREAT LAKE REGION
Tony, We are glad to hear the concern is no longer present after the PCM software update. If any further assistance is needed this form will remain open for the next year. Feel free to update as needed. Tyler B. Ford Motor Company

ADD-ON 10/04/2022 04:19PM TYLER BISHOP(FSE) MSS - FCSD - GREAT LAKE REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Technical, SWIS Comments : Concern not present.

---------- 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

Equipment/Procedure Used	Effective?	Equipment/Procedure Used	Effective

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/03/2022

---------- 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: 02/24/2021 Warranty Start Date: 04/24/2021
Date of Sale: 04/24/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 04963
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21040131667LX6G 6007 ACA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21007131453 LX6P 7000 DB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC S-??????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B --------- ABSOLUTE BLACK

---------- 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 : TONY SANDERS Title: TECHNICIAN
Phone :
TONY SANDERS
Rpr Dlr:USA 04963 - Brandon Ford Ph#:[redacted]
City: Tampa State : Florida
Country: United States Region : Orlando

Claim #/Date : [redacted] 09/23/2022

Specialist's
Name : NLEE39 -??????????????????

---------- 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
05/11/2021	M5KC9007	HLIEPA	FT/FN/BD			USA 04963

--- 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/03/2022

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/29/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,TRAIL,2DR,MPV VIN:3FMCR9D9XMR[redacted]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 35,734 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 39 START/RUN/MOVE STARTING
NO CRANK INTERMITTENT
Additional Symptom: loss of power
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 03/29/2023 08:55AM KSEITZIN
Web Form Data(119919314) Description of Vehicle Concern: Customer states INTERMITTANT LOSS OF POWER-WILL AUTO SHUT OFF AND THEN WILL NOT RESTART-ALL POWER IS THERE BUT IGNITION BUTTON WILL FLASH AND VEHICLE WILL NOT START-WILL TIME OUT-THEN CAN GET STARTED AGAIN-TOOK TO 2 OTHER DEALERS AND COULD NOT REPRODUCE- Please list any diagnostics already performed: Self test. Batt moniotr has previously been reset and is reading at 80% soc. Reprogrammed gwm, pscm, and ipma. Test drove and verifed AutoStart/ stop. Parts Replaced: 0 Your Question: Are their any known similar concerns with like vehicles? Are their any other diagnostic steps i can take? Currently unable to verify any concerns. Thank you.
RECOMM 03/29/2023 08:55AM KSEITZIN
Hello Brandon, It appears as though <A target=_blank href=https://www.fordtechservice.dealerconnection.com/Transport?link=001&ampparam=51254>SSM 51254</A> may apply. However, before completing the SSM please confirm the concern. Monitor to see if there are any other concerns that are present or codes that set when the concern is present. Check to see if there are any messages in the message center when the concern is present. Thank you, Kurt S.
ADD-ON 03/29/2023 08:55AM KSEITZIN
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact

---------- 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
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/29/2023

---------- 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: 01/26/2021 Warranty Start Date: 02/04/2021
Date of Sale: 02/04/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 08471
Dealer Special Order: Gross Vehicle Weight: 473 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: L1 PE EA
Bld Dt: Calb:
Serial #:
EE100 020295051138 L1PE 6007 EA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A20339120952 LX6P 7000 XB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 235/65R17 A/T 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 : BRANDON DEAL Title: TECHNICIAN
Phone :
BRANDON DEAL
Rpr Dlr:USA 06992 - Peoria Ford Ph#:[redacted]
City: Peoria State : Arizona
Country: United States Region : Phoenix

Claim #/Date : [redacted] 03/27/2023

Specialist's
Name : KSEITZIN -????????????????????

---------- 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/29/2023

VEHICLE'S WARRANTY HISTORY (365 days only)

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Part Number Sfx	Labor Operation
USA 06992	03/27/23	[redacted]	35734	1	82		RENTAL		
USA 06992	03/27/23		35734	2	82		RENTAL		
USA 07846	03/07/23		35323	1	04		14G371		12652D1
USA 07846	03/07/23		35323	1	04				AP
USA 07846	03/07/23		35323	2	04		14F642		10654C
USA 07846	03/07/23		35323	2	04				12650D
USA 07846	03/07/23		35323	2	04				12650DX1
USA 07846	03/07/23		35323	2	04				AP

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/14/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B69MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 47,245 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 52 2 39 DRIVING PERFORMANCE STALLS/QUITS
ACCELERATION INTERMITTENT
Additional Symptom: stalls loss of HS1 CAN
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 08/14/2023 05:40PM TRAVIS KISER(FSE) MSS - FCSD - MOUNTAIN WEST REG
Web Form Data(120122233) Description of Vehicle Concern: CUSTOMER ORIGINAL COMPLAINT OF VEHICLE SHIFTING OUT OF SPORT MODE WHEN ENGAGED AND UNABLE TO RETURN TO SPORT MODE UNTIL VEHICLE RESTARTED. PERFORMED DTC SCAN WITH FDRS BUT NO CODES PRESENT AT THIS TIME. VEHICLE RETURNED TO CUST. VEHICLE RETURNED WITH SIMILAR CONCERNS WITH ADDITIONAL CONCERNS. VEHICLE STALLS OUT , POWER LOSS, NO HILL START ASSIST AVAILABLE, HESITATION WHEN ACCELERATING AND POWER TRAIN MALFUNCTION ALERT. Please list any diagnostics already performed: TWICE PRIOR IN SHOP FOR DIAG AND SCANNED FOR ACTIVE DTC BUT NO CURRENT FAULTS TO UTILIZE PPT PERFORMED REPROGRAM ON PCM BASED ON TSB. DURING SECOND VISIT PERFORMED VISUAL INSPECTION AND USE OF DVOM TO DIAG ELECTRICAL CONNECTIONS AND SYSTEMS ASSOCIATED WITH COMM LOSS MODULES. INSTALLED GWM BASED ON CONDITIONS OF MODULES WITH COMM LOSS ISSUES WITH LINKS. VEHICLE RETURNED FOR THIRD VISIT TO SHOP, WHILE IN SHOP VEHILCE QUIT WHILE RUNNING WITH ACTIVE CODES FOR EARLY SUT DOWN AND OTHER LISTED DTC. ADVISED BY SERVICE MANAGER TO CONTACT TECH SUPPORT ATT Parts Replaced: GWM Your Question: PLEASE ASSIST WITH DIAGNOSIS AND REPAIR OF LISTED CONDITIONS
RECOMM 08/14/2023 05:40PM TRAVIS KISER(FSE) MSS - FCSD - MOUNTAIN WEST REG
Gary, In the future when submitting a technical support request, please provide as much detailed information as possible regarding the testing that was performed and the exact test results that were received. The more details I can get, the more accurate the diagnostic assistance I can provide and not recommend something you have already done. In this case, I would suggest to start diagnosis by looking DTC P068A for the PCM power relay fault. I would recommend to inspect connections and pin fits at the PCM connector C1551B and BJB connector C1035 A and B. It is recommended to use the appropriate Rotunda flex probe to verify pin fits. Inspect the BJB and PCM for any signs of water intrusion, corrosion, etc. If there are no connection or pin fit concerns found, complete a loaded voltage drop of the PCM power relay control and output circuits and PCM grounds. Since this concern is intermittent, a thorough wiggle test of the harness should be

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/14/2023

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

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

performed while monitoring the voltage drop reading looking for any

performed while monitoring the voltage drop reading looking for any fluctuations in the reading. Inspect the harness for any signs of chaffing, pinching, or any other damage. The DTCs also indicate HS1 network is going down. With the majority of the modules on the network indicating a loss of communication, the most likely fault is a short between the two network circuits. When the circuits are shorted to each other all network traffic is lost. You can check the network circuits but measuring resistance across CAN + and CAN -. I recommend to use the GWM breakout box to connect your meter to the network. You should see 60 ohms on a normal network. I would suggest to repeat the wiggle test of the harness starting at the PCM looking for any fluctuations in the resistance that may indicate a short. Travis K. - Field Service Engineer

CONCER 08/30/2023 11:49AM GTCGCQIS
as directed I have performed another PPT and after B8 test on B100, B101,and B102 There is a reading of less than 5 ohms at each connector with PPT directing me to replace the BJB is this correct?

RECOMM 08/30/2023 02:46PM TRAVIS KISER(FSE) MSS - FCSD - MOUNTAIN WEST REG
Gary, Please be more detailed in the information you provide. It is extremely difficult to provide accurate diagnostic help without knowing all the details about what testing has been done and what the exact results were. Did you only perform PPT BB or did you also perform PPT B as well? What were the test results from each PPT step? Since this concern is intermittent, did you perform the voltage drop and wiggle testing as previously recommended? Most pinpoint tests check the associated circuits and if no circuit faults are present, it directs component replacement. If we complete the PPT as written for an intermittent fault it will almost always lead to component replacement, but that may or may not resolve the concern. We need to do more thorough testing to verify the wiring when a concern is intermittent and not a hard fault. Travis K. - Field Service Engineer

CONCER 08/30/2023 03:11PM GTCGCQIS
Vehicle has current and active DTC of P068A PPT of B1 yes with DTC of P068A go to B2, YES checked battery and charging system both with in spec. batt passed conductance test of 700 cca charge voltage at 13.6 directed to B5 checked PCMRC for an open circuit, 4 ohms of resistance, directed to B6 no voltage present. directed to B7 checked for battery voltage at the PCM both BLB-B and BJB-C connector s connected ignition on YES directed to B8 checked for open circuit as directed on PPT, with resistance at all three test points was 4 ohms of resistance. YES on B8 used For Aviator, Bronco, Bronco Sport, line as directed Click for Details prompted to replace battery junction box does this meet your requirement for more detailed information?

RECOMM 08/30/2023 04:24PM TRAVIS KISER(FSE) MSS - FCSD - MOUNTAIN WEST REG
Gary, Thanks for providing the additional details. The more information I can get the better. Since the circuit testing did not identify any faults with the PCM relay control circuit and you did not observe and connection or pin fit concerns, the most likely cause is the PCM power relay itself. I would agree to proceed with replacement

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/14/2023

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

--TYPE-- ---------- COMMENT TEXT ----------
of the BJB and reevaluate the concern. If the DTC resets after BJB

of the BJB and reevaluate the concern. If the DTC resets after BJB replacement, an internal PCM fault would be suspected. Travis K. - Field Service Engineer

CONCER 09/20/2023 11:35AM GTCGCQIS
REPLACED BATTERY JUNCTION BOX, AFTER ABOUT 20 MINUTES VEHICLE CONCERN RETURNED, ORDERED REPLACEMENT PCM

RECOMM 09/20/2023 12:06PM TRAVIS KISER(FSE) MSS - FCSD - MOUNTAIN WEST REG
Gary, Thanks for the update. If the PCM resolves the concern, please complete the survey to add the fix information to the self help tool. Travis K. - Field Service Engineer

---------- 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
ABS#U0100,U0101,U0121,U0401
PCSM#U0415
IPMA#U0429
PCM#P0106,P0256,P061A,P068A,U0131,U10123003:16-08,
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: 08/03/2021 Warranty Start Date: 09/03/2021
Date of Sale: 09/03/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21210130298LX6G 6007 ACA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21161121248 LX6P 7000 DB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-??????????????????????

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/14/2023

Paint : PN4-??????????????????????????--------- ICONIC SILVER/SILVER RADIANCE

---------- 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 : GARRY ARANDA Title: TECHNICIAN
Phone :
GARRY ARANDA
Rpr Dlr:USA 03309 - Summit Ford Ph#:[redacted]
City: Silverthorne State : Colorado
Country: United States Region : Denver

Claim #/Date : [redacted] 06/24/2023

Specialist's
Name : TRAVIS KISER (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 Number Base	Part Number Sfx	Labor Operation
USA 03309	04/28/23	[redacted]	20093	1					22S21A

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/06/2021

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B60MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 5,876 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 9 38 START/RUN/MOVE STARTING
AUTO-START-STOP INOPERATIVE
Additional Symptom: auto start stop system inop
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 05/06/2021 10:48AM COLE CHRISTENSEN(FSE MSS - FCSD - CALIFORNIA REGION
Web Form Data([redacted]) Description of Vehicle Concern:
AUTO-START/STOP FUNCTION NOT WORKINGAFTER ALTERNATOR REPLACMENT Please
list any diagnostics already performed: VERIFIED CINCERN CHECK
OPERATION IN MEASAGE CENTER AND AUTO START STOP FUNCTION DISABLED DUE
TO VEHICLE CHARGEING Parts Replaced: BATTERY FAILD TEST Your Question:
AFTER REPLACEMENT OF BATTERY TEST DROVE AND START STOP OPERATION STILL
NOT WORKING CHECK MEASAGE CENTER AND STILL DISPLAYED BATTERY CHARGING
PERFORM BATTERY CONFIGURATION AND BATTERY MONITOR RESET AND STILL NOT
WORKING LETTING VEHICLE SIT OVER NIGHT FOR COLD SOAK AND WILL RETEST
IN MORNING DID FIND OUT ALITNATOR WAS REPLACED IS THEIR A RESET OTER
THAN WHAT I PERFORMED
RECOMM 05/06/2021 10:48AM COLE CHRISTENSEN(FSE MSS - FCSD - CALIFORNIA REGION
Joseph, For this auto start stop not operating due to vehicle
charging, if the charging system and the battery have been checked and
are operating as desired, the auto start stop system may be inhibited
due to the BMS sensor within the negative battery terminal. The BMS
sensor is responsible for much of what the auto start stop system
receives about the operation of the charging system and battery
functioning. Proceed to replace the battery monitoring sensor and
retest for further concern. Ensure all the AutoStart stop PIDs are
reviewing and there are no other inhibitors.
CONCER 05/06/2021 11:30AM GTCGCQSP
AFTER PERFORMING BMS RESET AND BATTERY CONFIURATION AND COLD SOAK OVER
NIGHT START STOP FUNCTION IS NOW WORKING NORMALLY THANKS FOR YOUR HELP
RECOMM 05/07/2021 02:35PM ZSOVA
Joseph, Youre welcome. Thank you for updating the form with your
repair confirmation following the BMS reset, battery configuration,
and SOC reset (ie. overnight cold soak). This repair information will
be added to the TAC Self Help Tool for future reference. Please
complete the online survey when you have a free moment, as this
feedback is used to continually improve the services provided by the
TAC. Thanks again for the update and have a great weekend!

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/06/2021

---------- 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
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: 11/25/2020 Warranty Start Date: 12/07/2020
Date of Sale: 12/07/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 08590
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A20316130470LX6G 6007 ACA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A20296110115 LX6P 7000 DB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC C-?????????????????????
Paint : PN4-??????????????????????????--------- ICONIC SILVER/SILVER RADIANCE

---------- 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 : JOSEPH SANTA CRUZ Title: TECHNICIAN
Phone :
JOSEPH SANTA CRUZ
Rpr Dlr:USA 08559 - Landmark Ford Ph#:[redacted]
City: Tigard State : Oregon
Country: United States Region : Seattle

Claim #/Date : [redacted] 05/04/2021

Specialist's
Name : COLE CHRISTENSEN (FSE)

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/06/2021

---------- 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 Number Base	Part Number Sfx	Labor Operation
USA 08559	06/27/23	[redacted]	28601	1		NX6	8A507	A	22S73B
USA 08559	06/27/23		28601	2	42	LX6	18125	BD	18125AT
USA 08559	07/27/23		28684	1	42	LJ6	78431B14	B	27406B
USA 08559	07/27/23		28684	1	42				MTRRHANDLE

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/25/2022

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

VEHICLE: 2021 BRONCO SPORT 4X4,TRAIL,2DR,MPV VIN:3FMCR9D96MR[redacted]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 12,297 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 52 3 39 DRIVING PERFORMANCE STALLS/QUITS
CRUISE/ STEADY SPEED INTERMITTENT
Additional Symptom: loss of comunication codes
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 10/25/2022 04:51PM COLE CHRISTENSEN(FSE MSS - FCSD - CALIFORNIA REGION
Web Form Data([redacted]) Description of Vehicle Concern: there is alot od dtc to many to list ,customer states driving bronco then the radio screen went out an bronco started to loose pwr as they were driving then shut off in middle of rd towed in jump mstarted bronco started rite up no warning lites or messages checked charging system ok charging around 14.4 volts test drove about 3 miles worked ok .all the codes you can see on connected vehichle data ,i cleared them bwefore test drive none came back Please list any diagnostics already performed: tested battery ecc test Parts Replaced: none Your Question: not sure where to start with this one seen on self help another tech had a similar concern . but not going to just replace something if not sure. any help would be greatly appreciated
RECOMM 10/25/2022 04:51PM COLE CHRISTENSEN(FSE MSS - FCSD - CALIFORNIA REGION
Bill, For this loss of power and shutting off concern with multiple codes found in connected vehicle for loss of communication with the PCM, please proceed by performing further inspection and testing before proceeding with any replacements of components. Refer to the WSM section 413-00 under diagnosis and testing for further loss of communication for PPT BZ in order to start ruling out possible causes. Thank you Cole C. Ford 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
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/25/2022

---------- 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: 10/28/2021 Warranty Start Date: 12/30/2021
Date of Sale: 12/30/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 473 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: L1 PE EA
Bld Dt: Calb:
Serial #:
EE100 021252110158L1PE 6007 EA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21280121090 LX6P 7000 XB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 225/65 R17 A/T Brand :
Radio : A/C : AC C-????????????????????
Paint : PN4-????????????????????????--------- AREA 51

---------- 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 : BILL MCCLELLAN Title: TECHNICIAN
Phone :
BILL MCCLELLAN
Rpr Dlr:USA 07428 - B J Maurer Motor Company Inc Ph#:[redacted]
City: Boswell State : Pennsylvania
Country: United States Region : Pittsburgh

Claim #/Date : [redacted] 10/25/2022

Specialist's
Name : COLE CHRISTENSEN (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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/25/2022

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/06/2022

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B64MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 15,565 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 52 1 39 DRIVING PERFORMANCE STALLS/QUITS
AT IDLE INTERMITTENT
Additional Symptom: VREF concern
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 10/06/2022 01:22PM AROSS87
Web Form Data[redacted]) Description of Vehicle Concern: stalls bucks every light pops on Please list any diagnostics already performed: a vref circuit is shorting out intermittently ive unplugged all the sensors on the throttle position v ref circuits but voltage randomly comes back at times its shorted until you restart the car then could be good for days Parts Replaced: throttle pedal Your Question: is there any known sensors on the throttle position circuit that are known to short out
RECOMM 10/06/2022 01:22PM AROSS87
Richard, There are no service messaged active regarding a VREF concern on this model vehicle. If all the sensors on the VREF leg have been unhooked but the concern is still present that means, there is a circuit concern somewhere in the harness between those sensors. We recommend removing the pin form the PCM for each VREF circuit one at a time to attempt to see which circuit the concern is on. Once the faulted circuit is identified you can isolate your search to that circuit. 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 href=https://outlook.office365.com/owa/calendar/swisscheduler@ford.com/bookings/s/5imEz-vymUu3N4THp6tynA2>Schedule</A> 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/06/2022

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

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

href=https://www.gtac.dealerconnection.com/GTACUiWeb/pages/reviewTISfa

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

<A target=_blank href=http://site-307934.bcvp0rtal.com/detail/videos/tools-equipment/video/6290958058001/swis-initial-setup>Initial headset setup</A>
Technical Assistance Center Team Member- AJ

ADD-ON 10/06/2022 01:22PM AROSS87
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact, SWIS Comments : First Contact

CONCER 11/01/2022 02:25PM GTCGCQIS
the fault is intermittent any sensor on the branch of the map sensor s vref will cause the problem to go away for days. checked pin fit on all sensors and and pcm connector and fault is no longer present to chase but will return eventually

RECOMM 11/02/2022 08:58AM AROSS87
Richard, Since all sensors have been eliminated and you have not found any connector concerns, our last option is to replace the harness. Since there have been no other component faults found, the next most likely cause for this concern is a circuit fault, since it cannot be located in a timely manner, we recommend replacing the engine wiring harness. Technical Assistance Center Team Member- AJ

ADD-ON 11/02/2022 08:58AM AROSS87
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Technical, SWIS Comments : Component replacement recommended

---------- 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#P0107,P0192,P0340,U0401

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: 10/20/2021 Warranty Start Date: 11/18/2021
Date of Sale: 11/18/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

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

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/06/2022

Serial #:
4133A21285130936LX6G 6007 ACA

- - - T R A N S M I S S I O N - - -

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21265121638 LX6P 7000 DB
Model: Shft:

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

Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-??????????????????????
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 : RICHARD BEACH Title: TECHNICIAN
Phone :
RICHARD BEACH
Rpr Dlr:USA 06995 - Quality Auto Mall Ph#: [redacted]
City: Rutherford State : New Jersey
Country: United States Region : New York

Claim #/Date : [redacted] 12/03/2021

Specialist's
Name : AROSS87 -??????????????????

---------- 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
01/23/2023	[redacted]	CACVOC	AID/INFO			USA 06995

--- 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 Number Base	Part Number Sfx	Labor Operation
USA 01164	03/03/23	[redacted]	20680	1	82		RAV		RAV
USA 01164	03/03/23		20680	2	82		DIAG		12650D
USA 01164	03/03/23		20680	2	82				AD
USA 07616	08/21/23		20682	1		NX6	8A507	A	22S73B

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/19/2021

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

VEHICLE: 2021 BRONCO SPORT 4X4,2DR,MPV VIN:3FMCR9A67MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 1,980 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 39 START/RUN/MOVE STARTING
NO CRANK INTERMITTENT
Additional Symptom: Communication concern
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 05/19/2021 03:48PM JASON DELAHOYA(FSE) MSS - FCSD - SOUTHWEST REG
Web Form Data([redacted]) Description of Vehicle Concern: CAR STALLED 1 TIME, WOULD NOT CRANK, CUSTOMER DISCONNECTED THE BATTERY AND IT STARTED. TWICE THE DASH AND ALL SCREENS GO DARK. A MESSAGE COMES UP VEHICLE NETWORK COMMUNICATION ERROR. Please list any diagnostics already performed: U CODES IN MOST MODULES, ERASED ODES AND DROVE WITH NO ISSUES. COULD NOT DULPICATE. CAR WAS BROUGHT TO A DIFFERENT DEALER AND THE SAME RESULTS Parts Replaced: NONE Your Question: MANAGER WANTS TO KNOW IF THERE IS A DIRECTION TO TAKE OR ANY KNOWN CAUSES

RECOMM 05/19/2021 03:48PM JASON DELAHOYA(FSE) MSS - FCSD - SOUTHWEST REG
Richard, Based on the information provided, it is suspected that there may be a communication related issue causing the concern as multiple components have been seen going blank such as the dash and radio and the vehicle will stall. Referencing the connected to vehicle DTCs found in PTS, there are multiple modules losing communication on different networks. One module that has lost communication that has stuck out to us is the PCM, as it is responsible for the vehicle stalling and is the module that sends wake up messages to other modules when attempting to start the vehicle. It can also be seen that multiple modules have lost communication with PCM more than others. At this time, please perform a loaded voltage drop test of the PCM power and ground circuits to ensure they are capable of carrying a load. Use the appropriate size flex probes a 9004 bulb and a DVOM in series. Voltage drop should not exceed .5V of source. Repair circuit as necessary. If no faults are found and no current DTCs are present, it will be necessary to duplicate the concern in order to perform valid diagnostics. Since the concern is currently unable to duplicate, please consult with the customer and gather more information as to when this concern is present such as extended driving periods, driving over bumpy roads, upon startups in the morning, weather conditions or extended vehicle off times. Attempt to best duplicate the concern. If able to, please perform a self-test/ network test on all modules to see if a whole network is going down or only certain modules are not communicating. If a whole network is going down, please perform the

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/19/2021

C O M M E N T S

--TYPE-- COMMENT TEXT

appropriate ppt as per WSM 418-00 > diagnosis and testing of the WSM.

appropriate ppt as per WSM 418-00 > diagnosis and testing of the WSM. If only a few modules are not communicating it is usually at a common connector the modules losing communication share and proceed with CAN network testing to isolate the source of the fault. If CAN assistance is needed please watch the DTC derived CAN diagnostic videos 1-4, found under the technical assistance tab > tech support videos > 418-00. If assistance is still needed after watching these videos, please update the form with all lost communication DTCs or please verify if the connected to vehicle DTCs are currently set are correct. Ford Technical Assistance Team Member - Jason

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

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: 02/20/2021 Warranty Start Date: 03/29/2021
Date of Sale: 03/29/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 02733
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

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

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21019130846LX6G 6007 ACA

- - - T R A N S M I S S I O N - - -

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21021120111 LX6P 7000 DB
Model: Shft:

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

Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC S-??????????????????????
Paint : PN4-??????????????????????????--------- CARBONIZED GRAY/ASHER GRAY

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/19/2021

---------- 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 : RICHARD PETROFF Title: TECHNICIAN
Phone :
RICHARD PETROFF
Rpr Dlr:USA 02733 - North Country Ford Lincoln Ph#:[redacted]
City: Coon Rapids State : Minnesota
Country: United States Region : Twin Cities

Claim #/Date : [redacted] 05/05/2021

Specialist's
Name : JASON DE LA HOYA (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 Part Number Pfx	Base	Sfx	Labor Operation
USA 09435	06/20/23	[redacted]	47688	1		NX6	8A507	A	22S73B

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/20/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B66MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 25,941 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 52 1 39 DRIVING PERFORMANCE STALLS/QUITS
AT IDLE INTERMITTENT
Additional Symptom: Stalling engine
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 09/20/2023 12:27PM ANDREW JOHNSON(FSE) MSS - FCSD - SOUTHEAST REGION
Web Form Data([redacted]) Description of Vehicle Concern: CUSTOMER STATES THE VEHICLE WILL STALL AT STOPS. WHEN THE VEHICLE STALLS IS MAINTAINS BATTERY POWER. HOWEVER THE VEHICLE WILL NO SPIN AND NO START. THIS LAST FROM 10 TO 20 MINUTES. ALL OTHER ACC WILL OPERATE. THIS HAS HAPPENED TO HER 3 OR 4 TIMES. Please list any diagnostics already performed: WE HAVE PERFORMED SEVERAL BATTERY TEST AND FOUND THE BATTERY TO BE TESTING GOOD. WE HAVE INSPECTED THE POWER AND GROUND CIRCUITS FOR BAD CONNECTIONS OR POOR FIT. WE HAVE ALSO NOT BEEN ABLE TO VERIFY THE CONCERN WE ARE GOING BY THE DTCS STORED. WE HAVE ALSO CHECKED ALL MAJOR GROUNDS AND PERFORMED BCM RESET PROCEDURE. Parts Replaced: NONE Your Question: WE NEED SOME HELP WITH THIS ONE. THIS LADY DOES NOT TRUST THE VEHICLE ENOUGH TO DRIVE IT AND WE ARE UNABLE TO DUPLICATE THE CONCERN OR FIND A RESOLUTION. THANK YOU
RECOMM 09/20/2023 12:27PM ANDREW JOHNSON(FSE) MSS - FCSD - SOUTHEAST REGION
BJ, We will discuss this vehicle and determine the next steps forward. -FSE Beau Johnson
RECOMM 09/20/2023 02:30PM ANDREW JOHNSON(FSE) MSS - FCSD - SOUTHEAST REGION
BJ, After reviewing the DTCs in connected vehicle data we found multiple voltage codes, and all of these codes are for modules that are on the Run/Start Relay power bus. It is likely there is an intermittent fault either with the relay in the BJB, the power bus bar, the relay control to the BCM, or the BCM control for the relay. There is also a DTC for the battery monitor sensor, it is possible but not as likely the sensor is sending bad data and causing the BCM to shut down the power for the run start relay. I would recommend performing wiggle and tap testing on the BMS, circuits, and the BJB and BCM and relay control circuit. If you can duplicate the concern then perform some testing to isolate which part is the cause. -FSE Beau Johnson

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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/20/2023

---------- 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
PSCM#U2016-09,U3001-68
ACM#U3003-16
SCCM#U3003-A2
IPC#P1534-01
APIM#U3003-16A,U0131,U10123003:16-08,
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: 06/22/2021 Warranty Start Date: 11/06/2021
Date of Sale: 11/06/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21160130919LX6G 6007 ACA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21154131992 LX6P 7000 DB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-??????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B --------- ABSOLUTE BLACK

---------- 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 : WILLIAM EIDSON Title: SHOP FOREMAN
Phone :
WILLIAM EIDSON
Rpr Dlr:USA 09566 - Loganville Ford Ph#:[redacted]
City: Loganville State : Georgia
Country: United States Region : Atlanta

Claim #/Date : [redacted] 09/05/2023

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/20/2023

Specialist's
Name : ANDREW JOHNSON (FSE)

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
09/05/2023	[redacted]	CACVOC	ST/RN/MV				USA 09566
09/22/2023		CACVOC	DRV PERF				USA 09566

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 Part Pfx	Base	Number Sfx	Labor Operation
USA 00369	11/16/23	[redacted]	25960	1	42	BAG	48H6	760	10654C
USA 00369	11/16/23		25960	1	42				10654C1
USA 00369	11/16/23		25960	1	42				12651D
USA 00369	11/16/23		25960	1	42				12651DX1
USA 04327	11/16/23		25963	1	82		10654		
USA 04327	11/16/23		25963	2	82		RAV		RAV
USA 04327	11/16/23		25963	3	82		10654		ADD
USA 04327	11/16/23		25963	3	82	BAG	48H6	760	
USA 09566	05/08/23		23698	1		NX6	8A507	A	22S73B
USA 09566	06/24/23		24444	1	D8		W714914	S303	8005D
USA 09566	06/24/23		24444	1	D8	DS7	19B596	A	8501A
USA 09566	06/24/23		24444	1	D8	HX7	8501	A	
USA 09566	06/24/23		24444	1	D8	V	13	G	

CQIS Report Number: [redacted] Program Type: Q Orig Rpt #: [redacted]
Report Source: MSS - FCSD - QSFS Report Date: 10/30/2023

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

VEHICLE: 2023 BRONCO SPORT 4X4,HERITAG,2DR,MPV VIN:3FMCR9G68PR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 881 MILES
Operating Environ: WCC : 7A01
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 39 START/RUN/MOVE STARTING
NO CRANK INTERMITTENT
Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: 10C679 BATTERY MNGMT SYSTEM
Causal Factor: Feature: Loc:
Causal Condition: Photo: YES Attchmnts: 5
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

---------- C O M M E N T S ----------
--TYPE-- ---------- COMMENT TEXT ----------
CONCER 10/30/2023 04:20PM
CUSTOMER STATES VEHICLE FAILED TO RESTART AFTER AUTOSTOP. TOWED IN CHECK AND ADVISE. VEHICLE UNABLE TO START. JUST GET A TICK FROM UNDER HOOD, NO STARTED MOVEMENT, AND DASH LIGHTS DONT GO DIM. REMOVED AIR BOX AND AND USED NEUTRAL BYPASS PIN, REMOVED MANUEL PARK OVER RIDE ASSEMBLY AND INSTALL PIN INTO PARK OVER RIDE ASSEMBLY. RE INSTALLED PARK BYPASS ASSEMBLY TO ALLOW VEHICLE MOVEMENT INTO SHOP. REMOVED PIN AND RE INSTALLED AIR BOX TO RETURN TO NORMAL OPERATION. TESTED BATTERY, BATTERY TESTED GOOD. READ FOR CODES, FOUND B108A IN THE BCM FOR THE START/STOP BUTTON. PERFORMED PINPOINT TEST H. BATTERY TESTED GOOD, NO OTHER CODES PRESENT IN THE BCM OTHER THEN B108A. MONITORED THE PID FOR START_STOP 1/2 PER PIN POINT TEST. BOTH ARE BEING PICKED UP BY THE BCM AS THE BUTTON IS BEING PRESSED. REMOVED ALL CONNECTORS ON THE BCM AND INSPECTED FOR DAMAGE OR WATER INTRUSION. NO ISSUES FOUND. RECONNECTED THE BCM CONNECTORS, VEHICLE STARTED WITHOUT ISSUES. ALLOWED TO SIT FOR A FEW MINUTES. VEHICLE WOUL
D START FINE THEN NOT START RANDOMLY. (PPTH: 1-Y, 2-N, 5-Y, 12-Y, 23-N). REMOVED THE BJB TO ACCESS THE FUSE BOX, INSPECTED 30 AMP FUSE FOR STARTER MOTOR. FUSE IS GOOD. CHECKED THE RESISTANCE OF THE FUSE 31 POWER IN SIDE TO POWER TO BJB, TESTED AT 0.3 OHMS. TESTED CIRCUIT CBB11 FROM CONNECTOR C1035A PIN 50 AT THE BJB, TO C197B PIN 1 AT THE STARTER. GOT 0.2 OHMS. TESTED FROM C197A PIN 1 TO POSITIVE BATTERY CABLE. GOT RANDOM CLOSE/OPEN CIRCUIT READING ON MULTI METER. INSPECTED THE POSITIVE BATTERY CABLE CONNECTIONS FOR DAMAGE, FOUND STARTER MOTOR CONNECTION TO BE A LITTLE LOOSE WITH SOME GLUE BETWEEN THE EYELET AND THE TERMINAL, CLEANED BOTH MATTING SURFACES AND TIGHTENED THE CONNECTION DOWN. ALSO FOUND MAIN GROUND CABLE CONNECTED TO BATTERY TO BE SLIGHTLY LOOSE AND MOUNTED TO PAINT. NOT MAKING A GREAT GROUND CONNECTION. CLEANED ALL OTHER ENGINE BAY GROUND CONTACT AREAS. RECONNECTED ALL GROUNDS AND POWER CABLES. TESTED STARTING SYSTEM, NO ISSUES AT THIS TIME. ALLOWED TO SIT FOR 2 HOURS, V
EHICLE STARTED WITHOUT ISSUES. READ AND ERASED ALL CODES.

CQIS Report Number: [redacted] Program Type: Q Orig Rpt #: [redacted]
Report Source: MSS - FCSD - QSFS Report Date: 10/30/2023

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
ADJ	10C679	SERVICE	BATTERY MNGMT SYSTEM	YES

VEHICLE DETAILS

Vehicle Build Date: 05/09/2023 Warranty Start Date: 10/24/2023
Date of Sale: 10/24/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

- - - ENGINE - - -

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GT AB
Bld Dt: Calb: PCHDY1N A
Serial #:
4133A23114130993LX6G 6007 TAB

- - - TRANSMISSION - - -

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A23109132647 PZ1P 7000 GA
Model: Shft:

- - - ADDITIONAL - - -

Tire : 225/65 R17 A/T B Brand :
Radio : A/C : AC C-??????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B --------- ABSOLUTE BLACK

AFTER MARKET MODIFICATIONS

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION

Orig/Caller : TYLER SUNDBERG Title: SERVICE WRITER
Phone : 9528874310

Rpr Dlr:USA 09420 - Freeway Ford Ph#: [redacted]
City: Minneapolis State : Minnesota
Country: United States Region : Twin Cities

CQIS VIN HISTORY

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [redacted] Program Type: Q Orig Rpt #: [redacted]
Report Source: MSS - FCSD - QSFS Report Date: 10/30/2023

--- S U P P L E M E N T A L S U R V E Y: NONE ---

VEHICLE'S WARRANTY HISTORY (365 days only)

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Part Number Sfx	Labor Operation
USA 09420	10/30/23	[redacted]	881	1	24		10C679		12651D
USA 09420	10/30/23		881	1	24				12651DX1
USA 09420	10/30/23		881	1	24				12651D45
USA 09420	10/30/23		881	1	24				10654C
USA 09420	10/30/23		881	1	24				AD

GCQIS Attachments

View Report Attachment - Images

Report#: [redacted]

Print Exit **Number of Images :** 5 **Images Per Page:**5

Delete Move

5 items found, displaying all items.**1**



○ **Attachment Id :**32482711



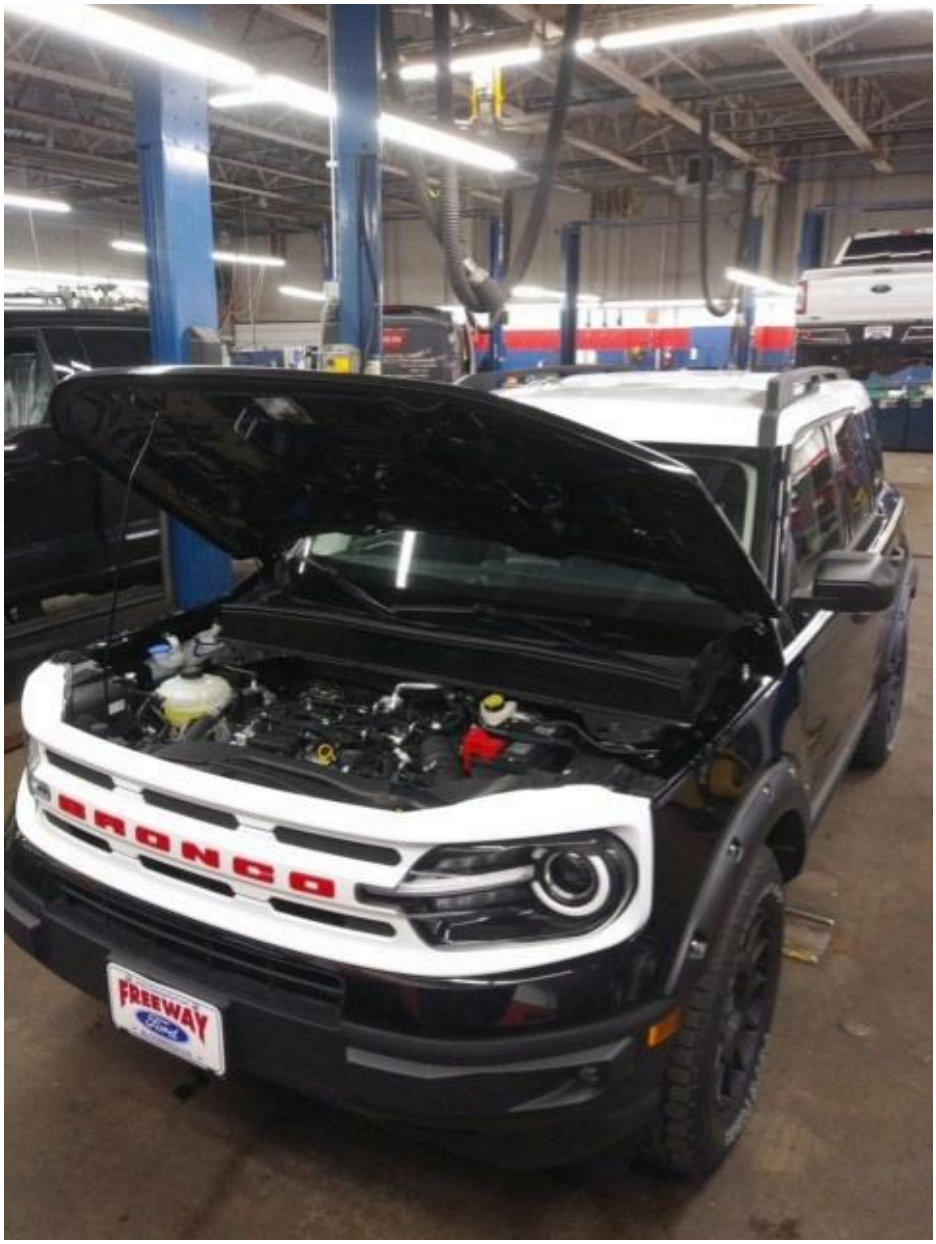
○ **Attachment Id :**32482710



○ **Attachment Id :**32482709



○ **Attachment Id :**32482708



○ **Attachment Id :**32482707

CQIS Report Number: [redacted] Program Type: Q Orig Rpt #: [redacted]
Report Source: MSS - FCSD - QSFS Report Date: 01/04/2023

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

VEHICLE: 2022 BRONCO SPORT 4X4,TRAIL,2DR,MPV VIN:3FMCR9D94NR[redacted]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 1,567 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 2 02 START/RUN/MOVE STARTING
SLOW CRANK/BATTERY ALWAYS
Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: YES Attchmnts: 2
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

---------- C O M M E N T S ----------
--TYPE-- ---------- COMMENT TEXT ----------
CONCER 01/04/2023 10:40AM
Cs while driving the battery light and check charging system light comes on, customer advised the engine stalled out and the brake pedal got real hard and she ran into another car
TECH/C 01/04/2023 10:40AM
Vcc. Performed diag, found g100 making bad connection to body when wiggling ground. Cleaned and re tightened ground.
AUDIT 01/04/2023 10:40AM
SUBMITTED USING MOBILE DEVICE

---------- C O N C E R N D E T A I L S ----------
Intermittent?: Come Back? : Air Temp. : A 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 ----------

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

---------- V E H I C L E D E T A I L S ----------
Vehicle Build Date: 09/26/2022 Warranty Start Date: 11/19/2022
Date of Sale: 11/19/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 473 LBS
LH/RH Drive:

CQIS Report Number: [redacted] Program Type: Q Orig Rpt #: [redacted]
Report Source: MSS - FCSD - QSFS Report Date: 01/04/2023

- - - E N G I N E - - -
Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: L1 PE GA
Bld Dt: Calb: NCHDR9N A
Serial #:
EE100 022168103717L1PE 6007 GA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A22241120660 LX6P 7000 XB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 225/65 R17 A/T Brand :
Radio : A/C : AC C-????????????????????
Paint : PN4-??????????????????????????--------- CYBER ORANGE 3C

---------- 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 : Glenn Gumbrecht Title: SHOP FOREMAN
Phone : 5757917060

Rpr Dlr:USA 20422 - Hamilton Ford Ph#:[redacted]
City: Clovis State : New Mexico
Country: United States Region : Phoenix

---------- 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
01/17/2023	[redacted]	NHL	DRV PERF		USA 20422

--- S U P P L E M E N T A L S U R V E Y: NONE ---

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE


MFD. BY FORD MOTOR CO.
DATE: 09/22
GVWR: 2145 KG (4730 LB)
FRONT GAWR: 1177 KG (2595 LB)
225/65R17 102H
17x7.0J
AT 230 kPa/ 33 PSI COLD
REAR GAWR: 1066 KG (2350 LB)
WITH TIRES 225/65R17 102H
RIMS 17x7.0J
AT 230 kPa/ 33 PSI COLD
WITH TIRES
RIMS
PSI COLD
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
VIN: 3FMCR9D94NR
TYPE: MPV
EXT PNT: SB
INT TR
WB 105
L7
F0213
10241
DSC:
SPR
TR
8 BBAA
E 3D
UTC
5USA-1520472-B



CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/13/2023

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

VEHICLE: 2022 BRONCO SPORT 4X4,LTD,2DR,MPV VIN:3FMCR9C62NR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 8,980 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 52 3 39 DRIVING PERFORMANCE STALLS/QUITS
CRUISE/ STEADY SPEED INTERMITTENT
Additional Symptom: engine stalls
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 06/13/2023 02:31PM KURT KINDLER(FSE) MSS - FCSD - CALIFORNIA REGION
Web Form Data[redacted]) Description of Vehicle Concern: vehicle intermittently stalls Please list any diagnostics already performed: hard to duplicate customer concern only dtc present is B1218 Parts Replaced: none Your Question: can B1218 possibly cause vehicle to intermittently shut down when driving as dtc is present its a hard code comes right back when clear but vehicle starts and drives normally advise, also steering angle sensor dtc present C0051 but dont see how steering angle sensoor dtc will make vehicle stall when driving on high way advise

RECOMM 06/13/2023 02:31PM KURT KINDLER(FSE) MSS - FCSD - CALIFORNIA REGION
Wilber, You are correct that neither DTC present at this time will cause the vehicle to stall while driving. If the DTCs are hard faults then it is recommended to address them with the appropriate pinpoint tests, but the stall will need to be addressed separately. If the concern can not be duplicated then it is recommended to obtain more detailed information from the customer as to the circumstances surrounding the stall so the vehicle can be tested in a similar manner. Your FSE, Kurt K

ADD-ON 06/13/2023 02:31PM KURT KINDLER(FSE) MSS - FCSD - CALIFORNIA REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments : na

CONCER 07/18/2023 05:29PM KURT KINDLER(FSE) MSS - FCSD - CALIFORNIA REGION
Web Form Data[redacted]) Description of Vehicle Concern: vehicle shuts down wile driving and pull over and vehicle will start right away Please list any diagnostics already performed: check dtc none present tried to duplicate concern cant dupluicate concern Parts Replaced: none Your Question: tried checking for dtc none present foreman has tried duplicating concern and drove 231 miles could not duplicate concern. advise on how to proceeded with this diagnosis as customer states it has happen multiple times but cant be duplicated
WEB-Ford-EXT-Jul 18 2023 17:29:53-KKINDLE3: Wilber, I am sorry to her that this vehicle has returned and we are still unable to validate the customers concern. Previously we were going after the P1218 DTC

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/13/2023

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

--TYPE-- ---------- COMMENT TEXT ----------
possibly being involved and I could not find any related reports, but

possibly being involved and I could not find any related reports, but looking at connected vehicle data it seems that there have been some recent network fault occurrences. I was able to find out that some 2021-2022 Bronco Sport vehicles built on 2-Jan-2022 and through 28-Oct-2022 may exhibit an engine stall with multiple warning indicators displayed in the instrumental panel cluster (IPC) and multiple communication fault diagnostic trouble codes (DTC) setting in and/or related to the high speed control area network 1(HS-CAN1) and HS-CAN2 modules. This may be due to damaged circuit(s) in the harness 14A005. To correct this condition, locate the wiring harness section under the passenger front seat. Inspect if the harness is damaged or it is contacting the AWD module. If the harness is damaged, repair the affected wire(s) and tape the section of the harness using anti-abrasion wire harness tape. Note: Make sure to route the harness to avoid further contact with the AWD. Hope this helps, Your FSE, Kurt K.…WEB-Ford-INT-Jul 18 2023 17:29:53-KKINDLE3: Callback Done…WEB-Ford-INT-Jul 18 2023 17:29:53-KKINDLE3: ISM I2211131…

RECOMM 07/18/2023 05:29PM KURT KINDLER(FSE) MSS - FCSD - CALIFORNIA REGION
Wilber, I am sorry to her that this vehicle has returned and we are still unable to validate the customers concern. Previously we were going after the P1218 DTC possibly being involved and I could not find any related reports, but looking at connected vehicle data it seems that there have been some recent network fault occurrences. I was able to find out that some 2021-2022 Bronco Sport vehicles built on 2-Jan-2022 and through 28-Oct-2022 may exhibit an engine stall with multiple warning indicators displayed in the instrumental panel cluster (IPC) and multiple communication fault diagnostic trouble codes (DTC) setting in and/or related to the high speed control area network 1(HS-CAN1) and HS-CAN2 modules. This may be due to damaged circuit(s) in the harness 14A005. To correct this condition, locate the wiring harness section under the passenger front seat. Inspect if the harness is damaged or it is contacting the AWD module. If the harness is damaged, repair the affected wire(s) and tape the section of the harness using anti-abrasion wire harness tape. Note: Make sure to route the harness to avoid further contact with the AWD. Hope this helps, Your FSE, Kurt K.

ADD-ON 07/18/2023 05:29PM KURT KINDLER(FSE) MSS - FCSD - CALIFORNIA REGION
ISM I2211131

---------- 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
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/13/2023

---------- 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: 08/09/2022 Warranty Start Date: 09/05/2022
Date of Sale: 09/05/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GB DA
Bld Dt: Calb: NCHDY1N A
Serial #:
4133A22214130873LX6G 6007 BDA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A22201110315 LX6P 7000 DB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC G-????????????????????
Paint : PN4-??????????????????????????--------- AREA 51

---------- 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 : WILBER MORENTE Title: TECHNICIAN
Phone :
WILBER MORENTE
Rpr Dlr:USA 00030 - Chula Vista Ford Ph#: [redacted]
City: Chula Vista State : California
Country: United States Region : Los Angeles

Claim #/Date : [redacted] 06/12/2023

Specialist's
Name : KURT KINDLER (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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/13/2023

VEHICLE'S WARRANTY HISTORY (365 days only)

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Part Number Sfx	Labor Operation
USA 00030	06/12/23	[redacted]	8779	1		NX6	8A507	A	22S73B
USA 09149	12/07/23		11109	1	82		DIAG		12650D
USA 09149	12/07/23		11109	1	82				12650D80
USA 09149	12/07/23		11109	1	82				9350B
USA 09149	01/11/24		13130	1	82		NPF		NPF
USA 09149	01/11/24		13130	2	82		ALTTRANS		

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/14/2022

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

VEHICLE: 2021 BRONCO SPORT 4X4,LTD,2DR,MPV VIN:3FMCR9C60MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 26,292 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 52 3 39 DRIVING PERFORMANCE STALLS/QUITS
CRUISE/ STEADY SPEED INTERMITTENT
Additional Symptom: stalls during drive
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 10/14/2022 02:07PM TERENCE PERREAULT(FS MSS - FCSD - GREAT LAKE REGION Web Form Data([redacted]) Description of Vehicle Concern: C/S VEHICLE SHUTS DOWN WHILE DRIVING. INDICATOR LIGHTS COME ON. Please list any diagnostics already performed: Checked for codes, focusing on the U3003:16 codes. Mostly related to circuit SBB01. Road test while monitoring IPC, PSCM, ACM and IPMA voltage PIDs. UNable to duplicate concern at this time. Parts Replaced: None Your Question: Are there any known problems with circuit SBB01? Do you feel I am on the right path? Any suggestions?

RECOMM 10/14/2022 02:07PM TERENCE PERREAULT(FS MSS - FCSD - GREAT LAKE REGION Hello Steve, Looking at wiring cell 13 page 20 the modules supplied power from SBB01, it does appear that this circuit is suspected. It would be recommended to load test the circuit and wiggle it while reading the results. If the reading is excessive of 0.5 volts dropped, the circuit has high resistance and should be replaced. Further inspect the pin fitment as well due to poor fitment leading to high resistance also. Refer to the Technical Video Supports if need to refresh on load testing. Overlay SBB01 or repair as necessary. If further assistance is needed to recreate the fault, gain more insight from the customer as to how often and when it occurs. Ford Technical Assistance Center, -Terence

ADD-ON 10/14/2022 02:07PM TERENCE PERREAULT(FS MSS - FCSD - GREAT LAKE REGION Transferred from 34GAS to BODY - Stalled while driving but most DTCs indicate a communication or network concern. Only PCM code is starter performance not related to symptom ,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact, SWIS Comments : 1st

---------- 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/14/2022

ABS#C052E:A2-2E,P0562:16-28,P05D3:86-2F,U0146:00-2E,,U3003:16-2E,U3012:68-2E
PSCM#B1D23:4B-08,U3001:68-0A,U3003:16-0A
IPMA#U3003:16-2E
PCM#P0600:00-A7,P06E9:00-2F
ACM#U3003:16-0A
SCCM#U3003:A2-28
APIM#U3003:16-0A
IPC#U3003:16-0A3-28
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: 05/19/2021 Warranty Start Date: 06/12/2021
Date of Sale: 06/12/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21130130026LX6G 6007 ACA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21106131634 LX6P 7000 DB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC G-????????????????????
Paint : PN4-??????????????????????????--------- CACTUS 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

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : STEVE WHITE Title: TECHNICIAN
Phone :
STEVE WHITE
Rpr Dlr:USA 04921 - Bozard Ford-Lincoln Ph#:[redacted]
City: Saint Augustine State : Florida
Country: United States Region : Orlando

Claim #/Date : [redacted] 10/07/2022

Specialist's
Name : TERENCE PERREAULT (FSE)

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/14/2022

---------- 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) ----------

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/18/2022

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

VEHICLE: 2021 BRONCO SPORT 4X4,LTD,2DR,MPV VIN:3FMCR9C66MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 11,133 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 39 START/RUN/MOVE STARTING
NO CRANK INTERMITTENT
Additional Symptom: 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 05/18/2022 10:54AM ANTHONY GALLI MSS - FCSD - TECH ASSIT CENTER
Web Form Data([redacted]) Description of Vehicle Concern: Customer reports vehicle had to be jump started. VEHICLE HAD NO POWER TO INTERIOR - NO LOCKS, WINDOWS, CLUSTER, ETC. IT DID START - STILL NOTHING OPERATING INSIDE VEHICLE. IT SHIFTED FROM PARK TO DRIVE THEN STALLED AND THEN NOTHING. WOULD NOT START AGAIN, STILL NO INTERIOR POWER. HAD TOWED TO DEALER. Please list any diagnostics already performed: VERIFIED NO INTERIOR POWER - NOTHING HAPPENS,LIGHTS UP WHEN OPEN DRIVERS DOOR. NO HORN, LIGHTS, LOCKS, CLUSTER,TOUCHSCREEN, ETC. PUT JUMP BOX ON VEHICLE - NO INTERIOR POWER STILL BUT IT DID START, SHOWED P ON THE GSM, SHIFTED TO DRIVE THEN WENT TO MOVE AND IT STALLED OUT. NO INDICATION NOW FROM GSM AND THE PARKING BRAKE SET. UNABLE TO START AGAIN AND THE PARKING BRAKE WOULD NOT RELEASE. REMOVED JUMP BOX. CHK BATTERY = 8V. PUT JUMP BOX BACK ON BATTERY - NOW HAVE 12V TO BJB. UNPLUGGED BCM C2280A = 12V. CHK THE BCM CONNECTOR - ALL ARE FULLY SEATED AND SECURE. UNPLUGGED BCM C2280D - CHECKED PINFITS - PASS. PLUGGED C2280D BACK IN AND EVERYTHING STARTED WORKING. VEHICLE STARTS AND RUNS WITH JUMP BOX. ALL INTERIOR SYSTEMS OPERATING PROPERLY. MULTIPLE WARNINGS ON. CLEARED ALL DTC. RETEST - PASS, NO WARNINGS, NO DTC RETURN. PERFORMED BATTERY TEST WITH DCA-800 = TOOK LONG, EXTENDED CHARGE BUT BATTERY PASSES. VEHICLE STILL STARTS AND RUNS OK. WIGGLED C2280D WITH IGNITION ON - PASS, NO LOSS OF POWER. Parts Replaced: NONE Your Question: ANY KNOWNS FOR THIS CONCERN? BCM C2280D HAS A LOT OF POWER OUTPUT CKTS. I DID CHECK THE PINS AND ALL FEEL PROPER. SO A CONNECTION ISSUE COULD HAVE CAUSED THE CONCERN AND SINCE UNPLUGGING AND PLUGGING C2280D BACK IN HAS CORRECTED THE CONCERN AT THIS TIME, ARE THERE ANY OTHER TESTS/DIAGNOSTICS YOU WOULD RECOMMEND?
RECOMM 05/18/2022 10:54AM ANTHONY GALLI MSS - FCSD - TECH ASSIT CENTER
Coyle, C2280D contains the wake up/hot in start or run circuits for many modules on the vehicle including the PCM. It also contains the signals that get set from the ignition switch. A fault at this connector to the BCM would cause the concerns you have noted on the vehicle. At this time, check the circuits between the BCM and the ignition switch for any opens or signs of terminal fretting that could

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/18/2022

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

--TYPE-- ---------- COMMENT TEXT ----------
cause an intermittent connection issue. These circuits can be seen in

cause an intermittent connection issue. These circuits can be seen in wiring diagram cell 20 page 2. Next, inspect CE436 for any opens or shorts as seen in cell 22 page 1. If no faults are found on these circuits, ensure the battery is fully charged and perform a parasitic draw test per 414-01 > General Procedures. If a draw is present on the vehicle, it could also cause unexpected errors like the ones on this vehicle. If no draws are present, replace the BCM and retest for the concern. *** Tony G. Ford Technical Assistance Center If additional assistance is requested, please call the Technical Assistance Center at (800) 826-4694 to establish a See What I See (SWIS) session.
 Prior to calling, please ensure: 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. For additional support using the SWIS headset, reference the <A target=_blank href=https://m.youtube.com/watch?v=Cq_79t1WTCY&list=PLKN6Sz7yuHvXTvqoVBI04r5S9vqlLDsJh&index=8 target=_blank>SWIS How-To Videos</A> or contact <A target=_blank href=mailto:FordSWISHelp@TechMahindra.com target=_blank>FordSWISHelp@TechMahindra.com</A>.
 If this web form is updated, ensure to provide your cell number.
ADD-ON 05/18/2022 10:54AM ANTHONY GALLI MSS - FCSD - TECH ASSIT CENTER
Transferred from 34GAS to BODY

---------- 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
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: 08/16/2021 Warranty Start Date: 09/18/2021
Date of Sale: 09/18/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21223131310LX6G 6007 ACA

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/18/2022

- - - T R A N S M I S S I O N - - -

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21210121576 LX6P 7000 DB
Model: Shft:

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

Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC G-??????????????????????
Paint : PN4-??????????????????????????--------- AREA 51

---------- 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 : COYLE O'NEAL Title: TECHNICIAN
Phone :
COYLE O'NEAL
Rpr Dlr:USA 04845 - Sam Galloway Ford Lincoln Ph#:[redacted]
City: Fort Myers State : Florida
Country: United States Region : Orlando

Claim #/Date : [redacted] 05/13/2022

Specialist's
Name : ANTHONY GALLI

---------- 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
05/23/2022	[redacted]	CACVOC	ST/RN/MV		USA 04845

--- 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 Number Base	Sfx	Labor Operation
USA 06593	06/03/23	[redacted]	17074	1	42		14F642		12651D
USA 06593	06/03/23		17074	1	42				12651D4

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/24/2021

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

VEHICLE: 2021 BRONCO SPORT 4X4,LTD,2DR,MPV VIN:3FMCR9C64MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 282 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: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

---------- C O M M E N T S ----------
--TYPE-- ---------- COMMENT TEXT ----------
CONCER 05/24/2021 02:31PM ROBERTO LUNA MSS - FCSD - TECH ASSIT CENTER
Web Form Data([redacted]) Description of Vehicle Concern: vehicle delivered Friday and towed back in over weekend would start and when put in gear would stall Please list any diagnostics already performed: no communication to vehicle Parts Replaced: none Your Question: koeo nothing would power up (cluster radio no power functions inside whatsoever) vehicle would start every ten to twelve attempts with still no power in vehicle. while engine running found no communication to pcm was going to check fuses at battery junction box found connectors seated properly... removed battery junction box and found fuses good...reinstalled and reconnected bjb, vehicle works as designed now, I feel like we will see issues from the lone spade connector that powers up the bjb. are there any known concerns?
RECOMM 05/24/2021 02:31PM ROBERTO LUNA MSS - FCSD - TECH ASSIT CENTER
Douglas, Thank you for the information. At this time, we are not aware of any trends regarding this concern. Please report a vehicle concern for this vehicle and any others that you come across with this fault. This will make engineering aware of the concern and will be able to look further into it. If assistance with reporting a vehicle concern is needed, refer to the Global Vehicle Concern Report video on the Technical Support Videos website. Carlos L. - Ford 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#P068A:A2-2E,P0562:16-28,P05D3:86-2F,U0146:00-2E,,U3003:16-2E,U3012:68-2E

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/24/2021

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: 04/21/2021 Warranty Start Date: 05/20/2021
Date of Sale: 05/20/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21103131817LX6G 6007 ACA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21081131454 LX6P 7000 DB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC G-??????????????????????
Paint : PN4-??????????????????????????--------- ALTO BLUE TC/EMPIRE BLUE

---------- 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 : DOUGLAS GLASS Title: SHOP FOREMAN
Phone :
DOUGLAS GLASS
Rpr Dlr:USA 02509 - Asheboro Ford, Inc. Ph#: [redacted]
City: Asheboro State : North Carolina
Country: United States Region : Charlotte

Claim #/Date : [redacted] 05/24/2021

Specialist's
Name : ROBERTO LUNA

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/24/2021

--- 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 Number Base	Part Number Sfx	Labor Operation
USA 00916	07/20/23	[redacted]	47106	1		NZ6	2001	A	21C31B
USA 00916	07/20/23		47106	1		X	3	A	
USA 00916	07/20/23		47106	2		NX6	8A507	A	22S73B

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/24/2022

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B68MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 9,799 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 52 1 39 DRIVING PERFORMANCE STALLS/QUITS
AT IDLE INTERMITTENT
Additional Symptom: stalls at idle
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 10/24/2022 09:36AM AROSS87
Web Form Data([redacted]) Description of Vehicle Concern: CUSTOMER STATES WHILE AT RED LIGHT VEHICLE STALLED OUT ALL WARNING MESSAGES APPEARED ON DASH INTERIOR LIGHTS BEGAN FLICKERING VEHICLE WOULD NOT START WAITED 10-15 MINS NOW STARTS UP RADIO SCREEN BLANK Please list any diagnostics already performed: BATTERY TEST, PASSED, CHARGING SYSTEM OPERATING NORMALLY, EEC AND BCE TESTS, CLEARED CODES AND SELF TESTED ALL MODULES, ALL PASSED, ROAD TESTED VEHICLE Parts Replaced: NONE Your Question: YOU CAN LOOK AT CONNECTED VEHICLE DATA AND SEE THE MULTIPLE DTCS THAT SET WHEN CONCERN OCCURED, ALL CODES CLEARED AND ALL MODULES PASS INDIVIDUAL SELF TESTS, ROAD TESTED VEHICLE AND NO CONCERNS OCCURED. JUST LOOKING FOR ANY POSSIBLE REPORTS FOR THIS CONCERN. SINCE I CANT RECREATE CONCERN I AM NOT SURE WHAT DIRECTION TO PROCEDE. THANKS
RECOMM 10/24/2022 09:36AM AROSS87
Marc, Any known reports for this concern would be present in the self-help tool. It is important that all DTCs pulled from the vehicle be added to the DTC section of this form. We cannot rely only on connected vehicle data as not all codes may be captured during a failure. It is important that you upload all DTCs captured with a self-test so they can be recorded and categorized by our system. This allows Ford to track and monitor problems as well as report them under the Tread Act. Based on the DTCs that are currently in connected vehicle we would say there is likely a voltage problem causing this vehicle to stall. We recommend checking all battery and ground connections to ensure they are all properly secured and there are no signs of corrosion. If there are no problems found the next step will be to duplicate the concern. You may reach out to the customer to understand when this concern happens and under what driving conditions this concern can be observed. Once the concern can be reliably duplicated, we recommend wiggle testing all harnesses and connections and attempting to duplicate the concern in the shop until the voltage concern is found. You may also perform a voltage drop tests on all battery cables, there should be less than 0.5V drop across any cables.

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/24/2022

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

--TYPE-- ---------- COMMENT TEXT ----------
Any cables that indicate high resistance my have a poor connection or

Any cables that indicate high resistance my have a poor connection or internal damage. Technical Assistance Center Team Member- AJ

---------- 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
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: 05/21/2021 Warranty Start Date: 06/09/2021
Date of Sale: 06/09/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21118132022LX6G 6007 ACA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21110120803 LX6P 7000 DB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-????????????????????
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

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : MARC RIDGLEY Title: SHOP FOREMAN
Phone :
Rpr Dlr:USA 02405 - Planet Ford Dallas Love Field Ph#:[redacted]

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/24/2022

City: Dallas State : Texas
Country: United States Region : Dallas

Claim #/Date : [redacted] 10/21/2022

Specialist's
Name : AROSS87 -??????????????????

---------- 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 Number Base	Part Number Sfx	Labor Operation
USA 02405	03/09/23	[redacted]	13662	1		NX6	8A507	A	22S73B
USA 02405	03/09/23		13662	2	07		5424630		24630AT
USA 02405	03/09/23		13662	2	07				69000A
USA 02405	03/09/23		13662	2	07				ADD
USA 02405	06/07/23		19002	1	82	BE8	6731	AB	MBASIC
USA 02405	06/07/23		19002	1	82	X	5W20	QSP	MBASIC1
USA 02405	06/07/23		19002	1	82		MAINT		MULTI
USA 02405	02/12/24		27308	1	82	BE8	6731	AB	MBASIC
USA 02405	02/12/24		27308	1	82	X	5W20	QSP	MBASIC1
USA 02405	02/12/24		27308	1	82		MAINT		MULTI

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/07/2021

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

VEHICLE: 2021 BRONCO SPORT 4X4,LTD,2DR,MPV VIN:3FMCR9C64MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 6,436 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 9 38 START/RUN/MOVE STARTING
AUTO-START-STOP INOPERATIVE
Additional Symptom: intermittent no crank s/s inop
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 09/07/2021 05:49PM DSTOKER2
Web Form Data([redacted]) Description of Vehicle Concern: cust states veh stalled and will no restart Please list any diagnostics already performed: ppt a and it is inconclusive the bronco starts for us but the start stop is disabled because of the dtc Parts Replaced: bcm ,rtm , Your Question: this is only an auto start and stop event ,the last time it was in had a dtc for the rtm and I replaced the rtm ,and the only dtc I get is for the starter performance ,could it just be the starter is faulty ,this is an on going concern ,what am I missing
RECOMM 09/07/2021 05:49PM DSTOKER2
Hello Barton, Thank you for the information. You may be correct to suspect a faulted starter. P06E9 indicates the vehicle is commanding the engine to crank but it is not. The DTC will not contribute to diagnosis so it can be cleared. With the DTC cleared it cannot inhibit the start stop system. If the start stop system still doesn t operate refer to PPT AA in WSM Section 303-14A Electronic Engine Controls - 1.5L EcoBoost > Diagnosis and Testing. Monitor the start-stop PIDs and test drive the vehicle attempting to cause a start-stop cycle. If a concern occurs while the event is occurring it will indicate which system is stopping the system in the PID readings. Perform diagnosis of any necessary systems. If the start-stop system operates and the engine always cranks it will be necessary to find a way to duplicate the concern. With the system functioning any testing would be fruitless. Once you re able to duplicate the concern refer back to PPT A for the starting system. Update this form with your findings if you require further aid. Thank you Ford Technical Assistance Center Dallas

---------- 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/07/2021

PCM#P06E9:00-68
APIM#UA100:87-083:86-2F,U0146:00-2E,,U3003:16-2E,U3012:68-2E
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 02/22/2021 Warranty Start Date: 04/05/2021
Date of Sale: 04/05/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

ENGINE

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21014130394LX6G 6007 ACA

TRANSMISSION

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21004120941 LX6P 7000 DB
Model: Shft:

ADDITIONAL

Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC G-????????????????????
Paint : PN4-??????????????????????????--------- CACTUS GRAY

AFTER MARKET MODIFICATIONS

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION

Orig/Caller : BARTON MILLER Title: SHOP FOREMAN
Phone :
BARTON MILLER
Rpr Dlr:USA 03874 - Stevens Ford Lincoln Ph#:[redacted]
City: Milford State : Connecticut
Country: United States Region : New York

Claim #/Date : [redacted] 09/01/2021

Specialist's
Name : DSTOKER2 -????????????????????

CQIS VIN HISTORY

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/07/2021

--- 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 Number Base	Part Number Sfx	Labor Operation
USA 03874	06/21/23	[redacted]	24758	1		NX6	8A507	A	22S73B
USA 03874	06/21/23		24758	2	42	DG9	2C150	B	232041A

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/06/2023

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

VEHICLE: 2023 BRONCO SPORT 4X4,TRAIL,2DR,MPV VIN:3FMCR9D9XPR[redacted]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 10 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 39 START/RUN/MOVE STARTING
NO CRANK INTERMITTENT
Additional Symptom: intermittent 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 03/06/2023 06:36PM SERGIO RANGEL MSS - FCSD - TECH ASSIT CENTER
Web Form Data[redacted] Description of Vehicle Concern: VEHICLE WILL NOT START. DASH DOES NOT LIGHT UP. Please list any diagnostics already performed: VEHICLE WOULD NOT CRANK. JUMP STARTED VEHICLE BUT DIED BEFORE I COULD PUT IT IN GEAR. THEN WOULD NOT CRANK, EVEN WITH JUMPER BATTERY. INSTALLED NEW BATTERY TO VERIFIY NO BATTERY/LOW VOLTAGE CONCERN. DID NOT MAKE A DIFFERENCE. WAS THE END OF THE DAY.VEHICLE KEYS GOT LOST FOR OVER A WEEK.WENT OUT TO VEHICLE AND NOW POWERS UP AND STARTED. DROVE VEHICLE INTO STALL AND IT IS STARTING AND RUNNING AT THIS TIME. CHECK ENGINE LIGHT IS ON. RETRIEVED MULTIPLE LOST COMMUNICATION DTCS. CHECKED PCM CONNECTORS AND THEY ARE LATCHED IN. Parts Replaced: NONE Your Question: FOUND OUT VEHICLE CAME OFF OF DELIVERY TRUCK WITH STARTING AND RUNNING ISSUES. THE SHOP DID PDI, CONCERN WENT AWAY AND VEHICLE WAS PARKED ON THE LOT. WHEN SALESMAN WENT TO MOVE VEHICLE , THE NO START ,NO CRANK CONCERN RETURNED. I RETIEVED MULTIPLE COMMUNICATION DTCS. WHERE SHOULD I CHECK TO TRY AND DUPLICATE AND FIND CAUSE OF CONCERN?
RECOMM 03/06/2023 06:36PM SERGIO RANGEL MSS - FCSD - TECH ASSIT CENTER
Sergio, With the concern present, it s important to note if the scan tool will communicate with the PCM. If no communication is determined, PPT QA under 303-14B > Diagnosis and Testing should be followed. This will test the PCM s power and ground circuits in addition to the ISPR circuit. Refer to wiring cell 24 page 1. If no issues are found, further confirm the BCM is able to pass a network test and refer to PPT M under 418-00 > Diagnosis and Testing if any issues are found. If the vehicle does not power up and the dash is unresponsive when entering and pressing the ignition switch, refer to PPT A under 211-05 > Diagnosis and Testing under the symptom chart. 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 href=https://outlook.office365.com/owa/calendar/swisscheduler@ford.com/bookings/s/5imEz-vymUu3N4THp6tynA2>Schedule</A> to book a SWIS call with the TAC. After booking an appointment a TAC representative will

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/06/2023

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

--TYPE-- ---------- COMMENT TEXT ----------
reach out to you at the appropriate time. Verify the following prior

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/reviewTISfaq.faces?LANG=EN-US&GEO=USA&dswid=-520>Headset software/hardware concerns</A>

<A target=_blank href=http://site-307934.bcvp0rtal.com/detail/videos/tools-equipment/video/6290958058001/swis-initial-setup>Initial headset setup</A> Sergio Ford Technical Assistance Center

ADD-ON 03/06/2023 06:36PM SERGIO RANGEL MSS - FCSD - TECH ASSIT CENTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact, SWIS Comments : First contact

CONCER 05/03/2023 02:11PM GTCGCQIS
I found ground 206 when moved near the eyelet the dash light would come on i suspect the eyelet has a poor crimp or is not soldered properly I after replacing the eyelet the vehicle started

CONCER 05/03/2023 02:13PM GTCGCQIS
Poor connection at G206 eyelet soldered in new eyelet

RECOMM 05/04/2023 12:16PM JAVIER CADENA MSS - FCSD - TECH ASSIT CENTER
Good morning, Sergio Thank you for updating us! we re glad to hear that replacing the ground eyelet has resolved this network concern. If you have the time, consider filling out the survey to tell us how we re doing! This repair will be added to the self-help tool upon the surveys completion so that other technicians have access to this report when they encounter similar concerns. Thank you, Javier C. Ford Technical Assistance Center

ADD-ON 05/04/2023 12:16PM JAVIER CADENA MSS - FCSD - TECH ASSIT CENTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Technical, SWIS Comments : Fix verified.

---------- 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#P1935:00-68,P25B0:00-EC,U0103:00-2C,U0121:00-2C,U0151:00-68,U0155:00-68,U0102 12:00-68,U0256:00-2C:16-0A
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/06/2023

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 12/15/2022 Warranty Start Date: 07/04/2023
Date of Sale: 07/04/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 473 LBS
LH/RH Drive:

ENGINE

Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: L1 PE GA
Bld Dt: Calb: PCHDR9N A
Serial #:
EE100 022257042417L1PE 6007 GA

TRANSMISSION

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A22325120588 PZ1P 7000 LA
Model: Shft:

ADDITIONAL

Tire : 235/65R17 A/T Brand :
Radio : A/C : AC G-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY A --------- OXFORD WHITE SOLID C/C

AFTER MARKET MODIFICATIONS

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION

Orig/Caller : SERGIO MARTINEZ Title: TECHNICIAN
Phone :
SERGIO MARTINEZ
Rpr Dlr:USA 03928 - The Ford Store San Leandro Ph#[redacted]
City: San Leandro State : California
Country: United States Region : San Francisco

Claim #/Date : [redacted] 02/21/2023

Specialist's
Name : SERGIO RANGEL

CQIS VIN HISTORY

Date	CQIS Report #	Prog Type	Symp	Cat	Causal Part	Description	Dealer Id
05/03/2023	[redacted]	CREDSR	DRV	PERF			USA 03928

SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY 2000

SURVEY HAS NOT BEEN SENT

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/06/2023

VEHICLE'S WARRANTY HISTORY (365 days only)

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Part Number Sfx	Labor Operation
USA 03928	04/19/23	[redacted]	10	1	33	M1P	14F642	C	12651D
USA 03928	04/19/23		10	1	33				12651D45
USA 03928	04/19/23		10	1	33				12651D45WR
USA 03928	04/19/23		10	1	33				MT14F642
USA 03928	04/19/23		10	1	33				MT14401
USA 03928	04/19/23		10	1	33				AD

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/07/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B66MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 28,225 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 9 38 START/RUN/MOVE STARTING
AUTO-START-STOP INOPERATIVE
Additional Symptom: Auto Start/Stop Inop
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 11/07/2023 07:57PM KEVIN ARTHURS(FSE) MSS - FCSD - CALIFORNIA REGION
Web Form Data[redacted]) Description of Vehicle Concern: customer states vehicle would not restart after a stop/start event. states it started to happen after pcm reprogram recall 22s73 Please list any diagnostics already performed: tested battery and battery pass. found in the tech help of similar concern and they perform SSM 51254 by programming gateway module. but since we have not duplicate concern not sure if that would fix this customer concern. Parts Replaced: none Your Question: only thing i find strange is that the auto start stop starts working when the car is cold and seat belt not buckle. like its not going through the inhibitors program to the system. i did see low voltage codes. maybe the pcm is not making the start /stop to stop working when the battery voltage gets low. could the pcm reprogram cause this issue.
RECOMM 11/07/2023 07:57PM KEVIN ARTHURS(FSE) MSS - FCSD - CALIFORNIA REGION
Marco, It is recommended to continue attempting to duplicate the concern. If the concern cannot be duplicated, have the service advisor reach out to the customer for more information on when the concern occurs and if there are any other symptoms. If it is confirmed there are other symptoms such as a blank IPC as outlined in SSM 51254, then the SSM can be performed. If there are no other symptoms or concerns when the auto start/stop concern occurs, continue with performing pinpoint test J in Workshop manual section 303-06A when the concern is present. Thanks Kevin

---------- 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/07/2023

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: 04/07/2021 Warranty Start Date: 04/21/2021
Date of Sale: 04/21/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 05476
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21089131854LX6G 6007 ACA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21074132043 LX6P 7000 DB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-??????????????????????
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 : MARCO MIRANDA Title: TECHNICIAN
Phone :
MARCO MIRANDA
Rpr Dlr:USA 05508 - Theodore Robins Ford Ph#: [redacted]
City: Costa Mesa State : California
Country: United States Region : Los Angeles

Claim #/Date : [redacted] 11/02/2023

Specialist's
Name : KEVIN ARTHURS (FSE)

---------- 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
11/07/2023	[redacted]	CACVOC	ST/RN/MV		USA 05508

 CQIS DETAIL REPORT 03/20/24 16:00:24

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/07/2023

--- 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 Number Base	Part Number Sfx	Labor Operation
USA 05508	10/23/23	[redacted]	28074	1		NX6	8A507	A	22S73B
USA 05508	10/23/23		28074	2	91	LB5	14A268	AB	999A
USA 05508	10/23/23		28074	3	82		RENTAL		
USA 05508	10/23/23		28074	4	42		15604		12651D
USA 05508	10/23/23		28074	4	42				12651D45
USA 05508	10/23/23		28074	4	42				10654C
USA 05508	10/23/23		28074	4	42				7001D1
USA 05508	10/23/23		28074	4	42				12651D4
USA 05508	10/26/23		28225	1	82		RENTAL		
USA 05508	10/26/23		28225	2	42		14G490		12651D
USA 05508	10/26/23		28225	2	42				12651D4
USA 05508	10/26/23		28225	2	42				12651DX1
USA 05508	10/26/23		28225	2	42				10654C
USA 05508	10/26/23		28225	2	42				12650D81

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/18/2022

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

VEHICLE: 2022 BRONCO SPORT 4X4,LTD,2DR,MPV VIN:3FMCR9C60NR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 4,973 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 52 1 39 DRIVING PERFORMANCE STALLS/QUITS
AT IDLE INTERMITTENT
Additional Symptom: Stall, 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 08/18/2022 12:47PM TYLER BISHOP(FSE) MSS - FCSD - GREAT LAKE REGION
Web Form Data([redacted]) Description of Vehicle Concern: CUSTOMER STATES WHEN SLOWLY BACKING OUT OF HIS DRIVEWAY MULTIPLE WARNINGS ILLUMINATED VEHICLE STALLED OUT, ELECRITCAL ITEMS SEEMED TO STILL WORK BYT VEHICLE WAS A NO CRANK NO START. CUSTOMER WENT INTO HOUSE TO GET TOOLS TO DISCONNECT BATTERY BUT BEFORE HE WAS ABLE TO DO THAT THE VEHICLE SEEMED LIKE IT RESET AND WAS THEN ABLE TO RESTART VEHICLE. Please list any diagnostics already performed: SCAN FOR CODES, RUN FOR TSB/SSMS NONE. VEHICLE IS NOW OPERATING AS DESIGNED, AS OF 8/18 VEHICLE IS STILL TRIGGERING CODES TO CONNECTED VEHICLE DATA WITHOUT ANY DRIVABILITY CONCERN AT THIS TIME Parts Replaced: NONE Your Question: HAVE THERE BEEN ANY KNOWN CONCERNS OR REPORTS TO START LOOKING IN A DIRECTION FOR A REPAIR?
RECOMM 08/18/2022 12:47PM TYLER BISHOP(FSE) MSS - FCSD - GREAT LAKE REGION
Brian, With DTCs indicating that other modules have lost communication with the PCM and the P061A DTC it is possible there is a PCM power or ground issue or a PCM fault. First verify the PCM power and ground circuits CBB06 and GD191 by load testing the circuits. Also verify the connections C1551B pin 96,97,98,99,100,101, and 102. Verify good pin fitment and no damage or corrosion as a connection concern could cause an intermittent issue like the one described. Also verify the connection C1035B pin 39 at the BJB which provides power to the PCM and the PCM ground G107. If no circuit faults are found perform PPT QE when the concern is present. Follow the repair direction given by the PPT. Tyler B. Ford Motor Company
ADD-ON 08/18/2022 12:47PM TYLER BISHOP(FSE) MSS - FCSD - GREAT LAKE REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact

---------- 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? :

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/18/2022

Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
ABS#U0131
IPMA#U0418,UO401
PCM#P061A,P27B2
RCM#B00A0U0151:00-68,U0155:00-68,U0164:00-68,U0212:00-68,U0256:00-2C:16-0A
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: 12/13/2021 Warranty Start Date: 04/02/2022
Date of Sale: 04/02/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA FA
Bld Dt: Calb: NCHDY1N A
Serial #:
4133A21322131436LX6G 6007 AFA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21321132037 LX6P 7000 DB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 225/60 R18 100H A/S BSW 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

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : BRIAN HENNINGER Title: SERVICE MANAGER
Phone :
BRIAN HENNINGER
Rpr Dlr:USA 01249 - Nazareth Ford Ph#: [redacted]
City: Nazareth State : Pennsylvania
Country: United States Region : Philadelphia

Claim #/Date : [redacted] 08/17/2022

Specialist's
Name : TYLER BISHOP (FSE)

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/18/2022

---------- 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 Number Base	Part Number Sfx	Labor Operation
USA 01249	09/26/23	[redacted]	16510	1		NX6	8A507	A	22S73B

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/31/2023

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

VEHICLE: 2022 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B60NR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 14,896 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 39 START/RUN/MOVE STARTING
NO CRANK INTERMITTENT
Additional Symptom: many u3003s in mods stalls
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 10/31/2023 05:23PM CHRIS HALL(FSE) MSS - FCSD - SOUTHEAST REGION
Web Form Data[redacted]) Description of Vehicle Concern: guest stated that the truck stalled and would not restart at intersection. stated multiple warning indicators. stated brake pedal very hard. Please list any diagnostics already performed: Battery test, pass. charging at 14.1 volts. road tested many miles and did not recrate symptom. Parts Replaced: none Your Question: we have u3003 in the abs,acm,apim,sccm and wacm and p1346 and p0460 in ipc. p05d3:86 in abs. these codes were in collected data for the date when she experienced the issue. We tested the battery with two ford testers and passed. charging at 14.1 volts. Is there any insight to this situation? we have drove many miles and not reproduced any of these codes. guest states she has no faith in truck due to this is the second time this happened. thanks, Ken

RECOMM 10/31/2023 05:23PM CHRIS HALL(FSE) MSS - FCSD - SOUTHEAST REGION
Ken, please check C105 for water intrusion first as I ran into this recently on an Escape and it was causing many intermittent problems and is located near the PCM, but to the right of it and the right front well and in a bad spot for water intrusion. If no water is found in C105 please update this report for the next steps ASAP. FSE-Chris Hall

CONCER 11/01/2023 09:35AM GTCGCQIS
Hi Chris, I checked connector c105 located by PCM And checked other connectors in the left front . found no signs of water intrusion in any of the connectors. still have not duplicated concern.

RECOMM 11/01/2023 11:52AM CHRIS HALL(FSE) MSS - FCSD - SOUTHEAST REGION
Ken, thank you for confirming no water in the connector. Please replace the 12-volt battery and refer to me and this report number PQ5BL006 for this concern and it being intermittent. Please also perform a good visual inspection on the battery junction box for any loose connections or damage, water intrusion and replace it if any problems. FSE-Chris Hall

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/31/2023

---------- 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
ABS#P05D3-86,U3003-16
ACM#U3003-16
IPC#P0460-11,P1346-11
APIM#P3003-1600-68,U0164:00-68,U0212:00-68,U0256:00-2C:16-0A
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: 01/18/2022 Warranty Start Date: 03/22/2022
Date of Sale: 03/22/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA FA
Bld Dt: Calb: NCHDY1N A
Serial #:
4133A21315131636LX6G 6007 AFA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21300132742 LX6P 7000 DB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-????????????????????
Paint : PN4-??????????????????????????--------- CYBER ORANGE 3C

---------- 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 : KEN HAMPTON Title: TECHNICIAN
Phone :
KEN HAMPTON
Rpr Dlr:USA 06785 - Ferman Ford Ph#:[redacted]
City: Clearwater State : Florida
Country: United States Region : Orlando
Claim #/Date : [redacted] 10/26/2023

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/31/2023

Specialist's
Name : CHRIS HALL (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 Number Base	Part Number Sfx	Labor Operation
USA 06785	03/16/23	[redacted]	9094	1	82		MAINT		MBASIC
USA 06785	03/16/23		9094	1	82	NU2	6731	EA	MBASIC1
USA 06785	03/16/23		9094	1	82	X	5W20	BSP	MULTI
USA 06785	07/19/23		12245	1		NX6	8A507	A	22S73B
USA 06785	08/23/23		13137	1	42	LJ6	14529	CA	12651D
USA 06785	08/23/23		13137	1	42				12651D45
USA 06785	08/23/23		13137	1	42				14529A
USA 06785	08/23/23		13137	2	82		ALTTRANS		
USA 06785	10/26/23		14896	1	42	BAG	48H6	760	12650D
USA 06785	10/26/23		14896	1	42				10654C
USA 06785	10/26/23		14896	1	42				10654C1
USA 06785	10/26/23		14896	1	42				10654C1BB
USA 06785	10/26/23		14896	1	42				MT48H6
USA 06785	10/26/23		14896	2	82		RENTAL		
USA 06785	02/28/24		17979	1	82		MAINT		MBASIC
USA 06785	02/28/24		17979	1	82	BE8	6731	AB	MBASIC1
USA 06785	02/28/24		17979	1	82	X	5W20	BSP	MULTI

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/01/2022

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B62MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 16,049 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 9 38 START/RUN/MOVE STARTING
AUTO-START-STOP INOPERATIVE
Additional Symptom: Doesn' restart after auto stop
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 09/01/2022 05:04PM AROSS87
Web Form Data([redacted]) Description of Vehicle Concern: VEH WILL AUTO SHUT OFF AND NOT RESTART AT STOP LIGHTS. HAS TROUBLE GOING INTO PARK TO RESTART. VEH SEEMS TO HAVE A CONSTANT DRAIN BATT KEEPS GOING DEAD after BCM replacement still getting low battery voltage dtcs, too many dtcs to fill in the list please view connected vehicle data. auto start stop shuts engine off but the will not restart, requires manual restart. Please list any diagnostics already performed: checked dtcs, low battery voltage dtcs in several modules. battery draw test .088A. battery state of charge 90% and 12.68V Parts Replaced: Body Control Module Your Question: what causes the auto start stop to stop the engine but not restart it without setting dtcs for the system? where do i start with trying to pinpoint the cause of the concern?
RECOMM 09/01/2022 05:04PM AROSS87
Andrew, We recommend beginning with pinpoint test A for DTC U0284 loss of communication with the active grille shutter module. The active grille shutter uses the LIN network to communicate, the alternator also uses this network, when one or both of these components experiences a fault it can cause changing system faults like this vehicle is experiencing. The active grille shutter is also mounted in the front of the vehicle is it is particularly susceptible to damage and water intrusion. We recommend carefully inspecting the active grille shutter module and its connector to ensure there are no pin fit or water intrusion concerns. 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 href=https://outlook.office365.com/owa/calendar/swisscheduler@ford.com/bookings/s/8ZmxznmFQ0G7h_5tRgo87w2>Schedule</A> 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/01/2022

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

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

(Contains unique dealer code & dealership name)
The vehicle

(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/reviewTISfaq.faces?LANG=EN-US&GEO=USA&dswid=-520>Headset software/hardware concerns</A>

<A target=_blank href=http://site-307934.bcvp0rtal.com/detail/videos/tools-equipment/video/6290958058001/swis-initial-setup>Initial headset setup</A>
Technical Assistance Center Team Member- AJ

ADD-ON 09/01/2022 05:04PM AROSS87
Transferred from BODY to 34GAS - Auto Stop/Start shuts down vehicle but does not restart automatically - must be manually started.,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact, SWIS Comments : First Contact

CONCER 09/06/2022 07:37PM GTCGCQIS
after removing the front bumper cover and cooling module to gain access to the active grill shutter actuator. no obvious concerns were found with the wing connector or actuator. I am going to replace the actuator and install connector service pigtail anyway. reassemble and re test. the problem I foresee is that I may not be able to recreate the concern as it is so intermittent. if there was a charging system fault how is not setting codes for that?

RECOMM 09/08/2022 09:16AM NLEE39
Andrew, Thanks for the update. Ideally a DTC would set for a LIN circuit fault for the charging system, but the PCM may not be recognizing a generator fault. Past the grille shutter repair, when testing for the battery drain, make sure to complete the Battery Drain Check procedure found in 414-01 > General Procedures. Within this procedure, in step 3, drive the vehicle longer than the noted 5 minutes and attempt to use as many vehicle features as possible. This includes, opening/closing all doors/windows, turning on/off all interior/exterior lighting, moving seats, using HVAC, driver assistance features (BLIS, Lane keep, etc.), radio and more. Make sure in step 4, that you are letting the vehicle sit at least the noted 75 minutes. Also, pay attention to the information in step 7, as this is necessary for properly locating the drain. In addition, if the issue of not restarting after an auto S/S event has occurred is still present, continue with also inspecting the CKP sensor for proper mounting, along with the tone wheel as the CKP sensor is sensitive to positioning and may not allow the vehicle to restart. Thanks, Nathan L. Ford Technical Assistance Center

ADD-ON 09/08/2022 09:16AM NLEE39
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Technical, SWIS Comments : clear direction

CONCER 10/17/2022 01:36PM GTCGCQIS
replaced active grill shudder actuator and connector pigtail due to

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/01/2022

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

--TYPE-- ---------- COMMENT TEXT ----------
possible LIN circuit fault. concern did not return.

possible LIN circuit fault. concern did not return.

---------- 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
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: 04/15/2021 Warranty Start Date: 05/15/2021
Date of Sale: 05/15/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21095131441LX6G 6007 ACA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21089132040 LX6P 7000 DB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC C-??????????????????????
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

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : ANDREW YEAPLE Title: TECHNICIAN
Phone :
ANDREW YEAPLE
Rpr Dlr:USA 06992 - Peoria Ford Ph#:[redacted]
City: Peoria State : Arizona

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/01/2022

Country: United States Region : Phoenix

Claim #/Date : [redacted] 08/27/2022

Specialist's
Name : AROSS87 -????????????????????

---------- 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
08/15/2022	N[redacted]	NHL	DRV PERF		USA 06992
09/01/2022	[redacted]	CACVOC	ST/RN/MV		USA 06992

--- 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 Part Number Pfx Base	Sfx	Labor Operation
USA 06992	12/18/23	[redacted]	28945	1		NX6 8A507	A	22S73B

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/02/2021

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

VEHICLE: 2021 BRONCO SPORT 4X4,LTD,2DR,MPV VIN:3FMCR9C60MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 1,596 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 42 Z 00 START/RUN/MOVE MOVING
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: unable to shift to park
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 04/02/2021 02:39PM BPIZANO
Web Form Data([redacted]) Description of Vehicle Concern: when shifting to park, unable to shift to park apply parking brake message comes up. If you turn the engine off it will not restart. Please list any diagnostics already performed: network test, self test, visual. when running a network test when it doesnt start PCM, AWD, on HS1, CCM, IPMA, OSCM, PAM, PSCM, RCM on HS2, SODL, SODR on MS1 do not respond. the other modules will pass. I have held the manual park release cable to see if it would duplicate the symptom, it only sets a p07e4 in the PCM. Parts Replaced: none Your Question: I dont see a common link for the network problem after shutdown, do you think I should go after the park problem as the cause of the network issue, or is the network causing the park issue? It is intermittent and only occurs when put into park. Any direction would be greatly appreciated.
RECOMM 04/02/2021 02:39PM BPIZANO
Good Afternoon Matthew, At this time, it s suspected that the loss of communication concern is causing the unable to shift to park concern. It s recommended to follow PPT C in Section 418-00 as the HS2-CAN network appears to be causing the root cause of the concern since the most module in network are losing communication.
CONCER 04/02/2021 05:01PM GTCGCQSP
While test driving trying to get it to act up again, I had the network monitor running. When I pushed the button to turn off the engine, the same modules stop communicating then return when button is pressed again. It has not acted up to test it yet. Possibly loosing power?
RECOMM 04/02/2021 08:00PM ASHEGARF
Matthew, Thank you for the update. Refer to diagrams 13-4, 13-5, 13-19. The run start relay powers the PCM, SCCM, PSCM, SOD L, SOD R, and IPMA. Some of the modules coming down. Its possible that the run start relay and related is at fault. Duplicate the concern monitor circuits CDC55 (sun start relay ground) and CBB24 with a DVOM. Check connectors C1035A pin 33, and C2280E pin 36 for pin fitment issues with a rotunda flex probe. Note for a network to go down all modules on that network will lose communication. The modules coming down on

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/02/2021

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

--TYPE-- ---------- COMMENT TEXT ----------
the other networks aside from MS1 can, do not indicate that the whole

the other networks aside from MS1 can, do not indicate that the whole network is coming down. The modules are losing power or ground, and or have a open on there network circuits. Load test all the power and grounds to the modules that are coming down with a headlight bulb, while wiggle testing. Also, while wiggle testing measure voltage drop across the headlight bulb. The voltage drop should be within .5V of full source voltage, since the headlight bulb is the only load. Check their network circuits for open by performing a continuity test. Place one lead on Can + circuit and the other Can circuit (all networks have Can + and Can circuits) place the DVOM in ohms, back probe a network connector with push pins or a pin needle. Network resistance should 120 Ohms + or 12 OHMs. MS1 is completely down. Here is how a network goes down, assuming all its modules are not losing power and ground. A short to ground on Can + network circuit. A short voltage on the Can and Can + network circuits. The Can + and Can networks circuits shorted together and an internally shorted module. An oscilloscope or network voltages can be used to see what type of short is on network. Note a oscilloscope is preferred, although it can be difficult to use, it will literally show the user the short, there will no question on what the fault is. To determine what type of a short is present monitor network voltages. If voltage is consistently above 2.5V there is a short to voltage. If network voltage stays at 2.5V Can + and Can network circuits are shorted together. If voltage is constantly below 2.5V then there is a short ground. If an internally shorted modules is suspected, then while monitoring network communication disconnect the modules one at a time. The module that is disconnected and restores network communication is the module at fault. The user can monitor network communication by using an oscilloscope and or a network test. Refer to workshop manual 418-00 > Description and Operation > Communications Network - System Operation and Component Description, for examples of what a bad and a good network looks like on an oscilloscope. For instructions on how to use and oscilloscope refer to PTS > home tab > rotunda > diagnostic tool support > FDRS support > User manuals. In user manuals under 1. Software Manuals click on Vehicle Measurement System Manual and go to page 19.

---------- 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
ABS#U0131:00-28,U0401:00-68
IPMA#U0401:00-28,U0401:86-28,U0418:86-28
PCM#P07E4:00-2C,P27B3:00-6C
RCM#B00AD:68-28
BCM#B130F:14-08,B1310:14-08,B1C55:14-0806E9:00-2F

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/02/2021

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: 11/25/2020 Warranty Start Date: 12/22/2020
Date of Sale: 12/22/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 03501
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A20324131318LX6G 6007 ACA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A20295120954 LX6P 7000 DB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC G-????????????????????
Paint : PN4-??????????????????????????--------- ICONIC SILVER/SILVER RADIANCE

---------- 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 : MATTHEW BENJEGERDES Title: TECHNICIAN
Phone :
MATTHEW BENJEGERDES
Rpr Dlr:USA 03501 - Decorah Auto Center, Inc. Ph#:[redacted]
City: Decorah State : Iowa
Country: United States Region : Chicago

Claim #/Date : [redacted] 03/27/2021

Specialist's
Name : BPIZANO -????????????????????

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/02/2021

--- 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 Number Base	Part Number Sfx	Labor Operation
USA 03501	07/24/23	[redacted]	17857	1		NX6	8A507	A	22S73B

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/11/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,2DR,MPV VIN:3FMCR9A67MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 39,461 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 52 1 39 DRIVING PERFORMANCE STALLS/QUITS
AT IDLE INTERMITTENT
Additional Symptom: intermittently stalls
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 09/11/2023 09:19AM AMCNAY1
Web Form Data[redacted]) Description of Vehicle Concern: AT TIMES AFTER DRIVING A SHORT DISTANCE AND COMING TO A STOP START TO SPUTTER THEN IDLES ROUGH THEN WILL STALL , CHECK ENGINE LIGHT ON WITH P008A ,WHILE DRIVING CAR IS FINE WHILE ACCLERATING OR CRUSING JUST A INT.CONCERN SHUT OFF AND AT TIMES WILL OPERATE FINE LET IDLE IN STALL AND GO OUT AND DRIVE AND WILL BE FINE WAIT A WHILE AND GO DRIVE AGAIN AND IT MIGHT ACT UP ,RETURNED TO CUST TWICE AND HAS COME BACK Please list any diagnostics already performed: ON FIRST REPAIR TECH COULD NOT DUBLICATE CONCERN ,ON SECOND REPAIR WE REPLACED THE LOW FUEL PRESSURE SENSOR ON THE LOW FUEL RAIL AFTER SEEING SSM51537 AND CHECKED ALL CONNECTIONS AND GROUNDS TEST DROVE AND FELT FINE RETURNED TO CUST CAME BACK NEXT DAY ,ON THIRD REPAIR AGAIN STARTED WITH REMOVING ALL COONECTIONS AND GROUNDS MENTIONED IN SSM51537 AND CHECKING PIN FIT ALL FELT TIGHT AND NO CORROSION ,REPLACED FUEL PUMP DRIVER MODULE ALONG WITH THE SENDING/PUMP UNIT , TEST DROVE CONCERN IS STILL PRESENT ,LOW FUEL PSI APPEARS TO BE FINE AND IS 10 PSI OFF FROM DATLOGGER (POSSIBLE MECHANICAL GAUGE OFF BY 10PSI) BUT CHANGES WHEN PIDS MOVE FROM 50 TO 70 PSI THEN AROUND 90 PSI ON ACCEL. BOTH HIGH AND LOW FUEL PSI LEAK TEST WERE GOOD THINKING THAT THE FUEL PUMP , HAD CAR RUNNING ON THE LIFT AND TRIED TO WIGGLE TEST ALL CONNECTIONS RELATED TO THIS SYSTEM AND COULD NOT GET TO STUMBLE OR STALL ,THANK YOU FOR ASSISTANCE Parts Replaced: LOW FUEL RAIL PRESSURE SENSOR ,FUEL PUMP,FUEL PUMP DRIVER MODULE, Your Question: IM NOT SURE WHICH WAY TO GO WITH THE REPAIR AFTER THINKING IT WAS GOING TO BE A BAD CONNECTION OR LOOSE PIN FIT IN THE BEGINNING
RECOMM 09/11/2023 09:19AM AMCNAY1
Delmar, With how intermittent the concern is occurring, it is likely that there is an intermittent connection issue going to the FPCM or components like the high pressure fuel pump volume control valve is sticking open/the FRP sensor is bias reading too high of PSI. Since you have gone through the connectors mentioned in the SSM and performed wiggle testing, monitor FRP, FLP, VCV and low pressure fuel pump PIDs in datalogger. Attempt to make a recording when the runs

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/11/2023

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

--TYPE-- ---------- COMMENT TEXT ----------
rough/stalling occurs. Monitor the fuel pressure PIDs while road

rough/stalling occurs. Monitor the fuel pressure PIDs while road testing and look for inconsistencies such as the fuel pressure dropping and raising while at a steady cruise when the pressure should remain around commanded. If you find that the low side fuel pressure sensor is constantly raising or lowering while driving and isn t capable of maintaining commanded pressure, disconnect the high pressure fuel pump valve connector and road test the vehicle again monitoring low side pressure. If the low side pressure stabilizes and is able to maintain pressure now while road testing, it is possible the VCV in the high pressure pump is intermittently sticking open or not opening/closing fully as the PCMs commands resulting in low side pressure dropping significantly. With the HP VCV disconnected, the HP pump should be a pass through and FRP should read around 40 psi. Road test the vehicle with the HP Pump valve disconnected and if the running rough/stall never occurs again, it is possible the HP Pump valve is sticking resulting in the low side pressure dropping and the engine stalling. You can also check for a bias FRP sensor by disconnecting the HP pump valve and monitoring FRP. With the HP pump valve disconnected, the FRP reading should be below 70 psi and around 40 psi. You can compare the FRP reading to the mechanical low side pressure gauge while road testing, they should be within 20 psi of each other. If the FRP sensor stays above 100 psi, it is bias and the PCM is receiving inaccurate information about the fuel pressure resulting in it commanding lower pressure. If it doesn t appear the pressure sensors/HP pump valve are related to the concern, loaded voltage drop test the power and ground circuits to the FPCM. Use a light bulb and flex probes to tie into the FPCM connector. Measure voltage across the bulb and verify it is within .5 volts of battery voltage. Also wiggle test the BJB connector and bang/tap on the BJB with the engine running to determine if there is a loose or poor connection in the BJB resulting in the FPCM losing power. If no concerns are found with the power supply, overlay the FPM and FPC circuits with new circuit pins. The FPC is the fuel pump control circuit the PCM varies voltage to the FPCM to change low side fuel pressure. The FPM is fuel pump monitor circuit and the FPCM reports the state of the low side fuel pump to the PCM on this circuit. If either of these circuits looses connection intermittently, it will result in the PCM not commanding proper low side pressure or the FPCM no longer commanding the fuel pump to the proper pressure. Refer to wiring diagram 22-11. Austin

---------- 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#P008A:00-A8,P008A:00-AC,P008A:00-AE00-28,U0401:86-28,U0418:86-28

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/11/2023

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: 06/15/2021 Warranty Start Date: 09/17/2021
Date of Sale: 09/17/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21145131237LX6G 6007 ACA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21117120995 LX6P 7000 DB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC S-??????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B --------- ABSOLUTE BLACK

---------- 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 : DELMAR DIERKER Title: TECHNICIAN
Phone :
DELMAR DIERKER
Rpr Dlr:USA 04880 - Coggin Ford Ph#:[redacted]
City: Jacksonville State : Florida
Country: United States Region : Orlando

Claim #/Date : [redacted] 09/01/2023

Specialist's
Name : AMCNAY1 -??????????????????

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/11/2023

--- 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 Part Number Pfx Base	Sfx	Labor Operation
USA 04880	08/18/23	[redacted]	39412	1	42	K2G 4000	AR	4205A
USA 04880	08/18/23		39412	1	42	X 75W	QL	4205A14
USA 04880	08/18/23		39412	1	42	6C2 4N282	AA	
USA 04880	08/18/23		39412	1	42	W711806	S450B	
USA 04880	08/18/23		39412	1	42	JX6 5A215	C	
USA 04880	08/18/23		39412	1	42	LX6 4B496	A	
USA 04880	08/18/23		39412	2	82	RENTAL		
USA 04880	08/18/23		39412	3	42	HX7 9G756	A	12650D
USA 04880	08/18/23		39412	3	42			12650DX1
USA 04880	08/18/23		39412	3	42			12650D81
USA 04880	08/18/23		39412	3	42			12650D51
USA 04880	08/18/23		39412	4	82	RENTAL		
USA 04880	09/01/23		39456	1	82	RENTAL		
USA 04880	09/01/23		39456	2		NX6 8A507	A	22S73B
USA 04880	09/01/23		39456	3	82	RENTAL		
USA 04880	09/01/23		39456	4	82	RENTAL		
USA 04880	09/01/23		39456	5	42	LX6 9H307	A	12650D
USA 04880	09/01/23		39456	5	42	4L3 9276	AA	12650DX1
USA 04880	09/01/23		39456	5	42	FU5 9D370	G	12650D50
USA 04880	09/01/23		39456	5	42	LX6 14A068	Z	9002A
USA 04880	09/01/23		39456	5	42			9002A6

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/09/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,2DR,MPV VIN:3FMCR9A65MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 13,962 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: P0929
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 02/09/2023 12:39PM CONRAD RUGE MSS - FCSD - TECH ASSIT CENTER
Web Form Data[redacted] Description of Vehicle Concern: POWERTRAIN malfunction ICON comes on. reduced engine power warning and has stalled out while running. Check and advise. Please list any diagnostics already performed: perform a road test monitor pids visual inspection follow pin point test Parts Replaced: none Your Question: following the pin point test said if the codes come back install new gsm, but the codes wont come back what i can do ??

RECOMM 02/09/2023 12:39PM CONRAD RUGE MSS - FCSD - TECH ASSIT CENTER
Christian, It was noted in the form that the fault has not been duplicated. Since this concern is intermittent it will be necessary to focus on duplicating the concern before performing any further testing or repairs. It would be recommended you consult with the customer to determine if there are any specific conditions typically present when the fault occurs. Attempt to copy these conditions to help try and duplicate the fault. Intermittent concerns are also often times related to connector or circuitry concerns. It would be recommended you inspect the GSM for any signs of damage, corrosion, moisture, loose terminals or pin fitment concerns. Verify pin fitment by performing a pin drag test using the appropriate size flex probes. Also wiggle test the GSM circuits and connector in attempt to duplicate the concern. Once the fault can be duplicated, perform PPT G once again. If any other faults are found, make the necessary repairs and reevaluate the concern. If no other faults are found, replace the GSM and reevaluate the concern. Ford Technical Assistance Center Conrad

ADD-ON 02/09/2023 12:39PM CONRAD RUGE MSS - FCSD - TECH ASSIT CENTER
Transferred from 34GAS to RWDTRANS - DTCs for GSM, no faults indicating there is any kind of engine fault with this vehicle are listed in connected vehicle. ,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact, SWIS Comments : 1st contact

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/09/2023

---------- 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#P0929:00-A8,P008A:00-AC,P008A:00-AE00-28,U0401:86-28,U0418:86-28
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: 06/21/2021 Warranty Start Date: 12/19/2021
Date of Sale: 12/19/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21158130329LX6G 6007 ACA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21154131733 LX6P 7000 DB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC S-??????????????????????
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

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : CHRISTIAN CALLEROS Title: TECHNICIAN
Phone :
CHRISTIAN CALLEROS
Rpr Dlr:USA 05591 - El Centro Motors Ph#: [redacted]
City: El Centro State : California
Country: United States Region : Los Angeles

Claim #/Date : [redacted] 02/08/2023

Specialist's
Name : CONRAD RUGE

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/09/2023

---------- 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
11/03/2022	[redacted]	NHL	ST/RN/MV				USA 05591

--- 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 Number Base	Part Number Sfx	Labor Operation
USA 05591	08/08/23	[redacted]	21852	1	42	BE	48H6	A	10654C
USA 05591	08/08/23		21852	1	42				10654C1

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/23/2023

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

VEHICLE: 2023 BRONCO SPORT 4X4,TRAIL,2DR,MPV VIN:3FMCR9D98PR[redacted]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 2,168 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 9 38 START/RUN/MOVE STARTING
AUTO-START-STOP INOPERATIVE
Additional Symptom: Intermittent 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 10/23/2023 04:24PM DANIEL HRIBIK(FSE) MSS - FCSD - GREAT LAKE REGION
Web Form Data([redacted]) Description of Vehicle Concern: Customer states auto start stop shut vehicle off but would not restart, only ever happened 1 time Please list any diagnostics already performed: pulled codes to find nothing, charged battery, verified batt SOC is 80%, reset BMS, performed numerous road tests to try to duplicate concern with zero success, contacted the customer to try to get some specifics as to how they were driving when concern happened but still unable to duplicate Parts Replaced: none Your Question: Ive driven this thing up, down, and sideways, and I cannot get anything to act up. Both auto start stop and auto hold seem to be working perfectly fine. MY suspicion is that the customer just did something really weird, and hopefully will only be a 1 off incident. Just in case though, submitting this contact at request of my service manager.
RECOMM 10/23/2023 04:24PM DANIEL HRIBIK(FSE) MSS - FCSD - GREAT LAKE REGION
Hey Tomas, This is Daniel Hribik, your Field Service Engineer. Ive seen this type of concern and the problem ends up either being the starter or the battery. Since your battery state of charge was over 80% when you got it, I suspect that the starter motor is at fault. In those situations, they never set any codes or gave any indication. We were able to catch the concern by a matter of luck and quickly noted that the starter motor wasnt engaging the engine and was just spinning. At this time, I recommend replacing the starter motor and retesting for the fault. Daniel Hribik

---------- 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/23/2023

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: 07/14/2023 Warranty Start Date: 08/05/2023
Date of Sale: 08/05/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 473 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: L1 PE GA
Bld Dt: Calb: PCHDR9N A
Serial #:
EE100 023072162327L1PE 6007 GA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A23165132311 PZ1P 7000 LA
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 225/65 R17 A/T Brand :
Radio : A/C : AC G-??????????????????????
Paint : PN4-??????????????????????????--------- ERUPTION GREEN

---------- 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 : TOMAS SOLTIS Title: TECHNICIAN
Phone :
TOMAS SOLTIS
Rpr Dlr:USA 02686 - Briarwood Ford, Inc. Ph#: [redacted]
City: Saline State : Michigan
Country: United States Region : Detroit

Claim #/Date : [redacted] 10/02/2023

Specialist's
Name : DANIEL HRIBIK (FSE)

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/23/2023

--- 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 Number Base	Part Number Sfx	Labor Operation
USA 02686	09/11/23	[redacted]	1850	1	82		NPF		NPF
USA 02686	09/25/23		1905	1	42	LB5	2B623	AA	12651D
USA 02686	09/25/23		1905	1	42				12651DX1
USA 02686	09/25/23		1905	1	42				12651D45
USA 02686	10/02/23		2168	1	42	K2G	11002	H	11000A
USA 02686	10/02/23		2168	1	42				11002A

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/07/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,LTD,2DR,MPV VIN:3FMCR9C66MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 432 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 3 39 START/RUN/MOVE STARTING
CRANKS WON'T START INTERMITTENT
Additional Symptom: died at light
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 7
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

---------- C O M M E N T S ----------
--TYPE-- ---------- COMMENT TEXT ----------
CONCER 08/07/2023 05:42PM BRANDON GIFFORD(FSE) MSS - FCSD - PHOENIX REGION
Web Form Data([redacted] Description of Vehicle Concern: customer states he was sitting at the red light when the vehicle shut off and would not start, Please list any diagnostics already performed: perform frds test, pull codes u0401 abs, DSP U0198, IPMA U0401 , PCM P0339 AND P033F, P061A, PERFORM SSM 50726 , DURING REPROGRAMING TCM MODULE WILL FAIL, CHECK DIFFERENT SSM 51537 AND PERFORM CONNECTOR TEST,, CHECK GROUNDS PULL ON CONNECTORS Parts Replaced: NONE Your Question: I HAVE A BRONCO WITH ONLY 432 MILES , I PULL CODES CODE U0198 I PERFORM SSM 50726 WILL NOT REPROGRAM TCU MODULE FAIL , WILL THIS CAUSE VEHICLE DYE OUT AND NOT RESTART, AND GIVE ME PCM CODES I TRYED PULLING ON CONNECTORS AND HARNESS NO CHANGE , IS THERE ANY OTHER BRONCO OUT THERE WITH THE SAMD ISSUE, WHAT SHOULD I TRY NEXT TO REPAIR THE PROBLEM
RECOMM 08/07/2023 05:42PM BRANDON GIFFORD(FSE) MSS - FCSD - PHOENIX REGION
Hey Walter, The issues resolved by SSM 50726 will not cause a no start concern, or it would have been noted in the SSM. Looking at the connected vehicle data, the DTCs that are concerning are all the U3003 DTCs, the B1142, and B13BF that the BECMB was setting on 6/13. Since there is not an up to date reflection of codes setting in the connected vehicle, the first thing to do would be performing a voltage drop test on the battery cables and checking the battery cable connections on both ends. The easiest way to load test the battery cables would be starting with the + cable. Set your DVOM to volts, then touch the DVOM- to the + battery terminal, and the DVOM+ to where C1617A connects to the high current BJB. This test measures the difference in voltage, and the reading should be .5V or less on the DVOM. Do this same test for the battery - cable as well. If unwanted resistance is present on either cable, replace the cable. If no concerns are found with the battery cables and the P0339 and P033F are present currently, work through PPT JD in 303-14A. -Brandon G. Northern AZ FSE
CONCER 08/31/2023 03:53PM GTCGCQIS
after test and voltage less >5 volts

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/07/2023

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

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

CONCER 08/31/2023 03:57PM GTCGCQIS

CONCER 08/31/2023 03:57PM GTCGCQIS
problem exists after test ,test pass

CONCER 08/31/2023 06:54PM KURT MCINTOSH(FSE) MSS - FCSD - PHOENIX REGION
Outbound call, Spoke with Walter. When the vehicle dies, it will crank like 4 times then not start. If you continue to try and start it will crank and it will eventually start. Walt disconnected multiple connectors and reconnected them as this is a new vehicle, with no change. While on the phone, the vehicle started and it ran fine and there were no lights but there is a rolling idle. Walt keeps getting multiple communication codes U0100, U0101, U0401, U0301. P0339, P033F and P061A are always present in the PCM when the concern occurs. Walt sent me pictures of all the DTCs he is getting in multiple modules. He performed a battery test which failed, replaced battery, no change. When it starts it will run good until it gets hot then the concern returns. The concern will return whether the car is being driven or just idling. SSM 50726 will not reprogram TCU.

RECOMM 08/31/2023 06:54PM KURT MCINTOSH(FSE) MSS - FCSD - PHOENIX REGION
Walt, Thank you for speaking with me today regarding the intermittent stall and crank, no start concern on this vehicle. Since there are multiple communication codes setting in multiple modules along with P0339, P033F and P061A in the PCM, we need to determine if any module(s) are falling offline when the concerns return. This will help isolate a module communication fault or a crankshaft/PCM fault causing the concerns. Start by performing a live network monitor test while duplicating the concern. Refer to <A target=_blank href=https://www.fordtechservice.dealerconnection.com/Transport?link=001&ampparam=G0000043 target=_blank>GSB G0000043</A> for information on how to perform this test. You can either click the link or open PTS, click on the Home tab in the top left corner and enter G0000043 into the search bar on the right hand side to view the live network monitor test information. If multiple modules are falling offline when the concerns return, write down which modules are not communicating and determine if they are all on a specific communication network or if they have anything in common like an in-line connector or a splice. If all modules continue to communicate normally when the concerns return but P0339, P033F and P061A return in the PCM, perform pinpoint test JD in WSM 303-14A, Diagnosis and Testing, Crankshaft Position System for DTCs P0339 and P033F. Then perform pinpoint test QE in WSM 303-04A, Diagnosis and Testing, Electronic Throttle Control System for DTC P061A. Update this form with the results of the direction provided if additional assistance is required. Kurt M. Ford TAC

ADD-ON 08/31/2023 06:54PM KURT MCINTOSH(FSE) MSS - FCSD - PHOENIX REGION
I m not sure why SSM 50726 was performed. Walt didn t seem to have a reason for why it was performed. I m including pictures of the other DTCs that set while we were on the phone.,Contact Type : Phone,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Technical, SWIS Comments : Technical direction is available.

CONCER 10/06/2023 02:01PM GTCGCQIS
up date po339 and p033f, I REPLACE CRANK SENSOR NOW VEHICLE IS NOT

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/07/2023

C O M M E N T S

--TYPE-- COMMENT TEXT

DYING OUT AND RUNNING AND ROAD TESTED WITH NO ISSUE , BUT STILL UNABLE

DYING OUT AND RUNNING AND ROAD TESTED WITH NO ISSUE , BUT STILL UNABLE TO REPROGRAM TCU I PERFORM SSM 50726 , WHAT CAN I TRY NEXT TO REPROGRAM TCM

CONCER 10/06/2023 04:10PM KURT MCINTOSH(FSE) MSS - FCSD - PHOENIX REGION
FSE called Walt. Left voicemail stating that SSM 50726 doesn t need to be performed for a stalling/starting concern. SSM 50726 doesn t need to be performed unless the customer has been experiencing the symptoms mentioned in the SSM.

RECOMM 10/06/2023 04:10PM KURT MCINTOSH(FSE) MSS - FCSD - PHOENIX REGION
Walt, If the original customer concern of the vehicle stalling and not starting has been resolved, you can return the vehicle to the customer. I m not sure why you are trying to perform SSM 50726 to program the TCU as this will not cause any stalling/starting concerns. Unless the customer is experiencing the concerns/symptoms mentioned in SSM 50726, it does not need to be performed. If you are experiencing TCU related concerns, create a new form explaining the concern(s) and what has been done to correct it. Kurt M. Ford FSE

ADD-ON 10/06/2023 04:10PM KURT MCINTOSH(FSE) MSS - FCSD - PHOENIX REGION
Contact Type : Phone,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments : No technical direction needed.

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
DSP#U0198:00-0A
ABS#U0401:00-2F
IPMA#U0401:86-AF
PCM#P0339:00-AF,P033F:00-27,P061A:00-AFB3:00-6C

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: 01/13/2021 Warranty Start Date: 01/21/2021
Date of Sale: 01/21/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 04360
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

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

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/07/2023

Serial #:
4133A20345131027LX6G 6007 ACA

- - - T R A N S M I S S I O N - - -

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A20345121537 LX6P 7000 DB
Model: Shft:

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

Tire : 225/60 R18 100H A/S 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 : WALTER LIVINGSTON Title: DIAGNOSTIC SPECIALIST
Phone :
WALTER LIVINGSTON
Rpr Dlr:USA 04360 - Ed Corley Ford Sales, Inc. Ph#: [redacted]
City: Grants State : New Mexico
Country: United States Region : Phoenix

Claim #/Date : 0[redacted] 07/22/2023

Specialist's
Name : BRANDON GIFFORD (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 Number Base	Part Number Sfx	Labor Operation
USA 04360	07/17/23	[redacted]	422	1		NX6	8A507	A	22S73B
USA 04360	07/18/23		423	1					22S21A
USA 04360	07/22/23		432	1	42	GN1	6C315	A	12650D
USA 04360	07/22/23		432	1	42				12650D57
USA 04360	07/22/23		432	1	42				12650D45
USA 04360	07/22/23		432	1	42				12650DX1
USA 04360	07/22/23		432	2	28	BAG	48H6	760	10654C
USA 04360	07/22/23		432	2	28				10654C1

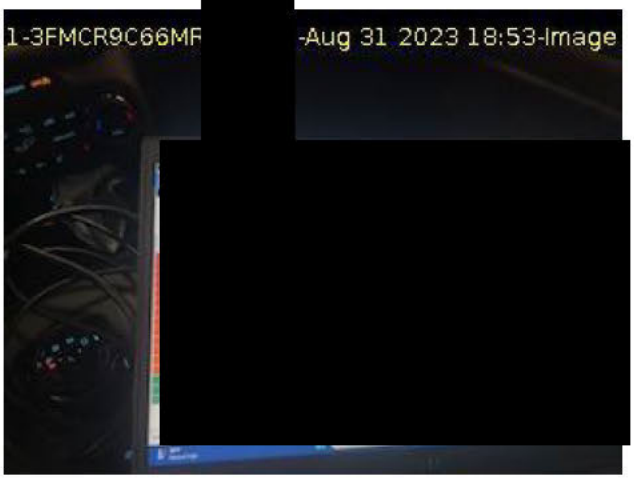
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View Re[redacted]tachment - Images

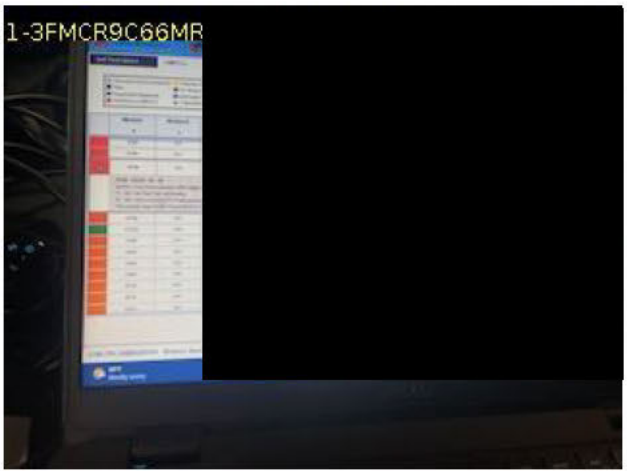
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Delete Move

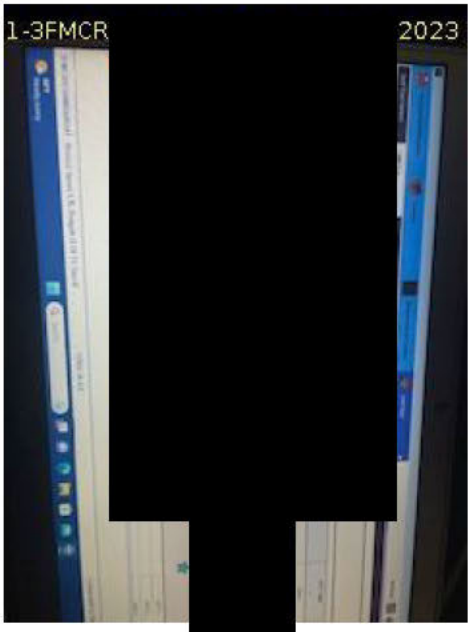
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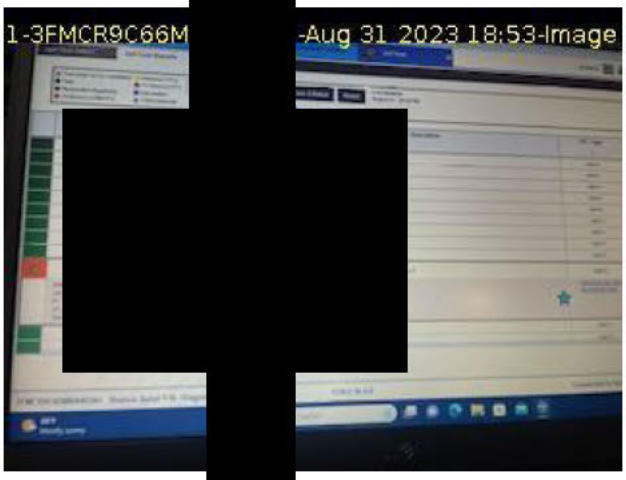
○ **Attachment Id :**32321483



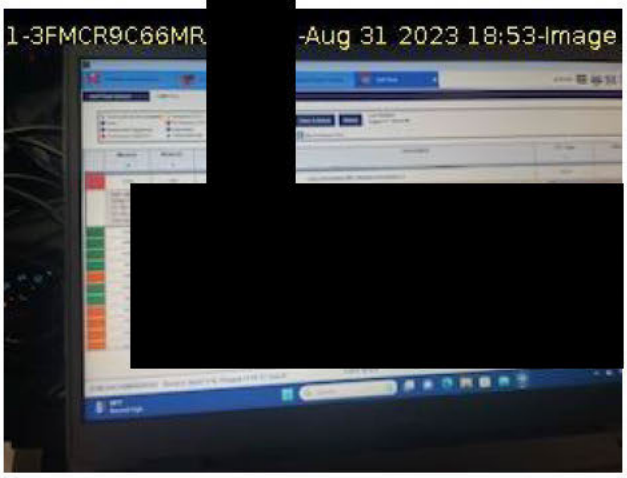
○ **Attachment Id :**32321482



○ **Attachm** 2321481



○ **Attachmen** 2321480



○ **Attachment Id :**32321479

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/17/2021

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B69MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 820 MILES
Operating Environ: WCC : 7T09
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 02 START/RUN/MOVE STARTING
NO CRANK ALWAYS
Additional Symptom: unresponsive
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: LX6Z 15604 Z BODY MODULE KIT
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 06/17/2021 02:43PM DSTOKER2
Web Form Data[redacted]) Description of Vehicle Concern: Vehicle was turned off by the customer in drive, while stopped. The vehicle would not restart. Vehicle towed in and was started on the tow truck by pushing L on the round shifter and pressing the brake. Vehicle was put in park after driven off the tow truck and would not come out of park, vehicle was running. Eventually engaged into drive and was driven into the service isle. Then the vehicle would not turn off using the push button. After allowing it to idle for a while I disconnected the two coil packs and it died. From that point on the vehicle will not respond to pushing the button to even turn on. Please list any diagnostics already performed: Attempted to retrieve codes using the FDRS and it would not connect. The dash lights will not come on. Inspected and tested the battery everything was ok. Inspected wiring going to PCM and in the engine bay and underneath. Removed fuse block and inspected and everything is ok. Parts Replaced: None Your Question: The vehicle will not communicate with the FDRS. The fuses are good and battery checks ok, All mega fuses checked ok. Where should I go from here?
RECOMM 06/17/2021 02:43PM DSTOKER2
Hello Douglas, Thank you for the information. Since the vehicle doesn t respond at all refer to WSM Section 211-05 Steering Wheel and Column Electrical Components > Diagnosis and Testing and perform PPT H for the push button start and BCM. Since the vehicle doesn t communicate some steps will need to be skipped. Based on the symptoms its likely the BCM has a power or ground issue, or the BCM itself is faulted. The BCM commands the PCM on/off and allows the shifter lock to release. If the BCM is offline the vehicle will be unresponsive. Thank you Ford Technical Assistance Center Dallas
CONCER 06/23/2021 04:04PM GTCGCQSP
Performed PPT H and it told me to replace the BCM, attempted to replace but the FDRS would not communicate with the vehicle to even perform diagnostic steps. Checked for power coming to the BCM and found switched power not there but battery hot was. Inspected wiring

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/17/2021

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

--TYPE--	COMMENT TEXT
	going to BCM from the fuse panel under the hood, checked ok. Connected
	going to BCM from the fuse panel under the hood, checked ok. Connected another under hood panel in place and the vehicle would then power up and communicate. Ordered new under hood fuse panel and installed. The vehicle powered up like normal and communicated with the FDRS for about a minute then it stopped communicating on any network. Connected Gateway module breakout box and checked for power and ground, found ok. Checked network power and found 2.2-2.8 on HS networks 1,2,3, and 4 but not on medium speed network. Replaced gateway module in attempt to restore communication but it didnt. One thing I found was if I leave the battery disconnected overnight when I reconnect it it will act normal and the vehicle will start and run but very soon, within a minute, it will start loosing communication with all modules and eventually wont even turn off from the start/stop button. Once that happens it will not act normal again even after disconnecting the battery for more then 6 hours. This customer was one of the first to order this bronco sport well before they come available. It only has alittle more then 800 miles on it. The customer is getting upset with this. Weve contacted our FSE Bo and he said he escalated this to a higher level but Ive heard nothing other then this previous response. Please help!!
CONCER	06/24/2021 01:00PM WESLEY NELSON(FSE) MSS - FCSD - GREAT LAKE REGION Inbound call from Doug. He called in to talk about the no crank no start concern. The vehicle is dead. It is a push button start. We talked about running a manual session with the FDRS but it will not communicate. The BCM did not have very god power and ground. a new BCM was ordered, but it cannot be programmed due to not being able to communicate with the vehicle. a new GWM was also ordered and installed. Originally, the vehicles battery could be disconnected in the morning and then re-connected and it would start and run fine for about a minute and then become unresponsive and a bunch of lights would come on, on the dash. When the vehicle was running correctly, and a session was established, there were several U-codes found. Most of them losing communication with the BCM. We talked about the BCM power and grounds and getting the FSE involved.
RECOMM	06/24/2021 01:00PM WESLEY NELSON(FSE) MSS - FCSD - GREAT LAKE REGION Doug, Thank you for taking the time to call in today. As we discussed, engineering is looking in to similar issues with the 2021 Broncos exhibiting no crank no start issues. 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. While waiting for the FSE, please load test the power and grounds to the BCM with a 3157 bulb and measure the Voltage drop across the bulb and ensure that it is within 0.5 Volts of source Voltage. Wesley N. Technical Assistance Center
ADD-ON	06/24/2021 01:00PM WESLEY NELSON(FSE) MSS - FCSD - GREAT LAKE REGION

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/17/2021

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

--TYPE--	COMMENT TEXT
	Consulted SME Steve Perry who mentioned that engineering is looking Consulted SME Steve Perry who mentioned that engineering is looking into concerns that are similar to this one. He agreed with opening a TAR.
TAR	06/24/2021 01:08PM WESLEY NELSON(FSE) MSS - FCSD - GREAT LAKE REGION NOTE TO FSE: WE ARE REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE DUE TO LACK OF PROGRESS, CUSTOMER IS GETTING UPSET, VERY FEW MILES ON THE VEHICLE. CUSTOMER IS ONE OF THE FIRST PEOPLE TO PURCHASE A BRONCO SPORT. I WAS INFORMED THAT ENGINEERING IS LOOKING AT CONCERNS SIMILAR TO THIS ONE. IT IS A NO CRANK NO START. ORIGINALLY YOU COULD DISCONNECT THE BATTERY CABLES AND THEN RE-CONNECT THEM AND THE VEHICLE WOULD START RIGHT UP FOR ABOUT A MINUTES. WHEN THIS WAS HAPPENING, THE TECH STARTED A SESSION AND FOUND SEVERAL U-CODES. MOST OF THEM POINTING TO A BCM. THE BCM POWER AND GROUND WAS ALSO FOUND TO BE NOT VERY GOOD. I INSTRUCTED THE TECH TO LOAD TEST THE POWER AND GROUND TO THE BCM. HE ALREADY HAS A NEW BCM, BUT CANNOT PROGRAM IT BECAUSE HE CANNOT COMMUNICATE WITH THE VEHICLE. THE CONCERN MAY BE A SEPARATE COMMUNICATION ISSUE, OR IT MAY BE THE SAME ISSUE THAT ENGINEERING IS LOOKING INTO. THE VEHICLE IS AT THE DEALER. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 2 ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 10
AUDIT	06/24/2021 01:08PM WESLEY NELSON(FSE) MSS - FCSD - GREAT LAKE REGION TECH ASSIST REFERRAL HAS BEEN OPENED
CONCER	07/07/2021 04:14PM JORDAN LAUER(FSE) MSS - FCSD - CENTRAL REGION IBC from FSE Beau. During the call it was discusses that when clicking read vin, there will be a red box at the top of FDRS that says unable to com with vehicle make sure vehicle is connected to scan tool. Also mentioned dash will come on when pulling the flash to pass. That is the only time anything will turn on. During testing, all modules from the HS1-CAN were removed. Power and grounds have been tested for the GWM and BCM. No vehicle com is still present. When trying to identify the vehicle, Error message stating, VIN you are trying to ID does not match this vehicle.....error occurred when trying to identify the vehicle. VCI was updated during the call.
RECOMM	07/07/2021 04:14PM JORDAN LAUER(FSE) MSS - FCSD - CENTRAL REGION Beau, As stated during the call, further research is required for this concern. At this time, we recommend opening FDRS. When FDRS has opened, disconnect the VCM from the laptop then type in the VIN in the manual VIN entry. This will start manual VIN entry process and allow the vehicle to perform network test. This should allow FDRS to see what modules are and are not responding.
ADD-ON	07/07/2021 04:14PM JORDAN LAUER(FSE) MSS - FCSD - CENTRAL REGION Spoke with SME Ryan Tyda for recommendation.
ADD-ON	07/08/2021 10:50AM ANDREW JOHNSON(FSE) MSS - FCSD - SOUTHEAST REGION VISITED DEALERSHIP 7/7, WAS WORKING WITH DOUG STUDDARD. INSTALLED GWM BOB, TESTED FOR BOTH POWER AND GROUNDS TO DLC BOTH GOOD. DIAG 1 AND DIAG 2 CIRCUITS MEASURED 120 OHMS. HS-CAN 1 THROUGH 3 MEASURED 60 OHMS, AND NORMAL CAN VOLTAGES ON + AND -. HS-CAN4 WAS NOT READING NORMAL VOLTAGES AROUND 1.8 AND 2.1 NO EQUALING 5 VOLTS. MS-CAN WAS GOOD. FDRS WOULD NOT IDENTIFY VEHICLE OR START ANY SESSION. GWM, BCM, AND BJB HAVE BEEN REPLACED. SYMPTOMS ARE; IGNITION BUTTON DOES NOT

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/17/2021

C O M M E N T S

--TYPE--	COMMENT TEXT
	CHANGE STATE, PULLING TURN SIGNAL STALK FOR FLASH-TO-PASS MAKES A BEEP
	CHANGE STATE, PULLING TURN SIGNAL STALK FOR FLASH-TO-PASS MAKES A BEEP NOISE AND TURNS ON THE IPC GAUGES AND DISPLAY FOR ABOUT 1 MINUTE. INTERIOR BACK-LIGHTING FOR BUTTONS TURNS ON, AND IGNITION START/STOP PUSH BUTTON LIGHTS UP, BUT DOES NOT OPERATE. SYNC DISPLAY DOES TURN ON WHEN PUSHING VOLUME POWER BUTTON, AND PLAYS RADIO. DOUG WILL TRY MANUALLY STARTING SESSION WITH FDRS, AND NETWORK TEST BCM. PMI BCM IF POSSIBLE AND PROGRAM KEYS.
ADD-ON	07/13/2021 02:45PM ANDREW JOHNSON(FSE) MSS - FCSD - SOUTHEAST REGION DOUG WAS ABLE TO MANUALLY START THE SESSION, AND FOUND THE BCM WAS COMMUNICATING. HE PROCEEDED WITH PERFORMING THE PMI, KEY PROGRAMMING, AND PCM RESET. HE DID HAVE TO USE THE FLASH TO PASS TO INITIATE THE PROCESS. THE IGNITION DID TURN ON, AND THE VEHICLE WAS OPERATING. AFTER THE VEHICLE WAS REASSEMBLE, ALL MODULES ARE COMMUNICATING AND VEHICLE IS RUNNING AND DRIVING. DOUG IS TEST DRIVING THE VEHICLE AND RECREATING PREVIOUS CONDITIONS THAT SUPPOSEDLY STARTED THIS VEHICLE FAULT AT THE BEGINNING. NO FAULTS HAVE RETURNED SO FAR.
ADD-ON	07/16/2021 05:30PM ANDREW JOHNSON(FSE) MSS - FCSD - SOUTHEAST REGION NO FAULTS RETURNED. CLOSING TAR.
AUDIT	07/16/2021 05:30PM ANDREW JOHNSON(FSE) MSS - FCSD - SOUTHEAST 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
CB##U0198:00-0A

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	LX6Z	15604 Z	SERVICE	BODY MODULE KIT	YES

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

Vehicle Build Date: 02/25/2021 Warranty Start Date: 04/14/2021
Date of Sale: 04/14/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 00210
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

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

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21054130447LX6G 6007 ACA

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/17/2021

- - - T R A N S M I S S I O N - - -

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21027130535 LX6P 7000 DB
Model: Shft:

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

Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC C-??????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B --------- ABSOLUTE BLACK

---------- 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 : DOUGLAS STUDDARD Title: TECHNICIAN
Phone :
DOUGLAS STUDDARD
Rpr Dlr:USA 00210 - Sunny King Ford Ph#:[redacted]
City: Anniston State : Alabama
Country: United States Region : Atlanta

Claim #/Date : [redacted] 06/15/2021

Specialist's
Name : DSTOKER2 -??????????????????

---------- 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 Part Number Pfx	Base	Sfx	Labor Operation
USA 00210	06/19/23	[redacted]	35000	1		NX6	8A507	A	22S73B

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/27/2022

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

VEHICLE: 2022 BRONCO SPORT 4X4,TRAIL,2DR,MPV VIN:3FMCR9D90NR[redacted]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 1,137 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 39 START/RUN/MOVE STARTING
NO CRANK INTERMITTENT
Additional Symptom: no restart, no crank
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 12/27/2022 12:24PM COLE CHRISTENSEN(FSE MSS - FCSD - CALIFORNIA REGION Web Form Data([redacted]) Description of Vehicle Concern: INTERMINTLY WONT RESTART ON STOP START AND WONT CRANK ON RESTART Please list any diagnostics already performed: FDRS TEST NO CODES VERIFY NO CRANK INTERMINTET. NORMALY STARTS ON FIRST TRY BUT IF SHUT OFF NEXT TRY HEAR SOLNOID CLICK AND NOLONGER WILL START. PIN TEST B . WHEN GOT TO B10 OK IN PARK BUT CANNOT SHIFT TO NEUTRAL WITH ENGINE NOT RUNNING B11 IS YES B12 IS OK B13 I GET A VERY SHORT VOLTAGE PULSE BUT NOT LONG ENOUGH TO CRANK ENGINE. I CAN JUMPER POWER TO HERE AND STARTER CRANKS ENGINE. I MONTORED PIDS BCM SHOWS STARTER BLOCKED TRUE AND STRT_BLCK_A29 IS TRUE STARTER BLOCKED FOR NO ROTATION. Parts Replaced: GSM AND STARTER Your Question: I AM STUMPED I TESTED AND HAVE BEN WRONG TWICE STARTER RELAY TICKS SOLNOID STARTER DOSE NOT TURN PCM BLOCKS STARTER UNTILL KEY OFF FOR ABOUT 30 SECONDS AND THEN IT MAY START ON NEXT TRY
RECOMM 12/27/2022 12:24PM COLE CHRISTENSEN(FSE MSS - FCSD - CALIFORNIA REGION Daniel, For this no restart on a start stop event and no crank on restarting with the GSM and starter replaced, please proceed by referring to the SSM 51254 for a no crank concern to see if this may apply. If this does not apply, continue by performing PPT B once more and on step 13, continue to step 14 and ensure the PCM starter relay circuitry is solid and there are no intermittent or poor connections going to the starter and causing this concern as it was mentioned the pulse was weak. There is likely an intermittent concern between the PCM and commanding the starter and wiggle and tap testing moving toward is recommended while inspecting the PCM connectors, and fitment. 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 href=https://outlook.office365.com/owa/calendar/swisscheduler@ford.com/bookings/s/5imEz-vymUu3N4THp6tynA2>Schedule</A> 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/27/2022

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

--TYPE-- ---------- COMMENT TEXT ----------
charged, the headset is turned on, and is updated with the latest

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/reviewTISfaq.faces?LANG=EN-US&GEO=USA&dswid=-520>Headset software/hardware concerns</A>

<A target=_blank href=http://site-307934.bcvp0rtal.com/detail/videos/tools-equipment/video/6290958058001/swis-initial-setup>Initial headset setup</A> Thank you, Cole C. Ford Technical Assistance Center
ADD-ON 12/27/2022 12:24PM COLE CHRISTENSEN(FSE MSS - FCSD - CALIFORNIA REGION SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact

---------- 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
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: 09/29/2022 Warranty Start Date: 11/08/2022
Date of Sale: 11/08/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 473 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: L1 PE GA
Bld Dt: Calb: NCHDR9N A
Serial #:
EE100 022146083828L1PE 6007 GA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A22244131860 LX6P 7000 XB
Model: Shft:

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/27/2022

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

Tire : 225/65 R17 A/T Brand :
Radio : A/C : AC C-??????????????????????
Paint : PN4-??????????????????????????--------- HOT PEPPER RED TC

---------- 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 : DANIEL MATHRE Title: TECHNICIAN
Phone :
DANIEL MATHRE
Rpr Dlr:USA 04809 - Bartow Ford Company Ph#:[redacted]
City: Bartow State : Florida
Country: United States Region : Orlando

Claim #/Date : [redacted] 12/15/2022

Specialist's
Name : COLE CHRISTENSEN (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) ----------

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/07/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B68MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 12,994 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 39 START/RUN/MOVE STARTING
NO CRANK INTERMITTENT
Additional Symptom: Alleged intermittent stall
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 08/07/2023 05:25PM ADAM KUFFEL(FSE) MSS - FCSD - SOUTHEAST REGION
Web Form Data([redacted] Description of Vehicle Concern: Customer concern of vehicle stalling when coming to a stop. Please list any diagnostics already performed: PCM reprogram for recall. Battery load tested. Battery charged and passed load test. verified no parasitic draw. Parts Replaced: None Your Question: Vehicle had multiple codes related to voltage in Mutiple modules. Once battery was charged codes cleared and did not return. Verified no parasitic draw on vehicle. Is it possible that the battery is causing the intermittent concerns. Is there any other modules that I should look at for possible updates.
RECOMM 08/07/2023 05:25PM ADAM KUFFEL(FSE) MSS - FCSD - SOUTHEAST REGION
Harry, I dont think a module programming issue would cause an intermittent stall. I would be looking for a loose connection somewhere. Have you wiggle tested the 12v wiring? I had a vehicle with a similar issue a few months back that we found the High Current BJB wiring was in the incorrect location from the factory. See wiring diagram Cell 013 Page 1 Power Distribution/BCM. Look at the connector face for C1617B and C1617C. C1617C has a different shape to the eyelet and should be on the 125 amp fuse. This caused one of the bus bars to crack inside the High Current BJB and would cause an intermittent no start or stall. We found this by wiggle testing the wiring near the BJB. If the battery passes on the warranty battery tester I dont think it would be your issue. I also saw the vehicle had a BCM B14E5 & B14E7 have you checked the head lamps per Pinpoint test B in section 417-01 Exterior Lighting? Adam K. FSE

---------- 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
HVAC#U3003-16

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/07/2023

TCU#U3003-16
PSCM#B1D23-4B,U0216-09,U3001-68,U3003-16,UO415
IPMA#U3003-16
BCM#B14E5-01,B14E7-01
APIM#U3003-16
RCM#U3003-164-08,B1C55:14-0806E9:00-2F
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: 06/15/2021 Warranty Start Date: 10/27/2021
Date of Sale: 10/27/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21069130270LX6G 6007 ACA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21103120878 LX6P 7000 DB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-??????????????????????
Paint : PN4-??????????????????????????--------- LUCID RED TC/RED CARPET TC

---------- 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 : HARRY FLECK JR Title: SHOP FOREMAN
Phone :
HARRY FLECK JR
Rpr Dlr:USA 04808 - Kelly Ford Ph#:[redacted]
City: Melbourne State : Florida
Country: United States Region : Orlando

Claim #/Date : [redacted] 08/04/2023

Specialist's
Name : ADAM KUFFEL (FSE)

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/07/2023

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 Number Base	Part Number Sfx	Labor Operation
USA 04808	08/04/23	[redacted]	12994	1	82		NPF		NPF
USA 04808	08/04/23		12994	2		NX6	8A507	A	22S73B
USA 04808	08/04/23		12994	3	82		RENTAL		
USA 04808	08/28/23		13290	1	42	BE	48H6	A	10654C
USA 04808	08/28/23		13290	1	42				10654C1
USA 04808	08/28/23		13290	1	42				10654C1BB

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/04/2023

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

VEHICLE: 2023 BRONCO SPORT 4X4,HTG LTD,2DR,MPV VIN:3FMCR9H94PR[redacted]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 1,865 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 02 START/RUN/MOVE STARTING
NO CRANK ALWAYS
Additional Symptom: drained battery
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 08/04/2023 02:45PM DAVID LYONS(FSE) MSS - FCSD - MIDWEST REGION
Web Form Data([redacted]) Description of Vehicle Concern: Dead battery multiple times had to jumpstart. Please list any diagnostics already performed: Updated TCU with battery charger installed and reset BCM battery learned values via SSM 51725 thinking that the vehicle was going into deep sleep. Returned vehicle to the customer and two days later had a dead battery again. Tested battery with Rotunda DCA-8000 P, but had to manually enter battery information because the tester wont allow you to test a 2023. Tried to update tester and it says all updates are completed. The tester fails the battery right away, but wont give any failure codes/replacement codes because the VIN is not recognized by machine. Parts Replaced: none Your Question: Is there anyway to further update the Rotunda DCA-8000 for 2023 vehicles and if not how are we going to get the proper replacement and failure codes for warranty?
RECOMM 08/04/2023 02:45PM DAVID LYONS(FSE) MSS - FCSD - MIDWEST REGION
Chance, To determine if there are any updates for 2023 model year vehicles or any concerns with the DCA-8000, Midtronics will need to be contacted as they should be able to aid in determining why the newest model year vehicles are not being identified.

---------- 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
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 #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/04/2023

VEHICLE DETAILS

Vehicle Build Date: 02/09/2023 Warranty Start Date: 06/23/2023
Date of Sale: 06/23/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 473 LBS
LH/RH Drive:

ENGINE

Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: L1 PE GA
Bld Dt: Calb: PCHDR9N A
Serial #:
EE100 022289000808L1PE 6007 GA

TRANSMISSION

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A23024121145 PZ1P 7000 LA
Model: Shft:

ADDITIONAL

Tire : 235/65R17 A/T Brand :
Radio : A/C : AC G-????????????????????
Paint : PN4-??????????????????????????--------- YELLOWSTONE

AFTER MARKET MODIFICATIONS

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION

Orig/Caller : CHANCE EDELMAN Title: TECHNICIAN
Phone :
CHANCE EDELMAN
Rpr Dlr:USA 02336 - K&S Ford Ph#: [redacted]
City: Fairbury State : Illinois
Country: United States Region : Chicago

Claim #/Date : [redacted] 08/02/2023

Specialist's
Name : DAVID LYONS (FSE)

CQIS VIN HISTORY

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

SUPPLEMENTAL SURVEY: 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 Number Base	Part Number Sfx	Labor Operation
USA 02336	08/02/23	[redacted]	1861	1	42	BAG	48H6	760	12651D
USA 02336	08/02/23		1861	1	42				12651D4

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/04/2023

VEHICLE'S WARRANTY HISTORY (365 days only)

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Sfx	Labor Operation
USA 02336	08/02/23	[redacted]	1861	1	42				10654C
USA 02336	08/02/23		1861	1	42				10654C1
USA 02336	08/02/23		1861	1	42				10654C1BB
USA 02336	08/02/23		1861	1	42				AP
USA 02336	08/02/23		1861	1	42				STATELBR

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/06/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B6XMR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 137,448 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 39 START/RUN/MOVE STARTING
NO CRANK INTERMITTENT
Additional Symptom: batt codes, start concerns
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 06/06/2023 10:24AM KOLTON PAGANO(FSE) MSS - FCSD - PHOENIX REGION
Web Form Data([redacted]) Description of Vehicle Concern: CUSTOMER PRVIOUS CONCERN WHEN AUTO START STOP ACTIVATED IN DRIVE THRU WOULD NOT START AND MULTPLE WARNING LIGHTS CAME ON INCLUSGIN WARNING OFR CAMERAS THAT VEHICLE IS NOT EQIPPED WITH. REURNED WITH CONCERN OF BATTERY SAVEMSSAGE IN SYNC SCRENN WHEN KEY WAS OFF AND ENGINE NOT RUNNING ANF THEN WOULD NOT CRANK ONLY REPETITIVE NOISE FROM STARTER Please list any diagnostics already performed: BATTERY TEST AND OK BATTERY STATE OF CHARGE AT 97% SELF TEST MULTIPLE BATTERY VOLTAGE CODES VERIFIED NO LOOSE CONNECTIONS OR GROUNDS VERIFIED HARNESS OK AT TTRAN PER SSM Parts Replaced: NONE Your Question: I SEE VARIOUS CODES WITHIN THE PSCM, THE TIRES HAVE BEEN REPLACED WITH A LARGER SIZE NOT SURE IS THAT HAS ANY EFFECT I SEE THE VEHICLE IS EQUIPED WITH A LEAD ACID BATTERY, DO THESE NOT USE A N AGM BATTERY BECAUSE OF THE AUTO START/ STOP SYSTEM? COULD THE POWER STEERING CODES HAVE ANY RELATION TO THE BATTERY VOLTAGE CODES ? VEHICLE CONCERN SEEMS LIKE A FAILED BATTERY BUT I HVE NOT BEEN ABLE T REPLICATE THE COMPLAINTS HOW SHOULD I PROCEED ? THANK YOU

RECOMM 06/06/2023 10:24AM KOLTON PAGANO(FSE) MSS - FCSD - PHOENIX REGION
Adam If the battery state of charge PID is above 80 percent, then the system should work normally. The Auto start stop will not shut off the engine if the battery SOC is low, so it is likely not related. Since there are battery voltage DTCs, it would first be recommended to perform a BMS reset and clear all of the DTCs. Then perform a through test drive and determine which DTCs return. There is no information that specifies that this vehicle should use a lead acid or AGM battery, just that it should be maintenance free which does not affect operation of the battery. Check the BMS connection to the battery and ensure that there are no aftermarket systems connected to the battery as well. Identify what DTC return that are battery related and then perform their specific PPTs and repair the vehicle as directed. Then reevaluate the concern and test from proper operation. It would be advised to perform SSM 51254 as well to verify that that GWM programming is not affected this vehicle. Ensure to discuss with the

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/06/2023

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

--TYPE-- ---------- COMMENT TEXT ----------
customer more thoroughly the conditions in which the concern happens

customer more thoroughly the conditions in which the concern happens so that it can be replicated as best a possible. If the issue persists, replace the battery with and OEM battery and reevaluate the concern. Thank you Kolton P FSE
ADD-ON 06/06/2023 10:24AM KOLTON PAGANO(FSE) MSS - FCSD - PHOENIX REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact
CONCER 06/14/2023 03:23PM GTCGCQIS
BATTERY WAS REPLACED AND GWM UPDATED, VEHICLE HAS LEFT AND HAS NOT RETURNED AS OF YET Dealership selected No Reply Required when submitting these comments.

---------- 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
ABS#U3003
PSCM#U3001
UNKNOWN#B1D23,U2016
ACM#U3003
SCCM#U3003
APIM#U30035
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: 05/21/2021 Warranty Start Date: 06/05/2021
Date of Sale: 06/05/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21131130586LX6G 6007 ACA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21111131880 LX6P 7000 DB
Model: Shft:

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/06/2023

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

Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-????????????????????
Paint : PN4-??????????????????????????--------- LUCID RED TC/RED CARPET TC

---------- 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 : ADAM TABOR Title: TECHNICIAN
Phone :
ADAM TABOR
Rpr Dlr:USA 07869 - Gaudin Ford Ph#:[redacted]
City: Las Vegas State : Nevada
Country: United States Region : Phoenix

Claim #/Date : [redacted] 06/05/2023

Specialist's
Name : KOLTON PAGANO (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 Number Base	Part Number Sfx	Labor Operation
USA 07869	03/23/23	[redacted]	13297	1		NZ6	2001	A	21C31B
USA 07869	03/23/23		13297	1		X	3	A	
USA 07869	03/23/23		13297	2		NX6	8A507	A	22S73B
USA 07869	04/12/23		13830	1	42	DG9	2C150	B	232041A
USA 07869	04/12/23		13830	2	14		W715624	S439	222387A
USA 07869	04/12/23		13830	2	14	LX6	1125	M	
USA 07869	05/19/23		15328	1	07	M1P	7842084	A	46404B
USA 07869	05/19/23		15328	1	07				46404B5
USA 07869	06/05/23		15605	1	42	BE	48H6	A	12651D
USA 07869	06/05/23		15605	1	42				10654C
USA 07869	06/05/23		15605	1	42				10654C1
USA 07869	06/05/23		15605	1	42				12651DX1

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/09/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B69MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 23,571 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 9 38 START/RUN/MOVE STARTING
AUTO-START-STOP INOPERATIVE
Additional Symptom: PCM losses comm.
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 05/09/2023 12:35PM TYLER BISHOP(FSE) MSS - FCSD - GREAT LAKE REGION
Web Form Data([redacted]) Description of Vehicle Concern: PCM will blank after a few auto start/stop events and leave the vehicle inop. I test drove, made two successful auto start/stop events. On the third event, the vehicle shut down but did not restart. When attempting to restart the cluster goes wild with multiple warning lights flashing on and off. PCM doesnt respond to scan tool. I manually engaged neutral and pushed the vehicle to the shoulder of the road and disconnected the battery for a few minutes and reconnected, fault cleared and vehicle started. Please list any diagnostics already performed: Battery tested good on rotunda GRX. Saw new service message about PCM replacement, not sure if article applies because I did not have the P164C DTC. Parts Replaced: N/A Your Question: In vehicle history, May 8th Self Test 12:52:57pm was when I duplicated the concern stranded after a auto-start stop event. The PCM did not respond to the scan tool and thus no DTCs. When fault was present on side of the road the odometer reading was dashed like when a PCM is not communicating/blank. I saw this morning SSM 51613 was released yesterday, but I do not have the P164C Auto Start/Stop performance DTC. Does the SSM still apply to replace the PCM? Battery passes GRX test and has 85% SOC.

RECOMM 05/09/2023 12:35PM TYLER BISHOP(FSE) MSS - FCSD - GREAT LAKE REGION
Liam, The SSM does not populate for this VIN since it does not fit the build date and model year for the vehicle affected. Because of this, normal diagnostics should be performed. Because when the concern is present the PCM does not respond to the scan tool, verify the PCM power and ground circuits. These circuits are found in the Wiring diagram cell 22 page 1. The circuits to be checked are CBB06 and GD191. These two circuits should be load tested. In addition to the load testing, verify the following connections: C1551B pins 96-102 and C1035B pin 39. Also verify the ground G107. If no circuit concerns are found, replace the PCM and retest. Tyler B. Ford Motor Company

ADD-ON 05/09/2023 12:35PM TYLER BISHOP(FSE) MSS - FCSD - GREAT LAKE REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/09/2023

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

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

1st Contact

1st Contact

CONCER 05/09/2023 01:39PM GTCGCQIS
Power and ground at PCM is good, but the fault is not currently present. I forgot to mention the battery monitor on FDRS dropped to 9.8v when the fault occurred. The Freeze frame data from the low voltage codes show supply voltage at 8.5v, that reading was from the SCCM, which its power is fed from B+ through the BCM. But the auto start stop worked a few times before the fault, so I can t see how the battery state of charge dropped from a level that supports auto start stop operation, down to nothing at 9 volts, then back to normal after being disconnected for a few minutes. There may be a loose connection somewhere. The battery terminal connections are tight, PCM and BJB connectors are seated and latched. I am going to try to induce the fault again to gather some more information since the PCM SSM doesn t apply to this situation

RECOMM 05/09/2023 03:22PM KEITH HALLBERG(FSE) MSS - FCSD - GREAT LAKE REGION
Greg, I tried to call. Are there any other symptoms? This SSM may apply because GWM is not directing network traffic effectively and causes the concern. SSM 51254 2020-2023 Various Vehicles - No Crank/No Start And/Or Blank IPC/SYNC Touchscreen Give me a call if you need to. Keith H. FSE.

ADD-ON 05/09/2023 03:22PM KEITH HALLBERG(FSE) MSS - FCSD - GREAT LAKE REGION
GWM?,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Technical, SWIS Comments : Software??

CONCER 05/12/2023 09:52AM GTCGCQIS
Reprogrammed Gateway Module to latest software level using FDRS 35.5.5. The porter and I made over 100 start/stop events without a fault. Dealership selected No Reply Required when submitting these comments.

CONCER 05/12/2023 09:54AM GTCGCQIS
Reprogrammed GWM. FSE helped address the concern over the phone.

---------- 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
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 #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/09/2023

---------- V E H I C L E D E T A I L S ----------
Vehicle Build Date: 02/25/2021 Warranty Start Date: 03/30/2021
Date of Sale: 03/30/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21054130280LX6G 6007 ACA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21027131103 LX6P 7000 DB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-??????????????????????
Paint : PN4-??????????????????????????--------- ICONIC SILVER/SILVER RADIANCE

---------- 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 : LIAM GRAY Title: TECHNICIAN
Phone :
LIAM GRAY
Rpr Dlr:USA 03919 - Byers Ford, LLC Ph#: [redacted]
City: Delaware State : Ohio
Country: United States Region : Cincinnati

Claim #/Date : [redacted] 05/04/2023

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

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Part Number Sfx	Labor Operation
USA 03919	05/04/23	[redacted]	23571	1		NX6	8A507	A	22S73B
USA 03919	05/04/23		23571	2	42		W715624	S439	222387A

CQIS Report Number: P5ICR007 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/09/2023

VEHICLE'S WARRANTY HISTORY (365 days only)

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Sfx	Labor Operation
USA 03919	05/04/23	[redacted]	23571	2	42	LX6	1125	N	
USA 03919	05/04/23		23571	3	42	DG9	2C150	B	232041A
USA 03919	05/04/23		23571	4	82		RENTAL		
USA 03919	05/04/23		23571	5	42	LB5	14529	BB	12651D
USA 03919	05/04/23		23571	5	42				12651D45
USA 03919	05/04/23		23571	5	42				14529AT
USA 03919	05/04/23		23571	6	42		14F642		12650D
USA 03919	05/04/23		23571	6	42				12650DX1
USA 03919	05/04/23		23571	6	42				12650D45
USA 03919	05/04/23		23571	6	42				MT12650D45
USA 03919	05/04/23		23571	6	42				AD

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/14/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B65MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 21,195 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 9 38 START/RUN/MOVE STARTING
AUTO-START-STOP INOPERATIVE
Additional Symptom: intermittent stall
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 11/14/2023 10:42AM JEFF BROADHEAD(FSE) MSS - FCSD - MOUNTAIN WEST REG
Web Form Data [redacted] Description of Vehicle Concern: Vehicle was previously here with the concern of stalling out at intersections, we were unable to duplicate. I spoke with the customer during this visit and they claim they have been having problems with the auto-start stop not re-starting the engine and requiring them to manually re-start. They also stated that they were driving with the auto-start stop turned off via the button but the engine still died once and a message came on stating the a manual re-start would be required. Please list any diagnostics already performed: No DTCS present, PID and IPC data show normal operation. Have not been able to duplicate. Reset BMS and charged battery at one point in testing due to low state of charge, do not believe it was related to their concern though. The GSM codes from connected vehicle data are related to that as well, they came on after the BMS reset which was odd. We had to update the GSM to get them to clear. Not sure if that may have been related? Parts Replaced: None. Your Question: I am hoping to get some clarification on the auto-startstop messages. I attached a snippet from the owners manual, I believe the message they have been seeing is the auto startstop manual restart required. Does that message or any of the other messages listed indicate that a fault is present? The owners manual isnt clear. The customer believes that there is a safety concern present, understandably so if you have to pause and manually re-start in the middle of an intersection. With no DTCs and it being so intermittent I have been unable to determine if there is a fault present when it happens though.
RECOMM 11/14/2023 10:42AM JEFF BROADHEAD(FSE) MSS - FCSD - MOUNTAIN WEST REG
Casey, There are no consistent ongoing issues related to this concern. I checked past reports for stall concern. The reports I reviewed had DTCs and warning indicators. There were not any with no codes or warnings. The causes of the reports I reviewed were either fuel or transmission related. The concern needs to be duplicated. Refer to symptom charts for stalling in the fuel charge and transmission sections of the WSM if needed. I dont think what you have will be a

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/14/2023

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

--TYPE-- ---------- COMMENT TEXT ----------
stop/start concern due to the customer reporting a stall when the

stop/start concern due to the customer reporting a stall when the system was turned off. Jeff Broadhead FSE.

CONCER 11/14/2023 07:36PM GTCGCQIS
I certainly agree that we need to duplicate it in order to go any further with it. What s your take on the message that they are seeing though? I believe the message they have been seeing is the auto startstop manual restart required, is this normally a fault indicator for the system?

RECOMM 11/15/2023 08:34AM JEFF BROADHEAD(FSE) MSS - FCSD - MOUNTAIN WEST REG
Casey, The auto stop/start message appears due to one or more of the criteria not being met to allow an auto start event. It can be a fault indicator for the stop/start system, but also can be present if something else is possibly going on, such as a drivability concern. Access the stop/start PIDS and see if any are reading out of the ordinary. A few quick-check possibilities could be battery state of charge/charging system. This vehicle is driven enough that this should be ok. Excessive starter motor draw. I reviewed a report where an update to the PCM resolved the intermittent auto stop/start concern. Jeff B.

---------- 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
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: 08/04/2021 Warranty Start Date: 08/20/2021
Date of Sale: 08/20/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21214130481LX6G 6007 ACA

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/14/2023

TC04A21161121384 LX6P 7000 DB
Model: Shft:

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

Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-??????????????????????
Paint : PN4-??????????????????????????--------- AREA 51

---------- 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 : CASEY SORENSON Title: SHOP FOREMAN
Phone :
CASEY SORENSON
Rpr Dlr:USA 08240 - Larry H. Miller Super Ford Sal Ph#: [redacted]
City: Salt Lake City State : Utah
Country: United States Region : Denver

Claim #/Date : [redacted] 10/23/2023

Specialist's
Name : JEFF BROADHEAD (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 Number Base	Part Number Sfx	Labor Operation
USA 08240	05/22/23	[redacted]	17160	1		NX6	8A507	A	22S73B
USA 08240	10/23/23		21147	1	42		NPF		NPF

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/08/2024

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

VEHICLE: 2021 BRONCO SPORT 4X4,LTD,2DR,MPV VIN:3FMCR9C6XMR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 31,058 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 02 START/RUN/MOVE STARTING
NO CRANK ALWAYS
Additional Symptom: lightning strike no comms
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 01/08/2024 04:18PM ADAM PINKERTON(FSE) MSS - FCSD - SOUTHEAST REGION
Web Form Data([redacted]) Description of Vehicle Concern: CUSTOMER STATES VEHICLE WAS STRUCK BY LIGHTNING Be sure to review these important module programming steps, and provide feedback below as necessary:
 -Verify that any replacement part installed is correct using the ECAT catalog. Provide the full part number.
 -Verify scan tool is up to date, is at the latest level and programming is completed using a VCM3 or VCMM (try a second scan tool if necessary)
 -Verify that the vehicle is identified correctly in the scan tool
 -No aftermarket electronic components installed
 -Battery passes a test using approved Rotunda tooling and is fully charged
 -Battery is maintained at 12.6-13.6 volts
 -Battery State of Charge (SOC) is at or greater than 75%. Use scan tool to monitor BCM BATT_SOC% PID CCAN TOOL IS UPTO DTAE, BATTERY IN VEHICLE IS NEW WITH 100% STATE OF CHARGE AND BATTERY CHARGER ON DURING PROGRAMING, I AM USING A VCM3, REPLACMENT PARTS ARE CORRECT ACORDING TO THE CATOLOG, HAVING TO ENTER VIN MANUALLY TO GET IN AND THEN CAN TALK TO A COUPLE MODULE AFTER GATEWAY PROGRAMING. Please list any diagnostics already performed: VERIFY CONCERN FOUND VEHICLE HAD NO POWER AND COULD NOT COMUNICATE WITH VEHICLE REPACED BATTERY AND FOUND STILL NOW RETURN OF POWER. RECOMENDED REPLACMENT OF PCM, BCM, AND GATEWAY TO START. AFTER PERFORMING REPAIRS DURING PROGRAMMING FOUND THAT THE GATEWAY WILL PROGRAM BUT THE PCM WILL NOT PROGRAM. I HAVE TRIED TO START WITH ORIGINAL MODULE INSTALLED AND WITHOUT WITH NO LUCK. I HAVE TRIED MULTIPLE SCAN TOOLS WITH NO RESULT. SCAN TOOL IS AT LATEST LEVEL AND STILL WILL NOT PROGRAM. Parts Replaced: PCM, BCM, GATEWAY Do you have a module programming concern? Yes Your Question: WHY CAN I NOT GET THE PCM PROGRAMING TO GO THROUGH? IT STARTS AND GETS TO ABOUT STEP 8 AND SHUTS CAR OFF AND SAYS PROGRAMMING FAILED MAIN.
RECOMM 01/08/2024 04:18PM ADAM PINKERTON(FSE) MSS - FCSD - SOUTHEAST REGION
Dustin, Looking at the FDRS logs, it looks like the PCM is passing communication checks early in the PMI process. After FDRS downloads the software files, it tries to flash them to the PCM. This is when communication shows it is lost to the PCM. Since the GWM uses the same

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/08/2024

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

--TYPE-- ---------- COMMENT TEXT ----------
network and is another terminating resistor on HS1, that network would

network and is another terminating resistor on HS1, that network would appear to be in good shape. During the PMI process, FDRS sends out a network message to all other modules for a cease comms. When this happens, the PCM can actually depend on the other power circuits going to it. I have seen similar issues when one of the other PCM power circuits or grounds has high resistance or an open. Since this was a lightning strike, some of the PCM fuses may be open or damaged. The circuit I would start with is the ISP-R circuit referenced from cell 022 page 1 of the wiring diagram. Verify this circuit as well as load testing it plus the 3 other vpwr, 4 grounds, PCM wake up, and PCMRC. Adam P FSE

CONCER 01/24/2024 09:24PM GTCGCQIS
AFTER FURTHER TEST I HAVE CHECK ALL OF THE POWER CIRCUITS TO THE PCM AS WELL AS LOAD TESTED THE WIRES AND FOUND ALL TO BE IN GOOD SHAPE. FOUND GROUND TO BE IN GOOD CONDITION AS WELL. I REPLACE THE BJB DUE TO OTHER LIGHTING STRIKES WE HAVE HAD WHERE THE WAS INTERNAL DAMAGE THAT COULD NOT BE SEEN BUT I AM STILL HAVING THE SAME FAULT ERROR WHEN TRING TO PROGRAM. IS IT POSIBLE THAT BECAUSE I STILL DO NOT HAVE COMUNICATION WITH AWD OR BECMB MODULES ON THAT NETWORK THAT ONE OF THEM COULD BE CAUSING THE SHUT DOWN ISSUE.

RECOMM 01/25/2024 01:44PM ADAM PINKERTON(FSE) MSS - FCSD - SOUTHEAST REGION
Dustin, absolutely there could be. I would disconnect all other modules on that network but the terminating resistor modules. Then try PCM programming again. I would also verify CAN resistance and voltage before and after the other modules are disconnected. This might also aid in isolating what other modules also need to be replaced. Adam P FSE

---------- 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
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: 08/30/2021 Warranty Start Date: 09/29/2021
Date of Sale: 09/29/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/08/2024

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21235130333LX6G 6007 ACA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21207132251 LX6P 7000 DB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC G-??????????????????????
Paint : PN4-??????????????????????????--------- ALTO BLUE TC/EMPIRE BLUE

---------- 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 : DUSTIN BRAUER Title: TECHNICIAN
Phone :
DUSTIN BRAUER
Rpr Dlr:USA 03073 - Mullinax Ford Ph#:[redacted]
City: Apopka State : Florida
Country: United States Region : Orlando

Claim #/Date : [redacted] 08/24/2023

Specialist's
Name : ADAM PINKERTON (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) ----------

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/17/2022

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:3FMCR9B66MR[redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 16,362 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 3 02 START/RUN/MOVE STARTING
CRANKS WON'T START ALWAYS
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 03/17/2022 09:31AM AROSS87
Web Form Data[redacted]) Description of Vehicle Concern: Customer states vehicle cranks but doesnt start. Wrench light, Check Engine light, Adv Trac light, and pre collision assist. Vehicle went in to limp mode on [redacted] 2 1/2 hours away from here. Customer stopped at another dealer and they told him it was Probably Bad Gas and to drive it out. Customer drove vehicle in limp mode for 2 1/2 hours until vehicle finally died on highway and was towed in. Please list any diagnostics already performed: Visual Inspection. EEC Test, Pid monitor, wiggle test harness, checked fuses and bcm connecters to make sure they were latched properly. Reset Kam. After resetting KAM and clearing DTCs the only dtcs that return immediately are C0037, B1218, U0418 and U0415. Vehicle still a crank no start. Parts Replaced: None Your Question: The DTCs are kind of all over the place. This is the first Bronco Sport weve had in for a non running issue. I saw a few reports with the p061A DTC and no fix was verified on the form. Where to go from here? I would assume the B1218 dtc might be the cause of the no start but wouldnt the engine not turn over if it was a RKE/PATS issue? Have any similar issues been reported on these vehicles?
RECOMM 03/17/2022 09:31AM AROSS87
Randy, We recommend diagnosing the cause of the no start first. You are correct, we would expect DTC B1418 for the transmitter to cause a no crank concern, at this time we should follow normal crank no start diagnosis. Since there are no DTCs present that we would expect to cause this concern, refer to Pinpoint test A for No Start. This pinpoint test will walk you through the diagnostics for a crank no start concerns and will have you verify that the proper electrical components are working to start the engine. If additional assistance is requested, please call the Technical Assistance Center at (800) 826-4694 to establish a See What I See (SWIS) session.
 Prior to calling, please ensure: Your SWIS headset is fully charged.
The headset is updated to the latest level.
The vehicle you are

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/17/2022

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

--TYPE-- ---------- COMMENT TEXT ----------
working on is in a bay with good Wi-Fi connectivity. For

working on is in a bay with good Wi-Fi connectivity. For additional support using the SWIS headset, reference the <A target=_blank href=https://m.youtube.com/watch?v=Cq_79t1WTCY&list=PLKN6Sz7yuHvXTvqoVBI04r5S9vqlLDsJh&index=8 target=_blank>SWIS How-To Videos</A> or contact <A target=_blank href=mailto:FordSWISHelp@TechMahindra.com target=_blank>FordSWISHelp@TechMahindra.com</A>.
 If this web form is updated, ensure to provide your cell number.
Technical Assistance Center Team Member- AJ

---------- 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
ABS#C0037,C1A43,C2005,C2006,U0131,U0401
PSCM#U0415
IPMA#U0401,U0418
PCM#P0301,P0303,P0316,P061A,P07E4,P130D,P27B2,P3402
RCM#B00A0
BCM#B108A,B1218
PAM#U0415
OCS#U0401M#U3003:16-0A
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: 09/07/2021 Warranty Start Date: 09/29/2021
Date of Sale: 09/29/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21242130012LX6G 6007 ACA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21232121515 LX6P 7000 DB
Model: Shft:

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/17/2022

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

Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-??????????????????????
Paint : PN4-??????????????????????????--------- AREA 51

---------- 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 : RANDY PRICE JR Title: TECHNICIAN
Phone :
RANDY PRICE JR
Rpr Dlr:USA 09566 - Loganville Ford Ph#: [redacted]
City: Loganville State : Georgia
Country: United States Region : Atlanta

Claim #/Date : [redacted] 03/11/2022

Specialist's
Name : AROSS87 -??????????????????

---------- 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 Number Base	Part Number Sfx	Labor Operation
USA 00402	03/08/23	[redacted]	32875	1	D8	K2G	7034	G	MT7000E
USA 00402	03/08/23		32875	1	D8		OSP		MT7034
USA 00402	03/08/23		32875	1	D8	X	12	QULV	
USA 09566	06/22/23		32898	1		NX6	8A507	A	22S73B