

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/11/2021

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

VEHICLE: 2019 EDGE (2015 -), AWD, TITAN, CUV VIN: [REDACTED]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 17,977 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 22 2 1D DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE GAP SETTING

Additional Symptom: IPMA & CCM alignment issues
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 03/11/2021 04:18PM NLEE39
Web Form Data(117983497) Description of Vehicle Concern: CUSTOMER
DRIVEN CAR GOT LANE ASSIST AND CRUISE CONTROL WARNING COMES ON CRUISE
BECOMES INOPERATIVE. WARNIG SAYS VISION CAMERA BLOCKED AND ALSO FOWARD
LOOKING SENSOR BLOCKED Please list any diagnostics already performed:
CHECK OUT CRUISE CONTROL NOT WORKING AT TIMES RUN CCM SYSTEMS TEST .
CODE C1A67:97-28 AND C1001:97-68. RUN PPT H1 NO COVER DAMAGE. H2 NO
DEBRIS. SNOW OR ICE. H3 CCM BRACKET NOT LOOSE OR DAMAGED. H4 CCM
VISUALLY ALIGNED VERTICALLY. H5 PERFORM HORIZONTAL AIM. H6 CHECK FOR
CORRECT CCM OPERATION SYSTEM PASS. PERFORM IPM-A ALIGNMENT PROCEDURE
PER WORK SHOP MANUAL Parts Replaced: NONE AT THIS POINT Your Question:
WELL IF YOU TRY PPT ON C1001-97-68. THE WORK SHOP MANUAL ASK IF YOU
HAVE ANY OTHER CODES IF YOU DO, DIAG THEM FIRST. WHICH I DID BY DIAG
ABOVE I DID THIS CLEARED ALL CODES. PERFORM ALIGNMENT AND CALIBRATION
ON BOTH SENSORS DRIVEN FOR SEVERAL MILES RECHECK SYSTEMS NO CODES ALL
SYSTEMS PASS. RETURN TO CUSTOMER . CUSTOMER DRIVES CAR HOME AND SAYS
WARNING CAME BACK ON, BRINGS BACK CHECK SYSTEM CODES SAME CODE NOW IN
SYSTEM. ANT KNOWN CONCERNS OR DIRECTION I NEED TO PROCEDE TO? THANKS
FOR YOUR TIME DAVE R

RECOMM 03/11/2021 04:18PM NLEE39
Afternoon David, With the same codes returning after completed
alignment and inspection, there are a few more things to confirm.
First, make sure when attempting alignment that you are completing
this in the same ignition cycle. Next, it is recommended to review the
information found in <A target=_blank
href=https://www.fordtechservice.com/117983497/117983497-01&param=21-7001 target=_blank>GSB 21-7001, as this GSB lists
possible factors that can contribute to alignment and system blocked
BTCs and issues. Make sure with the CCM, that you are viewing the
ALIGN_OFF PID to verify that this is within +-3. This is not a live
value you will have to reattempt the horizontal alignment to see any
changes. If everything in the GSB is confirmed for both modules,
referring to wiring diagram 31-4, we need to verify the power and
ground circuits to each module. To test the power and ground circuits

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

--TYPE-- ----- COMMENT TEXT -----
for each module, install a 3157 bulb in series of the power and ground
for each module, install a 3157 bulb in series of the power and ground
circuits and measure the voltage drop across the bulb. Make sure that
this voltage drop stays within .5 volts of source voltage while wiggle
testing. If confirmed, then first proceed with replacement of the IPMA
to note any changes with the issues on both modules. If IPMA
replacement does not resolve either concern or resolves the IPMA
concern but not the CCM concern, then proceed with CCM replacement at
that time as well.
ADD-ON 03/11/2021 04:18PM NLEE39
Consulted with SME Steve Perry who recommended attempting alignment in
the same ignition cycle along with viewing the ALIGN_OFF PID. Steve
recommended IPMA replacement first before CCM replacement. Article GSB
21-7001 2017-2021 Various Vehicles - Pre-Collision And Collision
Avoidance System Supplemental Alignment And Functionality Diagnostics
CONCER 04/09/2021 11:24AM GTCGCQSP
CHECKED POWER AND GROUND CIRCUIT TO EACH MODULE USING 3157 BULB AND
VOLTAGE DROP ACROOS BULB STAYED BELOW.5 VOLT. PROCEEDED TO REPLACE
IPMA MODULE. PERFORMED PMI AND ALIGNMENT AND CALIBRATION PROCEDURE.
RETEST DRIVE FOR SEVERAL MILES CRUISE WARING LIGHT AND LANE ASSIT
WARNING CAME BACK ON. RUN CCM SYSTEMS TEST STILL HAD CODE FOR THAT
MODULE C1A67:97-28. REMOVE BUMPER COVER AND REPLACE CCM AND FOWARD
LOOKING SENSOR. PEFORM PMI. PERFORM VERTICLE AND HORIZONTAL ALIGNMENT
PROCEDURES. CLEAR ALL CODES AND RETEST. RE-TEST DRIVE FOR SEVERAL
MILES ALL SYSTEMS FUNCTIONING NORMALLY. RE-RUN SYSTEM TEST ALL SYSTEMS
PASS. RETURN TO CUSTOMER. ALL SYSTEMS FUNCTION AT THIS TIME THANK YOU
VERY MUCH FOR YOUR HELP DAVE R HAVE A GREAT DAY
RECOMM 04/09/2021 05:11PM WESLEY NELSON(FSE) MSS - FCSD - GREAT LAKE REGION
David, Thank you for the updated information. We are happy to hear
that the concern was resolved! Please take the time to fill out the
survey. This will help populate the self help tool and allow other
technicians to see what it was that you did to resolve this issue.
Thank you, and have a great day.

----- 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
IPMA#C1001:97-68		
CCM#C1A67:97-68		
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: 08/02/2021

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

VEHICLE: 2021 F150 4X4 SUP CRW STYSD VIN: [REDACTED]
Engine : 3.5L V6 GTDI Odometer: 569 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2J 2 36 DRIVER AIDES & INFORMATION DRIVER ALERT
PERFORMANCE INACCURATE
Additional Symptom: front collision 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 08/02/2021 11:23AM JACOB OBERHAUS MSS - FCSD - TECH ASSIT CENTER
Web Form Data(118304334) Description of Vehicle Concern: VEHICLE
ACCELERATES ON ITS OWN. FRONT COLLISION SENSOR FAULT. CRUISE CONTROL
DISENGAGED WHILE SET. Please list any diagnostics already performed:
FDRS IPMA DTC U3000 . ATTEMPTED IPMA SOFTWARE UPDATE UNABLE TO FIND
SOFTWARE UPDATE IN FDRS ONLY PMI AND CONFIGURATION. Parts Replaced:
NONE Your Question: WHERE DO I FIND SOFTWARE UPDATE IN FDRS?
RECOMM 08/02/2021 11:23AM JACOB OBERHAUS MSS - FCSD - TECH ASSIT CENTER
Ronald, Since there is not an update available for the IPMA, this
indicates that the module is already at the latest level. This update
could have occurred at another dealership, the factory, or via an OTA
update. If DTC U3000:89 only sets after a self-test, it should be
ignored as outlined in step 2 of the TSB. If it sets outside of the
self-test, then perform pinpoint test BN outlined in section 419-07.
Thank you, Jake 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
IPMA#U3000:89-2C
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: 08/02/2021

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 07/07/2021 Warranty Start Date: 07/28/2021
Date of Sale: 07/28/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 715 LBS
LH/RH Drive:

Engine: 3.5L V6 GTDI - - - E N G I N E - - -
Bld Dt: Calb: Tag: ML 3EB AE
Serial #: [REDACTED]

Trans: 10 SPD AUTO 10R80 - - - T R A N S M I S S I O N - - -
Bld Dt: Part #:
Serial #: [REDACTED]

Model: [REDACTED] 00 PA

Shift:

Axle: 3800# FORD 3.31 CONVE - - - A X L E - - -
Serial #: Id Tag Code: Bld Dt:

- - - A D D I T I O N A L - - -
Tire : 275/65R 18 A/T OWL 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 : RONALD SCHOLL Title: TECHNICIAN
Phone : [REDACTED]

Rpr Dlr:USA 02301 - Bill McCandless Ford Ph#:724-662-3730
City: Mercer State : Pennsylvania
Country: United States Region : Pittsburgh

Claim #/Date : [REDACTED] 08/02/2021

Specialist's
Name : JACOB OBERHAUS

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

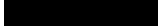
Date	CQIS Report #	Prog Type	Symp Cat	Causal	Part Description	Dealer Id
09/01/2021	[REDACTED]	NHL	AID/INFO	CAMERA		USA 02301

--- 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 Date Order (Miles) Nr Cond Pfx Base Sfx Operation

CQIS Report Number: M8BGJ001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/02/2021

USA 00526	08/28/23	643833	24915	1	B4	ML3		ABA	
USA 00526	08/28/23	643833	24915	1	B4	ML3		FAA	
USA 00526	08/28/23	643833	24915	1	B4				
USA 00526	04/19/24	650456	32016	1		ML3		A	
USA 00526	04/19/24	650456	32016	1		ML3		A	
USA 00526	04/19/24	650456	32016	2					

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/11/2023

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

VEHICLE: 2023 EXPEDITION 4X2,XLT,MPV VIN: [REDACTED]
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 1,095 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 1 11 6 36 COMFORT & ENTERTAINMENT CLIMATE CONTROL
REAR CONTROL INACCURATE
Additional Symptom: Rear HVAC only works w/ Front
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 04/11/2023 05:02PM CHARLES BOVARD(FSE) MSS - FCSD - CENTRAL REGION
Web Form Data(119939865) Description of Vehicle Concern: C/S THAT SHE
CAN NO LONGER TURN ON REAR A/C WITHOUT THE FRONT A/C COMING ON. SHE
STATES THAT THE REAR USED TO TURN ON INDEPENDENTLY FROM FRONT Please
list any diagnostics already performed: SCAN FOR CODES, VISUAL
INSPECTION Parts Replaced: NONE Your Question: LOOKING AT THE
DESCRIPTION AND OPERATION AND THE WIRING DIAGRAM, THE FRONT A/C HAS TO
BE ON FOR THE REAR TO BE ON. SHE IS CONVINCED THE WHEN SHE FIRST GOT
THE VEHICLE, IT WORKED SEPERATLY. CAN YOU ADVISE HOW THIS SUPPOSED TO
OPERATE? THE ONLY REASON IM DOING A HOTLINE IS BECAUSE AFTER 2 WEEKS,
GLOBAL CONCER REPORT HAS NOT RESPONDED
RECOMM 04/11/2023 05:02PM CHARLES BOVARD(FSE) MSS - FCSD - CENTRAL REGION
Waylon, Global Concern Report is to report an issue you see in the
field for engineering to be aware of, such as multiple vehicles with
the same fault you are repairing or when you find characteristic
behavior that a customer does not desire as product feedback. It is
not for a response from engineering. Per the Service Repair and
Technical Assistance Process, you compared this to another vehicle,
confirmed as you clicked YES attesting to comparison when submitting
this form. If the other vehicle operated the same way, you ve already
confirmed characteristic and do not need to contact TAC. You were
correct and already identified how the system should operate per
Description and Operation in PTS. 412-02 states in System Operation of
Rear Climate Controls that the A/C for the Rear system is only going
to cool if the Front System is operating in a way that requires
Compressor operation. That confirms you are seeing Ford published
operational behavior. To test further switch the rear HVAC to a Heat
only mode instead of A/C. While rear HVAC needs A/C in the front
working to use its own A/C evaporator, there is not a similar
statement confirming so for Heat. If the Heat can work independently,
then that confirms why the customer saw a change. She may have only
been using heat in the rear before, and now they re using A/C with
matched Front-Rear behavior. I see no warranty history of updates
performed, no Over-The-Air (OTA) updates were done per the PTS

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/11/2023

----- 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 : WAYLON WHITEHEAD Title: SERVICE MANAGER
Phone : [REDACTED]

Waylon Whitehead
Rpr Dlr: USA 06140 - Lakeside Ford Ph#: 318-757-3691
City: Ferriday State : Louisiana
Country: United States Region : Memphis

Claim #/Date : 058014 04/04/2023

Specialist's
Name : CHARLES BOVARD (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
04/05/2023	[REDACTED]	CREDSR	COMF/ENT		USA 06140
08/03/2023	[REDACTED]	NHL	AID/INFO		USA 06140

--- 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 Caus	Service Part	Number	Labor
				Nr Cond	Pfx Base	Sfx	Operation
USA 06140	09/18/23	60277	9452	1 42	[REDACTED]	[REDACTED]	[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/09/2021

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

VEHICLE: 2021 F150 4X4 SUP CRW STYSD VIN [REDACTED]
Engine : 3.5L V6 GTDI Odometer: 8,917 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 22 2 24 DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE DISENGAGE/DROPOUT

Additional Symptom: IPMA 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 12/09/2021 03:43PM LARRY PRADO(FSE) MSS - FCSD - MIDWEST REGION
Web Form Data(118558864) Description of Vehicle Concern: CUSTOMER
STATES THAT VEHICLE DISPLAYS FRONT CAMERA NOT AVAILABLE, AT TIMES
CRUISE CONTROL WILL DROP OUT. CUSTOMER SHUTS VEHICLE OFF, RESTARTS AND
SYSTEM OPERATES NORMAL. Please list any diagnostics already performed:
FDRS ACCESS, CODE U3000:89-28. PINPOINT TESTS. IPMA WAS REPLACED AT
PREVIOUS VISIT, UPDATE WAS PERFORMED AND ACCEPTED. THE CODE ONLY SHOWS
AS CMDTC.. Parts Replaced: IPMA Your Question: WHATS MY NEXT STEP? THE
VEHICLE WORKS NORMAL DURING MY ROAD TEST, BUT THE CUSTOMER STATES IT
WAS GOOD FOR AWHILE THEN STARTED ACTING UP RANDOMLY ABOUT 1-2 TIMES A
WEEK.
RECOMM 12/09/2021 03:43PM LARRY PRADO(FSE) MSS - FCSD - MIDWEST REGION
Tim, If the IPMA is displaying U3000:89 it is because there was a
internal data transfer failure from the CPU to one or more of the
three systems chips. This failure is more against the software, but
there is a TSB (TSB 21-2249) that is applicable when this DTC occurs
as it will help to download the most recent updates to the IPMA to
correct this issue. In this case, it would be best to follow the TSB
for this feature concern and then re-evaluate. Larry P Ford technical
assistance team member 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.<div>
</div><div>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.
ADD-ON 12/09/2021 03:43PM LARRY PRADO(FSE) MSS - FCSD - MIDWEST REGION
Article TSB 21-2249 2021 F-150/Mustang Mach-E - Various Driver
Assistance Feature Concerns And/Or IP MA DTCS U3000:49, U3000:89,
U2107:68, C1001:54 And/Or C1001:78

----- 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: 12/09/2021

----- 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 Base	Number Sfx	Labor Operation
USA 20346	12/06/23	069789	29144	1		ML3	[REDACTED]	E	[REDACTED]
USA 20346	12/06/23	069789	29144	2		ML3	[REDACTED]	A	[REDACTED]
USA 20346	12/06/23	069789	29144	2		ML3	[REDACTED]	A	[REDACTED]
USA 20346	12/06/23	069789	29144	3			[REDACTED]		[REDACTED]
USA 20346	12/06/23	069789	29144	4	42	BAG	[REDACTED]	760	[REDACTED]
USA 20346	12/06/23	069789	29144	4	42		[REDACTED]		[REDACTED]
USA 20346	12/06/23	069789	29144	4	42		[REDACTED]		[REDACTED]
USA 20346	03/11/24	072675	31507	1			[REDACTED]		[REDACTED]
USA 20346	03/11/24	072675	31507	2	04		[REDACTED]		[REDACTED]
USA 20346	03/11/24	072675	31507	2	04		[REDACTED]		[REDACTED]
USA 20346	03/11/24	072675	31507	2	04		[REDACTED]		[REDACTED]
USA 20346	03/11/24	072675	31507	3	42	ML3	[REDACTED]	AB	[REDACTED]
USA 20346	03/11/24	072675	31507	3	42		[REDACTED]		[REDACTED]
USA 20346	03/11/24	072675	31507	4	04		[REDACTED]		[REDACTED]

CQIS Report Number: [REDACTED] Program Type: FF
Report Source: MSS - FCSD - SOUTHWEST REG

Orig Rpt #:
Report Date: 11/04/2019

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

VEHICLE: 2020 EXPLORER 4X4 (2020 -), SPORT, 4 DOOR, MPV VIN [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 8,228 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2C 2 36 DRIVER AIDES & INFORMATION REVERSE SENSING
PERFORMANCE INACCURATE
Additional Symptom: UNWARRANTED BRAKE LOCKUP IN R
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Atchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: NO Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
OWNER 11/04/2019 07:43PM BRIAN JAY(FSE) MSS - FCSD - SOUTHWEST REG
BRAKES LOCK UP, VEHICLE COMES TO A SUDDEN, ABRUPT STOP, COMPLETELY
UNEXPECTED WHEN REVERSING IN AN UNOBSTRUCTED PARKING LOT OR DRIVEWAY.
TECH/C 11/04/2019 07:43PM BRIAN JAY(FSE) MSS - FCSD - SOUTHWEST REG
WHEN REVERSE BRAKE ASSIST IS DISABLED USING THE TOUCHSCREEN CONTROLS
THE VEHICLE BACKS UP NORMALLY. THIS CONDITION HAS OCCURRED FOUR TIMES
SINCE VEHICLE HAS BEEN IN SERVICE. DRIVER HAS DEACTIVATED THE SYSTEM
THREE TIMES, BUT THE SYSTEM APPARENTLY WILL OCCASIONALLY RE-ARM ITSELF
WITHOUT INPUT OF THE DRIVER.
RECOMM 11/04/2019 07:43PM BRIAN JAY(FSE) MSS - FCSD - SOUTHWEST REG
PER SSM 48306 NO REPAIR IS AVAILABLE AT THIS TIME.
AUDIT 11/04/2019 08:32PM
SYNC: Gen3 V4 MODEM: 4G FordPass Connect

----- C O N C E R N D E T A I L S -----
Intermittent?: YES Come Back? : Air Temp. : 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?: YES 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#A#U3000:89-28
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: FF
 Report Source: MSS - FCSD - SOUTHWEST REG

Orig Rpt #:
 Report Date: 11/04/2019

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----									
Repair		Repair Odometer		Rp Caus		Service Part		Number Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
USA 06992	05/22/23	622071	67651	1	42	LP5		B	
USA 06992	05/22/23	622071	67651	1	42	HL3		B	
USA 06992	05/22/23	622071	67651	1	42	L1M		F	
USA 06992	05/22/23	622071	67651	1	42	MB3		A	
USA 06992	05/22/23	622071	67651	1	42	X		QULV	
USA 06992	05/22/23	622071	67651	1	42				
USA 06992	05/22/23	622071	67651	1	42				
USA 06992	05/22/23	622071	67651	2	91	LB5		AB	
USA 06992	05/22/23	622071	67651	2	91				
USA 06992	05/22/23	622071	67651	3	42	L1M		C	
USA 06992	05/22/23	622071	67651	3	42	N1M		B	
USA 06992	05/22/23	622071	67651	3	42			S439	
USA 06992	05/22/23	622071	67651	3	42			S440	
USA 06992	05/22/23	622071	67651	3	42			S440	
USA 06992	05/22/23	622071	67651	3	42			S439	
USA 06992	05/22/23	622071	67651	3	42			S439	
USA 06992	05/22/23	622071	67651	3	42			S450B	
USA 06992	05/22/23	622071	67651	3	42	L1M		D	
USA 06992	05/22/23	622071	67651	3	42	LB5		A	
USA 06992	05/22/23	622071	67651	3	42			S439	
USA 06992	05/22/23	622071	67651	3	42			S440	
USA 06992	05/22/23	622071	67651	3	42	N1M		E	
USA 06992	05/22/23	622071	67651	3	42	N1M		F	
USA 06992	05/22/23	622071	67651	3	42	N1M		A	
USA 06992	05/22/23	622071	67651	3	42	3U2		AB	
USA 06992	07/11/24	662340	79346	1	D8	L1M		H	
USA 06992	07/11/24	662340	79346	1	D8	LB5		A	
USA 06992	07/11/24	662340	79346	1	D8			S439	
USA 06992	07/11/24	662340	79346	1	D8			S440	
USA 06992	07/11/24	662340	79346	1	D8	CN1		B	

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/19/2023

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

VEHICLE: 2023 F150 4X4, CRW CAB, STYSD VIN [REDACTED]
Engine : 3.5L V6 GTDI HIGH OUTPUT Odometer: 4,611 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2L 0 00 DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
UNKNOWN (CODE NOT AVAILABLE) UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: intermittent cruise control in
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 06/19/2023 06:45PM COLE CHRISTENSEN(FSE MSS - FCSD - CALIFORNIA REGION
Web Form Data(120040464) Description of Vehicle Concern: customer
states adaptive cruise control will intermittently turn off while
driving. test drove vehicle and both adaptive and blue cruise
operational. noticed vehicle has a couple pscm lost communication with
different modules. Please list any diagnostics already performed: test
drove, self tested modules, network test. Parts Replaced: none Your
Question: could the lost communication dtcs in pscm cause adaptive
cruise concerns. customer also has complaint of sync screen
intermittently going blank but cannot verify any of these concerns and
dont want to chase down cmdtcs that possibly dont reflect concern
RECOMM 06/19/2023 06:45PM COLE CHRISTENSEN(FSE MSS - FCSD - CALIFORNIA REGION
Kevin, For this concern with the customer stating the cruise control
will intermittently turn off while driving and not being able to
duplicate the reported concerns, but noticing some codes for loss of
communication, please proceed by performing further inspecting and
testing for these codes as if the cruise control is on and there is
lack of communication to components such as the ABS control module,
this could stop the cruise control from operating as designed as
cruise control uses the ABS system for automatic braking. Thank you,
Cole C.
ADD-ON 06/19/2023 06:45PM 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
PSCM#U0121,U0234,U04151A67:97-68

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/19/2023

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: 02/13/2023 Warranty Start Date: 03/17/2023
Date of Sale: 03/17/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 730 LBS
LH/RH Drive:

Engine: 3.5L V6 GTDI HIGH OUTPUT Tag: NL 3EM A8
Bld Dt: Calb: PTFDBMN A
Serial #: [REDACTED] 6007 MA

Trans: 10 SPD AUTO 10R80 Part #: [REDACTED]
Bld Dt:
Serial #: [REDACTED] 7000 RA

Model: Shft:

Axle: 4.10 ELECT LOCKING DI Id Tag Code: Bld Dt:
Serial #:

Tire : 37 X 12.5R17 BSW A/T Brand :
Radio : A/C : AC G-????????????????????
Paint : PN4-???????????????????? AGATE BLACK METALLIC

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : KEVIN EGAN Title: TECHNICIAN
Phone :
Rpr Dlr:USA 09412 - Marin County Ford Ph#:415-892-4286
City: Novato State : California
Country: United States Region : San Francisco

Claim #/Date : 111059 06/19/2023

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/19/2023

--- 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 Base	Number Sfx	Labor Operation
USA 09412	02/14/24	117364	14625	1	42	NL3	[REDACTED]	S	[REDACTED]
USA 09412	02/14/24	117364	14625	1	42	ML3	[REDACTED]	HB	[REDACTED]
USA 09412	02/14/24	117364	14625	1	42		[REDACTED]	S437	[REDACTED]
USA 09412	02/14/24	117364	14625	1	42		[REDACTED]		[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/28/2024

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

VEHICLE: 2022 F150 4X4, SUP CRW, STYSD VIN: [REDACTED]
Engine : DUAL ELECTRIC MOTOR EXTENDED Odometer: 22,653 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 22 2 31 DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE FLUCTUATES

Additional Symptom: Cruise control inaccurate
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 03/28/2024 01:05PM JAMES DEGEER(FSE) MSS - FCSD - CALIFORNIA REGION
Web Form Data(120411291) Description of Vehicle Concern: customer
reports that with speed control set @ 65 mph will fluctuate up 85 mph
Please list any diagnostics already performed: connect scan tool, no
dtc s & observe ota data, no results related & no dtc s Parts
Replaced: none Do you have a module programming concern? No Your
Question: seeking further assistance & recommendations, see no similar
past case reports, thanks in advance
RECOMM 03/28/2024 01:05PM JAMES DEGEER(FSE) MSS - FCSD - CALIFORNIA REGION
Dan, Prior to performing diagnosis/ repairs, it is recommended to
duplicate the concern. It may be necessary to consult with the
customer to determine when the concern is present. It may also be
necessary to take a road test with the customer in order to better
understand the concern. That said, this vehicle is also equipped with
adaptive cruise control that may or may not be turned on during the
event resulting in a perceived cruise control concern. -FSE James
RECOMM 03/28/2024 01:28PM JAMES DEGEER(FSE) MSS - FCSD - CALIFORNIA REGION
Dan, Prior to performing diagnosis/ repairs, it is recommended to
duplicate the concern. It may be necessary to consult with the
customer to determine when the concern is present. It may also be
necessary to take a road test with the customer in order to better
understand the concern. That said, this vehicle is also equipped with
adaptive cruise control that may or may not be activated resulting in
a perceived cruise control concern. -FSE James

----- 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

Page: 02

CQIS DETAIL REPORT

08/07/24 12:00:19

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/28/2024

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: 04/07/2022 Warranty Start Date: 06/09/2022
Date of Sale: 06/09/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 855 LBS
LH/RH Drive:

Engine: DUAL ELECTRIC MOTOR EXTENDED Tag: - - - E N G I N E - - -
Bld Dt: Calb: NTFDAAN A
Serial #:

Trans: 1SPD AUTO TRANS Part #: - - - T R A N S M I S S I O N - - -
Bld Dt:
Serial #:

Model: Shift:

Tire : 275/60/20 A/S BSW #2 Brand :
Radio : A/C : AC G-????????????????????
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 : DANIEL HARTZELL Title: TECHNICIAN
Phone :
Rpr Dlr:USA 01912 - DANIEL HARTZELL Ph#:661-949-3586
City: Lancaster State : California
Country: United States Region : Los Angeles

Claim #/Date : [REDACTED] 03/27/2024

Specialist's
Name : JAMES DEGEER (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
07/29/2022	N73D0047	CRED SR	FT/FN/BD	PLATE		USA 05520

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/28/2024

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

SURVEY HAS NOT BEEN SENT

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 01912	02/16/24	654737	20071	1	34				
USA 01912	02/16/24	654737	20071	1	34				
USA 01912	02/16/24	654737	20071	1	34				
USA 01912	02/16/24	654737	20071	1	34				
USA 01912	02/16/24	654737	20071	1	34				
USA 01912	02/16/24	654737	20071	2		ML3		E	
USA 01912	02/16/24	654737	20071	3	42	PL1		AA	
USA 01912	02/16/24	654737	20071	3	42				
USA 01912	02/16/24	654737	20071	4		ML3		AC	
USA 01912	02/16/24	654737	20071	4				S	
USA 01912	02/16/24	654737	20071	4		NL3		B	
USA 01912	02/16/24	654737	20071	4		JU5		C	
USA 01912	02/16/24	654737	20071	5	42	ML3		B	
USA 01912	02/16/24	654737	20071	5	42				
USA 01912	02/16/24	654737	20071	6	82				
USA 01912	02/16/24	654737	20071	7	42	NL3		C	
USA 01912	02/16/24	654737	20071	7	42	NL3		B	
USA 01912	02/16/24	654737	20071	7	42				
USA 01912	02/16/24	654737	20071	7	42				
USA 01912	02/16/24	654737	20071	7	42				
USA 67803	07/20/24	940582	25703	1	42	NL1		RE	
USA 67803	07/20/24	940582	25703	1	42				

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/19/2024

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

VEHICLE: 2020 ESCAPE 4X4 (2020 -), TITAN, 4X4, MPV VIN: [REDACTED]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 64,040 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 22 2 32 DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE GAINS SPEED

Additional Symptom: Speeds up to 115

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 03/19/2024 12:42PM ANTHONY BAUMEISTER(F MSS - FCSD - GREAT LAKE REGION
Web Form Data(120398704) Description of Vehicle Concern: With cruise
set at 80 the vehicle accelerated to 115 with no driver input. Was
unable to cancel with brake or steering wheel switch. Please list any
diagnostics already performed: no codes present, unable to verify.
Parts Replaced: none Do you have a module programming concern? No Your
Question: Is this a software concern.

RECOMM 03/19/2024 12:42PM ANTHONY BAUMEISTER(F MSS - FCSD - GREAT LAKE REGION
Hi Jason, The only reports for similar concerns that I see seem to
indicate this as a vehicle setting concerns related to Intelligent
Cruise Control, which will automatically adjust vehicle speed based on
speed signs. There are also tolerance settings for how high above or
below the posted speed limit the vehicle should go, and it s that
settings that can cause this symptom. Please verify through the
touchscreen settings menu if this vehicle has intelligent cruise
control settings, or it may be called Predictive Speed settings. If
so, when this feature is turned on, a tolerance setting should appear.
Make sure the tolerance is set to 0. If this tolerance is set to 0 and
the customer had intelligent cruise control turned on, it may be worth
turning it off and having them re-evaluate. Otherwise, with no DTCs
set and no symptoms able to be duplicated, it would be necessary to
work with the customer and gather as much information about the
concern as possible, even what section of road it happened on, to help
duplicate it for testing. It s also possible there was a street sign
on a particular stretch of road that made the car think the speed
limit was 115, so if they know where it happened, it could be retested
on that stretch of road while monitoring all the street signs to check
for any that could cause confusion. Thank you, Tony B FSE

ADD-ON 03/19/2024 12:42PM ANTHONY BAUMEISTER(F MSS - FCSD - GREAT LAKE REGION
Found reports P84E7007, R1DN7001, P7TCR036, and more. P7TCR036
mentioned the vehicle reading a highway sign as a speed sign.

CONCER 03/20/2024 08:20AM GTCGCQIS
The vehicle has only adaptive cruise control. Even with intelligent
cruise control the brake and steering wheel switch should cancel the

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/19/2024

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

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

cruise?

RECOMM 03/21/2024 08:43AM ANTHONY BAUMEISTER(F MSS - FCSD - GREAT LAKE REGION
Hi Jason, Yes, the steering wheel button and brake pedal should cancel intelligent cruise or predictive speed as well. It seems those features can catch people off guard though, so I've seen a wide range of claims about what it seemed to have done. If the vehicle doesn't have intelligent cruise or predictive speed and the brake pedal and steering wheel switches both didn't cancel it, the only common component would really be the PCM. The brake pedal is a direct input to the PCM, but the steering wheel switches are an input to the SCCM, then the SCCM sends that input to the PCM over the CAN networks. If you follow Pinpoint Test A in 419-03A for the switches not working, it would have you verify the B00 input to the PCM, verify steering wheel switch to the SCCM, then replace the PCM. The concern really should be present during any pinpoint testing, though. Thank you, Tony B FSE

CONCER 04/04/2024 01:44PM J-MART31
Dealership changed the status changed from General Info to Diagnose not complete. Replaced the PCM and road tested, Cruise worked ok. Customer took vehicle and said the concern would act up intermittently with the cruise set at 75mph or higher. Doesn't act up at lower speeds. Any thoughts?

RECOMM 04/05/2024 10:32AM ANTHONY BAUMEISTER(F MSS - FCSD - GREAT LAKE REGION
Hi Jason, I'm doing some further research into this concern. I will update this form again as soon as I have further direction. Thank you, Tony B FSE

CONCER 04/10/2024 12:38PM ANTHONY BAUMEISTER(F MSS - FCSD - GREAT LAKE REGION
Called and spoke with Andrew Smith. Have not been able to duplicate the concern yet. Dealer owner Jim is currently on a trip to Illinois and got permission from the customer to drive the car there and back to see if he can duplicate it. Jason set up a data recorder on the vehicle to try to capture data if it does happen. They will let me know if they are able to duplicate it and get some data from it. If not, they will work with the customer to see if the customer can help demonstrate the concern.

RECOMM 04/10/2024 12:38PM ANTHONY BAUMEISTER(F MSS - FCSD - GREAT LAKE REGION
Hi Andrew, Jason, As we discussed, I talked to our team that would be most knowledgeable in Cruise Control, and their best thought was like my previous suggestion that it is an Intelligent Cruise Control or a Speed Sign recognition setting. I did some more looking through how the vehicle is optioned and the owner's manual and it doesn't seem like those were an option until 2021, so as you replied before, it doesn't seem like this car would be optioned with those features, but it would be good to check through the touchscreen and IPC to make sure there are no settings for Intelligent Cruise or Speed Sign Recognition. Otherwise, we really need to duplicate the concern and try to gather some data to further diagnose it. It sounds like you all are on the right path with Jim driving the car on his trip and having a data recorder set up. If he is unable to duplicate the concern, my next suggestion would be to set up FDRS to record as many helpful PIDs

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/19/2024

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

--TYPE-- ----- COMMENT TEXT -----
as possible like APP, TP, ETC, LOAD, RPM, MAP, VSS, Wheel Speed
as possible like APP, TP, ETC, LOAD, RPM, MAP, VSS, Wheel Speed
Sensors, and anything other PIDs you see that may be relevant, and
work with the customer to have the customer drive and demonstrate the
concern. Thank you, Tony B FSE
ADD-ON 04/10/2024 12:38PM ANTHONY BAUMEISTER(F MSS - FCSD - GREAT LAKE REGION
Consulted in Body Consult space. Chris Learning advised to check
Intelligent Cruise Control settings. ,Contact Type : Phone,SWIS
Session Status : SWIS Not Necessary,
 SWIS Session Sub Status :
Technical,
 SWIS Comments : Discussed 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

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

Vehicle Build Date: 09/25/2019 Warranty Start Date: 10/10/2019
Date of Sale: 10/10/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 457 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: LJ 6E FA
Bld Dt: Calb: LCTCR9N A
Serial #: [REDACTED] LJ6E 6007 FA

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

[REDACTED] LX6P 7000 NB
Model:

Shift:

----- A D D I T I O N A L -----
Tire : 225/55 R19 99H A/S BSW Brand :
Radio : A/C : AC G-????????????????????
Paint : PN4-????????????????????? STAR WHITE 3C/PRISTINE WHITE 3

----- 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: 03/19/2024

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : JASON MARTIN Title: TECHNICIAN
Phone : JASON MARTIN

Rpr Dlr:USA 04611 - Moser Motor Sales, Inc. Ph#:260-589-2171
City: Berne State : Indiana
Country: United States Region : Detroit

Claim #/Date : 53480 03/18/2024

Specialist's
Name : ANTHONY BAUMEISTER (FSE)

----- C Q I S V I N H I S T O R Y -----
Date CQIS Prog Symp Cat Causal Part Description Dealer Id
09/14/2022 [REDACTED] NHL AID/INFO USA 04611
04/03/2024 [REDACTED] CREDSR ST/RN/MV USA 04611

--- 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 Caus Service Part Number Labor
Nr Cond Pfx Base Sfx Operation
USA 04611 12/29/23 052021 61041 1 42 LX6 [REDACTED] SH [REDACTED]
USA 04611 12/29/23 052021 61041 1 42 [REDACTED] [REDACTED]
USA 04611 03/18/24 053480 64040 1 42 KK1 [REDACTED] A [REDACTED]
USA 04611 03/18/24 053480 64040 1 42 [REDACTED] [REDACTED]
USA 04611 03/18/24 053480 64040 1 42 [REDACTED] [REDACTED]
USA 04611 03/18/24 053480 64040 1 42 [REDACTED] [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/05/2024

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

VEHICLE: 2023 F150 4X4, SUP CRW, STYSD VIN: [REDACTED]
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 17,620 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2L 2 38 DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
PERFORMANCE INOPERATIVE
Additional Symptom: Driving to Florida
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 06/05/2024 09:58PM ANDREW SORENSON(FSE) MSS - FCSD - GREAT LAKE REGION
Web Form Data(120497810) Description of Vehicle Concern: CUSTOMER
STATED THE BLUE CRUISE DID NOT WORK WHEN GOING TO FLORIDA BUT I DROVE
THIS VEHICLE 30 MILES AND IT OPERATED JUST FINE. THIS IS THE THIRD
TIME IN FOR THIS CONCERN. Please list any diagnostics already
performed: I FOUND NO RELEVANT DTCS AND THE GWM, TCU AND APIM ARE AT
THE LATEST LEVEL. Parts Replaced: NONE Do you have a module
programming concern? No Your Question: ANY IDEAS WHAT TO DO IF IT
OPERATES AS DESIGNED? COULD IT BE THE ROAD HE IS DRIVING IS NOT MAPPED
OUT FOR BLUE CRUISE TO OPERATE?
RECOMM 06/05/2024 09:58PM ANDREW SORENSON(FSE) MSS - FCSD - GREAT LAKE REGION
Scott, Kind of hard to replicate that kind of concern. I guess the
dealership would not want you to drive to Florida to verify. Can the
customer give any additional information on what road it stops
functioning? Your correct it could simply not be a Bluecruise enabled
road. The system is still in development and has a long way to go
before its perfected. Thanks! Andrew Sorenson - 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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/05/2024

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 10/30/2022 Warranty Start Date: 12/16/2022
Date of Sale: 12/16/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 705 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.5L V6 CYCLONE TIVCT Tag: NL 3EM A4
Bld Dt: Calb: PTFDBMN A
Serial #: [REDACTED] 6007 MA

----- T R A N S M I S S I O N -----
Trans: 10 SPD AUTO 10R80 Part #:
Bld Dt:
Serial #: [REDACTED]

Model: FA Shift:

----- A D D I T I O N A L -----
Tire : 275/60/20 A/T BSW Brand :
Radio : A/C : AC G-????????????????????
Paint : PN4-???????????????????? AVALANCHE

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

SCOTT ARNOLD
Rpr Dlr:USA 04623 - D-Patrick, Inc. Ph#:812-428-7830
City: Evansville State : Indiana
Country: United States Region : Cincinnati

Claim #/Date : [REDACTED] 06/05/2024

Specialist's
Name : ANDREW SORENSON (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
12/19/2023	[REDACTED]	NHL	AID/INFO		USA 04623
05/02/2023	[REDACTED]	CREDSR	FT/FN/BD	REGISTER INST PANEL	USA 06194
05/02/2023	[REDACTED]	HLIEPA	FT/FN/BD		USA 06194
01/23/2024	[REDACTED]	CACVOC	COMF/ENT		USA 04623

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

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (3 6 5 d a y s o n l y) -----
Dealer ID Date Order (Miles) Nr Cond Pfx Base Sfx Operation

CQIS Report Number: R6ETD006 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/05/2024

USA 04623	01/30/24	556369	13263	1	82		RENTAL	
USA 04623	01/30/24	556369	13263	2				
USA 04623	01/30/24	556369	13263	3	42	ML3		B
USA 04623	01/30/24	556369	13263	3	42	ML3		D
USA 04623	01/30/24	556369	13263	3	42			
USA 04623	01/30/24	556369	13263	3	42			
USA 04623	01/30/24	556369	13263	3	42			
USA 04623	01/30/24	556369	13263	3	42			
USA 04623	06/05/24	562588	17620	1	82	AA5		A
USA 04623	06/05/24	562588	17620	1	82	X		BSP
USA 04623	06/05/24	562588	17620	1	82			
USA 04623	06/05/24	562588	17620	2	42			
USA 04623	06/05/24	562588	17620	2	42			
USA 06194	08/09/23	198765	6955	1	42	ML3		B
USA 06194	08/09/23	198765	6955	1	42			
USA 06194	08/09/23	198765	6955	1	42			
USA 06194	08/09/23	198765	6955	1	42			
USA 06194	08/09/23	198765	6955	1	42			
USA 06194	08/09/23	198765	6955	1	42			
USA 06194	08/09/23	198765	6955	2	82			
USA 06194	08/09/23	198765	6955	3	82			
USA 06194	10/02/23	199811	9204	1	82			
USA 06194	10/02/23	199811	9204	2	82			
USA 06194	10/02/23	199811	9204	3	82			
USA 06194	11/02/23	200477	9759	1				

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 0068268353MS
Report Date: 12/03/2022

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

VEHICLE: 2022 EXPEDITION 4X4,TIMBER ,MPV VIN:[REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 4,741 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 59 Z 00 DRIVING PERFORMANCE UNINTENDED ACCELERATION
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: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

OWNREL Key Data: Case Number : [REDACTED] Cus stomer : [REDACTED]
[REDACTED] Business Phone : [REDACTED] Home Phone : [REDACTED] Mobile Phone :
LTV Score : 99Vehicle Purchase Status : Original Owner per NAVISFord
Credit Contract Number : N/APart Number : N/ADealer Name : Lithia Ford
of Grand ForksDealer P&A : 08824<span style="font-family: Century G
OWNREL FEFFS Rena Ext 76018FEFFS took over this case from Sheri McCrary BC I
have the sister case to this one Case # [REDACTED].He er VEH
has a safety issue for the cruise control. No matter if they put it on
65 or 35 MPH, it goes to 85 fast, w/o warning, so they cannot use it.
FEFFS OBC to CUST @ [REDACTED].Mailbox full. FEFFS OBE to CUST:Hi
[REDACTED] I found out there was another case made, correctly, for the
Expedition and I have taken on that case as well, so you only have to
deal with one agent.Please send me a confirmation of the date for the
Expeditions appointment and or if the appointments for the 2 vehicles
will be the same. I look forward to hearing from you soon. Im sure the
dates will be pushed out a bit. Thank you for being part of the Ford
family.Ford Motor Company Rena MorettiFord Employee Friends and Family
Support ManagerRMORETT1@ford.c com | www.ford.comoffice: 866-631-3788
ext. 76018Monday - Friday 8:30 AM to 5:00 PM EasternFord
Confidentiality:This email may contain privileged communications. If
you have received it in error, please delete it immediately and notify
the sender. For security reasons, please do not submit any sensitive
personally identifiable information, such as credit card numbers,
driver license number, SSN, DOB, etc. Thank youFEFFS w/f/u 1/2/2023
for dealer diagFord Motor Company Rena MorettiFord Employee Friends
and Family Support ManagerRMORETT1@ford.c com | www.ford.comoffice:
OWNREL 866-631-3788 ext. 76018Monday - Friday 8:30 AM to 5:00 PM Eastern
FEFFS Rena Ext 76108FEFFS OBC to DLR and theres an appt for the 4th of
January to bring the VEH in then.FEFFS OBE to CUST: Good afternoon Mr.
and [REDACTED],I talked to the dealer, and they state [REDACTED]
vehicle will be brought in to the dealership for diagnosis on January
4th. I will follow up on January 5th for an update from the dealer and
to yourselves afterwards.We thank you sincerely for being a loyal Ford
customer, and look forward to helping bring a resolution to your

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 12/03/2022

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

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

concern. Happy New Year, Ford Motor Company Rena Moretti Ford Employee
concern. Happy New Year, Ford Motor Company Rena Moretti Ford Employee
Friends and Family Support Manager RMORETT1@ford.c com |
www.ford.comoffice: 866-631-3788 ext. 76018 Monday - Friday 8:30 AM to
5:00 PM Eastern Ford Confidentiality: This email may contain privileged
communications. If you have received it in error, please delete it
immediately and notify the sender. For security reasons, please do not
submit any sensitive personally identifiable information, such as
credit card numbers, driver license number, SSN, DOB, etc. Thank
you FEFFS w/f/u 1/5/2023 for the DIAG of Expedition. Ford Motor Company
Rena Moretti Ford Employee Friends and Family Support
Manager RMORETT1@ford.c com | www.ford.comoffice: 866-631-3788 ext.
76018 Monday - Friday 8:30 AM to 5:00 PM Eastern
OWNREL Emails IB/OB CUST FEFFS Rena Ext 76108 IBE/OBE CUST: [REDACTED], Great
news. Im happy to hear it. Does your truck, the F-350 and/or the
Expedition have extended warranties? Please advise. I will also follow
up with you on 1/5/2023 to see how both vehicles are running. I look
forward to hearing from you regarding the Extended warranties on both
vehicles. Ford Motor Company Rena Moretti Ford Employee Friends and
Family Support Manager RMORETT1@ford.c com | www.ford.comoffice:
866-631-3788 ext. 76018 Monday - Friday 8:30 AM to 5:00 PM Eastern Ford
Confidentiality: This email may contain privileged communications. If
you have received it in error, please delete it immediately and notify
the sender. For security reasons, please do not submit any sensitive
personally identifiable information, such as credit card numbers,
driver license number, SSN, DOB, etc. Thank you From: [REDACTED]
Sent: Friday, December 30, 2022 1:29 PM To: Moretti, Rena (R.) Subject:
Re: Ford Friends and Family Case # [REDACTED] EXPEDITION Yes
it was all done the same time as my F-350. They explained it all to me
at the dealer and I was able to do the corrections without having to
bring it in for them to fix it Ford Motor Company Rena Moretti Ford
Employee Friends and Family Support Manager RMORETT1@ford.c com |
www.ford.comoffice: 866-631-3788 ext. 76018 Monday - Friday 8:30 AM to
5:00 PM Eastern
OWNREL FEFFS Rena Ext 76018 FEFFS IBE/OBE [REDACTED], That is great. Please
answer these question: Name on the vehicle title: Current vehicle
mileage: Mailing address: Contact phone and email: I will follow up
with you on 1/10/2023 to make sure its gone through in our system and
attached to your VIN. Then it will take about 6 weeks for you to
receive the paperwork in the mail and then well be all done. We thank
you sincerely for being a loyal Ford customer. BEST, Ford Motor Company
Rena Moretti Ford Employee Friends and Family Support
Manager RMORETT1@ford.c com <span style="font-s
OWNREL CUSTS VIN NUMBERS FEFFS Rena Ext 76018 VIN # for 2022 F-350
[REDACTED] VIN# for 2022 Expedition [REDACTED] Ford Motor
Company Rena Moretti Ford Employee Friends and Family Support
Manager RMORETT1@ford.c com | www.ford.comoffice: 866-631-3788 ext.
76018 Monday - Friday 8:30 AM to 5:00 PM Eastern
OWNREL ESP INFO FEFFS Rena Ext 76108 Expedition is [REDACTED] miles 302
orange st e Cavalier ND 58220 VIN# for 2022 Expedition

CQIS Report Number: NZCAG311 Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 12/03/2022

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

--TYPE-- ----- COMMENT TEXT -----
[REDACTED] FEFFS S is having trouble getting the ESP attached in
[REDACTED] FEFFS S is having trouble getting the ESP attached in
Morley.OBE to CUST:Hello [REDACTED], So I was incorrect and I apologize.
I can only do the Extended warranty for the Expedition. I am having a
bit of trouble with the computer system. I will follow up with this
tomorrow. To confirm, you would like the PremiumCare option for the
Expedition? Please advise.Thank you.Ford Motor Company Rena
MorettiFord Employee Friends and Family Support ManagerRMORETT1@ford.c
com | www.ford.comoffice: 866-631-3788 ext. 76018Monday - Friday 8:30
AM to 5:00 PM EasternFord Confidentiality:This email may contain
privileged communications. If you have received it in error, please
delete it immediately and notify the sender. For security reasons,
please do not submit any sensitive personally identifiable
information, such as credit card numbers, driver license number, SSN,
DOB, etc. Thank youFEFFS w/F/U 1/4 w/COM for a Morley, having trouble
with it.Ford Motor Company Rena MorettiFord Employee Friends and
Family Support ManagerRMORETT1@ford.c com | www.ford.comoffice:
866-631-3788 ext. 76018Monday - Friday 8:30 AM to 5:00 PM Eastern
OWNREL FEFFS Rena Ext 76108FEFFS OBC to CUST [REDACTED] @ [REDACTED] FEFFS OBE to
CUST:Dear [REDACTED], Regrettably, I misspoke. I am not able to offer an
ESP on either vehicle. Please call me; my contact information is below
and we can discuss.Sincerely,Ford d Motor Company Rena MorettiFord
Employee Friends and Family Support ManagerRMORETT1@ford.c com |
www.ford.comoffice: 866-631-3788 ext. 76018Monday - Friday 8:30 AM to
5:00 PM EasternFord Confidentiality:This email may contain privileged
communications. If you have received it in error, please delete it
immediately and notify the sender. For security reasons, please do not
submit any sensitive personally identifiable information, such as
credit card numbers, driver license number, SSN, DOB, etc. Thank
youFEFFS w/f/u 1/4 w/CUST to talk about ESPFord Motor Company Rena
MorettiFord Employee Friends and Family Support ManagerRMORETT1@ford.c
com | www.ford.comoffice: 866-631-3788 ext. 76018Monday - Friday 8:30
AM to 5:00 PM Eastern

----- 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: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 12/03/2022

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 05/26/2022 Warranty Start Date: 06/27/2022
Date of Sale: 06/27/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 08824
Dealer Special Order: Gross Vehicle Weight: 740 LBS
LH/RH Drive:

Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: NL 3E MA
Bld Dt: Calb: NTB8URN A
Serial #: [REDACTED] 6007 MA

Trans: 10 SPD AUTO 10R80 Part #: [REDACTED]
Bld Dt:
Serial #: [REDACTED]

Model: [REDACTED] DA

Shift:

----- A D D I T I O N A L -----
Tire : P265/70R18E A/T BSW Brand : LESS TIRE VENDOR
Radio : A/C : AC M-????????????????????
Paint : PN4-???????????????????? STAR WHITE 3C/PRISTINE WHITE 3

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
Rpr Dlr:USA 08824 - Lithia Ford of Grand Forks Ph#:701-746-6411
City: Grand Forks State : North Dakota
Country: United States Region : Twin Cities

----- C Q I S V I N H I S T O R Y -----
Date CQIS Prog Symp Cat Causal Part Description Dealer Id
10/10/2022 Report # Type AID/INFO USA 08824

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

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (3 6 5 d a y s o n l y) -----
Dealer ID Repair Date Repair Order Odometer (Miles) Rp Caus Service Part Number Labor
Sfx Operation
USA 04035 05/01/24 091715 33183 1 42 [REDACTED] G
USA 04035 05/01/24 091715 33183 1 42 ML3 LC
USA 04035 05/01/24 091715 33183 1 42 4U2 AA
USA 04035 05/01/24 091715 33183 1 42 NL1 AA
USA 04035 05/01/24 091715 33183 1 42 NL1 AA
USA 04035 05/01/24 091715 33183 2 42 [REDACTED]
USA 04035 05/01/24 091715 33183 2 42 PL1 AA
USA 04035 06/06/24 092310 34957 1 42 FA1 B
USA 04035 06/06/24 092310 34957 1 42 [REDACTED]
USA 04035 06/06/24 092310 34957 1 42 [REDACTED]
USA 04035 06/06/24 092310 34957 2 42 JL1 A

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 12/03/2022

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----
Repair Repair Odometer Rp Caus Service Part Number Labor
Dealer ID Date Order (Miles) Nr Cond Pfx Base Sfx Operation

USA 04035	06/06/24	092310	34957	2	42		[REDACTED]	S300	B
USA 04035	06/06/24	092310	34957	2	42	JL1	[REDACTED]	A	

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 07/01/2022

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

VEHICLE: 2021 EXPLORER 4X4 (2020 -), PLTNM, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 7,603 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2L Z 00 DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
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: Atchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

OWNREL DLR : Unable to create COPIS, need rental extension. COR # 070110 ordered
07/01 Part # [REDACTED] BA ordered through normal Ford channel DXS; Hello
and Good day dxs has been working with the dealership today 7/5/22 and
there was a copis submitted successfully from the dealership today, I
have provided a part escalation, please partner with part manager to
obtain proper copis ticket for further extensions. Please see page 26
per part order status reference. thank you. Ford Motor Company Aleecia
Daley Dealer Experience Specialist, Ford CX Team ADaley6@ford.com |
www.ford.com hours of operations 8:00a - 4:30p (CST) office:
[REDACTED] ext. 79084 Fax: [REDACTED]
OWNREL Part SME closing escalation - This part is currently showing in stock
with no backorders - Please verify dealer has ordered and received
part at this time

----- 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: 09/08/2021 Warranty Start Date: 09/28/2021
Date of Sale: 09/28/2021 Selling Dlr (Geo/Mkt, Dlr, Sub):
Dealer Special Order: Gross Vehicle Weight: 615 LBS
LH/RH Drive:

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 07/01/2022

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

Trans: 10 SPD AUTO 10R60 Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED] VB

Model: [REDACTED] Shift: [REDACTED]

----- A D D I T I O N A L -----
Tire : 275/45 R21 A/S TYRE Brand :
Radio : A/C : AC G-????????????????????
Paint : PN4-????????????????????----- AGATE BLACK METALLIC

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
Rpr Dlr:USA 08186 - Suburban Ford of Waterford Ph#:248-675-4781
City: Waterford 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
06/07/2022 [REDACTED] NHL AID/INFO TECH COMMENTS USA 08186
06/13/2022 [REDACTED] CACVOC AID/INFO USA 08186

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

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (3 6 5 d a y s o n l y) -----
Dealer ID Repair Date Repair Order Odometer (Miles) Rp Caus Service Part Number Labor Operation
USA 08186 04/25/24 084606 34872 1 JL7 [REDACTED] F [REDACTED]
USA 08186 04/25/24 084606 34872 1 PB5 [REDACTED] B [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/26/2021

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

VEHICLE: 2020 EXPLORER 4X4 (2020 -), SPORT, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 12,686 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 27 A 68 DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
COLLISION AVOIDANCE STAYS ON
Additional Symptom: cruise control inop new ebb
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 08/26/2021 04:18PM RPOTTE36
Web Form Data(118357816) Description of Vehicle Concern: C/S after having recall 20B51 done, she is experiencing pre-collision and cruise control issues. Please list any diagnostics already performed: The codes listed above are for the steering issues, she also has codes related to the Front Diff speed sensor, I have the sensor on its way. The other codes I have listed are the concerns now. Followed AC. AC1-No, AC2-Yes (P05FF). then I went to PPT for P05FF. This led me to a step directing me to replace the EBB again. Summary, during roadtesting, Cruise control releases control only after pressing down a great deal on the brake to the point where the throttle is fighting the brakes. Monitoring the PID for the pressure in the brake system, it does react very late in the pedal travel. the brake light respond very quickly to the pedal showing the BPP is functioning normally. It has been replaced. The PPTests I followed were supposed to be in guided diagnostics for IDS but the vehicle responds to the FDRS. I find it very difficult to run a PPT on the FDRS which was written for the IDS. Anyway, there has been a great deal of history here, and I have recently inherited this nightmare since I am the Senior Master, I would like to speak to someone in depth about the direction I need to take. Parts Replaced: EBB (Recall) BPP Your Question: Where do I go next?

RECOMM 08/26/2021 04:18PM RPOTTE36
Gregg, Seeing that these concerns occurred after having the EBB replaced, it appears that air may still be trapped in the system throwing off hydraulic pressure readings in relation to pedal travel. Our recommendation would be to have the system bled manually from the lines exiting the EBB then from each caliper individually. When manually bleeding from the EBB lines, you may need to disconnect the EBB connector for the system to bleed properly. Once completed, carry out a EBB service bleed using FDRS. Once all the air has been evacuated from the system, have the cruise control operation retest. If you have any additional questions or comments, please update this form or give us a call and we will happily assist you further. Best

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/26/2021

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

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

regards, Roy P. Ford Technical Assistance Center Chassis & Gas Team

AUDIT 08/26/2021 08:32PM
SYNC: Gen3 V4 MODEM: 4G FordPass Connect

CONCER 09/01/2021 01:51PM GTCGCQSP
I gained access to the EB Booster, bled the lines manually using pressure bleeder set to 45 PSI. Then performed brake bleed procedure in the FDRS. I assure you, there is no residual air in the lines of this brake system. Reassembled vehicle and roadtested, same problem occurs.

RECOMM 09/01/2021 02:23PM JESUS VARGAS(FSE) VO - FOM - CUST SERV TECH/QLTY
Good afternoon Gregg: When the brake pedal is applied, an electrical signal from stoplamp circuit to the PCM deactivates the system. Under increased brake pedal effort, the cruise control deactivator switch opens and removes the ground signal from the PCM input circuit releasing the throttle, immediately deactivating the system. After complete the recommended bleeding procedure, the original reported DTCs are not longer present in the vehicle however, DTC P1935 from PCM is stored at this time. The retrieved DTC sets when the PCM does not receive the brake switch input to deactivate the cruise control taking on count the description of the Adaptive Cruise Control operation, we need to focus the diagnosis in the signal provided by the BPP to the PCM and rule out any possible issue with the wiring between those components. Please refer to the Wiring Diagrams (cell 31-3) and perform a further inspection to the circuits CES09 (VT-OG), CCB08 (VY-WH) to rule out any possible damage, high-resistance or open circuit concern through this wires, make sure that the connectors C1147 and C1551B does not present water intrusion, contamination, loose pins condition or any other issue that compromises the proper vehicle operation use the proper flex probes kit to ensure the correct pin-fitment, clean the suspected connectors and make sure that the mentioned circuits does not present any issue. Additionally, make sure that the ground terminal G313 and the circuit GD382 is in good operation conditions, properly tightened and with no abnormal condition. If no damages were found during the recommended inspection, carry out a voltage drop test through the 3 mentioned circuits use a 3157 bulb to this test and make sure that the obtained readings will not be higher than 0.5 v for the circuits CES09 and CCB08 also, ensure that the obtained reading through the circuit GD382 will not be higher than 0.3 v. If a circuitry concern is found during the recommended tests, please refer to cell 005 and perform the proper repair procedure to fix the present issue on the vehicle. Please let us know the obtained results with your response over this form, we will be happy to assist you! Best regards. Jesus Vargas. Technical Support Analyst. Ford Motor Company.

CONCER 09/01/2021 03:08PM LNICH065
IBC from Gregg. This concern began after completing the recall for the EBB. The stoplamp switch has also been replaced because after EBB installation, the stoplamps were not working. Now the stoplamps work but there are these DTCs setting. Gregg explained that he has pressure

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/26/2021

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

--TYPE-- ----- COMMENT TEXT -----
bled the system and bled it right at the EBB outlets. No air has come
bled the system and bled it right at the EBB outlets. No air has come
out any point in the system where bleeding has taken place and Gregg
has gone through about 2.75 bottles of brake fluid. The pressure
bleeder was also turned up to 45 PSI when the bleeding was completed.
The brake pedal also feels good, stopping is normal and no concerns
have been noted with pedal feel or stopping by the customer. Gregg
mentioned that to get the concern to occur, cruise control is
activated and then pressing down on the brake pedal. The brake pedal
has to be pushed so that it is about half way down and the brakes
start to fight against the cruise control. We discussed that the most
likely cause at this point would be a short to ground on CES09 from
the BPP to the PCM. Gregg also confirmed that the stoplamp switch has
been replaced and the pedal was all the way up and not moved in any
way during installation.
RECOMM 09/01/2021 03:08PM LNICH065
Gregg, Thank you for taking the time to speak with me today! As we
discussed, with the DTCs that are setting and considering the cruise
control not deactivating properly, it is most likely that there is a
short to ground on CES09 (wiring cell 23-19). According to Workshop
Manual (WSM) section 419-03B Description and Operation, the PCM will
deactivate cruise control based off of this input. Since the cruise
control is not deactivating, there is likely a short to ground on this
circuit. Disconnect C278 and measure resistance between pin 2 and
ground with a multimeter set to MIN/MAX. The resistance on the MIN
reading should be OL or above 10,000 ohms after wiggle testing. If
not, there is a short to ground causing this concern. If any further
assistance is needed, please update the form or call in again and we
are happy to assist! Lucas Technical Assistance Center Team Member

----- 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#C0040:64-2F
PCM#P05FF:00-AF8
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: 01/15/2020 Warranty Start Date: 08/03/2020

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/26/2021

Date of Sale: 08/03/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 01213
 Dealer Special Order: Gross Vehicle Weight: 615 LBS
 LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS - - - E N G I N E - - - Tag: BC A3G A3
 Bld Dt: Calb: LCTWYXN A
 Serial #: [REDACTED] CA

Trans: 10 SPD AUTO 10R60 - - - T R A N S M I S S I O N - - - Part #:
 Bld Dt:
 Serial #: [REDACTED] VA

Model: [REDACTED] Shift:
 - - - A D D I T I O N A L - - -

Tire : 275/45 R21 A/S TYRE Brand :
 Radio : A/C : AC G-????????????????????????????
 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 : GREGG BOOTS Title: TECHNICIAN
 Phone :

Rpr Dlr:USA 00507 - GREGG BOOTS
 City: Central Square - Burdick Ford, Inc. Ph#:315-668-7102
 Country: United States State : New York
 Region : New York

Claim #/Date : [REDACTED] 07/02/2021

Specialist's
 Name : RPOTTE36 -????????????????????????????

----- 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 Caus Nr	Service Cond	Part Pfx	Base	Number Sfx	Labor Operation
USA 00507	11/15/23	191206	39692	1	91				
USA 00507	11/15/23	191206	39692	1	91	LB5		AB	
USA 00507	11/15/23	191206	39692	2		JL7		F	
USA 00507	11/15/23	191206	39692	2		PB5		B	

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/12/2022

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

VEHICLE: 2021 F150 4X4 SUP CRW STYSD VIN: [REDACTED]
Engine : 3.5L POWERBOOST FULL HYBRID Odometer: 14,836 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2L 0 00 DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
UNKNOWN (CODE NOT AVAILABLE) UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: 21G01/BC inop
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 3
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER 10/12/2022 03:02PM BRANDON GARCIA(FSE) MSS - FCSD - MIDWEST REGION
Web Form Data(119670907) Customer s description of vehicle concern
customer states bluecruise does not work the screen will not go blue
or operate Please list any diagnostics already performed, including
results of any TSB, GSBs or Pinpoint Test performed ssm 50824 blue
cruise still inop. ppt a for dtc u2400:92:0a, a1y, a2n, a3y, a4y, a5n,
a6y, a7y, a10- replace ipc, replaced ipc and carried out pmi process,
concern is still present, dtc u2400:00:2c is now present, performed
ppt a, a1y, a2n, a3y, a4y, a5n, a6y, a7y, a11y- replace ipma. replaced
ipma performed all camera alignments and pmi process concern is still
present. Parts Replaced, including service part number if available
ML3T-10849-CCM (IPC), ML3T-14G647-NA (IPMA), MU5T-14G650-ABX (GWM)
What is the level of the scan tool being used? Are any error messages
noted? FDRS 33.5.1 Your Question: AFTER PERFORMING 21G01 TEST DROVE
THE VEHICLE AND BLUECRUISE WAS OPERATIONAL. VEHICLE CAME BACK
CUSTOMER IS DRIVING IN A BLUE ZONE AND ACTIVATING BLUECRUISE CORRECTLY,
BLUECRUISE IS INOP. IVE REPALCED 3 MODULES INCLUDING THE GWM, IPMA,
AND IPC, STILL HAVE THE ETHERNET FAILURE FROM THE IPMA. CODE WAS
INITALLY FROM THE GWM GOING TO THE IPC. ALIGNED THE 360 CAMERA AND ALL
THE OTHER CAMERAS COUNTLESS TIMES. IVE CHECKED THE ETHERNET WIRES AND
THEY ARE ALL GOOD AT THIS TIME. PPT FOR THE DTC WANTS ME TO REPLACE A
MODULE THAT I HAVE ALREADY REPLACED

RECOMM 10/12/2022 03:02PM BRANDON GARCIA(FSE) MSS - FCSD - MIDWEST REGION
Hi Jacob, We have also seen the U2400 DTC in the IPMA be caused by a
configuration issue. To address this, proceed with running the update
for the PCM, ABS, SOBDMC, an BECM. Once completed, click on the Rerun
Network Test button to have the scan tool reread the modules software.
Then recheck if any additional updates listed in 21G01 have populated
in the SW Update tab. If none are found, recheck for proper BlueCruise
operation at that time and verify the U2400 clears. Thank you, Brandon
G. Ford Technical Assistance Center

ADD-ON 10/12/2022 03:02PM BRANDON GARCIA(FSE) MSS - FCSD - MIDWEST REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Technical, SWIS Comments : N/A

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/12/2022

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

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

CONCER 10/14/2022 10:39AM GTCGCQIS

CONCER 10/14/2022 10:39AM GTCGCQIS
updated the pcm, abs, sobdmc, becm, and tcu. dtc is still present.
hands free driving under settings- general- about sync, is now blank.
hard reset the apim (1) time. no other updates listed are available.
concern is still present at this time

RECOMM 10/17/2022 03:54PM JASON LEHNARDT(FSE) MSS - FCSD - MOUNTAIN WEST REG
Hello Jacob, Looking at the latest self test in vehicle history
performed on the vehicle, no DTCs set. With BC still inoperable, this
is most likely caused by a data concern that will require correction.
 <p style=margin: 0in 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>
 Thank you, Jason L. Ford Technical Assistance Center

ADD-ON 10/17/2022 03:54PM JASON LEHNARDT(FSE) MSS - FCSD - MOUNTAIN WEST REG
All required modules up to date, no DTCs setting in last 3 self
tests., SWIS Session Status : SWIS Not Necessary, SWIS Session Sub
Status : Technical, SWIS Comments : escaaltion

ADD-ON 10/17/2022 03:54PM JASON LEHNARDT(FSE) MSS - FCSD - MOUNTAIN WEST REG
Reason For Escalation : Supervisor Recommendation

RECOMM 10/18/2022 04:14PM BRANDON GARCIA(FSE) MSS - FCSD - MIDWEST REGION
Jacob, We are still investigating this BleuCruise concern. Once we
have our findings, this will form will be updated. Brandon G. Ford
Technical Assistance Center

ADD-ON 10/18/2022 04:14PM BRANDON GARCIA(FSE) MSS - FCSD - MIDWEST REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Technical, SWIS Comments : N/A

RECOMM 10/19/2022 03:06PM BRANDON GARCIA(FSE) MSS - FCSD - MIDWEST REGION
Jacob, Corrections have been made to the GWM, IPMA, IPC, and APIM
data. To program these modules with the new data, we will need to
uninstall/reinstall FDRS and ensure we also select the option to
Remove All FDRS Data during the uninstallation of FDRS. Then we will
need to start a new FDRS session and run the Configuration
application for the GWM, IPMA, IPC, and APIM. Once completed, recheck
BlueCruise. Thank you, Brandon G. Ford Technical Assistance Center

ADD-ON 10/19/2022 03:06PM BRANDON GARCIA(FSE) MSS - FCSD - MIDWEST REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Technical, SWIS Comments : N/A

CONCER 10/21/2022 11:41AM GTCGCQIS
uninstalled and reinstalled fdrs, software level 33.5.3. ran
configuration application for the gwm, ipma, ipc, and apim. tested
bluecruise operation, bluecruise still inop at this time. displays
says keep hand on steering wheel.

RECOMM 10/26/2022 02:29PM BRANDON GARCIA(FSE) MSS - FCSD - MIDWEST REGION
Jacob, We apologize in the delay with our response. There should now

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/12/2022

----- C O M M E N T S -----
--TYPE-- ----- COMMENT TEXT -----
be a CMR update listed in FDRS for this VIN. Please download/run the
be a CMR update listed in FDRS for this VIN. Please download/run the
CMR update. Then click the Rerun Network Test button and recheck for
any additional BC updates (PSCM, CMR, CCM, IPMA, TCU, GWM, IPC, or
APIM). Run any that are found. Next recheck for BlueCruise. Please
update this form with your findings. Brandon G. Ford Technical
Assistance Center
ADD-ON 10/26/2022 02:29PM BRANDON GARCIA(FSE) MSS - FCSD - MIDWEST REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
CONCER Technical, SWIS Comments : N/A
10/31/2022 01:00PM GTCGCQIS
cmr update corrected the issue, bluecruise is now operational and dtc
is no longer present. sorry for the delay, i was out with covid the
past week
RECOMM 11/01/2022 04:33PM BRANDON GARCIA(FSE) MSS - FCSD - MIDWEST REGION
Jacob, We hope all is well and wish you a fast recovery. We appreciate
you taking the time to update the form and let us know BlueCruise
operation has been verified, thank you and have a great day! Brandon
G. Ford Technical Assistance Center
ADD-ON 11/01/2022 04:33PM BRANDON GARCIA(FSE) MSS - FCSD - MIDWEST REGION
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
IPMA#U2400:00-2C
GWM#U2403:92-0A
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: 02/01/2021 Warranty Start Date: 04/30/2021
Date of Sale: 04/30/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 05238
Dealer Special Order: Gross Vehicle Weight: 735 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 3.5L POWERBOOST FULL HYBRID Tag: ML 3ED AA
Bld Dt: Calb:
Serial #: [REDACTED] DA

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/12/2022

Trans: MOD HYBRD A10R80 Part #:
 Bld Dt:

Serial #:

Model: [REDACTED] EA

Shft:

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

Tire : 275/50/22 A/S BSW Brand :
 Radio : A/C : AC G-????????????????????
 Paint : PN4-???????????????????? STAR WHITE 3C/PRISTINE WHITE 3

----- 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 : JACOB DAWSON Title: TECHNICIAN
 Phone :

Rpr Dlr:USA 05238 - Olathe Ford Lincoln Ph#:913-782-0881
 City: Olathe State : Kansas
 Country: United States Region : Kansas City

Claim #/Date : [REDACTED] 09/09/2022

Specialist's
 Name : BRANDON GARCIA (FSE)

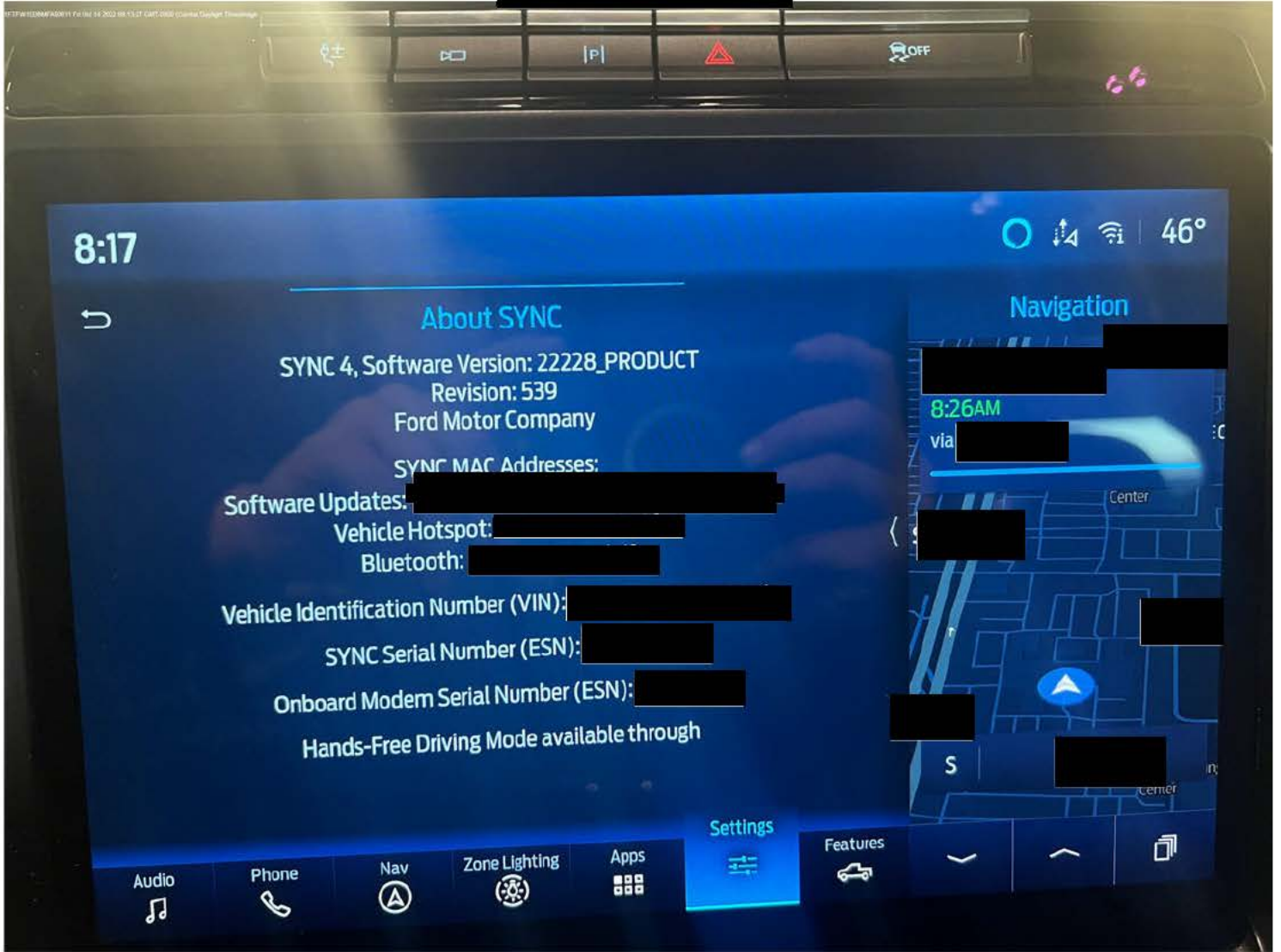
----- C Q I S V I N H I S T O R Y -----

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 Caus Nr	Service Cond	Part Pfx	Base	Number Sfx	Labor Operation
USA 05238	12/18/23	204448	23996	1		ML3	[REDACTED]	E	[REDACTED]
USA 05238	12/18/23	204448	23996	2		ML3	[REDACTED]	A	[REDACTED]
USA 05238	12/18/23	204448	23996	2		ML3	[REDACTED]	A	[REDACTED]
USA 05238	12/18/23	204448	23996	3			[REDACTED]		[REDACTED]



Vehicle Identification

Toolbox

Measurement Toolbox

Set Test

j-daws70

Network Test Results

Not Responding

Responded Positively

Responded Negatively

CMOTCs detected

Historical UICs

Rerun Network Test

FD1

PCM

ABS

CCM

CMR

IPMA

PSCM

SODCMC

SODCMD

SODL

SODR

TCCM

HS1

ACCM

BCM

BCMC

BECM

DCACA

DCDC

GWM

PACM

HS2

ATCM

GSM

HCM

OCSM

RCM

SASM

SCCM

SECM

HS3

ACM

APIM

DSP

IPC

TRM

WACM

HS4

TCU

MS1

IDM

DSM

HVAC

PDM

RTM

SCMG

All

Favorites

Offline

Multi-Module

SW Updates

Programmable Features

Guided Routines

★	BCM - Body Control Module (BCM) Software Update	Download
★	DCACA - Direct Current/Alternating Current Converter Module A (DCACA) Software Update	Download
★	GSM - Gear Shift Module (GSM) Software Update	Download
★	SCCM - Steering Column Control Module (SCCM) Software Update	Download
★	DDM - Driver Door Module (DDM) Software Update	Download
★	DSM - Driver Front Seat Module (DSM) Software Update	Download
★	PDM - Passenger Door Module (PDM) Software Update	Download
★	WACM - Wireless Accessory Charging Module (WACM) Software Update	Download

FDRS checks the software level in all modules during Vehicle ID

If a software update is available for any module, then the tool needed to download and install the update will be shown above.

The modules shown below are already programmed to the latest available software level.

ACCM

ACM

APIM

ATCM

BCMC

CCM

CMR

DCDC

DSP

GWM

HCM

HVAC

IPC

IPMA

OCSM

PACM

PSCM

RCM

RGTM

RTM

SASM

SCMG

SCMH

SECM

SODCMC

SODCMD

SODL

SODR

TCCM

TRM

159 3.5L V6

FDRS 33.5.1

Not Connected: Click the icon to connect.

50°F Sunny 9:29 AM 10/14/2022

Vehicle Identification

Toolbox

Measurement Toolbox

Self Test

Self Test Select

Self Test Results

Test could not be completed

Pass

Responded Negatively

Continuous (CMOTC)

Historical DTCs

On Demand DTC

Information

TSB/SSM/GB

Search DTC Column

Clear & Retest

Retest

Last Updated: October 14 - 09:31 AM

Hide Pass

Hide Permanent DTCs

Module	Network	DTC	FT	ST	Description
IPMA	FD1	U2400	00	2C	- Ethernet Failure With Gateway Module A (GWM)
IPMA - U2400 : 00 : 2C U2400 = Ethernet Failure With Gateway Module A (GWM) FT : 00 = No Sub Type Information ST : 2C = Pending DTC Fault has failed in the current or previous key/drive cycle					

F150 3.5L V6

FDRS 33.5.1

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/14/2022

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

VEHICLE: 2022 ESCAPE 4X4 (2020 -),SEL,4X4,MPV VIN [REDACTED]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 782 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 2 22 2 32 DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE GAINS SPEED

Additional Symptom: CCM alignment

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

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Attchmnts: 0

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

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

CONCER 09/14/2022 02:28PM ANTHONY GALLI MSS - FCSD - TECH ASSIT CENTER
Web Form Data(119628455) Description of Vehicle Concern: customer
states that when using the intelligent adaptive cruise control that
the vehicle will accelerate on it own. Customer uses the cruise to
stop the vehicle completely and states that at times the picture on
the screen the vehicle disappears and then the vehicle will begin to
take off Please list any diagnostics already performed: have scanned
for codes and road tested vehicle to attempt to duplicate customers
concern. Parts Replaced: none Your Question: we have not duplicated
the concern. did tsb and ssm search and I didnt locate any issues. I
pulled the information from the owners manual to share with the
customer that under certain circumstances the vehicle may not pick up
other vehicles in front of it. wondering if there is anything out
there we dont know about?

RECOMM 09/14/2022 02:28PM ANTHONY GALLI MSS - FCSD - TECH ASSIT CENTER
Todd, As the vehicle intermittently does not detect a vehicle in
front, refer to <A target= blank
href=https://www.

[REDACTED] GSB 22-7034 for common concerns
that can affect the CCM and IPMA alignment. Confirm the bumper cover
is securely mounted and that the CCM is undamaged. If none of the
concerns listed in the GSB are present, refer to wiring diagram cell
31 page 3. Disconnect C1582 and place a 3157 bulb across pins 1 and 4.
This will make the bulb the load in the circuit. Measure the voltage
drop across the bulb, it should be within 0.5V of source. Replace the
IPMA if no power faults are found. *** Tony G. Ford Technical
Assistance Center

ADD-ON 09/14/2022 02:28PM ANTHONY GALLI MSS - FCSD - TECH ASSIT CENTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact

CONCER 09/15/2022 03:58PM GTCGCQIS
Hi, this is Karl Macika, STARS ID : 000396439 the technician assigned
to this vehicle. I referred to GSB 22-7034 and checked the front
bumper cover area as well as the windshield area. I found no problems

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/14/2022

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

--TYPE-- ----- COMMENT TEXT -----
in those areas. I also load tested the voltage and ground circuits as
in those areas. I also load tested the voltage and ground circuits as
you described at the Cruise Control Module, C1582 and found it to be
within spec. Please let me clarify: power/ground circuits pass at the
Cruise Control Module (located behind the front bumper cover) so you
suggest replacing the Image Processing Module-A located on the
windshield, below the rear view mirror correct ? As always, thank-you
for your hard work helping us out !!!

RECOMM 09/15/2022 06:36PM PBABINEC
Hello Karl, It is our pleasure and thank you for the update. Yes, the
IPMA located on the windshield is suspected as faulty at this time.
Please perform the load test on the IPMA power and ground circuits as
well (C9039 pins 4 and 5) before replacing it to ensure it is also
receiving adequate voltage to function properly. Thank you. -Pierce B
Ford Technical Assistance Center

ADD-ON 09/15/2022 06:36PM PBABINEC
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Technical, SWIS Comments : Web response

----- 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: 06/28/2022 Warranty Start Date: 07/13/2022
Date of Sale: 07/13/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 450 LBS
LH/RH Drive:

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA FA
Bld Dt: Calb: NCTCY1N A
Serial #: LX6G 6007 AFA

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

Model: LX6P 7000 DB

Shift:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/24/2023

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

VEHICLE: 2021 F150 4X4 SUP CRW STYSD VIN: [REDACTED]
Engine : 3.5L POWERBOOST FULL HYBRID Odometer: 35,819 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:
SYMPTOM: 6 62 4 71 STOP/STEER/RIDE STEERING/STEERING WHEEL
PERFORMANCE STICKS/BINDS
Additional Symptom: steering binding
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 01/24/2023 11:10AM MARCOS GUZMAN MSS - FCSD - TECH ASSIT CENTER
Web Form Data(119820128) Description of Vehicle Concern: CUSTOMER
STATES WHENE DOING A HARD TURN OR UTURN STEERING WHEEL GETS LOCK UP
HAPPENS EATHER DIRECTHION Please list any diagnostics already
performed: DID A FDRS SELF TEST U3008 1B 28 CODE DO PINPOINT TEST CS I
REPLACED THE STEERING RACK DID A PMI AND THEN WENT TO PSCM
CONFIGURATHION AND GOT THIS MESSAGE PROCEDURE UNSUCCESSFUL -
GETFLASHACTHIONPARTNUMBERS UNABLE TO OBTAIN FLASH ACTHION PART NUMBERS
VHICALL HAS NO POWER STEERING Parts Replaced: STEERING RACK Your
Question: NOT SURE I HAVE A BAD STEERING RACK WARE SHOUILD I GO FROM
HERE
RECOMM 01/24/2023 11:10AM MARCOS GUZMAN MSS - FCSD - TECH ASSIT CENTER
Good morning, Robert. Since the new PSCM cannot be configured, either
the new PSCM is faulty or the incorrect part number was installed.
However, as the PSCM was replaced due to DTC U3008:1B, it also
possible that there is still a circuit fault. We advise confirming the
SJB part number is correct according to COPIS, as they are the best
resource when confirming part numbers. They are able to identify the
correct part number even when the parts catalog is inaccurate.
Information about COPIS will be at the end of this recommendation. If
COPIS confirm that the part number is correct, then thorough circuitry
tests need to be completed to rule out possible circuitry faults.
Refer to Cell 43-1 of the wiring diagrams and have the power and
ground circuits thoroughly tested for continuity, voltage drop, and
load test these circuits using a using both filaments of a 9004
headlamp bulb for circuits SB204 and Ground GD421. Use both filaments
of a 3157 brakelamp bulb for circuit CBB22 and ground GD420. <A
target=blank href=
http://site-[REDACTED]
fom-a-load-test?q=voltage> How to Perform A Load Test Click
here Make sure to wiggle test the PSCM harness at various
points ensuring that an intermittent fault presents itself while
gathering circuitry readings for proper diagnosis and repair. If the
power and ground circuits pass the voltage drop test, please inspect

This investigation document contains the first fifty pages. You may request the full version through NHTSA.ODI.CED@dot.gov. Requests are answered as resources allow and in the order they are received.