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CQIS DETAIL REPORT

08/01/24 11:00:23

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/10/2021

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

VEHICLE: 2021 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 3,580 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 4 45 Z 00 START/RUN/MOVE PEDALS
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: Brake pedal feels bouncy
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 09/10/2021 09:29AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Web Form Data(118386083) Description of Vehicle Concern: The pedal is
kind of bouncy when pressed on. It doesnt feel normal and the firewall
flexes behind the booster when the brake pedal is applied. It doesnt
feel like theres air in it, just low. Fluid level is ok. Seems to stop
ok. Please list any diagnostics already performed: Checked TSBs, ran
an OASIS, and did a visual inspection. Parts Replaced: N/A Your
Question: Any knowns or advice before we go any further? Brand new
Car.
RECOMM 09/10/2021 09:29AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
William, If not already performed, please compare the brake pedal feel
along with the bulkhead movement to multiple like vehicles under the
same operating conditions and if it is determined that the brake pedal
feel along with the bulkhead movement in the customers vehicle is the
same/similar to multiple like vehicles, the concern should be
considered characteristic and no additional diagnostics should be
performed. If it is determined that the flex in the bulkhead is
uncharacteristic, it is recommended to send the vehicle to the
bodyshop to have the bulkhead repaired. If it is determined that the
bulkhead movement is the same however the brake pedal feel is
incorrect and this vehicle being equipped with a EBB assembly, the
replacement of the EBB assembly is recommended referencing the
procedure outlined in section 206-09 of the on-line workshop manual.
Rob G. Lincoln Escalated Support

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/10/2021

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 06/08/2021 Warranty Start Date: 06/23/2021
Date of Sale: 06/23/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS - - - E N G I N E - - - Tag: BC B3G D5
Bld Dt: Calb: MCTVYXN A
Serial #: [REDACTED]

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

Model: Shift:

----- A D D I T I O N A L -----
Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
Paint : PN4-???????????????????? STONE BLUE/FLIGHT 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 : WILLIAM LANG Title: TECHNICIAN
Phone :

WILLIAM LANG
Rpr Dlr:USA 10598 - Lawrence Hall Lincoln Ph#:325-695-8800
City: Abilene State : Texas
Country: United States Region : Dallas

Claim #/Date : [REDACTED] 09/09/2021

Specialist's
Name : ROBERT GARY

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
10/20/2021	MQTC7008	NHL	AID/INFO			USA 10598

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/10/2021

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

SURVEY HAS NOT BEEN SENT

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 02404	12/12/23	218599	34353	1	04		[REDACTED]		[REDACTED]
USA 02404	12/12/23	218599	34353	1	04				[REDACTED]
USA 02404	12/12/23	218599	34353	1	04				[REDACTED]
USA 10598	09/29/23	142112	31632	1					[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/20/2021

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

VEHICLE: 2021 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine: 3.0L GTDI TC V6 GAS Odometer: 4,185 MILES
Operating Environ: WCC: 7S12
Vehicle Use: Rsp. Act:

SYMPTOM: 2 27 Z 00 DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: MULTIPLE WARNING LIGHTS
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

--TYPE-- COMMENT TEXT
CONCER 10/20/2021 03:26PM [REDACTED] (F MSS - FCSD - MIDWEST REGION
Web Form Data(118468901) Description of Vehicle Concern: Customer
stated multiple warning messages while driving. Customer said its
calls to service blind spot, a driver side door malfunction, and a
cross traffic sensor error. Came in with multiple lost communication
codes but appears to be intermittent. After codes were cleared they
didn't come back. Never was able to reproduce the warning messages
either. Please list any diagnostics already performed: I have followed
pinpoint tests H, J, I, AN, AC, AD, AE, and AH. Most of which led me
to clear the codes if concern wasn't present. Went on to check powers
and grounds, found G207 to have minor corrosion. Parts Replaced: None.
Just cleaned G207 Your Question: I'm suspecting the corrosion on G207
to be the fault with this. It is the ground for the DDM, DCME, and
multiple switches. I was never able to duplicate the codes or warning
messages but this in the second time this vehicle has come in with a
driver door and blind spot warnings. Want to make sure this ground is
something that would've caused no communication across all these
modules.
RECOMM 10/20/2021 03:26PM [REDACTED] (F MSS - FCSD - MIDWEST REGION
[REDACTED], It is agreed that G207 is likely the common point for all
the DTCs that are setting. Any module and component require adequate
power and ground to operate, so corrosion on G207 would prevent
sufficient ground for operation. If the concern cannot be duplicated,
then G207 is the suspected cause at this time. Regards, Chris Lincoln
Escalated Support
CONCER 10/21/2021 09:14AM GTCGCQSP
Thank you for your comment yesterday, G207 is clean. Test drove twice
after cleaning the ground, everything was passing. Went to test drive
the car one last time at the end of yesterday and all the warning
messages the customer was concerned about came back on. This is the
first time I have been able to reproduce the messages. Consisted of
Blind Spot System Fault, Cross Traffic System Fault, Reverse Brake
Assist Not Available, and Driver Door Fault Use Override Lever. These
messages and same previous codes pulled up right after the vehicle was

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

--TYPE-- ----- COMMENT TEXT -----
shifted into reverse. These messages went away again after one key
shifted into reverse. These messages went away again after one key
cycle. Not sure what to check next.
RECOMM 10/21/2021 01:08PM ERIC REILLY(FSE) MSS - FCSD - CALIFORNIA REGION
Hello [REDACTED], Thank you for the update with your findings, we see
that the concern has occurred for you after performing a final drive.
We see the messages received and understand the DTCs were set when
shifted into Reverse. Since this issue clears out after cycling the
ignition, it will be best to place the vehicle in the same situational
environment it was in when the fault occurred (ex: parked outside in
the sun, in the shade, rain present, and so on). Once it is in this
state, work to duplicate the fault further. Looking at the warning
messages and DTCs, note that the DDM and SODL both reported a loss of
comm with each other. The BCM says it lost comm with the DDM, and the
DCME lost comm with the PCM, BCM, and RCM. Referring to Wiring Diagram
cell 14 page 20, note that the DDM and DCME are located after in-line
connector C3206. If there were to be a connection quality,
pin-fitment, or physical concern here, this would result in the DDM
and DCME going offline, which can result in the warning messages
received. More information on BLIS system, CTA system, and Reverse
Brake Assist can be found in 419-04 Description and Operation. Note
that all of these systems incorporate the SOD, BLIS indicator, and
rely on MS-CAN communication to share data. At the time of the fault,
perform a network test to determine the status of the MS-CAN and
modules involved. If you find a module offline or a network down at
the time of the issue, perform the appropriate diagnosis in the
Diagnosis and Testing section of WSM section 418-00. Since a key cycle
cleared the fault, please do not do so once present to ensure the
fault is present when testing, otherwise your results will not be
reliable. If you find that only some but not all of the modules are
failing a network test, refer to the Technical Support Videos 418-00
for DTC driven CAN diagnosis. This will aid in determining the
possible locations of a comm fault. Thank you, Eric R. Lincoln
Escalated Support
CONCER 10/26/2021 12:03PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
[REDACTED] called in but was on hold for so long that he is now working
on an MKS that is taking priority over this Aviator and will call
back.
RECOMM 10/26/2021 12:03PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Hello [REDACTED] With the DTCs set there appears to be an MS CAN fault.
This was determined by the DDM losing communication to the SOD module
as noted by Eric. The GWM is not needed for these two modules to
communicate, so if there was a fault in this network, modules on the
network may not be able to communicate with each other, or out of the
network and modules on other networks may be unable to communicate
into the MS network. Using DTCs to help diagnose a network
communication is described further in section <a
href=http://site-307934.
-distribution [REDACTED] of the Technical Support Videos,
DTC Driven CAN diagnostics 1-4. This is under the Technical Assistance

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

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

tab of PTS. A note that the videos may not work in Internet Explorer.

tab of PTS. A note that the videos may not work in Internet Explorer. If there was a bad ground for a module, there should be modules setting DTCs against that module and that module should not be setting DTCs as it didn't have ground. If you want, you can remove ground or power to the DDM or the driver's door latch (DCME) to see if the same DTCs set. It would not be a bad idea to run a live network test to see which modules on the MS CAN fail to communicate to see if there is a specific are that can be isolated, however if there is a partial or full network take down, the live network test may not be helpful. In WSM section 418-00 > Descripting and Operation > System operation and Component Description > CAN Fault tolerance it noted the normal voltage reading and abnormal readings that will cause a communication fault. The Use of the oscilloscope to monitor the MS CAN may pick up something your DVOM may not by back probing the MS Network. If you are able to get the fault to occur, the best PPT To follow would be BF for no MS CAN communication. -John Lincoln Technical Assistance

ADD-ON 10/26/2021 12:03PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
DCME: (LF) U0100 lost com with PCM U0151 lost com with RCM U0140
Lost com with BCM ACM: U0142 lost com with BCMB BCM: U0199 Lost
com with DDM DSM: U0199 lost com with DDM GSM: u0203 lost com with
DCME SODL: U0199 - Lost com with DDM ABS: U3012:68 control module
wake up performance

CONCER 10/26/2021 04:38PM CHRISTOPHE BENNETT(F MSS - FCSD - MIDWEST REGION
Received an inbound call from Ben Helmich. This fault has only been duplicated 4 times in the last 600 miles. Fault is where the door malfunction, cross-traffic, and blind spot errors pop up in the message center. Most recent tech duplicated the fault on October 21st when in reverse. Vehicle has been down since October 11th. Based off the DTCs that have set, Ben has deduced that C3206 is most likely to be at fault, but he has not figured out how to disconnect it since it is a large shell that houses two connectors. Advised to click it from the top outward, then remove it enough to disconnect the two connectors. Ben will check pin fitment on the body side of C3206 as he recently acquired a new flex probe kit set. Discussed escalating this to his FSE.

RECOMM 10/26/2021 04:38PM CHRISTOPHE BENNETT(F MSS - FCSD - MIDWEST REGION
Ben, Thank you for your call today. As discussed, it is recommended to replace the driver door harness since most of the lost communication DTCs relate to lost communications with the DCME and DDM as found in wiring cell 14-20. If there are faults on the body side of C3206, it is recommended to replace the terminals as needed. Terminal part numbers can be found when clicking on the connector view of C3206. We have referred this concern to the Field Service Engineer (FSE) in your market area. The FSE should contact you and/or the Dealership management (Service Manager or Service Director) within one (1) business day to discuss further recommendations. If the FSE does not contact you directly, please consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern. Regards, Chris Lincoln Escalated

CQIS Report Number: XXXXXXXXXX Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIST CENTER Report Date: 10/20/2021

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

--TYPE-- COMMENT TEXT

Support

ADD-ON Support
 10/26/2021 04:38PM CHRISTOPHE BENNETT(F MSS - FCSD - MIDWEST REGION
 Note to FSE: TAR created due to current Aviator process. Vehicle has
 been down since October 11th with a concern of the driver door fault,
 blind spot assistance message, and cross-traffic. Ben Helmich is
 working on the vehicle. Concern has only been duplicated 4 times in
 the last 600 miles. Based off the DTCs, the current direction is to
 replace the drivers door harness and pins on the vehicle side for the
 MS-CAN if they are at fault.

TAR 10/26/2021 04:39PM CHRISTOPHE BENNETT(F MSS - FCSD - MIDWEST REGION
 TAR OPENED.

AUDIT 10/26/2021 04:39PM CHRISTOPHE BENNETT(F MSS - FCSD - MIDWEST REGION
 TECH ASSIST REFERRAL HAS BEEN OPENED

ADD-ON 10/28/2021 10:56AM DANIEL REYNOLDS(FSE) MSS - FCSD - SOUTHWEST REG
 Initial Contact Date : 28-Oct-2021
 Person Contacted : Ben Helmich/ Jimmy Patton
 Dealership Visit Not Planned

ADD-ON 10/28/2021 11:00AM DANIEL REYNOLDS(FSE) MSS - FCSD - SOUTHWEST REG
 SPOKE WITH THE TECHNICIAN. PER TAC DIRECTION, HE INSPECTED CONNECTOR
 C3206 AT THE DOOR/ A PILLAR AND FOUND PIN 3 (MSCAN+) TO BE EXTREMELY
 LOOSE AND HAVE NO TENSION WHEN USING THE CORRECT FLEXPROBE. DEALER HAS
 NEW TERMINALS AND IS COMPLETING REPAIR. BASED ON WIRING DIAGRAMS, THIS
 APPEARS TO BE A LIKELY CAUSE OF THE COMMUNICATION FAULT. FSE
 RECOMMENDED DEALER WIGGLE TESTS THE HARNESSSES IN THAT AREA AFTER THE
 REPAIR TO HELP VERIFY FIX AS CONCERN HAS ONLY BEEN DUPLICATED 3X IN
 600 MILES FOR THE CUSTOMER. DEALER TO FOLLOW UP WITH FSE AFTER REPAIR
 HAS BEEN VERIFIED.

ADD-ON 11/01/2021 12:22PM DANIEL REYNOLDS(FSE) MSS - FCSD - SOUTHWEST REG
 DEALER HAS PERFORMED EXTENSIVE ROADTESTING TO VERIFY THIS REPAIR AND
 HAS NOT EXPERIENCED ANY OTHER CONCERNS. VEHICLE IS BEING RELEASED BACK
 TO THE CUSTOMER TODAY AFTER PERFORMING THE PIN REPLACEMENT IN
 CONNECTOR C3206. CLOSING TAR.

AUDIT 11/01/2021 12:22PM DANIEL REYNOLDS(FSE) MSS - FCSD - SOUTHWEST REG
 TECH ASSIST REFERRAL HAS BEEN CLOSED

CONCER 03/09/2022 07:28PM GTCGCQSP
 PIN FIT ISSUE AT C3205 LF DOOR JAMB FOR MS-CAN NETWORK

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

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

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

GSM#U0203-00,U0504-00
 SODL#U0199-00
 DCME#U0100-00,U0140-00,U0151-00

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/20/2021

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	COMMENT	SERVICE	TECH COMMENTS	

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

Vehicle Build Date: 06/08/2021 Warranty Start Date: 06/23/2021
 Date of Sale: 06/23/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
 Dealer Special Order: Gross Vehicle Weight: 653 LBS
 LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS Tag: BC B3G D5
 Bld Dt: Calb: MCTVYXN A
 Serial #: [REDACTED]

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

Model: [REDACTED] Shift:

Tire : 275/40R22 107W TIRE Brand :
 Radio : A/C : AC T-????????????????????
 Paint : PN4-???????????????????? STONE BLUE/FLIGHT 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

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

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

Rpr Dlr:USA 10598 - Lawrence Hall Lincoln Ph# [REDACTED]
 City: Abilene State : Texas
 Country: United States Region : Dallas

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

Specialist's Name : CHRISTOPHE BENNETT (FSE)

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
09/10/2021	[REDACTED]	NHL	ST/RN/MV			USA 10598

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/20/2021

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

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 02404	12/12/23	218599	34353	1	04		15604		[REDACTED]
USA 02404	12/12/23	218599	34353	1	04				[REDACTED]
USA 02404	12/12/23	218599	34353	1	04				[REDACTED]
USA 10598	09/29/23	142112	31632	1					[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/13/2019

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

VEHICLE: 2020 AVIATOR, SIGNRWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 2,308 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

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

Additional Symptom: Spedd control increases on own
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER 12/13/2019 03:01PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Web Form Data(116993008) Description of Vehicle Concern: Customer
states cruise control will gain speed with no input from driver once
set to a specific speed. Please list any diagnostics already
performed: Network test, passed. Self-test PSCM and IPMB and retrieve
these 2 DTCs. Road test vehicle. When setting cruise control to a
specific speed, it will increase in speed at random. Can be anywhere
from 5 to 10 miles more. Basically, it will self-set the desired
speed. Vehicle was being handled by another tech and was given to me
to diagnose. Parts Replaced: None yet. Your Question: Any known
concerns as to why this vehicle will do this? I personally drove this
vehicle and verified concern.
RECOMM 12/13/2019 03:01PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Pastor, With this vehicle being equipped with adaptive speed control
verify if adaptive speed control is enabled and if it is, duplicate
the concern and not if the system is accelerating adjust for the
different vehicle speeds that the customers vehicle is following which
is characteristic operation. If the concern is not adaptive speed
control related and the CCM being responsible for cruise control
operation, the replacement of the CCM is recommended referencing the
procedures in section 419-03B of the on-line workshop manual.

----- 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
IPMB# [REDACTED]
PSCM [REDACTED]
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/13/2019

----- S E R V I C E A C T I O N S -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 08/19/2019 Warranty Start Date: 10/21/2019
Date of Sale: 10/21/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 08193
Dealer Special Order: Gross Vehicle Weight: 632 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G E5
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED] A

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

Model: Shift:

----- A D D I T I O N A L -----
Tire : 255/55 R20 A/S TYRE Brand :
Radio : A/C : AC T-????????????????????????????
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 -----
Orig/Caller : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]

Rpr Dlr:USA 11645 - Parks Lincoln of Tampa Ph# [REDACTED]
City: Tampa State : Florida
Country: United States Region : Orlando

Claim #/Date : [REDACTED] 12/02/2019

Specialist's
Name : ROBERT GARY

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/13/2019

----- 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 11645	10/06/23	040441	44949	1	82		DELIVERY		
USA 11645	10/06/23	040441	44949	2		JL7	19G490	F	[REDACTED]
USA 11645	10/06/23	040441	44949	2		3M5	14A163	A	

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

Orig Rpt #: [REDACTED]
Report Date: 04/27/2023

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

VEHICLE: 2021 CORSAIR, AWD, RESERVE, CUV VIN [REDACTED]
Engine: 2.3L 4V TIVCT DI TC 270 HP GAS Odometer: 31,892 MILES
Operating Environ: WCC
Vehicle Use: Rsp. Act:

SYMPTOM: 2 2D 3 00 DRIVER AIDES & INFORMATION EXTERIOR CAMERA
DISPLAY UNKNOWN (CODE NOT AVAILABLE)

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

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

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

CONCERN 04/27/2023 01:43PM
AFTER 23S02 RECALL WAS COMPLETED REVERSE SCREEN IS NOW TURNING BLUE.
RECALL IS NOW ON STOP HOLD. HOPING FOR REPAIR AND/OR ADDITIONAL RECALL
TO FIX THE ISSUE THE ORIGINAL CREATED.
TECH/C 04/27/2023 01:43PM
AFTER RECALL WAS COMPLETED REVERSE SCREEN IS TURNING BLUE. NO FIX AT
THIS TIME IS NOTED.
AUDIT 04/27/2023 08:31PM
SYNC: GEN3 MODEM: 4G

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

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

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
UPD	RECAL	REPORTED	PROGRAMMING	YES

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 12/10/2020 Warranty Start Date: 05/28/2021
Date of Sale: 05/28/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 09304
Dealer Special Order: Gross Vehicle Weight: 494 LBS
LH/RH Drive:

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

Orig Rpt #: [REDACTED]
Report Date: 04/27/2023

Engine: 2.3L 4V TIVCT DI TC 270 HP GAS Tag: KJ 7E SA
Bld Dt: Calb: MCTFN3N A
Serial #: [REDACTED]

Trans: 8 SPEED AUTO 8F40 Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]

Tire : 245/45R20 99V A/S BSW Brand : [REDACTED]
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 : [REDACTED] Title: MANAGER
Phone : [REDACTED]

Rpr Dlr:USA 09304 - Lundgren Motors, Inc. Ph# [REDACTED]
City: Eveleth State : Minnesota
Country: United States Region : Twin Cities

----- 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
03/04/2021	[REDACTED]	NHL	AID/INFO			USA 09304
09/29/2021	[REDACTED]	NHL	AID/INFO			USA 09304

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

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 09304	12/01/23	165795	40882	1		LJ7	19G490	K	[REDACTED]
USA 09304	01/10/24	166491	42455	1	04		19H405		[REDACTED]
USA 09304	04/16/24	168299	46416	1	42		9030		[REDACTED]
USA 09304	04/16/24	168299	46416	1	42				[REDACTED]
USA 09304	04/16/24	168299	46416	1	42				[REDACTED]
USA 09304	04/29/24	168516	46894	1	42	LX6	9034	JE	[REDACTED]
USA 09304	04/29/24	168516	46894	1	42				[REDACTED]
USA 09304	04/29/24	168516	46894	1	42				[REDACTED]
USA 09304	04/29/24	168516	46894	1	42				[REDACTED]
USA 09304	04/29/24	168516	46894	1	42				[REDACTED]

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

Orig Rpt #: [REDACTED]
Report Date: 05/10/2021

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

VEHICLE: 2020 CORSAIR, FWD, RESERVE, CUV VIN: [REDACTED]
Engine: 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 6,630 MILES
Operating Environ: WCC
Vehicle Use: Rsp. Act:

SYMPTOM: 5 57 3 00 DRIVING PERFORMANCE HESITATES/STUMBLE
CRUISE/ STEADY SPEED 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 Note on fin assist: NEED RENTAL ASSISTANCE BEGINNING TODAY-TRANS
CONCERNRO # [REDACTED] open date: 4/29/21 Mileage: 6630 Line: 1 Date CLT
went into rental: 4/29/21 Daily rate: \$45 DLR: \$450 ESP: TBD CRC:
5/10-TBD Next step: F/U with DLR 5/17 for repair status update.
OWNREL OBE to DLR: "Courtney Delamont" [REDACTED] -Cu rrent repair
status of this vehicle, any idea when it might be complete? regards,
[REDACTED]

----- 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: 09/05/2019 Warranty Start Date: 05/01/2020
Date of Sale: 05/01/2020 Selling Dlr (Geo/Mkt, Dlr, Sub): USA 06004
Dealer Special Order: Gross Vehicle Weight: 486 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: LCTFR9N A
Serial #: [REDACTED]

Orig Rpt #: [REDACTED]
Report Date: 05/10/2021

Serial #:

Model: Shift:

```
Tire      : 225/55 R19 99V A/S BSW          Brand      : AC G-??????????????????????????????
Radio     :                               A/C         : INGOT SILVER METALLIC
Paint     : PN4-?????????????????????????????-----
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----- 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

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----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr:USA 06004 - Ford Lincoln of Franklin Ph#: [REDACTED]
City: Franklin State : Tennessee
Country: United States Region : Memphis

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

Date	Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
05/12/2021	M5LDA015	NHL	AID/INFO			USA 06004

--- SUPPLEMENTAL SURVEY: NONE ---

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/16/2020

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

VEHICLE: 2020 AVIATOR, BL AWD, 4 DOOR, MPV VIN: [REDACTED]
Engine: 3.0L GTDI TC V6 GAS Odometer: 3,161 MILES
Operating Environ: WCC
Vehicle Use: Rsp. Act:

SYMPTOM: 2 22 2 78 DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE RESUMES IMPROPERLY

Additional Symptom: Cruise Control Sign Recognition
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 07/16/2020 05:42PM CLEOPHAS BROWN MSS - FCSD - TECH ASSIT CENTER
Web Form Data(117414508) Description of Vehicle Concern: GUEST STATES
CRUISE CONTROL IS NOT WORKING, THERE WAS A MESSAGE THAT WAS COMING UP
ABOUT THE SYSTEM Please list any diagnostics already performed: 1ST
TECH CONTACTED GUEST TO FIND OUT WHAT MESSAGE WAS DISPLAYED IN THE IPC
RELATING TO THE CRUISE CONTROL. TECH WAS INFORMED VIA GUEST THAT THE
MESSAGE DISPLAYED READ (INTELLIGENT CRUISE CONTROL SPEED SIGN
RECOGNITION NOT AVAILABLE) TECH ROAD TESTED VEHICLE WITHJ INTELLIGENT
CRUISE ACTIVE, TECH WAS -UNABLE- TO VERIFY MESSAGE. TECH DID NOTE THAT
IT WAS INDICATED IN THE HUD DISPLAY THAT THE CRUISE CONTROL STATED
CANCELLED DURING OPERATION, BUT ALL CRUISE INDICATORS REMAINED GREEN
AND CRUISE STILL OPERATED. THE CANCELLED INDICATION OCCURED FOR APPROX
3-5 SECONDS. TECH CHECKED FOR SERVICE MESSAGES, THERE ARE NONE RELATED
TO CONCERN, TECH CHECKED ARCHIVES, THERE ARE NO REPORTS. TECH REFERRED
TO WSM AND OWNERS MANUAL LITERATURE. OWNERS MANUAL LITERATURE STATES
THAT THE MESSAGE (INT CRUISE CONTROL SPEED SIGN RECOGNITION NOT AVAIL
IS DUE TO CONDITIONS EXIST PREVENTING SYSTEM FROM BEING AVAILABLE.
TECH CHECKED HISTORY REPAIRS, ON 06/11/20 VEHICLE WAS SEEN FOR WARNING
MESSAGE FRONT CAMERA NEEDS SERVICE. C1001:78 WAS STORED IN IPM-A THAT
VISIT AND A CAMERA ALIGNMENT PROCEDURE WAS PERFORMED TO ELIMINATE THAT
DTC. THERE ARE NO ON DEMAND DTCS IN C-CM, NOR IPM-A. AND THE DTC
STORED IN THE IPM-B IS NOT RELATED TO CONCERN, BUT HAS SSM 48701. AT
THIS TIME TECH DEEMS THAT THE SYSTEM IS OPERATING AS DESIGNED. BUT
WOULD LIKE CLARITY ON CONDITIONS THAT MAY CAUSE INTELLIGENT CRUISE TO
DISABLE AND CAUSE THIS WARNING MESSAGE. Parts Replaced: NONE Your
Question: HELP AID IN CONCERN. TECH DEEMS POSSIBLE NORMAL OPERATION
CONDITIONS. AT THIS TIME SYSTEM IS OPERATING NORMALLY, WOULD LIKE SOME
CLARITY ON OPERATING CONDITIONS.

RECOMM 07/16/2020 05:42PM CLEOPHAS BROWN MSS - FCSD - TECH ASSIT CENTER
[REDACTED] The concerns as described could be due to an intermittent IPMA
fault. The IPMA is responsible for detecting the Speed Limit Signs,
and it is also used for Lane Centering (Traffic Jam) Assist. When
reviewing Section 413-01 of the Online Workshop Manual > Description
and Operation > Head Up Display (HUD) - System Operation and Component

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/16/2020

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

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

Description > Lane Centering (Traffic Jam) Assist - The HUD provides a
Description > Lane Centering (Traffic Jam) Assist - The HUD provides a
lane centering indicator in the center display along with the adaptive
cruise control and lane keeping system displays. The displays indicate
the system is active or cancelled, or notifies the driver when
intervention is required. This suggests that the CANCELLED message may
have been related to the Lane Centering functionality. Since this
feature and the Speed Sign Recognition both rely on IPMA information,
this could suggest the IPMA issue or a normal condition. Since this
system relies on the recognition of Speed Signs And the Speed Limit as
indicated by the Navigation system, if either is missing (long stretch
of road with no speed limit signs or the speed limit information is
not available for that particular stretch of road), then this can
occur. If you are unable to duplicate the concern, additional
information may be required from the Customer regarding location and
frequency to aid in duplicating the issue. If the concern is found to
only occur in certain areas or on certain streets, then a normal
condition would be suspected.

CONCER 07/16/2020 10:50PM GTCGCQSP
Thank you, i will further interview the guest. What is stated is what
had previously explained to my advisor. Further clarification helps
back up what i am explaining to him. I could be possible that the IPMA
have a glitch, so to speak. But, being operation of lane keeping
system is normally operating with no warning message or grid lines for
that system to be grayed out. Id have to lean towards normal
operation. But, i will re-evaluate.

RECOMM 07/17/2020 08:16AM BKARBUM1
Bryan, Since it appears the concern is fairly intermittent, it it
suspected to be normal operation. Some of the driver assist
technologies will not operate in inclement weather or if the cruise
control or IPMA are not detecting enough targets on the road due to
the area this may also cause the system to cancel or not operate.
Since there are no DTCs set and it appears the concern only occurs
intermittently, it is likely normal operation of the system due to
either poor weather or poor target recognition at the time the system
cancels.

CONCER 07/17/2020 08:24AM GTCGCQSP
I AM GONNA ROAD TEST THE VEHICLE AGAIN ON THE HWY AND NOTE HOW MANY
SPEED POSTED SIGNS THERE ARE ON THE STRETCH OF HWY, AND I AM GONNA
RE-VERIFY IF LANE KEEPING IS STILL OPERATIONAL IF CANCELLED CONCERN
BECOMES PRESENT. AT THIS POINT I AM GONNA RE-EVALUTE. I WOULD AGREE, I
BELIEVE THAT IT IS DEEMED NORMAL

RECOMM 07/17/2020 09:23AM BKARBUM1
Bryan, Thank you for the update, if it is determined there is a
concern or if any further assistance is needed feel free to update
this request.

CONCER 07/17/2020 10:30AM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Inbound call from Bryan, During the call the adaptive cruise control
and lane keeping system operation was discussed. It was noted in
testing, that the operation of this vehicle was compared to other like

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/16/2020

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

--TYPE-- COMMENT TEXT
vehicles, and it was found that similar operation was present.
RECOMM vehicles, and it was found that similar operation was present.
07/17/2020 10:30AM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Bryan, As discussed on the phone. Having found that similar operation
is present, when compared to other vehicle, it is agreed that the
adaptive cruise control and lane keeping are working correctly, based
on the conditions that are present. Continue with following <a
href=http://www.proservic[REDACTED]i
splayArticle.aspx?>SSM 48961 and
update the IPMA to the latest software level, if an update is found in
FDRS. Once this has been completed, perform the camera alignment
procedure, then verify normal operation.

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

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

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 02/29/2020 Warranty Start Date: 03/20/2020
Date of Sale: 03/20/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

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

Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G F9
Bld Dt: Calb: LCTVYXN A
Serial #:

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

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

Model: Shift:

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

Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
Paint : PN4-???????????????????? STAR WHITE 3C/PRISTINE WHITE 3

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/16/2020

----- 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 : BRYAN STORM Title: TECHNICIAN
 Phone : [REDACTED]

Rpr Dlr: USA 09217 - Apple Ford Apple Valley Ph#: 952-431-5900
 City: Apple Valley State : Minnesota
 Country: United States Region : Twin Cities

Claim #/Date : [REDACTED] 07/16/2020

Specialist's
 Name : CLEOPHAS BROWN

----- 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
09/08/2023	[REDACTED]	CACVOC	LT/GL/VI		USA 09217

--- 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 09217	09/06/23	350922	51319	1					
USA 09217	09/06/23	350922	51319	2	D7	LC5	17K945	AA	
USA 09217	09/06/23	350922	51319	2	D7	LC5	15201	A	
USA 09217	09/06/23	350922	51319	3	82		RENTAL		
USA 09217	09/06/23	350922	51319	4	D8		OSP		
USA 09217	09/06/23	350922	51319	4	D8	L1M	7052	B	
USA 09217	09/06/23	350922	51319	4	D8		W719511	S439	
USA 09217	09/06/23	350922	51319	4	D8		W718263	S442	
USA 09217	09/06/23	350922	51319	4	D8	X	12	QULV	
USA 09217	09/06/23	350922	51319	5	D8	Z	20		
USA 09217	09/06/23	350922	51319	5	D8	N1M	4A015	B	
USA 09217	09/06/23	350922	51319	5	D8				
USA 09217	11/07/23	377337	53199	1	82		RENTAL		
USA 09217	11/07/23	377337	53199	2		JL7	19G490	F	
USA 09217	11/07/23	377337	53199	2		3M5	14A163	A	
USA 09217	11/07/23	377337	53199	3	42	L1M	7869	M	
USA 09217	11/07/23	377337	53199	3	42	X	12	QULV	
USA 09217	11/07/23	377337	53199	3	42	V	13	G	
USA 09217	11/07/23	377337	53199	3	42		OSP		
USA 09217	11/07/23	377337	53199	4	82		RENTAL		

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/01/2023

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

VEHICLE: 2022 CORSAIR,AWD,RESERVE, CUV VIN: [REDACTED]
Engine : 2.3L 4V TIVCT DI TC 270 HP GAS Odometer: 20,950 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 22 2 78 DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE RESUMES IMPROPERLY

Additional Symptom: Cruise Control Speed Inop
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 12/01/2023 05:32PM WILLIAM SANDERS(FSE) MSS - FCSD - NORTHEAST REGION
Web Form Data(120268374) Description of Vehicle Concern: CUSTOMER
STATES WHILE DRIVING WITH CRUISE CONTROL ON AFTER YOU SET SPEED IT
WILL INCREASE 5MPH INCREMENTS. Please list any diagnostics already
performed: TEST FOR FAULT CODES, NOTHING STORED PERFORMED ROAD TEST TO
CONFIRM CONCERN. Parts Replaced: NONE Your Question: UPON ROAD TEST I
GOT CONCERN AFTER STTING CRUISE CONTROL AND CANCELLING BY STEPPING ON
BRAKE.MAKING LEFT TURNS AT TRAFFIC LIGHTS AND STOP SIGNS,RE-ENTER
HIGHWAY AND NOTICED SPEED CHANGE IN IPC FROM WHERE I ORIGINALLY SET
IT,COULD BE 5 TO 20 MPH FASTER THEN I SET IT OR 10 MPH SLOWER FROM
WHERE I SET IT.BUT ON STRAIGHT ROAD,IF I PULLED OVER AFTER SET SPEED
AND HIT RESUME IT WOULD STAY WHERE I SET IT.THINKING POSSIBLE
CLOCKSPRING RESISTANCE PROBLEM ???

RECOMM 12/01/2023 05:32PM WILLIAM SANDERS(FSE) MSS - FCSD - NORTHEAST REGION
Joseph, This Corsair has Intelligent Adaptive Cruise Control which
includes speed sign recognition. This system is described further in
WSM section 419-03B > System Operation and Component Description >
Intelligent ACC. Page 311 of the owner's manual can also be
referenced. When activated, the IPMB will adjust the cruise control
based on the speed sign seen by the IPMB. We have seen some instances
of the system adjusting the adaptive/intelligent cruise control to
speed limits that are not speed limit signs. Also, there is a setting
in the touch screen to add or subtract speed to the seen speed limit
sign. So if the sign said 75 MPH and the customer had the selection to
+4, the cruise control would adjust itself to 79. If you have not
duplicated this fault, it is recommended to test drive the Corsair
with the customer to duplicate and potentially educate the customer on
the option of the different cruise control systems. If there is a
fault detected, with DTC U3000 stored in the IPMB the Ipmb should be
replaced. Wil S. Field Service Engineer

CONCER 12/06/2023 08:10AM GTCGCQIS
THANKS WILL AFTER FURTHER INVESTIGATION, FOUND CUSTOMER HAD INCREMENT
SETTING ON INTELLIGENT CRUISE CONTROL AT PLUS 20 MPH.THAT WAS ON TOP
OF SIGN RECONIGATION.THANKS AGAIN FOR YOUR HELP.

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/01/2023

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

--TYPE-- ----- COMMENT TEXT -----
RECOMM 12/06/2023 08:54AM WILLIAM SANDERS(FSE) MSS - FCSD - NORTHEAST REGION
RECOMM 12/06/2023 08:54AM WILLIAM SANDERS(FSE) MSS - FCSD - NORTHEAST REGION
Joseph, Glad to assist. Thank you for your work on this vehicle. WIL
S. Field Service Engineer

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 06/21/2022 Warranty Start Date: 10/31/2022
Date of Sale: 10/31/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 494 LBS
LH/RH Drive:

Engine: 2.3L 4V TIVCT DI TC 270 HP GAS Tag: KJ 7E SA
Bld Dt: Calb: NCTFN3N A
Serial #: [REDACTED]

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

Trans: 8 SPEED AUTO 8F40 Part #:
Bld Dt:
Serial #: [REDACTED]

Model: [REDACTED] Shft:

----- A D D I T I O N A L -----
Tire : 245/45R20 99V A/S BSW 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 -----

Orig/Caller : JOSEPH SCHNEPP Title: TECHNICIAN
Phone :

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/01/2023

Rpr Dlr: USA 20672 - Causeway Ford Lincoln Ph#: 609-597-8083
City: Manahawkin State : New Jersey
Country: United States Region : New York

Claim #/Date : [REDACTED] 11/30/2023

Specialist's
Name : WILLIAM SANDERS (FSE)

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 20672	10/31/23	348864	19332	1	42	FA1	7443150	B	[REDACTED]
USA 20672	10/31/23	348864	19332	1	42				[REDACTED]
USA 20672	11/30/23	350157	20950	1	07	LJ7	78043B13	BF	[REDACTED]
USA 20672	11/30/23	350157	20950	2	82		DELIVERY		[REDACTED]
USA 20672	04/10/24	355734	28947	1	82		DELIVERY		[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/14/2024

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

VEHICLE: 2023 CORSAIR, FWD, PREMIER, CUV VIN [REDACTED]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 1,406 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 27 K 68 DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
LANE DEPARTURE STAYS ON

Additional Symptom: Int. multiple network failures
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 03/14/2024 11:52AM ADAM PINKERTON(FSE) MSS - FCSD - SOUTHEAST REGION
Web Form Data(120392593) Description of Vehicle Concern: ERROR
MESSAGES ON DASH AGAIN normal cruise control active adaptive braking
off Please list any diagnostics already performed: Scanned and cleared
DTC s and test drove vehicle. No codes return. Only u0100 00 0a in the
IPC. Parts Replaced: None. Do you have a module programming concern?
No Your Question: Based on information provided what should my next
step be?
RECOMM 03/14/2024 11:52AM ADAM PINKERTON(FSE) MSS - FCSD - SOUTHEAST REGION
Alvin, looking at the DTCs set as well as the connected vehicle data,
FD-CAN, HS1, HS2, MS-CAN, and HS3 are all showing an intermittent
network fault when the concern is present. HS4 and HS5 seem to be
unaffected. Mapping out the DTCs from each module and the networks
they originate from, the only thing all the faults have in common is
the GWM. The GWM is powered directly from the BCM fuse F4 and case
grounded as well as a signal ground. Load test the power circuit and
the signal ground using a 9004 bulb or equivalent. To verify a good
case ground, load test the GWM ground lug to battery voltage and
verify the same results as the signal ground. If no faults are found,
verify pin fit for power, ground, and the CAN circuits at the GWM
C2431A. If no faults are found, replace the GWM. Adam P FSE
ADD-ON 03/14/2024 11:52AM ADAM PINKERTON(FSE) MSS - FCSD - SOUTHEAST REGION
PXACY004
AUDIT 03/14/2024 08:32PM
SYNC: GEN4 MODEM: 4G
CONCER 03/20/2024 05:12PM GTCGCQIS
Hey Adam. After you let the dealership I was about to run the new
ground and realized I was on the wrong pin for in c2431a for the
ground circuit. I was on pin 12 not pin 14. So I retested everything
and all wires are normal. no issues found. I will now order a new
gateway module and update once installed. Thanks Alvin.
RECOMM 03/20/2024 06:21PM ADAM PINKERTON(FSE) MSS - FCSD - SOUTHEAST REGION
Alvin, thank you for letting me know. After the GWM is replaced,

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/14/2024

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

--TYPE-- COMMENT TEXT

please update on the repair status. Adam P FSE

CONCER 03/27/2024 11:45AM R-ARMS34
Dealership changed the status changed from Waiting for Parts to Diagnose not complete, Adam i road tested this this morning and got message normal cruise control active, adaptive braking off. you can see a code set in conected data.

CONCER 03/28/2024 12:09PM ADAM PINKERTON(FSE) MSS - FCSD - SOUTHEAST REGION
Spoke with Shop foreman on vehicle. U0100 has been present in IPC the whole time. Only issue now is pop upmessage in IPC int. that normal cruise control active, adaptive braking off. However adaptive cruise and adaptive braking is still working.

RECOMM 03/28/2024 12:09PM ADAM PINKERTON(FSE) MSS - FCSD - SOUTHEAST REGION
Alvin/ Craig, update the PCM, and if available, IPC and ABS then re-evaluate the pop up message in the IPC. Adam P FSE

ADD-ON 03/28/2024 12:09PM ADAM PINKERTON(FSE) MSS - FCSD - SOUTHEAST REGION
Contact Type : Phone, SWIS Session Status : SWIS Not Necessary,
 SWIS Session Sub Status : Technical,
 SWIS Comments : phone,

CONCER 04/01/2024 03:40PM R-ARMS34
Dealership changed the status changed from Diagnostics/Repair Suggested to Diagnose not complete, updated pcm and abs were available, it took 30 mile test drive for normal cruise active, adaptive braking off warning to come up. adaptive braking did not stop working. self test when retunred to shop . the only code was the u0100 in ipc that was already there. so is not setting a code.

RECOMM 04/01/2024 06:21PM JOEL MURPHY(FSE) MSS - FCSD - SOUTHEAST REGION
Hello Alvin, when reviewing Workshop Manual (WSM) section 419-03B Cruise Control - Vehicles With: Adaptive Cruise Control > Description and Operation > Cruise Control - System Operation and Component Description > System Operation the Adaptive Cruise Control (ACC) system is controlled by the Image Processing Module A (IPMA). When normal cruise control is selected it is expected that a warning message would appear in the Instrument Panel Cluster (IPC) that warns the operator that adaptive braking as part of the ACC is no longer functioning due to the cruise control setting change. If the vehicle was being test driven using adaptive cruise control and then a message appeared that indicated the system switched to normal cruise control with the adaptive braking feature disabled while the adaptive cruise control and braking still functioned please continue with performing a self-test of the Image Processing Module A (IPMA) and ensure that during the concern the Cruise Control Module (CCM) is communicating with the IPMA and scan tool. If the adaptive cruise control is functioning as designed while the normal cruise control and active braking off message appears in the IPC a fault with the IPC is suspected which will require replacement.

CONCER 05/15/2024 04:32PM A-BLUE8
, AFTER REPLACING IPMA CONCERN DID NOT RETURN.

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/14/2024

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

----- S E R V I C E A C T I O N S -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 10/24/2023 Warranty Start Date: 01/06/2024
Date of Sale: 01/06/2024 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 484 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: PZ 1E AA
Bld Dt: Calb: PCTFE3N A
Serial #: [REDACTED]

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

Model: Shft:
----- A D D I T I O N A L -----
Tire : 225/60 R18 100V A/S BSW Brand :
Radio : A/C : AC G-????????????????????
Paint : PN4-???????????????????? VAPOR BLUE/WHISPER 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 : ALVIN BLUE Title: TECHNICIAN
Phone :
Rpr Dlr:USA 11479 - Central Florida Lincoln Ph#:407-841-4550
City: Orlando State : Florida
Country: United States Region : Orlando
Claim #/Date : [REDACTED] 03/01/2024
Specialist's
Name : ADAM PINKERTON (FSE)

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/14/2024

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

SURVEY HAS NOT BEEN SENT

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 11479	11/08/23	26121	3	1					
USA 11479	11/08/23	26121	3	1					
USA 11479	11/08/23	26121	3	1					
USA 11479	02/09/24	28282	1053	1	42		15604		
USA 11479	03/01/24	28752	1406	1	42	PJ7	14G647	J	
USA 11479	03/01/24	28752	1406	1	42				
USA 11479	03/01/24	28752	1406	1	42				
USA 11479	03/01/24	28752	1406	1	42				
USA 11479	03/01/24	28752	1406	1	42				
USA 11479	03/01/24	28752	1406	1	42				
USA 11479	03/01/24	28752	1406	1	42				
USA 11479	03/01/24	28752	1406	1	42				
USA 11479	03/01/24	28752	1406	1	42				
USA 11479	03/01/24	28752	1406	2	82		RENTAL		
USA 11479	03/01/24	28752	1406	3	82		RENTAL		
USA 11609	07/23/24	655744	4337	1	01	LJ7	78672A40	AC	
USA 11609	07/23/24	655744	4337	2	82		DELIVERY		
USA 67803	03/20/24	855898	1406	1	42	PU5	14H474	RAU	
USA 67803	03/20/24	855898	1406	1	42		UECG		

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/17/2021

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

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 14,687 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 22 2 43 DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE LOSES SPEED

Additional Symptom: lane centering

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 02/17/2021 04:25PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Web Form Data(117932845) Description of Vehicle Concern: Customer has
multiple concerns: Line A: Customer states when backing out of garage
the reverse sensors will trigger randomly causing the reverse brake
assist to engage and suddenly stop vehicle like it is about to impact
something. Happens all the time with a bike rack attached. Line B:
Customer states while using adaptive cruise control on the heads up
display will show a cancelled in yellow but speed control is still
working. Line C: Customer states that when using adaptive speed
control cluster will alert driver to put hands on wheel multiple times
and sometimes slow the car down to a complete stop. Line D: Customer
states intermittently when going from reverse to drive the camera
image will freeze and stay displayed for awhile. Line H: Water leak
from overhead console when raining. Please list any diagnostics
already performed: I test drove the vehicle home for a week before
doing any repairs to see what if any concerns I could duplicate. The
follow week I updated every module that had an update for customer
satisfaction due to her mentioning buyback. I updated the PCM, AWD,
BCM, ACM, APIM, HVAC, TCU, RACM, and TRM. Performed 360 degree camera
calibration after rear camera replacement due to DTC B115E IPMB. Of
course verified the reverse brake assist engaging when bike rack was
on. Advised customer on how to turn off the reverse brake assist when
she has the bike and rack on vehicle. Also showed her the warning in
owners manual about bike racks and reverse brake assist. I was not
able to duplicate the reverse brake assist performing any false
engagements with bike rack removed. As per ssm 49437 for dtc u0415 I
updated IPMB and have not had any false activation of reverse brake
assist the past week and half. For line B I was able to duplicate the
cancel message for lane centering adaptive cruise control pretty
regularly when traveling thru intersections, lane merges, highway on
and off ramps, pretty much anywhere where the markings were not able
to be detected. For customer satisfaction I updated the IPMA and seems
to be happening less frequently as compared to the week before. Line C
I was able to verify the keep hands on wheel if I didnt produce any

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/17/2021

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

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

torque feedback thru the steering wheel with both hands on the wheel.

torque feedback thru the steering wheel with both hands on the wheel. I was not able to duplicate vehicle slowing down to a complete stop. I have not had the keep hands on wheel come up unless I tried to make it appear by no torque feedback on my part. Line D I was able to verify twice the first week. Replaced reverse camera and performed 360 degree camera alignment. Concern has not occurred since camera replacement. Line H I did verify when it rained here last and currently dropping headliner to access sunroof track. Water seems to be leaking in the right from roof area where sunroof track mounts to body. Pics supplied of water drops above right visor mount. Parts Replaced: Reverse camera
 Your Question: With customer adamant about proceeding with buyback and the length of time Ive had the vehicle I wanted to reach out and see if TAC has any other suggestions or repair procedures for concerns listed. Thank you

RECOMM 02/17/2021 04:25PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
 Hello Mike, For the water leak and isolation of the leak an alternate to pouring water over the roof and looking for drips in the interior you can use the dust and water leak test located in WSM section 501-00 > Diagnosis and Testing. Another alternate leak test is described in Leak Detection Using Smoke Machine from the technical Support Video library. There is also a video on how to test the roof drains. For the reverse brake assist system be sure to inform the customer that the system uses the camera, parking aid sensors and the SOD modules. It may be possible that the system is detecting something outside of the area directly behind the Aviator. There is a potential for false activation in certain situations. This is described in the system operation for the BLIS/CTA in section 419-04 > Description and Operation > System Operation and Component Description. The operation of the lane centering, and adaptive cruise control does seem to be normal operation from what you found and describe and the description of the system in section 419-03B and the owner s manual.

----- 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
IPMB# [REDACTED]		
Equipment/Procedure Used	Effective?	Equipment/Procedure Used Effective

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/17/2021

----- S E R V I C E A C T I O N S -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 11/11/2019 Warranty Start Date: 12/15/2019
Date of Sale: 12/15/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 06085
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G F6
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

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

Model: Shift:

----- A D D I T I O N A L -----
Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
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 -----
Orig/Caller : MIKE TOLLE Title: SHOP FOREMAN
Phone : MIKE TOLLE

Rpr Dlr:USA 07749 - Future Ford Lincoln Ph#:916-969-3600
City: Roseville State : California
Country: United States Region : San Francisco

Claim #/Date : 195487 02/01/2021

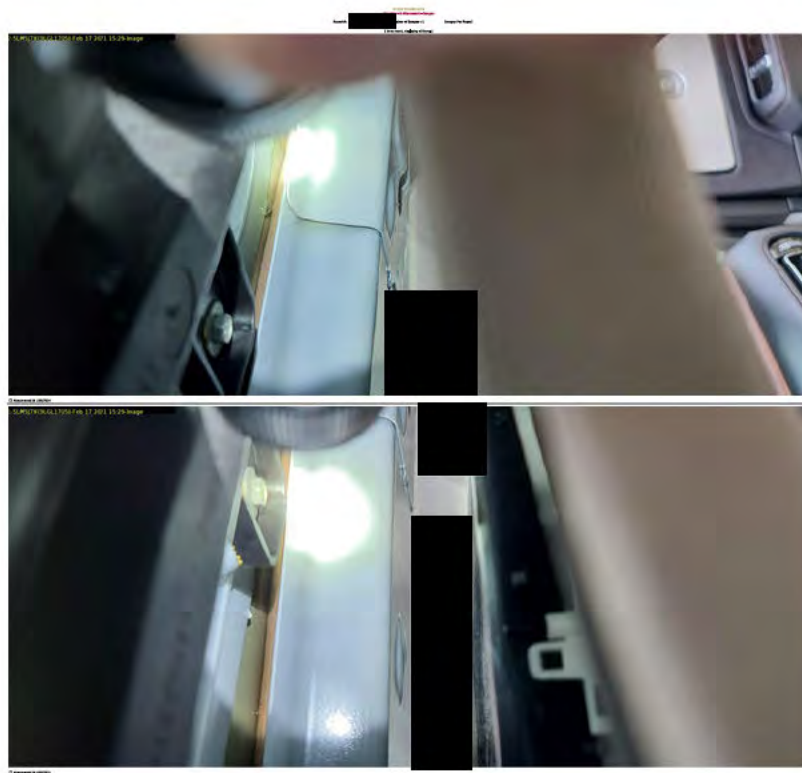
Specialist's
Name : JOHNATH WILKIN PHANEUF

----- C Q I S V I N H I S T O R Y -----
Date CQIS Prog Symp Cat Causal Part Description Dealer Id
09/16/2020 Report # Type AID/INFO USA 07749
02/10/2021 [REDACTED] CACVOC AID/INFO USA 07749

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/17/2021

----- 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 08021	09/20/23	416557	45544	1	42	Y			
USA 08021	09/20/23	416557	45544	1	42				
USA 08021	09/20/23	416557	45544	2	42	N1M		F	
USA 08021	09/20/23	416557	45544	2	42			S440	
USA 08021	09/20/23	416557	45544	2	42			S440	
USA 08021	09/20/23	416557	45544	2	42	N1M		A	
USA 08021	09/20/23	416557	45544	2	42			S439	
USA 08021	09/20/23	416557	45544	2	42			S439	
USA 08021	09/20/23	416557	45544	2	42			S439	
USA 08021	09/20/23	416557	45544	2	42	N1M		A	
USA 08021	09/20/23	416557	45544	2	42	L1M		C	
USA 08021	09/20/23	416557	45544	2	42			S439	
USA 08021	09/20/23	416557	45544	2	42			S440	
USA 08021	09/20/23	416557	45544	2	42			S439	
USA 08021	09/20/23	416557	45544	2	42			S440	
USA 08021	09/20/23	416557	45544	2	42			S440	
USA 08021	09/20/23	416557	45544	2	42			S440	
USA 08021	09/20/23	416557	45544	2	42			S439	
USA 08021	09/20/23	416557	45544	2	42	LB5		A	
USA 08021	09/20/23	416557	45544	2	42				
USA 08021	09/20/23	416557	45544	3	42	LC5		AC	
USA 08021	09/20/23	416557	45544	3	42				
USA 08021	09/20/23	416557	45544	3	42				
USA 08021	09/20/23	416557	45544	3	42				
USA 08021	09/20/23	416557	45544	3	42				
USA 12802	03/18/24	219299	48906	1	42	GD9		N	
USA 12802	03/18/24	219299	48906	1	42	GD9		M	



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

Orig Rpt #: [REDACTED]
Report Date: 02/10/2021

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

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV
Engine: 3.0L GTDI TC V6 GAS
Operating Environ:
Vehicle Use:

VIN: [REDACTED]
Odometer: 14,687 MILES
WCC:
Rsp. Act:

SYMPTOM: 2 28 0 00 DRIVER AIDES & INFORMATION INSTRUMENTATION/DISPLAY
UNKNOWN (CODE NOT AVAILABLE) 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 -----

AUDIT 02/12/2021 08:31PM

SYNC: Gen3 V4 MODEM: 4G SYNC Connect (Lincoln Way App)

OWNREL *WEB*REQUEST LOANER ASSISTANCE BEYOND FIRST 10 DAY. CUSTOMER HAS BEEN
IN LINCOLN LOANER FOR 8 DAYS.

OWNREL The following email documents that the DLR was having issues with
getting GCCT to accept their attempts to opening a case requesting
loaner vehicle assistance. I was able to speak with the DLR on Wed the
11th but only briefly. I advs Mike and Suzie that call volumes were
not allowing me availability to open the cases on their behalf. I advs
that at the end of the day a case for assistance must be opened by the
DLR. I did advs in the call, that any considerations for loaner
vehicle assistance will be post date to when the original request came
in. WARRANTY START DATE: 12/15/2019 MILEAGE: 14687 ESP: LINCOLN PICK
UP, DELIVERY & LOANER & 2020 NEW 72/75K PREM MAINT(M&W)-7.5K INTERVAL IN
RENTAL/LOANER: Loaner LINCOLN OR OTHER: Lincoln DAILY RATE: 45 dollars
per day ESP PORTION: 2 days (02/01 - 02/02) DLR PORTION: 10 days (02/03
- 02/012) LINCOLN PORTION: 15 days (02/13 - 02/17)

OWNREL > | IBC FROM DLR | CONTACT NAME | Suzie, Warranty Admin Currently | The
DLR wrapped up on the major repairs that it was in for, however after
a rain they found an internal water leak that needs to be
addressed. Tentative Release time | Sometime next week WARRANTY START
DATE: 12/15/2019 MILEAGE: 14687 ESP: LINCOLN PICK UP, DELIVERY & LOANER &
2020 NEW 72/75K PREM MAINT(M&W)-7.5K INTERVAL IN RENTAL/LOANER:
Loaner LINCOLN OR OTHER: Lincoln DAILY RATE: 45 dollars per day ESP
PORTION: DLR PORTION: 10 days (02/01 - 02/010) LINCOLN PORTION: 12
days (02/11 - 02/22)

OWNREL > | OBC TO DLR | Purpose | Close out the loaner vehicle CONTACT NAME |
Suzie WARRANTY START DATE: 12/15/2019 MILEAGE: 14687 ESP: LINCOLN PICK
UP, DELIVERY & LOANER & 2020 NEW 72/75K PREM MAINT(M&W)-7.5K INTERVAL IN
RENTAL/LOANER: Loaner LINCOLN OR OTHER: Lincoln DAILY RATE: 45 dollars
per day ESP PORTION: 2 days (02/01 - 02/02) DLR PORTION: 10 days (02/03
- 02/012) LINCOLN PORTION: 15 days (02/13 - 02/22)

OWNREL CSM Amanda x77976 OBC to CLT 877-704-4410 SPOKE TO: Susie. VEH has been
returned to CLT but no bill from Enterprise. CSM adv Mel will F/U

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

Orig Rpt #: [REDACTED]
Report Date: 02/10/2021

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

--TYPE-- COMMENT TEXT

Tuesday for rental totals.NEXT STEPS: F/U Tuesday with DLR.

Tuesday for rental totals.NEXT STEPS: F/U Tuesday with DLR.

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

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date:	11/11/2019	Warranty Start Date:	12/15/2019
Date of Sale:	12/15/2019	Selling Dlr(Geo/Mkt,Dlr,Sub):	USA 06085
Dealer Special Order:		Gross Vehicle Weight:	653 LBS
LH/RH Drive:			

Engine: 3.0L GTDI TC V6 GAS - - - E N G I N E - - - Tag: BC A3G F6
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

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

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

Tire	: 275/40R22 107W TIRE	Brand	:	
Radio	:	A/C	:	AC T-????????????????????
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 [REDACTED]	- Future Ford Lincoln	Ph#:916-969-3600
City: Roseville	State : California	
Country: United States	Region : San Francisco	

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

Orig Rpt #: [REDACTED]
 Report Date: 02/10/2021

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
09/16/2020	[REDACTED]	NHL	AID/INFO		USA 07749
02/17/2021	[REDACTED]	NHL	AID/INFO		USA 07749

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

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 08021	09/20/23	416557	45544	1	42	Y	[REDACTED]		[REDACTED]
USA 08021	09/20/23	416557	45544	1	42		[REDACTED]		[REDACTED]
USA 08021	09/20/23	416557	45544	2	42	N1M	[REDACTED]	F	[REDACTED]
USA 08021	09/20/23	416557	45544	2	42		[REDACTED]	S440	[REDACTED]
USA 08021	09/20/23	416557	45544	2	42		[REDACTED]	S440	[REDACTED]
USA 08021	09/20/23	416557	45544	2	42	N1M	[REDACTED]	A	[REDACTED]
USA 08021	09/20/23	416557	45544	2	42		[REDACTED]	S439	[REDACTED]
USA 08021	09/20/23	416557	45544	2	42		[REDACTED]	S439	[REDACTED]
USA 08021	09/20/23	416557	45544	2	42		[REDACTED]	S439	[REDACTED]
USA 08021	09/20/23	416557	45544	2	42	N1M	[REDACTED]	A	[REDACTED]
USA 08021	09/20/23	416557	45544	2	42	L1M	[REDACTED]	C	[REDACTED]
USA 08021	09/20/23	416557	45544	2	42		[REDACTED]	S439	[REDACTED]
USA 08021	09/20/23	416557	45544	2	42		[REDACTED]	S440	[REDACTED]
USA 08021	09/20/23	416557	45544	2	42		[REDACTED]	S439	[REDACTED]
USA 08021	09/20/23	416557	45544	2	42		[REDACTED]	S440	[REDACTED]
USA 08021	09/20/23	416557	45544	2	42		[REDACTED]	S440	[REDACTED]
USA 08021	09/20/23	416557	45544	2	42		[REDACTED]	S440	[REDACTED]
USA 08021	09/20/23	416557	45544	2	42		[REDACTED]	S440	[REDACTED]
USA 08021	09/20/23	416557	45544	2	42		[REDACTED]	S440	[REDACTED]
USA 08021	09/20/23	416557	45544	2	42	LB5	[REDACTED]	A	[REDACTED]
USA 08021	09/20/23	416557	45544	3	42	LC5	[REDACTED]	AC	[REDACTED]
USA 08021	09/20/23	416557	45544	3	42		[REDACTED]		[REDACTED]
USA 08021	09/20/23	416557	45544	3	42		[REDACTED]		[REDACTED]
USA 08021	09/20/23	416557	45544	3	42		[REDACTED]		[REDACTED]
USA 08021	09/20/23	416557	45544	3	42		[REDACTED]		[REDACTED]
USA 12802	03/18/24	219299	48906	1	42	GD9	[REDACTED]	N	[REDACTED]
USA 12802	03/18/24	219299	48906	1	42	GD9	[REDACTED]	M	[REDACTED]

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

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

VEHICLE: 2020 CORSAIR,AWD,RESERVE,CUV VIN:[REDACTED]
Engine : 2.3L 4V TIVCT DI TC 270 HP GAS Odometer: 27,445 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

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

Additional Symptom: cruise control question

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

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Attchmnts: 0

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

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

--TYPE-- COMMENT TEXT
CONCER 03/15/2022 03:37PM ERIC REILLY(FSE) MSS - FCSD - CALIFORNIA REGION
Web Form Data(118735567) Description of Vehicle Concern: when you have
cruise set , it shows the speed limit, you set to speed limit then at
times the display changes the speed limit to a different speed and by
it self changes the setting of the cruise control to a higher limit
and will go at times up to 20 mph faster than you had the speed set
at. then you adjust the limit back to the correct speed limit and the
cruise goes back to what you set it at , then the change cycle starts
again. Please list any diagnostics already performed: none Parts
Replaced: none Your Question: with the codes present I dont see that
they have anything to do with the issue at hand , so were would I
start the diag. from.
RECOMM 03/15/2022 03:37PM ERIC REILLY(FSE) MSS - FCSD - CALIFORNIA REGION
Hello Luc, Referring to Workshop Manual section 419-03B Description
and Operation > System Operation and Component Description, under the
heading ACC Operation , the 4th paragraph from the bottom of this
section describes the customer s concern as normal operation of the
ACC system with speed sign recognition. This is also described on page
245 of Owner s Manual printing 2 on PTS. Therefore, its not suspected
theres a fault with the vehicle, rather this is normal operation. Page
253 describes how to switch from Adaptive Cruise Control to Standard
Cruise control if the customer wishes to. <p>If additional assistance
is requested, please call the Technical Assistance Center
at (800) 826-4694 to establish a See What I See
(SWIS) session.</p><p>
</p><p>Prior to calling, please
ensure:</p>Your SWIS headset is fully charged.The
headset is updated to the latest level.The vehicle you are
working on is in a bay with good Wi-Fi connectivity.<p>For
additional support using the SWIS headset, reference the <A
target= blank
href=https://m.youtube.com/watch?v=Cg [REDACTED]
[REDACTED].com
target=_blank>FordSWISHelp@TechMahindra.com.</p><p>
</p><p>If

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

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

--TYPE-- ----- COMMENT TEXT -----
this web form is updated, ensure to provide your cell number.</p>
this web form is updated, ensure to provide your cell number.</p>
Thank you, Eric R. Lincoln Escalated Support
CONCER 03/16/2022 01:09PM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Inbound call from Luc to discuss the adaptive speed control problem
that is present. It was noted that at times, the vehicle will
accelerate past the set speed
RECOMM 03/16/2022 01:09PM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Luc, As discussed on the phone, having found that the speed tolerance
was set to 15, this could be a cause to the concern that is present.
Once the tolerance is reset to zero, continue with road testing the
vehicle to see if the problem is still present. It would also be
recommended that you watch the navigation system, to see if a
different speed limit is found in the area you are driving. If this is
seen, update the SYNC system with the latest software, then
recommended that the customer update the navigation map database.

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

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing: MIL light on? :
Test Stand: Road Test: 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
UNKNOWN# [REDACTED]
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: 02/07/2020 Warranty Start Date: 05/02/2020
Date of Sale: 05/02/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 11367
Dealer Special Order: Gross Vehicle Weight: 494 LBS
LH/RH Drive:

Engine: 2.3L 4V TIVCT DI TC 270 HP GAS Tag: KJ 7E SA
Bld Dt: Calb: [REDACTED] A
Serial #: [REDACTED]

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

Trans: 8 SPEED AUTO 8F40 Part #:

Bld Dt:
Serial #:

Model: Shift:

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

- - - A D D I T I O N A L - - -
Tire : 245/45R20 99V A/S BSW Brand :
Radio : A/C : AC G-????????????????????
Paint : PN4-?????????????????????----- STONE BLUE/FLIGHT 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 : LUC SIPLE Title: SHOP FOREMAN
Phone :
LUC SIPLE

Rpr Dlr:USA [REDACTED] - Schumacher Lincoln of Delray Ph#:561-454-1800
City: Delray Beach State : Florida
Country: United States Region : Orlando

Claim #/Date : [REDACTED] 03/09/2022

Specialist's
Name : ERIC REILLY (FSE)

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----
Dealer ID Repair Date Repair Order Odometer (Miles) Rp Caus Service Part Number Labor
Nr Cond Pfx Base Sfx Operation
USA 11367 04/11/24 157167 58244 1 LJ7 [REDACTED] K [REDACTED]
USA 11367 04/11/24 157167 58244 1 [REDACTED] [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/09/2021

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

VEHICLE: 2020 AVIATOR,PHEVAWD,4 DOOR ,MPV VIN:[REDACTED]
Engine : 3.0L NANO D4 G GTDI CD6R PHEV Odometer: 8,596 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2F 2 38 DRIVER AIDES & INFORMATION LANE DEPARTURE/LANE KEEPING
PERFORMANCE INOPERATIVE

Additional Symptom: Lane Keep adapt cruise inop
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 04/09/2021 04:46PM TATE BUNDERSON(FSE) MSS - FCSD - MID ATLANTIC REG
Web Form Data(118053189) Description of Vehicle Concern: Customer
concern is when using cruise control orange CANCELED illuminates on
heads up display and instrument cluster but cruise stays active.
Concern started after [REDACTED]

[REDACTED] already performed: Test drove vehicle to
the words CANCELED illuminates while driving but cruise remains
working. Performed EEC test no codes found. Researched for TSB or SSM
none found. Customer feels unsafe and will not pick up vehicle until
repaired Parts Replaced: none Your Question: Is there any known
concerns/fixes? Diagnoses steps to take? Unable to identify steps in
WSM to diagnose this concern
RECOMM 04/09/2021 04:46PM TATE BUNDERSON(FSE) MSS - FCSD - MID ATLANTIC REG
Ronald, With the concern of the Cancelled message displaying on the
IPC and HUD but not actually turning off, it will be necessary to
proceed with diagnostics to determine if there is an actual concern
with the cruise control system or if the IPC and HUD are receiving
false messages to display the message. You are correct that there does
not appear to be any published messages or Technician Confirmed Fix
reports that we have been made aware of so it will be necessary to
proceed with standard diagnostics. It was mentioned that an EEC test
was performed. If you have not already performed a self test on the
IPC, HUD, CCM and IPM A this should be done at this time. Looking in
the connected vehicle history there are a few re-occurring DTCs that
stand out. The IPM A forward facing camera has frequently set a
C1001:97 for a Vision System Camera component or system operation
obstructed or blocked. This concern could definitely affect the
operation of the systems you are describing. Because of this, as per
the DTC action recommendation start by thoroughly inspecting the
windshield in front of the IPM A camera for any damage or obstructions
or concerns with the camera lens that could cause a perceived
obstruction. Another DTC that is re-occurring is a U3003 setting in
the ABS module for low battery voltage. With the ABS module processing
the wheel speed/vehicle speed inputs, if there is insufficient voltage

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/09/2021

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

--TYPE-- ----- COMMENT TEXT -----
or a poor ground concern to the ABS module affecting its operation
or a poor ground concern to the ABS module affecting its operation
this could also impact the operation of the cruise control system and
the circuits to the ABS module should be loaded voltage drop tested at
this time. If all of the above recommendations are performed and no
concerns are identified, it is recommended to proceed to WSM section
419-03B Cruise Control > Diagnosis and Testing > With Adaptive Cruise
Control > and follow PPT A to test for circuit concerns or a brake
switch false input related to the cruise control system to further
rule these out as possible causes of the warning message that is being
displayed.
CONCER 04/14/2021 12:16PM GTCGCQSP
PERFORMED PPT FOR CODE C1001:97. FOUND NO CONCERNS WITH CAMERA OR
WINDSHEILD. AFTER CLEANING WINDSHEILD AND CLEARING CODE TEST DROVE
CONCERN STILL THERE. BUT U3003 IS GONE. PERFORMED PPT A IN ADV CRUISE
ALL PASSES BRAKE PEDEL READS FULSE WITH OFF PADEL AND TRUE WHEN ON .
TEST DROVE AND CONCERN HAPPEND . NEW CODE OF U0415 IN IPMB, U0100 IN
ABS, U0554 IN FCIMB, U0418 IN IMPA AND U0100 IN SUMA. WHAT IS MY NEXT
STEP
RECOMM 04/14/2021 02:06PM TATE BUNDERSON(FSE) MSS - FCSD - MID ATLANTIC REG
Ronald, The Lincoln Technical Assistance Center has reviewed your
request and has determined that it is necessary to discuss this matter
verbally over the telephone. You will be contacted shortly from a
Lincoln Technical Assistance Center representative. nbsp;
CONCER 04/14/2021 02:26PM TATE BUNDERSON(FSE) MSS - FCSD - MID ATLANTIC REG
Outbound calls were made to speak with Ron. Voicemails were left as he
was not currently available to speak on the phone regarding this
vehicle and concern.
RECOMM 04/14/2021 02:26PM TATE BUNDERSON(FSE) MSS - FCSD - MID ATLANTIC REG
Ron, Thank you for the update of the additional DTCs that are
currently setting and that the U3003 DTC cleared. It does not appear
that the U3003 DTC was previously mentioned and it is unclear what
module this DTC was setting in, but with module/system voltage related
DTCs, it is recommended to thoroughly test the power and ground
circuits to the module that was setting this DTC especially if it was
the CCM or IPM A. With this being a hybrid and having a main and aux
12 volt battery, it is also recommended to disconnect both batteries
as use the GRX 3590 or equivalent and test each battery individually
and make sure they are charged and pass testing as low voltage
concerns can cause all kinds of abnormal operation. Typically the
U0415 DTC setting in the IPMB occurs when the steering wheel straight
ahead position needs to be learned and can be resolved by performing
the road test procedure outlined in section 419-04 Side and Rear
Vision > Diagnosis and Testing > Blind Spot Information System > PPT L
is for the Reverse Brake Assist is Inoperative or does not operate
correctly. In this section of step L1 under the Repair heading it
gives directions that should be followed to resolve this concern at
this time. On a road test, maintain a speed of at least 30 mph on a
flat/smooth road surface driving in a straight line with minimal
driver input for a cumulative 30 seconds within a 10 minute period of

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/09/2021

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

--TYPE-- ----- COMMENT TEXT -----
time. However, looking at the other DTCs that are setting, the IPM A
time. However, looking at the other DTCs that are setting, the IPM A
is also setting a communication/Invalid data DTC against the ABS
module while the ABS module and SUMA both set communication concerns
against the PCM. It is recommended to road test the vehicle following
the procedure above, while also performing a live network monitor and
observe if when the Cancelled message displays there are any network
related concerns with the modules described above that may indicate a
possible cause if the CCM or IPM A are not getting their needed
messages.
CONCER 06/11/2021 03:41PM TATE BUNDERSON(FSE) MSS - FCSD - MID ATLANTIC REG
Web Form Data(118190989) Description of Vehicle Concern: lane keeping
and adaptive cruise do not work at times Please list any diagnostics
already performed: Another dealer worked on this vehicle. I am not not
sure what was done. Parts Replaced: unknown Your Question: Is it
possible to see the hotline contact118053189 on this vehicle. I am the
selling dealer, not the repairing dealer. The customer says the issue
is still present and I am trying to help the customer out. I dont want
to repeat the same repairs that were already performed.
WEB-Ford-EXT-Jun 11 2021 15:41:24-TBUNDERS: Kevin, The Lincoln
Technical Assistance Center has reviewed your request and has
determined that it is necessary to discuss this matter verbally over
the telephone. You will be contacted shortly from a Lincoln Technical
Assistance Center representative. ...
RECOMM 06/11/2021 03:41PM TATE BUNDERSON(FSE) MSS - FCSD - MID ATLANTIC REG
Kevin, The Lincoln Technical Assistance Center has reviewed your
request and has determined that it is necessary to discuss this matter
verbally over the telephone. You will be contacted shortly from a
Lincoln Technical Assistance Center representative. ...
CONCER 06/11/2021 04:11PM TATE BUNDERSON(FSE) MSS - FCSD - MID ATLANTIC REG
An outbound call was made to Kevin. Kevin confirmed that the vehicle
is not currently at the dealership and he has not even been in for
service at his dealership, however due to lack of technical progress
for the customer concern at the other dealership the customer is
bringing the vehicle in for service at this dealership. Kevin said
that the customer has not yet been scheduled to come in for service as
he was hoping to find out additional information on the previous
recommendations and any repairs that may have been made at the
previous dealership. While on the phone it was discussed that while at
the previous dealership there was a C1001 IPMA camera
blocked/obstructed DTC setting and the glass was cleaned/inspected and
no concerns found. After that, the concern was still present and the
dealership found the IPMA setting a U0418 DTC for invalid data against
the ABS module and the ABS module and PSCM were setting U0100 loss of
comm with the PCM. After this, no additional updates from the previous
dealership were given as to any additional diagnostics performed.
Looking at the warranty history though, it does not appear that any
additional repairs were made. Because of this, it does not appear that
any previous repairs have been made in relation to the lane keeping or
cruise control system. Kevin said that the customer describes the

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/09/2021

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

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

concern as the lane keeping and cruise control quit on him so it is
concern as the lane keeping and cruise control quit on him so it is
suspected that the system is completely turning off when the concern
occurs. Kevin said that the customer is very upset and is calling
Kevins manager directly for any communication with the dealership in
regards to bringing it in for service. It was recommended to start
with checking for any DTCs that may be present and related to the
concern and if present start with addressing those. If there are not
DTCs, it was recommended to perform a live network monitor while
duplicating the fault and see if there are any modules dropping off
the network when the concern occurs. If modules do not drop off the
network but the U0418 invalid data from the ABS module returns, then
looking at the inputs the IPMA receives from the ABS module would be
the next recommendation in addressing this concern.

RECOMM 06/11/2021 04:11PM TATE BUNDERSON(FSE) MSS - FCSD - MID ATLANTIC REG
Kevin, Thank you for taking my call today. As discussed please proceed
with scheduling the vehicle for service at your dealership. When it
arrives, start with checking for related DTCs. During a road test you
can also monitor PIDs related to the cruise control and lane keeping
system looking for abnormalities like steering angle, wheel speed,
brake pedal inputs, etc. You can also perform a live network monitor
looking to see if any modules lose communication when the concern
occurs. Tate B. Lincoln Escalated Support

ADD-ON 06/11/2021 04:11PM TATE BUNDERSON(FSE) MSS - FCSD - MID ATLANTIC REG
The vehicle has been to the other dealership multiple times. Technical
direction was provided to the previous dealership but then the
assistance request was not updated and the diagnostics during the
previous visits appears to have been minimal. It was recommended for
Kevin to approach this as the first time this vehicle is being brought
in for service for this concern and not to worry too much about it
being at a previous dealership. It has been down for 10 days and 3
visits at the previous dealership. Kevin is going to work to resolve
the concern, but if additional assistance is needed then FSE
assistance is recommended.

CONCER 06/15/2021 09:31AM GTCGCQSP
I have verified the concern. What appears to be happening is the lane
assist is what is canceling. When this happens the lane keeping system
is not seeing one or both sides of the road. Additionally the customer
is complaining of this at 35 mph and according to workshop manual
419-07 it says that it is only active over 40 mph

RECOMM 06/15/2021 10:22AM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Hello Kevin, The Lincoln team is happy to hear that you have found
that this Aviator s lane keeping system is working properly for the
conditions present. If you have a spare moment of time, please
complete this contact s survey. If I misinterpreted your update and
you do need additional assistance, please forgive mem and feel free to
call in at 1-800-826-4694 or update the form. -John Lincoln Technical
Assistance.

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/09/2021

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

----- SERVICE ACTIONS -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- VEHICLE DETAILS -----
Vehicle Build Date: 09/19/2020 Warranty Start Date: 11/11/2020
Date of Sale: 11/11/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 715 LBS
LH/RH Drive:

----- ENGINE -----
Engine: 3.0L NANO D4 G GTDI CD6R PHEV Tag: BD A3P F5
Bld Dt: Calb: LCTVBQN A
Serial #: [REDACTED]

----- TRANSMISSION -----
Trans: HYB TRNAXLE A10R80 Part #:
Bld Dt:
Serial #: [REDACTED]

Model: Shft:
----- ADDITIONAL -----
Tire : 275/45 R21 A/S TYRE Brand :
Radio : A/C : AC T-????????????????????
Paint : PN4-???????????????????? STAR WHITE 3C/PRISTINE WHITE 3

----- AFTER MARKET MODIFICATIONS -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : RONALD JENNETT Title: SERVICE DIRECTOR
Phone :
Rpr Dlr:USA 03781 - Jarrett-Gordon Ford Lincoln, I Ph#:863-294-3571
City: Winter Haven State : Florida
Country: United States Region : Orlando
Claim #/Date : [REDACTED] 06/11/2021
Specialist's
Name : TATE BUNDERSON (FSE)

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/09/2021

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
04/13/2021	[REDACTED]	CACVOC	AID/INFO		USA 04935

--- 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 03271	09/13/23	656381	62419	1					
USA 03271	04/09/24	663095	82475	1					
USA 03271	04/09/24	663095	82475	2		JL7		F	
USA 03271	04/09/24	663095	82475	2		3M5		A	
USA 03271	04/09/24	663095	82475	3					

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

Orig Rpt #: [REDACTED]
Report Date: 12/08/2022

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

VEHICLE: 2022 AVIATOR, BL AWD, 4 DOOR, MPV
Engine: 3.0L GTDI TC V6 GAS
Operating Environ:
Vehicle Use:

VIN: [REDACTED]
Odometer: 9,328 MILES
WCC:
Rsp. Act:

SYMPTOM: 6 60 2 39 STOP/STEER/RIDE
LOCK-UP/GRAB

STOPPING
INTERMITTENT

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 -----

AUDIT 01/18/2023 08:30PM

ODOMETER 0008032 M CHANGED TO 0009318 M BY ORCAC

AUDIT 01/25/2023 08:30PM

ODOMETER 0009318 M CHANGED TO 0009328 M BY ORCAC

OWNREL CONTACT VIA phone [REDACTED] CLT SAYS : [REDACTED] did a drive along with the SMT and they were able to resolve one of my veh concerns. However I have many more that has not been resolved and client wants out of the veh. Passenger side speaker is blown The sync screen is fuzzy and has interference. Hud will not come back on for 2 days The head rest will extend and not go back in. The revers park assist is disabled error messages intermittent And loud multiple thuds when the break is depressed at a stop. The apt is the 20 th of dec . Miles 80321) where is the vehicle located? (DLR, client possession, or third party?) clients possession untill a

OWNREL GFR Email to COM Questions: 1) Case [REDACTED]
VIN: [REDACTED] Mileage: 8,0324) State Purchased: C05) State Registered: 1X6) Is client the original owner or subsequent?
original 7) Is vehicle currently at DLR?: no apt on the 20th 7.a) If yes, RO start date: 8) Current Concern: break issues are the main issue however many electrical issues. 8.a) Verified by DLR?: no not yet 9) Days down (total): 10) Days down (this visit): 11) Calendar or business days: 12) Repair attempts total: 13) Repair attempts for same repair: 14) What is your determination - should we buy it back or deny it? </sp
OWNREL Email sent to com unsure if she would like all days down for attempted diag of the intermittent concern. will discuss with com if so gather ro from the dlrshp.

OWNREL COM denied GFR

OWNREL CSM Jon -EXT 77964 |OBC to the Client| [REDACTED] Spoke to: Ms. [REDACTED] advised your buyback was denied . Advised that I would be happy to help with a re review if we are able to duplicate the concern. Advised our commitment is to the warranty of the vehicle. Client states she has attempted to use the debit cards that we have sent her out prior and they never work. Advised that she wants to return them to us and get a check mailed out . Advised that is not an option. Advised the

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

Orig Rpt #: [REDACTED]
Report Date: 12/08/2022

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

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

funding has been provided and if you are having difficulties recommend
funding has been provided and if you are having difficulties recommend
contacting Comerica. Client advise d this is not what she wanted to
hear and advised that she is leaving the conversation , was un able to
set a F/U.Next steps: contact dlrshp on the 21st to see if the veh has
been taken in to the dlrshp. And reach out to client if she would
like continued support by crc during service.

OWNREL CSM Jon -EXT 77964 |OBC to the Retailer| Spoke to: (210) 405-4000
Sandra S/A she had an apt scheduled. However it was a no show. The veh
is not at the dlrshp for diagnosis. Next step contact client.

OWNREL CSM Jon -EXT 77964 |OBC to the Client| [REDACTED] Spoke to: Ms.
[REDACTED] Left a Vm advised that im calling to confirm if you plan on
bringing the veh in for diagnosis. Advised that I spoke with your
service department and they advised no show for apt. I will make
another attempt to reach you on Friday.Next step make second attempt
to reach client on an apt for Friday.

OWNREL CSM Jon -EXT 77964 |Email to Client| Spoke to:The information you
received is incorrect. They rescheduled my appointment for after
Christmas. [REDACTED] +1 [REDACTED] ----- Forwarded Message
-----From: North Park Lincoln at Dominion donotreply@servicebook
kpro.comDate: On Friday, December 16th, 2022 at 4:56 PMSubject:
Appointment confirmation for 2022 LINCOLN AVIATOR Monday, 12/26/2022
at 10:30 AMTo: [REDACTED] <s span

OWNREL CSM Jon -EXT 77964 |Email to Client| Spoke to:well thank you for
providing the update. Have a wonderful holiday season. I will be in
contact with your Dealership on Tuesday.Warm Regards,JONATHAN
KIRKConcierge Service ManagerLincoln Customer Relationship
CenterPhone: 888-214-2155 ext: 77964 | eFax: 866-319-0041Email:
JKIRK44 @lincoln.com

OWNREL CSM Jon -EXT 77964 |OBC to the Retailer| Spoke to: (210) 405-4000
Camron the veh was brought in and driven today. Advised he will have a
tech f/u tomorrow. Provided my email as best method of
communication.Next step F/U with dlrshp on Thursday and client with an
update on diag.

OWNREL CSM Jon -EXT 77964 |OBC to the Retailer| Spoke to: (210) 405-4000
BrandonShop Forman is going to be looking over the veh. Diag will be
done on Friday if possible . Advised F/U with dlrshp on Tuesday .Next
step f/u with client .

OWNREL CSM Jon -EXT 77964 |OBC to the Client| [REDACTED] Spoke to: Ms.
[REDACTED] Left a vm advised that the veh is still not diagnosed yet advised
that I will be reaching out to the dlrshp on Tuesday and will F/U with
you then as well. And happy new years.Next steps gather a dlrshp
update and contact the client.

OWNREL CSM Jon -EXT 77964 |OBC to the Retailer| Spoke to: (210) 405-4000
BrandonHe is not in his office receptions took down my contact info
for a F/U.next step await dlrshp contact.

OWNREL CSM Jon -EXT 77964 |OBC to the Retailer| Spoke to: (210) 405-4000
BrandonWas not available . Advised that I need an update and to
contact me back before the EOB tomorrow. Next step move f/u and
contact the dlrshp looking for an update on the situation before the

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

Orig Rpt #: [REDACTED]
Report Date: 12/08/2022

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

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

EOB tomorrow.

EOB tomorrow.

OWNREL CSM Jon -EXT 77964 |OBC to the Retailer| Spoke to: (210) 405-4000
BrandonWas not able to find any issues . Road-tested did many attempts
to duplicate the issues including cold soaking the breaks with a
pressure cleaner. And much more. The VEH has been in the hands of the
SMT . Head rest issues and speaker issues were not duplicated. Only
thing preformed was an oil change . Attempting to deliver the veh back
to the client currently. All tech notes will be sent over to me via
email.Next step contact client.

OWNREL CSM Jon -EXT 77964 |OBC to the Client| [REDACTED] Spoke to: Ms.
[REDACTED] Left a Vm advised would like to discuss the ven outcome in diag
and possible trade in options the dlrshp may have proposed to you .
Advised my contact info and will F/U tomorrow.Next step look for VLA
Update with fellow rep.

OWNREL CSM Dante ext 77954 obc to Cole @303-859-9031.The client states that
she states she does not want to get into a Lincoln anymore and I told
her that it may affect what we are looking into.CSM states that he
will look into that and the VLA and will email him shortly with an
update.Next steps: check into VLA for non Ford/Lincoln purchase. Email
DLR

OWNREL CSM Jon -EXT 77964 |OBC to the Client| [REDACTED] Spoke to: Ms.
[REDACTED] Client would like to have Lincoln proceed with looking into the
VLA . She would be willing to stay with the Lincoln brand . Also
states that she has more rental receipts to send out for the original
repair advised to email them to me and I will review for the
possibility of reimbursement.Next step continue with the review of the
VLA. And f/u with the client on Wednesday. confirmed email will be
coming from [REDACTED] (Note a GWG was provided in the
past for rental and review further on want is to be provided.)

OWNREL Next step :Contact northpark and see if there willing to do the VLA
discuss with service.

OWNREL CSM Jon -EXT 77964 |OBC to the Retailer| Spoke to: 210-405-4000 Sandra
S/M is not available .Left my contact info would like to discuss a
vla.Next step await dlrshp contact .

OWNREL CSM Jon -EXT 77964 |OBC to the Retailer| Spoke to: 210-405-4000 Sandra
S/MAdvised that she is willing to do the vla for her advised she spoke
with the GM and had a green light advised we need to start the process
. To cut the code .Next step contact dlrshp back and advise the dlrshp
needs to start the process by opening the request.

OWNREL CSM Jon -EXT 77964 |OBC to the Retailer| Spoke to: 210-405-4000 Sandra
S/M left a vmAdvised that the dlrshp has to open the vla request and
fill it out . Then we can review on our end.Next step await the
dlrshp.

OWNREL CSM Jon -EXT 77964 |OBC to the Client| [REDACTED] Spoke to: Ms.
[REDACTED] Left a Vm advised that we are awaiting some stuff filled out by
the dlrshp and I will update you on progress and possible approval
before the EOB Friday at the latest. Next step contact dlrshp and get
the dlrshp to get a case with vla info filled out.

OWNREL CSM Jon -EXT 77964 |OBC to the Retailer| Spoke to: 210-405-4000 Sandra

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

Orig Rpt #: [REDACTED]
Report Date: 12/08/2022

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

--TYPE-- COMMENT TEXT

S/Mis not in the office today but will be in tomorrow . Advised I will

S/Mis not in the office today but will be in tomorrow . Advised I will
f/u with the dlrhsp before the eob tomorrow .Next step contact dlrhsp
to open a VLA

OWNREL [REDACTED] CSM Dante assisting with case vla.

OWNREL VLA approved onCAS-[REDACTED] . . This case needs to close
asCAS-[REDACTED] is with VLA processing.

OWNREL CSM Jon -EXT 77964 |OBC to the Client| [REDACTED] Spoke to: Ms.
[REDACTED] left a vm advised you dlrshp has been provided with all the next
steps from the program we were looking into on our end . You will need
to continue to work with the dlrhsp on finalization of the program.
Next step call Friday confirm client got VM.

OWNREL |CSM Chad x77850| OBC to client |@619-446-7467LVM for CLTNext StepFU
with CLT Tuesday about VLA VM

OWNREL CSM Jon -EXT 77964 |Email to Client| Spoke to:fkf@handle.itHi John,Im
[REDACTED], [REDACTED] daughter. Im resending you the rental receipts for
Thrifty and U-Haul. Please let me know if you need any further
documentation for these rentals.Regards,[REDACTED]

OWNREL \$396.62. was paid428.88 8/27/22 - 9/3/22800.80 8/21/22 8/24/22
216.241229.68Com approved rental on 10/19/[REDACTED]

OWNREL CSM Jon -EXT 77964 |Email From Client| Spoke to:Hello John,I am
currently traveling and saw that I missed a couple of calls from
you.My husband, Jason and I have decided that we do not want to pursue
the new car option. We would like the option that the dealership
mentioned to us of a buyback at 10% off MRSP.I have asked my daughter
to send you the car rental receipts again, please look out for an
email from fkf@handle.it.Regards, [REDACTED] +1 [REDACTED]

OWNREL Ford Cash Settlement/Debit Card Case TransmissionCASE NUMBER: [REDACTED]

OWNREL CSM Jon -EXT 77964 |Email to Client| Spoke to:Hello,Reimbursement t
has been processed and will be sent via a debit card you will receive
the amount of \$ 1229.681400 HOYT LN JACKSON WY 83001Warm
Regards,JONATHAN KIRKConcierge Service ManagerLincoln Customer
Relationship CenterPhone: 888-214-2155 ext: 77964 | eFax:
866-319-0041Email: JKIRK44 @lincoln.com

OWNREL confirm everything is finished to close the case

OWNREL morley rejected. no template in case.

OWNREL Morley Case #:Primary reason for Reimbursement Offer(s) GCCT Case
#: [REDACTED] Client Information:Name: [REDACTED] Mailing
Address: [REDACTED] JACKSON WY [REDACTED] s the customer a citizen of
India?noVIN: [REDACTED] CLV: 94Reimbursement Information (fill
in each payment type entered in Morley Case, enter N/A if not
applicable, or confirm supporting documents are attached to
case)Consequential Expense Reimbursement: AssistingAmount:\$
1229.68Vehicle Payment Reimbursement: n/aAmount: Total Amount for
reimbursement

OWNREL resubmitted to morley

OWNREL CASE NUMBER: [REDACTED]

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

Orig Rpt #: [REDACTED]
Report Date: 12/08/2022

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

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 01/30/2022 Warranty Start Date: 02/28/2022
Date of Sale: 02/28/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS Tag: BC B3G E9
Bld Dt: Calb: NCTVYXN A
Serial #: [REDACTED]

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

Model: [REDACTED] Shift:

Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B BURGUNDY VELVET 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

----- 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 [REDACTED] - North Park Lincoln Ph#:
City: San Antonio State : Texas
Country: United States Region : Houston

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
10/20/2022	[REDACTED]	CREDSR	AID/INFO		USA [REDACTED]
10/21/2022	[REDACTED]	NHL	SP/ST/RD		USA [REDACTED]
11/01/2022	[REDACTED]	CACVOC	SP/ST/RD		USA [REDACTED]
08/22/2022	[REDACTED]	CACVOC	SP/ST/RD		USA [REDACTED]

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

Orig Rpt #: [REDACTED]
 Report Date: 12/08/2022

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

Date	Report #	Type	Symp	Cat	Causal	Part Description	Dealer Id
01/13/2023	[REDACTED]	CACVOC	DRV	PERF			USA [REDACTED]

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

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 04492	05/31/23	224703	13001	1	42	LC5	[REDACTED]	AF	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	KU2	[REDACTED]	A	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	X	[REDACTED]	Q1SP	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	LC5	[REDACTED]	EA	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	LC5	[REDACTED]	MA	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	LC5	[REDACTED]	NA	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	7T4	[REDACTED]	A	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82		[REDACTED]		[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/04/2023

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

VEHICLE: 2022 NAVIGATOR 4X4, RESERVE, MPV VIN [REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 12,246 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

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

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
CONCER 08/04/2023 10:23AM T ECHHOT MSS - FCSD - TECH ASSIT CENTER
Support no longer required-cancel

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 05/31/2022 Warranty Start Date: 06/17/2022
Date of Sale: 06/17/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 765 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: NL 3E MA
Bld Dt: Calb: NTB9URN A
Serial #: [REDACTED]

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

Model: Shift:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/04/2023

- - - A D D I T I O N A L - - -
Tire : P285/45R22 110H A/S BSW H-RTD Brand : PIRELLI 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

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : JAMES REUTTER Title: TECHNICIAN
Phone : JAMES REUTTER

Rpr Dlr:USA 11270 - Hassett Ford-Lincoln Ph#:516-785-7800
City: Wantagh State : New York
Country: United States Region : New York

Claim #/Date : [REDACTED] 07/31/2023

Specialist's
Name : T ECHHOT

----- 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
04/23/2024	[REDACTED]	CACVOC	AID/INFO		USA 09499
04/24/2024	[REDACTED]	NHL	AID/INFO		USA 09499

--- 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 09499	03/06/24	382251	18328	1	04		[REDACTED]		
USA 09499	03/06/24	382251	18328	2	82		RENTAL		
USA 09499	04/24/24	384153	19248	1	42	NL1	[REDACTED]		
USA 09499	04/24/24	384153	19248	1	42				
USA 09499	04/24/24	384153	19248	1	42				
USA 09499	04/24/24	384153	19248	2	82		DELIVERY		
USA 09499	04/24/24	384153	19248	3	42	NL7	[REDACTED]		
USA 09499	04/24/24	384153	19248	3	42				
USA 09499	06/10/24	385773	21284	1	42	RL7	[REDACTED]		
USA 09499	06/10/24	385773	21284	1	42				
USA 09499	06/10/24	385773	21284	1	42				
USA 09499	06/10/24	385773	21284	1	42				
USA 09499	06/10/24	385773	21284	2	42	NL7	[REDACTED]		
USA 09499	06/10/24	385773	21284	2	42				
USA 11270	07/31/23	590985	12246	1	82		RENTAL		

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

Orig Rpt #: [REDACTED]
Report Date: 09/26/2022

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

VEHICLE: 2022 CORSAIR, AWD, RESERVE, CUV VIN: [REDACTED]
Engine: 2.3L 4V TIVCT DI TC 270 HP GAS Odometer: 13 MILES
Operating Environ: WCC
Vehicle Use: Rsp. Act:

SYMPTOM: 3 31 3 01 FIT/FINISH/BODY BODY PANELS
HOOD/BONNET/FRUNK ALIGNMENT

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

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: YES Atchmnts: 4
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER 09/26/2022 12:05PM
Customer states hood and lift gate out of alignment
TECH/C 09/26/2022 12:05PM
Adjustments to hood and liftgate needed
AUDIT 09/26/2022 12:05PM
SUBMITTED USING MOBILE DEVICE

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

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

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
ADJ	[REDACTED]	REPORTED	Hood	YES

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 08/24/2022 Warranty Start Date: 09/30/2022
Date of Sale: 09/30/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 11430
Dealer Special Order: Gross Vehicle Weight: 494 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 2.3L 4V TIVCT DI TC 270 HP GAS Tag: KJ 7E SA
Bld Dt: Calb: NCTFN3N A

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

Orig Rpt #: [REDACTED]
Report Date: 09/26/2022

Serial #: [REDACTED]

Trans: 8 SPEED AUTO 8F40 Part #: [REDACTED]

Bld Dt: [REDACTED]

Serial #: [REDACTED]

Model: [REDACTED]

Shift: [REDACTED]

----- A D D I T I O N A L -----
Tire : 245/45R20 99V A/S BSW Brand :
Radio : A/C : AC G-????????????????????
Paint : PN4-????????????????????? ICED/ELITE 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

----- 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 : Kyle Sebek Title: BODY SHOP MANAGER
Phone : 2103488417

Rpr Dlr:USA [REDACTED] - North Park Lincoln Ph#:210-341-8841
City: San Antonio State : Texas
Country: United States Region : Houston

----- C Q I S V I N H I S T O R Y -----
Date CQIS Prog Symp Cat Causal Part Description Dealer Id
03/06/2023 Report # Type AID/INFO USA [REDACTED]

--- 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 (365 days only) -----
Dealer ID Repair Date Repair Order Odometer (Miles) Rp Caus Service Part Number Labor Operation
USA [REDACTED] 09/14/23 591096 20374 1
USA [REDACTED] 12/14/23 598072 20830 1 LJ7 [REDACTED] K
USA [REDACTED] 12/14/23 598072 20830 1 [REDACTED] S300 [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/21/2021

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

VEHICLE: 2021 AVIATOR, BL AWD, 4 DOOR, MPV VIN: [REDACTED]
Engine: 3.0L GTDI TC V6 GAS Odometer: 7,375 MILES
Operating Environ: WCC
Vehicle Use: Rsp. Act:

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

Additional Symptom: speed sign recognition inop
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER 12/21/2021 12:03PM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Web Form Data(118586539) Description of Vehicle Concern: CUSTOMER
STATES THAT VEH WILL USE SMART CRUISE AND VEH WILL ADJUST TO SPEED
LIMIT SIGN. 65MPH MOST TYPICAL. IS READING SIGN AS 85 AND WILL SPEED
UP. VEH IS SET TO DO 5MPH OVER SPEED LIMIT. CK AND ADVISE Please list
any diagnostics already performed: NONE Parts Replaced: NONE Your
Question: I NEED SOME DIRECTION INTO THE SHOP MANUAL ON WHERE TO
BEGIN.
RECOMM 12/21/2021 12:03PM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Danny, Having noted that the speed sign recognition is not working
correctly, first make sure that there are no problems in the
windshield area, where the IPMA camera is. If no problems are found,
set the speed +/- to 0, for the amount over/under that the adaptive
speed control can adjust over the speed limit. Once this has been
performed, road test the vehicle and verify that the adaptive speed
control is working correctly. If no problems are found but this is
happening for the customer, then a problem with the speed sign where
they drive or encounter this concern may be present. If you can verify
that the speed sign recognition is still not working correctly,
perform the IPMA camera alignment, then retest. If there is no change,
replace the IPMA. Richard L. Lincoln Escalated Support

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/21/2021

----- S E R V I C E A C T I O N S -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 03/29/2021 Warranty Start Date: 11/19/2021
Date of Sale: 11/19/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS - - - E N G I N E - - - Tag: BC B3G F6
Bld Dt: Calb: MCTVYXN A
Serial #: [REDACTED]

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

Model: [REDACTED] Shift:

- - - A D D I T I O N A L - - -
Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B ----- BURGUNDY VELVET 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 : DANNY BEATTY JR Title: SHOP FOREMAN
Phone : [REDACTED]

Rpr Dlr:USA 01980 - Beau Townsend Ford Lincoln, In Ph#:937-898-9686
City: Vandalia State : Ohio
Country: United States Region : Cincinnati

Claim #/Date : [REDACTED] 12/20/2021

Specialist's
Name : RICHARD LAPLANTE

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/21/2021

----- 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 01980	11/09/23	945566	27479	1	X1	L1M	[REDACTED]	N	[REDACTED]
USA 01980	11/09/23	945566	27479	1	X1		[REDACTED]		[REDACTED]
USA 01980	11/09/23	945566	27479	2	82		[REDACTED]		[REDACTED]
USA 01980	11/09/23	945566	27479	3	82		[REDACTED]		[REDACTED]
USA 01980	11/09/23	945566	27479	4	82	KU2	[REDACTED]	A	[REDACTED]
USA 01980	11/09/23	945566	27479	4	82	X	[REDACTED]	BSP	[REDACTED]
USA 01980	11/09/23	945566	27479	4	82		[REDACTED]		[REDACTED]

CQIS Report Number: [REDACTED] Program Type: EI
Report Source: MSS - FCSD - EPDI

Orig Rpt #:
Report Date: 12/20/2023

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

VEHICLE: 2023 CORSAIR, FWD, PREMIER, CUV VIN [REDACTED]
Engine: 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 23 MILES
Operating Environ: WCC
Vehicle Use: Rsp. Act:

SYMPTOM: 2 22 2 00 DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE 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
CONCER 12/20/2023 12:59PM PROXY [REDACTED] MSS - FCSD - EPDI
ePDI QUESTION: Check speed control functionality ; ePDI TECH COMMENTS:
CRUISE CONTROL WILL NOT SET, TURNS ON BUT WHEN TRYING TO SET SPEED IT
DOES NOT HOLD. A25 - SPEED CONTROL ENGAGEMENT TROUBLES ; ePDI TECH
ANSWER: ;

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

----- S E R V I C E A C T I O N S -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 11/13/2023 Warranty Start Date: 03/13/2024
Date of Sale: 03/13/2024 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 484 LBS
LH/RH Drive:
Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: PZ 1E AA
Bld Dt: Calb: PCTFE3N A
Serial #: [REDACTED]

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

Page: 02

CQIS DETAIL REPORT

08/01/24 11:00:23

CQIS Report Number: [REDACTED] Program Type: EI
Report Source: MSS - FCSD - EPDI

Orig Rpt #:
Report Date: 12/20/2023

Serial #:

Model:

Shft:

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

----- 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 : ALBERT BERGERON Title:
Phone :

Rpr Dlr:USA [REDACTED] - Ed Howard Lincoln Ph#:941-921-4403
City: Sarasota State : Florida
Country: United States Region : Orlando

Claim #/Date : [REDACTED] 12/20/2023

Specialist's
Name : PROXY CSPRXL6

----- C Q I S V I N H I S T O R Y -----
Date CQIS Prog Symp Cat Causal Part Description Dealer Id
12/22/2023 Report # Type AID/INFO USA [REDACTED]

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

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----
Dealer ID Repair Date Repair Order Odometer (Miles) Rp Caus Service Part Number Labor
Sfx Operation
USA 11611 12/20/23 095312 15 1
USA 11611 12/20/23 095312 15 1
USA 11611 12/20/23 095312 15 1
USA 11611 12/20/23 095319 15 2 42 3M5 AA
USA 11611 12/20/23 095319 15 2 42 PZ1 K
USA 11611 12/20/23 095319 15 2 42
USA 11611 03/21/24 098822 28 1 42
USA 11611 03/21/24 098822 28 1 42

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/13/2021

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

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 2,994 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 21 A 14 DRIVER AIDES & INFORMATION SYNC/DIGITAL EXPERIENCE
VOICE RECOGNITION COMMAND NOT RECOGNIZED
Additional Symptom: Nav voice commands inop
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER 01/13/2021 02:29PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Web Form Data(117858515) Description of Vehicle Concern: CUSTOMER
STATES THE VOICE COMMAND FOR THE NAVIGATION FIND AN ADDRESS STOPPED
WORKING. Please list any diagnostics already performed: VERIFIED
CUSTOMER CONCERN - THE NAVIGATION VOICE COMMAND NOT OPERATING
PROPERLY, ALL OTHER VOICE COMMANDS OPERATE PROPER. WHEN YOU SAY FIND
AN ADDRESS OR FIND A PLACE, IT WILL EXIT THE VOICE COMMAND SCREEN LIKE
YOU SAID CANCEL BUT IT DOESNT SAY ANYTHING BACK WHEN IT DOES THIS.
ALSO, IF YOU SAY DESTINATION. IT WILL GO TO THE NAV VOICE CONTROL BUT
THEN IT DOES NOT RESPOND TO ANY OF THE NAV VOICE COMMANDS. CHECKED
APIM - UPDATE AVAILABE. PERFORMED MASTER RESET AND THEN REPROGRAMMED
THE APIM. RETEST - NO CHANGE. STILL THE SAME ISSUE WHEN USING THE
NAVIGATION VOICE COMMANDS. THE NAVIGATION OPERATES CORRECTLY FROM
TOUCHSCREEN. Parts Replaced: NONE. Your Question: ANY KNOWN FOR THIS
CONCERN? SINCE THE UPDATE DID NOT FIX THE ISSUE, WOULD THIS INDICATE A
PROBLEM WITH THE APIM ITSELF? OR? IS THERE ANY OTHER TESTS/DIAGNOSTICS
YOU WOULD RECOMMEND?
RECOMM 01/13/2021 02:29PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Coyle, With the Sync system being at the latest software level and
when reviewing the reviewing the server data for the APIM it is
correct, it is suspected that there is a APIM fault due to the voice
commands working for all of the other Sync related functions. Please
proceed with performing the APIM hardware test so that a RVC code can
be obtained for use when ordering the replacement APIM then proceed
with replacing the APIM.

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/13/2021

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 08/11/2020 Warranty Start Date: 09/11/2020
Date of Sale: 09/11/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS - - - E N G I N E - - - Tag: BC A3G D5
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

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

Model: Shift:

- - - A D D I T I O N A L - - -
Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B - - - - - BURGUNDY VELVET 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 : COYLE O'NEAL Title: TECHNICIAN
Phone :

COYLE O'NEAL
Rpr Dlr:USA 04845 - Sam Galloway Ford Lincoln Ph#:239-939-5000
City: Fort Myers State : Florida
Country: United States Region : Orlando

Claim #/Date : [REDACTED] 01/12/2021

Specialist's
Name : ROBERT GARY

----- 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
06/14/2021	[REDACTED]	NHL	AID/INFO			USA [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/13/2021

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

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 06156	05/02/24	039273	34802	1		JL7	[REDACTED]	F	[REDACTED]
USA 06156	05/02/24	039273	34802	1		3M5	[REDACTED]	A	[REDACTED]
USA 06156	05/02/24	039273	34802	2	42		[REDACTED]		[REDACTED]
USA 06156	06/19/24	039727	36279	1			[REDACTED]		[REDACTED]
USA 06156	07/10/24	039940	36508	1	42	L1M	[REDACTED]	A	[REDACTED]
USA 06156	07/10/24	039940	36508	1	42		[REDACTED]		[REDACTED]
USA 06156	07/10/24	039940	36508	1	42		[REDACTED]		[REDACTED]
USA 06156	07/10/24	039940	36508	1	42		[REDACTED]		[REDACTED]
USA 06156	07/10/24	039940	36508	2	42	MC5	[REDACTED]	A	[REDACTED]
USA 06156	07/10/24	039940	36508	2	42		[REDACTED]		[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/08/2023

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

VEHICLE: 2023 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 10,161 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 22 2 32 DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE GAINS SPEED
Additional Symptom: Cruise control speed
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 06/08/2023 11:37AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Web Form Data(120023112) Description of Vehicle Concern: A) CUSTOMER
STATES, DRIVING 70 ON HWY WITH CRUISE CONTROL ON, IT WILL SHUT DOWN
AND GO TO 60 MPH WITH NOBODY IN FRONT. ON ACCELERATION IT SHOOT UP TO
80 MPH, PLEASE ADVISE Please list any diagnostics already performed:
cleared all cmdts and test drove to duplicate, cruise control set
speed will intermittently and randomly add or subtract 5 or 10 mph,
with no interaction from driver. thumped the steering wheel, column
and around switches while driving, no reaction. retest, no code to
follow and symptom chart has nothing close to this concern. inspect
sima, ccm, and ipma connections, pass. ccm mounted correctly. no
damage. Parts Replaced: none Your Question: my first thought, from
what im seeing, is to replace ccm. but i would like a second opinion
from the manufacturer
RECOMM 06/08/2023 11:37AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Vernie, You are correct, the CCM would be the suspected module in this
case. Proceed with replacing the CCM referencing the procedure
outlined in the on-line workshop manual and confirm proper cruise
control operation. Rob G. Ford GT Specialist Ford/Lincoln
Diagnostician
ADD-ON 06/08/2023 11:37AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact, 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
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/08/2023

----- S E R V I C E A C T I O N S -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 10/07/2022 Warranty Start Date: 12/29/2022
Date of Sale: 12/29/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 05238
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.0L GTDI TC V6 GAS Tag: BC D3G A5
Bld Dt: Calb: PCTVYXN A
Serial #: [REDACTED]

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

Model: [REDACTED] Shift:
----- A D D I T I O N A L -----
Tire : 255/55 R20 A/S TYRE Brand :
Radio : A/C : AC T-????????????????????
Paint : PN4-???????????????????? KHAKI SANDSTONE/JEWEL SANDSTON

----- 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 : VERNIE NEWTON Title: TECHNICIAN
Phone : [REDACTED]

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

Claim #/Date : [REDACTED] 06/06/2023

Specialist's
Name : ROBERT GARY

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/08/2023

----- 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 05238	12/28/23	205399	14582	1					
USA 05238	12/28/23	205399	14582	2		3M5		A	
USA 05238	12/28/23	205399	14582	2		JL7		F	
USA 05238	12/28/23	205399	14582	3	04				

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/13/2021

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

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 15,500 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 22 2 1D DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE GAP SETTING
Additional Symptom: false speed control warnings
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 04/13/2021 05:06PM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Web Form Data(118060129) Description of Vehicle Concern: when in
cruise control alarm sounds multiple times intermittently. does not
chime when cruise not on Please list any diagnostics already
performed: checked codes, none. road test Parts Replaced: none Your
Question: on my road test the only time it chimes is when I come up on
a vehicle. customer states it chimes when no one is in front of him.
there is no damage on front bumper and nothing in front obstructing
radar sensor. sensor is mounted tight. there are no codes. this has
been happening intermittently for a while but customer states is
getting more frequent. any suggestions? thanks
RECOMM 04/13/2021 05:06PM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Robert, With the false warnings that are intermittently present, and
it has been noted no clear damage is present to the bumper cover and
CCM, continue with performing the Cruise Control Radar Alignment
procedure. Once this has been completed, if the procedure completes,
without errors, then a faulty radar sensor is likely present. Continue
with inspecting the wiring to the CCM, making sure there is no
contamination or corrosion present in the connector. If no problems
are found, replace the CCM then verify normal operation.

----- 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: 04/13/2021

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 07/17/2019 Warranty Start Date: 09/26/2019
Date of Sale: 09/26/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 650 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G D5
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

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

Model: Shift:

----- A D D I T I O N A L -----
Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
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 -----
Orig/Caller : ROBERT OVERMOHLE Title: TECHNICIAN
Phone :

ROBERT OVERMOHLE
Rpr Dlr:USA 02374 - Holzhauser Ford Storm Lake Ph#:712-732-1311
City: Storm Lake State : Iowa
Country: United States Region : Twin Cities

Claim #/Date : 302773 04/05/2021

Specialist's
Name : RICHARD LAPLANTE

----- 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
09/20/2019	[REDACTED]	HLIEPA	FT/FN/BD		USA 09568
09/20/2019	[REDACTED]	HLIEPA	FT/FN/BD		USA 09568
09/20/2019	[REDACTED]	HLIEPA	FT/FN/BD		USA 09568
09/23/2019	[REDACTED]	HLIEPA	FT/FN/BD		USA 09568
10/28/2020	[REDACTED]	NHL	FT/FN/BD		USA 02374

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

SURVEY HAS NOT BEEN SENT

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/13/2021

----- 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 09403	03/21/24	244391	51115	1		JL7		F	
USA 09403	03/21/24	244391	51115	1		3M5		A	
USA 09403	03/21/24	244391	51115	2	D8			S440	
USA 09403	03/21/24	244391	51115	2	D8			S440	
USA 09403	03/21/24	244391	51115	2	D8	LB5		A	
USA 09403	03/21/24	244391	51115	2	D8	CN1		B	
USA 09403	03/21/24	244391	51115	2	D8	L1M		E	
USA 09403	03/21/24	244391	51115	2	D8			S439	
USA 09403	03/21/24	244391	51115	2	D8			S440	
USA 09403	03/21/24	244391	51115	2	D8			S440	

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/16/2021

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

VEHICLE: 2021 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 1,500 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

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

Additional Symptom: Cruise control not correct
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 03/16/2021 02:47PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Web Form Data(117994738) Description of Vehicle Concern: When driving
down the road with intelligent cruise control enabled, when a speed
limit sign is passed car will accelerate to either 67 miles a hour or
89. 67 or 89 is indicated in the hud once passed. hud indicates
correct speed limit next to cruise. lane assist will intermittently
shut off and come back on again. Please list any diagnostics already
performed: No codes found in system. Windshield and camera inspected
good. test drove 10 miles. Found nothing in work shop manual for
cruise increasing speed like this. Parts Replaced: na Your Question:
Where do I need to go from here?
RECOMM 03/16/2021 02:47PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Zach, Although there are no DTCs in the IPMA, with the IPMA being the
responsible module for sending the speed limit sign information to the
CCM to adjust the vehicle speed along with sending the lane assist
information to the PSCM to keep the vehicle in a lane, the replacement
of the IPMA is recommended.
CONCER 03/25/2021 12:52PM GTCGCQSP
Installed new ipma and programmed. tested good. cruise control working
correctly at this time.
RECOMM 03/25/2021 03:14PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Zach, Thank you for the repair information and nice work on getting
the vehicle repaired. When you get a moment can you please fill out
the on-line survey so that the repair can be documented in the
Technical Assistance Center data base along with the Tech Self-Help
tool link that is available when submitting a Technical Assistance
Request (HAR) form which reviews closed Technical Assistance Center
repaired vehicles. To search for past reports, follow the normal
process of accessing the HAR form in PTS and once you have accessed
the form, fill out the symptom coding completely including the fourth
symptom then a hyper link will populate under the symptom coding if
there are any repaired vehicles using the same symptom coding.

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/16/2021

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

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 11/08/2020 Warranty Start Date: 01/12/2021
Date of Sale: 01/12/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS Tag: BC B3G F8
Bld Dt: Calb: MCTVYXN A
Serial #: [REDACTED]

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

Model: [REDACTED] Shift:

Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
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 -----

Orig/Caller : ZACH MILLER Title: TECHNICIAN
Phone :
Rpr Dlr:USA 03565 - Gene Messer Ford Lincoln Ph#:806-355-7471
City: Amarillo State : Texas
Country: United States Region : Dallas

Claim #/Date : [REDACTED] 03/16/2021

Specialist's
Name : ROBERT GARY

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/16/2021

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: EI
Report Source: MSS - FCSD - EPDI

Orig Rpt #:
Report Date: 09/30/2020

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

VEHICLE: 2020 AVIATOR, BL AWD, 4 DOOR, MPV
Engine: 3.0L GTDI TC V6 GAS
Operating Environ:
Vehicle Use:

VIN: [REDACTED]
Odometer: 7 MILES
WCC:
Rsp. Act:

SYMPTOM: 1 12 H 00 COMFORT & ENTERTAINMENT
SPEAKER

AUDIO
UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom:

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

Causal Component:

Causal Factor: Feature:

Causal Condition: Photo: Loc: 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 09/30/2020 09:13AM PROXY CSPXL6 MSS - FCSD - EPDI
ePDI QUESTION: Check Lincoln Play (Rear-Seat Entertainment System with
wireless headphones); ePDI TECH COMMENTS: right hand monitor does not
turn on, lights flash continuously A18 - FAMILY ENTERTAINMENT SYSTEM
TROUBLES; ePDI TECH ANSWER:

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 08/29/2020 Warranty Start Date: 10/30/2020
Date of Sale: 10/30/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G C5
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----
Trans: 10 SPD AUTO 10R60 Part #:
Bld Dt:

CQIS Report Number: [REDACTED] Program Type: EI
Report Source: MSS - FCSD - EPDI

Orig Rpt #: [REDACTED]
Report Date: 09/30/2020

Serial #: [REDACTED]

Model: [REDACTED]

Shift: [REDACTED]

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

Tire : 275/40R22 107W TIRE

Brand :

Radio : [REDACTED]

A/C :

AC T-????????????????????

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 : JONATHAN HARN

Title:

Phone :

Rpr Dlr:USA 02561 - Sewell Ford-Lincoln

Ph#:432-498-0421

City: Odessa

State :

Texas

Country: United States

Region :

Dallas

Claim #/Date : [REDACTED] 09/28/2020

Specialist's

Name : PROXY CSPRXL6

----- 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
09/30/2020	[REDACTED]	EPDI	FT/FN/BD			USA 02561
09/30/2020	[REDACTED]	EPDI	AID/INFO			USA 02561

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

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Caus	Service Part	Number	Labor
				Nr Cond	Pfx Base	Sfx	Operation
USA 02561	07/26/23	521369	21087	1	82		DELIVERY
USA 02561	07/26/23	521369	21087	2			
USA 02561	07/26/23	521369	21087	3	49 Y		
USA 02561	07/26/23	521369	21087	3	49		
USA 02561	07/26/23	521369	21087	4	82 KU2	A	
USA 02561	07/26/23	521369	21087	4	82 X	BSP	
USA 02561	07/26/23	521369	21087	4	82 LX6	CA	
USA 02561	07/26/23	521369	21087	4	82		
USA 02561	09/29/23	527776	22698	1	JL7	F	
USA 02561	09/29/23	527776	22698	1	3M5	A	
USA 02561	06/14/24	551920	27571	1	61 LC5	A	
USA 02561	06/14/24	551920	27571	1	61		
USA 02561	06/14/24	551920	27571	1	61		
USA 02561	06/14/24	551920	27571	2	41		
USA 02561	06/14/24	551920	27571	3	82 KU2	A	
USA 02561	06/14/24	551920	27571	3	82 X	BSP	

CQIS Report Number: [REDACTED] Program Type: EI
Report Source: MSS - FCSD - EPDI

Orig Rpt #:
Report Date: 09/30/2020

----- 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 02561 06/14/24 [REDACTED] 27571 3 82 [REDACTED]

CQIS Report Number: [REDACTED] Program Type: EI
Report Source: MSS - FCSD - EPDI

Orig Rpt #:
Report Date: 09/30/2020

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

VEHICLE: 2020 AVIATOR, BL AWD, 4 DOOR, MPV
Engine: 3.0L GTDI TC V6 GAS
Operating Environ:
Vehicle Use:

VIN [REDACTED]
Odometer: 7 MILES
WCC:
Rsp. Act:

SYMPTOM: 3 32 Z 00 FIT/FINISH/BODY
NOT LISTED

INTERIOR TRIM
UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom:

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

Causal Component:

Causal Factor: Feature:

Causal Condition: Photo: Loc: 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 09/30/2020 09:13AM PROXY CSPRXL6 MSS - FCSD - EPDI
ePDI QUESTION: Check and inspect interior trim, dash, headliner,
center console, glove box, and cup holders for defects; ePDI TECH
COMMENTS: left hand d-pillar trim panel does not sit flush. broken
from factory B12 - OTHER INTERIOR STORAGE TROUBLES - DAMAGED; ePDI
TECH ANSWER: ;

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

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 08/29/2020 Warranty Start Date: 10/30/2020
Date of Sale: 10/30/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

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

Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G C5
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

CQIS Report Number: [REDACTED] Program Type: EI
Report Source: MSS - FCSO - EPDI

Orig Rpt #: [REDACTED]
Report Date: 09/30/2020

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

Shift:

Tire : 275/40R22 107W TIRE Brand : [REDACTED]
Radio : [REDACTED] A/C : AC T-????????????????????
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 : JONATHAN HARN Title:
Phone : [REDACTED]

Rpr Dlr:USA 02561 - Sewell Ford-Lincoln Ph#:432-498-0421
City: Odessa State : Texas
Country: United States Region : Dallas

Claim #/Date : [REDACTED] 09/28/2020

Specialist's
Name : PROXY CSRXL6

----- 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
09/30/2020 [REDACTED] EPDI COMF/ENT USA 02561
09/30/2020 [REDACTED] EPDI AID/INFO USA 02561

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

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 02561	07/26/23	521369	21087	1	82		DELIVERY		
USA 02561	07/26/23	521369	21087	2					
USA 02561	07/26/23	521369	21087	3	49	Y			
USA 02561	07/26/23	521369	21087	3	49				
USA 02561	07/26/23	521369	21087	4	82	KU2		A	
USA 02561	07/26/23	521369	21087	4	82	X		BSP	
USA 02561	07/26/23	521369	21087	4	82	LX6		CA	
USA 02561	07/26/23	521369	21087	4	82				
USA 02561	09/29/23	527776	22698	1		JL7		F	
USA 02561	09/29/23	527776	22698	1		3M5		A	
USA 02561	06/14/24	551920	27571	1	61	LC5		A	
USA 02561	06/14/24	551920	27571	1	61				
USA 02561	06/14/24	551920	27571	1	61				

CQIS Report Number: [REDACTED] Program Type: EI
Report Source: MSS - FCSD - EPDI

Orig Rpt #:
Report Date: 09/30/2020

----- 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 02561	06/14/24	551920	27571	2	41		[REDACTED]		[REDACTED]
USA 02561	06/14/24	551920	27571	3	82	KU2		A	
USA 02561	06/14/24	551920	27571	3	82	X		BSP	
USA 02561	06/14/24	551920	27571	3	82				

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/14/2020

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

VEHICLE: 2020 CORSAIR, AWD, RESERVE, CUV VIN [REDACTED]
Engine : 2.3L 4V TIVCT DI TC 270 HP GAS Odometer: 5,144 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

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

Additional Symptom: adaptive speed control not wor
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 09/14/2020 12:38PM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Web Form Data(117579914) Description of Vehicle Concern: Customer
states cruise control will increase speed by itself. It will be set at
55 mph then will increase to 75mph Please list any diagnostics already
performed: road test, self test Parts Replaced: none Your Question:
after numerous road tests, our lot guy was able to duplicate the
concern. he states the concern only occurred after the adaptive cruise
control slowed the vehicle down, then when it was resuming set speed
the heads up display changed to 75 mph and vehicle accelerated to that
speed as if it was originally set. There are no codes and I see no
previous reports in the self help section. What diagnostic steps do
you recommend?
RECOMM 09/14/2020 12:38PM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Marlon, With it noted that the adaptive speed control was being used,
when the concern was duplicated, the first thing to identify is what
was the speed limit in the area the vehicle was driven. Based on the
settings used, the adaptive speed control is capable of adjusting the
speed, based on the speed limit signs that have been seen by the IPMA.
Information on this can be found in the Owners Manual on pages
245-258. Once this has been reviewed, check the settings that have
been applied then determine if this is normal operation, or if there
may be a problem still present. If it is found that this can be
duplicated again, and the speed setting is not the same as the posted
speed limit, continue with inspecting the wiring to the CCM, to
determine if there is an intermittent power/ground fault to the
module. An interruption of power, could be a possible cause to the
module resetting the speed incorrectly.

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

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

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/14/2020

Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 01/08/2020 Warranty Start Date: 01/23/2020
Date of Sale: 01/23/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 494 LBS
LH/RH Drive:

Engine: 2.3L 4V TIVCT DI TC 270 HP GAS Tag: KJ 7E SA
Bld Dt: Calb: LCTFN3N A
Serial #: [REDACTED]

Trans: 8 SPEED AUTO 8F40 Part #: [REDACTED]
Bld Dt:
Serial #: [REDACTED]

Model: [REDACTED] Shft:

Tire : 245/45R20 99V A/S BSW 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 : MARLON SMITH Title: TECHNICIAN
Phone :
MARLON SMITH
Rpr Dlr:USA 20527 - Malouf Ford - Lincoln, Inc. Ph#:732-951-0400
City: North Brunswick State : New Jersey
Country: United States Region : New York

Claim #/Date : 727034 09/08/2020

Specialist's
Name : RICHARD LAPLANTE

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/14/2020

--- 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 20527	08/15/23	760783	36541	1					23S23WW
USA 20527	08/15/23	760783	36541	2	82		DELIVERY		
USA 20527	08/15/23	760783	36541	3	82	BE8		AB	
USA 20527	08/15/23	760783	36541	3	82	X		BSP	
USA 20527	08/15/23	760783	36541	3	82	LX6		CA	
USA 20527	08/15/23	760783	36541	3	82				
USA 20527	02/16/24	766769	43465	1		LJ7		K	
USA 20527	02/16/24	766769	43465	1					
USA 20527	02/16/24	766769	43465	2	82	BE8		AB	
USA 20527	02/16/24	766769	43465	2	82	X		BSP	
USA 20527	02/16/24	766769	43465	2	82	LJ7		AA	
USA 20527	02/16/24	766769	43465	2	82	LJ7		BA	
USA 20527	02/16/24	766769	43465	2	82	LJ7		CA	
USA 20527	02/16/24	766769	43465	2	82				
USA 20527	02/29/24	767159	43925	1	42	LX6		D	
USA 20527	02/29/24	767159	43925	1	42	JM5		A	
USA 20527	02/29/24	767159	43925	1	42	CCP		B	
USA 20527	02/29/24	767159	43925	1	42			S442	
USA 20527	02/29/24	767159	43925	1	42			S439	
USA 20527	02/29/24	767159	43925	1	42			S440	
USA 20527	02/29/24	767159	43925	2	82				

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

Orig Rpt #: [REDACTED]
Report Date: 05/26/2023

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

VEHICLE: 2022 CORSAIR,AWD,RESERVE, CUV VIN: [REDACTED]
Engine : 2.3L 4V TIVCT DI TC 270 HP GAS Odometer: 20,818 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2L 2 1A DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
PERFORMANCE UNINTENDED/UNWANTED ACTION

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 Customer has been experiencing abnormal issues with their adaptive
cruise (operation will cancel or continue running when deactivated)
diagnosis and repair has required assistance for the Techline has at
this point has reached 8 days. We assume it will finish early next
week but will go beyond 10 days for the rental. Looking for rental
assistance at this timeActive hotline? YESWSD: 5/24/22RO #: 226818RO
open date: 5/18/23Mileage: 20818Line: GDate CLT went into loaner:
5/18/23Daily rate: \$45DLR: \$450ESP: TBDRC: 5/28-6/4 \$315
OWNREL OBE to DLR: "Farris Snowden" Good morning, I am following up on the
case you created for Lisa Petrauskas. Has the repair been completed at
this time?Thank you, Margaret Aitken
OWNREL IBE from DLR:Good Morning,The repair on [REDACTED] vehicle was
completed yesterday, and the rental returned. Im am waiting on the
rental bill now and will send it as soon as recieved.Thank you,Farris
Snowden

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 04/27/2022 Warranty Start Date: 05/24/2022

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

Orig Rpt #: [REDACTED]
Report Date: 05/26/2023

Date of Sale: 05/24/2022 Selling Dlr (Geo/Mkt, Dlr, Sub):
Dealer Special Order: Gross Vehicle Weight: 494 LBS
LH/RH Drive:

Engine: 2.3L 4V TIVCT DI TC 270 HP GAS Tag: KJ 7E SA
Bld Dt: Calb: NCTFN3N A
Serial #: [REDACTED]

Trans: 8 SPEED AUTO 8F40 Part #: [REDACTED]
Bld Dt:
Serial #:

Model: [REDACTED] Shift:

Tire : 245/45R20 99V 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 -----
Rpr Dlr: USA 10183 - Sesi Motors Ph#: 7346686100
City: Ann Arbor 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
10/20/2023	[REDACTED]	NHL	AID/INFO			USA 10183
05/22/2023	[REDACTED]	NHL	AID/INFO			USA 10183

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

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 10183	10/17/23	232225	27618	1	82	BE8	[REDACTED]	AB	[REDACTED]
USA 10183	10/17/23	232225	27618	1	82	X	[REDACTED]	BSP	[REDACTED]
USA 10183	10/17/23	232225	27618	1	82		[REDACTED]		[REDACTED]
USA 10183	10/17/23	232225	27618	2	82		[REDACTED]		[REDACTED]
USA 10183	10/19/23	232338	27619	1	42	LJ7	[REDACTED]	D	[REDACTED]
USA 10183	10/19/23	232338	27619	1	42		[REDACTED]		[REDACTED]
USA 10183	10/19/23	232338	27619	1	42		[REDACTED]		[REDACTED]
USA 10183	10/19/23	232338	27619	2	82		[REDACTED]		[REDACTED]
USA 10183	06/05/24	240474	35014	1		LJ7	[REDACTED]	K	[REDACTED]
USA 10183	06/05/24	240474	35014	1			[REDACTED]		[REDACTED]
USA 10183	06/05/24	240474	35014	2	82	BE8	[REDACTED]	AB	[REDACTED]
USA 10183	06/05/24	240474	35014	2	82	X	[REDACTED]	BSP	[REDACTED]

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

Orig Rpt #: [REDACTED]
Report Date: 05/26/2023

----- 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 10183	06/05/24	240474	35014	2	82		[REDACTED]		[REDACTED]
USA 10183	06/05/24	240474	35014	3	42	LJ7		DW	
USA 10183	06/05/24	240474	35014	4	82				

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/15/2024

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

VEHICLE: 2023 NAVIGATOR 4X4, RESRV L, MPV VIN: [REDACTED]
Engine : 3.5L V6 GTDI HIGH OUTPUT Odometer: 2,256 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 2 22 Z 00 DRIVER AIDES & INFORMATION SPEED CONTROL
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: slows to 55mph at same place
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 02/15/2024 08:45AM GENE STEWARD(FSE) MSS - FCSD - KEYSTONE REGION
Web Form Data(120355381) Description of Vehicle Concern: persistent in
one specific location intelligent cruise control drops speed to 55MPH
in a 65 MPH zone. There are no posted speed limit signs or misleading
signs in this area. I have driven multiple ford vehicles including
another navigator of like year and options. The location is garden
state parkway exit 40 rest stop. This happens to every vehicle every
time in this spot. Please list any diagnostics already performed: none
Parts Replaced: none Do you have a module programming concern? No Your
Question: I believe what ever 3rd party map system that ford uses is
incorrect for this location and will affect every vehicle with this
technology. I believe this navigator is operating as designed. How can
I get this 3rd party map corrected?

RECOMM 02/15/2024 08:45AM GENE STEWARD(FSE) MSS - FCSD - KEYSTONE REGION
Good morning Charles... Does this happen both North and Southbound at
the same location... or only in one direction, but not the other. If
only 1 direction... is that on the northbound or southbound side? Does
it occur either just before or at/near an off ramp or merge back onto
the Parkway from the rest area? Does it matter which lane the vehicle
is in (ie: the slow speed lane, vs the high speed lane? Any way to get
a short video just before and during the speed change that shows the
location through the windshield?

CONCER 02/15/2024 02:15PM GTCGCQIS
speed control drops to 55MPH not at exit 1/4 mile before exit for rest
stop and exit [REDACTED] and 1/4 after entrance of [REDACTED].
Doesn't matter what lane vehicle is in happens in slow middle and fast
lane. this concern happens on north bound and southbound lanes. cant
upload videos for some reason. sent videos to Gene Stewarts email

RECOMM 02/15/2024 07:34PM GENE STEWARD(FSE) MSS - FCSD - KEYSTONE REGION
Evening Charles... Based on the information you provided and our
conversation this afternoon... It appears that you have validated
that: 1) The customer vehicle has intelligent cruise and it is set to
65 mph while driving on the [REDACTED] in the area of the
Frank Sinatra travel plaza (near exit [REDACTED]). 2) When approaching or just

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/15/2024

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

--TYPE-- ----- COMMENT TEXT -----
past the plaza (dependent on direction of travel), the vehicle will
past the plaza (dependent on direction of travel), the vehicle will
slow to 55 mph for perhaps about 2-3/10ths of a mile. 3) The vehicle
will then re-accelerate to 65 mph. 4) The north and south bound lanes
are separated by a barrier, and the truck will slow at the same
location on either side of the highway. 5) In the 1 direction, there
is a posted pair of 65 mph signs, at which the truck will
re-accelerate, but there are no signs in the opposing lane of the
separated parkway. 6) The concern is consistently repeatable and
suspected to be associated with the mapping data in the vehicle. 7)
The identical situation was also verified in a like vehicle. 8) The
customer is unhappy, as his vehicle slows, but others do not, and he
has to over-ride the system or change lanes to avoid traffic. 9) You
want to know who is our partner supplier that provides mapping data
containing route speeds, for purposes of contacting them for
resolution or reporting of this issue. I did review the videos you had
posted to the Chapman shared drive, but they are too large to be
attached to the report (25 MB max size). I can't guarantee we will get
a resolving response, but I have shared this information with my
vehicle contacts to determine if any recommended solutions, or to
ensure the issue is routed to those who need to know. I've also asked
for a response regarding the situation and options (including a
supplier contact who needs to hear about the potential mapping issue).
ADD-ON 02/15/2024 07:34PM GENE STEWARD(FSE) MSS - FCSD - KEYSTONE REGION
Tech Videos taken, but too large to attach to TSR

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 08/07/2023 Warranty Start Date: 10/27/2023
Date of Sale: 10/27/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 780 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.5L V6 GTDI HIGH OUTPUT Tag: NL 3E MA
Bld Dt: Calb: PTB9BMN A
Serial #:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/15/2024

[REDACTED]
Trans: 10 SPD AUTO 10R80 Part #: [REDACTED]

Bld Dt:

Serial #:

Model:

Shift:

[REDACTED] - - - A D D I T I O N A L - - -
Tire : P285/45R22 110H A/S BSW H-RTD Brand : GENERAL TIRE VENDOR
Radio : A/C : AC M-????????????????????
Paint : PN4-?????????????????????----- DARK MATTER/STARLIGHT GRAY

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

CHARLES DUHAMELL
Rpr Dlr:USA [REDACTED] - Chapman Ford Lincoln Sales Ph#:609-646-2000
City: Egg Harbor Township State : New Jersey
Country: United States Region : Philadelphia

Claim #/Date : [REDACTED] 02/14/2024

Specialist's
Name : GENE STEWARD (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	Service Part	Number Sfx	Labor Operation
USA 01349	09/01/23	610892	2	1			
USA 01349	09/01/23	610892	2	1			
USA 01349	09/01/23	610892	2	1			
USA 01349	11/28/23	614040	957	1	82	NPF	

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/20/2020

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

VEHICLE: 2020 AVIATOR, BL PHEV, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L NANO D4 G GTDI CD6R PHEV Odometer: 3,333 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 3 38 6 02 FIT/FINISH/BODY NOISE
ROOF/ROOF OPENING ALWAYS
Additional Symptom: Gurgle from roof when raining
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 08/20/2020 09:44AM BKARBUM1
Web Form Data(117514613) Description of Vehicle Concern: gurgle noise
when driving in rain Please list any diagnostics already performed:
none Parts Replaced: none Your Question: drove in rain you can here a
gurgle noise. I have driven another. same noise. ive got other clients
complaining of same noise. is there a fix or is this normal. no water
leaks that I can see
RECOMM 08/20/2020 09:44AM BKARBUM1
Troy, There have been fairly common concerns with the sunroof drain
tubes being mis-routed or kinked leading to either water entering
through the sunroof or noise complaints associated with heavy rain.
First it is recommended to determine which corner the noise is
originating from. Once it is determined where the noise is originating
from, then the drain tube can be inspected or just replaced.
Information on the drain tube location and routing can be found in
section 501-17 > Description and Operation > Roof Opening Panel -
System Operation and Component Description.

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/20/2020

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 02/14/2020 Warranty Start Date: 05/30/2020
Date of Sale: 05/30/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 11630
Dealer Special Order: Gross Vehicle Weight: 715 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.0L NANO D4 G GTDI CD6R PHEV Tag: BD A3P F6
Bld Dt: Calb: LCTVBQN A
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----
Trans: HYB TRNAXLE A10R80 Part #:
Bld Dt:
Serial #: [REDACTED]

Model: Shift:

----- A D D I T I O N A L -----
Tire : 275/45 R21 A/S TYRE Brand :
Radio : A/C : AC T-????????????????????
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 -----
Orig/Caller : TROY MILLER Title: TECHNICIAN
Phone :

TROY MILLER
Rpr Dlr:USA 11630 - North Florida Lincoln Ph#:904-642-4100
City: Jacksonville State : Florida
Country: United States Region : Orlando

Claim #/Date : [REDACTED] 08/19/2020

Specialist's
Name : BKARBUM1 -????????????????????

----- C Q I S V I N H I S T O R Y -----
Date CQIS Prog Symp Cat Causal Part Description Dealer Id
Report # Type
12/08/2021 [REDACTED] NHL AID/INFO USA 11630
02/01/2021 [REDACTED] NHL AID/INFO USA 11630
07/08/2021 [REDACTED] NHL FT/FN/BD USA 11630

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/20/2020

----- 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 11630 04/17/24 024356 78786 1
USA 11630 04/17/24 024356 78786 2 JL7 [REDACTED] F [REDACTED]
USA 11630 04/17/24 024356 78786 2 3M5 [REDACTED] A [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/12/2023

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

VEHICLE: 2022 NAVIGATOR 4X4, RESERVE, MPV VIN: [REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 9,592 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 27 Z 00 DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: Chime sounds intermittent
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 04/12/2023 01:39PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Web Form Data(119940374) Description of Vehicle Concern: Has chime
noise when driving. Please list any diagnostics already performed:
Road test several miles, all dtc scan inspect under hood harness,
Parts Replaced: none Your Question: I have driven this several times,
many miles, have heard a chime sound once at slower speeds after a
turn. Sounds like the seat belt minder, when I did hear it I looked at
the cluster and did not see any messages or warnings or in HUD.
Customer states its intermittent. Any direction you could point me in
on this, or have you seen any others like wise.. Thanks Kreg
RECOMM 04/12/2023 01:39PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Kreg, To check for similar Technical Assistance Center repaired
vehicles, utilize the Tech Self-Help tool link that is available in
the HAR form after filling out the symptom coding completely(including
the fourth symptom) which will populate a hyper link under the symptom
coding if there are any repaired vehicles using the same symptom
coding. To help determine the source of the chime, please reference
the information outlined in section 413-01 of the on-line workshop
manual under Description and Operation> Warning Chimes - System
Operation and Component Description and once it is determined which
chime is sounding, complete the appropriate PP testing in section
413-01 of the on-line workshop manual. Rob G. Ford GT Specialist
Ford/Lincoln Technical Support
ADD-ON 04/12/2023 01:39PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact, SWIS Comments : n/a
AUDIT 04/12/2023 08:31PM
SYNC: GEN4 MODEM: 4G

----- 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? :

Page: 02

CQIS DETAIL REPORT

08/01/24 11:00:23

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/12/2023

Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 08/15/2022 Warranty Start Date: 09/08/2022
Date of Sale: 09/08/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 09641
Dealer Special Order: Gross Vehicle Weight: 765 LBS
LH/RH Drive:

Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: NL 3E MA
Bld Dt: Calb: NTB9URN A
Serial #:

Trans: 10 SPD AUTO 10R80 Part #:
Bld Dt:
Serial #:

Model: Shft:

Tire : P285/45R22 110H A/S BSW H-RTD Brand : GENERAL TIRE VENDOR
Radio : A/C : AC M-????????????????????
Paint : PN4-?????????????????????----- DARK MATTER/STARLIGHT 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 : KREG WOODS Title: TECHNICIAN
Phone :
KREG WOODS
Rpr Dlr:USA 09641 - Moore Motor Sales Ph#:989-673-4171
City: Caro State : Michigan
Country: United States Region : Detroit

Claim #/Date : [REDACTED] 04/05/2023

Specialist's
Name : ROBERT GARY

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/12/2023

----- C Q I S V I N H I S T O R Y -----
Date CQIS Prog Symp Cat Causal Part Description Dealer Id
12/30/2022 Report # Type AID/INFO USA 09641

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/22/2021

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

VEHICLE: 2020 AVIATOR, SIGNRWD, 4 DOOR, MPV
Engine : 3.0L GTDI TC V6 GAS Odometer: 7,451 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 27 Z 00 DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: multiple warning messages
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 04/22/2021 10:45AM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Web Form Data(118079327) Description of Vehicle Concern: AUTO HOLD
FAULT, CRUISE CONTROL SET AT 120, PARKING BRAKE COMES ON WHILE
DRIVING, ETC Please list any diagnostics already performed: PINPOINT
TEST Parts Replaced: NONE Your Question: MY PINPOINT TEST HAS ME
REPLACING THE IPMB WE KNOW THERE HAVE BEEN HORRIFIC ISSUES WITH THESE
AS OF LATE AND WE KNOW ENGINEERING IS WORKING ON A FIX, HOWEVER THIS
IPMB FAILED AND NEEDS TO BE REPLACED, THO SOFTWARE HAS NOT BEEN
REPAIRED YET BY ENGINEERING SHOULD WE STILL PROCEED WITH IPMB
REPLACEMENT?
RECOMM 04/22/2021 10:45AM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Hello Gian, It is not clear how the IPMB being faulted correlates to
the customer's concerns, however you are correct. If the IPMB needs to
be replaced for a hard fault/fault with the camera or parking systems
then continue with its replacement. As for the IPMB causing the auto
hold fault, cruise control or parking brake fault this is not
suspected.
CONCER 04/22/2021 11:00AM GTCGCQSP
IPMB HAS A HARD FAULT AND OTHER CONCERNS WITH VEHICLE CORRELATE TO
IPMB I THREW WHATEVER CONCERNS TO GET MESSAGE ACROSS THE QUESTION IS
WITH THE IPMB SINCE YALLS SOFTWARE IS STILL SCREWED UP THANKS
RECOMM 04/22/2021 11:19AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Gian, Please proceed with replacing the IPMB referencing the procedure
outlined in section 413-13B of the on-line workshop manual making sure
that the original IPMB is connected then the PMI is started as this
will ensure that the PMI process completes correctly.

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/22/2021

UNKNOWN [REDACTED]

IPMB [REDACTED]

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 08/14/2020 Warranty Start Date: 09/03/2020
Date of Sale: 09/03/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 08211
Dealer Special Order: Gross Vehicle Weight: 636 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G F6
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

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

Model: [REDACTED] Shift:

Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
Paint : PN4-???????????????????? CERAMIC PEARL

----- 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 : GIAN NICOLOSI Title: TECHNICIAN
Phone :
Rpr Dlr:USA 11385 - Lamarque Lincoln Ph#:888-529-6058
City: Kenner State : Louisiana
Country: United States Region : Memphis

Claim #/Date : [REDACTED] 04/20/2021

Specialist's
Name : JOHNATH WILKIN PHANEUF

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/22/2021

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

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 11385	08/25/23	006749	39213	1					
USA 11385	01/30/24	007973	45415	1	42	BAG		800	
USA 11385	01/30/24	007973	45415	1	42				
USA 11385	01/30/24	007973	45415	2	42				
USA 11385	02/07/24	008014	45535	1		3M5		A	
USA 11385	02/07/24	008014	45535	1		JL7		F	

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/20/2021

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

VEHICLE: 2020 AVIATOR,PHEVAWD,4 DOOR ,MPV VIN:[REDACTED]
Engine : 3.0L NANO D4 G GTDI CD6R PHEV Odometer: 9,305 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

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

Additional Symptom: ADAPTIVE CRUISE CONTROL FAULT
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

--TYPE-- -- COMMENT TEXT --
CONCER 01/20/2021 12:11PM CHRISTOPHE BENNETT(F MSS - FCSD - MIDWEST REGION
Web Form Data(117872505) Description of Vehicle Concern: CUSTOMER
STATES ADAPTIVE CRUISE CONTROL FUNCTION DOES NOT WORK PROPERLY, WHEN
DRIVING OVER THE GRAPE VINE UP HILL ABOUT 70MPH CAR MAKES A SUDDEN
STOP AS IF THERE WAS NOT THROTTLE. Please list any diagnostics already
performed: INITIALLY, I FOUND ADAPTIVE CRUISE CONTROL OFF. I WHEN AND
TEST DROVE VEHICLE AT FREEWAY SPEEDS AND TESTED ADAPTIVE CRUISE
CONTROL AND AS I APPROACHED VEHICLES THE VEHICLE SLOW DOWN AND AS I
MOVE LANES THE CRUISE WORKS NORMALLY. Parts Replaced: NONE Your
Question: IS THERE ANYTHING TO CHECK FOR SUCH AN INTERMITTENT ISSUE
LIKE THIS? HOW CAN I FIND ROOT CAUSE OF CONCERN?
RECOMM 01/20/2021 12:11PM CHRISTOPHE BENNETT(F MSS - FCSD - MIDWEST REGION
Josue, Without duplication of the fault, accurate diagnostics will not
likely be performed. Even so, a couple things can be eliminated. Of
the DTCs you listed, only U0415:00 in the IPMB and APIM are the most
likely to apply to this fault. When referring to WSM 419-03B >
Description and Operation > Cruise Control System Operation and
Component Description, you see in the network message charts that
there are multiple messages that can relate to stopping the vehicle,
or causing it to decelerate. These would come from the PCM, ABS, or
IPMA. To test, keep driving the vehicle to duplicate, but monitor the
messages, sensors, and components that relate to stopping or slowing
the vehicle. Make a recording as needed to aid you in this so you can
focus on feeling the sensation the customer is concerned about. Once
duplicated, make all needed repairs. We have referred this concern to
the Field Service Engineer (FSE) in your market area due to the active
buyback the customer has filed for. The FSE should contact you and/or
the Dealership management (Service Manager or Service Director) within
one (1) business day to discuss further recommendations. If the FSE
does not contact you directly, please consult with your Dealership
management to discuss further recommendations and steps to assist in
the resolution of this vehicle concern.
ADD-ON 01/20/2021 12:11PM CHRISTOPHE BENNETT(F MSS - FCSD - MIDWEST REGION
1 active GCCT case for BB has not been completed

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIST CENTER Report Date: 01/20/2021

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

--TYPE-- COMMENT TEXT -----
 TAR 01/20/2021 12:20PM CHRISTOPHE BENNETT(F MSS - FCSD - MIDWEST REGION
 TAR 01/20/2021 12:20PM CHRISTOPHE BENNETT(F MSS - FCSD - MIDWEST REGION
 NOTE TO FSE: TAR CREATED DUE TO ACTIVE BB CASE THAT HAS NOT YET BEEN
 ...FINALIZED. CONCERN OF ADAPTIVE CRUISE CONTROL CANCELLING OR STOPPING
 ...WHEN GOING UP A HILL. HAS NOT BEEN DUPLICATED AT THE DEALERSHIP.
 ...VEHICLE HAS BEEN DOWN 5 DAYS FOR THIS CONCERN. CURRENT DIRECTION IS
 ...TO MONITOR VARIOUS INPUTS AND OPERATIONS THAT WOULD RELATE TO
 ...STOPPING/SLOWING THE VEHICLE TO ENSURE THEY READ CORRECTLY AND
 ...DIAGNOSE ANY FALSE OPERATIONS ONCE DUPLICATED.
 AUDIT 01/20/2021 12:20PM CHRISTOPHE BENNETT(F MSS - FCSD - MIDWEST REGION
 TECH ASSIST REFERRAL HAS BEEN OPENED
 ADD-ON 01/25/2021 09:54AM JADAM296
 CONTACTED SHOP FOREMAN JOSUE. HE HAS DRIVEN THE VEHICLE MANY TIME AND
 NOT BEEN ABLE TO DUPLICATE ANY CONCERNS WITH THE ADAPTIVE CRUISE
 SYSTEM. HE IS WORKING WITH THE CUSTOMER TO GET MORE INFORMATION.
 CUSTOMER STATED THAT HE LOST POWER BUT JOSUE IS NOT SURE IF THE
 CUSTOMER WAS APPLYING THE THROTTLE PEDAL TO OVERCOME ADAPTIVE CRUISE
 CONTROL SYSTEM OR NOT. JOSUE IS ALSO NOT SURE IF THE CUSTOMER HAD THE
 SPEED LIMIT SIGN READING FEATURE ENABLE WHEN THE CONCERN HAPPENED.
 THE SECTION OF ROAD THAT THE CONCERN HAPPENED IS A 65 MPH SPEED LIMIT
 AND CUSTOMER STATED THEY WERE DOING 70 WHEN THE CONCERN HAPPENED.
 FOLLOWING UP WITH JOSUE ON 1/26/21 TO FIND OUT IF ANY MORE
 INFORMATION COULD BE GATHERED.
 ADD-ON 02/01/2021 04:44PM JADAM296
 CONTACTED SHOP FOREMAN JOSUE. HE DROVE THE VEHICLE ON CRUISE CONTROL
 ALL THE WAY TO GORMAN (40 MILES) WITH NO CONCERNS. HE HAS PUT OVER 100
 MILES ON THE VEHICLE WITH NO FAULTS WHILE USING CRUISE CONTROL.
 SUSPECT THAT THE VEHICLE WAS WORKING NORMALLY AS DESCRIBED ON PAGES
 271 AND 273 OF THE OWNERS MANUAL. DEALERSHIP IS COMPLETING AN NPF FORM
 AND RETURNING THE VEHICLE TO THE CUSTOMER. CLOSING TAR.
 AUDIT 02/01/2021 04:44PM JADAM296
 TECH ASSIST REFERRAL HAS BEEN CLOSED

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

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

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/20/2021

Repair Type	Component Number	Number Type	Description	Causal Comp.
NOA	COMMENT	SERVICE	TECH COMMENTS	YES

----- V E H I C L E D E T A I L S -----
 Vehicle Build Date: 12/04/2019 Warranty Start Date: 01/25/2020
 Date of Sale: 01/25/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):
 Dealer Special Order: Gross Vehicle Weight: 715 LBS
 LH/RH Drive:

Engine: 3.0L NANO D4 G GTDI CD6R PHEV Tag: BD A3P D8
 Bld Dt: Calb: LCTVBQN A
 Serial #: [REDACTED]

----- T R A N S M I S S I O N -----
 Trans: HYB TRNAXLE A10R80 Part #:
 Bld Dt:
 Serial #: [REDACTED]

Model: Shift:
 ----- A D D I T I O N A L -----
 Tire : 275/45 R21 A/S TYRE Brand :
 Radio : A/C : AC T-????????????????????
 Paint : PN4-???????????????????? CERAMIC PEARL

----- 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 : JOSUE MADRIGAL Title: SHOP FOREMAN
 Phone :
 Rpr Dlr:USA 05471 - Jim Burke Ford Ph#:661-328-3711
 City: Bakersfield State : California
 Country: United States Region : Los Angeles

Claim #/Date : 200997 01/15/2021

Specialist's
 Name : CHRISTOPHE BENNETT (FSE)

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
10/16/2020	[REDACTED]	NHL	AID/INFO		USA 05471
12/22/2020	[REDACTED]	CACVOC	DRV PERF		USA 05471
02/04/2020	[REDACTED]	NHL	ST/RN/MV		USA 05471
03/12/2020	[REDACTED]	NHL	SAFE/SEC		USA 05471
01/27/2021	[REDACTED]	CREDSR	ST/RN/MV	CABLE ASY TRNS SHIFT	USA 09268
09/09/2021	[REDACTED]	NHL	AID/INFO		USA 07742
04/15/2024	[REDACTED]	NHL	AID/INFO		USA 07742

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/20/2021

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

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 07742	08/10/23	23449	36583	1					
USA 07742	08/10/23	23449	36583	2	82	FT4		CA	
USA 07742	08/10/23	23449	36583	2	82	X		QSP	
USA 07742	08/10/23	23449	36583	2	82				
USA 07742	03/15/24	39898	42192	1		JL7		F	
USA 07742	03/15/24	39898	42192	1		3M5		A	
USA 07742	04/09/24	41754	43129	1	42	LC5		B	
USA 07742	04/09/24	41754	43129	1	42	LC5		AB	
USA 07742	04/09/24	41754	43129	1	42				
USA 07742	04/09/24	41754	43129	1	42				
USA 07742	04/09/24	41754	43129	1	42				
USA 07742	04/09/24	41754	43129	1	42				
USA 07742	06/05/24	46446	44369	1	82	FT4		CA	
USA 07742	06/05/24	46446	44369	1	82	X		DSP	
USA 07742	06/05/24	46446	44369	1	82				

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

Orig Rpt #: [REDACTED]
Report Date: 11/01/2022

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

VEHICLE: 2022 AVIATOR, BL AWD, 4 DOOR, MPV
Engine: 3.0L GTDI TC V6 GAS
Operating Environ:
Vehicle Use:

VIN: [REDACTED]
Odometer: 6,320 MILES
WCC:
Rsp. Act:

SYMPTOM: 6 69 1 00 STOP/STEER/RIDE
STOPPING

VIBRATION
UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom:

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

Causal Component:

Causal Factor: Feature:

Causal Condition: Photo: Loc: 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 CSM JEFF 77989RENTAL TEMPLATEDLR note:VIBRATION WHEN PRESSING THE
BRAKES RO #RO Open Date: RO
Mileage: Line: COPIS CASE Year/Model of Rental: [REDACTED] First
t day: 10-20Rental Days total: 14Rental Daily Rate: 45.00Total Cost:
630.00Case opened Date:11-1Dealer Portion: 450.00Lincoln Portion:
180.00OBE TO DLRGood Morning, Can I get a better explanation on why the
vehicle is down.. From your notes it would seem like a warped
rotor.wouldnt be a very long repair.I will begin to assist with loaner
as of 10-30 @ 45.00 a day .Thanks.NEXT STEP 11-9 FOR STATUS
OWNREL CSM JEFF 7798916 DAYS 45.0DLR 450.00 10 DAYSLIN 270.00 6 DAYS P11 CODE
MSPA960691 270.00next step close case

----- 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: 01/30/2022 Warranty Start Date: 02/28/2022
Date of Sale: 02/28/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

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

Orig Rpt #: [REDACTED]
Report Date: 11/01/2022

Engine: 3.0L GTDI TC V6 GAS Tag: BC B3G E9
Bld Dt: Calb: NCTVYXN A
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]

Tire : 275/40R22 107W TIRE Brand : [REDACTED]
Radio : A/C : AC T-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B BURGUNDY VELVET 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 -----
Rpr Dlr:USA [REDACTED] - North Park Lincoln Ph#: [REDACTED]
City: San Antonio State : Texas
Country: United States Region : Houston

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
10/20/2022	[REDACTED]	CREDSR	AID/INFO			USA 11476
10/21/2022	[REDACTED]	NHL	SP/ST/RD			USA 11476
12/08/2022	[REDACTED]	CACVOC	SP/ST/RD			USA 11476
08/22/2022	[REDACTED]	CACVOC	SP/ST/RD			USA 11476
01/13/2023	[REDACTED]	CACVOC	DRV PERF			USA 11476

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

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 04492	05/31/23	224703	13001	1	42	LC5	[REDACTED]	AF	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	KU2	[REDACTED]	A	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	X	[REDACTED]	Q1SP	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	LC5	[REDACTED]	EA	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	LC5	[REDACTED]	MA	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	LC5	[REDACTED]	NA	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	7T4	[REDACTED]	A	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82		[REDACTED]		[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/10/2023

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

VEHICLE: 2022 NAVIGATOR 4X4, RESRV L, MPV VIN [REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 16,854 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

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

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

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

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

--TYPE-- COMMENT TEXT
CONCER 05/10/2023 05:55PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Web Form Data(119982002) Description of Vehicle Concern: CUSTOMER
STATES CRUISE CONTROL IS NOT WORKING PROPERLY. CUSTOMER STATES WHEN ON
HIGHWAY, SPEED IS SET FROM 70-75. CUSTOMER STATES IT WILL TAKE BOUT 1
MINUTE INTO THE SETTING AND THE SPEED WILL JUMP TO 85 MPH. Please list
any diagnostics already performed: TEST DRIVE. NO DTCS FOUND. Parts
Replaced: NO PARTS HAVE BEEN REPLACED. Your Question: TECH HAS TEST
DRIVEN VEHICLE AND HAS NOT BEEN ABLE TO VERIFY THE CONCERN. WHAT WOULD
YOU ADVISE TO DO NEXT?
RECOMM 05/10/2023 05:55PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Michael, with not being able to duplicate the concern with the vehicle
at the dealer and there being no fault DTCs to support there is a
system fault present, check the cruise control settings using the
touchscreen referencing the information outlined starting on page270
in the on-line owners guide making note that the range for the speed
setting is at 0. If the range is at 0, please have the customer visit
the dealer then have them test drive the vehicle with a member of the
service department with them so that the exact conditions of when the
cruise controls does not operate can be duplicated so that diagnostics
can be performed with the fault present. Once the fault can be
duplicated, perform on-demand self testing to the IPMA, CCM, PCM, ABS
module, SCCM and the IPC and note if there are any DTCs present.
ADD-ON 05/10/2023 05:55PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact, 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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/10/2023

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: 09/15/2022 Warranty Start Date: 10/12/2022
Date of Sale: 10/12/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 780 LBS
LH/RH Drive:

Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: NL 3E MA
Bld Dt: Calb: NTB9URN A
Serial #: [REDACTED]

Trans: 10 SPD AUTO 10R80 Part #:
Bld Dt:
Serial #:

Model: [REDACTED] Shift:
Model: [REDACTED] Shift:

Tire : P285/45R22 110H A/S BSW H-RTD Brand : GENERAL TIRE VENDOR
Radio : A/C : AC M-????????????????????
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 : MICHAEL LOPEZ Title: TECHNICIAN
Phone :

MICHAEL LOPEZ
Rpr Dlr:USA 00022 - Putnam Ford Ph#:650-931-3130
City: San Mateo State : California
Country: United States Region : San Francisco

Claim #/Date : [REDACTED] 05/08/2023

Specialist's
Name : ROBERT GARY

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/10/2023

--- 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) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/22/2022

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

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 39,010 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 2 38 DRIVER AIDES & INFORMATION EXTERIOR CAMERA
PERFORMANCE INOPERATIVE
Additional Symptom: all 4 cam blue screens
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 04/22/2022 02:38PM ERIC REILLY(FSE) MSS - FCSD - CALIFORNIA REGION
Web Form Data(118799172) Customer's description of vehicle concern
Customer states intermittently that all camera on the vehicle turn
blue when going into reverse Please list any diagnostics already
performed, including results of any TSB, GSBs or Pinpoint Test First
visit the vehicle came in with the concern of all cameras displaying
blue the 21S44 FSA was available to reprogram the IPMB to the latest
calibration and retest. Confirmed again on this visit while using the
latest version of FDRS that the IPMB is up to date. Then wiggle the
connectors at the IPMB and still could not make the issue appear from
that. It happens intermittently with no known pattern. Parts Replaced,
including service part number if available No parts replaced. What is
the level of the scan tool being used? Are any error messages noted?
31.6.7 Your Question: How should I approach the concern presented as
it is found that all cameras turn blue and throw DTCs indicating no
signal?
RECOMM 04/22/2022 02:38PM ERIC REILLY(FSE) MSS - FCSD - CALIFORNIA REGION
Hello Hayden, Since the concern has not become present through the
manipulation you performed on the wiring, it's possible there's an
internal IPMB issue. However, to be certain, refer to Wiring Diagram
cell 145 page 12 and ensure all connections shown at the IPMB are well
seated and locked in place. Perform manipulation of the wiring as far
back as you can reach since the COAXs split away from each other near
IPMB. If there are no concerns noted here, then ensure C3676B is
secured in place and the IPMB case ground is tightly secured to the
body. If there are no issues noted here, replace the IPMB and
re-evaluate the issue. Thank you, Eric R. Lincoln Escalated Support
AUDIT 04/22/2022 08:33PM
SYNC: Gen3 V4 MODEM: 4G SYNC Connect (Lincoln Way App)
CONCER 04/26/2022 02:14PM GTCGCQSP
Verified C3676B as well as wiggle tested the wire harness and coax
cables as far back as I could and found no change in the cameras.
Verified that the IPMB ground was good. Continued with replacing the
IPMB and have yet to make the concern appear again since replacement.

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/22/2022

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

--TYPE-- ----- COMMENT TEXT -----
RECOMM 04/26/2022 02:31PM ERIC REILLY(FSE) MSS - FCSD - CALIFORNIA REGION
RECOMM 04/26/2022 02:31PM ERIC REILLY(FSE) MSS - FCSD - CALIFORNIA REGION
Hello Hayden, Thank you for the update with your findings. Should the
issue occur again, let us know here or by placing a call to us and
we'll be happy to assist further. If not, have a great rest of your
day. - Eric R. Lincoln Escalated Support
CONCER 04/26/2022 02:35PM GTCGCQSP
Just when I was going to pull the vehicle out, I had the rear vision
camera turn blue. Before the IPMB replacement I was consistently
getting all the cameras displaying blue screen but now all the other
cameras are operating but the rear vision camera was blue and then
started flickering. Now it is back to working normal again. I wiggle
the connectors on the IPMB and verified that they are all seated
correctly.
RECOMM 04/26/2022 02:46PM BKARBUM1
Hayden, Thank you for the updated information, with only the rear
camera displaying blue intermittent it is likely that there is a fault
present with either the rear camera or coaxial cable. The IPMB will
set all 4 camera faults for an internal IPMB fault, however it has
also been found that a single camera fault will also cause the IPMB to
set all 4 camera fault DTCs. Therefore it is recommended to diagnose
the concern based upon symptom using pin point test L in section
413-13B of the workshop manual. This pin point will lead through
testing of the coaxial cable and if that checks out lead to
replacement of the rear camera which is suspected as the source of the
remaining concern. Brandon K. Lincoln Escalated Support
CONCER 04/26/2022 04:56PM GTCGCQSP
Followed the PPT which did lead to the rear vision camera being
replaced. We had one in stock, so I was able to get it in and test it.
So far, no concerns are present. That is good to know for future
advise while diagnosing this concern in the future. I was unaware that
one camera could also cause the other cameras to set DTCs.
RECOMM 04/26/2022 06:25PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Hayden, Thank you for the repair information and nice work on getting
the vehicle repaired. When you get a moment can you please fill out
the on-line survey so that the repair can be documented in the
Technical Assistance Center data base along with the Tech Self-Help
tool link that is available when submitting a Technical Assistance
Request (HAR) form which reviews closed Technical Assistance Center
repaired vehicles. To search for past reports, follow the normal
process of accessing the HAR form in PTS and once you have accessed
the form, fill out the symptom coding completely including the fourth
symptom then a hyper link will populate under the symptom coding if
there are any repaired vehicles using the same symptom coding. Rob G.
Lincoln Escalated Support

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/22/2022

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

Symp. Verif?:	Ease of Diagnosis:	Level of Assistance:
Comp. Timing:	Base Timing :	MIL light on? :
Test Stand :	Road Test :	8D Number:
Prior Repair Attempts:		Repair Prior to Call: NO
IPMB#B115E:31-2C, B12BE:31-2C, B12BF:31-2C, B148E:31-2C0-28		
Equipment/Procedure Used	Effective?	Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

```
----- VEHICLE DETAILS -----
```

Vehicle Build Date:	08/29/2019	Warranty Start Date:	11/23/2019
Date of Sale:	11/23/2019	Selling Dlr(Geo/Mkt,Dlr,Sub):	
Dealer Special Order:		Gross Vehicle Weight:	653 LBS
LH/RH Drive:			

Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G F6
Bld Dt: Calb: LCTVYXN A
Serial #:

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

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

Model: Shift:

[illegible]

----- 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 : HAYDEN ATKINSON
Phone :

HAYDEN ATKINSON
Rpr Dlr:USA 11377 - Joe Cooper Lincoln of Edmond Ph#:405-475-9600
City: Oklahoma City State : Oklahoma
Country: United States Region : Dallas

Claim #/Date : [REDACTED] 04/21/2022

Specialist's
Name : ERIC REILLY (FSE)

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/22/2022

----- C Q I S V I N H I S T O R Y -----
Date CQIS Prog Symp Cat Causal Part Description Dealer Id
01/16/2020 Report # Type AID/INFO USA 11374

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

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

Orig Rpt #: [REDACTED]
Report Date: 01/14/2021

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

VEHICLE: 2020 AVIATOR, BL AWD, 4 DOOR, MPV
Engine: 3.0L GTDI TC V6 GAS
Operating Environ:
Vehicle Use:

VIN: [REDACTED]
Odometer: 16,187 MILES
WCC:
Rsp. Act:

SYMPTOM: 1 12 0 00 COMFORT & ENTERTAINMENT AUDIO
UNKNOWN (CODE NOT AVAILABLE) 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 -----

AUDIT 01/21/2021 08:31PM

OWNREL SYNC: Gen3 V4 MODEM: 4G SYNC Connect (Lincoln Way App)

OWNREL CSM JEFF 77906 has been in and out of dealer for an issue with the radio. Clt stated that has been in dlr for over 6 weeks. has secondary issue with lane keeping. Adv that per dlr an FSE has been assigned. Clt seeking to to have repaired per clt dlr adv FSE assigned CSM adv: will open a case and speak with dlr about progress. next step f/u with dlr and update clt

OWNREL csm jeff 77906 o/c TO DLR 8059836511 S/A eLIZABETH UNAVAIL S/D CLIFF LEFT MESSAGE Per Hotline FSE has been in contact with tech and is directing him thru repair options

OWNREL CSM JEFF OBE to clt Hello, I have called Vista and left messages with Elizabeth and tried reaching the Service Manager. While I was not able to connect with them I was able to research this some. There is a Field Service Engineer (FSE) assigned to this. He has been in contact with the tech. It appears they have narrowed this down and the FSE has provided next steps for the tech. If I am reading the contact correctly I would hope they are close to completing the repair. I will be trying to reach the dealership personnel again on Monday. I will update you afterwards. Thanks. n/s f/u with dlt and clt 1-18

OWNREL csm jeff 77906 o/c TO DLR 8059836511 s/a ELIZABETH WENT TO V/M OBC back t dlr S/M Cliff adv will need to peak with S/A and tech for latest. Adv will email update N/s 1-21 with clt abd dlr CLIFF_ASHLOCK@VISTAAUT TO.COM

OWNREL CSM JEFF IBE from S/M Clock spring is on order should be received this week

OWNREL OBC to dlr S/M Cliff was adv part ordered is not correct part not listed for sale parst currently looking into what should be ordered VCSM adv to open COPIS catalog Inquiry requested update on response

OWNREL CSM JEFF IBE from Clt Any updates? We are now on week 7

OWNREL CSM JEFF OBE to clt Hello, I spoke with the Service Manager today who advised they had a part on order which came in as the incorrect part. The parts department is currently in process of getting the correct part ordered. I plan on following up on Monday hopefully with better

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

Orig Rpt #: 0057630470MS
 Report Date: 01/14/2021

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

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

news.Thanks.n/s dlr clt f/u 1-25

news.Thanks.n/s dlr clt f/u 1-25

OWNREL OBE to dlr and CSM alyshiaHello Liz, I took a call from [REDACTED] and opened a case [REDACTED]. You have a case opened under Sonya wheat for rental. Our process is that a client case takes precedent over a dealer's case and that there should only be a single case open at a time. As such case # [REDACTED] will stay open and I will address rental once repairs are complete. Speaking of repairs...where does this one stand. Latest update in hotline by the FSE states that the part you have is correct?Alyshia...you can close your casethanks.

OWNREL rental template Mileage: 16186ESP?:RO OPEN DATE: 12/03/20R/O #: 363330Line #: A IN RENTAL/LOANER: 12/03/20Lincoln or other: 12/3-12/4 2 DAYS \$90.00DAILY RATE: 45.00CUST PORTION:ESP PORTION:DLR PORTION: 12/5- 12/15 10 DAYS \$450.00LINCOLN PORTION: 12/15-CONTINUED

OWNREL CSM JEFFCSM will now being handling rental that dlr opened on separate case OBE to dlrHello Liz, I took a call from Jim Lee and opened a case [REDACTED]. You have a case opened under [REDACTED] for rental. Our process is that a client case takes precedent over a dealer's case and that there should only be a single case open at a time. As such case # [REDACTED] will stay open and I will address rental once repairs are complete. Speaking of repairs...where does this one stand. Latest update in hotline by the FSE states that the part you have is correct?Alyshia...you can close your casethanks.next step 1-28 for staus

OWNREL CSM JEFFOBE to S/A Liz seeking update on status

OWNREL CSM JEFF IBE from cltJeffery,Here is what I just received from Elizabeth at vista lincoln."Just stepped out to lunch. Checked in with the tech. Engineering has him install that part on Friday. I didn't fix the concern, so he reached out to him Friday. Cliff heard from engineering yesterday, asking to have the tech call him, which he is doing today. --Elizabeth Olivera Vista Ford Lincoln of Oxnard"I think Lincoln needs to get a senior engineer at this issue. We are now at 8 weeks straight in the shop

OWNREL CSM JEFFOBE to cltHello,There is already a Field Service Engineer involved in this repair. He has been working with tech remotely to resolve this. It is my understanding that due to lack of progress he will be visiting the dealer on Tuesday. I will follow up afterwards.Thanks.Next t step 2-4 f/u

OWNREL CSM JEFFltHello,The FSE has provided some direction to the tech and parts have been ordered. I will be following up with dealer to see the results . I will keep you updated as well.Thanks.next step 2-8 f/u with dlr clt

OWNREL CSM JEFFOBE to S/A JillGood Morning,Did the APIM arrive...if so did it work ?If not... what is part # on the SASM. Has it been ordered.Thanks.setting g 2-9 for updates

OWNREL CSM jeffIBC from CltClt just spoke with dlr and is upset that veh will need additional parts to repair and that may or may not address the lane keeping concern. Clt adv has spoken with but not retained lawyer and states that after 10 weeks veh qualifies under Lemon Law. Clt

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

Orig Rpt #: 0057630470MS
Report Date: 01/14/2021

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

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

states that veh is a lemonCSM adv will begin GFR and have response by

states that veh is a lemonCSM adv will begin GFR and have response by

2-13N/S using 2-9 f/u to begin GFR

OWNREL IBE from clt wife Hello, Jeffrey. My name is [REDACTED] You have been communicating with my husband, [REDACTED], about the ongoing service on my 2020 Black Label Lincoln Aviator. I understand that you spoke this morning and my car is still not repaired. We are highly disappointed and frustrated! We have been making large car payments for a vehicle that I cannot drive, and we were given a loaner that is sub-standard to my car model and only seats 5. We have been dedicated Lincoln customers and hope to remedy this ASAP. We have been more than patient. This repair has taken an unreasonable amount of time- almost 10 weeks, not counting our previous unsuccessful service visits. And this should be covered under the California Lemon Law. We are in the process of pursuing legal advice, and this situation needs to be elevated immediately so we can discuss potential buy back. Please connect us with the proper supervising management who can provide the details for those next steps.

OWNREL CSM JEFFOBE to wife Good Morning, I advised your husband yesterday that I am authorized to perform a Good faith Review to determine if an offer to replace/repurchase your vehicle can be made. I also advised that I will have an response by Friday 2-15-21 if not sooner. You are correct that you have been more than patient and that you are valued Lincoln clients. I will do my part to expedite this process as you deserve an answer as soon as possible. Thanks.

OWNREL RO 350878open 3-19-20miles 5689closed 3-23-20turn signal cancel inopno actionRO 359480OPEN 9-15-20MILES 13507CLOSE 10-7-20RADIO PRESETS THRU STEERING WHEEL INOP /INTERIOR TRIM CONCERNS/ LANE KEEPING CONCERNSRO 362167OPEN 11-9-20MILES 14336CLOSE 11-13-20LANE KEEPING AND RADIO PRESETS CONCERNSNPF ON LANE KEEPING REPROGRAM ON RADIO PRESETSRO 363330OPEN 12-3-20MILES 16186CLOSE DATE STILL OPENLANE KEEPING/ RADIO PRESET/ LIFTGATE TRIM/ REVERSE BRAKING / ENGINE RUNNING ROUGHsubmitted to com for review2-11 f/u with clt

OWNREL CSM WAS UNAWARE OF CHANGE IN PROCESS. WILL FRWD CASE TO CA. ll TEAM

OWNREL CALL TEMPLATE Name(s) on the Title: [REDACTED] VIN: [REDACTED] Current Mileage: [REDACTED] Ownership Status: NEWState Where the vehicle was Purchased: CAState Where the Vehicle is Registered: CAPurchased from Dealer: Yes or NoYESDealership (if yes): VISTA FORD LINCOLN OF OXNARDPrimary Reason for Repurchase: INOP RADIO CONTROLS/ LANE KEEPING SYSTEM WORKING INCORRECTLY

OWNREL ATTACHING RO'S FROM

OWNREL NEXT STEP 2-15 F/U FOR STATUS ON REPAIR/ RENTAL

OWNREL Milestone was incorrectly assigned. RES fixed Buyback Eval. Milestone Assignment to CA Review Team. CA TL or COM assign to Case Analyst for GFR. CA Review will begin once (tomorrow 2/12 or Mon. 2/15).

OWNREL *** ATTN CXS*** CXS PLEASE POSE CA BB INTAKE QUESTIONS TO CUSTOMER ON NEXT F/U.

OWNREL ASSIGNING TO JULIE

OWNREL FINAL RECOMMENDATION COMPLETE, SENDING TO RES FOR FINAL RECOMMENDATION

OWNREL Transfer to TL/COM for review

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

Orig Rpt #: [REDACTED]
Report Date: 01/14/2021

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

--TYPE-- ----- COMMENT TEXT -----
OWNREL COM approves, assigning to Samto process approval letter.
OWNREL COM approves, assigning to Samto process approval letter.
OWNREL APPROVAL UPLOADED TO PORTAL, TRACKING IS 485559LETTER WILL BE SENT
WITHIN THE NEXT 3 BUSINESS DAYS
OWNREL CSM JEFFIBE from cltJeffery,Is someone else supposed to contact us
now?
OWNREL CSM JEFFIBE to clt Good Morning,It appears your request has been
approved and an offer letter mailed out. You will be contacted by an
agent working with the Reacquired Vehicle Team who will work with you
going forward.You should receive the letter in the next couple of days
.Please let me know if you have any questions.Thanks.next step f/u
with dlr on status to determine whether to open SME case for repair
2-17 f/u
OWNREL CA REVIEW LETTER SENT TO CUSTOMER ON 2-16-21
OWNREL PER HOTLINE DATA ERROR CORRECTED AND VEH SHOULD BE REPAIRED AFTER
UPLOADobe TO DLRHello,Just read the hotline update...is this vehicle
fixed ?Please let me know.Thanks.SETTING 2-22 FOR RESPONSE
OWNREL CSM JEFFIBE from [REDACTED] officially has his Lincoln back! I've
attached the rental invoice RO 363330Miles 16186opened 12/03/20Line
KPick up and delivery 2 days @ \$90.00 12/03/20 - 12/04/20Dealer 10
days @ \$450.00 12/05/20 - 12/14/20Lincoln 67 days @ \$3015.00 02/15/20
- 02/19/21OBE to COM for codenext step leaving f/u as is

----- 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: 06/26/2019 Warranty Start Date: 09/05/2019
Date of Sale: 09/05/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 650 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G D6
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

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

Orig Rpt #: [REDACTED]
 Report Date: 01/14/2021

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

Model: [REDACTED] Shift: [REDACTED]

Tire : 275/40R22 107W TIRE Brand : [REDACTED]
 Radio : [REDACTED] A/C : AC T-????????????????????
 Paint : PN4-???????????????????? STONE BLUE/FLIGHT 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 -----
 Rpr Dlr:USA [REDACTED] - Vista Ford Lincoln of Oxnard Ph#:805-983-6511
 City: Oxnard State : California
 Country: United States Region : Los Angeles

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
11/13/2020	[REDACTED]	NHL	AID/INFO	MOD M/MEDIA		USA 03893
12/12/2020	[REDACTED]	CACVOC	AID/INFO			USA 03893
09/24/2020	[REDACTED]	NHL	AID/INFO			USA 03893
09/26/2020	[REDACTED]	CACVOC	DRV PERF			USA 03893

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

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 04623	12/22/23	554592	61533	1			[REDACTED]		[REDACTED]
USA 04623	12/22/23	554592	61533	2	42	GD9	[REDACTED]	M	[REDACTED]
USA 04623	01/12/24	555495	63302	1		JL7	[REDACTED]	F	[REDACTED]
USA 04623	01/12/24	555495	63302	1		3M5	[REDACTED]	A	[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/16/2020

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

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 1,656 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 27 A 30 DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
COLLISION AVOIDANCE FLASHES
Additional Symptom: Multiple warning lamps
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 01/16/2020 09:47AM BKARBUM1
Web Form Data(117047994) Description of Vehicle Concern: customers concern lights comes as a Christmas tree driving at times service trac, pre collision traction control light Please list any diagnostics already performed: following pinpoint test z under network diagnostics in service manual the only code that says current dtc is the ipmb but cannot duplicate lights are not coming on even though customer have pictures of fault. at this point I understand I will have get to the abs module, and check hs2 can lines going to ipmb and gateway Parts Replaced: none Your Question: at this point this is the second aviator with Christmas tree lights coming on. other is getting a harness do we know of any electrical issues this vehicles may have?

RECOMM 01/16/2020 09:47AM BKARBUM1
Frank, With the U0415 set in multiple modules, this does not indicate an actual loss of communication. The U0415 indicates invalid data being sent out on the network from the ABS module. With multiple modules using data from the ABS module such as wheel speed, when this data is sent out if it does not match the current vehicle operation when compared to other data in the modules the U0415 is set. As stated this could be due to a faulty wheel speed sensor reading that is being recognized by other modules but not present for long enough for the ABS module to set a DTC or could just be skewed data that the ABS module is sending out. After review of the FDRS sessions with this vehicle it appears that when the vehicle arrived there was a C0051:64 and C0051:67 set in the ABS module which are in reference to the steering wheel signal plausibility failure. This occurs when the accelerometers in the RCM indicate vehicle operation that does not match with the steering angle. Since these DTCs were present this is the most likely cause for the U0415 DTCs being set even if they have not duplicated at this point. It is recommended to use pin point test LA in the ABS guided routine located in section 206-09 of the workshop manual for diagnosis of the concern.

CONCER 01/16/2020 11:09AM GTCGCQSP
Thank you very much for this information for some reason I miss this

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/16/2020

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

--TYPE-- ----- COMMENT TEXT -----
info since previous tech that work on it is not available before I
info since previous tech that work on it is not available before I
even tear down anything I record the codes and erase and see what
comes back..so far the only code that comes back is u0415 on IPMB
only.. no codes come on its just store under continuous memory. should
I still follow recommended pinpoint test LA in ABS?
RECOMM 01/16/2020 11:32AM COREY REILLY(FSE) MSS - FCSD - NORTHEAST REGION
Frank, While U0415 is the only DTC currently present, it is more of a
result of the actual root cause and should be temporarily disregarded.
U0415 sets when modules are expecting specific information from a
module but receives incorrect/implausible data. With C0051:64 and
C0051:67 previously present, this is the root cause of the multiple
warning lights concern. With that, you are correct in stating Pinpoint
Test LA must be performed at this time. Referring to the chart listed
above Pinpoint Test LA, these DTCs set when the ABS module detects a
difference in the steering wheel position sensor or is lost for 30
seconds of driving. With that, continue with closely monitoring the
steering angle PID in the ABS Datalogger. If no concerns are found
thus far, the Power Steering Control Module (PSCM) as it contains the
Steering Wheel Angle sensor in which the ABS module receives.
AUDIT 01/16/2020 08:32PM
SYNC: Gen3 V4 MODEM: 4G SYNC Connect (Lincoln Way App)

----- 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# [REDACTED]
SECM# [REDACTED]
IPMB# [REDACTED]
SASM# [REDACTED]
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 08/29/2019 Warranty Start Date: 11/23/2019
Date of Sale: 11/23/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:
Engine: 3.0L GTDI TC V6 GAS - - - E N G I N E - - - Tag: BC A3G F6
Bld Dt: Calb: LCTVYXN A

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/16/2020

Serial #:

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

Bld Dt:

Serial #:

Model:

Shift:

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

Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
Paint : PN4-?????????????????????----- ICONIC SILVER/SILVER RADIANCE

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : FRANK CHAMBA Title: TECHNICIAN
Phone :
FRANK CHAMBA

Rpr Dlr:USA [REDACTED] - Lincoln White Plains Ph#:914-689-8111
City: Elmsford State : New York
Country: United States Region : New York

Claim #/Date : [REDACTED] 01/14/2020

Specialist's

Name : BKARBUM1 -????????????????????

----- 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
04/22/2022	N4VEB004	NHL	AID/INFO			USA 11377

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/06/2023

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

VEHICLE: 2023 NAVIGATOR 4X4, RESERVE, MPV VIN: [REDACTED]
Engine : 3.5L V6 GTDI HIGH OUTPUT Odometer: 9,046 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 22 2 24 DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE DISENGAGE/DROPOUT
Additional Symptom: intermittent unverified by dlr
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 07/06/2023 08:59AM ERIK KUNZE(FSE) MSS - FCSD - KEYSTONE REGION
Web Form Data(120064710) Description of Vehicle Concern: CUSTOMER
STATES CRUISE WILL BE SET AND ON WILL HEAR A DING AND CRUISE CONTROL
HAS SHUT OFF. Please list any diagnostics already performed: CHECK FOR
FAULT CODES NONE FOUND. CHECK OASIS FOR TSBS, SSMS, OR GSBS NONE
FOUND. ROAD TEST UNABLE TO VERIFY CUSTOMERS CONCERN AT THIS TIME.
Parts Replaced: NONE Your Question: REQUESTING ESCALATION TO FSE WE
HAVE BEEN UNABLE TO VERIFY CUSTOMERS CONCERN. CUSTOMER HAS BEEN IN
CONTACT WITH LINCOLN AS CUSTOMER HAS REQUESTED A BUYBACK FOR MULTIPLE
CONCERNS HE HAS BEEN HAVING WITH THIS VEHICLE.
RECOMM 07/06/2023 08:59AM ERIK KUNZE(FSE) MSS - FCSD - KEYSTONE REGION
Hi James, Per our conversation, this concern has never been duplicated
or verified by the dealer or technician. It is further understood that
there are currently no codes stored for modules or systems related to
the speed control function. It is possible that the speed control will
drop out at times while driving, generally accompanied by a
notification message or sound advising of the ADAS function that
caused the speed control to return control of the vehicle to the
client. This undesirable characteristic has been noted for engineering
feedback purposes. It is recommended to refer the client to their
owner guide for further information on the ADAS systems in the vehicle
and how their function and operation can interface with the speed
control system.

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

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/06/2023

----- S E R V I C E A C T I O N S -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 12/12/2022 Warranty Start Date: 01/12/2023
Date of Sale: 01/12/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 765 LBS
LH/RH Drive:

Engine: 3.5L V6 GTDI HIGH OUTPUT E N G I N E - - - Tag: NL 3E MA
Bld Dt: Calb: PTB9BMN A
Serial #: [REDACTED]

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

Model: [REDACTED] Shift:
----- A D D I T I O N A L -----
Tire : P285/45R22 110H A/S BSW H-RTD Brand : GENERAL TIRE VENDOR
Radio : A/C : AC M-????????????????????
Paint : PN4-???????????????????? AGATE BLACK METALLIC

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

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

Rpr Dlr:USA [REDACTED] - Mathews Ford Sandusky, Inc. Ph#:419-626-4721
City: Sandusky State : Ohio
Country: United States Region : Pittsburgh

Claim #/Date : [REDACTED] 07/05/2023

Specialist's
Name : ERIK KUNZE (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
01/05/2023 Report # Type Type
05/01/2023 [REDACTED] CREDSR COMF/ENT ADJUSTER ASY - SEAT BACK USA 02265
06/08/2023 [REDACTED] NHL FT/FN/BD USA 02265
06/14/2023 [REDACTED] FCSDFS ST/RN/MV USA 02265
07/06/2023 [REDACTED] CACVOC AID/INFO USA 05619
07/06/2023 [REDACTED] NHL COMF/ENT USA 02265
07/06/2023 [REDACTED] NHL LT/GL/VI USA 02265
07/06/2023 [REDACTED] NHL ST/RN/MV USA 02265

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/06/2023

--- 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 05619	08/31/23	054926	11999	1	82	AA5		A	
USA 05619	08/31/23	054926	11999	1	82	X		BSP	
USA 05619	08/31/23	054926	11999	1	82				
USA 05619	12/14/23	057400	18603	1	82	AA5		A	
USA 05619	12/14/23	057400	18603	1	82	X		BSP	
USA 05619	12/14/23	057400	18603	1	82	ML3		A	
USA 05619	12/14/23	057400	18603	1	82	JL1		AA	
USA 05619	12/14/23	057400	18603	1	82				
USA 05619	03/22/24	59670	25073	1	82				
USA 05619	03/22/24	59670	25073	1	82	AA5		A	
USA 05619	03/22/24	59670	25073	1	82	X		BSP	
USA 05619	07/25/24	062705	31641	1	82	AA5		A	
USA 05619	07/25/24	062705	31641	1	82	X		BSP	
USA 05619	07/25/24	062705	31641	1	82				
USA 05679	03/22/24	59670	25073	1	82	AA5		A	
USA 05679	03/22/24	59670	25073	1	82	X		BSP	
USA 05679	03/22/24	59670	25073	1	82				

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/15/2021

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

VEHICLE: 2020 AVIATOR,PHEVAWD,4 DOOR ,MPV VIN:[REDACTED]
Engine : 3.0L NANO D4 G GTDI CD6R PHEV Odometer: 12,206 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

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

Additional Symptom: ACC speed sign recognition
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 07/15/2021 12:11PM TATE BUNDERSON(FSE) MSS - FCSD - MID ATLANTIC REG
Web Form Data(118262792) Description of Vehicle Concern: when driving
on the freeway when using intelligent radar cruise control in ipc speed
limit for road will go from 65 to 85 but actual freeway posited speed
will not have changed, causing car to start to speed up way past speed
limit. happens in same spots every time. Please list any diagnostics
already performed: verified customer concern, scanned for dtcs found
none, checked with another car fault is present on that car as well,
found issue happens in several other ford products near my work in san
Luis Obispo CA on 101 freeway. this is an error with nav systems speed
limit data base Parts Replaced: none Your Question: can this be fixed
with a software update.
RECOMM 07/15/2021 12:11PM TATE BUNDERSON(FSE) MSS - FCSD - MID ATLANTIC REG
Wyatt, Thank you for bringing this concern to our attention.
Information related to the adaptive cruise control speed sign
recognition system and how it operates can be found in Workshop Manual
section 419-03B Cruise Control > Description and Operation > System
Operation and Component Description under the ACC Operation Heading in
the 8th paragraph. In this section it explains that the intelligent
traffic sign recognition system is uses both the CCM and the IPM A to
observe for the change in traffic signs and recommends to refer to the
owners manual for additional information. It is recommended to refer
to the Owners Manual latest printing on pages 277 and 278. This is
because there is additional information not included in the
description and operation which we are submitting a report a problem
case to have added to the Workshop Manual. On page 278 under the
second Note: it indicates that speed limit information is provided by
the navigation map data and may be inaccurate or out of date. It is
possible that the Map/Navigation data for the particular road you are
describing has been corrected in a later Map update on this vehicle
and the like vehicles that you compared to. Looking at
<https://syncnavigation.com/lincoln/home> it does show that there is an
available Navigation Map software update available for this vehicle
which should be performed at this time and then the concern

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/15/2021

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

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

re-evaluated to see if the speed sign map data is now accurate. If the
re-evaluated to see if the speed sign map data is now accurate. If the
data continues to be inaccurate, in the owners manual on page 494
under the Navigation Map Accuracy and Updates heading it explains that
HERE is the company that Lincoln and Ford uses for their navigation
map data and any inaccuracies need to be reported directly to HERE by
going to www.here.com. If you got to the here.com/contact page and
scroll down there are 3 boxes and the left one has an option to Report
a map error, which should be done if the concern continues to occur
after the latest map update so that the map data can be corrected on
the specific road that you have identified that the concern occurs on.
Tate B. Lincoln Escalated Support

RECOMM 07/15/2021 12:33PM TATE BUNDERSON(FSE) MSS - FCSD - MID ATLANTIC REG
Wyatt, Our apologies, during additional research it was found that the
information in the owners manual directing to contact HERE is
incorrect. HERE supplies the navigation/map data for SYNC 2 systems
but for SYNC 3 the ALOM Map Team is used. The link provided for the
map software update is still correct and should be used to update the
map software and then re-evaluate the concern. However, if the concern
is still present rather than contacting HERE it will be necessary to
contact the ALOM team. To report an error with the map, please email
ALOMMapCaressupport@alom.com and tell them which road has the concern
and needs the speed limit information updated. Thank you, Tate B.
Lincoln Escalated Support

ADD-ON 07/15/2021 12:33PM TATE BUNDERSON(FSE) MSS - FCSD - MID ATLANTIC REG
Consulted with SME Steve Perry who agreed that there is information
missing in the Workshop manual regarding how the speed sign
recognition system operates and agreed that RAP cases should be
submitted. When consulting with SME Jeff Underwood to confirm that
HERE is the correct navigation company as mentioned in the owners
manual he indicated that this is not correct for SYNC 3 systems and
that the ALOM team will need to be contacted if there is an error with
the map/speed limit information.

CONCER 07/16/2021 11:25AM GTCGCQSP
performed update for nav, issue is still present, also noticed when
driving under over passes car will slow down from freeway speed to
what the speed is of the road over you this seems to be a safety
issue.

RECOMM 07/16/2021 01:41PM TATE BUNDERSON(FSE) MSS - FCSD - MID ATLANTIC REG
Wyatt, Thank you for the updated information and the additional
observation that you have observed. This assistance request has been
documented as a potential safety concern and we appreciate you
bringing it to our attention. With the concern still present after the
map data has been updated to the latest available, please proceed with
the previous recommendation to contact the ALOM team and report a
concern with the accuracy of the speed limit on the road you have
identified. Additionally, to prevent the unintended acceleration until
the speed limit information is updated, it may be helpful to refer to
the owners manual page 278-279 and follow the directions to set the
adjustable speed tolerance which sets the amount of allowed

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/15/2021

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

--TYPE-- ----- COMMENT TEXT -----
variance/change from the posted speed limit. Again, thank you for the
variance/change from the posted speed limit. Again, thank you for the
information you have provided as this has been very helpful in further
investigating this concern. Tate B. Lincoln Escalated Support

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

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date:	07/23/2020	Warranty Start Date:	12/23/2020
Date of Sale:	12/23/2020	Selling Dlr(Geo/Mkt,Dlr,Sub):	
Dealer Special Order:		Gross Vehicle Weight:	715 LBS
LH/RH Drive:			

Engine: 3.0L NANO D4 G GTDI CD6R PHEV Tag: BD A3P D6
Bld Dt: Calb: LCTVBQN A
Serial #: [REDACTED]

Trans: HYB TRNAXLE A10R80 Part #: [REDACTED]
Bld Dt:
Serial #: [REDACTED]

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 T-????????????????????
Paint : PN4-???????????????????? MAGNETIC

----- 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 : WYATT HANSEN	Title: TECHNICIAN
Phone :	

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/15/2021

Rpr Dlr:USA [REDACTED] - Perry Ford/Perry Lincoln Ph#:805-544-5200
City: San Luis Obispo State : California
Country: United States Region : Los Angeles

Claim #/Date : [REDACTED] 07/14/2021

Specialist's
Name : TATE BUNDERSON (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
07/14/2021	[REDACTED]	CREDSR	AID/INFO	mod m/media		USA 07889

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/08/2020

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

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 12,958 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 5 58 4 39 DRIVING PERFORMANCE ENGINE SURGE
DECELERATION INTERMITTENT

Additional Symptom: Surge on accell or decel
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

--TYPE-- COMMENT TEXT
CONCER 10/08/2020 04:49PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Web Form Data(117646626) Description of Vehicle Concern: customer
states vehicle surges/jerks when slowing down/coasting or sometimes
when accelerating Please list any diagnostics already performed:
performed system test.no dtc recorded,oasis ckd awd module concerns
in history,test drove unabe to duplicate concern.inspected for loose
components,abnormal noises no concerns found. Parts Replaced: none
Your Question: is there known repairs for this concern,or is this
considered normal for the intelligent awd system.
RECOMM 10/08/2020 04:49PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Rodney, With not being able to duplicate the concern while the vehicle
is at the dealer and there being no fault DTCs in any module, it is
recommended to consult with the customer on the operating condition of
the vehicle before the fault occurs such as how long the vehicle has
to be driven, where the vehicle is being driven(city, highway, on
hills), how the vehicle is being driven(mildly or aggressive) the
weather conditions and if gas was recently added to the tank. Once the
specific operating conditions have been obtained and the drivability
concern can be duplicated, compare the concern to a like vehicle under
the same operating condition and if it is determined that the
customers vehicle is not performing correctly, perform chart one in
the PC/ED with the fault present as the Lincoln Technical Assistance
Center is not currently tracking this specific concern for this
vehicle.

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/08/2020

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: 02/25/2020 Warranty Start Date: 04/09/2020
Date of Sale: 04/09/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 05372
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS - - - E N G I N E - - - Tag: BC A3G D6
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

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

Model: [REDACTED] Shift:
Model: [REDACTED]

----- A D D I T I O N A L -----
Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
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 : RODNEY TURNER Title: TECHNICIAN
Phone :
Rpr Dlr:USA [REDACTED] - Keller Ford Lincoln Ph#:559-584-5531
City: Hanford State : California
Country: United States Region : San Francisco

Claim #/Date : [REDACTED] 10/02/2020

Specialist's
Name : ROBERT GARY

----- 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
06/26/2020	L6ZC3017	NHL	AID/INFO			USA 05372

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/08/2020

--- 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 02811	05/28/24	922765	68039	1	D8	L1M	[REDACTED]	E	[REDACTED]
USA 02811	05/28/24	922765	68039	1	D8	LC5	[REDACTED]	B	[REDACTED]
USA 02811	05/28/24	922765	68039	1	D8	L1M	[REDACTED]	C	[REDACTED]
USA 02811	05/28/24	922765	68039	1	D8	L1M	[REDACTED]	A	[REDACTED]
USA 02811	05/28/24	922765	68039	1	D8		[REDACTED]	S437	[REDACTED]
USA 02811	05/28/24	922765	68039	1	D8		[REDACTED]	S430	[REDACTED]
USA 02811	05/28/24	922765	68039	1	D8	LC5	[REDACTED]	D	[REDACTED]
USA 02811	05/28/24	922765	68039	1	D8	LP5	[REDACTED]	B	[REDACTED]
USA 02811	05/28/24	922765	68039	1	D8	HL3	[REDACTED]	B	[REDACTED]
USA 02811	05/28/24	922765	68039	1	D8	X	[REDACTED]	QULV	[REDACTED]
USA 02811	05/28/24	922765	68039	1	D8	L1M	[REDACTED]	D	[REDACTED]
USA 02811	05/28/24	922765	68039	2		JL7	[REDACTED]	F	[REDACTED]
USA 02811	05/28/24	922765	68039	2		3M5	[REDACTED]	A	[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/02/2020

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

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 10,988 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

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

Additional Symptom: Intelligent cruise accelerates
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 07/02/2020 02:04PM BKARBUM1
Web Form Data(117368548) Description of Vehicle Concern: CUSTOMER
STATES INTEIGANCE CRUISE GAINS SPEEDS WHEN GOING ON OVER/UNDER PASS
FROM 55 TO 75 Please list any diagnostics already performed: ROAD
TESTED AND CONFIRMED-CHECKED SETTINGS FOR CRUISE AND TOLERANCE IS SET
TO 0+ COMPAIRED TO ANOTHER TRUCK-SAME -BUT CUSTOMER STATED LOANER
AVIATOR WORKED BETTER. Parts Replaced: NONE Your Question: CUSTOMER IS
LOOKING FOR A UPDATE OR AN ANSWER
RECOMM 07/02/2020 02:04PM BKARBUM1
John, Most of the unintended acceleration during cruise control events
that have been reported have been due to false inputs from the
steering wheel switches adjusting the set speed. It is recommended to
setup the FDRS to record all of the steering wheel switch PIDs for the
cruise control and make it so the FDRS records 30s to 1 minute before
hitting the record button so it will capture if there is an input.
Then drive the vehicle to duplicate the concern, if it occurs record
it and determine if there are false inputs from the steering wheel
switches occurring causing the vehicle to increase speed.

----- 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: 07/02/2020

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----- V E H I C L E   D E T A I L S -----
Vehicle Build Date:      12/06/2019      Warranty Start Date:      12/18/2019
Date of Sale:            12/18/2019      Selling Dlr(Geo/Mkt,Dlr,Sub):USA 09217
Dealer Special Order:                                         Gross Vehicle Weight:      653 LBS
LH/RH Drive:

```

Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G D6
Bld Dt: Calb: LCTVYXN A
Serial #:

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

Model: Shift:

[illegible]

----- 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

[illegible]

Rpr Dlr:USA [REDACTED] - Apple Ford Apple Valley Ph#:952-431-5900
City: Apple Valley State : Minnesota
Country: United States Region : Twin Cities

Claim #/Date : [REDACTED] 06/29/2020

Specialist's
Name : BKARBUM1 -????????????????????

----- 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 06542	04/26/24	3296	85390	1	82		RENTAL		
USA 06542	04/26/24	3296	85390	2		3M5		A	

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/02/2020

----- 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 06542 04/26/24 3296 85390 2 JL7 [REDACTED] F [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/17/2021

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

VEHICLE: 2021 CORSAIR,AWD,RESERVE,CUV VIN: [REDACTED]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 636 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

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

Additional Symptom: adaptive speed control

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?: YES

Customer satisfied?:

Repair Effectiveness (%):

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

--TYPE-- COMMENT TEXT
CONCER 03/17/2021 04:16PM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Web Form Data(117997143) Description of Vehicle Concern: GUEST STATES
THAT IN A PARTICULAR LOCATION ON CTY RD 46 EAST OF HWY 52 IN HASTINGS
MINNESOTA THAT THE ADAPTIVE CRUISE/SET TO INTELLIGENT WILL INCREASE
SPEED FROM SET 55 MPH TO 85 MPH, AND DURING THIS TIME IN THE SAME
AREA/LOCATION, THE LANE KEEPING SYSTEM WILL STOP ASSISTING THROUGH A
CURVED TERRAIN AREA. Please list any diagnostics already performed:
UNABLE TO VERIFY GUEST CONCERN. I SPOKE WITH THE GUEST, AND HE STATED
THAT THE CONCERN HAS NOT BEEN PRESENT/IDENTIFIED IN ANY OTHER LOCATION
OF DRIVING. I AHD ASKED HIM IF THERE WAS AN AIRPORT OR HIGH VOLTAGE
POWER LINES OR ANYTHING THAT MAY PRESENT AN RFI CONCERN. HE SAID THERE
IS NOTHING HE IS AWARE OF. DUE TO THE FACT THAT THE AREA OF WHERE THE
FAULT/CONCERN IS PRESENT. I CONTACTED A FRIEND TECH THAT WORKS AT
HASTINGS FORD DEALERSHIP AND ASKED ABOUT THE AREA LOCATION. A GOLF
COURS, A CUARY, AND A REFINEMENT/RECYCLE PLANT WAS MENTIONED TO BE IN
THE AREA OTHER THAN OPEN FARM LAND, AND A 1,000 ACRE NATURE WOODED
LAND. I ROAD TESTED THE VEHICLE, CHECKED ADAPTIVE CRUISE SETTINGS,
GUEST HAS THE -TOLERANCE- SPEED SET TO +5 MPH. AND FOLLOWING DISTANCE
IS SET TO THE LEAST INTRUSIVE SETTING SHOWING ONLY 1 RECTUANGULAR
GRID. I OBSERVED THAT SETTING THE VEHICLE SPEED TO 50 -55 MPG, AND
USING THE -RESUME- CRUISE BUTTON AFTER A SLOW DOWN OR STOP AND GO
EVENT, THE SPEED WASNT CONSISTENT ON THE RESET. I HAD THE VEHICLES
CRUISE SET TO 55 MPH AND VEHICLE WOULD SPEED UP TO 60 MPH. GRANTED
WITH-IN 5 MPH OF THE SET SPEED. I AHD MY COMPARISON VEHICLE DO THE
SAME THING. AND I OBSERVED THAT UPDATING OF THE VEHICLE SPEED FROM
ROAD SIGNS TOOK A WHILE TO UPFDTAE. BUT READING IN THE WSM SAND THE
OWNERS LITERATURE IT SOUND TO ME TO BE NORMAL OPERATION AS FAR AS
DELAY TO UPDATE SPEEDS. I CHECKED ARCHIVES TO SEE IF THERE HAS BEEN
ANY REPORTED CONCERNS WITH LDWS OR ADAPTIVE CRUISE. THERE ARE -NO-
REPORTS. Parts Replaced: NONE. Your Question: AT THIS TIME I AM GONNA
ANALYZE THE OPERATION OF THE CRUISE AT WITH SET PARAMETERS BETWEEN MY
COMPARISON VEHICLE AND THE GUEST VEHICLE, JUST TO BE SURE THERE ISNIT
ANY ABNORMALTIES. AS OF THUS FAR I DONT SEE 1 YET. ---TO ME THE
CONCERN IS RFI RELATED DUE TO CONCERN BEING CONDEMNED TO 1 PARTICULAR

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/17/2021

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

--TYPE-- ----- COMMENT TEXT -----
 LOCATION-- AND WITHOUT ME DRIVING THE VEHICLE TO THIS LOCATION IS
 LOCATION-- AND WITHOUT ME DRIVING THE VEHICLE TO THIS LOCATION IS
 GONNA BE THE WAY TO IDENTIFY THE CONCERN.
 RECOMM 03/17/2021 04:16PM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
 Bryan, Having found that a like vehicle is operating the same way,
 this could indicate a normal concern. To help identify if this is
 normal, due to the concern happening at the same place, verify if the
 customer is using the road signs to update the speed settings. If this
 is the settings used, then it could be that the road sign in that area
 is a cause to this concern. The lane keeping not working could be due
 to the IPMA not being able to pick up lane markings. Having this
 information, can be helpful in identifying if there is a concern
 present, or if the vehicle is operating correctly, due to the vehicle
 surroundings.
 CONCER 03/17/2021 04:26PM GTCGCQSP
 WE DID GO OUT TO THE AREA OF ORIGIN WITH THE GUEST VEHICLE. CONCERN
 WAS PRESENT. AND THEN WE DROVE OUT WITH A LIKE VEHICLE CONCERN BECAME
 PRESENT IN THAT VEHICLE. --IT HAS BEEN IDENTIFIED THAT THE AREA OF
 ORIGIN DOES NOT HAVE A SPEED LIMIT SIGN FOR SEVERAL MILES. BUT ALONG
 THE DRIVING PATH THERE IS A COUNT ROAD SIGN. (COUNTY ROAD 85) AND THE
 IPM-A IS IDENTIFYING THE COUNTY ROAD SIGN AS A SPEED LIMIT SIGN AND
 INCREASING VEHICLE SPEED. --- DEEMED A NORMAL CHARACTERISTIC OF THE
 SYSTEM OPERATING NORMALLY FOR THE SURROUNDING CONDITIONS--- EXPLAINED
 TO GUEST-- RETURNED VEHICLE. AS FAR AS THE LANE KEEPING IN THAT AREA,
 POORLY VISIBLE LINES PAINTED ON THE ROAD IN THE AREA OF ORIGIN.
 RECOMM 03/17/2021 07:49PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
 Hello Bryan, Thank you for the update that the Corsair s speed sign
 recognition system was identifying the county road sign as a speed
 limit sign affecting the intelligent cruise control and the lane
 keeping system was disabled due to poor lane markings. If you have a
 spare moment of time, please complete this contact s survey so this
 repair can be added to the self help tool.

----- 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
 IPC [REDACTED]
 IPMB# [REDACTED]
 Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

Repair Number Causal

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/17/2021

Type	Component Number	Type	Description	Comp.
RPL	COMMENT	SERVICE	TECH COMMENTS	

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 12/15/2020 Warranty Start Date: 03/03/2021
Date of Sale: 03/03/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 09217
Dealer Special Order: Gross Vehicle Weight: 492 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: MCTFR9N A
Serial #: [REDACTED]

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

Model: Shft:
----- A D D I T I O N A L -----
Tire : 245/45R20 99V 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 : BRYAN STORM Title: TECHNICIAN
Phone :
Rpr Dlr:USA [REDACTED] - Apple Ford Apple Valley Ph#:952-431-5900
City: Apple Valley State : Minnesota
Country: United States Region : Twin Cities

Claim #/Date : [REDACTED] 03/17/2021

Specialist's
Name : RICHARD LAPLANTE

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/17/2021

USA 09247	05/06/24	595806	56416	1	42	LJ7	[REDACTED]	K	[REDACTED]
USA 09247	05/06/24	595806	56416	1	42				

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/07/2020

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

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 2,321 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 23 Z 00 DRIVER AIDES & INFORMATION BLIND SPOT(BLIS)/CROSS TRAFFI
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: multiple warning indicators on
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 07/07/2020 09:47AM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Web Form Data(117379607) Description of Vehicle Concern: Client states
they are getting cross traffic warning fault, blind spot fault, park
assist fault and the drivers seat was moving while driving. Please
list any diagnostics already performed: when vehicle arrived no
warning lights were on and we were unable to duplicate the concern.
However when checking for codes the vehicle had loss of communication
codes for nearly all modules. Cleared codes all codes cleared, wiggle
tested harnesses, test drove vehicle multiple time for a total of 12
miles no concerns presented. Retested for codes no codes. Parts
Replaced: none Your Question: Any known concerns for this issue.
client wants there vehicle back but wants to know what we have fixed
and I had to tell them we could not duplicate but I advised them I
would check with Lincoln Tech assistance to see if there are any known
concerns. My tech that worked on it is great at finding these
difficult concerns but this one he has nothing to go on.
RECOMM 07/07/2020 09:47AM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Jim, With the multiple warning indicators that were on, and it was
found that there were multiple loss of communication DTCs in the
initial testing, an intermittent or poor connection in a common
connector would be suspected. Continue with inspecting the connectors
at the BCMC/BJB, BCM and inspecting grounds G105, G106, G115, G117 for
being clean and tight. When inspecting the connectors at the BCMC,
make sure that the terminals in the connectors are carefully inspected
for any damage, and making sure that they are fully seated in the
connectors. It is also recommended to inspect the GWM connector, to
make sure no problems are found there. If it is found that no problems
are present, duplication of the problem will then need to be
performed, so additional testing can be completed, when the warning
lights are all on.
AUDIT 07/07/2020 08:32PM
SYNC: Gen3 V4 MODEM: 4G SYNC Connect (Lincoln Way App)

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/07/2020

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

----- SERVICE ACTIONS -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- VEHICLE DETAILS -----
Vehicle Build Date: 10/26/2019 Warranty Start Date: 03/11/2020
Date of Sale: 03/11/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 10302
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

----- ENGINE -----
Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G D6
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

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

Model: Shft:
----- ADDITIONAL -----
Tire : 255/55 R20 A/S TYRE Brand :
Radio : A/C : AC T-????????????????????
Paint : PN4-???????????????????? STAR WHITE 3C/PRISTINE WHITE 3

----- AFTER MARKET MODIFICATIONS -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : JIM LINVILLE Title: ASSISTANT SERVICE MANAGE
Phone :
JIM LINVILLE
Rpr Dlr:USA [REDACTED] - Crest Lincoln, Inc. Ph#:586-939-6000
City: Sterling Heights State : Michigan
Country: United States Region : Detroit
Claim #/Date : [REDACTED] 06/26/2020
Specialist's
Name : RICHARD LAPLANTE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/07/2020

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
01/13/2020	[REDACTED]	EPDI	ST/RN/MV		USA 10302
01/13/2020	[REDACTED]	EPDI	AID/INFO		USA 10302

--- 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 10302	08/29/23	692077	31728	1	82		DELIVERY		
USA 10302	12/04/23	696312	33105	1	42		DIAG		
USA 10302	12/04/23	696312	33105	2		JL7		F	
USA 10302	12/04/23	696312	33105	2		3M5		A	
USA 10302	12/04/23	696312	33105	3	82				
USA 10302	06/24/24	704755	36678	1	04				
USA 10302	06/24/24	704755	36678	1	04	L1M		A	
USA 10302	06/24/24	704755	36678	1	04				
USA 10302	06/24/24	704755	36678	2	01				
USA 10302	06/24/24	704755	36678	2	01	L1M		G	
USA 10302	06/24/24	704755	36678	2	01			S439	
USA 10302	06/24/24	704755	36678	2	01			S440	
USA 10302	06/24/24	704755	36678	2	01			S441	
USA 10302	06/24/24	704755	36678	2	01			S440	
USA 10302	06/24/24	704755	36678	2	01	LB5		A	
USA 10302	06/24/24	704755	36678	2	01			S440	

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

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

VEHICLE: 2022 AVIATOR, BL PHEV, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L NANO D4 G GTDI CD6R PHEV Odometer: 23,974 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:
SYMPTOM: 2 21 1 38 DRIVER AIDES & INFORMATION SYNC/DIGITAL EXPERIENCE
INFORMATION/DISPLAY INOPERATIVE
Additional Symptom: ADAPTIVE CRUISE FDIM SCREEN
Other Veh. With Concern: Severity Rating - Customer: Engineering:
Causal Component: CUST X CUSTOMER EXPECTATIONS
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 02/08/2022 02:14PM CHRISTOPHE BENNETT(F MSS - FCSD - MIDWEST REGION
Web Form Data(118671448) Description of Vehicle Concern: Customer has
multiple concern that we have not duplicated yet, no module software
updates are available for any of the concerns. he has issue that :
DOES NOT READ SPEED SIGN CORRECTLY, States 35 may show as 85. THE
PHONE WILL CUT OUT AND ECHO, has latest sync software installed. THE
TV IN REAR WILL NOT ALWAYS HAVE SOUND on ROKU and using in vehicle
wi-fi. Please list any diagnostics already performed: Have not
duplicated any concerns as of yet, cleared all previous fault codes
and none have returned. all related software for apim, ipma, tcu are
all showing no updates available in FDRS Parts Replaced: none Your
Question: Customer is adamant that all of these are frequently
occurring and will likely call Lincoln Complaint customer service, we
are attempting to head this off with any information that is available
for future software/hardware releases that may correct these concerns.
RECOMM 02/08/2022 02:14PM CHRISTOPHE BENNETT(F MSS - FCSD - MIDWEST REGION
Arthur, For the rear video entertainment system, it is recommended to
contact VOXX as outlined in <A target= blank
href=https://www.fordtechservice.[REDACTED]
[REDACTED] They are the producers of this system
and have all the service repair information. As for the other two
concerns, these likely relate to APIM software. Looking at the SYNC
page under the diagnostics tab, it shows the system was last updated
by FDRS (identified as Install Source: ETIS). <A target= blank
href=https://www.fordtechservice.[REDACTED]
[REDACTED] identifies that updating with the
Universal USB Updater tool is the recommended means of updating. This
updating method was designed to correct the echo concern. For the
speed sign recognition, signs are recognized based off the internal
navigation data. While very adept, the map data map not be up to date
for new signs, or recently changed/created areas. To correct the echo
concern, it is recommended to replace the APIM and update it with the
latest UUU software. For the navigation concern, it is recommended to
consult the customer if this happens at one particular sign/area. If

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

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

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

so, then the only means of updating this is when a navigation update is available. <p>If additional assistance is requested, please call the Technical Assistance Center at (800) 826-4694 [REDACTED] to calling, please ensure:</p>Your SWIS headset is fully charged.The headset is updated to the latest level.The vehicle you are working on is in a bay with good Wi-Fi connectivity.<p>For additional support using the SWIS headset, reference the <A target= blank href=https://m.youtube.com/watch?v=Cq [REDACTED] How-To Videos or contact FordSWISHelp@TechMahindra.com.</p><p>
</p><p>If this web form is updated, ensure to provide your cell number.</p>Regards, Chris Lincoln Escalated Support

CONCER 02/09/2022 08:08AM GTCGCQSP
Thank you for the entertainment issue contact info. As for the sync issue, vehicle was updated with flash drive and not FDRS, I have attached history log from FDRS on the date it was updated and no vehicle hookup was done. Also the information on speed sign recognition appears incorrect according to workshop manual it used CCM and IPMA for this. Is the previous information provided to replace APIM still valid ? And any information on IPMA or CCM relating to sign recognition ?

RECOMM 02/09/2022 09:22AM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Arthur, For the speed sign recognition, the vehicle uses the IPMA. The CCM is used as a radar sensor, along with the IPMA camera to control the gap between vehicles. The vehicle also uses the navigation map database for vehicle speed information, when the intelligent speed control is activated. This information is found in the Owners Manual, pages 294-307. With the customer saying they can duplicate this concern or it happens most of the time for them, it would be recommended to verify that the speed limit sign has not been tampered with, which could cause the wrong speed being seen, and also verify if there are environmental factors that may affect this, like the sun hitting the IPMA causing the IPMA to not see clearly or tree limbs/bushes near the speed limit sign, causing the IPMA to not see the sign clearly. It would also be recommended that it is verified that the navigation map database matches the speed limit signs in the area this concern can be duplicated. APIM replacement will likely address the phone cutting out concern and may address the speed control concern, if its found that the map database is not matching the speed limit signs in the areas the customer can duplicate the speed control problem. Performing the IPMA camera alignment may help

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

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

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

with the speed sign recognition, unless the concern is duplicated,
with the speed sign recognition, unless the concern is duplicated,
then IPMA replacement may be necessary, if there are no non-vehicle
related concerns found to be a cause to the speed control problem.
Richard L Lincoln Escalated Support

CONCER 02/22/2022 02:43PM GTCGCQSP
client now reporting echo on calls intell cruise wont adj to road
signs bluetooth music shows signs 5 songs old power hybrid at dash
shows no activity at times screen reboots at will screen freezes at
other times all sync mods have latest software, had apim directed last
visit with no positive results.

RECOMM 02/22/2022 07:49PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Arthur, With it appearing that there were additional vehicle symptoms
which had been induced with the replacement APIM, if the fault can be
induced with the vehicle at the dealer, perform a master reset which
will remove all paired devices from the APIM then note if there is a
change in the concern and if there is, the concern is phone/device
related. If the fault cannot be duplicated with the vehicle at the
dealer, perform a master reset then have the customer try and
duplicate the concern and if the fault still occurs, the installation
of a second replacement APIM is recommended. Rob G. Lincoln Escalated
Support

CONCER 03/23/2022 02:36PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Web Form Data(118749060) Description of Vehicle Concern: CUSTOMER IS
STATING INTELLIGET SPEED WILL INCREASE BY 20MPH, WE TEST DROVE VEHILCE
AFTER REPLCING APIM FOR MULTIPLE ISSUES PER PREVIOUS TECH ASSISTANCE
CASE. SYNC SCREEN STILL INTERMITTENTLY HAS BLUE/GREEN LINES HALF MOON
SHAPED ON SCREEN. ALSO CUSTOMER IS NOW STATING THAT REAR ENTERTAINMENT
WILL INTERMITTENTLY HAVE NO SOUND. ALSO HAS PHONE EHCO THAT THERE IS
CURRENTLY NO FIX AVAILBLE FOR. Please list any diagnostics already
performed: NONE, CUSTOMER PICKED UP VEHICLE YESTERDAY FOR SAME ISSUES
AND REPORTED TO ME TODAY THAT THE SAME ISSUES ARE STILL HAPPENING.
CUSTOMER HAS CALLED LINCOLN MULTIPLE TIMES REQUESTING A BUYBACK. Parts
Replaced: APIM HAS BEEN REPLACED TWICE Your Question: WHAT STEPS
SHOULD WE TAKE NOW, CUSTOMER IS REQUESTING BUYBACK. WEB-Ford-INT-Mar
23 2022 14:36:24-RGARY4: Callback Done...WEB-Ford-INT-Mar 23 2022
14:36:24-RGARY4: Denied BB request

RECOMM 03/23/2022 02:36PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Rob, We have referred this concern to the Field Service Engineer (FSE) in your
market area. The FSE should contact you and/or the Dealership
management (Service Manager or Service Director) within one (1)
business day to discuss further recommendations. If the FSE does not
contact you directly, please consult with your Dealership management
to discuss further recommendations and steps to assist in the
resolution of this vehicle concern. Rob G. Lincoln Escalated Support ...

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

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

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

contact you directly, please consult with your Dealership management

contact you directly, please consult with your Dealership management
to discuss further recommendations and steps to assist in the
resolution of this vehicle concern. Rob G. Lincoln Escalated Support

ADD-ON 03/23/2022 02:36PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Denied BB request [REDACTED]

TAR 03/23/2022 02:47PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
NOTE TO FSE: ...WE ARE REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE
FOR A CONCERN WHERE THERE THE INTELLIGET SPEED WILL INCREASE BY 20MPH,
THE SYNC SCREEN STILL INTERMITENTLY HAS BLUE/GREEN LINES HALF MOON
SHAPED ON SCREEN AND THE REAR ENTERTAINMENT WILL INTERMITENTLY HAVE NO
SOUND. ...THERE IS ALSO HAS PHONE EHCO THAT THERE IS CURRENTLY NO FIX
AVAILBLE FOR. ...IT IS UNCLER TO THE TECHNICAL HOTLINE WHAT THE ROOT
CAUSE OF THE CONCERN MAY BE, THE VEHICLE IS AT THE DEALER, THE
ESTIMATED NUMBER OF REPAIR ATTEMPTS IS AND THE ESTIMATED NUMBER OF
DAYS OUT OF SERVICE IS 45. ...THE REPORT IS ALSO BEING TARRD FOR THE
ASSISTANCE CENTER POLICY WHERE IF THE REPORT IS NOT GOING TO BE
RESOLVED IN TWO CONTACTS. ...

AUDIT 03/23/2022 02:47PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
TECH ASSIST REFERRAL HAS BEEN OPENED

ADD-ON 03/23/2022 03:14PM BILL DIMOVSKI(FSE) MSS - FCSD - GREAT LAKE REGION
CONTACTED SHOP FOREMAN (ART) AND INFORMED HIM THAT HIS FSE IS ON
VACATION THROUGH TODAY. HE WILL BE BACK IN THE OFFICE BEGINNING
TOMORROW; FSE WILL CONTACT THE TECHNICIAN WITH REPAIR DIRECTION.

ADD-ON 03/25/2022 08:11AM KEITH HALLBERG(FSE) MSS - FCSD - GREAT LAKE REGION
SPOKE TO ART AS HE DESCRIBED THE CONCERN AS THE INTELLIGENT AUDIO
VOLUME CONTROL DOES NOT ADJUST AS SET IN THE APIM. ART HAS REPLACED
THE APIM PER TAC 3 TIMES.

ADD-ON 03/30/2022 10:21AM KEITH HALLBERG(FSE) MSS - FCSD - GREAT LAKE REGION
THIS VEHICLE IS NOT AT THE DEALERSHIP AS IT IS USED FOR THIS CUSTOMERS
WORK. CHRIS HANSON SENT A FLIGHT RECORDER THAT CAN BE USED TO MONITOR
THIS CONCERN - BUT IT WILL HAVE TO BE RELOADED. WHEN VEHICLE RETURNS
TO DEALER, I WILL GIVE INSTRUCTIONS. ...---UPDATED

ADD-ON 04/01/2022 02:56PM KEITH HALLBERG(FSE) MSS - FCSD - GREAT LAKE REGION
SPOKE TO ART AS HE DESCRIBED THE CONCERN AS THE INTELLIGENT AUDIO
VOLUME CONTROL DOES NOT ADJUST AS SET IN THE APIM. ART HAS REPLACED
THE APIM PER TAC 3 TIMES. ...---UPDATED BY---KHALLBE2--03/25/2022
08:11:19 AM-- ...THIS VEHICLE IS NOT AT THE DEALERSHIP AS IT IS USED FOR
THIS CUSTOMERS WORK. CHRIS HANSON SENT A FLIGHT RECORDER THAT CAN BE
USED TO MONITOR THIS CONCERN - BUT IT WILL HAVE TO BE RELOADED. WHEN
VEHICLE RETURNS TO DEALER, I WILL GIVE INSTRUCTIONS. ...---UPDATED
BY---KHALLBE2--03/30/2022 10:20:35 AM-- ...THIS VEHICLE NEVER MADE IT
BACK TO THE DEALER BEFORE BEING APPROVED FOR RAV. THE CONCERN MAY HAVE
BEEN RELATED TO THE MANY PHONE AND RADAR DEVICES PAIRED TO THE
VEHICLE. CUSTOMER IS CURRENTLY USING VEHICLE FOR BUSINESS.

AUDIT 04/01/2022 02:56PM KEITH HALLBERG(FSE) MSS - FCSD - GREAT LAKE REGION
TECH ASSIST REFERRAL HAS BEEN CLOSED

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

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

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

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
CB##U0293-00
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
CUS	CUST X	SERVICE	CUSTOMER EXPECTATIONS	YES

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

Vehicle Build Date: 11/06/2021 Warranty Start Date: 11/19/2021
Date of Sale: 11/19/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 10754
Dealer Special Order: Gross Vehicle Weight: 715 LBS
LH/RH Drive:

Engine: 3.0L NANO D4 G GTDI CD6R PHEV Tag: BD B3P E5
Bld Dt: Calb: NCTVBQN A
Serial #: [REDACTED]

Trans: HYB TRNAXLE A10R80 Part #: [REDACTED]
Bld Dt:
Serial #: [REDACTED]

Model: [REDACTED] Shift:

Tire : 275/45 R21 A/S TYRE Brand :
Radio : A/C : AC T-????????????????????
Paint : PN4-???????????????????? AGATE BLACK METALLIC

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr:USA [REDACTED] - Bob-Boyd Lincoln, Inc. Ph#:614-863-2800
City: Columbus State : Ohio
Country: United States Region : Cincinnati

Claim #/Date : [REDACTED] 03/23/2022
Specialist's

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

Name : CHRISTOPHE BENNETT (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
02/08/2022	[REDACTED]	CACVOC	AID/INFO		USA 10754

--- 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 00038	08/31/23	083235	36963	1	82	KU2	[REDACTED]	A	[REDACTED]
USA 00038	08/31/23	083235	36963	1	82	X	[REDACTED]	BSP	[REDACTED]
USA 00038	08/31/23	083235	36963	1	82	KX6	[REDACTED]	B	[REDACTED]
USA 00038	08/31/23	083235	36963	1	82		[REDACTED]		[REDACTED]
USA 04666	04/12/24	098997	41953	1	82	AA5	[REDACTED]	B	[REDACTED]
USA 04666	04/12/24	098997	41953	1	82	X	[REDACTED]	BSP	[REDACTED]
USA 04666	04/12/24	098997	41953	1	82		[REDACTED]		[REDACTED]
USA 04666	04/12/24	098997	41953	2	42		[REDACTED]		[REDACTED]
USA 04666	04/12/24	098997	41953	3			[REDACTED]		[REDACTED]

Geistorte: **Friday, January 14, 2022** | Mileage: 0 km

Auto Archive 1.0L 60N3 DA G/L/C/E/DW P&V [DW 10.5.7] Not Connected - Click the icon to connect

[illegible]

Broadcast Message	Circulating Medium	Message Purpose
Questionnaire which assesses research interest	Online	Identify those with research interests and determine needs

■ 915-014 Positive Air-Flow System (PATF)
■ 915-015 Positive Air-Flow System (PATF)

1. **Online Control - Discretion:** The online control is available when the switch is in the "ON" position. It is used to control the system's operation. The online control is used to control the system's operation. The online control is used to control the system's operation.

2. **Online Control - System Operation and Maintenance:** The online control is used to control the system's operation. The online control is used to control the system's operation. The online control is used to control the system's operation.

The VCC will only go into service along the vehicle to follow assist vehicle to a stop. An indicator in the message center indicates the vehicle is in the stopped state. If the lead vehicle moves from a stop within 3 seconds, the vehicle automatically requires the driver to stop. If the lead vehicle remains stopped for more than 10 seconds, the system resumes when the vehicle moves. If the lead vehicle moves within the stopped state for more than 10 seconds, the system automatically requires the driver to stop. The vehicle automatically resumes to the stopped state.

■ 419-03 Collector Plumbing and Collector/Air Handler System

■ 52: Frames and Mappings

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/25/2020

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

VEHICLE: 2021 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 542 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 27 Z 00 DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: "Cancelled" message populating
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER 11/25/2020 11:57AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Web Form Data(117762914) Description of Vehicle Concern: customer
states gets a cancelled message coming up in hud center, light does
not stay on, keeps coming and going when customer goes on a long
drive- Please list any diagnostics already performed: performed system
test- ids test- no codes in system- checked oasis for any tsb or fsa
or ssm, none- can not drive over an hr to verify message- customer
states is an orange box in cluster and it will come up in hud saying
cancel. but everything keeps on working- does not shut off cruise
Parts Replaced: none Your Question: I took the ids out to customer to
show fault signs and customer was not able to find fault sign- can not
take pic because it will come up for split sec then go back off- but
will happen 4 to 5 times while on long drive- what is this message
that the customer is seeing as we are unable to verify and unable to
come up with any description of what this cancel message in hud even
means- customer is wanting to know what this message means ????
RECOMM 11/25/2020 11:57AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
TJ, The Lincoln Technical Assistance Center is not currently tracking
any concerns where a message is populating in the HUD with no vehicle
functionality and/DTC(s) being set in any module. With not being able
to determine what the message is and there being no DTCs set in any
module, please continue to try and duplicate the fault and once the
message populates, please obtain a image of the message then add it to
this request so that additional research can be performed into the
cause of the message populating.
ADD-ON 11/25/2020 11:57AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Dealer not in remote expert list. No GCCT cases.

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

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/25/2020

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: 10/14/2020 Warranty Start Date: 10/22/2020
Date of Sale: 10/22/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 3.0L GTDI TC V6 GAS Tag: BC B3G D8
Bld Dt: Calb: MCTVYXN A
Serial #: [REDACTED]

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

Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
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 : TJ CARAVAN Title: SERVICE MANAGER
Phone : [REDACTED]

TJ CARAVAN
Rpr Dlr:USA 03432 - Don Pierson Ford-Lincoln, Inc. Ph#:712-262-5750
City: Spencer State : Iowa
Country: United States Region : Twin Cities

Claim #/Date : [REDACTED] 11/11/2020

Specialist's
Name : ROBERT GARY

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/25/2020

--- 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 03432	08/28/23	308251	26289	1					
USA 03432	08/28/23	308251	26289	2					
USA 03432	03/28/24	32149	32247	1		JL7		F	
USA 03432	03/28/24	32149	32247	1		3M5		A	

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/12/2022

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

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

AUDIT 04/12/2022 08:33PM

AUDIT 04/12/2022 08:33PM

SYNC: Gen3 V4 MODEM: 4G SYNC Connect (Lincoln Way App)

----- 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 [REDACTED]
APIM [REDACTED]
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 08/18/2019 Warranty Start Date: 10/07/2019
Date of Sale: 10/07/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 632 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G E5
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

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

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

Model: Shift:

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

Tire : 255/55 R20 A/S TYRE Brand :
Radio : A/C : AC T-????????????????????
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 -----

Orig/Caller : JACK FALCON Title: TECHNICIAN
Phone :

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/12/2022

Rpr Dlr:USA [REDACTED] - Hooks Lincoln Ph#:817-596-0044
 City: Fort Worth State : Texas
 Country: United States Region : Dallas

Claim #/Date : [REDACTED] 04/12/2022

Specialist's
 Name : RICHARD LAPLANTE

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
01/22/2020	[REDACTED]	NHL	AID/INFO			USA 00973
07/28/2020	[REDACTED]	NHL	AID/INFO			USA 00973

--- 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 11404	11/17/23	637304	45516	1	DI				
USA 11404	11/17/23	637304	45516	2	42	L1M		DA	
USA 11404	11/17/23	637304	45516	2	42	L1M		DB	
USA 11404	11/17/23	637304	45516	2	42	BB5		AA	
USA 11404	11/17/23	637304	45516	2	42	CN1		BA	
USA 11404	11/17/23	637304	45516	2	42	CM5		CA	
USA 11404	11/17/23	637304	45516	2	42	DS7		AA	
USA 11404	11/17/23	637304	45516	2	42	FT4		DA	
USA 11404	11/17/23	637304	45516	2	42	FT4		CC	
USA 11404	11/17/23	637304	45516	2	42	FT4		BC	
USA 11404	11/17/23	637304	45516	2	42	FT4		AB	
USA 11404	11/17/23	637304	45516	2	42	FT4		BC	
USA 11404	11/17/23	637304	45516	2	42	FT4		GA	
USA 11404	11/17/23	637304	45516	2	42	FT4		FB	
USA 11404	11/17/23	637304	45516	2	42	FT4		DC	
USA 11404	11/17/23	637304	45516	2	42	FT4		CB	
USA 11404	11/17/23	637304	45516	2	42	JR3		AA	
USA 11404	11/17/23	637304	45516	2	42	JT4		AA	
USA 11404	11/17/23	637304	45516	2	42	JT4		DA	
USA 11404	11/17/23	637304	45516	2	42	JT4		CA	
USA 11404	11/17/23	637304	45516	2	42	JT4		AA	
USA 11404	11/17/23	637304	45516	2	42	JT4		AA	
USA 11404	11/17/23	637304	45516	2	42	JT4		BA	
USA 11404	11/17/23	637304	45516	2	42	JT4		AA	
USA 11404	11/17/23	637304	45516	2	42	K2G		AA	
USA 11404	11/17/23	637304	45516	2	42	KU2		AA	
USA 11404	11/17/23	637304	45516	2	42	L1M		AA	
USA 11404	11/17/23	637304	45516	2	42	L1M		AC	
USA 11404	11/17/23	637304	45516	2	42	L1M		BB	
USA 11404	11/17/23	637304	45516	2	42	KTL1M		BA	
USA 11404	11/17/23	637304	45516	2	42	L1M		CA	

CQIS Report Number: N4LDE010 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/12/2022

----- 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 11404	11/17/23	637304	45516	2	42	L1M		AA	
USA 11404	11/17/23	637304	45516	2	42	L1M		BA	
USA 11404	11/17/23	637304	45516	2	42	L1M		AA	
USA 11404	11/17/23	637304	45516	2	42	L1M		BB	
USA 11404	11/17/23	637304	45516	2	42	L1M		AC	
USA 11404	11/17/23	637304	45516	2	42	L1M		AC	
USA 11404	11/17/23	637304	45516	2	42	LB5		AA	
USA 11404	11/17/23	637304	45516	2	42	N1M		BA	
USA 11404	11/17/23	637304	45516	2	42			S440	
USA 11404	11/17/23	637304	45516	2	42			S439	
USA 11404	11/17/23	637304	45516	2	42			S430	
USA 11404	11/17/23	637304	45516	2	42			S442	
USA 11404	11/17/23	637304	45516	2	42			S442	
USA 11404	11/17/23	637304	45516	2	42			S437	
USA 11404	11/17/23	637304	45516	2	42			S439	
USA 11404	11/17/23	637304	45516	2	42			S437	
USA 11404	11/17/23	637304	45516	2	42			S439	
USA 11404	11/17/23	637304	45516	2	42			S439	
USA 11404	11/17/23	637304	45516	2	42			S439	
USA 11404	11/17/23	637304	45516	2	42			S442	
USA 11404	11/17/23	637304	45516	2	42	L1M		AA	
USA 11404	11/17/23	637304	45516	2	42	BR3		AA	
USA 11404	11/17/23	637304	45516	2	42	5L7		AA	
USA 11404	11/17/23	637304	45516	2	42	5L7		AA	
USA 11404	11/17/23	637304	45516	2	42	KX6		AB	
USA 11404	11/17/23	637304							

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/22/2020

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

VEHICLE: 2020 AVIATOR, SIGNRWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 3,711 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 22 Z 00 DRIVER AIDES & INFORMATION SPEED CONTROL
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: speed sign recog. inop.
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

--TYPE-- COMMENT TEXT
CONCER 01/22/2020 02:59PM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Web Form Data(117058476) Description of Vehicle Concern: ADAPTIVE
CRUISE DROPS FROM 40 TO 35 CUTS ADAPTIVE CRUISE OFF RESET WORKS FINE.
CUSTOMER STATES HE WAS IN 45MPH SPEED ZONE WITH NO TRAFFIC. Please
list any diagnostics already performed: CHECK CODES NO CODES TEST
DROVE COULD NOT DUPLICATE Parts Replaced: NONE Your Question: DO YOU
HAVE ANY SUGGESTION ON DIAGNOISTIC ROUTE OR DO YOU KNOW OF PROBLEMS
WITH SYSYTEM
RECOMM 01/22/2020 02:59PM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Daniel, With noted that there are no DTCs present, indicating a fault,
verification of this concern should be performed, to help in
identifying what problem is present. By verifying this concern, it
will help identify if this problem is with the adaptive speed control
operation or the speed sign recognition part of the system. Once the
problem has been verified, the testing found in PPT A, in 419-03B
should be completed.
CONCER 01/30/2020 06:49PM COREY REILLY(FSE) MSS - FCSD - NORTHEAST REGION
Web Form Data(117074744) Description of Vehicle Concern: while using
intelligent cruise a message says speed sign recognition can not be
used Please list any diagnostics already performed: check codes,
verify concern, Parts Replaced: none Your Question: where to start on
this concern, it says there is a problem with recognizing the sign but
the speed sign picture is in cluster next to speedometer, so it must
have seen it. why cant the cruise system use it? WEB-Ford-INT-Jan 30
2020 18:49:43-CREILL12: Unable to obtain DTCs due to FDRS not being
updated/not operating. ...WEB-Ford-EXT-Jan 30 2020 18:49:43-CREILL12:
Frank, With the Intelligent Adaptive Cruise Control (ACC) not
operating properly, continue with first performing On-Demand
self-tests on the Cruise Control Module (CCM), Image Processing
Module-A (IPMA), and PCM to determine if any concern related DTCs are
present. While indicated codes were checked, it is unclear how this
was performed or if any CMDTCs were present. If DTCs are present,
continue with performing the appropriate Pinpoint Test in Workshop
Manual 419-03B. If no DTCs are present, continue with performing

CQIS Report Number: XXXXXXXXXX Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/22/2020

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

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

Pinpoint Test A in the Workshop Manual listed above as it will
 Pinpoint Test A in the Workshop Manual listed above as it will
 diagnose the ACC not operating as intended. If no concerns are found
 thus far, replace the IPMA and reevaluate the concern. If additional
 assistance is needed, please update the form with any DTCs found,
 results of the Pinpoint Test, and specific questions necessary. ...

RECOMM 01/30/2020 06:49PM COREY REILLY(FSE) MSS - FCSD - NORTHEAST REGION
 Frank, With the Intelligent Adaptive Cruise Control (ACC) not
 operating properly, continue with first performing On-Demand
 self-tests on the Cruise Control Module (CCM), Image Processing
 Module-A (IPMA), and PCM to determine if any concern related DTCs are
 present. While indicated codes were checked, it is unclear how this
 was performed or if any CMDTCs were present. If DTCs are present,
 continue with performing the appropriate Pinpoint Test in Workshop
 Manual 419-03B. If no DTCs are present, continue with performing
 Pinpoint Test A in the Workshop Manual listed above as it will
 diagnose the ACC not operating as intended. If no concerns are found
 thus far, replace the IPMA and reevaluate the concern. If additional
 assistance is needed, please update the form with any DTCs found,
 results of the Pinpoint Test, and specific questions necessary.

ADD-ON 01/30/2020 06:49PM COREY REILLY(FSE) MSS - FCSD - NORTHEAST REGION
 CONCER Unable to obtain DTCs due to FDRS not being updated/not operating.

02/04/2020 03:38PM GTCGCQSP
 There were no codes at the time, customer just dropped off car to
 continue diagnosis, we have 2 codes, in the ccm we have c1a67 97 28,
 in the ipma we have c1001 97 68. both these codes are for obstructions
 but for 2 different sensors. the codes set very close to each other
 but not at the exact same time. both say to inspect and clean, my
 bumper and windshield are clean and free from damage, is replacing the
 ipma a logical next step since I dont have any blockage and the
 customer complaint is to do with the speed sign recognition?

RECOMM 02/04/2020 04:14PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
 Frank, With the IPMA being the module responsible for the detecting
 the street signs, the IPMA would be the logical suspected component as
 you stated however without being able to duplicate the fault, the
 installation of the IPMA is not recommended at this time. Please
 continue to try and duplicate the fault using the specific operating
 conditions of the vehicle before the fault occurs then with the fault
 present, perform on-demand self testing if C1001:97 resets and there
 is nothing blocking the IPMA field of vision, proceed with replacing
 the IPMA referencing the procedure outlined in section 501-11 of the
 on-line workshop manual.

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

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/22/2020

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 08/18/2019 Warranty Start Date: 10/07/2019
Date of Sale: 10/07/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 632 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G E5
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

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

Model: [REDACTED] Shift:
Tire : 255/55 R20 A/S TYRE Brand :
Radio : A/C : AC T-????????????????????
Paint : PN4-???????????????????? STAR WHITE 3C/PRISTINE WHITE 3

----- A D D I T I O N A L -----
Tire : 255/55 R20 A/S TYRE Brand :
Radio : A/C : AC T-????????????????????
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 -----

Orig/Caller : DANIEL KNIGHT Title: TECHNICIAN
Phone :
Rpr Dlr:USA [REDACTED] - DANIEL KNIGHT
City: Greenwood State : South Carolina
Country: United States Region : Charlotte
Rpr Dlr:USA [REDACTED] - George Ballentine Ford Lincoln Ph#:864-223-6656
City: Greenwood State : South Carolina
Country: United States Region : Charlotte

Claim #/Date : [REDACTED] 01/30/2020

Specialist's
Name : RICHARD LAPLANTE

----- 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
07/28/2020	[REDACTED]	NHL	AID/INFO		USA [REDACTED]
04/12/2022	[REDACTED]	NHL	AID/INFO		USA [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/22/2020

--- 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 11404	11/17/23	637304	45516	1	D1				
USA 11404	11/17/23	637304	45516	2	42	L1M		DA	
USA 11404	11/17/23	637304	45516	2	42	L1M		DB	
USA 11404	11/17/23	637304	45516	2	42	BB5		AA	
USA 11404	11/17/23	637304	45516	2	42	CN1		BA	
USA 11404	11/17/23	637304	45516	2	42	CM5		CA	
USA 11404	11/17/23	637304	45516	2	42	DS7		AA	
USA 11404	11/17/23	637304	45516	2	42	FT4		DA	
USA 11404	11/17/23	637304	45516	2	42	FT4		CC	
USA 11404	11/17/23	637304	45516	2	42	FT4		BC	
USA 11404	11/17/23	637304	45516	2	42	FT4		AB	
USA 11404	11/17/23	637304	45516	2	42	FT4		BC	
USA 11404	11/17/23	637304	45516	2	42	FT4		GA	
USA 11404	11/17/23	637304	45516	2	42	FT4		FB	
USA 11404	11/17/23	637304	45516	2	42	FT4		DC	
USA 11404	11/17/23	637304	45516	2	42	FT4		CB	
USA 11404	11/17/23	637304	45516	2	42	JR3		AA	
USA 11404	11/17/23	637304	45516	2	42	JT4		AA	
USA 11404	11/17/23	637304	45516	2	42	JT4		DA	
USA 11404	11/17/23	637304	45516	2	42	JT4		CA	
USA 11404	11/17/23	637304	45516	2	42	JT4		AA	
USA 11404	11/17/23	637304	45516	2	42	JT4		AA	
USA 11404	11/17/23	637304	45516	2	42	JT4		BA	
USA 11404	11/17/23	637304	45516	2	42	JT4		AA	
USA 11404	11/17/23	637304	45516	2	42	JT4		AA	
USA 11404	11/17/23	637304	45516	2	42	K2G		AA	
USA 11404	11/17/23	637304	45516	2	42	KU2		AA	
USA 11404	11/17/23	637304	45516	2	42	L1M		AA	
USA 11404	11/17/23	637304	45516	2	42	L1M		AC	
USA 11404	11/17/23	637304	45516	2	42	L1M		BB	
USA 11404	11/17/23	637304	45516	2	42	KT L1M		BA	
USA 11404	11/17/23	637304	45516	2	42	L1M		CA	
USA 11404	11/17/23	637304	45516	2	42	L1M		AA	
USA 11404	11/17/23	637304	45516	2	42	L1M		BA	
USA 11404	11/17/23	637304	45516	2	42	L1M		AA	
USA 11404	11/17/23	637304	45516	2	42	L1M		BB	
USA 11404	11/17/23	637304	45516	2	42	L1M		AC	
USA 11404	11/17/23	637304	45516	2	42	L1M		AC	
USA 11404	11/17/23	637304	45516	2	42	LB5		AA	
USA 11404	11/17/23	637304	45516	2	42	N1M		BA	
USA 11404	11/17/23	637304	45516	2	42			S440	
USA 11404	11/17/23	637304	45516	2	42			S439	
USA 11404	11/17/23	637304	45516	2	42			S430	
USA 11404	11/17/23	637304	45516	2	42			S442	
USA 11404	11/17/23	637304	45516	2	42			S442	
USA 11404	11/17/23	637304	45516	2	42			S437	
USA 11404	11/17/23	637304	45516	2	42			S439	

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/22/2020

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

Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
USA 11404	11/17/23	637304	45516	2	42				
USA 11404	11/17/23	637304	45516	2	42				
USA 11404	11/17/23	637304	45516	2	42				
USA 11404	11/17/23	637304	45516	2	42				
USA 11404	11/17/23	637304	45516	2	42				
USA 11404	11/17/23	637304	45516	2	42				
USA 11404	11/17/23	637304	45516	2	42	L1M			
USA 11404	11/17/23	637304	45516	2	42	BR3			
USA 11404	11/17/23	637304	45516	2	42	5L7			
USA 11404	11/17/23	637304	45516	2	42	5L7			
USA 11404	11/17/23	637304	45516	2	42	KX6			
USA 11404	11/17/23	637304							

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/18/2022

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

VEHICLE: 2022 AVIATOR, BL AWD, 4 DOOR, MPV VIN: [REDACTED]
Engine: 3.0L GTDI TC V6 GAS Odometer: 1,284 MILES
Operating Environ: WCC
Vehicle Use: Rsp. Act:

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

Additional Symptom: ACC inoperative

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

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Attchmnts: 0

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

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

--TYPE-- COMMENT TEXT
CONCER 01/18/2022 12:34PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Web Form Data(118634415) Description of Vehicle Concern: Adaptive
cruise control doesnt work. Normal mode operates fine and intelligent
will change speeds based on speed limits but adaptive cruise control
will not detect cars in front of it and slow down. I have tested this
on 2 separate occasions and test drove another aviator on the same day
to verify it wasnt a road condition. I have cleaned the windshield and
verified that the ccm is mounted correctly and no damage is present.
Please list any diagnostics already performed: car has 1 code U053b:00
No codes are present in the IPMA and the code directs you to follow an
observable symptom in ppt AE The symptom leads you to the ccm although
everything is aligned properly and no damage is present. No message
pops up on the ipc. In addition I have performed IPMA and CCM
alignment Parts Replaced: I Your Question: Should I be looking in to
why this code keeps re-appearing? as in test all the wiring to the
IPMA? Or will it have no relevance on ACC. Otherwise is their another
method to verify that the CCM is bad?
RECOMM 01/18/2022 12:34PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Hello Jay, The adaptive cruise control uses the CCM and radar to
determine how far away other vehicles are and set the distance based
on customer s setting. Being that there are no warning messages, it is
possible that the CCM is out of alignment however being this has
already been performed, there may be another cause. The invalid data
DTC form the IPMA may be the root cause as the CCM does not
communicate directly on the network. Instead it communicates through
the IPMA. The IPMA acts as a gateway module for the CCM. If it has not
been done, make sure that all settings for the adaptive speed control
are enabled and can be changed from on to of and back on. Also check
the gap settings as if the gap setting is set for a short distance VS
a long distance, the Aviator may not react as soon as you expect. If
this all checks out, then you may want to disconnect the battery for
15 minuets touching the cables together. If the system is still
inoperative and the CCM is receiving invalid data from the IPM, this
can be diagnosed further. If the invalid data DTC is not set in the

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/18/2022

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

--TYPE-- ----- COMMENT TEXT -----
CCM, then PPT A is recommended for the symptom of the ACC is
CCM, then PPT A is recommended for the symptom of the ACC is
inoperative in WSM section 419-03B. Knowing that the regular cruise
control works, replacement of the SIMA will likely not fix this fault.
It would be recommended to replace the CCM and re-evaluate the
operation of the ACC. -John Lincoln Technical Assistance
ADD-ON 01/18/2022 12:34PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
GTDAT ADP SPD CNTL AND TRAFFIC JAM U053B:00 Invalid Data Received From
Image Processing Module A: No Sub Type Information

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 12/01/2021 Warranty Start Date: 01/03/2022
Date of Sale: 01/03/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS - - - E N G I N E - - -
Bld Dt: Calb: NCTVYXN A Tag: BC B3G A6
Serial #: [REDACTED]

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

Model: Shift:

----- A D D I T I O N A L -----
Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
Paint : PN4-?????????????????????----- STONE BLUE/FLIGHT 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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/18/2022

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

Rpr Dlr: USA [REDACTED] - Uptown Motors, Inc. Ph#: 414-771-9000
City: Wauwatosa State : Wisconsin
Country: United States Region : Chicago

Claim #/Date : [REDACTED] 01/18/2022

Specialist's
Name : JOHNATH WILKIN PHANEUF

----- 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 12152	12/19/23	512444	17380	1	82	FT4	[REDACTED]	CA	[REDACTED]
USA 12152	12/19/23	512444	17380	1	82	X	[REDACTED]	QSP	[REDACTED]
USA 12152	12/19/23	512444	17380	1	82		[REDACTED]		[REDACTED]
USA 12152	12/19/23	512444	17380	2			[REDACTED]		[REDACTED]
USA 12152	12/19/23	512444	17380	3	82		[REDACTED]		[REDACTED]
USA 12152	07/03/24	524135	24103	1		JL7	[REDACTED]	F	[REDACTED]
USA 12152	07/03/24	524135	24103	1		3M5	[REDACTED]	A	[REDACTED]
USA 12152	07/03/24	524135	24103	2	82		[REDACTED]		[REDACTED]

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

Orig Rpt #: [REDACTED]
Report Date: 10/20/2022

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

VEHICLE: 2022 AVIATOR, BL AWD, 4 DOOR, MPV
Engine: 3.0L GTDI TC V6 GAS
Operating Environ:
Vehicle Use:

VIN: [REDACTED]
Odometer: 6,320 MILES
WCC:
Rsp. Act:

SYMPTOM: 2 22 2 43 DRIVER AIDES & INFORMATION
PERFORMANCE

SPEED CONTROL
LOSES SPEED

Additional Symptom:

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

Causal Component:

Causal Factor: Feature:

Causal Condition: Photo: YES Atchmnts: 1

Component Test Status: ---- Return Loc:

Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER 10/20/2022 05:40PM
Adaptive cruise does not slow when approaching vehicle and at times
will slow by itself with no vehicles or objects near
TECH/C 10/20/2022 05:40PM
Made hotline contact dtc dies not exist in wkshp, c0072 in IPMA
AUDIT 10/20/2022 05:40PM
SUBMITTED USING MOBILE DEVICE

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 01/30/2022 Warranty Start Date: 02/28/2022
Date of Sale: 02/28/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.0L GTDI TC V6 GAS Tag: BC B3G E9
Bld Dt: Calb: NCTVYXN A

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

Orig Rpt #: [REDACTED]
Report Date: 10/20/2022

Serial #: [REDACTED]

Trans: 10 SPD AUTO 10R60 Part #: [REDACTED]

Bld Dt: [REDACTED]

Serial #: [REDACTED]

Model: [REDACTED]

Shift: [REDACTED]

Tire : 275/40R22 107W TIRE Brand : [REDACTED]
Radio : A/C : AC T-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B BURGUNDY VELVET 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 : matt bunch Title: SHOP FOREMAN
Phone : 2104225051

Rpr Dlr:USA [REDACTED] - North Park Lincoln Ph#:
City: San Antonio State : Texas
Country: United States Region : Houston

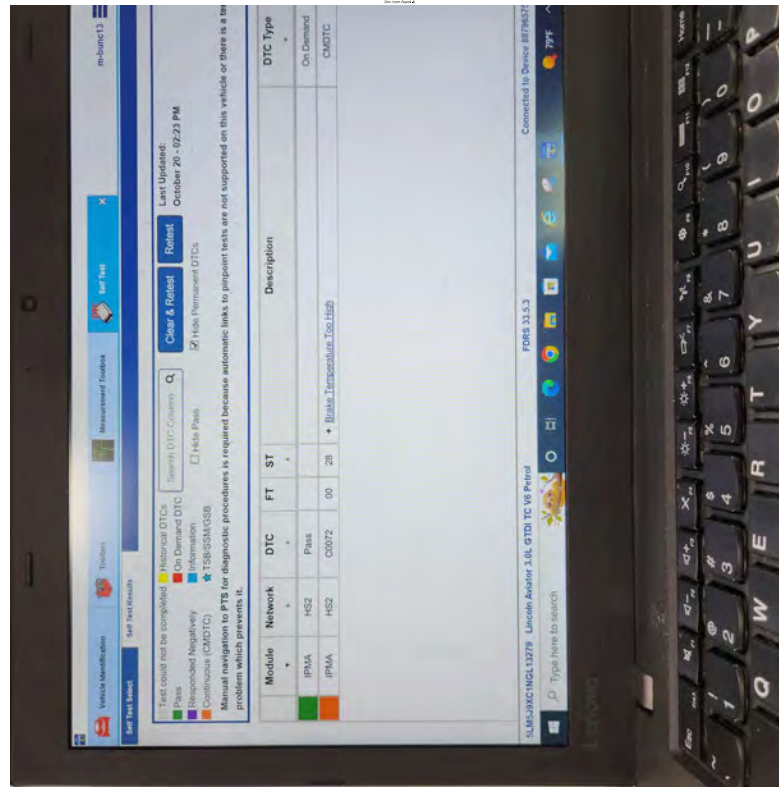
----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
10/21/2022	[REDACTED]	NHL	SP/ST/RD			USA 11476
11/01/2022	[REDACTED]	CACVOC	SP/ST/RD			USA 11476
12/08/2022	[REDACTED]	CACVOC	SP/ST/RD			USA 11476
08/22/2022	[REDACTED]	CACVOC	SP/ST/RD			USA 11476
01/13/2023	[REDACTED]	CACVOC	DRV PERF			USA 11476

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

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 04492	05/31/23	224703	13001	1	42	LC5	[REDACTED]	AF	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	KU2	[REDACTED]	A	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	X	[REDACTED]	Q1SP	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	LC5	[REDACTED]	EA	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	LC5	[REDACTED]	MA	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	LC5	[REDACTED]	NA	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	7T4	[REDACTED]	A	[REDACTED]



CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/20/2019

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

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
 Engine : 3.0L GTDI TC V6 GAS Odometer: 43 MILES
 Operating Environ: WCC
 Vehicle Use : Rsp. Act:

SYMPTOM: 3 30 3 23 FIT/FINISH/BODY PAINT/FINISH
 RIGHT HAND SIDE DIRT
 Additional Symptom: Dirt in the paint of the right
 Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
 Causal Factor: Feature: Loc:
 Causal Condition: Photo: Attchmnts: 4
 Component Test Status: ---- Return Loc:
 Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
 --TYPE-- COMMENT TEXT -----
 CONCER 09/20/2019 07:36AM ARHODE18
 RO: 265177 RO Date: 2019/09/19 Warranty Type: NVW SPW Install Mileage:
 SPW Install Date: Please describe customers concern. DIRT BELOW PAINT
 FINISH ON FENDER what is the intended repair, list all components
 needed for repair? REPAIR SAND REFINISH TRI STAGE There are
 indications of (Optional) Provide any additional details necessary.

Please include any available technical information that you
 believe will help process your prior approval request. NO DAMAGES NEW
 VEHICLE
 RECOMM 09/20/2019 07:36AM ARHODE18
 Weston, The supporting images show dirt in the paint on the edge of
 the right fender assembly. This is consistent with an adhesion
 concern. Therefore, the refinishing of the right fender assembly 16005
 is warrantable under the New Vehicle Warranty. Please be aware all
 Lincoln vehicles are now exempt from all warranty Prior Approval for
 the 2019 Prior Approval program year, empowering your dealership to
 make warranty determinations using available published material such
 as the Warranty & Policy Manual, TSBs, SSMS, GSBs, etc. No image
 submission using the Prior Approval request form is required. For more
 information regarding the 2019 Lincoln Enhanced Warranty Program
 please refer to <i>EFC07236 2019 Lincoln Enhanced Warranty
 Program</i>, which can be found on the FMCdealer website. LDIPA
 Approved [REDACTED]

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

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/20/2019

----- S E R V I C E A C T I O N S -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 07/17/2019 Warranty Start Date: 09/26/2019
Date of Sale: 09/26/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 650 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G D5
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

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

Model: [REDACTED] Shift:
----- A D D I T I O N A L -----
Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
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 -----
Orig/Caller : WESTON CONRAD Title: BODY SHOP MANAGER
Phone : [REDACTED]

Rpr Dlr:USA [REDACTED] - Stivers Ford Lincoln Ph#:515-987-3697
City: Waukegan State : Iowa
Country: United States Region : Kansas City

Claim #/Date : [REDACTED] 09/19/2019

Specialist's
Name : ARHODE18 -????????????????????

----- 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
09/20/2019 [REDACTED] HLIEPA FT/FN/BD USA 09568
09/20/2019 [REDACTED] HLIEPA FT/FN/BD USA 09568
09/23/2019 [REDACTED] HLIEPA FT/FN/BD USA 09568
10/28/2020 [REDACTED] NHL FT/FN/BD USA 02374
04/13/2021 [REDACTED] NHL AID/INFO USA 02374

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/20/2019

--- 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 09403	03/21/24	244391	51115	1		JL7	[REDACTED]	F	[REDACTED]
USA 09403	03/21/24	244391	51115	1		3M5	[REDACTED]	A	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8		[REDACTED]	S440	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8		[REDACTED]	S440	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8	LB5	[REDACTED]	A	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8	CN1	[REDACTED]	B	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8	L1M	[REDACTED]	E	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8		[REDACTED]	S439	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8		[REDACTED]	S440	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8		[REDACTED]	S440	[REDACTED]

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

Orig Rpt #: [REDACTED]
Report Date: 01/05/2023

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

VEHICLE: 2023 NAVIGATOR 4X4, RESERVE, MPV
Engine : 3.5L V6 GTDI HIGH OUTPUT
Operating Environ:
Vehicle Use :

VIN: [REDACTED]
Odometer: 15 MILES
WCC
Rsp. Act:

SYMPTOM: 1 10 1 1C COMFORT & ENTERTAINMENT
FRONT DRIVER

SEATS
MASSAGE

Additional Symptom:

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

Causal Component: NU5Z [REDACTED]

ADJUSTER ASY - SEAT BACK

Causal Factor: Feature:

Loc:

Causal Condition:

Photo: YES Atchmnts: 5

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

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

CONCER 01/05/2023 12:04PM

Driver massaging seat will not work on highest setting.

TECH/C 01/05/2023 12:04PM

VERIFIED CONCERN OF DRIVERS MESSAGE SEAT INOP. RAN SYSTEM SELF TESTS
AND FOUND NO CODES. RAN OASIS AND FOUND NO SSM OR TSB PERTAINING TO
THIS CONCERN. REMOVED SEAT BACK COVER AND FOUND BLACK SUPPLY HOSE
KINKED. RE ROUTED SUPPLY HOSE AND CHECKED FOR PROPER OPERATION.

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

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

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
ADJ	NU5Z [REDACTED] B	SERVICE	ADJUSTER ASY - SEAT BACK	YES

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 12/12/2022 Warranty Start Date: 01/12/2023
Date of Sale: 01/12/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 765 LBS
LH/RH Drive:

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

Orig Rpt #: [REDACTED]
Report Date: 01/05/2023

Engine: 3.5L V6 GTDI HIGH OUTPUT Tag: NL 3E MA
Bld Dt: Calb: PTB9BMN A
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]

Tire : P285/45R22 110H A/S BSW H-RTD Brand : GENERAL TIRE VENDOR
Radio : A/C : AC M-????????????????????
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 : Riley Cremean Title: SERVICE WRITER
Phone : 4196264721

Rpr Dlr:USA 02265 - Mathews Ford Sandusky, Inc. Ph#:419-626-4721
City: Sandusky State : Ohio
Country: United States Region : Pittsburgh

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
05/01/2023	[REDACTED]	NHL	FT/FN/BD			USA 02265
06/08/2023	[REDACTED]	FCSDFS	ST/RN/MV			USA 02265
06/14/2023	[REDACTED]	CACVOC	AID/INFO			USA 05619
07/06/2023	[REDACTED]	NHL	COMF/ENT			USA 02265
07/06/2023	[REDACTED]	NHL	LT/GL/VI			USA 02265
07/06/2023	[REDACTED]	NHL	AID/INFO			USA 02265
07/06/2023	[REDACTED]	NHL	ST/RN/MV			USA 02265

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

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 05619	08/31/23	054926	11999	1	82	AA5	[REDACTED]	A	[REDACTED]
USA 05619	08/31/23	054926	11999	1	82	X	[REDACTED]	BSP	[REDACTED]
USA 05619	08/31/23	054926	11999	1	82		[REDACTED]		[REDACTED]
USA 05619	12/14/23	057400	18603	1	82	AA5	[REDACTED]	A	[REDACTED]
USA 05619	12/14/23	057400	18603	1	82	X	[REDACTED]	BSP	[REDACTED]
USA 05619	12/14/23	057400	18603	1	82	ML3	[REDACTED]	A	[REDACTED]
USA 05619	12/14/23	057400	18603	1	82	JL1	[REDACTED]	AA	[REDACTED]

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

Orig Rpt #: 202394161792
Report Date: 01/05/2023

----- 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 05619	12/14/23	057400	18603	1	82		[REDACTED]		[REDACTED]
USA 05619	03/22/24	59670	25073	1	82				
USA 05619	03/22/24	59670	25073	1	82	AA5		A	
USA 05619	03/22/24	59670	25073	1	82	X		BSP	
USA 05619	07/25/24	062705	31641	1	82	AA5		A	
USA 05619	07/25/24	062705	31641	1	82	X		BSP	
USA 05619	07/25/24	062705	31641	1	82				
USA 05679	03/22/24	59670	25073	1	82	AA5		A	
USA 05679	03/22/24	59670	25073	1	82	X		BSP	
USA 05679	03/22/24	59670	25073	1	82				

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

Orig Rpt #: [REDACTED]
Report Date: 10/24/2022

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

VEHICLE: 2022 AVIATOR, SIGNAWD, 4 DOOR, MPV
Engine : 3.0L GTDI TC V6 GAS
Operating Environ:
Vehicle Use :

VIN: [REDACTED]
Odometer: 4,261 MILES
WCC : 7S12
Rsp. Act:

SYMPTOM: 2 27 2 68 DRIVER AIDES & INFORMATION ADVANCETRAC/TRACTION CONTROL WARNING INDICATORS/MSGS/CHIME STAYS ON

Additional Symptom:

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

Causal Component: N1MZ 14300 S CABLE-BATTERY
Causal Factor: Feature: Loc:
Causal Condition: Photo: NO Atchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER 10/24/2022 11:43AM
CS CUSTOMER STATES CRUISE CONTROL QUIT, CEL LIGHT CAME ON, ...COMPUTER
WENT BLANK, AND ALL DASH LIGHTS CAME ON.
TECH/C 10/24/2022 11:43AM
Hook up FDRS. Perform self-test ABS C0051, Multiple U-code in ABS,
APIM, AWD, BCM, GSM, HUD, IPC, IPMA, IPMB, PCM, PSCM, RCM, SCCM, VDM,
U0100, U0140, U0415, U0146, U0151, U0159, U023A, U023B. Perform
network test. Perform pid data monitor Road test. Perform pinpoint
test. Hook up VCMM. Perform Oscilloscope test on HS1, HS2, HS3, MS1.
At slow speed and turn to right while braking HS2 would drop out.
Trace wire harness. Test Joint connectors. Found Harness #14B060
Rubbing A/C line and Hose clamp. About 3 inch down from harness brace
on right shock tower. Remove and install PCM and bracket, Air filter
housing, Turbo air tube for access. Found Circuit VDB25 GN-OG chaffed
on A/C line causing short to ground. Remove and install part of
harness #14B060 for access. Repair circuit. Secure harness to bracket
and added nut to bracket stud. Reroute harness. Put vehicle back
together. Perform BMS reset. Perform self-test. Clear all codes. Test
Drove. Perform final quick test-pass. I do have pictur
es if needed. Part # was the only one parts showed.

----- 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

Orig Rpt #: 202294101671
Report Date: 10/24/2022

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

Repair			Number		Causal
Type	Component	Number	Type	Description	Comp.
RPR	N1MZ	14300 S	SERVICE	CABLE-BATTERY	YES

```

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

```

Vehicle Build Date:	05/03/2022	Warranty Start Date:	07/06/2022
Date of Sale:	07/06/2022	Selling Dlr(Geo/Mkt,Dlr,Sub):	
Dealer Special Order:		Gross Vehicle Weight:	653 LBS
LH/RH Drive:			

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

Engine: 3.0L GTDI TC V6 GAS Tag: BC D3G B5
Bld Dt: Calb: NCTVYXN A
Serial #:

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

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

Model: Shift:

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

```
Tire      : 255/55 R20 A/S TYRE                      Brand      :
Radio     :                                           A/C       : AC T-????????????????????
Paint     : PN4-?????????????????????????????????----- CERAMIC PEARL
```

----- 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 : Tim Householder Title: SHOP FOREMAN
Phone : 870-972-8000

Rpr Dlr:USA [REDACTED] - Cavanaugh Ford Lincoln, LLC Ph#:870-972-8000
City: Jonesboro State : Arkansas
Country: United States Region : Memphis

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
10/17/2022		NHL	AID/INFO			USA 10667

--- SUPPLEMENTAL SURVEY: NONE ---

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/26/2020

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

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 7,971 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 2 27 1 30 DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
4X2/4X4 FLASHES
Additional Symptom: 4wd malfunction warning message
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 06/26/2020 04:01PM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Web Form Data(117346727) Description of Vehicle Concern: CUSTOMER
STATES- 4WD MALFUNCTION LIGHT WAS ON AND SOMETIMES ACCELERATES ON ITS
OWN WHILE DRIVING IN TOWN AFTER FREEWAY DRIVE- CHECK AND ADVISE
Please list any diagnostics already performed: performed system
diagnosed retrieved dtc c00a607 stored in awd module, as per workshop manual
performed pinpoint test f as outlined. results are as follows. f1 no
dtcs, f2 yes 9.1volts, f3 yes 1.1ohm, f4 no no voltage, f7 yes both front
wheels move, f8 yes lock to lock position reached, f9 yes 5.0v, f10 yes
5.0v, f11 yes 2.1 ohms, f12 yes OL, f13 yes OL Parts Replaced: NONE Your
Question: I HAVE PERFORMED THE PINPOINT TEST F, I CANNOT DUPLICATE
CONCER AFTER ROAD TEST, IS THE SYSTEM FUNCTIONING PROPERLY AT THIS
TIME. OR IS THERE ANY KNOWN CONCERNS I HAVE OVER LOOKED THANKYOU
RECOMM 06/26/2020 04:01PM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Rodney, Thank you for the information on the problem that is present,
and the testing performed to address the C00A6:07 that was present.
With testing not finding a cause to this concern, continue with
following the repairs that are directed in <a
href=http://www.proservicetech.com/transport/?url=[REDACTED] SB 20-2071,
to address the problem that is present.
CONCER 06/26/2020 07:17PM GTCGCQSP
"I researched tsb prior to performing diag. dont nohow I missed this
one thankyou.
RECOMM 06/26/2020 08:00PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Hello [REDACTED], You are very welcome. Have a good weekend.
AUDIT 06/26/2020 08:32PM
SYNC: Gen3 V4 MODEM: 4G SYNC Connect (Lincoln Way App)
CONCER 08/11/2020 08:00PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Web Form Data(117491984) Description of Vehicle Concern: customer
states- 4wd malfunction warning message on dash, frontal collision
system warning on dash, vehicle luges/pulsates while Please list any
diagnostics already performed: tsb 20-2071 has been performed pinpoint
test r has been performed results are in previous discussion, as i

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/26/2020

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

--TYPE-- ----- COMMENT TEXT -----
stated than pinpoint test completed,you directed me to replacement of
stated than pinpoint test completed,you directed me to replacement of
half shaft speed sensor,vehicle is back with same concerns same dtcs
triggered Parts Replaced: half shaft speed sensor Your Question: any
updated information on this dtc,thankyou WEB-Ford-EXT-Aug 11 2020
20:00:47-RGARY4: Rodney, With the fault returning after the
installation of the speed sensor and DTC C0633:14() indicating that
there is a circuit concern present in-conjunction with the fault being
intermittent, please verify the pin fir and terminal retention in
connectors C1990, C145, C192 and C3841(reference cell 34 page 2 of the
on-line wiring diagrams). If there are no terminal concerns found,
perform loaded voltage drop testing to circuits VCA10 and VCA12 while
wiggle testing the related harnesses and note if the voltage reading
across the bulb exceeds a voltage reading taken at the 12v battery. If
circuits VCA10 and VCA12 pass the loaded voltage drop testing, the
replacement of the AWD module is recommended.
RECOMM 08/11/2020 08:00PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Rodney, With the fault returning after the installation of the speed
sensor and DTC C0633:14() indicating that there is a circuit concern
present in-conjunction with the fault being intermittent, please
verify the pin fir and terminal retention in connectors C1990, C145,
C192 and C3841(reference cell 34 page 2 of the on-line wiring
diagrams). If there are no terminal concerns found, perform loaded
voltage drop testing to circuits VCA10 and VCA12 while wiggle testing
the related harnesses and note if the voltage reading across the bulb
exceeds a voltage reading taken at the 12v battery. If circuits VCA10
and VCA12 pass the loaded voltage drop testing, the replacement of the
AWD module is recommended.

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

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
AWD#C0633-14-68,U0140:87-68,U0151:87-28,U0159:87-28,U023A:87-28088:87-08
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 02/25/2020 Warranty Start Date: 04/09/2020
Date of Sale: 04/09/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 05372
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

CQIS Report Number: L6ZC3017 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/26/2020

Engine: 3.0L GTDI TC V6 GAS - - - E N G I N E - - - Tag: BC A3G D6
 Bld Dt: Calb: LCTVYXN A
 Serial #:

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

Model: Shift:

- - - A D D I T I O N A L - - -
 Tire : 275/40R22 107W TIRE Brand :
 Radio : A/C : AC T-?????????????????????????????
 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 : RODNEY TURNER Title: TECHNICIAN
 Phone :

RODNEY TURNER
 Rpr Dlr:USA 05372 - Keller Ford Lincoln Ph#:559-584-5531
 City: Hanford State : California
 Country: United States Region : San Francisco

Claim #/Date : 658265 08/05/2020

Specialist's
 Name : RICHARD LAPLANTE

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

Date	CQIS Report #	Prog Type	Symp	Cat	Causal	Part Description	Dealer Id
10/08/2020		NHL	DRV	PERF			USA 05372

--- 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 02811	05/28/24	922765	68039	1	D8	L1M		E	
USA 02811	05/28/24	922765	68039	1	D8	LC5		B	
USA 02811	05/28/24	922765	68039	1	D8	L1M		C	
USA 02811	05/28/24	922765	68039	1	D8	L1M		A	
USA 02811	05/28/24	922765	68039	1	D8			S437	
USA 02811	05/28/24	922765	68039	1	D8			S430	
USA 02811	05/28/24	922765	68039	1	D8	LC5		D	

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/26/2020

----- 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 02811	05/28/24	922765	68039	1	D8	LP5	[REDACTED]	B	
USA 02811	05/28/24	922765	68039	1	D8	HL3		B	
USA 02811	05/28/24	922765	68039	1	D8	X		QULV	
USA 02811	05/28/24	922765	68039	1	D8	L1M		D	[REDACTED]
USA 02811	05/28/24	922765	68039	2		JL7		F	
USA 02811	05/28/24	922765	68039	2		3M5		A	

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

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

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 12,673 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 1 11 5 36 COMFORT & ENTERTAINMENT CLIMATE CONTROL
FUNCTION/OPERATION INACCURATE
Additional Symptom: Blower motor operation
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER 05/05/2021 04:03PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Web Form Data(118109597) Description of Vehicle Concern: customer
states climate control when in manual mode and air conditioning on and
temp set between 67 and 69 degrees and fan speed set at one when
driving the blower fan speed will increase and cant be turned back
down customer also stated that when the speed increases nothing pops
up on the display saying the speed has changed Please list any
diagnostics already performed: fdrs test no dtcs for concern self test
hvac module passed checked tsbs and ssms Parts Replaced: none Your
Question: was contacting hot line to see if this a known issue that
doesnt have a tsb or ssm for yet or a repair any help is greatly
appreciated thank you Tom.
RECOMM 05/05/2021 04:03PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Thomas, Even though the HVAC system is in the manual setting, the HVAC
module will still automatically control the blower motor and
temperature control functionality with the only thing that can
manually be controlled being the modes(Floor/vent/defrost). When the
HVAC module detects that the interior(cabin) temperature is higher or
lower than the requested temperature, the HVAC module will
increase/decrease the temperature then increase the blower motor speed
to try and increase the interior(cabin) temperature as quickly as
possible. With there being no published articles specifically
addressing the concern, with no DTCs in any module and if the fault
has yet to be duplicated with the vehicle at the dealer, using the
information obtained by the customer continue to try and duplicate the
concern while monitoring the blower, temp actuator and interior
temperature sensor PIDS in the HVAC module.
AUDIT 05/05/2021 08:32PM
SYNC: Gen3 V4 MODEM: 4G SYNC Connect (Lincoln Way App)

----- 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: 05/05/2021

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

----- S E R V I C E A C T I O N S -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 09/24/2019 Warranty Start Date: 10/28/2019
Date of Sale: 10/28/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 07318
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G C8
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

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

Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 255/55 R20 A/S TYRE Brand :
Radio : A/C : AC T-????????????????????
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 -----
Orig/Caller : THOMAS STIFFLER Title: TECHNICIAN
Phone :

THOMAS STIFFLER
Rpr Dlr:USA [REDACTED] - Bedford Ford Lincoln, Inc. Ph#:814-623-8154
City: Bedford State : Pennsylvania
Country: United States Region : Pittsburgh

Claim #/Date : [REDACTED] 05/05/2021

Specialist's
Name : ROBERT GARY

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

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal	Part Description	Dealer Id
10/12/2021	[REDACTED]	NHL	AID/INFO			USA 07318
12/15/2021	[REDACTED]	NHL	AID/INFO			USA 07318

--- 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 07318	08/22/23	084156	31852	1					[REDACTED]
USA 07318	08/22/23	084156	31852	2	42				[REDACTED]
USA 07318	08/22/23	084156	31852	2	42				[REDACTED]
USA 07318	04/03/24	090261	36925	1		JL7		F	[REDACTED]
USA 07318	04/03/24	090261	36925	1		3M5		A	[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIST CENTER Report Date: 04/15/2024

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

VEHICLE: 2020 AVIATOR,PHEVAWD,4 DOOR ,MPV VIN:[REDACTED]
Engine : 3.0L NANO D4 G GTDI CD6R PHEV Odometer: 43,129 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 27 7 68 DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
BRAKE SYSTEM STAYS ON

Additional Symptom: reverse brake assist
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 04/15/2024 12:38PM BRANDON BECKSTRAND(F MSS - FCSD - CALIFORNIA REGION
Web Form Data(120431526) Description of Vehicle Concern: Reverse brake
assist not available see manual messages comes on when in reverse.
Please list any diagnostics already performed: VERIFIED REAR BRAKE
ASSIST NOT AVAILABE MESSAGE ON CLUSTER. CONNECTED FDRS AND RAN SELF
TEST, U0159 LOST COMMUNICATION WITH PARKING ASSIST CONTROL MODULE A IS
PRESENT IN PSCM. CHECKED OASIS AND THERE ARE NO RELATED TSB OR SSM.
PERFORMED PPT AC. AC1 CLEARED DTCS AND RAN PSCM SLEF TEST NO DTCS
RETURNED. BUT REAR BRAKE ASSIST MESSAGE IS STILL PRESENT. CHECKED
VEHICLE HISTORY AND FOUND RECALL 23S23 WAS DONE RECENTLY. PER ADVISOR
CONCERN HAPPENED AFTER RECALL PERFORMED. REMOVED REAR CAMERA THAT WAS
REPLACED DURING RECALL AND VERIFIED ITS CORRECT CAMERA. PER TECH THAT
PERFORMED RECALL THE 360 CAMERA ALIGNMENT WASN T COMPLETED.
REINSTALLED CAMERA AND PERFORMED 360 CAMERA ALIGNMENT. ALIGNMENT TOOK
MULTIPLE ATTEMPTS TO COMPLETE. AFTER 360 CAMERA ALIGNMENT REAR BRAKE
ASSIST MESSAGE IS STILL PRESENT. PERFORMED PPT R FOR BRAKE ASSIST
INOP. VERIFIED TRACTION CONTROL AND CROSS TRAFFIC ARE BOTH TURNED ON.
R1 MODULES PASS NETWORK TEST, R2 RAN SELF TESTES AND NO DTCS ARE
PRESENT, R3 VERIFIED 360 CAMERA AND PARK AID SENSORS ALL WORKING. PER
PPT R3 SYSTEM WORKING CORRECTLY. ALL DOORS, HOOD AND LIFTGATE ARE
CLOSED. VEHICLE HAS BEEN DRIVEN ON STRAIGHT ROAD AND MESSAGE IS STILL
PRESENT WHEN PLACED IN REVERSE. BATTERY WAS DISCONNECTED AND ROAD TEST
ON STRAIGHT ROAD CONCERN STILL PRESENT. PERFORMED PPT M IN 419-04. M1
YES, M2 RAN SELF TESTS AND ALL PASS WITH NO DTCS, M3 YES, M4 YES. PER
PPT M4 SYSTEM OPERATING CORRECTLY BUT MESSAGE STILL PRESENT. Parts
Replaced: NONE Do you have a module programming concern? No Your
Question: PER CUSTOMER REAR BRAKE ASSIST MESSAGE CAME ON AFTER 23S23
WAS PERFORMED. COULD THE IPMB UPDATE BE REALTED? BLIS, 360 CAMERA AND
PARK AID SENSORS ALL SEEM TO BE WORKING BUT REVERSE BRAKE ASSIST
MESSAGE STILL PRESENT. IS THERE ANYTHING ELSE I CAN CHECK THAT COULD
PREVENT REVERSE BRAKE ASSIST TO WORK? ANY PIDS I CAN MONITOR TO SEE
WHAT MAY BE THE CAUSE?
RECOMM 04/15/2024 12:38PM BRANDON BECKSTRAND(F MSS - FCSD - CALIFORNIA REGION
Greg, I was looking through the DTCs that have been pulled in previous

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIST CENTER Report Date: 04/15/2024

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

--TYPE-- ----- COMMENT TEXT -----
self-tests, and I see U3000:42 setting. Because the IPMB is setting a
self-tests, and I see U3000:42 setting. Because the IPMB is setting a
U3000:42, please load test the 12-volt battery. If it fails testing,
replace the battery. After replacing or testing the battery verify
that the battery SOC PID is over 75% (yes, do this even on a new
battery). If the battery SOC PID is reading less than 75%, then charge
the battery until it's over 75% and recheck for the concern. If the
concern goes away after charging, then check for battery drain
concerns to prevent the customer needing to return for a repeat
repair. This DTC could simply be caused by a low battery SOC. When
charging the battery ensure that the negative charge cable is on the
chassis ground so that the SOC PID stays accurate. Please check also
that the camera is pointed in a way that the edges of the bumper are
visible, but the license plate is not. If this camera is not aligned
correctly then this concern can occur. Please remember also that the
camera alignment needs to be done after each repair attempt below
before verifying that the concern is resolved. If the SOC PID is
already high, or the concern continues to happen after charging, then
disconnect the rear camera and recheck for the concern. If the warning
doesn't appear in the IPC with the camera disconnected then the camera
is likely the source of the fault, replace the camera. If the warning
still appears, then replace the coaxial cable, but not the rear
camera. If the concern is still happening after replacing the cable or
the camera, the battery SOC is good, and the battery passes a load
test, then replace the IPMB. - Brandon Beckstrand Field Service
Engineer, CA Market
CONCER 04/15/2024 05:12PM G-SMI414
Dealership changed the status changed from Diagnostics/Repair
Suggested to Diagnose not complete, BATTERY HAS BEEN TESTED AND
TESTING GOOD. BATTERY STATE OF CHARGE IS 78%. WHEN DISCONNECTING
CAMERA REVERSE BRAKE ASSIST NOT AVAILABE SEE MANUAL IS STILL PRESENT.
WHEN LOOKING AT WIREING DIAGRAM I SEE THERE ARE 3 COXIAL CABLE AND
LIFTGATE HARNESS. SHOULD THEES ALL BE REPALCED?
AUDIT 04/15/2024 08:32PM
SYNC: GEN3 MODEM: 4G
RECOMM 04/16/2024 01:47PM BRANDON BECKSTRAND(F MSS - FCSD - CALIFORNIA REGION
Greg, I would work on verifying all of the coaxial cable connections
between the rear camera and the module. If you are unable to find a
concern with the cable connections for those coaxial cables, I would
begin replacing or overlaying every single piece of the coaxial cable
between the camera and the module. - Brandon Beckstrand Field Service
Engineer, CA Market
CONCER 04/17/2024 12:35PM G-SMI414
Dealership changed the status changed from Diagnostics/Repair
Suggested to Waiting for Parts
CONCER 05/09/2024 03:23PM G-SMI414
Dealership changed the status changed from Waiting for Parts to Fix
Verified, OVERLAYED COXIAL CABLES FROM IPMB TO LIFTGATE. PERFORMED 360
CAMERA ALIGNMENT AND TOOK A LONG TIME TO COMPLETE WITH REVERSE BRAKE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/15/2024

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

--TYPE-- ----- COMMENT TEXT -----
ASSIST MESSGAE STILL PRESENT. COXIAL CABLE THAT GOES TO REAR CAMERA IS
ASSIST MESSGAE STILL PRESENT. COXIAL CABLE THAT GOES TO REAR CAMERA IS
PART OF REAR LIGTH ASSEMBLY AND DEALER DIDNT WANT TO ORDER PART JUST
FOR TESTING. USED REAR LAMP ASSEMBLY FROM LIKE VEHICLE AND PERFORMED
360 CAMERA ALIGNMENT. ALIGNMENT COMPLETED QUICKLY AND PARK ASSIST
MESSAGE NO LONGER PRESENT. REPLACED REAR LAMP ASSEMBLY AND VERIFIED
MESSAGE NO LONGER PRESENT.
CONCER 05/09/2024 03:24PM G-SMI414
, REAR LAMP ASSEMBLY

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 12/04/2019 Warranty Start Date: 01/25/2020
Date of Sale: 01/25/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 715 LBS
LH/RH Drive:

Engine: 3.0L NANO D4 G GTDI CD6R PHEV Tag: BD A3P D8
Bld Dt: Calb: LCTVBQN A
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----
Trans: HYB TRNAXLE A10R80 Part #:
Bld Dt:
Serial #: [REDACTED]

Model: Shift:

----- A D D I T I O N A L -----
Tire : 275/45 R21 A/S TYRE Brand :
Radio : A/C : AC T-????????????????????
Paint : PN4-????????????????????? CERAMIC PEARL

----- 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 #: [REDACTED]
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/15/2024

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

GREG SMITH
 Rpr Dlr:USA 07742 - Big Valley Ford Lincoln Ph#:209-956-5244
 City: Stockton State : California
 Country: United States Region : San Francisco

Claim #/Date : 41754 04/09/2024

Specialist's
 Name : BRANDON BECKSTRAND (FSE)

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
10/16/2020	[REDACTED]	NHL	AID/INFO		USA 05471
12/22/2020	[REDACTED]	CACVOC	DRV PERF		USA 05471
02/04/2020	[REDACTED]	NHL	ST/RN/MV		USA 05471
03/12/2020	[REDACTED]	NHL	SAFE/SEC		USA 05471
01/20/2021	[REDACTED]	NHL	AID/INFO	TECH COMMENTS	USA 05471
01/27/2021	[REDACTED]	CREDSR	ST/RN/MV	CABLE ASY TRNS SHIFT	USA 09268
09/09/2021	[REDACTED]	NHL	AID/INFO		USA 07742

--- 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 07742	08/10/23	23449	36583	1			
USA 07742	08/10/23	23449	36583	2	82 FT4	CA	
USA 07742	08/10/23	23449	36583	2	82 X	QSP	
USA 07742	08/10/23	23449	36583	2	82		
USA 07742	03/15/24	39898	42192	1	JL7	F	
USA 07742	03/15/24	39898	42192	1	3M5	A	
USA 07742	04/09/24	41754	43129	1	42 LC5	B	
USA 07742	04/09/24	41754	43129	1	42 LC5	AB	
USA 07742	04/09/24	41754	43129	1	42		
USA 07742	04/09/24	41754	43129	1	42		
USA 07742	04/09/24	41754	43129	1	42		
USA 07742	04/09/24	41754	43129	1	42		
USA 07742	06/05/24	46446	44369	1	82 FT4	CA	
USA 07742	06/05/24	46446	44369	1	82 X	DSP	
USA 07742	06/05/24	46446	44369	1	82		

CQIS Report Number: [REDACTED] Program Type: EI
Report Source: MSS - FCSD - EPDI

Orig Rpt #:
Report Date: 03/09/2020

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

VEHICLE: 2020 CORSAIR, FWD, PREMIER, CUV VIN [REDACTED]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 3 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 3 31 Z 00 FIT/FINISH/BODY BODY PANELS
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: 7
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER 03/09/2020 08:46AM PROXY [REDACTED] MSS - FCSD - EPDI
ePDI QUESTION: Check margins and flushness of all doors, hood, and
liftgate or luggage compartment lid. If answering NOT-OK PLEASE ATTACH
PHOTOS, and include margin measurements in the comments section if
applicable. ; ePDI TECH COMMENTS: too much gap between hood and front
bumper driver side LR DOOR sunk in RR DOOR stuck out LF DOOR too
low LIFTGATE to the left B19 - OTHER BODY PANEL TROUBLES (NOT INCLUDING
TRIM) ; ePDI TECH ANSWER: ;

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 02/25/2020 Warranty Start Date: 09/09/2020
Date of Sale: 09/09/2020 Selling Dlr (Geo/Mkt, Dlr, Sub): USA 11616
Dealer Special Order: Gross Vehicle Weight: 486 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: [REDACTED] A
Serial #: [REDACTED]

CQIS Report Number: [REDACTED] Program Type: EI
Report Source: MSS - FCSD - EPDI

Orig Rpt #:
Report Date: 03/09/2020

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:

Model:

Shift:

Tire : 225/55 R19 99V A/S BSW 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 : JASON LABOMBARD Title:
Phone :

Rpr Dlr:USA [REDACTED] - Astro Lincoln Ph#:850-478-8531
City: Pensacola State : Florida
Country: United States Region : Orlando

Claim #/Date : [REDACTED] 03/06/2020

Specialist's
Name : PROXY [REDACTED]

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
05/16/2024	R5PIC001	NHL	AID/INFO			USA 11616

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

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 11616	08/03/23	292609	39418	1	42	LX6		AE	
USA 11616	08/03/23	292609	39418	1	42	LX6		C	
USA 11616	08/03/23	292609	39418	2	42	LX6		BR	
USA 11616	08/03/23	292609	39418	2	42	LX6		D	
USA 11616	08/03/23	292609	39418	2	42			S439	
USA 11616	08/03/23	292609	39418	2	42			S442	
USA 11616	08/03/23	292609	39418	2	42			S442	
USA 11616	08/03/23	292609	39418	2	42			S440	
USA 11616	08/03/23	292609	39418	2	42	CCP		G	
USA 11616	08/03/23	292609	39418	2	42	JM5		A	
USA 11616	08/03/23	292609	39418	3	82				
USA 11616	08/03/23	292609	39418	4	82				
USA 11616	09/29/23	293548	39421	1	04				
USA 11616	10/24/23	293951	39757	1	42	LJ7		AC	

CQIS Report Number: [REDACTED] Program Type: EI
Report Source: MSS - FCSD - EPDI

Orig Rpt #:
Report Date: 03/09/2020

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----									
Repair		Repair		Odometer	Rp	Caus	Service	Part	Labor
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
USA 11616	10/24/23	293951	39757	1	42				
USA 11616	10/24/23	293951	39757	2	42				
USA 11616	05/08/24	297010	45381	1	82	LJ7		K	
USA 11616	05/08/24	297010	45381	1	82			S300	
USA 11616	05/08/24	297010	45381	2	04				
USA 11616	05/08/24	297010	45381	3	42				
USA 11616	05/08/24	297010	45381	3	42				

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/22/2022

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

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 17,828 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 2 22 Z 00 DRIVER AIDES & INFORMATION SPEED CONTROL
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: Speed sign recognition issue
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 09/22/2022 07:06PM ASHENAFI MEGERSA(FS MSS - FCSD - SOUTHEAST REGION
Web Form Data(119642086) Description of Vehicle Concern: Customer
states intelligent cruise stops working about ten to twenty minutes
ever time you use it Please list any diagnostics already performed: We
have test drove the vehicle and it will read the speed limit signs and
it will work for about ten to twenty minutes then it will pop up with
an error message on the cluster that says the intelligent cruise is no
longer working all the other functions of the cruise still works it
will still read the speed limit signs but it will not slow you down or
speed you up when the speed limit changes. you can stop and turn the
car off and back on and it will start working again for but then goes
out no codes in the system Parts Replaced: none Your Question: have
you seen this problem we have no codes and we are not sure where to go
from here

RECOMM 09/22/2022 07:06PM ASHENAFI MEGERSA(FS MSS - FCSD - SOUTHEAST REGION
Hi Scott, For this issue, follow <A target= blank
href=https://www.fordtechservice.
[REDACTED] to make sure nothing
is interfering with the IPMA camera and CCM as the speed sign
recognition is controlled by IPMA and CCM. Ensure the two modules can
communicate with each other. For additional information, refer to the
Owner's Manual Printing 3 (PDF) page 298 if you haven't already. If
the issue persists, put a new IPMA in it and re-evaluate. Ashenafi M.
Lincoln Escalated Support

ADD-ON 09/22/2022 07:06PM ASHENAFI MEGERSA(FS MSS - FCSD - SOUTHEAST REGION
Article GSB 22-7034 Various Vehicles - Adaptive Cruise, Pre-Collision
And Collision Avoidance System Functionality Diagnostics

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

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

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/22/2022

Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 02/24/2020 Warranty Start Date: 03/18/2020
Date of Sale: 03/18/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G F6
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

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

Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
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 : SCOTT LYNCH Title: SERVICE MANAGER
Phone :

SCOTT LYNCH
Rpr Dlr:USA [REDACTED] - Ford of Helena Ph#:406-442-6310
City: Helena State : Montana
Country: United States Region : Seattle

Claim #/Date : [REDACTED] 09/14/2022

Specialist's
Name : ASHENAFI MEGERSSA (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: 09/22/2022

--- 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 05064	11/17/23	264807	30426	1					
USA 05064	11/17/23	264807	30426	2	42				
USA 05064	11/17/23	264807	30426	2	42				
USA 05064	11/17/23	264807	30426	3	42	LB5		A	
USA 05064	11/17/23	264807	30426	3	42	N1M		A	
USA 05064	11/17/23	264807	30426	3	42	N1M		F	
USA 05064	11/17/23	264807	30426	3	42	L1M		C	
USA 05064	11/17/23	264807	30426	3	42	N1M		A	
USA 05064	11/17/23	264807	30426	3	42	L1M		A	
USA 05064	11/17/23	264807	30426	3	42			S440	
USA 05064	11/17/23	264807	30426	3	42			S440	
USA 05064	11/17/23	264807	30426	3	42			S439	
USA 05064	11/17/23	264807	30426	3	42			S440	
USA 05064	11/17/23	264807	30426	3	42			S439	
USA 05064	11/17/23	264807	30426	3	42			S440	
USA 05064	11/17/23	264807	30426	3	42			S440	
USA 05064	11/17/23	264807	30426	3	42			S439	
USA 05064	11/17/23	264807	30426	3	42			S439	
USA 05064	11/17/23	264807	30426	3	42			S439	
USA 05064	11/17/23	264807	30426	3	42			S439	
USA 05064	11/17/23	264807	30426	3	42			S439	
USA 05064	11/17/23	264807	30426	3	42			S439	
USA 05064	12/27/23	266014	31153	1	04				
USA 05064	12/27/23	266014	31153	1	04				

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/09/2024

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

VEHICLE: 2020 CORSAIR,AWD,RESERVE,CUV VIN:[REDACTED]
Engine : 2.3L 4V TIVCT DI TC 270 HP GAS Odometer: 57,905 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 22 2 78 DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE RESUMES IMPROPERLY

Additional Symptom: speed sign

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

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Attchmnts: 0

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

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

CONCER 04/09/2024 01:50PM FRANK SIKORSKI(FSE) MSS - FCSD - GREAT LAKE REGION
Web Form Data(120426544) Description of Vehicle Concern: when using
adaptive cruise control vehicle will change to incorrect speed, for
example in a 45mph zone you set the cruise control to 45 and the
vehicle will act normal, however if speed limit changes to 50mph the
vehicle jumps up to 57. then if the speed limit drops back to 40mph
the vehicle will drop cruise control speed down to 52 Be sure to
review these important module programming steps, and provide feedback
below as necessary:
 -Verify that any replacement part installed
is correct using the ECAT catalog. Provide the full part number.

-Verify scan tool is up to date, is at the latest level and
programming is completed using a VCM3 or VCMM (try a second scan tool
if necessary)
 -Verify that the vehicle is identified correctly in
the scan tool
 -No aftermarket electronic components installed

 -Battery passes a test using approved Rotunda tooling and is
fully charged
 -Battery is maintained at 12.6-13.6 volts

-Battery State of Charge (SOC) is at or greater than 75%. Use scan
tool to monitor BCM BATT SOC% PID Please list any diagnostics already
performed: after test driving vehicle it was pulled in and checked for
codes, no dtc s were related to the concern. ccm was then self-tested
individually in an attempt to isolate the module and still no codes
were present. checked all service bulletins and no bulletins fit the
concern. completed 23s23 recall that vehicle was also in for and
completed a recalibration on the ccm along with a sensor alignment and
the concern is still present. Parts Replaced: no parts have been
replaced at this time Do you have a module programming concern? No
Your Question: Is this concern a programming issue that is being
addressed? or is this a vehicle specific issue?

RECOMM 04/09/2024 01:50PM FRANK SIKORSKI(FSE) MSS - FCSD - GREAT LAKE REGION
Hi William, The Adaptive Cruise Control going beyond the intended set
speed, may be the result of the ACC Speed Sign Recognition Feature.
Ensure that the tolerance for this feature is set to 0 MPH. Refer to
the Owner s Manual>Page 348 for additional information. To set the
tolerance use the touchscreen>Features>Driver Assistance>Speed Limit

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/09/2024

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

--TYPE--	COMMENT TEXT
	Assist>Tolerance and use the slider bar to select the level. Thanks,
	Assist>Tolerance and use the slider bar to select the level. Thanks,
	FSE-Frank
CONCER	04/09/2024 03:56PM C-DOKKE4
	Dealership changed the status changed from Diagnostics/Repair
	Suggested to Fix Verified, Found customer cruise tolerance was set to
	plus seven mph causing concern. Changed to zero and verified fix.
	Dealership selected No Reply Required when submitting these comments.

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

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----- 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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date:	10/02/2019	Warranty Start Date:	10/10/2019
Date of Sale:	10/10/2019	Selling Dlr(Geo/Mkt,Dlr,Sub):	
Dealer Special Order:		Gross Vehicle Weight:	494 LBS
LH/RH Drive:			

Engine: 2.3L 4V TIVCT DI TC 270 HP GAS Tag: KJ 7E SA
Bld Dt: Calb: A
Serial #:

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

Trans: 8 SPEED AUTO 8F40 Part #:
Bld Dt:
Serial #:

Mode L: Shift:

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

[illegible]

----- 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: 04/09/2024

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : WILLIAM CANTWELL Title: TECHNICIAN
Phone :

WILLIAM CANTWELL
Rpr Dlr:USA [REDACTED] - Ray Skillman Performance Ford Ph#:317-881-6100
City: Greenwood State : Indiana
Country: United States Region : Cincinnati

Claim #/Date : [REDACTED] 04/09/2024

Specialist's
Name : FRANK SIKORSKI (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 Service Part Number Labor
Nr Cond Pfx Base Sfx Operation
USA 04728 04/09/24 676160 57905 1 LJ7 [REDACTED] K [REDACTED]
USA 04728 04/09/24 676160 57905 1

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/20/2021

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

VEHICLE: 2020 CORSAIR,AWD,RESERVE,CUV VIN [REDACTED]
Engine : 2.3L 4V TIVCT DI TC 270 HP GAS Odometer: 5,720 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

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

Additional Symptom: speed increase

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?: YES Customer satisfied?: Repair Effectiveness (%):

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

--TYPE-- COMMENT TEXT
CONCER 04/20/2021 11:56AM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Web Form Data(118074055) Description of Vehicle Concern: Guest states
that when she has the cruise control on and then presses the brake and
goes back it jumps up to 80-90mph. Please list any diagnostics already
performed: Test drove vehicle to verify concern, when test driving car
the cruise was set at 55mph and after a braking and disengaging cruise
the set speed increases without activation of cruise. The set speed
increased to 75mph and if resume button is pressed the vehicle will
increase to that speed. The cruise control module was reconfigured and
the adaptive cruise control was calibrated. Test drove vehicle again
and concern is still present, guest is worried may cause an accident.
Parts Replaced: none Your Question: I believe this is a software issue
and am wondering if there are any software changes that can be made to
correct this?
RECOMM 04/20/2021 11:56AM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Curt, If there was a possible software concern causing this, a TSB,
SSM, or FSA would be found directing programming of a module for this
concern. Additional testing that can be performed would be to see if
this can be duplicated on a like vehicle, using the same settings that
the customer uses. This will help identify if there is a fault with
the vehicle, or if this is normal, based on the settings the customer
uses. With this vehicle being equipped with adaptive speed control
with speed sign recognition, the customers settings, along with the
actual speed limit of the area they are driving could be causing this
concern. Additional information on how the system works can be found
in the owners manual, pages 245-258.
CONCER 04/20/2021 04:22PM GTCGCQSP
Read through response and spent some time reading the owners manual to
understand the operation of all of the cruise control modes, test
drove the customers car again since we did not have a similar vehicle
here. During test drive I was watching the posted speed limits on the
road versus what the cluster was displaying to make sure they matched
which they did, pulled over and checked vehicle cruise settings and
the cruise was in intelligent cruise control mode and the tolerance

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/20/2021

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

--TYPE-- ----- COMMENT TEXT -----
was set to +20 which makes sense because it was adjusting the set
was set to +20 which makes sense because it was adjusting the set
speed consistently to 20mph the posted speed. I changed the vehicle
settings to adaptive cruise mode after explaining the situation to the
guest and listening to their preferences. I also adjusted the
intelligent speed tolerance to 0 in case they wanted to use that
again. The vehicle was acting as it was set and no repairs are
required, the case can be closed.
RECOMM 04/20/2021 04:47PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Curt, Thank you for the information. When you get a moment can you
please fill out the on-line survey so that the repair can be
documented in the Technical Assistance Center data base along with the
Tech Self-Help tool link that is available when submitting a Technical
Assistance Request (HAR) form which reviews closed Technical
Assistance Center repaired vehicles. To search for past reports,
follow the normal process of accessing the HAR form in PTS and once
you have accessed the form, fill out the symptom coding completely
including the fourth symptom then a hyper link will populate under the
symptom coding if there are any repaired vehicles using the same
CONCER 04/20/2021 05:31PM GTCGCOSP
changed vehicle back to factory settings

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

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

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	COMMENT	SERVICE	TECH COMMENTS	

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

Vehicle Build Date: 01/22/2020 Warranty Start Date: 06/09/2020
Date of Sale: 06/09/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 09179
Dealer Special Order: Gross Vehicle Weight: 494 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 2.3L 4V TIVCT DI TC 270 HP GAS Tag: KJ 7E SA
Bld Dt: Calb: [REDACTED] A
Serial #: [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/20/2021

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F40 Part #:

Bld Dt:

Serial #:

Model:

Shft:

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

Tire : 245/45R20 99V A/S BSW Brand :
Radio : A/C : AC G-????????????????????
Paint : PN4-?????????????????????----- STONE BLUE/FLIGHT 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 : CURT WILBER Title: TECHNICIAN
Phone :

Rpr Dlr:USA [REDACTED] CURT WILBER Ph#:608-779-2886
City: Onalaska - Dahl Ford State : Wisconsin
Country: United States Region : Twin Cities

Claim #/Date : [REDACTED] 04/19/2021

Specialist's
Name : RICHARD LAPLANTE

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/28/2020

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

VEHICLE: 2020 AVIATOR, SIGNRWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 9,480 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 24 2 36 DRIVER AIDES & INFORMATION PARK ASSIST
PERFORMANCE INACCURATE

Additional Symptom: False park aid activation
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?: YES Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER 07/28/2020 02:01PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Web Form Data(117448271) Description of Vehicle Concern: customer
states backup system goes off with nothing behind vehicle Please list
any diagnostics already performed: check codes, run oasis found tsb
20-2135 Parts Replaced: none Your Question: at the end of doing the
update to ipmb per tsb it says turn key off and then it says
unsuccessful, it then states that it ended with an error. did this
three times, does not give any info on the type of error so what can I
do to get this updated.
RECOMM 07/28/2020 02:01PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Frank, With the programming failing when attempting to update the
original IPMB, confirm that the IPMB will pass both network and
on-demand self testing and if it does, remove FDRS from the computer
being used making sure to select remove all FDRS data then reinstall
FDRS to the latest software level 24.5.6. Once FDRS has been removed
and reinstalled, attempt to update the IPMB again. If the IPMB
programming still fails, locate a like vehicle and attempt to update
the IPMB in the like vehicle and if the IPMB updates in the like
vehicle and the IPMB completes both network and on-demand self
testing, the replacement of the IPMB is recommended referencing the
procedure outlined in section 413-13B of the on-line workshop manual.
AUDIT 07/28/2020 08:32PM
CONCER 10/07/2020 02:49PM GTCGCQSP
SYNC: Gen3 V4 MODEM: 4G SYNC Connect (Lincoln Way App)
found a like unit, module updated with no concern, replaced module on
customer car

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/28/2020

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	COMMENT	SERVICE	TECH COMMENTS	

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

Vehicle Build Date: 08/18/2019 Warranty Start Date: 10/07/2019
Date of Sale: 10/07/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 632 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G E5
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

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

Model: Shift:

----- A D D I T I O N A L -----
Tire : 255/55 R20 A/S TYRE Brand :
Radio : A/C : AC T-????????????????????
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 -----

Orig/Caller : FRANK BOLTON Title: TECHNICIAN
Phone :
FRANK BOLTON
Rpr Dlr:USA 00973 - George Ballentine Ford Lincoln Ph#:864-223-6656
City: Greenwood State : South Carolina
Country: United States Region : Charlotte

Claim #/Date : [REDACTED] 07/28/2020

Specialist's
Name : ROBERT GARY

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
01/22/2020	[REDACTED]	NHL	AID/INFO			USA [REDACTED]
04/12/2022	[REDACTED]	NHL	AID/INFO			USA [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/28/2020

--- 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 11404	11/17/23	637304	45516	1	D1				
USA 11404	11/17/23	637304	45516	2	42	L1M		DA	
USA 11404	11/17/23	637304	45516	2	42	L1M		DB	
USA 11404	11/17/23	637304	45516	2	42	BB5		AA	
USA 11404	11/17/23	637304	45516	2	42	CN1		BA	
USA 11404	11/17/23	637304	45516	2	42	CM5		CA	
USA 11404	11/17/23	637304	45516	2	42	DS7		AA	
USA 11404	11/17/23	637304	45516	2	42	FT4		DA	
USA 11404	11/17/23	637304	45516	2	42	FT4		CC	
USA 11404	11/17/23	637304	45516	2	42	FT4		BC	
USA 11404	11/17/23	637304	45516	2	42	FT4		AB	
USA 11404	11/17/23	637304	45516	2	42	FT4		BC	
USA 11404	11/17/23	637304	45516	2	42	FT4		GA	
USA 11404	11/17/23	637304	45516	2	42	FT4		FB	
USA 11404	11/17/23	637304	45516	2	42	FT4		DC	
USA 11404	11/17/23	637304	45516	2	42	FT4		CB	
USA 11404	11/17/23	637304	45516	2	42	JR3		AA	
USA 11404	11/17/23	637304	45516	2	42	JT4		AA	
USA 11404	11/17/23	637304	45516	2	42	JT4		DA	
USA 11404	11/17/23	637304	45516	2	42	JT4		CA	
USA 11404	11/17/23	637304	45516	2	42	JT4		AA	
USA 11404	11/17/23	637304	45516	2	42	JT4		AA	
USA 11404	11/17/23	637304	45516	2	42	JT4		BA	
USA 11404	11/17/23	637304	45516	2	42	JT4		AA	
USA 11404	11/17/23	637304	45516	2	42	JT4		AA	
USA 11404	11/17/23	637304	45516	2	42	K2G		AA	
USA 11404	11/17/23	637304	45516	2	42	KU2		AA	
USA 11404	11/17/23	637304	45516	2	42	L1M		AA	
USA 11404	11/17/23	637304	45516	2	42	L1M		AC	
USA 11404	11/17/23	637304	45516	2	42	L1M		BB	
USA 11404	11/17/23	637304	45516	2	42	KT L1M		BA	
USA 11404	11/17/23	637304	45516	2	42	L1M		CA	
USA 11404	11/17/23	637304	45516	2	42	L1M		AA	
USA 11404	11/17/23	637304	45516	2	42	L1M		BA	
USA 11404	11/17/23	637304	45516	2	42	L1M		AA	
USA 11404	11/17/23	637304	45516	2	42	L1M		BB	
USA 11404	11/17/23	637304	45516	2	42	L1M		AC	
USA 11404	11/17/23	637304	45516	2	42	L1M		AC	
USA 11404	11/17/23	637304	45516	2	42	LB5		AA	
USA 11404	11/17/23	637304	45516	2	42	N1M		BA	
USA 11404	11/17/23	637304	45516	2	42			S440	
USA 11404	11/17/23	637304	45516	2	42			S439	
USA 11404	11/17/23	637304	45516	2	42			S430	
USA 11404	11/17/23	637304	45516	2	42			S442	
USA 11404	11/17/23	637304	45516	2	42			S442	
USA 11404	11/17/23	637304	45516	2	42			S437	
USA 11404	11/17/23	637304	45516	2	42			S439	

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/28/2020

----- 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 11404	11/17/23	637304	45516	2	42		[REDACTED]	S437	
USA 11404	11/17/23	637304	45516	2	42			S439	
USA 11404	11/17/23	637304	45516	2	42			S439	
USA 11404	11/17/23	637304	45516	2	42			S439	
USA 11404	11/17/23	637304	45516	2	42			S442	
USA 11404	11/17/23	637304	45516	2	42	L1M		AA	
USA 11404	11/17/23	637304	45516	2	42	BR3		AA	
USA 11404	11/17/23	637304	45516	2	42	5L7		AA	
USA 11404	11/17/23	637304	45516	2	42	5L7		AA	
USA 11404	11/17/23	637304	45516	2	42	KX6		AB	

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/22/2023

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

VEHICLE: 2022 CORSAIR,AWD,RESERVE,CUV VIN:[REDACTED]
Engine : 2.3L 4V TIVCT DI TC 270 HP GAS Odometer: 20,818 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 22 Z 00 DRIVER AIDES & INFORMATION SPEED CONTROL
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: Cancelled message populates
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 05/22/2023 05:59PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Web Form Data(119998437) Description of Vehicle Concern: Customer states that while using adaptive cruise control, a cancelled message appears in HUD, but speed control still operates normally. Please list any diagnostics already performed: Performed self test, no DTCs retrieved. Performed road test while monitoring PID for CCM angle. Parts Replaced: None. Your Question: I have been able to verify concern. When it happens, there will be a cancelled message that appears for a second or two in HUD in orange letters and steering wheel icon will turn orange also. The speed control continues to operate normally. There is no pinpoint test for this concern. The lane departure lines will remain green in the HUD. Is there any PIDs I should monitor? I have not been able to duplicate this cancelled message with any inputs, even when I press the cancel switch on the steering wheel, I do not receive this warning message. Is there any knowns for this concern. How should I proceed with diagnosis?

RECOMM 05/22/2023 05:59PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Louis, Although lane the lane centering icons are remaining green, the cancelled message that appears for a second or two in HUD in orange letters in-conjunction with the steering wheel icon turning orange is a result of the conditions not being present for Active Lane Centering to operate correctly. To confirm this, turn active lane centering off referencing the information on page 312 of the on-line workshop manual if necessary then note if the message still populates and if it does not in-conjunction with there being no fault DTCs setting in any module, the vehicle should be released back to the customer as operating as designed. <div style=>Because your dealership is equipped with the See What I See (SWIS) headset, if more technical assistance is needed and a SWIS session would be beneficial (live video or picture would help), use the link at the bottom of the page, to book a SWIS call with the TAC. After booking an appointment a TAC representative will reach out to you at the appropriate time. Verify the following prior to your appointment:</div><div style=>Your

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/22/2023

COMMENTS

```

--TYPE--
See What I See (SWIS) headset is charged, the headset is turned on,

See What I See (SWIS) headset is charged, the headset is turned on,
and is updated with the latest software level.</li><li>Ensure
TeamViewer login card is ready to scan (Contains unique dealer code
&amp dealership name)</li><li>The vehicle you are working on is in a
bay with good Wi-Fi connectivity</li></ul>=>If the
bullet points above are met a SWIS call can be scheduled between the
hours of 9am to 6pm ET.&nbsp;
</div><div style=></div><div
style=><br><A target= blank
href=https://outlook.office365.com/owa/calendar/swisscheduler@ford.com
/bookings/s/>Click here to schedule your SWIS
call</A></div></div><div style=><br><A target= blank
href=https://www.gtac.
software/hardware
concerns</A></div><div style=></div><div style=><br><A target= blank
href=http://site-307934.bcvp0rtal.com/detail/videos/tools-equipment/vi
deo/
Initial headset
setup</A></div></span></font> Rob G. Ford GT Specialist Ford/Lincoln
Diagnostician
ADD-ON 05/22/2023 05:59PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact, 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	
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

VEHICLE DETAILS

Vehicle Build Date: 04/27/2022 Warranty Start Date: 05/24/2022
Date of Sale: 05/24/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 494 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 2.3L 4V TIVCT DI TC 270 HP GAS Tag: KJ 7E SA
Bld Dt: Calb: NCTFN3N A
Serial #:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/22/2023

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F40 Part #:

Bld Dt:

Serial #:

Model:

Shift:

- - - A D D I T I O N A L - - -
Tire : 245/45R20 99V 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 : LOUIS BARTAL Title: SHOP FOREMAN
Phone : LOUIS BARTAL

Rpr Dlr:USA [REDACTED] - Sesi Motors Ph#:7346686100
City: Ann Arbor State : Michigan
Country: United States Region : Detroit

Claim #/Date : [REDACTED] 05/18/2023

Specialist's
Name : ROBERT GARY

----- C Q I S V I N H I S T O R Y -----
Date CQIS Prog Symp Cat Causal Part Description Dealer Id
10/20/2023 [REDACTED] NHL AID/INFO USA 10183
05/26/2023 [REDACTED] CACVOC AID/INFO USA 10183

--- 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
Sfx Operation
USA 10183 10/17/23 232225 27618 1 82 BE8 [REDACTED] AB
USA 10183 10/17/23 232225 27618 1 82 X [REDACTED] BSP
USA 10183 10/17/23 232225 27618 1 82 [REDACTED]
USA 10183 10/17/23 232225 27618 2 82 [REDACTED]
USA 10183 10/19/23 232338 27619 1 42 LJ7 [REDACTED] D
USA 10183 10/19/23 232338 27619 1 42 [REDACTED]
USA 10183 10/19/23 232338 27619 1 42 [REDACTED]
USA 10183 10/19/23 232338 27619 2 82 [REDACTED]
USA 10183 06/05/24 240474 35014 1 LJ7 [REDACTED] K
USA 10183 06/05/24 240474 35014 1 [REDACTED]
USA 10183 06/05/24 240474 35014 2 82 BE8 [REDACTED] AB

CQIS Report Number: P5VA2027 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/22/2023

----- 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 10183 06/05/24 240474 35014 2 82 X [REDACTED] BSP [REDACTED]
USA 10183 06/05/24 240474 35014 2 82 [REDACTED] MAINT [REDACTED]
USA 10183 06/05/24 240474 35014 3 42 LJ7 [REDACTED] DW [REDACTED]
USA 10183 06/05/24 240474 35014 4 82 [REDACTED] RENTAL [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/28/2023

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

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 23,597 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 22 1 38 DRIVER AIDES & INFORMATION SPEED CONTROL
CONTROLS INOPERATIVE

Additional Symptom: adaptive cruise ctrl inop
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 04/28/2023 12:47PM AANDE387
Web Form Data(119966076) Description of Vehicle Concern: adaptive
cruise control inoperative Please list any diagnostics already
performed: scanned codes and found none other then the U0418 code in
history. test drove and cruise worked normally until vehicle was at a
stop and was accelerating again. then the cruise shut itself off and
would not reactivate without shutting the car off and back on again.
had set code u0418 in IPMA again. no PPT for this code could be found
and self tested ABS module, ABS passed self test. no other codes and
cruise is working again after shutting of the vehicle and turning it
back on again. also SIMA passed self test with no codes. Parts
Replaced: none Your Question: would the U0418 code cause active cruise
control to turn off without setting codes in the ABS module?

RECOMM 04/28/2023 12:47PM AANDE387
Hey Wesley, Thanks for reaching out. When the brake pedal is applied,
the cruise control system deactivator switch opens and removes the
ground signal from the PCM input circuit, releasing the throttle and
immediately deactivating the system (refer to 419-03B system
operation). The cruise control system deactivator switch is integral
to the stop lamp switch this could be faulty causing the deactivator
switch to not close again until restarting the vehicle. Its advised to
perform PPT B under 419-03B. Austin A. Keystone Technical Assistance
Team <font face=Arial, Verdana style=font-family: Arial, Verdana
font-size: 10pt font-style: normal font-variant-ligatures: normal
font-variant-caps: normal font-weight: normal><span style=font-size:
13.3333px>Because your dealership is equipped with the See What I See
(SWIS) headset, if more technical assistance is needed and a SWIS
session would be beneficial (live video or picture would help), use
the link at the bottom of the page, to book a SWIS call with the
TAC.. After booking an appointment
a TAC representative will reach out to you at the appropriate time.
Verify the following prior to your appointment:<ul
style=><li style=font-family: Arial, Verdana font-size: 10pt
font-style: normal font-variant-ligatures: normal font-variant-caps:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/28/2023

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

--TYPE-- ----- COMMENT TEXT -----
normal font-weight: normal>Your See What I See (SWIS) headset is
normal font-weight: normal>Your See What I See (SWIS) headset is
charged, the headset is turned on, and is updated with the latest
software level.<li style=font-family: Arial, Verdana font-size:
10pt font-style: normal font-variant-ligatures: normal
font-variant-caps: normal font-weight: normal>Ensure TeamViewer login
card is ready to scan (Contains unique dealer code & dealership
name)<li style=font-family: Arial, Verdana font-size: 10pt
font-style: normal font-variant-ligatures: normal font-variant-caps:
normal font-weight: normal>The vehicle you are working on is in a bay
with good Wi-Fi connectivity<li style=><font face=Arial,
Verdana>If the bullet points above
are met a SWIS call can be scheduled between the hours of 9am to 6pm
ET.
[REDACTED] style=font-family: Arial, Verdana
font-size: 10pt font-style: normal font-variant-ligatures: normal
font-variant-caps: normal font-weight: bold>Click here to schedule
your SWIS call
<div style=font-family: Arial, Verdana
font-size: 10pt font-style: normal font-variant-ligatures: normal
font-variant-caps: normal font-weight: normal>
</div><div
style=font-family: Arial, Verdana font-size: 10pt font-style: normal
font-variant-ligatures: normal font-variant-caps: normal font-weight:
normal><a target= blank
href=https://www.qtac.dealerconnection [REDACTED]
[REDACTED]: normal
font-variant-ligatures: normal font-variant-caps: normal font-weight:
normal>Headset software/hardware concerns

<a target= blank
href=http://site-[REDACTED]
[REDACTED] wis-initial-setup style=font-family: Arial, Verdana
font-size: 10pt font-style: normal font-variant-ligatures: normal
font-variant-caps: normal font-weight: normal>Initial headset
setup</div>
ADD-ON 04/28/2023 12:47PM AANDE387
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
IPMA#U0418:86-AFU0140:87-68,U0151:87-28,U0159:87-28,U023A:87-28088:87-08
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/28/2023

----- S E R V I C E A C T I O N S -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 10/03/2019 Warranty Start Date: 10/11/2019
Date of Sale: 10/11/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS - - - E N G I N E - - - Tag: BC A3G F6
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

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

Model: Shift:

- - - A D D I T I O N A L - - -
Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
Paint : PN4-?????????????????????----- ICED MOCHA PC

----- 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 : WESLEY WILKIN Title: TECHNICIAN
Phone :

Rpr Dlr:USA [REDACTED] - Pallotta Ford Ph#:330-345-6600
City: Wooster State : Ohio
Country: United States Region : Pittsburgh

Claim #/Date : [REDACTED] 04/27/2023

Specialist's
Name : AANDE387 -????????????????????

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/28/2023

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----
Dealer ID Repair Date Repair Order Odometer (Miles) Rp Caus Nr Cond Service Pfx Part Base Number Sfx Labor Operation
USA 02175 09/27/23 331902 23970 1 42 BAG [REDACTED] 800 [REDACTED]
USA 02175 09/27/23 331902 23970 1 42

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/04/2020

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

VEHICLE: 2020 AVIATOR, PHEVAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L NANO D4 G GTDI CD6R PHEV Odometer: 207 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 4 49 2 02 START/RUN/MOVE VIBRATION
MOVING/DRIVING ALWAYS
Additional Symptom: vibration between 35 to 60
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER 02/04/2020 06:25PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Web Form Data(117081177) Description of Vehicle Concern: CUSTOMER
STATES WHEN DRIVING ABOUT 35 TO 60 MPH THE CAR VIBRATES ALMOST SOUNDS
LIKE THE WINDOW IS OPEN Please list any diagnostics already performed:
I TEST DROVE VEHICLE. I DID FEEL A VIBRATION AFTER 35 MPH IN THE SEAT
AND IT FEELS AS IF YOU WERE DRIVING ON ROUGH ROADS. AT HIGHWAY SPEEDS
IT SEEMS TO FADE AWAY. WE CHECK TIRES PRESSURES, WE SWAPT TIRES OFF OF
ANOTHER AVIATOR. WE DONT HAVE ANOTHER HYBRID AVIATOR TO COMPARE WITH,
BUT THERE IS DEFINALLY A VIBRATION. WHEN UP IN THE AIR I COULD SEE THE
COUPLING IN THE MIDDLE OF DRIVESHAFT WOBBLE A LITTLE. I USED THE
VIBRATION ANALYZER AND AT THOSE SPEEDS THE ANALYZER SHOWS THE
DRIVESHAFT HAVING A CONCERN. Parts Replaced: NONE Your Question:
KNOWING THAT THIS A NEW VEHICLE AND THE CUSTOMER FEELS THAT THIS
VIBRATION WAS NOT THERE BEFORE, BASED ON OUR RESULTS SHOULD WE REPLACE
THE DRIVESHAFT? WE DONT HAVE ANOTHER HYBRID AVIATOR TO COMPARE IT
WITH, BUT THE OTHER AVIATORS DONT HAVE THIS VIBRATION. IS THERE
ANYTHING ELSE TO CHECK TO FIND ROOT CAUSE OF CONCERN?
RECOMM 02/04/2020 06:25PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Josue, With the vibration analyzer showing a driveshaft vibration and
not have a like vehicle to swap the driveshaft with, proceed with
replacing the driveshaft referencing the procedure outlined in section
205-01 of the on-line workshop manual.

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/04/2020

----- S E R V I C E A C T I O N S -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 12/04/2019 Warranty Start Date: 01/25/2020
Date of Sale: 01/25/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 715 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.0L NANO D4 G GTDI CD6R PHEV Tag: BD A3P D8
Bld Dt: Calb: LCTVBQN A
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----
Trans: HYB TRNAXLE A10R80 Part #:
Bld Dt:
Serial #: [REDACTED]

Model: Shift:

----- A D D I T I O N A L -----
Tire : 275/45 R21 A/S TYRE Brand :
Radio : A/C : AC T-????????????????????
Paint : PN4-????????????????????? CERAMIC PEARL

----- 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 : JOSUE MADRIGAL Title: SHOP FOREMAN
Phone : [REDACTED]

JOSUE MADRIGAL
Rpr Dlr:USA [REDACTED] - Jim Burke Ford Ph#:661-328-3711
City: Bakersfield State : California
Country: United States Region : Los Angeles

Claim #/Date : [REDACTED] 01/27/2020

Specialist's
Name : ROBERT GARY

----- C Q I S V I N H I S T O R Y -----
Date CQIS Prog Symp Cat Causal Part Description Dealer Id
Report # Type
10/16/2020 [REDACTED] NHL AID/INFO USA 05471
12/22/2020 [REDACTED] CACVOC DRV PERF USA 05471
03/12/2020 [REDACTED] NHL SAFE/SEC USA 05471
01/20/2021 [REDACTED] NHL AID/INFO TECH COMMENTS USA 05471
01/27/2021 [REDACTED] CREDSR ST/RN/MV CABLE ASY TRNS SHIFT USA 09268
09/09/2021 [REDACTED] NHL AID/INFO USA 07742
04/15/2024 [REDACTED] NHL AID/INFO USA 07742

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/04/2020

--- 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 07742	08/10/23	23449	36583	1					
USA 07742	08/10/23	23449	36583	2	82	FT4		CA	
USA 07742	08/10/23	23449	36583	2	82	X		QSP	
USA 07742	08/10/23	23449	36583	2	82				
USA 07742	03/15/24	39898	42192	1		JL7		F	
USA 07742	03/15/24	39898	42192	1		3M5		A	
USA 07742	04/09/24	41754	43129	1	42	LC5		B	
USA 07742	04/09/24	41754	43129	1	42	LC5		AB	
USA 07742	04/09/24	41754	43129	1	42				
USA 07742	04/09/24	41754	43129	1	42				
USA 07742	04/09/24	41754	43129	1	42				
USA 07742	04/09/24	41754	43129	1	42				
USA 07742	06/05/24	46446	44369	1	82	FT4		CA	
USA 07742	06/05/24	46446	44369	1	82	X		DSP	
USA 07742	06/05/24	46446	44369	1	82				

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

Orig Rpt #: [REDACTED]
Report Date: 07/14/2021

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

VEHICLE: 2020 AVIATOR, PHEVAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine: 3.0L NANO D4 G GTDI CD6R PHEV Odometer: 12,206 MILES
Operating Environ: WCC : 7W20
Vehicle Use : Rsp. Act:

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

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

Causal Component: 14G371 mod m/media
Causal Factor: Feature: Loc:
Causal Condition: Photo: NO Atchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER 07/14/2021 05:12PM
when using intelligent radar cruise control, speed limit will in ipc
TECH/C will go from 65 to 85 but posted actual freeway speed is still 65,
07/14/2021 05:12PM
found issue happens in other ford products near my work in san Luis
Obispo CA this is an error with nav system speed limit database.

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

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

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
UPD	14G371	SERVICE	mod m/media	YES

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 07/23/2020 Warranty Start Date: 12/23/2020
Date of Sale: 12/23/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 715 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.0L NANO D4 G GTDI CD6R PHEV Tag: BD A3P D6
Bld Dt: Calb: LCTVBQN A

08/01/24 11:00:24

Orig Rpt #: 202193752585
Report Date: 07/14/2021

Bld Dt:
Serial #:

```
Tire      : 275/45 R21 A/S TYRE                      Brand      :
Radio     :                                           A/C       : AC T-????????????????????
Paint     : PN4-?????????????????????????????????----- MAGNETIC
```

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : Wyatt Hansen
Phone : 18053565869

Title: TECHNICIAN

Rpr Dlr:USA [REDACTED] - Perry Ford/Perry Lincoln Ph#:805-544-5200
City: San Luis Obispo State : California
Country: United States Region : Los Angeles

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
07/15/2021	[REDACTED]	NHL	AID/INFO			USA 07889

--- SUPPLEMENTAL SURVEY: NONE ---

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/06/2023

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

VEHICLE: 2022 CORSAIR,AWD,RESERVE, CUV VIN: [REDACTED]
Engine : 2.3L 4V TIVCT DI TC 270 HP GAS Odometer: 10,279 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 22 2 43 DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE LOSES SPEED

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

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

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

--TYPE-- COMMENT TEXT
CONCER 03/06/2023 10:18AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Web Form Data(119882174) Description of Vehicle Concern: When using
adaptive cruise control with lane assist on TEXAS HIGHWAYS when
nearing/ passing an exit vehicle will begin to slow down to match the
exit ramp speed. When in COLORADO AND NEW MEXICO the issue never
duplicated. C/S vehicle will slow down to a speed where they believe
they will be rear ended. Please list any diagnostics already
performed: Checked for general codes. on demand tested the ccm ,
passed and no codes. Visual inspection of cruise control radar and the
ipma, both appeared fine. Test drove 10 miles on highway no issue.
Cleaned the front of both sensors. Parts Replaced: none Your Question:
Is this a known issue? If not what should next step in diagnosis be?
RECOMM 03/06/2023 10:18AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Timothy, with this vehicle being equipped with speed sign recondition,
please consult with the customer on if the concern occurs with the
vehicle not in the lane with exit ramp and if the customer indicates
that the fault only occurs when the vehicle in the same lane aa the
exit ramp, the IPMA is picking up the exit ramp and is adjusting the
vehicle speed accordingly. If the customer indicates that the concern
occurs regardless of what lane the vehicle is in and the concern only
happening in Texas, have the customer visit the dealer then have them
duplicate the concern. If the customer can induce the concern, replace
the IPMA then attempt to duplicate the concern again. Rob G. Lincoln
Escalated Support
ADD-ON 03/06/2023 10:18AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact, 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:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/06/2023

Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 08/24/2022 Warranty Start Date: 09/30/2022
Date of Sale: 09/30/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 11430
Dealer Special Order: Gross Vehicle Weight: 494 LBS
LH/RH Drive:

Engine: 2.3L 4V TIVCT DI TC 270 HP GAS Tag: KJ 7E SA
Bld Dt: Calb: NCTFN3N A
Serial #: [REDACTED]

Trans: 8 SPEED AUTO 8F40 Part #: [REDACTED]
Bld Dt:
Serial #: [REDACTED]

Model: [REDACTED] Shft:

Tire : 245/45R20 99V A/S BSW Brand :
Radio : A/C : AC G-????????????????????????????
Paint : PN4-?? ICED/ELITE 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 : TIMOTHY MILLER Title: TECHNICIAN
Phone :
Rpr Dlr:USA [REDACTED] - North Park Lincoln Ph#:210-341-8841
City: San Antonio State : Texas
Country: United States Region : Houston

Claim #/Date : [REDACTED] 02/27/2023

Specialist's
Name : ROBERT GARY

----- 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
09/26/2022	[REDACTED]	CREDSR	FT/FN/BD			USA 11430

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/06/2023

--- 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 Caus Nr	Service Cond	Part Pfx	Base	Number Sfx	Labor Operation
USA 11430	09/14/23	591096	20374	1					
USA 11430	12/14/23	598072	20830	1		LJ7	[REDACTED]	K	
USA 11430	12/14/23	598072	20830	1			[REDACTED]	S300	

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

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

VEHICLE: 2023 CORSAIR, FWD, PREMIER, CUV VIN: [REDACTED]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 24 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 22 1 38 DRIVER AIDES & INFORMATION SPEED CONTROL
CONTROLS INOPERATIVE

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

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

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

--TYPE-- COMMENT TEXT
CONCER 12/22/2023 10:40AM AARON COLES(FSE) MSS - FCSD - SOUTHEAST REGION
Web Form Data(120293596) Description of Vehicle Concern: CRUISE
CONTROL IS INOP, TURNS ON BUT WONT ACTIVATE, THIS IS A BRAND NEW
VEHICLE WITH ONLY 24 MILES. VEH IS SUPPOSE TO BE DELIVERED TODAY TO
CUSTOMER Please list any diagnostics already performed: FOUND CODE
C0024:01 AS MENTIONED, WE DISCONNECTED THE BATTERY FOR 5 MIN AND
PERFORMED BMS RESET AND CLEARED CODES AND TEST DROVE, WARNING LIGHTS
APPEARED IMMEDIATELY AND CODE RETURNED, TRIED GETTING INTO PIDS UNDER
PCM AND SAYS PIDS ARE UNAVAILABLE, PERFORMED PPT CW1 YES CODE IS
PRESENT, CW2 MEASURED RESISTANCE BETWEEN C135 PIN 40 AND C2280D PIN 8
AND IS AT .05 OHMS, PPT SAYS TO REPAIR CIRCUIT AND WE BELIEVE THAT IS
FALSE DUE TO PREVIOUS TRAINING WE WANT LESS THAN 3 OHMS, WE MOVED ON
IN THE PPT CW3 WE MEASURED THE RESISTANCE ON C135 PIN 40 TO GROUND AND
PIN 34 TO GROUND AND ARE UNDER 10000 OHMS, AFTER REVIEWING THE WIRING
DIAGRAM IT SEEMS GROUND CAN BE COMING FROM THE PCM BUT THE PPT DOESNT
SAY TO DISCONNECT THE PCM, THE PPT IS NOT MAKING SINCE TO US AND WOULD
LIKE AN OPINION PLEASE, WITH THE PCM PIDS NOT SHOWING, WE DID GO ON
THE CW5 AND MEASURED VOLTAGE TO C135 PIN 34 AND THE VOLTAGE IS ALWAYS
AT 12.01 VOLTS AND PPT SAYS TO REPLACE PCM, PPT STATES THE VOLTAGE IS
SUPPOSE TO BE AROUND 5 VOLTS. Parts Replaced: NONE Do you have a
module programming concern? No Your Question: WHAT WOULD OUR NEXT STEP
BE?

RECOMM 12/22/2023 10:40AM AARON COLES(FSE) MSS - FCSD - SOUTHEAST REGION
Hey Travis, You are correct that a reading of 0.5 ohms on step CW2
with both connectors disconnected does not indicate an open on this
circuit. When performing CW3 make sure that the C1551B, C135 and
C2280D as shown in cell 31 page 3 of the wiring diagrams are
disconnected. when these connectors are disconnected CES09 and CES08
should be totally isolated then perform the measurements shown in step
CW3. if we are reading less than 10,000 ohms at this point then there
is a short to ground on one of those circuits. When reviewing step 5
(since the other steps have not been accurate) compare to a like
vehicle that is operating correctly to determine if we should be
getting 5 volts or 12 volts from this circuit. If 12 volts is not

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

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

--TYPE-- COMMENT TEXT
normal then there is most likely a short to voltage on these circuits
normal then there is most likely a short to voltage on these circuits
rather than a PCM fault. Perform CW6 and CW7 to check for a short to
voltage on these circuits if a 12 volt reading in CW5 is not normal
when comparing to a like vehicle. Brady C. FSE

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 11/13/2023 Warranty Start Date: 03/13/2024
Date of Sale: 03/13/2024 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 484 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: PZ 1E AA
Bld Dt: Calb: PCTFE3N A
Serial #: [REDACTED]

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

Model: Shift:

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

----- 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 : TRAVIS RATZLAFF Title: SERVICE MANAGER
Phone :

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

Rpr Dlr: USA 11611 - Ed Howard Lincoln Ph#: 941-921-4403
 City: Sarasota State : Florida
 Country: United States Region : Orlando

Claim #/Date : 095319 12/20/2023

Specialist's
 Name : AARON COLES (FSE)

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
12/20/2023	[REDACTED]	EPDI	AID/INFO		USA 11611

--- 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 11611	12/20/23	095312	15	1					
USA 11611	12/20/23	095312	15	1					
USA 11611	12/20/23	095312	15	1					
USA 11611	12/20/23	095319	15	2	42	3M5		AA	
USA 11611	12/20/23	095319	15	2	42	PZ1		K	
USA 11611	12/20/23	095319	15	2	42				
USA 11611	03/21/24	098822	28	1	42				
USA 11611	03/21/24	098822	28	1	42				

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/04/2022

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

VEHICLE: 2022 NAVIGATOR 4X4, RESERVE, MPV VIN: [REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 461 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: Active Glide inop
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 5
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER 10/04/2022 01:09PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Web Form Data(119658005) Description of Vehicle Concern: GUEST CONCERN
THE ACTIVE GLIDE FEATURE DOES NOT OPERATE. Please list any diagnostics
already performed: VERIFIED GUEST CONCERN - FOLLOWED DIRECTION GIVEN
WITHIN THE ACTIVE GLIDE INSTRUCTIONAL VIDEO TO ENABLE HANDS-FREE LANE
CENTERING AND SET THE CRUISE CONTROL TO ON. PERFORMED A ROAD TEST AND
ACTIVE GLIDE SET FOR MAYBE A 1/2 A SECOND AND THEN INSTANTLY REVERTED
TO ADAPTIVE CRUISE CONTROL WITH LANE CENTERING ASSIST. BROUGHT VEHICLE
BACK TO SERVICE BAY AND PERFORMED SELF TEST ON GUEST VEHICLE. LOCATED
THE THREE PREVIOUSLY LISTED FAULT CODES WITHIN THE CMR MODULE. I
CLEARED & RE-TEST FOR FAULTS: PASS - NONE HAVE RETURNED. ROAD TEST
GUEST VEHICLE AGAIN ATTEMPTING TO MAKE USE OF HANDS-FREE LANE
CENTERING: FAIL - ACTIVE GLIDE ENABLED AND THEN REVERTED BACK TO LANE
CENTERING ASSIST. A SELF TEST REVEALS NO FAULT CODES HAVE RESET. I
ENTERED GUEST CONCERN AND FAULT CODES INTO OASIS - NO RELATED
ARTICLES. ADDITIONALLY LOOKING THROUGH WSM 419-03A DIAGNOSIS & TESTING
THERE ARE NO SYMPTOMS LISTED REGARDING ACTIVE GLIDE OPERATION. Parts
Replaced: NONE Your Question: HOW CAN I DIAGNOSE THIS CONCERN? WHY IS
THERE NO SYMPTOMS WITHIN WSM 419-003A DIAGNOSIS & TESTING REGARDING
ACTIVE GLIDE OPERATION?

RECOMM 10/04/2022 01:09PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Andrew, The ActiveGlide system uses the CCM, CMR, IPMA camera and the
outside mirror cameras in-conjunction with GPS location data determine
the location and position of the vehicle in the road in-conjunction
with the drivers facial recondition to ensure that the driver is awake
and alert(reference section 419-04B and 419-03A of the on-line
workshop manual) and if there is a concern with one or more of the
included systems, the ActiveGlide will not operate correctly. With
there being DTCs set in the CMR and understanding that the DTCs have
cleared, confirm that the CMR has been installed correctly as it is
possible that with the DTCs that are set the CMR is in the incorrect
position and blocking the driver facial input. If there are are no
concerns found with the CMR installation, perform PP test D(B115E:97,
B15E1:97 OR B15E2:97) in section 419-04B of the on-line workshop

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/04/2022

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

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

manual. Rob G. Lincoln Escalated Support

ADD-ON 10/04/2022 01:09PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
B115E:97Camera Module: Component Or System Operation Obstructed Or
Blocked B15E1:97Driver Side LED: Component Or System Operation
Obstructed Or Blocked B15E2:97Passenger Side LED: Component Or System
Operation Obstructed Or Blocked, SWIS Session Status : SWIS Not
Necessary, SWIS Session Sub Status : 1st Contact, SWIS Comments : n/a

CONCER 10/04/2022 05:52PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Andrew called in and stated that he found that ActiveGlide will
enable (icons populate in the message center) and when pressing the set
button a fault message will populate and the adaptive speed control
will engage. Andrew confirmed that adaptive cruise control and lane
keeping operate correctly, he confirmed that facial recognition is
working correct by having a watch the road message populate when he
turns his head away from straight forward when driving, he connected
LincolnWay on his phone with the vehicle with the ActiveGlide welcome
message populating. Andrew confirmed that the highway being used is a
dedicated road due to ActiveGlide operating correct multiple like
vehicles and he confirmed that speed limit sign recondition operates
correctly.

RECOMM 10/04/2022 05:52PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Andrew, With the APIM being the module that takes the road information
then combining it with both navigation and dedicated freeway
information, please confirm that the IPMA is configured correctly by
ensuring that the FDRS being used is at the latest software level,
download the IPMA Configuration application, select the refresh icon
in the run box then complete the programming. If there is no change
after completing the IPMA programming the replacement of the IPMA is
recommended. Rob G. Lincoln Escalated Support

ADD-ON 10/04/2022 05:52PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Technical, SWIS Comments : n/a

CONCER 10/05/2022 02:55PM GTCGCQIS
AFTER SPEAKING OVER THE PHONE WITH TECHNICAL ASSISTANCE CONTACT ROB IT
WAS DETERMINED THE BEST COURSE OF ACTION WOULD BE TO PERFORM THE IPMA
CONFIGURATION PROCEDURE USING FDRS. AS DIRECTED, I DOWNLOADED THE IPMA
CONFIGURATION AND THE HIT REFRESH BEFORE PROCEEDING. AFTER THE
CONFIGURATION TOOL WAS REFRESHED, I COMPLETED THE CONFIGURATION
PROCEDURE. I THEN CLEARED & RE-TEST FOR FAULTS AND I NOTICED THE CMR
FAULT B15E1:97 DRIVER SIDE LED: COMPONENT OR SYSTEM OPERATION
OBSTRUCTED AND/OR BLOCKED WAS AGAIN SET. THIS FAULT WAS LISTED AS A
CURRENT FAULT AT THIS TIME. I THEN USED A THE CAMERA ON MY CELLULAR
DEVICE TO VERIFY BOTH LEDS ON THE CMR ARE OPERATIONAL. I THEN CLEARED
& RE-TESTED FOR PRESENCE OF FAULT CODES: PASS - NONE LISTED. I THEN
PERFORMED A ROAD TEST IN ATTEMPTS TO VERIFY ACTIVE GLIDE OPERATION:
FAIL - CONDITION IS STILL THE SAME. ACTIVE GLIDE WILL ACTIVATE FOR A
MOMENT ONCE DURING EACH KEY CYCLE AND THEN AGAIN REVERT BACK TO
ADAPTIVE CRUISE CONTROL WITH LANE CENTERING (HANDS ON STEERING WHEEL
ICON DISPLAYED). I THEN ALSO NOTICED THE FAULT B15E1:97 WAS SET AGAIN

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/04/2022

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

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

BY VIEWING THE CONNECTED VEHICLE HEALTH DATA. I WAS DIRECTED TO

BY VIEWING THE CONNECTED VEHICLE HEALTH DATA. I WAS DIRECTED TO REPLACE IPMA IF THE CONCERN IS STILL PRESENT AFTER COMPLETING THE CONFIGURATION PROCEDURE. I CHECKED THE AVAILABILITY ON A REPLACEMENT IPMA AND WAS SHOCKED TO SEE THE MODULE ITSELF COSTS 3,800. GIVEN THE COST OF THE IPMA AND THE FAULT CODE B15E1:97 RESETTING IN THE CMR I AM UNSURE IF IT IS STILL THE BEST COURSE OF ACTION TO THROW A SEVERAL THOUSAND DOLLAR MODULE ON A GUESS. I SUSPECT IT WOULD BE BEST TO FOLLOW PINPOINT TEST D WITHIN WSM 419-04B DIAGNOSIS & TESTING AND DETERMINE IF THERE IS A LOGICAL REASON FOR THE FAULT SETTING AND THE ACTIVE GLIDE OPERATION CONCERN. PLEASE ADVISE.

RECOMM 10/06/2022 10:52AM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Hello Andrew, With the CMR DTCs returning and Active Glide needing to monitor the driver, if the system cannot because of the CMR fault active glide will be inoperative. I would have you diagnose the CMR DTCs first before the IPMA is replaced. Referencing WSM section 419-03A > Description and Operation > System Operation and Component Description > Active Drive Assist. It does note that the system monitors the driver's head and position. Being that the lane keeping/centering and speed sign recognition are working it would point to the driver monitoring system. The driver monitoring system (CMR) is described further in 418-04B. I would agree to follow PPT D and re-evaluate the operation of Active Glide system. -john Lincoln Technical Assistance

ADD-ON 10/06/2022 10:52AM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact, SWIS Comments : no swis

CONCER 10/27/2022 03:35PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Andrew called in and stated that he replaced the CMR and there was no change in the concern and confirmed that the concern was found during the EPDI.

RECOMM 10/27/2022 03:35PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Andrew, With there being no change after the installation of the CMR, proceed with replacing the IPMA then confirm proper system operation. Rob G. Lincoln Escalated Support

ADD-ON 10/27/2022 03:35PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact

CONCER 10/31/2022 03:36PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
An in bound call was received from Andrew. He has replaced the IPMA and performed the 360 camera calibration, but the new IPMA is still setting a C1001:53.

RECOMM 10/31/2022 03:36PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Hello Andrew, Please perform the IPMA Alignment in FDRS. This will align the IPMA camera (the one on/in the windshield) and clear the C1001:54 DTC for the lane keeping system. The 360 camera alignment will only calibration the 360 cameras and not the lane keeping IPM camera. -john Lincoln Technical Assistance.

ADD-ON 10/31/2022 03:36PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Added report to Lincoln tracker. Article ISM I2210123 2021+ Ford and

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/04/2022

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

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

CONCER Lincoln Vehicles Equipped with Bluecruise/ActiveGlide and DTCs se t in
Lincoln Vehicles Equipped with Bluecruise/ActiveGlide and DTCs se t in
CMR ,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status
: Non-Technical, SWIS Comments : no swis
10/31/2022 05:15PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
An inbound call was received from Andrew. He has performed the IPMA
alignment, but he cycles the key, activates active glide, and then for
about 1 second the system is present then defaults to adaptive cruise
control and lane centering. When this truck first came in, Andrew
created an account for himself through the Lincoln Way application.
While on the phone the subscription was listed to expire 10/9/22. It
came in 10/3/22 for service.

RECOMM 10/31/2022 05:15PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Hello Andrew, With the IPMA aligned with no DTCs, however the
expiration date from active glide being 10/9/ 22, you will have to
monitor the FSA for updates about the Active Glide map update concern.
After we spoke on the phone I see that FSA 22P08 is not listed for
this Navigator. I see that there were no GWM Over The Air (OTA)
updates for the GWM. I dint know if there are any software updates.
Now realizing my mistake, I will follow up with you tomorrow by the
close of business. -john Lincoln Technical Assistance

ADD-ON 10/31/2022 05:15PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Consulted with Jayson. We discussed seeing if there was a GWM update
and then seeing what happens. ,SWIS Session Status : SWIS Not
Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments : no
swis

CONCER 11/01/2022 09:52AM GTCGCQIS
I RECIEVED YOUR VOICEMAIL REGARDING FSA 22P08 AND THE INFORMATION
REGARDING A GWM SOFTWARE UPDATE. I WAS CONFUSED BY YOUR REMARK SAYING
THE FSA 22P08 DOES NOT POPULATE WITHIN PTS FOR YOU BECAUSE IT WAS ON
MY END. THEN AFTER A LITTLE BIT OF RESEARCH I DISCOVERED SOMEHOW THE
VIN USED IN THE TECHNICAL ASSISTANCE REQUEST DOES NOT MATCH THAT OF
THE VEHICLE I AM WORKING ON. UNSURE HOW THAT HAS HAPPENED BUT
REGARDLESS THE VIN FOR MY 22 NAVIGATOR IS: [REDACTED] - REALLY
UNSURE HOW THE DESCRIPENCY OCCURED BUT REGARDLESS. USING THE CORRECT
VIN WITHIN PTS DOES POPULATE FSA 22P08. I HAVE CHECKED AND THERE IS A
GWM SOFTWARE UPDATE LISTED WITHIN THE SW UPDATES TAB ON FDRS. I
ATTEMPTED TO LOCATE THE TECHNICAL INSTRUCTIONS FOR THE 22P08 FOR A 22
NAVIGATOR AND FOUND ONLY THE F150 AND THE MACH E ARE LISTED.
REGARDLESS I FOLLOWED THE PROCEDURE LISTED FOR F150 AND SUCCESSFULLY
UPDATED THE GWM. CLEARED & RE-TEST FOR FAULTS AND STATES: PASS - NO
FAULT LISTED. CHECKING THE SETTINGS - GENERAL - ABOUT SYNC STILL
DISPLAYS THE HANDS FREE DRIVING AVAILABLE UNTIL 10-09-2022. I AM
UNSURE IF THIS IS WHAT THE YELLOW BOX LISTED BELOW THE FSA 22P08 IS
REFFERING TO. MY HANDS FREE DRIVING DATE HAS NOT CHANGED SINCE THE
UPDATE. ADDITIONALLY, I RECALL WHEN WE SPOKE YESTERDAY YOU WERE UNSURE
IF 10-09-2022 IS OCTOBER 9TH OR SEPTEMBER 10. IN LOOKING AT FSA 21G01
- TECHNICAL INSTRUCTIONS - PAGE 6 FIGURE 3 DISPLAYS A MESSAGE STATING
HANDS FREE DRIVING AVAILABLE UNTIL: 14-03-2022 - WHICH HAS TO BE THE
FOURTEENTH DAY OF THE THIRD MONTH OF 2022 (THERE IS NOT 14 MONTHS IN A

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/04/2022

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

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

YEAR). THIS ALSO VERIFIES WHAT I SAID YESTERDAY THAT THE HANDS FREE
YEAR). THIS ALSO VERIFIES WHAT I SAID YESTERDAY THAT THE HANDS FREE
DRIVING FOR THIS VEHICLE EXPIRED SEPTEMBER 10, 2022. UNSURE IF YOU
HAVE FURTHER INSTRUCTION REGARDING THE HANDS FREE DRIVING DATE NOT
UPDATING. I WILL MAKE MENTION ON OCTOBER 3, 2022 I RECIEVED A MESSAGE
FROM THE LINCOLN WAY APP STATING I NOW HAVE THREE YEARS OF
COMPLIMENTARY HANDS FREE DRIVING IN THE 22 NAVIGATOR WITH VIN:
[REDACTED] SO UNSURE WHY WE ARE STILL UNABLE TO GET THE DATE TO
CHANGE ON THE VEHICLE SIDE. IS A HARD SYNC RESET REQUIRED LIKE WITHIN
FSA 21G01 TO GET THE DATE TO UPDATE ON THE TOUCHSCREEN? ANY ADDITIONAL
INFORMATION OR ASSISTANCE IS GREATLY APPRECIATED. THANKS, ANDREW

RECOMM 11/01/2022 11:53AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Andrew, The Lincoln Escalated Support Team has reviewed your request
and has determined that we would like to discuss this matter further
over the telephone. You will be contacted shortly by a Lincoln
Escalated Support Team Member. Rob G. Lincoln Escalated Support

ADD-ON 11/01/2022 11:53AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
[REDACTED] correct VIN for vehicle. ,SWIS Session Status : SWIS
Not Necessary, SWIS Session Sub Status : Technical, SWIS Comments :
n/a

ADD-ON 11/01/2022 11:53AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Reason For Escalation : Technical Progress

CONCER 11/01/2022 12:25PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
An outbound call was placed to Andrew on his cell phone. A voice mail
was received. Calling the dealership land line I was able to reach
Andrew. It was learned that the VIN for this report is correct. The
GWM was updated, but there was no change in the date in about sync.

RECOMM 11/01/2022 12:25PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Hello Andrew, Thank you for your patience with me today. Knowing there
was no change to the expiration date I will have to look into this
further. I think there is a fault with this truck that is related to
FSA 22P08, but I don t know why this truck was not included. -john
Lincoln Technical Assistance

ADD-ON 11/01/2022 12:25PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Consulted with SME Jayson Vore. We discussed that there was no change
after the GWM was updated and the about SYNC page still says the hands
free driving has expired. Ryan/module programing to investigate
further. ,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub
Status : Non-Technical, SWIS Comments : no swis

RECOMM 11/01/2022 12:32PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
update for picture

ADD-ON 11/01/2022 12:32PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Non-Technical, SWIS Comments : picture

RECOMM 11/02/2022 12:34PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Hello Andrew, I wanted to confirm with you that the VIN in this report
[REDACTED] is correct and that this is the VIN you used to
create the Lincoln Way application to confirm the subscription for the
connected vehicle data. -john Lincoln Technical Assistance

ADD-ON 11/02/2022 12:34PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/04/2022

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

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

Consulted with Specialist Ryan Tyda. Looking for confirmation on the

Consulted with Specialist Ryan Tyda. Looking for confirmation on the
VIN number in the report and App itself, SWIS Session Status : SWIS Not
Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments : no
swis

CONCER 11/02/2022 01:03PM GTCGCQIS
AS FAR AS THE QUESTIONS MADE BY JOHN ABOVE: YES THE VIN HE WROTE ABOVE
AND THE VIN ON THE CONTACT IS CORRECT: [REDACTED] ALSO I
PERSONALLY USED THE LINCOLN WAY APP ON MY PERSONAL DEVICE TO ACTIVATE
THE SUBSCRIPTION. I ALSO CONTACTED JOHN VIA CELL PHONE AND VERIFIED
THIS INFORMATION AS WELL AS ADDED SOME IMAGES THAT MAY PROVE HELPFUL.
THANKS, ANDREW

RECOMM 11/02/2022 02:06PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Hello Andrew, Thank you for the supplied information, I have also
attached the new images you sent me. -john

ADD-ON 11/02/2022 02:06PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Non-Technical, SWIS Comments : no swis

RECOMM 11/14/2022 12:57PM JORDAN LAUER(FSE) MSS - FCSD - CENTRAL REGION
Andrew, Thank you for your patience. After further investigation, we
have been able to locate a possible server data issue. At this time,
we recommend uninstalling and reinstalling FDRS. Ensure to delete all
previous sessions when uninstalling FDRS. Once FDRS is reinstalled,
please refer to 418-01A and follow the recovery procedure to complete
the PMI for the GWM. Once all programming is complete, update this
form and further details on the programming results and further
assistance will be offered as required. Thank you for your time and
cooperation. Sorry for the inconvenience. Jordan SYNC/Audio/Lincoln
Escalated Support Ford Technical Assistance Center

ADD-ON 11/14/2022 12:57PM JORDAN LAUER(FSE) MSS - FCSD - CENTRAL REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Technical, SWIS Comments : .

CONCER 11/18/2022 02:55PM GTCGCQIS
JORDAN OR JOHN, THANKS FOR YOUR RESPONSE REGARDING THE 2022 NAVIGATOR
WITH THE ACTIVE GLIDE CONCERN. I KNOW THE GUEST ORIGINALLY REFUSED TO
TAKE THE VEHICLE BACK UNTIL THE ACTIVE GLIDE IS OPERATIONAL. HOWEVER,
SINCE THAT TIME THEY EVIDENTLY CHANGED THEIR MINDS AND HAVE DECIDED TO
PICK UP THE VEHICLE FROM THE DEALER. I WILL GET IN CONTACT WITH MY
ADVISOR AND SALES REPRESENTATIVE WHO ARE INVOLVED WITH THIS VEHICLE AND
DETERMINE WHEN A FEASIBLE TIME IS FOR THE VEHICLE TO RETURN FOR US TO
ATTEMPT TO CORRECT THIS CONDITION WITH THE UNINSTALL, REINSTALL AND
THEN GWM SOFTWARE UPDATE. I APOLOGIZE I DID NOT GET BACK TO YOU SOONER
I RECEIVED A TEXT MESSAGE ON THE FOURTEENTH REGARDING THE FORM UPDATE
BUT WAS UNABLE TO READ THE RESPONSE UNTIL NOW. THANKS AGAIN FOR YOUR
HELP. I WILL KEEP YOU UPDATED REGARDING THIS VEHICLE VIA THE TAC
CONTACT FORM. THANKS, ANDREW+

RECOMM 11/21/2022 01:44PM JORDAN LAUER(FSE) MSS - FCSD - CENTRAL REGION
Andrew, Thank you for the update. Please update this form as soon as
the vehicle returns to the dealership and the previous recommendation
has been complete. Thank you for your time and cooperation. Jordan

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/04/2022

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
SYNC/Audio/Lincoln Escalated Support Ford Technical Assistance Center
ADD-ON SYNC/Audio/Lincoln Escalated Support Ford Technical Assistance Center
11/21/2022 01:44PM JORDAN LAUER(FSE) MSS - FCSD - CENTRAL REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Non-Technical, SWIS Comments :
RECOMM 11/28/2022 09:09AM JORDAN LAUER(FSE) MSS - FCSD - CENTRAL REGION
Andrew, Thank you for your patience. Please update this form as soon
as the vehicle returns and the previous recommendation is performed.
Thank you for your time and cooperation. Jordan SYNC/Audio/Lincoln
Escalated Support Ford Technical Assistance Center
ADD-ON 11/28/2022 09:09AM JORDAN LAUER(FSE) MSS - FCSD - CENTRAL REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Non-Technical, SWIS Comments :
RECOMM 12/06/2022 10:53AM JORDAN LAUER(FSE) MSS - FCSD - CENTRAL REGION
Andrew, Thank you for your patience. Please update this form as soon
as the vehicle returns and the previous recommendation is performed.
Thank you for your time and cooperation.
ADD-ON 12/06/2022 10:53AM JORDAN LAUER(FSE) MSS - FCSD - CENTRAL REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Non-Technical, SWIS Comments : .

----- C O N C E R N D E T A I L S -----
----- D I A G N O S T I C I N F O R M A T I O N -----
Sympt. 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
CMR#B115E:97-0C,B15E1:97-08,B15E2:97-08,U0159:87-28,U023A:87-28088:87-08
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 09/12/2022 Warranty Start Date: 09/29/2022
Date of Sale: 09/29/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 765 LBS
LH/RH Drive:
Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: NL 3E MA
Bld Dt: Calb: NTB9URN A
Serial #: [REDACTED]

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/04/2022

Serial #:

Model:

Shift:

- - - A D D I T I O N A L - - -
Tire : P285/45R22 110H A/S BSW H-RTD Brand : PIRELLI TIRE VENDOR
Radio : A/C : AC M-????????????????????
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 : ANDREW DAELLENBACH Title: TECHNICIAN
Phone :

Rpr Dlr:USA [REDACTED] - Kayser Ford Lincoln Ph#:608-271-6000
City: Madison State : Wisconsin
Country: United States Region : Chicago

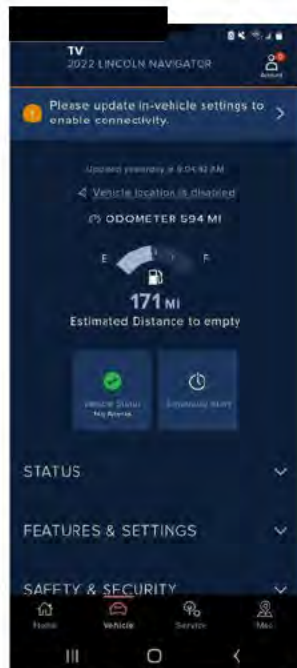
Claim #/Date : [REDACTED] 10/03/2022

Specialist's
Name : ROBERT GARY

----- C Q I S V I N H I S T O R Y -----
Date CQIS Prog Symp Cat Causal Part Description Dealer Id
10/05/2022 Report # Type COMF/ENT USA [REDACTED]

--- 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 03770 10/09/23 415093 12436 1 82 RAV RAV
USA 03770 10/09/23 415093 12436 2 42 NPF NPF



Attachment 14 :30245813



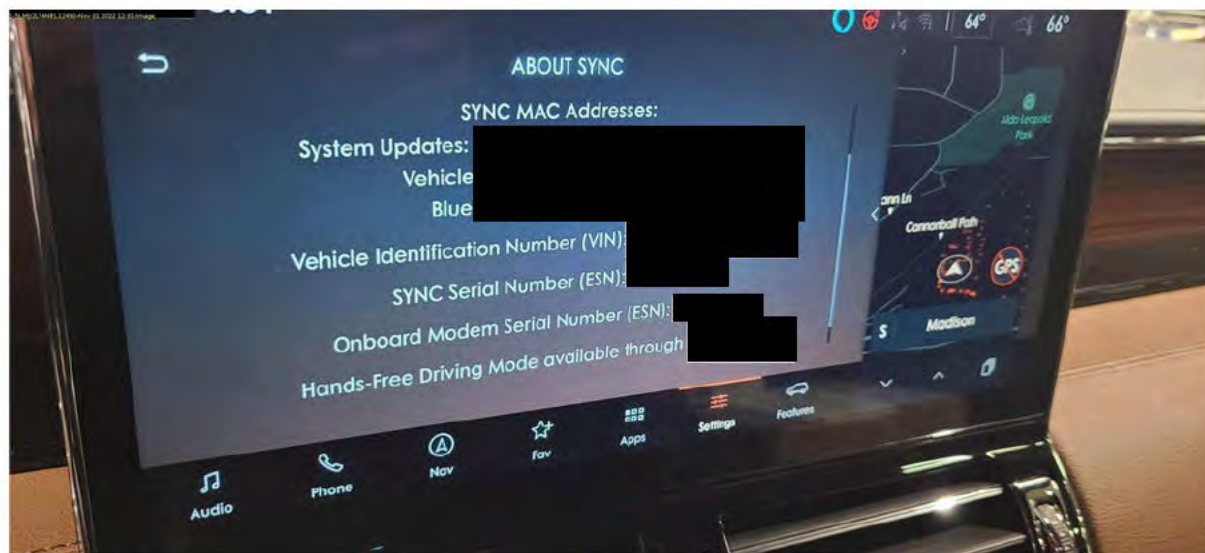
Attachment 14 :30245812

GCQIS Attachments

[View Report Attachment - Images](#)

Report	Print	1 of 1	Number of Images : 5	Images Per Page:5
	Delete	Move		

5 items found, displaying all items.1



Attachment Id : 30178381

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/23/2022

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

VEHICLE: 2021 CORSAIR, FWD, RESERVE, CUV VIN [REDACTED]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 7,876 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 22 2 43 DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE LOSES SPEED

Additional Symptom: Cruise recognizing wrong signs
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?: YES Customer satisfied?: Repair Effectiveness (%):

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

CONCER 05/23/2022 12:39PM BKARBUM1
Web Form Data(119506948) Description of Vehicle Concern: While
adaptive cruise is engaged, vehicle passes a sign on a bridge that
says 60 ton limit and cruise control goes to that mph. Please list any
diagnostics already performed: check for dtcs and updates. none Parts
Replaced: none Your Question: Any issues known with other road signs
causing issues with the front camera sign recognition system?
RECOMM 05/23/2022 12:39PM BKARBUM1
Justin, In most cases the weight limit signs do appear very similar to
a speed limit sign, therefore this may be normal, albeit undesired,
but normal operation due to how similar the signs are. To verify it is
recommended to locate a weight limit sign that is being misinterpreted
by the system and then perform the same test on a like unit to
determine if it responds in the same manner. If they both adjust to
the weight limit sign, this would be considered normal operation due
to how similar the sign is to a speed limit sign. Brandon K. Lincoln
Escalated Support
CONCER 05/24/2022 09:51AM GTCGCQSP
Confirmation from engineer helped concern be resolved

----- 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 -----

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/23/2022

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	COMMENT	SERVICE	TECH COMMENTS	

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 08/24/2021 Warranty Start Date: 10/07/2021
Date of Sale: 10/07/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 486 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: MCTFR9N A
Serial #:

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

Model: Shft:
----- A D D I T I O N A L -----
Tire : 225/55 R19 99V A/S BSW Brand :
Radio : A/C : AC G-????????????????????
Paint : PN4-???????????????????? CARBONIZED GRAY/ASHER GRAY

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : JUSTIN KNIGHT Title: TECHNICIAN
Phone :
Rpr Dlr:USA JUSTIN KNIGHT - Olathe Ford Lincoln Ph#:913-782-0881
City: Olathe State : Kansas
Country: United States Region : Kansas City

Claim #/Date : [REDACTED] 05/20/2022

Specialist's
Name : BKARBUM1 -????????????????????

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/23/2022

----- 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 05238	05/14/24	220166	33764	1	---	LJ7	[REDACTED]	K	[REDACTED]
USA 05238	05/14/24	220166	33764	1					
USA 05238	05/14/24	220166	33764	2	82		DELIVERY		

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/22/2024

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

VEHICLE: 2024 NAVIGATOR 4X4, RESERVE, MPV VIN: [REDACTED]
Engine : 3.5L V6 GTDI HIGH OUTPUT Odometer: 3,535 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2L 3 00 DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
MESSAGE/NOTIFICATION UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: blue cruise inop w. sunglasses
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 03/22/2024 03:34PM DANIEL REYNOLDS(FSE) MSS - FCSD - SOUTHWEST REG
Web Form Data(120404566) Description of Vehicle Concern: Blue cruise
in inoperative when customer puts sunglasses on Please list any
diagnostics already performed: test drove vehicle and blue cruise
works properly. Do not have sunglasses and was not able to duplicate
concern Parts Replaced: no parts have been replaced. Do you have a
module programming concern? No Your Question: Customer is asking if
this is a known issue for blue cruise to be inoperative when driving
with sunglasses on, thank you.
RECOMM 03/22/2024 03:34PM DANIEL REYNOLDS(FSE) MSS - FCSD - SOUTHWEST REG
Rodney, Yes there have been issues with polarized lenses preventing
the CMR from reading the customers eyes correctly to ensure they are
focusing on the road, it would be recommended to have the customer
wear non polarized lenses while using blue cruise to prevent this
issue. -Danny Reynolds FSE
CONCER 04/29/2024 10:30AM H-UHILA1
Dealership changed the status changed from General Info to Fix
Verified, customer has been updated with the information that has been
given. Dealership selected No Reply Required when submitting these
comments.

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

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

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
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: 03/22/2024

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 12/16/2023 Warranty Start Date: 01/26/2024
Date of Sale: 01/26/2024 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 765 LBS
LH/RH Drive:

Engine: 3.5L V6 GTDI HIGH OUTPUT E N G I N E - - -
Bld Dt: Calb: RTB9BMN A Tag: NL 3E MA
Serial #: [REDACTED]

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

Model: [REDACTED] Shift:
----- A D D I T I O N A L -----
Tire : P285/45R22 110H A/S BSW H-RTD Brand : PIRELLI TIRE VENDOR
Radio : A/C : AC M-????????????????????
Paint : PN4-????????????????????? CERAMIC PEARL

----- 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 : HAEANE UHILA Title: TECHNICIAN
Phone :
Rpr Dlr:USA [REDACTED] - Hooks Lincoln Ph#:817-596-0044
City: Fort worth State : Texas
Country: United States Region : Dallas

Claim #/Date : [REDACTED] 03/19/2024

Specialist's
Name : DANIEL REYNOLDS (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 Service Part Number Labor
Nr Cond Pfx Base Sfx Operation
USA 11404 01/05/24 638124 7 1
USA 11404 01/05/24 638124 7 1 [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/22/2024

----- 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 11404 01/05/24 638124 7 1
USA 11404 03/19/24 639279 3527 1 82 DELIVERY [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/21/2021

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

VEHICLE: 2020 AVIATOR, SIGNRWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 24,719 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 27 Z 00 DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: hands on steering wheel
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 07/21/2021 04:47PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Web Form Data(118278971) Description of Vehicle Concern: Customer
states that vehicle will display put hands on steering wheel when
driving intermittently. This happens even if both of her hands are on
the steering wheel. States that vehicle will start slowing down when
this occurs. Customer suspects that either sensitivity of system is
inaccurate or there is a malfunction within system. Please list any
diagnostics already performed: Technician test drove vehicle and was
unable to duplicate concern. Informed customer that this vehicle is
equipped with safety precautions such as this could be a
characteristic of the vehicle. Parts Replaced: N/A Your Question: Is
this a typical characteristic of the system? Are there any cases such
as this that Ford is aware of and if so, is there a fix for the issue?
Is there a procedure to adjust the sensitivity of the system? Thanks,
Justin

RECOMM 07/21/2021 04:47PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Hello Justin, Reading that you were unable to duplicate the customer's
concern of the place hands on wheel warning on you test drive, but
seeing this Aviator is equipped with co-pilot 360 plus it is suspected
that this warning was duplicated with the intelligent cruise control
activated as well as lane centering. This seems to be the most common
instance of this warning being seen when these features are activated.
In some instances the warning can be duplicated with just lane keeping
activated. These two systems are called out in the owner's manual (V3)
as displaying a Keep hands on steering wheel message on page 145 and
279. When the intelligent cruise control and lane centering is active
the system monitoring the steering wheel input (the normal tendency
for the driver to correct the car left and right) as well as the how
many times the car itself has to make corrections. If the system
detects minimal input to the wheel, or has to perform multiple
corrections, the warning may be displayed even though the operator has
their hands on the wheel. I am not aware of a way to change the
sensitivity of these systems to reduce the frequency of the warning
messages. If you cannot duplicate the warning message in normal

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/21/2021

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

```
--TYPE-- ----- COMMENT TEXT -----
driving other than trying to induce the message by leaving your hands
driving other than trying to induce the message by leaving your hands
of the wheel and allowing the Aviator to correct or activating the
safety systems, with no DTCs set, no further repairs are recommended.
-John Lincoln Technical Assistance
AUDIT 07/21/2021 08:32PM
SYNC: Gen3 V4 MODEM: 4G SYNC Connect (Lincoln Way App)
```

----- 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

```

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

```

Vehicle Build Date:	10/24/2019	Warranty Start Date:	11/11/2019
Date of Sale:	11/11/2019	Selling Dlr(Geo/Mkt,Dlr,Sub):	
Dealer Special Order:		Gross Vehicle Weight:	636 LBS
LH/RH Drive:			

Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G E6
Bld Dt: Calb: LCTVYXN A
Serial #:

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

Mode L: Shift:

```

Tire   : 255/55 R20 A/S TYRE                      Brand : 
Radio  :                                           A/C   : AC T-????????????????????????????
Paint  : PN4-????????????????????????????????????----- MAGNETIC

```

----- 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: 07/21/2021

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : JUSTIN BESCHONER Title: SERVICE WRITER
Phone :

Rpr Dlr:USA [REDACTED] JUSTIN BESCHONER Ph#:337-239-3434
City: Leesville - Hixson Autoplex State : Louisiana
Country: United States Region : Memphis

Claim #/Date : [REDACTED] 07/21/2021

Specialist's
Name : JOHNATH WILKIN PHANEUF

----- 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 Cond Pfx Service Part Base Sfx Labor Operation

USA 08158	09/06/23	524931	75451	1	---	LU5	[REDACTED]	B	[REDACTED]
-----------	----------	--------	-------	---	-----	-----	------------	---	------------

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/01/2021

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

VEHICLE: 2020 AVIATOR, BL PHEV, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L NANO D4 G GTDI CD6R PHEV Odometer: 13,991 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

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

Additional Symptom: Not seeing speed limit sign
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER 02/01/2021 08:49AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Web Form Data(117897827) Description of Vehicle Concern: customer
states cruise control not 100% accurate and does not notice yellow
speed limit signs Please list any diagnostics already performed: drove
vehicle with customer for approx. 45 min. What was found when driving
down and interstate with a service road or intersection close by the
MPH is setting based on the road next to us. In other words vehicle
cant tell if the road sign is for the road that is currently being
driven on or the one beside it. Parts Replaced: none Your Question:
The vehicle is performing as designed in my opinion. The customer
understands that we do not have a concern that can be repaired and
that everything is working as designed. The customer wanted me to
contact and see if there is a place he can give feedback to promote
the future development of the product.
RECOMM 02/01/2021 08:49AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Johnny, With having already confirmed that the feature is operating as
designed, if the customer would like to promote the future development
of the product/system function, the customer can contact the Lincoln
Customer Relationship Center at 1-800-521-4140 along with the
dealership completing a Report a Vehicle Concern report using the link
at the bottom of the PTS home page.

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/01/2021

----- 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: 02/14/2020 Warranty Start Date: 05/30/2020
Date of Sale: 05/30/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 11630
Dealer Special Order: Gross Vehicle Weight: 715 LBS
LH/RH Drive:

Engine: 3.0L NANO D4 G GTDI CD6R PHEV Tag: BD A3P F6
Bld Dt: Calb: LCTVBQN A
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----
Trans: HYB TRNAXLE A10R80 Part #:
Bld Dt:
Serial #: [REDACTED]

Model: Shift:

----- A D D I T I O N A L -----
Tire : 275/45 R21 A/S TYRE Brand :
Radio : A/C : AC T-????????????????????
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 : JOHNNY RHODENBERRY Title: TECHNICIAN
Phone :

JOHNNY RHODENBERRY
Rpr Dlr:USA 11630 - North Florida Lincoln Ph#:904-642-4100
City: Jacksonville State : Florida
Country: United States Region : Orlando

Claim #/Date : [REDACTED] 01/28/2021

Specialist's
Name : ROBERT GARY

----- C Q I S V I N H I S T O R Y -----
Date CQIS Prog Symp Cat Causal Part Description Dealer Id
08/20/2020 Report # Type FT/FN/BD USA 11630
12/08/2021 [REDACTED] NHL AID/INFO USA 11630
07/08/2021 [REDACTED] NHL FT/FN/BD USA 11630

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/01/2021

----- 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 11630	04/17/24	024356	78786	1					
USA 11630	04/17/24	024356	78786	2		JL7		F	
USA 11630	04/17/24	024356	78786	2		3M5		A	

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/15/2023

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

VEHICLE: 2022 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 11,020 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

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

Additional Symptom: Cruise Control Speed Tolerance
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER 08/15/2023 11:00AM DANIEL HRIBIK(FSE) MSS - FCSD - GREAT LAKE REGION
Web Form Data(120122300) Description of Vehicle Concern: cruise
control will resume 5-15 mph faster Please list any diagnostics
already performed: Verified concen, only happens with adaptive cruise
on. When it sees and register a speed limit sign on the heads up
display, it will auto correct the speed to about 15 over. If it sees a
55mph sign it registers properly on the heads up display but the
cruise auto goes to 69mph. Parts Replaced: None Your Question: Any
help would be great, I am sure it is a programming problem. We also
have an F150 doing the same thing.
RECOMM 08/15/2023 11:00AM DANIEL HRIBIK(FSE) MSS - FCSD - GREAT LAKE REGION
Hey Jeremy, I suspect that this concern is related to the adaptive
cruise speed tolerance. This is a tolerance that can be adjusted by
following the steps outline the owners manual page 308 under the
section that states Adjusting the Set Speed Tolerance. As stated in
this section, You can set a permanent speed tolerance that is above or
below the detected speed limit. 1. Press Settings on the touchscreen.
2. Press Driver Assistance. 3. Press Cruise Control. 4. Press
Intelligent. 5. Press Tolerance. 6. Use + and - to set the tolerance.
Note: You cannot set the tolerance more than 20 mph (30 km/h) above or
below the recognized speed. At this time is recommended to verify that
the speed tolerance is not adjusted too high and verify if adjusting
this changes the concern. Daniel Hribik

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/15/2023

----- S E R V I C E A C T I O N S -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 04/05/2022 Warranty Start Date: 05/04/2022
Date of Sale: 05/04/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS - - - E N G I N E - - - Tag: BC D3G B5
Bld Dt: Calb: NCTVYXN A
Serial #: [REDACTED]

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

Model: [REDACTED] Shift:

- - - A D D I T I O N A L - - -
Tire : 255/55 R20 A/S TYRE Brand :
Radio : A/C : AC T-????????????????????
Paint : PN4-?????????????????????----- STONE BLUE/FLIGHT 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 : JEREMY BOWERS Title: TECHNICIAN
Phone :

JEREMY BOWERS
Rpr Dlr:USA 02664 - Ed Koehn Ford Lincoln Ph#:616-754-4689
City: Greenville State : Michigan
Country: United States Region : Detroit

Claim #/Date : [REDACTED] 08/14/2023

Specialist's
Name : DANIEL HRIBIK (FSE)

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/15/2023

----- 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 02664	05/13/24	128230	17692	1	82				
USA 02664	05/13/24	128230	17692	1	82	KU2		A	
USA 02664	05/13/24	128230	17692	1	82	X		BSP	
USA 02664	06/14/24	129105	18637	1	42	LC5		DAW	
USA 10570	12/26/23	458680	14684	1	82				
USA 10570	12/26/23	458680	14684	2	04				
USA 10570	12/26/23	458680	14684	3	42				
USA 10570	12/26/23	458680	14684	3	42				
USA 10570	01/17/24	45868Z	14688	1	82				
USA 10570	03/25/24	460804	15672	1	42	JL7		F	
USA 10570	03/25/24	460804	15672	1	42	3M5		A	

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

Orig Rpt #: [REDACTED]
Report Date: 12/22/2020

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

VEHICLE: 2020 AVIATOR,PHEVAWD,4 DOOR ,MPV VIN:[REDACTED]
Engine : 3.0L NANO D4 G GTDI CD6R PHEV Odometer: 9,000 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 5 54 3 00 DRIVING PERFORMANCE LACK/LOSS OF POWER
CRUISE/ STEADY SPEED 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 CSM Daisy C x77961CLT SAYS:CLT is calling to speak to Darren, who he has attempted to call and has not received a callback. CLT would like to know why he hasn't been contacted. CLT is trying to submit for CA buyback. CLT insists to speak with Darren and will await his callback since the CLT needs to speak with someone with a lower voice due to his hearing. CLT's best contact is [REDACTED].PER CLT DLR SAYS:N/ACSM ADVISED:CSM informed that Darren is currently assisting another CLT but that he will receive a call from Darren later today. CSM attempted to gain information for CA buyback but CLT would prefer to speak with Darren. CSM got best contact for CLT and advised it will be provided to Darren for him to reach out.NEXT STEPS:Send case to CSM Darren for him to perform CA buyback. Case [REDACTED] was referenced for CLT information.

OWNREL ext-77933--obc to clt [REDACTED] He advised his most recent issue with the vehicle while going up a hill type road with curves using the adaptive cruise control the system failed. Causing the vehicle to stop without him applying the breaks. Csm went over CA guidelines and advised once he makes an appointment to follow up with csm.

OWNREL will continue to work with you and the dealership in regards to your current vehicle, and performing the necessary repairs to get the vehicle back on the road, while a specialist reviews your request for repurchase/replacement t of your vehicle. Once a decision has been made in regards to the review process I will update you on that decision, and you will receive a letter in the mail regarding that decision.For those meeting the guidelines, the letter provides instructions regarding documents and information necessary to complete the request. You will also be contacted by a case-handler to assist you through the process.For those not meeting the guidelines, the letter will advise you accordingly.

OWNREL Name(s) on the Title: [REDACTED] VIN:[REDACTED] Current Mileage:9000 Ownership p Status: lease State where the vehicle was Purchased: CA State Where the Vehicle is Registered: CA Purchased from Dealer: Yes Dealership (if yes): jim burke lincoln Primary Reason for Repurchase: power loss while using cruise control

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

Orig Rpt #: 0057323471MS
Report Date: 12/22/2020

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

--TYPE-- ----- COMMENT TEXT -----
OWNREL TO [REDACTED]
OWNREL TO [REDACTED]
OWNREL CA review in progress
OWNREL Called JIM BURKE FORD LINCOLN reviewed ROs with svc advisor, added
info to GFR
OWNREL Case Analyst review complete. Sending to CCA for FINAL review.
OWNREL Sent to CSM Bonnie for update
OWNREL Updated GFR and sent to CCA for INITIAL recommendation
OWNREL Initial recommendation: Please follow up with servicing dealership and
with customer. Update Good Faith Review worksheet. Hold final decision
until current diagnosis/repairs have been completed.
OWNREL --IBVM from client wanting to confirm that csm rec his v,m about his
appointment set for 1/15.
OWNREL obem to clt :Morning,I received your voicemail and have set a follow
up to speak with the dealer in regards to your vehicle on 1/16. I want
to give them the day to diagnose and see if we can find. I'll be
following up with you shortly after speaking with them. I have started
the lemon law process by sending over all the paper work to CA lemon
law team. As mention prior they'll be contacted you with in 30 days
with a decision on if the vehicle meets or not.Darren SewellConcierge
Service ManagerLincoln Customer Relationship CenterPhone: 888-214-2155
ext: 77933 | eFax: 866-319-1930Email:DSEW WEL18@lincoln.com
OWNREL correction1/18 follow up with client and dlr
OWNREL ext-77933--obc to dlr 661) 835-6107 spoke with Brittany who advised
they'er still diag the vehicle. They feel it may need a reprogramming
of the module but will need to further test. Wednesday will be a good
day to follow up.
OWNREL ext-77933--obc to clt [REDACTED] he advised he hasnt heard from RAV.
Csm advised based off notes still looks like its under review. Csm
informed client of the update provided by Brittany at the dealer. Csm
stated will be follow up with them again on 1/20 for a status update.
At that point ill be contacting him. next step follow up with clt/dlr
OWNREL Called JIM BURKE LINCOLN-AUTOMALL reviewed current RO with svc
advisor, added info to GFR
OWNREL ext-77933--obc to dlr 661) 835-6107 Brittany not avail csm left a
message to follow up to discuss clients vehicle.
OWNREL [CSM Lynn x77807 | IBC From Dealer | Brittney at DLR advised, the
vehicle is currently on a 1-2 hour test drive. DLR is trying to get
the vehicle to duplicate the vehicle concern. Brittney advised, she
will follow up when she has information after the test drive.Next
Step.Email CSM
OWNREL ext-77933--obc to clt [REDACTED] advised update from the dealer still
diag. the vehicle to try an get concern to duplicate. Csm also
explained his BB is still showing under review and hopefully has an
answer soon. Csm also went over options with him in case it is denied.
I'll touch base with him on monday.next step contact dlr clt
OWNREL ext-77933--obc to dlr 661) 835-6107 advised no duplication still but
was told more information by the client on when the concern happens.
so dealer will be doing one more test drive before releaseing it back.
csm will follow up with dealer tomorrow.

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

Orig Rpt #: [REDACTED]
Report Date: 12/22/2020

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

--TYPE-- ----- COMMENT TEXT -----
OWNREL ext-77933--obc to clt [REDACTED] informed client of convo with dealer
OWNREL ext-77933--obc to clt [REDACTED] informed client of convo with dealer
and that csm will follow up no later on wednesday. next step contact
dlr/clt
OWNREL Called JIM BURKE FORD LINCOLN-AUTOMALL, reviewed current RO with svc
advisor, added info to GFR.
OWNREL Sending to CCA as FINAL recommendation
OWNREL CCA review in process.
OWNREL ext-77933--obc to dlr 661) 835-6107 Brittany not avial csm left a
message to follow up.
OWNREL Initial recommendation: Please follow up with servicing dealer
regarding 1/26/21 road test. Update GFR. Hold final decision until
diagnosis/repairs have been completed.
OWNREL Called JIM BURKE FORD LINCOLN reviewed open RO with svc advisor, added
info the GFR
OWNREL ext-77933--obc to dlr 661) 835-6107 spoke with Brittany who advised
the road the client experience the issue on is close down due to
weather they're hopeful it opens next week to complete another test
drive.
OWNREL ext---77933---obc to clt [REDACTED] Advised him of convo with the
dealer an that csm will be touching base with them an him on
wednesday. next step contact dlr clt
OWNREL Received info from JIM BURKE FORD LINCOLN svc advisor, added info to
GFR
OWNREL ext-77933--obc to dlr 661) 835-6107 spoke with brittany who advised
they delivered the vehicle back. They wasnt able to duplicate the
concern but it was a bulletin out regarding his concern # 217001
OWNREL ext---77933---obc to clt [REDACTED] he advised right now wasnt a good
time an he would follow up with csm. NEXT step contact client 2/8
OWNREL CCA review in process.

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 12/04/2019 Warranty Start Date: 01/25/2020

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

Orig Rpt #: [REDACTED]
Report Date: 12/22/2020

Date of Sale: 01/25/2020 Selling Dlr (Geo/Mkt, Dlr, Sub):
Dealer Special Order: Gross Vehicle Weight: 715 LBS
LH/RH Drive:

Engine: 3.0L NANO D4 G GTDI CD6R PHEV Tag: BD A3P D8
Bld Dt: Calb: LCTVBQN A
Serial #: [REDACTED]

Trans: HYB TRNAXLE A10R80 Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift:

Tire : 275/45 R21 A/S TYRE Brand :
Radio : A/C : AC T-????????????????????
Paint : PN4-???????????????????? CERAMIC PEARL

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: USA 05471 - Jim Burke Ford Ph#: 661-328-3711
City: Bakersfield State : California
Country: United States Region : Los Angeles

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
10/16/2020	[REDACTED]	NHL	AID/INFO		USA 05471
02/04/2020	[REDACTED]	NHL	ST/RN/MV		USA 05471
03/12/2020	[REDACTED]	NHL	SAFE/SEC		USA 05471
01/20/2021	[REDACTED]	NHL	AID/INFO	TECH COMMENTS	USA 05471
01/27/2021	[REDACTED]	CREDSR	ST/RN/MV	CABLE ASY TRNS SHIFT	USA 09268
09/09/2021	[REDACTED]	NHL	AID/INFO		USA 07742
04/15/2024	[REDACTED]	NHL	AID/INFO		USA 07742

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

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 07742	08/10/23	23449	36583	1					
USA 07742	08/10/23	23449	36583	2	82	FT4		CA	
USA 07742	08/10/23	23449	36583	2	82	X		QSP	
USA 07742	08/10/23	23449	36583	2	82				
USA 07742	03/15/24	39898	42192	1		JL7		F	
USA 07742	03/15/24	39898	42192	1		3M5		A	
USA 07742	04/09/24	41754	43129	1	42	LC5		B	

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

Orig Rpt #: [REDACTED]
Report Date: 12/22/2020

----- 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 07742	04/09/24	41754	43129	1	42	LC5	[REDACTED]	AB	[REDACTED]
USA 07742	04/09/24	41754	43129	1	42				
USA 07742	04/09/24	41754	43129	1	42				
USA 07742	04/09/24	41754	43129	1	42				
USA 07742	04/09/24	41754	43129	1	42				
USA 07742	06/05/24	46446	44369	1	82	FT4		CA	
USA 07742	06/05/24	46446	44369	1	82	X		DSP	
USA 07742	06/05/24	46446	44369	1	82				

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

Orig Rpt #: [REDACTED]
Report Date: 12/13/2022

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

VEHICLE: 2022 NAVIGATOR 4X4, RESERVE, MPV VIN: [REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 8,171 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2L 3 36 DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
MESSAGE/NOTIFICATION INACCURATE

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 CLT SAYS: I have a 2022 Navigator and the DLR told me to call and make a case because it was at the DLR many times for concerns and has roughly 40 days down. My active assist will slow the vehicle down to 45 miles an hour for no reason there will not be a vehicle in front of me or a speed limit change or anything. It will also keep telling me to watch the road every 1-2 mins while I am looking at the road. In the past the doors would not allow me to open them also the SYNC screen went black and locked the running boards. The gas door will also not open or shut on the first time you will have to repeatedly push it for it to work. The DLR said that everything is working the way it should. 1) Where is the vehicle located? GA2) Mileage of vehicle ? [REDACTED]) Is the vehicle leased or purchased? Purchase Client original owner? 4.a) If no, date purchased? 4.b) Who was the vehicle purchased from: F/L DLR, individual, or 3rd Party? DL
OWNREL CSM Alyshia x 77938 | OBC to DLR | 7706495100 CSM let VM with SD Eric to call me back regarding this client for more information and to get Ro and confirm Ro information. NEXT STEPS: Call DLR to get information.
OWNREL CSM Alyshia x 77938 | OBC to DLR | 7706495100 CSM let VM with SD Eric to call me back regarding this client for more information and to get Ro and confirm Ro information. (this was mentioned from my SME as I am not an expert)
OWNREL CSM Alyshia x 77938 | OBE to DLR | eford@angelakrausefor rd.com Hello Eric, VIN: [REDACTED] I have a mutual client Mr. [REDACTED] calling in for a good faith review. I would like to get the RO information for this client that is not regular maintenance or exclude any ROs that nothing with duplicated on. If on the repair there was any legitimate concern that was fixed, then please include the entire RO. I also see that there seems to be a low battery on a lot of the repairs. Have we looked to see if there is a draw on the battery? (this was mentioned from my SME as I am not an expert) Thank You, ALYSHIA BURKE
OWNREL | IBC FROM RTL | SPOKE TO | Eric Ford. They have not detected a battery Draw. When the vehicle came in the battery was performing poor. They

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

Orig Rpt #: [REDACTED]
Report Date: 12/13/2022

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

--TYPE-- ----- COMMENT TEXT -----
replaced the unit with what they felt was a good unit but it was worse
replaced the unit with what they felt was a good unit but it was worse
than the one they took out. They have replaced the battery. Nothing
was advs to clarify if another Draw test was attempted. He mentioned
that there was a list of concerns also on this invoice that they are
working through currently. CSM | I advs that I would ensure that the
CSM has this information, but for now please ensure that any invoice
in record is emailed over to her for the sake of the GFR
evaluation. NXT STP:- Monitor for those invoice- FU on that
clarification on if another draw test has been performed- If has to
wait till other projects are done, advs CLT
OWNREL COM reviewed case. At this time COM recommends replacement. GFR
approved.
OWNREL CSM Alyshia x 77938 | OBC to client | [REDACTED] CSM spoke to Mr.
[REDACTED] and advised that his GFR was approved and we would be
moving forward with that. I asked if he was taking his vehicle back
into the DLR and he advised that he was told by the DLR that there was
nothing they could do so he has no made an appointment. I advised I
would follow up again on 12/21/2022 to ensure RAV has contacted
him. NEXT STEPS: Upload RAV.
OWNREL CASE NUMBER: [REDACTED]
OWNREL COM transmitted RAV case 2022 Lincoln Navigator" [REDACTED].
OWNREL RAV has received and accepted the case. Customer contact is
forthcoming.
OWNREL RAV has made contact and RAV is moving forward.
OWNREL CSM Isiah x77946 | OBC to CLT [REDACTED] | CLD CLT. No answer. I
advised CSM Alyshia is ooto. I asked if Rav has contacted him. CLT is
advised Alyshia will reach out Thursday to see if they have called.
Next steps: speak with clt to see if RAV has contacted him.

----- 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: 06/03/2022 Warranty Start Date: 07/11/2022
Date of Sale: 07/11/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 765 LBS
LH/RH Drive:

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

Orig Rpt #: [REDACTED]
Report Date: 12/13/2022

Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: NL 3E MA
Bld Dt: Calb: NTB9URN A
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]

Tire : P285/45R22 110H A/S BSW H-RTD Brand : GENERAL TIRE VENDOR
Radio : A/C : AC M-????????????????????
Paint : PN4-????????????????????? CERAMIC PEARL

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr:USA 05769 - Angela Krause Ford Lincoln of Ph#:770-649-5100
City: Alpharetta State : Georgia
Country: United States Region : Atlanta

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
10/26/2022	[REDACTED]	CACVOC	COMF/ENT			USA 05769
11/03/2022	[REDACTED]	NHL	FT/FN/BD			USA 05769
01/06/2023	[REDACTED]	NHL	AID/INFO			USA 05769

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

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 00153	10/18/23	055372	21820	1	04		[REDACTED]		[REDACTED]
USA 00153	10/18/23	055372	21820	1	04		[REDACTED]		[REDACTED]
USA 00153	10/18/23	055372	21820	1	04		[REDACTED]		[REDACTED]
USA 00153	11/21/23	056320	22943	1	42		[REDACTED]		[REDACTED]
USA 00153	11/21/23	056320	22943	1	42		[REDACTED]		[REDACTED]
USA 00153	11/21/23	056320	22943	1	42		[REDACTED]		[REDACTED]
USA 00153	11/21/23	056320	22943	1	42		[REDACTED]		[REDACTED]
USA 00153	11/21/23	056320	22943	1	42		[REDACTED]		[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/27/2020

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

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 1,431 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

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

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 01/27/2020 06:12PM CLEOPHAS BROWN MSS - FCSD - TECH ASSIT CENTER
Web Form Data(117066019) Description of Vehicle Concern: customer
states cruise control will accelerate over speed limit with out being
commanded to do so. Please list any diagnostics already performed:
performed test drive and verified customers concern. I found while the
cruise was set and the vehicle noticed the 45 mph speed limit sign. it
would accelerate to 55 even though it shoes the speed limit sign
clearly being 45 in the ipc Parts Replaced: none Your Question: I do
not see and diagnostics for this in the ws manual. have you seen this
before? where should I start the diagnostics?
RECOMM 01/27/2020 06:12PM CLEOPHAS BROWN MSS - FCSD - TECH ASSIT CENTER
Tom, The concern as described is most likely to be due to the Cruise
Control Tolerance being set to 10 mph over the speed limit. Refer to
Page 274 of the latest Online Owners Guide > Adjusting the Set Speed
Tolerance for more information. Here, you will see that the following
is stated - You can set a permanent speed tolerance that is above or
below the detected speed limit. Use this information and the Driver
Assistance Menu to confirm that the Tolerance has been adjusted. If
so, reduce the Tolerance to Zero and retest. If the concern is no
longer present, notify the Customer of this to allow them to make
adjustments as necessary.

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/27/2020

----- 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: 09/20/2019 Warranty Start Date: 07/27/2020
Date of Sale: 07/27/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G F6
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

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

Model: Shift:
----- A D D I T I O N A L -----
Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
Paint : PN4-???????????????????? AGATE BLACK METALLIC

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

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

Rpr Dlr:USA 10739 - Lincoln of Mansfield Ph#:419-529-4000
City: Mansfield State : Ohio
Country: United States Region : Pittsburgh

Claim #/Date : [REDACTED] 01/27/2020

Specialist's
Name : CLEOPHAS BROWN

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/27/2020

----- 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 10739	08/16/23	044801	28156	1					
USA 10739	08/16/23	044801	28156	2					
USA 10739	01/31/24	607073	33772	1		JL7		F	
USA 10739	01/31/24	607073	33772	1		3M5		A	
USA 10739	01/31/24	607073	33772	2	42	GD9		N	
USA 10739	01/31/24	607073	33772	2	42				

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/03/2022

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

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 48,942 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

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

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

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

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER 06/03/2022 01:28PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Web Form Data(119512285) Description of Vehicle Concern: Adaptive
cruise control is not working properly, does not apply brakes or slow
down when coming up on a vehicle. Please list any diagnostics already
performed: Performed SSM 49980, performed IPMA camera alignment Parts
Replaced: none Your Question: Is there anything else I should
reprogram or look at, CCM and IPMA are free from obstructions and
nothing looks damaged.
RECOMM 06/03/2022 01:28PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Hello Collin, Reading that the adaptive cruise does not slow down or
follow a vehicle in front of the Aviator after IPMB was updated and
the IPMA aligned it is not noted if the adaptive cruise was enabled
and if there was any change when the distance/gap selection for the
adaptive cruise was changed. Knowing that no DTCs were retrieved from
the CCM nor the IPMA, a setting concern is suspected. As for a PPT to
follow, I would direct you to test B in section 419-03B for the
symptom of The cruise control is inoperative as well as test N for
Adaptive Cruise Braking concerns. Be sure to performed a visual
inspection of the CCM bracket to make sure it is not damaged/broken.
An inspection camera/bore scope may be best to inspect the bracket for
damage. From the owner s manual (V3) page 277 the selection to change
from adaptive to normal cruise control is in the touch screen under
settings > Drive Assist > Cruise control > (normal). The tolerance
selection will also set how much speed is added or subtracted for
speed sign recognition when intelligent cruise control is enabled.
-John Lincoln Technical Assistance
ADD-ON 06/03/2022 01:28PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
GTDAT ADP SPD CNTL AND TRAFFIC JAM
CONCER 06/07/2022 04:02PM GTCGCQIS
Yes the adaptive cruise control was set to on, gap distance did not
matter would still not slow down or recognize the vehicle in front of
it no matter what speed.

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/03/2022

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

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 01/13/2020 Warranty Start Date: 03/07/2020
Date of Sale: 03/07/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G F5
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

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

Model: [REDACTED] Shft:

Tire : 255/55 R20 A/S TYRE Brand :
Radio : A/C : AC T-????????????????????
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 -----

Orig/Caller : COLLIN WEILAGE Title: TECHNICIAN
Phone :
Rpr Dlr:USA 07175 - Diers, Inc. Ph#:402-721-1471
City: Fremont State : Nebraska
Country: United States Region : Kansas City

Claim #/Date : [REDACTED] 06/03/2022

Specialist's
Name : JOHNATH WILKIN PHANEUF

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/03/2022

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 10670	03/19/24	288193	86588	1		JL7	[REDACTED]	F	[REDACTED]
USA 10670	03/19/24	288193	86588	1		3M5	[REDACTED]	A	[REDACTED]
USA 10670	03/19/24	288193	86588	2	82		[REDACTED]		[REDACTED]

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

Orig Rpt #: [REDACTED]
Report Date: 01/13/2023

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

VEHICLE: 2022 AVIATOR, BL AWD, 4 DOOR, MPV
Engine: 3.0L GTDI TC V6 GAS
Operating Environ:
Vehicle Use:

VIN: [REDACTED]
Odometer: 9,328 MILES
WCC:
Rsp. Act:

SYMPTOM: 5 50 3 39 DRIVING PERFORMANCE
CRUISE/ STEADY SPEED

RUNS ROUGH
INTERMITTENT

Additional Symptom:

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

Causal Component:

Causal Factor: Feature:

Causal Condition: Photo: Loc: Attchmnts: 0

Component Test Status: ---- Return Loc:

Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

AUDIT 03/19/2024 08:30PM
ODOMETER 0009318 M CHANGED TO 0009328 M BY ORCAC
OWNREL GFR denied, VLA approved.
OWNREL OBE to Reagan Hicks 210 405 4000 rhicks@nplincoln.com to confirm POC
and attached Welcome Letter
OWNREL OBE to Reagan Hicks and Trey Horner asking if all the NP Lincoln cases
are proceeding or whether they should be cancelled.
OWNREL IBC from POC Reagan Hicks requesting Disclosure. OBE to POC with
Disclosure attached.
OWNREL OBE to Reagan Hicks asking for status update as case has been ongoing
since January 2023

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

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 01/30/2022 Warranty Start Date: 02/28/2022
Date of Sale: 02/28/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

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

Orig Rpt #: [REDACTED]
 Report Date: 01/13/2023

Engine: 3.0L GTDI TC V6 GAS Tag: BC B3G E9
 Bld Dt: Calb: NCTVYXN A
 Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]

Tire : 275/40R22 107W TIRE Brand : [REDACTED]
 Radio : A/C : AC T-????????????????????
 Paint : NEUTRAL EXT PAINT FAMILY B BURGUNDY VELVET 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 -----
 Rpr Dlr:USA 11476 - North Park Lincoln Ph#: [REDACTED]
 City: San Antonio State : Texas
 Country: United States Region : Houston

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
10/20/2022	[REDACTED]	CREDSR	AID/INFO			USA 11476
10/21/2022	[REDACTED]	NHL	SP/ST/RD			USA 11476
11/01/2022	[REDACTED]	CACVOC	SP/ST/RD			USA 11476
12/08/2022	[REDACTED]	CACVOC	SP/ST/RD			USA 11476
08/22/2022	[REDACTED]	CACVOC	SP/ST/RD			USA 11476

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

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 04492	05/31/23	224703	13001	1	42	LC5	[REDACTED]	AF	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	KU2	[REDACTED]	A	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	X	[REDACTED]	Q1SP	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	LC5	[REDACTED]	EA	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	LC5	[REDACTED]	MA	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	LC5	[REDACTED]	NA	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	7T4	[REDACTED]	A	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82		[REDACTED]		[REDACTED]

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/20/2019

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

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 43 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 3 30 3 66 FIT/FINISH/BODY PAINT/FINISH
RIGHT HAND SIDE RUN/SAG

Additional Symptom: Paint sag on the right quarter
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 4
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER 09/20/2019 07:40AM ARHODE18
RO: 265177 RO Date: 2019/09/19 Warranty Type: NVW SPW Install Mileage:
SPW Install Date: Please describe customers concern. RUN SAGS ON RIGHT
REAR QUATER PANEL What is the intended repair, list all components
needed for repair? REMOVE GLASS REPAIR AND REFINISH PROPERLY There are
indications of (Optional) Provide any additional details necessary.

Please include any available technical information that you
believe will help process your prior approval request. NO DAMAGES SAGS
FROM TOO MUCH PRODUCT APPLIED

RECOMM 09/20/2019 07:40AM ARHODE18
Weston, We can verify paint runs on a panel edge of the vehicle.
However, please update an overall image of the concern for
documentation purposes as we cannot verify the location. Please be
aware all Lincoln vehicles are now exempt from all Warranty Prior
Approval for the 2019 Prior Approval program year, empowering your
dealership to make warranty determinations using available published
material such as the Warranty & Policy Manual, TSBS, SSMS, GSBs, etc.
No image submission using the Prior Approval request form is required.
For more information regarding the 2019 Lincoln Enhanced Warranty
Program please refer to <i>EFC07236 2019 Lincoln Enhanced Warranty
Program</i>, which can be found on the FMCdealer website. LDIPA
Additional Information Required

CONCER 09/20/2019 09:10AM GTCGCQSP
UPDATED PHOTO

RECOMM 09/20/2019 09:36AM NPOLNASE
Weston, Thank you for the updated image showing the concern is on the
back edge of the right quarter panel. A similar concern can be seen in
figure 9 of the Paint And Bumper Concern Analysis General Service
Bulletin. The General Service Bulletin (GSB) can be found via the PTS
website, by running an OASIS report entering a specific VIN and
symptom code, or providing the year, make & model of a specific
vehicle, then by clicking on the TSB/GSB/SSM tab located on the PTS
home page. As the paint run is a defect in the factory painting
process, the Right Quarter Panel (base part 27840) is warrantable

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/20/2019

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

--TYPE-- ----- COMMENT TEXT -----
under the New Vehicle Warranty. The Workshop manual: 501-11 Glass,
under the New Vehicle Warranty. The Workshop manual: 501-11 Glass,
Frames and Mechanisms + General Procedures + Fixed Glass, outlines
Fixed Glass must be discarded and replaced if any of the following
conditions exist:
1. A windshield which is equipped with Advanced
Head Up Display (AHUD).
2. A windshield is equipped with a camera
bracket.
3. A glass is equipped with adhesive mouldings.
4. A
glass is RIM encapsulated. If the aforementioned stipulations apply to
the glass, then the replacement of the Right Rear Quarter Glass (base
part 27900) is warrantable under the New Vehicle Warranty. The General
Service Bulletin (GSB) can be found via the PTS website, by running an
OASIS report entering a specific VIN and symptom code, or providing
the year, make & model of a specific vehicle, then by clicking on
the TSB/GSB/SSM tab located on the PTS home page. LDIPA Conditional
Approval - See Comments THIE100114
ADD-ON 09/20/2019 09:36AM NPOLNASE
Consulted SME Evan Nedwick to verify if the quarter glass is rim
encapsulated - Unsure

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 07/17/2019 Warranty Start Date: 09/26/2019
Date of Sale: 09/26/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 650 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G D5
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

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

Model: [REDACTED] Shift:

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/20/2019

- - - A D D I T I O N A L - - -
 Tire : 275/40R22 107W TIRE Brand :
 Radio : A/C : AC T-????????????????????
 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 : WESTON CONRAD Title: BODY SHOP MANAGER
 Phone :

WESTON CONRAD
 Rpr Dlr:USA 09568 - Stivers Ford Lincoln Ph#:515-987-3697
 City: Waukee State : Iowa
 Country: United States Region : Kansas City

Claim #/Date : [REDACTED] 09/19/2019

Specialist's
 Name : ARHODE18 -????????????????????

----- 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
09/20/2019	[REDACTED]	HLIEPA	FT/FN/BD			USA 09568
09/20/2019	[REDACTED]	HLIEPA	FT/FN/BD			USA 09568
09/23/2019	[REDACTED]	HLIEPA	FT/FN/BD			USA 09568
10/28/2020	[REDACTED]	NHL	FT/FN/BD			USA 02374
04/13/2021	[REDACTED]	NHL	AID/INFO			USA 02374

--- 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 09403	03/21/24	244391	51115	1		JL7	[REDACTED]	F	[REDACTED]
USA 09403	03/21/24	244391	51115	1		3M5	[REDACTED]	A	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8		[REDACTED]	S440	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8		[REDACTED]	S440	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8	LB5	[REDACTED]	A	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8	CN1	[REDACTED]	B	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8	L1M	[REDACTED]	E	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8		[REDACTED]	S439	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8		[REDACTED]	S440	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8		[REDACTED]	S440	[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/10/2020

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

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 8,832 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

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

Additional Symptom: Adaptive cruise 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 12/10/2020 04:05PM CHRISTOPHE BENNETT(F MSS - FCSD - MIDWEST REGION
Web Form Data(117797910) Description of Vehicle Concern: customers
says, adaptive cruise control does not follow speed limit, mph on hud is
different from road sign mph Please list any diagnostics already
performed: road tested cnv mph sign problem at this time, cnv cruise
control problem, possibl feeling adaptive cruise operating, slowing and
speeding vehicle. fdrs diag noticed antenna codes in rfa module, cleared
and retested, also says at times l.f. door does not cinch, cnv this
concern also Parts Replaced: none Your Question: is there any known
cruise control problems related to this, also says at times l.f. door
does not cinch also
RECOMM 12/10/2020 04:05PM CHRISTOPHE BENNETT(F MSS - FCSD - MIDWEST REGION
Tim, As outlined in WSM 413-01 > Description and Operation > HUD in
the section titled Speed Sign Display (near the bottom of the page),
the speed limits signs on the road are read by the IPMA. The IPMA
sends the message to the GWM, who then passes it on to the HUD to show
the driver. If the sign is only inaccurate on one road, then that is
likely due to the limits of the system for normal operation. If the
fault is present on all roads, then there may be an IPMA, HUD, or GWM
fault. Test each individually for DTCs and make all needed repairs. As
for the door cinching fault, this will need to be verified before
accurate diagnostics can be performed.
ADD-ON 12/10/2020 04:05PM CHRISTOPHE BENNETT(F MSS - FCSD - MIDWEST REGION
Not remote pilot dealer No active GCCT cases
CONCER 12/11/2020 03:51PM GTCGCQSP
service manager road tested, verified when using cruise control vehicle
will speed up by its self, around 5 mph, with nothing around, checked
with like vehicle its doing same thing, does not seem right for vehicle
to speed up by itself, thanks for any help
RECOMM 12/11/2020 04:42PM CLEOPHAS BROWN MSS - FCSD - TECH ASSIT CENTER
Tim, When considering the vehicle speeding up, this will likely be due
to a reason. In this case, the vehicle is likely recognizing a higher
speed limit, which is causing the Cruise speed to increase. On
vehicles equipped with speed sign recognition, there is also a

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/10/2020

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

--TYPE-- COMMENT TEXT -----
Tolerance that can be set as well. This tolerance can be set to a
Tolerance that can be set as well. This tolerance can be set to a
certain mph above or below the speed limit sign and can cause a
Customer concern by the vehicle speed being slightly higher or lower
than the Speed Limit. Please enter the vehicle settings in the
touchscreen and observe the tolerance setting, then compare the
vehicle speed to the speed signs while taking the tolerance into
consideration.

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 11/24/2019 Warranty Start Date: 01/15/2020
Date of Sale: 01/15/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G D5
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

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

Model: Shft:

----- A D D I T I O N A L -----
Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B ----- BURGUNDY VELVET 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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/10/2020

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : TIM SPRADLING Title: TECHNICIAN
Phone :

TIM SPRADLING
Rpr Dlr:USA 10301 - Dave Sinclair Lincoln Ph#:314-729-2700
City: St Louis State : Missouri
Country: United States Region : Kansas City

Claim #/Date : [REDACTED] 12/10/2020

Specialist's
Name : CHRISTOPHE BENNETT (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
03/05/2020 Report # Type AID/INFO USA 10301
03/03/2021 [REDACTED] CACVOC AID/INFO USA 10301

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

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

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

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

VEHICLE: 2021 CORSAIR,AWD,RESERVE,CUV VIN: [REDACTED]
Engine : 2.3L 4V TIVCT DI TC 270 HP GAS Odometer: 4,020 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 2 22 2 24 DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE DISENGAGE/DROPOUT
Additional Symptom: speed sign recognition sign
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER 09/29/2021 05:38PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Web Form Data(118427247) Description of Vehicle Concern: With the
adaptive cruise engaged, the vehicle is mistaking Highway signs for
speed signs and will drop out forcefully (Customer drove down Highway
25 and 5 in MN and cruising @ 55 it will forcefully drop down to 25 or
5 mph with the cruise on). Please list any diagnostics already
performed: No codes or bulletins found on concern. Parts Replaced:
None Your Question: Is there other known instances of this happening,
and is there an update that can remedy this concern? Customer doesnt
want to eliminate the adaptive feature.
RECOMM 09/29/2021 05:38PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Hello Joe, Right now I do not have any insight about a software update
to help the Corsair better distinguish between a speed limit sign or a
highway sign. If you have compared this to another like unit, or
similar unit finding the same operation, this would be characteristic
at this time. Be sure that the windshield is clean on the outside and
the inside of the viewing area of the IPMA as well as the camera
itself. In addition to using the IPMA it is possible that the system
uses stored speed limit sign information in the navigation system too.
This is noted in the owner s manual (v2) page 316. From the reports on
this that the navigation data is causing the fault, the speed is
typically increased when there is not a speed sign observed. You can
see if there is a navigation map update by navigating to to see if
there are navigation updates for 2017 ant later model Lincoln
Vehicles. It does appear that a complimentary update for navigation is
available. It is recommended to try this update. Another thought to
make sure that navigation is not affecting the systems operation by
disabling navigation by disconnecting the GPS coax cable to the APIM
so that the car does not know its location to prove that navigation is
not affecting the systems operation. Since the system does used the
IPMA and CCM, you can also perform the alignments for both of these
modules with the scan tool to see if there is any change in the

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

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

--TYPE-- ----- COMMENT TEXT -----
systems operation. If there is no change, please update the form with
systems operation. If there is no change, please update the form with
your findings. As a last resort, the customer should be able to
disable the speed sign recognition/intelligent adaptive cruise control
but still allow the operation of adaptive speed control that uses the
CCM and changes the distance. It is not certain if speed sign
recognition is also necessary for lane centering. -Jethro Bodine
(-John) Lincoln Technical Assistance
ADD-ON 09/29/2021 05:38PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
M70C0010 - not really similar because the speed is to low. MN highways
are typically 55, not 25 or 5MPH. Eveleth is not that far out in the
sticks -- Chassis tracker - nothing AEQ - nothing TWAS - no messages
from Vince Consulted with SME Steve Perry. We discussed to update
navigation maps but to also disable navigation to see if there is any
change to the systems operation. He would shoot an email to PCE Vince
as this was a question brought up in the past regarding SSR and
navigation map information and the speed limits stored in the
navigation system.

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 12/10/2020 Warranty Start Date: 05/28/2021
Date of Sale: 05/28/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 09304
Dealer Special Order: Gross Vehicle Weight: 494 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 2.3L 4V TIVCT DI TC 270 HP GAS Tag: KJ 7E SA
Bld Dt: Calb: MCTFN3N A
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----
Trans: 8 SPEED AUTO 8F40 Part #:
Bld Dt:
Serial #: [REDACTED]

Model: [REDACTED] Shift:

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

- - - A D D I T I O N A L - - -
Tire : 245/45R20 99V 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 : JOSEPH HOLTER Title: TECHNICIAN
Phone :

JOSEPH HOLTER
Rpr Dlr:USA 09304 - Lundgren Motors, Inc. Ph#:218-744-4821
City: Eveleth State : Minnesota
Country: United States Region : Twin Cities

Claim #/Date : [REDACTED] 09/29/2021

Specialist's
Name : JOHNATH WILKIN PHANEUF

----- 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
03/04/2021	[REDACTED]	NHL	AID/INFO		USA 09304
04/27/2023	[REDACTED]	CREDSR	AID/INFO		USA 09304

--- 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 09304	12/01/23	165795	40882	1		LJ7	[REDACTED]	K	[REDACTED]
USA 09304	01/10/24	166491	42455	1	04				
USA 09304	04/16/24	168299	46416	1	42				
USA 09304	04/16/24	168299	46416	1	42				
USA 09304	04/16/24	168299	46416	1	42				
USA 09304	04/29/24	168516	46894	1	42	LX6		JE	
USA 09304	04/29/24	168516	46894	1	42				
USA 09304	04/29/24	168516	46894	1	42				
USA 09304	04/29/24	168516	46894	1	42				
USA 09304	04/29/24	168516	46894	1	42				

CQIS Report Number: [REDACTED] Program Type: FF Orig Rpt #:
Report Source: MSS - FCSD - KEYSTONE REGION Report Date: 06/08/2023

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

VEHICLE: 2023 NAVIGATOR 4X4, RESERVE, MPV VIN: [REDACTED]
Engine : 3.5L V6 GTDI HIGH OUTPUT Odometer: 7,700 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 4 49 2 39 START/RUN/MOVE VIBRATION
MOVING/DRIVING INTERMITTENT
Additional Symptom: FIRST ORDER TIRE HIGH SPEED
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 -----
TECH/C 06/08/2023 03:13PM ERIK KUNZE(FSE) MSS - FCSD - KEYSTONE REGION
TEST DROVE VEHICLE TODAY WHILE AT DEALER FOR AN UNRELATED CONCERN.
...CLIENT COMPLAINT IS VIBRATION THAT SHAKES THE VEHICLE AT HIGH SPEEDS
...80+ MPH. DUE TO 70MPH LOCAL SPEED LIMIT, WE WERE UNABLE TO DRIVE AS
...FAST, BUT DID USE THE VCMM VIBRATION ANALYZER AT SPEEDS UP TO 75
MPH. ...FOUND VIBRATION TO BE AROUND 0.015 TO 0.016 ON SMOOTH ROAD;
0.017 IS ...GENERALLY WHERE VIBRATION CAN BE FELT. WHILE TECHNICALLY
ACCEPTABLE, ...THE VIBRATION WAS CLOSE TO THE UNACCEPTABLE THRESHOLD.
IT IS POSSIBLE ...THAT THE MEASURED VIBRATION LEVEL WOULD BE AT AN
UNACCEPTABLE LEVEL AT ...10-15 MPH HIGHER SPEEDS. NO OTHER SIGNIFICANT
VIBRATION FREQUENCIES ...WERE NOTED OTHER THAN FIRST ORDER TIRE. I
REVIEWED THE SERVICE ...HISTORY AND FOUND THAT THE DEALER HAD
PREVIOUSLY TRIED TO RE-BALANCE ...AND ROAD-FORCE BALANCE THE TIRES,
WITH 3 TIRES STILL BEING OUT - LF 4, ...RF 25, RR 38, LR 34 LBS OF ROAD
FORCE. 3 OF THE 4 TIRES WERE ...REPLACED, AND THE RESULTING NUMBERS
WERE - LF 10, RF 14, RR 19, LR 18 ...LBS OF ROAD FORCE. IT IS UNCLEAR
WHETHER THE REPLACEMENT TIRES WERE ...FORCE-MATCHED OR NOT WHEN THEY
WERE INSTALLED. I SUGGESTED TO THE ...SERVICE MANAGER THAT IF THE
VEHICLE RETURNS FOR SERVICE, I WOULD ...RECOMMEND PERFORMING A FULL
FORCE-MATCH SERVICE TO SEE IF THE ROAD ...FORCE NUMBERS COULD BE
IMPROVED ANY MORE. AT THIS TIME THE REAR TIRES ...ARE BORDERLINE AT 18
AND 19 LBS. FURTHER REVIEW OF CLIENT HISTORY ...WITH SERVICE ADVISOR
REVEALED THAT CLIENT HAS HAD SEVERAL OTHER ...COMPLAINTS WITH THIS
VEHICLE SINCE HE PURCHASED IT, INCLUDING THE ...SEATS, RUNNING BOARD
FUNCTION, AND HARSH RIDE IN ADDITION TO THE ...VIBRATION CONCERN. IT
WAS ALSO NOTED THAT APPARENTLY SOME OF THE ...VEHICLE SEATING OPTIONS
WERE NOT AS EXPECTED WHEN THE CLIENT TOOK ...DELIVERY OF THE VEHICLE AS
WELL.

ADD-ON 06/08/2023 03:41PM ERIK KUNZE(FSE) MSS - FCSD - KEYSTONE REGION
I WAS ABLE TO SPEAK TO THE DEALERS QUICKLANE SHOP ACROSS THE STREET
WHO INSTALLED THE 3 NEW TIRES; THEY CONFIRMED THAT THEY DID
FORCE-MATCH ALL 4 TIRES AND WHEELS WHEN THEY INSTALLED THE 3 NEW
TIRES. SINCE THE TWO REAR TIRES ARE STILL BORDERLINE, I WOULD THEN
SUGGEST THAT THOSE TWO TIRES BE REPLACED AND FORCE-MATCHING BE TRIED

CQIS Report Number: [REDACTED] Program Type: FF Orig Rpt #:
Report Source: MSS - FCSD - KEYSTONE REGION Report Date: 06/08/2023

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

--TYPE-- ----- COMMENT TEXT -----
AGAIN, IF THE CLIENT CHOSSES TO RETURN FOR FURTHER SERVICE.

ADD-ON AGAIN, IF THE CLIENT CHOSSES TO RETURN FOR FURTHER SERVICE.
07/07/2023 04:02PM ERIK KUNZE(FSE) MSS - FCSD - KEYSTONE REGION
DEALER FOLLOWED UP WITH ME THIS AFTERNOON; THIS VEHICLE IS BACK AT THE
DEALER FOR THE TIRE VIBRATION CONCERN AND 4-5 ADDITIONAL NON-RELATED
ISSUES. DEALER RE-CHECKED ROAD FORCE ON ALL 4 TIRES AND FOUND THAT THE
LEFT FRONT AND LEFT REAR TIRES WERE THE WORST, AND REPLACED THOSE TWO
TIRES. THIS INFORMATION DOES NOT CORRELATE WITH THE INFORMATION I GOT
OUT OF THE TIRE MACHINE FROM MY 6/8 ON-SITE VISIT. THEY SAY THE
VIBRATION LEVEL IS ABOUT THE SAME AS BEFORE, BUT THE ROAD FORCE
READINGS ARE WORSE THAN THE PREVIOUS TIRES, WITH THE LF NOW AT 22 LBS.
DEALER STILL DOES NOT HAVE THEIR VCMM REPAIRED SO THEY CANNOT GET A
TIRE VIBRATION READING. ADVISED DEALER I WILL TEST DRIVE THE VEHICLE
NEXT TUESDAY MORNING, 7/11 AND RE-EVALUATE. IF I HAVE FREE TIME MONDAY
AFTERNOON, I WILL TRY TO GET OUT THEN.

ADD-ON 07/11/2023 03:54PM ERIK KUNZE(FSE) MSS - FCSD - KEYSTONE REGION
VISITED DEALER THIS MORNING AND TEST DROVE THE VEHICLE. CONFIRMED 1ST
ORDER TIRE VIBRATION AT HIGHWAY SPEEDS THAT WAS SIGNIFICANTLY WORSE
THAN ON THE 6/8 TEST DRIVE. DEALER HAD REPLACED THE LEFT FRONT AND
LEFT REAR TIRES AFTER THE 6/8 TEST DRIVE. BASED ON DISCREPANCY ON
WHICH TIRES WERE TESTING BAD WITH THE DEALERS HUNTER ROAD FORCE
BALANCER, WE CALLED HUNTER AND HAD THE SERVICE REP COME OUT TO
EVALUATE THEIR TIRE BALANCER. THE HUNTER REP CONFIRMED AND REPAIRED 3
ISSUES WITH THE BALANCER AND WE RE-EVALUATED ALL 4 TIRES ON THE
VEHICLE. LF DOT CODE 0123 - FAIL OUT OF LIMITS FOR ROAD FORCE. RF DOT
CODE 0223 - FAIL 34 LBS ROAD FORCE. RR DOT CODE 0723 - FAIL 42 LBS
ROAD FORCE. LR DOT CODE 0823 FAIL 52 LBS ROAD FORCE. ALL 4 TIRES WERE
VISIBLY EGG-SHAPED WHEN SPINNING ON BALANCER AND ALL 4 TIRES NEED TO
BE REPLACED.

ADD-ON 07/18/2023 11:17AM ERIK KUNZE(FSE) MSS - FCSD - KEYSTONE REGION
DEALER STILL HAD THE ORIGINAL TIRES THAT HAD BEEN TAKEN OFF THE
VEHICLE, SO THEY PUT ALL 4 ORIGINAL TIRES BACK ON THE RIMS AND
RE-BALANCED AND CHECKED ROAD FORCE WITH THE REPAIRED BALANCER. LF 7
LBS, RF 9 LBS, RR 24 LBS, LR 11 LBS AND VEHICLE STILL HAD A SLIGHT
VIBRATION THAT COULD BE FELT AT HIGHWAY SPEEDS. ADVISED DEALER TO
REPLACE THE RR TIRE AGAIN SINCE IT HAD THE HIGHEST ROAD FORCE
READINGS. DEALER ORDERED ANOTHER NEW TIRE AND INSTALLED IT AND CHECKED
OUT AT 45 LBS. DEALER THEN STARTED RE-MOUNTING ALL OF THE PREVIOUSLY
PURCHASED NEW TIRES FOR THIS NAVIGATOR, AND FOUND THE LOWEST ROAD
FORCE READING WAS 17 LBS AND INSTALLED THAT TIRE ON THE RIGHT REAR.
DEALER REPORTED NO MORE FELT VIBRATION AT HIGHWAY SPEEDS. I STOPPED
BACK BY THE DEALER THIS MORNING AND TEST DRIVE THE VEHICLE AGAIN WITH
SERVICE ADVISOR CHELSEA AND TECHNICIAN TONY AND WE NOTED NO MORE THAN
0.014G VIBRATION AMPLITUDE WHEN DRIVING AT 75 MPH AND AGREED THERE WAS
NO DETECTABLE VIBRATION AS WELL. VEHICLE IS NOW OPERATING WITHIN
DESIGN INTENT WITH RESPECT TO THE LEVEL OF FIRST ORDER TIRE VIBRATION.

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

CQIS Report Number: [REDACTED] Program Type: FF Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - KEYSTONE REGION Report Date: 06/08/2023

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
CB##B115E:97-0C,B15E1:97-08,B15E2:97-08,U0159:87-28,U023A:87-28088:87-08
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 12/12/2022 Warranty Start Date: 01/12/2023
Date of Sale: 01/12/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 765 LBS
LH/RH Drive:
Engine: 3.5L V6 GTDI HIGH OUTPUT Tag: NL 3E MA
Bld Dt: Calb: PTB9BMN A
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----
Trans: 10 SPD AUTO 10R80 Part #:
Bld Dt:
Serial #: [REDACTED]
Model: Shift:
----- A D D I T I O N A L -----
Tire : P285/45R22 110H A/S BSW H-RTD Brand : GENERAL TIRE VENDOR
Radio : A/C : AC M-????????????????????
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 02265 - Mathews Ford Sandusky, Inc. Ph#:419-626-4721
City: Sandusky State : Ohio
Country: United States Region : Pittsburgh

Specialist's
Name : ERIK KUNZE (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
01/05/2023 [REDACTED] CREDSR COMF/ENT ADJUSTER ASY - SEAT BACK USA 02265
05/01/2023 [REDACTED] NHL FT/FN/BD USA 02265
06/14/2023 [REDACTED] CACVOC AID/INFO USA 05619

CQIS Report Number: [REDACTED] Program Type: FF
 Report Source: MSS - FCSD - KEYSTONE REGION

Orig Rpt #:
 Report Date: 06/08/2023

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

Date	Report #	Type	Symp	Cat	Causal	Part Description	Dealer Id
07/06/2023	[REDACTED]	NHL	COMF/ENT				USA 02265
07/06/2023	[REDACTED]	NHL	LT/GL/VI				USA 02265
07/06/2023	[REDACTED]	NHL	AID/INFO				USA 02265
07/06/2023	[REDACTED]	NHL	ST/RN/MV				USA 02265

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

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 05619	08/31/23	054926	11999	1	82	AA5	[REDACTED]	A	[REDACTED]
USA 05619	08/31/23	054926	11999	1	82	X	[REDACTED]	BSP	[REDACTED]
USA 05619	08/31/23	054926	11999	1	82		[REDACTED]		[REDACTED]
USA 05619	12/14/23	057400	18603	1	82	AA5	[REDACTED]	A	[REDACTED]
USA 05619	12/14/23	057400	18603	1	82	X	[REDACTED]	BSP	[REDACTED]
USA 05619	12/14/23	057400	18603	1	82	ML3	[REDACTED]	A	[REDACTED]
USA 05619	12/14/23	057400	18603	1	82	JL1	[REDACTED]	AA	[REDACTED]
USA 05619	12/14/23	057400	18603	1	82		[REDACTED]		[REDACTED]
USA 05619	03/22/24	59670	25073	1	82		[REDACTED]		[REDACTED]
USA 05619	03/22/24	59670	25073	1	82	AA5	[REDACTED]	A	[REDACTED]
USA 05619	03/22/24	59670	25073	1	82	X	[REDACTED]	BSP	[REDACTED]
USA 05619	07/25/24	062705	31641	1	82	AA5	[REDACTED]	A	[REDACTED]
USA 05619	07/25/24	062705	31641	1	82	X	[REDACTED]	BSP	[REDACTED]
USA 05619	07/25/24	062705	31641	1	82		[REDACTED]		[REDACTED]
USA 05679	03/22/24	59670	25073	1	82	AA5	[REDACTED]	A	[REDACTED]
USA 05679	03/22/24	59670	25073	1	82	X	[REDACTED]	BSP	[REDACTED]
USA 05679	03/22/24	59670	25073	1	82		[REDACTED]		[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/15/2021

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

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 18,512 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 2 27 A 38 DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
COLLISION AVOIDANCE INOPERATIVE

Additional Symptom: ACC braking
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 12/15/2021 02:13PM ERIC REILLY(FSE) MSS - FCSD - CALIFORNIA REGION
Web Form Data(118572625) Description of Vehicle Concern: adaptive
cruise does not operate properly. applies brakes when nothing is in
front of them but rather when a vehicle is a full car lane over and
the customer is trying to pass them in the other lane. vehicle will
apply the brakes because it is thinking the vehicle is going to crash.
Please list any diagnostics already performed: checked TSBs and SSMS
found nothing pertaining to the concern, ran self-test did not have
any codes in the CCM, IPMA, or the IPMB check vehicle history found
the IPMA was changed with new IPMA recently and the IPMB module update
is at its latest. turned the sensitivity down for the lane keep and
collision assist to the lowest setting. test drove vehicle and found
that if you are behind another car in the other lane as your making a
turn the vehicle will pick up on the other car while driving. it did
not apply the brakes for me though as the customer is stating. Parts
Replaced: none Your Question: what ppt should i be chasing after, to
help narrow down the issue, on the surface it appears everything is
fine and no faults are being set. all the collision system sensors and
cameras are working properly. is it normal for the vehicle to pick up
another car in another lane and apply the brakes if they are close
behind it? i dont think that is a normal operating condition. what PID
data should i be watching to help narrow down the concern? or would
another 360 calibration be the fix for the issue?

RECOMM 12/15/2021 02:13PM ERIC REILLY(FSE) MSS - FCSD - CALIFORNIA REGION
Hello Michael, It s understood that the customer s vehicle is
detecting cars in adjacent lanes and interpreting it as being in-front
of the vehicle, which has caused the brakes to apply as indicated by
the customer. Reviewing published service messages, <A target= blank
href=https://www.fordtechservice.

[REDACTED] > discusses damages or
conditions that can cause unwanted interference. It will also aid to
place a like unit in the same driving conditions to see if it
registers similarly as going around a turn may cause momentary odd
operation. If you find the customer s vehicle exclusively operates

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/15/2021

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

--TYPE-- ----- COMMENT TEXT -----
incorrect, then make sure the lens of the IPMA camera is clean and the
incorrect, then make sure the lens of the IPMA camera is clean and the
IPMA itself is mounted square as compared to a like unit. Ensure the
area around the IPMA is clean also. Check the CCM and local area for
damage or misalignment. If any concerns are noted here, align the CCM
using the procedure in 419-03B s General Procedure section. Pinpoint
Test M in the Diagnosis and Testing section of 419-03B describes other
resolutions for various ACC concerns. Review this chart and see if any
concerns are noted on the customer s vehicle. Thank you, Eric R.
Lincoln Escalated Support
AUDIT 12/15/2021 08:32PM
SYNC: Gen3 V4 MODEM: 4G SYNC Connect (Lincoln Way App)

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 09/24/2019 Warranty Start Date: 10/28/2019
Date of Sale: 10/28/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 07318
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS - - - E N G I N E - - - Tag: BC A3G C8
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

Trans: 10 SPD AUTO 10R60 - - - T R A N S M I S S I O N - - - Part #:

Bld Dt:
Serial #: [REDACTED]

Model: Shift:

----- A D D I T I O N A L -----
Tire : 255/55 R20 A/S TYRE Brand :
Radio : A/C : AC T-????????????????????
Paint : PN4-????????????????????? STAR WHITE 3C/PRISTINE WHITE 3

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/15/2021

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

MICHAEL SIMONS
 Rpr Dlr:USA 07318 - Bedford Ford Lincoln, Inc. Ph#:814-623-8154
 City: Bedford State : Pennsylvania
 Country: United States Region : Pittsburgh

Claim #/Date : [REDACTED] 12/14/2021

Specialist's
 Name : ERIC REILLY (FSE)

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
10/12/2021	[REDACTED]	NHL	AID/INFO		USA 07318
05/05/2021	[REDACTED]	NHL	COMF/ENT		USA 07318

--- 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 07318	08/22/23	084156	31852	1			
USA 07318	08/22/23	084156	31852	2	42		
USA 07318	08/22/23	084156	31852	2	42		
USA 07318	04/03/24	090261	36925	1	JL7		
USA 07318	04/03/24	090261	36925	1	3M5		

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

Orig Rpt #: [REDACTED]
Report Date: 01/13/2023

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

VEHICLE: 2020 CORSAIR,AWD,RESERVE,CUV VIN:[REDACTED]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 20,567 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 27 T 00 DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
TRANSMISSION 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

AUDIT 01/20/2023 08:32PM
SYNC: GEN3 MODEM: 4G
OWNREL Note on fin assist:BUCKING IN STOP/GO TRAFFIC, D/S SEAT LOOSE, CRUISE
CONTROL CONCERN, REAR CUP HOLDER STUCK, WIPER SMEARSWD: 8/26/20RO #: 021036RO
open date: 1/3/23Mileage: 20567Line: BDate CLT went into
loaner: 1/3/23Daily rate: \$45DLR: \$450ESP: TBDCRC: 1/13-1/20 \$315
OWNREL IBE from DLR: Stephanie [REDACTED] [REDACTED]-waiting for part to come
in
OWNREL WSD: 8/26/20RO #: [REDACTED] open date: 1/3/23Mileage: 20567Line: BDate
CLT went into loaner: 1/3/23Daily rate: \$45DLR: \$450ESP: TBDCRC:
1/13-1/27 \$630

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 11/20/2019 Warranty Start Date: 08/26/2020
Date of Sale: 08/26/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 11234
Dealer Special Order: Gross Vehicle Weight: 486 LBS
LH/RH Drive:

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

Orig Rpt #: [REDACTED]
Report Date: 01/13/2023

Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: LJ 6E FA
Bld Dt: Calb: LCTFR9N A
Serial #: [REDACTED]

Trans: 8 SPEED AUTO 8F35 Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]

Tire : 225/55 R19 99V A/S BSW Brand : [REDACTED]
Radio : A/C : AC G-????????????????????
Paint : PN4-???????????????????? STONE BLUE/FLIGHT 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 -----
Rpr Dlr:USA 11234 - Lincoln of Wayne Ph#:973-696-9710
City: Wayne State : New Jersey
Country: United States Region : New York

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
11/26/2021	[REDACTED]	CACVOC	FT/FN/BD			USA 11234
03/18/2023	[REDACTED]	NHL	AID/INFO			USA 11234

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

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 11234	12/08/23	030982	31465	1	04		[REDACTED]		[REDACTED]
USA 11234	12/08/23	030982	31465	1	04		[REDACTED]		[REDACTED]
USA 11234	12/08/23	030982	31465	1	04		[REDACTED]		[REDACTED]
USA 11234	12/08/23	030982	31465	2	82		[REDACTED]		[REDACTED]
USA 11234	01/03/24	031820	32080	1	42	GD9	[REDACTED]	B	[REDACTED]
USA 11234	01/03/24	031820	32080	1	42	GD9	[REDACTED]	B	[REDACTED]
USA 11234	01/03/24	031820	32080	1	42		[REDACTED]		[REDACTED]
USA 11234	01/03/24	031820	32080	2	82		[REDACTED]		[REDACTED]
USA 11234	02/16/24	033514	33693	1		LJ7	[REDACTED]	K	[REDACTED]
USA 11234	02/16/24	033514	33693	1			[REDACTED]		[REDACTED]
USA 11234	02/16/24	033514	33693	2	42	LX6	[REDACTED]	SH	[REDACTED]
USA 11234	02/16/24	033514	33693	2	42		[REDACTED]		[REDACTED]
USA 11234	02/16/24	033514	33693	2	42		[REDACTED]		[REDACTED]
USA 11234	02/16/24	033514	33693	3	04		[REDACTED]		[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/19/2020

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

VEHICLE: 2020 AVIATOR, BL AWD , 4 DOOR , MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 1,679 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

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

Additional Symptom: Adaptive cruise speeds up on i
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 05/19/2020 03:04PM BKARBUM1
Web Form Data(117251523) Description of Vehicle Concern: client described even as traveling through souther state with intellegent cruise on and approached at 55 zone but intellegent cruise began accelerating to 85. we have no codes and have tested at speeds of 15-20mph and freeway speeds without a fault Please list any diagnostics already performed: tested codes, checked camera and settings Parts Replaced: none Your Question: client concerned with this but we see no ssm or tsb or able to reproduce symptom. This is the 3rd Aviator for this client as first two were repurchased for technology issues and is pressing for answers

RECOMM 05/19/2020 03:04PM BKARBUM1
Steve, The few unintended acceleration reports associated with using adaptive cruise control seem to be related to a false input from the speed up/down switch. On this vehicle the SIMA which is the upper left hand switch is what the other switches report to can be monitored or recorded. It is recommended to setup the FDRS to record the switch inputs and drive the vehicle while attempting to duplicate the concern. if the unintended acceleration with cruise control active is duplicated, then the recording can be reviewed to determine if in fact there is a switch input causing the concern.

CONCER 05/21/2020 11:44AM GTCGCQSP
UNABLE TO DUPLICATE at this time

RECOMM 05/21/2020 12:00PM TATE BUNDERSON(FSE) MSS - FCSD - MID ATLANTIC REG
Steve, Although you have not been able to duplicate the concern yet, the previous recommendation still stands. Without the concern being duplicated there arent any repair recommendations to be made at this time for the concern the customer has said occurred. We have however marked this as a potential safety concern. If you are able to duplicate the concern and additional technical assistance is needed, please update the form with your results and we will be happy to continue working with you to address this.

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/19/2020

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

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 02/17/2020 Warranty Start Date: 04/30/2020
Date of Sale: 04/30/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 10754
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G F9
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

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

Model: [REDACTED] Shft:

Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
Paint : PN4-???????????????????? STAR WHITE 3C/PRISTINE WHITE 3

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : STEVE KESLER Title: MANAGER
Phone :
Rpr Dlr:USA 10754 - Bob-Boyd Lincoln, Inc. Ph#:614-863-2800
City: Columbus State : Ohio
Country: United States Region : Cincinnati

Claim #/Date : [REDACTED] 05/19/2020

Specialist's
Name : BKARBUM1 -????????????????????

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/19/2020

----- 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
04/29/2020	[REDACTED]	EPDI	FT/FN/BD		USA 10754

--- 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 10754	08/21/23	163603	48970	1					
USA 10754	08/21/23	163603	48970	2					
USA 10754	08/21/23	163603	48970	3	30	LC5		L	
USA 10754	08/21/23	163603	48970	3	30	LC5		MA	
USA 10754	08/21/23	163603	48970	4	82				
USA 10754	09/11/23	164247	50158	1	33			S900	
USA 10754	09/11/23	164247	50158	1	33			S300	
USA 10754	09/11/23	164247	50158	1	33				
USA 10754	09/11/23	164247	50158	2	07				
USA 10754	09/11/23	164247	50158	3	04				
USA 10754	09/11/23	164247	50158	3	04				
USA 10754	09/11/23	164247	50158	3	04				
USA 10754	07/22/24	173703	64332	1		JL7		F	
USA 10754	07/22/24	173703	64332	1		3M5		A	

CQIS Report Number: [REDACTED] Program Type: EI
Report Source: MSS - FCSD - EPDI

Orig Rpt #: [REDACTED]
Report Date: 04/29/2020

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

VEHICLE: 2020 AVIATOR, BL AWD, 4 DOOR, MPV
Engine: 3.0L GTDI TC V6 GAS
Operating Environ: [REDACTED]
Vehicle Use: [REDACTED]

VIN: [REDACTED]
Odometer: 33 MILES
WCC: [REDACTED]
Rsp. Act: [REDACTED]

SYMPTOM: 3 31 Z 00 FIT/FINISH/BODY
NOT LISTED

BODY PANELS
UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom:

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

Causal Component:

Causal Factor: Feature:

Causal Condition: Photo: Loc: 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 04/29/2020 01:45PM PROXY CSPRXL6 MSS - FCSD - EPDI
ePDI QUESTION: Inspect all exterior body panels, closures,
moldings/trim, and front/rear bumpers for scratches, dents, dings. ;
ePDI TECH COMMENTS: rear hatch scratches B19 - OTHER BODY PANEL
TROUBLES (NOT INCLUDING TRIM) ; ePDI TECH ANSWER: ;

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

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 02/17/2020 Warranty Start Date: 04/30/2020
Date of Sale: 04/30/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 10754
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS - - - E N G I N E - - -
Bld Dt: Calb: LCTVYXN A Tag: BC A3G F9
Serial #: [REDACTED]

Trans: 10 SPD AUTO 10R60 - - - T R A N S M I S S I O N - - -
Bld Dt: Part #:

CQIS Report Number: [REDACTED] Program Type: EI
Report Source: MSS - FCSD - EPDI

Orig Rpt #:
Report Date: 04/29/2020

Serial #:

Model:

Shift:

- - - A D D I T I O N A L - - -
Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
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 : DENNIS DAVIS Title:
Phone :

Rpr Dlr:USA 10754 - Bob-Boyd Lincoln, Inc. Ph#:614-863-2800
City: Columbus State : Ohio
Country: United States Region : Cincinnati

Claim #/Date : [REDACTED] 04/29/2020

Specialist's
Name : PROXY CSPRXL6

----- C Q I S V I N H I S T O R Y -----
Date CQIS Prog Symp Cat Causal Part Description Dealer Id
05/19/2020 Report # Type AID/INFO USA 10754

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

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

USA 10754	08/21/23	163603	48970	1					
USA 10754	08/21/23	163603	48970	2					
USA 10754	08/21/23	163603	48970	3	30	LC5		L	
USA 10754	08/21/23	163603	48970	3	30	LC5		MA	
USA 10754	08/21/23	163603	48970	4	82				
USA 10754	09/11/23	164247	50158	1	33			S900	
USA 10754	09/11/23	164247	50158	1	33			S300	
USA 10754	09/11/23	164247	50158	1	33				
USA 10754	09/11/23	164247	50158	2	07				
USA 10754	09/11/23	164247	50158	3	04				
USA 10754	09/11/23	164247	50158	3	04				
USA 10754	09/11/23	164247	50158	3	04				
USA 10754	07/22/24	173703	64332	1		JL7		F	
USA 10754	07/22/24	173703	64332	1		3M5		A	

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/26/2023

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

VEHICLE: 2022 NAVIGATOR 4X4, RESRV L, MPV VIN: [REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 7,281 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

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

Additional Symptom: incorrect speed with ACC
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 04/26/2023 01:17PM AWALK215
Web Form Data(119962494) Description of Vehicle Concern: while in
cruise control, in one speed zone (55mph) then speed limit
automatically switches to 70mph on our highway, the vehicle
automatically speeds up to 90mph Please list any diagnostics already
performed: verified concern with test drive Parts Replaced: none Your
Question: is this normal operation for cruise control?

RECOMM 04/26/2023 01:17PM AWALK215
Robbie, This is a function that the adaptive cruise control (ACC)
system uses to make sure that it is at the correct speed while driving
on different roads. Information about how the ACC works including the
speed change can be found in WSM 419-03A > description and operation.
As described in this section, the system is designed to set the
vehicle speed to the speed limit detected by the speed sign
recognition system before the vehicle passes the speed limit sign.
Speed sign recognition uses the IPMA camera to detect speed signs.
Under the section Speed Sign Recognition it also lists possible causes
this could be happening: Outdated map data from navigation. Incorrect
recognition of speed limits by the sensor of signs on parallel roads
or exit ramps. Missed recognition of faded, dirty or distorted signs.
These should be checked to see if they are affecting the operation. It
also suggests reviewing the owners manual for other possible causes.
These can be found starting on page 332. Austin W. Keystone Technical
Assistance Team

ADD-ON 04/26/2023 01:17PM AWALK215
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact

CONCER 07/19/2023 11:17AM GTCGCQIS
When vehicle is in adaptive cruise control mode, regardless of where
the speed limit change is on the highway, vehicle shoots up tp 90 mph
automatically every speed sign change, no sync update or nav update
available.

RECOMM 07/19/2023 12:14PM RONALD SOPKO(FSE) MSS - FCSD - KEYSTONE REGION
OBC to Robbie and we walked thru the set speed for adaptive cruise

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/26/2023

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

--TYPE-- ----- COMMENT TEXT -----
control and it was set to +20. Advised to set it 0 and retest. If
control and it was set to +20. Advised to set it 0 and retest. If
further assistance is needed, please update this report with tests and
results. When the repair is complete and verified, please complete the
online survey on the PTS Website with the fix information and be sure
to click the Fix Verified button at the bottom of the survey, this
information is what populates the Self-Service Tool and help other
technicians with the same concern. Thank you, Ron S. FSE Keystone
Region

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 04/04/2022 Warranty Start Date: 05/09/2022
Date of Sale: 05/09/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 780 LBS
LH/RH Drive:

Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: NL 3E MA
Bld Dt: Calb: NTB9URN A
Serial #: [REDACTED]

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

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

Model: Shift:

----- A D D I T I O N A L -----
Tire : P285/45R22 110H A/S BSW H-RTD Brand : GENERAL TIRE VENDOR
Radio : A/C : AC M-????????????????????
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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/26/2023

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : ROBBIE EGGLESTON Title: TECHNICIAN
Phone :

Rpr Dlr:USA 00765 - ROBBIE EGGLESTON
City: Erie - Champion Ford Sales, Inc. Ph#:814-878-2500
Country: United States State : Pennsylvania
Region : Pittsburgh

Claim #/Date : [REDACTED] 04/26/2023

Specialist's
Name : AWALK215 -????????????????????

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/30/2023

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

VEHICLE: 2023 AVIATOR, BL AWD, 4 DOOR, MPV VIN: [REDACTED]
Engine: 3.0L GTDI TC V6 GAS Odometer: 5,441 MILES
Operating Environ: WCC
Vehicle Use: Rsp. Act:

SYMPTOM: 2 27 Z 00 DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: Cancelled message
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 03/30/2023 07:44AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Web Form Data(119920697) Description of Vehicle Concern: CRUISE
CONTROL WILL WORK NORMALLY AND RANDOMLY DISPLAY CANCELLED OVER THE
CRUISE CONTROL LIGHT. CRUISE CONTROL WILL CONTINUE TO OPERATE
NORMALLY, THE CANCELLED SIGN WILL ONLY FLASH AND NOT STAY ILLUMINATED.
WHEN IT FLASHES IT COMES UP ORANGE. Please list any diagnostics
already performed: ROAD TEST, CHECKED CODES, CLEARED AND RETEST ALL
MODULES, TESTED ONLY CCM FOR CODES - NO CODES. Parts Replaced: NONE.
Your Question: WHAT WILL CAUSE INTERMITTENT ORANGE CANCELLED SIGN
FLASH OVER CRUISE CONTROL LIGHT - WITH NO DTCS?
RECOMM 03/30/2023 07:44AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Jose, If the fault cannot be duplicated with the vehicle at the
dealer, please have the customer test drive the vehicle with a member
of the service department in the vehicle with them so that the exact
driving conditions along with the exact display can be observed. Once
the information is obtained, please reference the information outlined
on page 314 of the on-line owners guide to determine if the concern is
characteristic operation to the lane centering feature. If the symptom
is characteristic to the lane centering feature, the vehicle should be
released back to the customer as operating as designed. If the message
is not related to the lane centering feature and there being no DTCS
setting, the CCM is suspect. Rob G. Lincoln Escalated Support
CONCER 03/30/2023 09:24AM GTCGCQIS
When driving the vehicle, the concern can be duplicated but is not
consistent. customer drove on the highway I-95 when concern was
observed, I drove on US-1 after a few traffic lights I observed the
concern. My co worker drove the car nearly 15 miles and only observed
the concern one time.
AUDIT 03/30/2023 08:31PM
SYNC: GEN3 MODEM: 4G
RECOMM 03/31/2023 01:02PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Hello Jose, The Lincoln Escalated Support Team has reviewed your
request and has determined that we would like to discuss this matter
further over the telephone. You will be contacted shortly by a Lincoln

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/30/2023

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

--TYPE-- COMMENT TEXT

Escalated Support Team Member.

Escalated Support Team Member.

CONCER 03/31/2023 01:34PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
An outbound call was palced to Joses cell phone. A voice mail was
recenved and a message left.

RECOMM 03/31/2023 01:34PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Hello Jose, Reading that the canceled warning is able to be
duplicated with no DTCs, then the message is normal due to an input.
However not knowing what input it is I don't know if this is a due to
a fault or not. Reading that you can duplicate the fault, and not
knowing what level of cruise control is active (speed control,
adaptive cruise control and what distance is set, lane centering) I
would have you activate the cruise control and press the brake to see
if the indicator is populated as well as pressing the cancel button
on the steering wheel. If the cancel warning is populated similar to
what you duplicate, then you would be looking at a false brake or
cancel switch input. If you have the adaptive speed control enabled,
but not lane centering, I would have you test if the cancel warning is
duplicated when you are following someone in front of the Aviator who
is traveling slower than the set speed. If the canceled message is not
due to the adaptive cruise control is not due to the adaptive speed
control, then I would have you re-enable the lane centering and see if
this is the system that is canceled. One more note, I do see that this
Aviator also has speed sign recognition. If the speed sign recognition
is enabled, you may want to disable it or monitor if the canceled
message is when you pass a speed limit sign and the speed is changed.
If additional assistance is needed, could you please upload an image
if the cluster/canceled warning message to get a better idea of this
fault. When uploading an image, be sure to click the browse and then
the upload button. -John Ford Technical Assistance

----- 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: 09/21/2022 Warranty Start Date: 12/09/2022

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/30/2023

Date of Sale: 12/09/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS - - - E N G I N E - - - Tag: BC D3G E9
Bld Dt: Calb: PCTVYXN A
Serial #: [REDACTED]

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

Model: [REDACTED] Shift:

- - - A D D I T I O N A L - - -
Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
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 : JOSE BELLO Title: TECHNICIAN
Phone :

JOSE BELLO
Rpr Dlr:USA 10570 - Wallace Lincoln Ph#:772-461-6060
City: Fort Pierce State : Florida
Country: United States Region : Orlando

Claim #/Date : [REDACTED] 03/20/2023

Specialist's
Name : ROBERT GARY

----- 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 Service Part Number Labor
Nr Cond Pfx Base Sfx Operation
USA 02563 02/03/24 271470 15131 1 82 RAV RAV
USA 02563 02/03/24 271470 15131 2 42 [REDACTED]
USA 02563 02/03/24 271470 15131 2 42 [REDACTED]
USA 02563 02/03/24 271470 15131 3 3M5 [REDACTED] A [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/30/2023

----- 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 02563	02/03/24	271470	15131	3		JL7		F	
USA 02563	02/03/24	271470	15131	4	04				
USA 10570	06/02/23	454013	7637	1	42	LB5		AB	
USA 10570	06/02/23	454013	7637	1	42				
USA 10570	06/02/23	454013	7637	1	42				
USA 10570	06/02/23	454013	7637	1	42				
USA 10570	06/02/23	454013	7637	1	42				
USA 10570	06/02/23	454013	7637	2	42	LC5		DAZ	
USA 10570	06/02/23	454013	7637	3	82				
USA 10570	06/02/23	454013	7637	4	42				
USA 10570	06/02/23	454013	7637	5	82				
USA 10570	08/07/23	455393	10028	1	82				
USA 10570	08/07/23	455393	10028	2	82				
USA 10570	08/07/23	455393	10028	2	82	KU2		A	
USA 10570	08/07/23	455393	10028	2	82	X		QSP	
USA 10570	08/07/23	455393	10028	3	42	LB5		C	
USA 10670	05/13/24	289568	16325	1	82				
USA 10670	05/13/24	289568	16325	2	42	LC5		C	

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/05/2022

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

VEHICLE: 2022 NAVIGATOR 4X4, RESERVE, MPV VIN [REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 4,325 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

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

Additional Symptom: vehicle speeds up at times
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

--TYPE-- COMMENT TEXT
CONCER 10/05/2022 03:51PM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Web Form Data(119661049) Description of Vehicle Concern: CUSTOMER
STATES: CUSTOMER WHEN SETTING CRUISE AT 70 MPH AND USING ADAPTIVE,
WHEN PASSING, CRUISE WILL AUTOMATICALLY SET TO 95 MPH. Test drove the
vehicle using adaptive cruise control set at 75 mph. Verified that the
cruise will intermittently change settings to a different speed. I
have seen 95, 85 or 80 mph. Due to this concern being a potential
safety issue I'm starting a hotline contact. Another unverified
customer concern, that may be related, is the customer states the
radio volume will randomly adjust up to maximum volume. Please list
any diagnostics already performed: Test drove and verified the cruise
control concern. Tested the ipma and retrieved on-demand code
u3000:89. Referenced tsb 22-2295 and reprogrammed the ipma. Tested the
cmr and retrieved on-demand codes b15e1:97 and b15e2:97. Performed
pinpoint test d for the cmr codes d1 yes codes are present, d2 no
obstructions were seen, d3 installed cmr as-built data and the codes
cleared. There is also a cmdtc b1088:87, in the dsm that keeps
returning. B1088 is not listed in the workshop manual. Parts Replaced:
None yet. Your Question: Due to this concern being a potential safety
issue I am starting this hotline contact prior to in-depth
diagnostics. My thoughts are the cruise control concern and the radio
volume concern may both be related to a fault with the clockspring. I
am looking for your input.
RECOMM 10/05/2022 03:51PM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Larry, With the concern that has been described, it would be
recommended that you check the speed tolerance setting, to verify what
it is set at. The maximum setting is no more than 20MPH over the
initial speed set when turning the speed control on. When a tolerance
setting is set, the adaptive speed control can speed up to the maximum
setting, based on the flow of traffic, the vehicles that are being
followed or if the road is clear in front of the vehicle. If 70MPH is
set, tolerance is +20, the vehicle could increase speed to 90MPH, or
any speed in the range of 70-90MPH, if the road is clear or the
vehicles that are ahead of this vehicle are going faster. Refer to the

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/05/2022

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

--TYPE-- ----- COMMENT TEXT -----
information on this found in the owners manual, pages 270-285. To help
information on this found in the owners manual, pages 270-285. To help
confirm this is a cause to the customers concern, reduce the tolerance
to 0 or a lower setting like +5 and verify operation. If the problem
is no longer present, or the adaptive speed control operates correctly
in the +5MPH range, this would confirm normal operation, based on the
settings in the vehicle. The audio concern should be duplicated,
before performing further testing. A problem in the steering wheel
controls, or the controls on the FCIM would be suspected. It may also
be found that the customer is pressing the wrong buttons, when trying
to reduce the speed control settings or cancel the speed control, due
to the vehicle speeding up. Richard L Lincoln Escalated Support.
ADD-ON 10/05/2022 03:51PM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact
CONCER 10/07/2022 04:49PM GTCGCQIS
The cause of the concern is the adaptive speed control tolerance
setting. It was set at +20 and the speed sign recognition was turned
on. Changed the setting to 0, test drove and verified that the
adaptive cruise set speed remains at the current speed limit. Thanks
for your help.

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 02/22/2022 Warranty Start Date: 03/31/2022
Date of Sale: 03/31/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 772 LBS
LH/RH Drive:
Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: NL 3E MA
Bld Dt: Calb: NTB9URN A
Serial #: [REDACTED]

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/05/2022

Serial #:

Model:

Shift:

- - - A D D I T I O N A L - - -
Tire : P285/45R22 110H A/S BSW H-RTD Brand : PIRELLI TIRE VENDOR
Radio : A/C : AC M-????????????????????
Paint : PN4-?????????????????????----- DARK MATTER/STARLIGHT 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 : LARRY LUDVIK Title: TECHNICIAN
Phone : LARRY LUDVIK

Rpr Dlr:USA 07192 - Anderson Ford Lincoln Ph#:402-458-9800
City: Lincoln State : Nebraska
Country: United States Region : Kansas City

Claim #/Date : [REDACTED] 10/03/2022

Specialist's
Name : RICHARD LAPLANTE

----- 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
03/25/2022	[REDACTED]	EPDI	ST/RN/MV				USA 07192

--- 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 10670	05/15/24	289617	21031	1	82		DELIVERY		
USA 10670	05/15/24	289617	21031	2	04				
USA 10670	07/09/24	291065	22964	1	04				
USA 10670	07/09/24	291065	22964	1	04				
USA 10670	07/09/24	291065	22964	2	82		DELIVERY		

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

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

VEHICLE: 2022 NAVIGATOR 4X4, RESERVE, MPV VIN: [REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 7,258 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

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

Additional Symptom: adaptive spd control turns off
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 12/30/2022 07:48PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Web Form Data(119785738) Description of Vehicle Concern: CRUISE TURNS
OFF ON ITS OWN, PRE COLLISION UNAVAILABLE Please list any diagnostics
already performed: UPDATED ABS PER SSM 51171 PERFORMED NETWORK MONITOR
AND WIGGLE TEST HARNESS AND DRIVING CHECKED CONNECTIONS AT GATEWAY A
OK, HADS NETWORK FAULT WITH TRM WHEN DRIVING Parts Replaced: NONE Your
Question: WHEN DRIVING MORE SO AT HIGHER SPEEDS NOTICED ABS LIGHT
WOULD FLASH IN CLUSTER EVERY ONCE AND A WHILE AND CRUISE WILL KICK OUT
STATING CANCELLED ON CLUSTER ALSO NOTICED ON SECONDARY BLACK TOP ROADS
SUGGESTED POSTED SPEED READS 25 MPH IN HUD HAVE YOU SEEN ANY OTHER
CONCERNS LIKE WISE? NOTICED CRUISE WILL KICK OUT AT HIGHER SPEEDS.
THANKS KREG

RECOMM 12/30/2022 07:48PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Hello Kreg, I m not finding any past reports of the U2008:08 DTC at
this time so normal WSM diagnostics would be followed. I could see the
CCM DTC for losing communication/missing messages from the IPMA on the
private can disabling the adaptive cruise control and defaulting to
normal speed control. I would have you follow PPT H for the CCM DTC
you retrieved. Looking in cell 41-1 and 31-3 the ABS and IPMA/CCM do
share the 14290 wire harness. I would have you inspect the wire
harness from the ABS take out to the take out for C146 for damage if
the ABS and CCM DTCs are turning after a test drive. If just the CCM
DTC is returning I would have you check pin fit at the four
connections between the IPMA and CCM seen in cell 31-3 -john Lincoln
Technical Assistance As your dealership is equipped with the See What
I See (SWIS) headset, if additional technical assistance is required
and a SWIS session would be beneficial (live video or picture would
help), click <A target= blank
href=https://[REDACTED]

 to book a SWIS call
with the TAC. After booking an appointment a TAC representative will
reach out to you at the appropriate time. Verify the following prior
to your appointment:Your See What I See (SWIS) headset is
charged, the headset is turned on, and is updated with the latest

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

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

--TYPE-- ----- COMMENT TEXT -----
software level.Ensure TeamViewer login card is ready to scan
software level.Ensure TeamViewer login card is ready to scan
(Contains unique dealer code & dealership name)The vehicle
you are working on is in a bay with good Wi-Fi
connectivity
<span style=font-weight: bold font-style:
italic>If the bullet points above are met the TAC can be reached at
(800) 826-4694, from 9am to 6pm Monday thru Friday Eastern Time to
perform a SWIS call.

<A target= blank
href=https://www.[REDACTED]

ADD-ON 12/30/2022 07:48PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
CCM U2008:08Sensor Cluster: Bus Signal/Message FailuresThis continuous
memory and on-demand DTC sets in the CCM when communication messages
from the IPMA on the private CAN are missing.,SWIS Session Status :
SWIS Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS
Comments : no swis

----- 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#U3001:68-28
CCM#U2008:08-28E2:97-08,U0159:87-28,U023A:87-28088:87-08
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 08/15/2022 Warranty Start Date: 09/08/2022
Date of Sale: 09/08/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 09641
Dealer Special Order: Gross Vehicle Weight: 765 LBS
LH/RH Drive:

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

Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: NL 3E MA
Bld Dt: Calb: NTB9URN A
Serial #: [REDACTED]

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

Trans: 10 SPD AUTO 10R80 Part #:
Bld Dt:

Page: 03

CQIS DETAIL REPORT

08/01/24 11:00:24

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

Serial #:

Model:

Shift:

- - - A D D I T I O N A L - - -
Tire : P285/45R22 110H A/S BSW H-RTD Brand : GENERAL TIRE VENDOR
Radio : A/C : AC M-????????????????????
Paint : PN4-?????????????????????----- DARK MATTER/STARLIGHT 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 : KREG WOODS Title: TECHNICIAN
Phone :

KREG WOODS
Rpr Dlr:USA 09641 - Moore Motor Sales Ph#:989-673-4171
City: Caro State : Michigan
Country: United States Region : Detroit

Claim #/Date : [REDACTED] 12/22/2022

Specialist's
Name : JOHNATH WILKIN PHANEUF

----- 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
04/12/2023 [REDACTED] NHL AID/INFO USA 09641

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

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/06/2023

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

VEHICLE: 2022 NAVIGATOR 4X4, RESERVE, MPV VIN [REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 8,689 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: blue cruise stops working
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

--TYPE-- COMMENT TEXT
CONCER 01/06/2023 10:18AM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Web Form Data(119793777) Description of Vehicle Concern: Customer
states that blue cruise stops working and applies brakes. Observed:
while driving with Blue-Cruise on system screen changes from blue to
red and states to Resume Control. During this time the vehicle will
slow down on its own and pulse the brake pedal as if there is no input
given from the driver. Please list any diagnostics already performed:
This is the second time in for this concern. Previously, the CMR
camera and CMR module were both replaced from pinpoint testing, DTCs
cleared and Blue-Cruise seemed to operate correctly. On road test,
with Blue-Cruise on the screen changed from blue to RED warning to
resume control I grabbed the steering wheel and started steering as
well as applying throttle, as the vehicle was decelerating. I
eventually had to press the cruise enable button to disable the system
and clear the warning. Before my road test, there were all 3 CMR DTCs
for the camera and LEDs again. There were also a C1001:97 in the IPMA
with no obvious reason. Also, there is a STRANGE DTC in the DSM,
B1088:87. I can find no PPT for this DTC, nor do I know if it has any
relevance. I checked BSOC, at 79%. The only update shown in FDRS is
for TCU. And after last road test the U0415:86 appeared in the
IPMA...not sure about that one either. Parts Replaced: none this visit
Your Question: Im not sure where to go here. Blue-Cruise responded as
if I wasnt holding the wheel or accelerating. Im now wondering if
there may be some network issue, since all of the involved modules
seem to be on the same network. I have been able to duplicate this
concern only one time, at mid-day with sunshine and clearly marked
road lines on a Blue-Cruise roadway. Do you have any similar case
history? Is there any recommendations on how to proceed?
RECOMM 01/06/2023 10:18AM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Robert, The DTC that is present for the IPMA camera is a likely cause
to this concern. If no problems are found with the windshield in the
area of the camera, or with the mounting of the camera, the camera
should be replaced, and the camera alignment performed. Once this has
been performed, verify if the CMR DTCs return, as this could also be a

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/06/2023

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

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

cause to the problem that is present. Richard L Lincoln Escalated

cause to the problem that is present. Richard L Lincoln Escalated
SupportADD-ON 01/06/2023 10:18AM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
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

CMR#B115E:97-08,B15E1:97-8F,B15E2:97-08

IPMA#C1001:97-28,U0415:86-28

VDM#U053B:00-288-28

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 06/03/2022 Warranty Start Date: 07/11/2022
Date of Sale: 07/11/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 765 LBS
LH/RH Drive:

Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: NL 3E MA
Bld Dt: Calb: NTB9URN A

Serial #:

Trans: 10 SPD AUTO 10R80 Part #:
Bld Dt:

Serial #:

Model: Shift:

Tire : P285/45R22 110H A/S BSW H-RTD Brand : GENERAL TIRE VENDOR
Radio : A/C : AC M-????????????????????
Paint : PN4-?? CERAMIC PEARL

----- 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: 01/06/2023

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : ROBERT EDWARDS Title: TECHNICIAN
Phone :

ROBERT EDWARDS
Rpr Dlr:USA 05769 - Angela Krause Ford Lincoln of Ph#:770-649-5100
City: Alpharetta State : Georgia
Country: United States Region : Atlanta

Claim #/Date : [REDACTED] 01/03/2023

Specialist's
Name : RICHARD LAPLANTE

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
10/26/2022	[REDACTED]	CACVOC	COMF/ENT		USA 05769
11/03/2022	[REDACTED]	NHL	FT/FN/BD		USA 05769
12/13/2022	[REDACTED]	CACVOC	AID/INFO		USA 05769

--- 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 00153	10/18/23	055372	21820	1	04		15604		[REDACTED]
USA 00153	10/18/23	055372	21820	1	04				[REDACTED]
USA 00153	10/18/23	055372	21820	1	04				[REDACTED]
USA 00153	11/21/23	056320	22943	1	42		10654		[REDACTED]
USA 00153	11/21/23	056320	22943	1	42				[REDACTED]
USA 00153	11/21/23	056320	22943	1	42				[REDACTED]
USA 00153	11/21/23	056320	22943	1	42				[REDACTED]
USA 00153	11/21/23	056320	22943	1	42				[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/21/2022

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

VEHICLE: 2022 AVIATOR, BL AWD , 4 DOOR , MPV VIN [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 6,320 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 6 60 Z 00 STOP/STEER/RIDE STOPPING
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: Adaptive cruise & brake 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 10/21/2022 05:51PM ASHENAFI MEGERSA(FS MSS - FCSD - SOUTHEAST REGION
Web Form Data(119685830) Description of Vehicle Concern: Client states
when driving vehicle the adaptive cruise control will sometimes not
slow the vehicle down when approaching another vehicle, also there has
been some instances that the vehicle will slow down on its own with no
objects or vehicles around. I will paste a summary of a descriptive
email that was sent from Client in this box. (Started to smell brake
fluid occasionally for 5-10 mins before anything mechanical started
happening. Then some of the brakes would lock up for a second, I
couldnt tell how many wheels were affected, it couldve been only one
or couldve been even all four. This started as i was going 70-80 mph,
it felt like hitting a puddle in the way the car would jolt slower for
a second, but there were no puddles on the road so I knew it we the
brakes. It would happen around every 10 seconds for as long as I was
driving. I pulled over and let the car cool down with the engine off
for at least 40 minutes before i pulled out to drive to the nearest
town. I stayed under 30 for that drive and almost immediately after I
started driving, maybe 20 seconds it started again. At that point I
noticed it specifically at least in the front passenger side wheel,
but it couldve been more as well. The smell of brake fluid came back
as I drove further.) Please list any diagnostics already performed:
Road tested with Client, everything currently working properly, spent
a good amount of time getting very detailed information from Client,
she also has another Aviator with no concerns, she is very familiar
with the vehicle operations and its technology, performed FDRS
diagnostics all systems pass except IPMA, and SUMA, found C0072 stored
in IPMA and U0415 in SUMA Parts Replaced: none Your Question: Cannot
find dtc C0072, but its description is brake temperature to high, and
U0415 is obviously invalid data, it seems this code would go hand in
had with what Client is describing. How would we proceed with
diagnostics? Also freeze frame data is almost spot on with Clients
story

RECOMM 10/21/2022 05:51PM ASHENAFI MEGERSA(FS MSS - FCSD - SOUTHEAST REGION
Hi [REDACTED], The Lincoln Escalated Support team has decided that further

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/21/2022

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

--TYPE-- ----- COMMENT TEXT -----
research will need to be performed regarding this concern. We will
research will need to be performed regarding this concern. We will
update the form as soon as the research is completed. Thank you for
your patience!
ADD-ON 10/21/2022 05:51PM ASHENAFI MEGERSA(FS MSS - FCSD - SOUTHEAST REGION
Unable to find C0072 (Brake temp to high). Will consult with SME Roy
Potter on Monday regarding the brake concern
RECOMM 10/24/2022 10:58AM ASHENAFI MEGERSA(FS MSS - FCSD - SOUTHEAST REGION
Hi Matt, Thank you for your patience. The brakes overheating when the
concern is present, and the invalid data DTC indicate an issue with
one or more of the ABS system inputs. It is recommended to attempt
duplicating the concern while monitoring ABS inputs for Boo switch and
hydraulic brake pressure to verify if brake drag is present. You can
also use a temperature gun to compare the brake temps at each corner.
This issue can be caused due to brake switch, HCU, or failing caliper
based on which brake is dragging. For instance, if one brake is
constantly dragging, suspect a caliper fault. If all brakes are
consistently dragging, suspect a switch issue. If different brakes are
dragging randomly, suspect HCU concern. Ashenafi M. Lincoln Escalated
Support
ADD-ON 10/24/2022 10:58AM ASHENAFI MEGERSA(FS MSS - FCSD - SOUTHEAST REGION
Consulted with SME Roy Potter. Roy said to monitor ABS inputs for B00
switch and hydraulic pressure to see if brake drag might be present as
the brakes are overheating and there is invalid data present. Roy said
if its one brake consistently dragging: caliper. If all brakes
consistently drag: switch. If different brakes are dragging randomly:
HCU. He said temp gun can also be used to compare brake temps.
CONCER 10/24/2022 02:02PM GTCGCQIS
Cleared all dtc s, during inspection did not find any drag from
brakes, road tested 30 miles, pressure pids looked normal, no B00
concerns present either, drove with adaptive cruise control, on return
all rotors within 20 degrees of each other, reason for that is shop is
AC with giant fans., Performed final quick test on return, no dtc s
present
RECOMM 10/24/2022 04:39PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Matt, Thank you for the updated diagnostic information. With the
results submitted, it appears that the concern was not present when
the testing was performed. Please continue with attempting to
duplicate the concern then with the fault present complete the
recommended testing to help determine the root cause of the concern.
Rob G. Lincoln Escalated Support

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

----- D I A G N O S T I C I N F O R M A T I O N -----
Sympt. 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
SUMA#U0415

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/21/2022

IPMA#C0072:97-8F,B15E2:97-08

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 01/30/2022 Warranty Start Date: 02/28/2022
Date of Sale: 02/28/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS Tag: BC B3G E9
Bld Dt: Calb: NCTVYXN A
Serial #: [REDACTED]

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

Model: Shift:

Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B BURGUNDY VELVET 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 : MATT BUNCH Title: SHOP FOREMAN
Phone :

MATT BUNCH
Rpr Dlr:USA 11476 - North Park Lincoln Ph#:
City: San Antonio State : Texas
Country: United States Region : Houston

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

Specialist's
Name : ASHENAFI MEGERSSA (FSE)

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
10/20/2022	[REDACTED]	CREDSR	AID/INFO			USA 11476
11/01/2022	[REDACTED]	CACVOC	SP/ST/RD			USA 11476
12/08/2022	[REDACTED]	CACVOC	SP/ST/RD			USA 11476

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/21/2022

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

Date	Report #	Type	Symp	Cat	Causal Part Description	Dealer Id
08/22/2022	[REDACTED]	CACVOC	SP/ST/RD			USA 11476
01/13/2023	[REDACTED]	CACVOC	DRV PERF			USA 11476

--- 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 04492	05/31/23	224703	13001	1	42	LC5	[REDACTED]	AF	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	KU2	[REDACTED]	A	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	X	[REDACTED]	Q1SP	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	LC5	[REDACTED]	EA	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	LC5	[REDACTED]	MA	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	LC5	[REDACTED]	NA	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	7T4	[REDACTED]	A	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82		[REDACTED]		[REDACTED]

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

Orig Rpt #: [REDACTED]
Report Date: 08/22/2022

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

VEHICLE: 2022 AVIATOR, BL AWD, 4 DOOR, MPV
Engine: 3.0L GTDI TC V6 GAS
Operating Environ:
Vehicle Use:

VIN: [REDACTED]
Odometer: 4,596 MILES
WCC:
Rsp. Act:

SYMPTOM: 6 60 2 71 STOP/STEER/RIDE
LOCK-UP/GRAB

STOPPING
STICKS/BINDS

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 -----

AUDIT 08/24/2022 08:30PM
DEALER USA 03565 CHANGED TO USA 03565 BY ORCAC
AUDIT 08/31/2022 08:30PM
ODOMETER 0004200 M CHANGED TO 0004557 M BY ORCAC
AUDIT 09/08/2022 08:30PM
DEALER USA 03565 CHANGED TO USA 11430 BY ORCAC
AUDIT 09/09/2022 08:30PM
DEALER USA 11430 CHANGED TO USA 11476 BY ORCAC
AUDIT 09/14/2022 08:30PM
DEALER USA 11476 CHANGED TO USA 11430 BY ORCAC
AUDIT 09/15/2022 08:30PM
ODOMETER 0004557 M CHANGED TO 0004596 M BY ORCAC
DEALER USA 11430 CHANGED TO USA 11476 BY ORCAC
OWNREL CONTACT VIA [REDACTED] CLT SAYS : son was driving Bl aviator third BL
veh issue over the weekend the breaks were engaging without him
activating them . Smelt brake fluid . Called roadside assistance 5 1-2
hrs to get to him. Purchased at the end of May. other issue in the
past with veh. Cruise control would not cancel . Sun roof leaking
water . Un able to be duplicated. Client does not want the veh
repaired at current dlrshp. Would like it repaired at a dlrshp closer
to home that would be still a 12 hr drive. She is un willing to pick
it up. Client will also require a rental on Saturday. DLRSHP
ADVISED: N/ACSM ADVISED : Advised that I will do the review and update
you once it is done normally 5 days to get a outcome of review. In the
mean while I will contact dlrshp tomorrow and start the review process
request email sent to her with case number. Also advised the dlrshp
should provide a rental veh however being that is 12 hrs from home it
may require you to get a veh yourself and we can reimburse at that
time . Client agreed to go over that closer to Saturday. GFR Initial
Intake Questions to Client: 1) Where is the vehicle located? DLR
Amarillo TX <span style="font-family: C
OWNREL Email to client. Hello [REDACTED] Case Number, [REDACTED] My
Hrs. of operation are 3:30pm EST till 12:00pm EST. It was a pleasure to
look into this further today and address this situation. Warm

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

Orig Rpt #: [REDACTED]
Report Date: 08/22/2022

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

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

OWNREL Regards, JONATHAN KIRK Concierge Service Manager Lincoln Customer

OWNREL Regards, JONATHAN KIRK Concierge Service Manager Lincoln Customer
Relationship Center Phone: 888-214-2155 ext: 77964 | eFax:
866-319-0041 Email: JKIRK44@lincoln.com

OWNREL CSM Jon -EXT 77964 |IBC from the Client| Spoke to: Jimmie in service
was advised that no clue why the veh was there. Advised that her
sales rep at selling dlrshp still tehars Lincoln would like to talk
about the situation. Next step call both dlrhsp gather an update.

OWNREL COM denied GFR

OWNREL Next step send COM Gfr email answering the question.

OWNREL CSM Jon -EXT 77964 |OBC to the DLR| Spoke to: Advised by dlrshp that
she is not in the system. And no Jimmie there. Advised that I will
contact client back to confirm.

OWNREL next step contact client on what dlrshp to work with.

OWNREL CSM Jon -EXT 77964 |OBC to the Client| Spoke to: Spoke with client
confirmed at Gene Messer 806-467-5500 advised that I will reach out
again. Next step contact dlrhsp.

OWNREL CSM Jon -EXT 77964 |OBC to the DLR| Spoke to: Spoke with Jimmie advised
that the veh will be diagnosed tomorrow. Advised that I am doing a gfr
on this and will require priority if possible also being a traveling
owner. Next steps Advised will know more by Thursday or Friday and
will F/U with you then.

OWNREL CSM Jon -EXT 77964 |OBC to the DLR| Spoke to: (303) 469-1801 left a VM
for the sales person for client to contact me back. Provided vin and
ext. n/s contact the client.

OWNREL CSM Jon -EXT 77964 |OBC to the Client| Spoke to: [REDACTED] Advised
the client the veh does not meet guidelines for repurchase or
replacement. Advised that I will f/u with you on Thursday on update
and I will attempt to get in contact with Cole at the selling dlrhsp.
Next step contact dlrshp and client.

OWNREL CSM Jon -EXT 77964 |OBC to the DLR| Spoke to: 806-467-5500 Spoke with
Jimmie dlrhsp states no codes on the veh. Test drove it for 40 miles
so far. And will be retesting again on highway tonight. No codes in
the system at all. Next step call client.

OWNREL CSM Jon -EXT 77964 |OBC to the Client| Spoke to: [REDACTED] Spoke with
the client advised that the dlrshp has not located any trouble codes.
They visually inspected the veh. And have driven the veh 40 miles so
far. The dlrshp next steps are to drive the veh on the highway and I
will F/U with sales at selling dlrshp Cole. Advised on intermittent
concerns it may be difficult to locate the concern and the veh may go
back to the client W/O any work performed. Next step call COLE at
(303) 469-1801.

OWNREL CSM Jon -EXT 77964 |OBC to the DLR| Spoke to: 806-467-5500 Spoke with
Jimmie dlrhsp drove it 15 more miles with not issues. So the veh
concern is un able to duplicate. The veh is ready to go back to the
client. next step call client.

OWNREL CSM Jon -EXT 77964 |IBC from the Client| Spoke to: client states she
is not going to pick up the veh and is requesting it transferred from
Amarillo to san Antonio. Advised I will have to see if that is even a
possibility at this point. Client also requesting a few days of rental

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

Orig Rpt #: 0066555819MS
Report Date: 08/22/2022

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

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

coverage consideration.next step discuss with com or acom.

OWNREL coverage consideration.next step discuss with com or acom.

OWNREL Advised to get a quote from one dlrshp to the other and provide rental reimbursement.

OWNREL Email to united roadHello,I have a client that needs a transport on a 2022 aviator vin is [REDACTED]. It will be transported form Gene Messer Lincoln of Amarillo Address:3400 S Soncy Rd Building B, Amarillo, TX 79119. To North Park Lincoln 9207 San Pedro Ave, San Antonio, TX 78216. Looking for a quote .Warm Regards,JONATHAN KIRKConcierge Service ManagerLincoln Customer Relationship CenterPhone: 888-214-2155 ext: 77964 | eFax: 866-319-0041Email: JKIRK44 @lincoln.com

OWNREL CSM Jon -EXT 77964 |OBC to the Client| Spoke to: [REDACTED] Advised authorizing transport and a rental. \$72 a day for 7 days. Advised keep receipts and submit them to me . I will contact you back on Tuesday. Next steps look for united road rental and update client.

OWNREL Email from United road.\$1015Let me know which dealer is receiving the invoiceThank youAdam MialSales AssociateAmial@unitedr road.comDesk: 734-245-1885Mobile:313 3-980-692841100 Plymouth Rd, 4th floorPlymouth, MI 48170www.unitedroad.co om

OWNREL CSM Jon -EXT 77964 |IBC from the ZM| Spoke to: Jake provided a current update advised of the 55 miles the dlrshp has done to duplicate the issue advised that we are covering transport. He is forwarding me the email to Cole at sill terhar Lincoln. Advised if the dlrshp wants to look into a VLA that is up to the selling dlrhsp. Advised I will be looking for updates and setting transport arrangements. Next step contact dlrshp cut code for transport.

OWNREL CSM Jon -EXT 77964 |OBC to the DLR|Spoke to: 8063557471 Spoke with JimmieMSPA012439 provided p11 code for transport for client. Next step look for an update with united road.

OWNREL Moving the appointment discuss situation with com tomorrow.

OWNREL CSM Jon -EXT 77964 |IBC from the Client| Spoke to: [REDACTED], advised she is looking for an update . Advised that I am awaiting on united road. Advised there has been funds provided to the pickup location. And they are denying the funds to be provided by pickup location. Advised rental extended till wednesday next week as Saturday will be one week. Next steps talk with com.

OWNREL next steps contact current dlrhsp advise not to cut the code for united road. and contact receiving dlrhsp and cut a code for united road with them .

OWNREL Email from United road|Yes,Working on getting credit for them nowThank youAdam MialSales AssociateAmial@unitedr road.comDesk: [REDACTED]5Mobile:[REDACTED] Plymouth Rd, 4th floorPlymouth, MI 48170www.unitedroad.co om

OWNREL CSMMakanaPorhammer<spa an class="BCX0 [REDACTED] TextRun" data-contrast="auto" lang="EN-US" style="-webkit-lap-hig ghlight-color:transpar rent; -webkit-text-stroke-wi idth:0px; -webkit-user-drag:none e; background-color:#ffff fff; color:windowtext; font-family:Arial,Aria al MSFontService,sans-serif; font-size:10pt; font-style:normal; font-variant-caps:norm mal;

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

Orig Rpt #: 0066555819MS
Report Date: 08/22/2022

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

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

font-variant-ligatures s:none important; font-weight:400;

font-variant-ligatures s:none important; font-weight:400;
letter-spacing:normal; ; line-height:15px; margin:0px; orphans:2;
padding:0px; text-align:left; text-decoration-color: :initial;
text-decoration-style: :initial; text-decoration-thickness:initial;
text-indent:0px; text-transform:none; user-select:text;
white-space:normal; widows:2; word-spacing:0px" xm

OWNREL CSM Jon -EXT 77964 |OBC to the DLR| [REDACTED] left a VM with
receptions that united road would not qualify your dlrshp for credit
so we need to cancel the p11 code for pickup. and will be paid by drop
off location. Provided my contact info. Next step contact drop-off
location and cut p11 code.

OWNREL Notes for case we are no paying for transport with dlrshp in Amarillo
and have advised not to pull funding .client has a rental she is
paying out of pocket for.RENTAL ASSISTANCE TEMPLATEWARRANTY START
DATE:2/28/2022MILEAGE: : 4,557ESP: (yes/no; If yes, which ESP)RO
NUMBER:RO OPEN DATE:RO LINE NUMBER:IN RENTAL/LOANER: yesLINCOLN OR
OTHER: \$72DAILY RATE:\$72ESP PORTION: (if applicable)DLR PORTION:
(start date and amount)LINCOLN PORTION: starting 8/27/2022 -
9/9/2022NEXT STEPS: (if you are adding template within conversational
notes that you had with dealer/client)

OWNREL CSM Jon -EXT 77964 |OBC to the DLR| Mike S/MNorth Park Lincoln 9207
San Pedro Ave, San Antonio, TX 78216. advised transport with united
road sending the veh dlrshp to dlrshp. Advised transport will be
covered by dlrshp and I will reimburse them once an RO is opened.
\$1015 transport advised that they cannot provide an ro until the veh
is there. Advised I will contact you back on Friday. Provided case
info and veh information and client info. Advised Next step f.u
Friday.

OWNREL Email from Client\Hello [REDACTED], I tried you a few times today to follow
up on my email and couldn't leave a message. I called the dealer in
Amarillo this morning and found out that my car is still there. What is
going on? It is over two weeks now. When is it getting to San

OWNREL [REDACTED]

OWNREL CSM Jon -EXT 77964 |Email to Client| Spoke to:Hello [REDACTED], I have
had issues with the pickup location qualifying for credit with
transport co. I have had many discussions with united road on the
issue at hand and we are getting it paid by the drop off dlrshp. I
apologize on the inconvenience this has caused We will have to extend
your rental coverage of \$72 a day till Monday . By that time the veh
should have arrived at the local dealership north park .Warm
Regards, JONATHAN KIRK Concierge Service Manager Lincoln Customer
Relationship Center Phone: 888-214-2155 ext: 77964 | eFax:
866-319-0041 Email: JKIRK44 @lincoln.com

OWNREL IBC from the dlr (8063557471) SPOKE TO: Jimmy from Gene Ford requesting
to speak with Jonathan Kirk which advised not in yet-dlr states united
picking up the veh, transporting to another dlr but was under the
impression lmc was handling it since Jonathan Kirk left a message
about code for payment not working+i advised looks like Jonathan Kirk
has been in contact with united radio, dlr will pay for the transport

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 08/22/2022

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

and we would reimburse+i advised will have Jonathan kirk touch base

and we would reimburse+i advised will have Jonathan kirk touch base
today 9/8 and dlr best contact will be 806-467-5517NEXT STEPS:contact
the dlr on 9/8

OWNREL IBC from the dlr (2103418811)SPOKE TO:Mike at North Park Lincoln at
Dominionclient having the veh towed to north park lincoln but not
their location there other store in dominion -dlr states their address
is 20985 interstate 10 san Antonio tx, 78257 and p&a 11476+i advised
will update the notes, CSM Jonathan Kirk has a follow up today and
asked if would like a call back and dlr states not necessary but if
have any question can call back at 2103418841NEXT STEPS:Update CSM,
keep follow up today

OWNREL CSM Jon -EXT 77964 |IBC from the Client| Spoke to: Client states never
received email update wanted us to update the email on file and
forward to new email.[REDACTED] tNext step forwarded the email
and will f/u with the client on Monday.

OWNREL CSM Jon -EXT 77964 |OBC to the DLR|Spoke to:(210) 405-4000 service is
closed moving F/U for tomorrow. Next steps confirm transport preformed
confirm and provide dlrshp with transport code and see where the veh
is in process of repair.

OWNREL | CSM Cori - 77957 | IBC FROM DLR:Vehicle was towed down to the DLR
(CSM Kirk approved)DLR advised he is trying to get info on this. CSM
advised Jon has bee in contact with the SM. DLR advised he will go
ahead and move this over to SM and have him contact CSM regarding
this.NEXT STEPS:email CSM

OWNREL | IBC FROM DLR | SPOKE TO | Mike, Servicehe was looking at a VIN that
he felt that he had talked to Kirk about previously and he was left
with the impression that the vehicle was going to be taken to someone
else. He wanted to verify the vehicle but also collect the information
again as it was trashed after the last conversation.CSM | Based on the
notes that are available, I have nothing to support who he was
intending the vehicle to go to beyond this location. As to current
concerns, I could only refer back to the beginning:- breaks were
engaging without him activating them . Smelt brake fluid- Cruise
control would not cancel- Sun roof leaking waterThere is contact notes
that suggest that there had been DLR engagement to try and duplicate,
but I couldnt clearly see which of the three the demo drives pertained
too. I advs that he would have to wait till the owning CSM is in
office to get a better picture of the next steps.Next Step |- Priority
Contact the DLR- Open activities- FU with the CLT

OWNREL CSM Jon -EXT 77964 |OBC to the DLR| Mike S/M 210-341-8841North Park
Lincoln 9207 San Pedro Ave, San Antonio, TX 78216Advised by receptions
the veh is not in and mike is out for lunch the dlrshp has not
received the veh.next step send email to united road.

OWNREL CSM Jon -EXT 77964 |OBC to united [REDACTED] [REDACTED] advised it was
delivered on the 9th .And delivery receipt was sent . Next steps
contact receiving dlrshp.

OWNREL CSM Jon -EXT 77964 |OBC to the DLR| [REDACTED] in sales advised
received and needs to be sent over to service. Advised he will get it
done asap. Next steps contact the client advise received and F/U with

CQIS Report Number: [REDACTED] Program Type: C1
 Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 0066555819MS
 Report Date: 08/22/2022

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

dlrshp top provide \$1015 for the transport cost.

OWNREL dlrshp top provide \$1015 for the transport cost.

OWNREL CSM Jon -EXT 77964 |OBC to the Client| Spoke to: [REDACTED] Left a Vm advised veh is at the dlrshp the 9th and was transported to the sales department. Not service and the dlrshp will drive it over to service today to get processed. And the repair started. Next step contact client tomorrow and dlrshp.

OWNREL CSM Jon -EXT 77964 |OBC to the DLR| Mike S/M 210-341-8841 Advised transported to the dominion location MSPA304001 Chuc ck murphy and Sandra S/M are the best contacts for the veh. The dlrshp had no issues driving the veh to the dominion location.

OWNREL CSM Jon -EXT 77964 |OBC to the DLR| Spoke to: Kim receptionist will be placing a client into a loner tomorrow. Advised not diagnosed yet. Advised I will F/U on Friday. Next step contact client.

OWNREL CSM Jon -EXT 77964 |OBC to the Client| Spoke to: [REDACTED] Client states she is being placed in a rental tomorrow. And that she is in a uhaul so its much cheaper. She will send in the receipts and we will have an update Friday. Advised next step f/u with dlrshp and client Friday.

OWNREL CSM Jon -EXT 77964 |OBC to the DLR| Sandra S/M210) 405-4000 left a Vm with my contact info and F/U information including email and phone number. Wanting to confirm client has been placed in a loner veh dlrshp funded and outcome of diagnosis. Next steps call client.

OWNREL CSM Jon -EXT 77964 |OBC to the Client| Spoke to: [REDACTED] Left a VM advised no contact from dlrshp moving F/U for Thursday. Next step f/u with dlrshp and client Thursday get an update and confirm dlrshp funded rental.

OWNREL CSM Jon -EXT 77964 |OBC to the DLR| Sandra S/M210) 405-4000 advised that S?M is gone for the day advised I will f/u on Monday. Next step contact the dlrshp Monday.

OWNREL CSM Jon -EXT 77964 |OBC to the DLR| Sandra S/M210) 405-4000 Advised that the veh has been gone for 2 weeks now. Advised not able to duplicate the concern. Client still has rental to deal with out of her pocket. Advised I will be contacting the client and discussing the rental. n/s contact the client.

OWNREL CSM Jon -EXT 77964 |OBC to the Client| Spoke to: [REDACTED] Left a VM advised would like to discuss your rental reimbursement. The dlrshp was not able to duplicate the issue. Provided my email and phone number. Next step f.u with client Thursday.

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?:	Ease of Diagnosis:	Level of Assistance:
Comp. Timing:	Base Timing :	MIL light on? :
Test Stand :	Road Test :	8D Number:
Prior Repair Attempts:		Repair Prior to Call: NO
Equipment/Procedure Used	Effective? Equipment/Procedure Used	Effective

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 08/22/2022

----- S E R V I C E A C T I O N S -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 01/30/2022 Warranty Start Date: 02/28/2022
Date of Sale: 02/28/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.0L GTDI TC V6 GAS Tag: BC B3G E9
Bld Dt: Calb: NCTVYXN A
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----
Trans: 10 SPD AUTO 10R60 Part #:
Bld Dt:
Serial #: [REDACTED]

Model: Shift:

----- A D D I T I O N A L -----
Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B ----- BURGUNDY VELVET 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

----- 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 11476 - North Park Lincoln Ph#:
City: San Antonio State : Texas
Country: United States Region : Houston

----- C Q I S V I N H I S T O R Y -----
Date CQIS Report # Prog Type Symp Cat Causal Part Description Dealer Id
10/20/2022 [REDACTED] CRED SR AID/INFO USA 11476
10/21/2022 [REDACTED] NHL SP/ST/RD USA 11476
11/01/2022 [REDACTED] CACVOC SP/ST/RD USA 11476
12/08/2022 [REDACTED] CACVOC SP/ST/RD USA 11476
01/13/2023 [REDACTED] CACVOC DRV PERF USA 11476

--- 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 04492 05/31/23 224703 13001 1 42 LC5 [REDACTED] AF [REDACTED]
USA 11430 04/16/24 607794 31397 1 82 KU2 [REDACTED] A [REDACTED]

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 0066555819MS
Report Date: 08/22/2022

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
USA 11430	04/16/24	607794	31397	1	82	X	[REDACTED]	Q1SP	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	LC5	[REDACTED]	EA	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	LC5	[REDACTED]	MA	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	LC5	[REDACTED]	NA	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82	7T4	[REDACTED]	A	[REDACTED]
USA 11430	04/16/24	607794	31397	1	82		[REDACTED]		[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/05/2020

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 890 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 27 8 68 DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
CHARGING SYSTEM STAYS ON

Additional Symptom: charging system warning
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 03/05/2020 03:57PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Web Form Data(117131439) Description of Vehicle Concern: customer
states charging system fault is displayed ipc, service writer verified
Please list any diagnostics already performed: fdrs diag.retrieved
code b11db-08, in bcm followed pinpoint test f, checked connectors at
battery and bcm, tightened grounds at front fenders, found some
connectors snug but not real tight, cleared code b11db, road tested, code
did not come back, checked connector at battery monitor sensor, seemed
ok Parts Replaced: none Your Question: any known related problems to
this, another tech. has alternator ordered for a different
aviator. backed ordered, could battery moni, tor sensor be bad, thankfull
for any help
RECOMM 03/05/2020 03:57PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Hello Tim, Reviewing the description of the Battery Monitoring Module
message failure this DTC will set when the BCM received data it does
not like over the LIN circuit. This could be caused by a sensor, power
or a LIN circuit fault. It is not suspected that the alternator fault
is present as the LIN circuit is not shared with the Alternator. The
Lincoln Team is not aware of a common fix for this DTC. If you have
already inspected C145 and C1147 in addition to C1689, C1100C and
C2280F for proper pin fit or pins that may be pushing out, knowing the
DTC will not return, one can try wiggle testing the harness to see if
a fault can be induced. If not the battery monitoring sensor itself
could be faulted. The sensor can be replaced if there are no circuit
fault detected.
ADD-ON 03/05/2020 03:57PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
B11DB:08 Battery Monitoring Module A: Bus Signal/Message Failures This
DTC sets if the BCM receives corrupted data from the battery
monitoring sensor over the LIN.
AUDIT 03/05/2020 08:32PM
SYNC: Gen3 V4 MODEM: 4G SYNC Connect (Lincoln Way App)

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/05/2020

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
BCM#B11DB:08-08#C0072:97-8F,B15E2:97-08
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 11/24/2019 Warranty Start Date: 01/15/2020
Date of Sale: 01/15/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS - - - E N G I N E - - - Tag: BC A3G D5
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

Trans: 10 SPD AUTO 10R60 - - - T R A N S M I S S I O N - - - Part #:
Bld Dt:
Serial #: [REDACTED]

Model: [REDACTED] Shft:

- - - A D D I T I O N A L - - -
Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B ----- BURGUNDY VELVET 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 : TIM SPRADLING Title: TECHNICIAN
Phone :
Rpr Dlr:USA 10301 - Dave Sinclair Lincoln Ph#:314-729-2700
City: St Louis State : Missouri
Country: United States Region : Kansas City

Claim #/Date : [REDACTED] 03/05/2020

Specialist's
Name : JOHNATH WILKIN PHANEUF

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/05/2020

----- C Q I S V I N H I S T O R Y -----
Date CQIS Prog Symp Cat Causal Part Description Dealer Id
12/10/2020 Report # Type AID/INFO USA 10301
03/03/2021 [REDACTED] CACVOC AID/INFO USA 10301

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/04/2021

----- R E P O R T S U M M A R Y -----

VEHICLE: 2021 CORSAIR,AWD,RESERVE, CUV VIN: [REDACTED]
Engine : 2.3L 4V TIVCT DI TC 270 HP GAS Odometer: 12 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 27 Q 68 DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGs/CHIME
SERVICE ENGINE SOON(ENG IMAGE) STAYS ON

Additional Symptom: CEL on

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 03/04/2021 07:03PM CLEOPHAS BROWN MSS - FCSD - TECH ASSIT CENTER
Web Form Data(117904838) Description of Vehicle Concern: This is a
test Contact for Vehicle Off Road. Jethro is saying Hello from the
Lincoln Technical Assistance Center. Please list any diagnostics
already performed: No diagnostics. Nothing is broken Parts Replaced:
none Your Question: Does this function work?
RECOMM 03/04/2021 07:03PM CLEOPHAS BROWN MSS - FCSD - TECH ASSIT CENTER
Thank you.
CONCER 03/05/2021 10:04AM CLEOPHAS BROWN MSS - FCSD - TECH ASSIT CENTER
Outbound call made to Lundgren Motor to clarify source of contact. It
was determined that the contact was an old test contact set up by a
member of the Technical Assistance Center for a document.
RECOMM 03/05/2021 10:04AM CLEOPHAS BROWN MSS - FCSD - TECH ASSIT CENTER
It was determined that this contact was a test contact. No further
response required.

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 12/10/2020 Warranty Start Date: 05/28/2021

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/04/2021
 Date of Sale: 05/28/2021 Selling Dlr (Geo/Mkt,Dlr,Sub): USA 09304
 Dealer Special Order: Gross Vehicle Weight: 494 LBS
 LH/RH Drive:

Engine: 2.3L 4V TIVCT DI TC 270 HP GAS Tag: KJ 7E SA
 Bld Dt: Calb: MCTFN3N A
 Serial #: [REDACTED]

Trans: 8 SPEED AUTO 8F40 Part #: [REDACTED]
 Bld Dt: [REDACTED]
 Serial #: [REDACTED]

Model: [REDACTED] Shift:

Tire : 245/45R20 99V A/S BSW Brand : [REDACTED]
 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 : THE ROB Title: TECHNICIAN
 Phone : [REDACTED]

Rpr Dlr: USA 09304 - Lundgren Motors, Inc. Ph#: 218-744-4821
 City: Eveleth State : Minnesota
 Country: United States Region : Twin Cities

Claim #/Date : 0 02/02/2021

Specialist's
 Name : CLEOPHAS BROWN

----- 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
09/29/2021	[REDACTED]	NHL	AID/INFO			USA 09304
04/27/2023	[REDACTED]	CREDSR	AID/INFO			USA 09304

--- 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 Operation
USA 09304	12/01/23	165795	40882	1	LJ7	[REDACTED]	[REDACTED]
USA 09304	01/10/24	166491	42455	1	04	[REDACTED]	[REDACTED]
USA 09304	04/16/24	168299	46416	1	42	[REDACTED]	[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/04/2021

----- 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 09304	04/16/24	168299	46416	1	42				[REDACTED]
USA 09304	04/16/24	168299	46416	1	42				
USA 09304	04/29/24	168516	46894	1	42	LX6	9034	JE	
USA 09304	04/29/24	168516	46894	1	42				
USA 09304	04/29/24	168516	46894	1	42				
USA 09304	04/29/24	168516	46894	1	42				
USA 09304	04/29/24	168516	46894	1	42				

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/06/2024

----- R E P O R T S U M M A R Y -----

VEHICLE: 2022 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 18,450 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 21 1 38 DRIVER AIDES & INFORMATION SYNC/DIGITAL EXPERIENCE
INFORMATION/DISPLAY INOPERATIVE
Additional Symptom: Intermittent screen concerns
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
CONCER 05/06/2024 02:37PM BRYAN PEREZ(FSE) MSS - FCSD - PHOENIX REGION
Web Form Data(120457508) Description of Vehicle Concern: CUSTOMER
STATES THAT WHEN IN REVERSE OR OTHERWISE USING THE 360 CAMERA FEATURE
THAT THE SCREEN SEEMS TO GLITCH AND SCROLL. TESTED SYSTEM MULTIPLE
TIMES AND AM UNABLE TO DUPLICATE OR FIND ANY REAL NOTICEABLE SCREEN
CONCERNS. Please list any diagnostics already performed: LOOKED FOR
CODES (NONE FOR SYNC SYSTEM), LOOKED FOR RELEVANT TSB S (NONE
APPLICABLE/PREVIOUSLY COMPLETED), PERFORMED TOUCHSCREEN GUIDED ROUTINE
(PASSED) Parts Replaced: RECALL 23S23, IPMB, APIM (RELATED TO TSB
23-2307 FREEZING, LOSS OF NAVIGATION/RADIO CONTROL) Do you have a
module programming concern? No Your Question: IS THERE ANYTHING THAT
CAN AFFECT SCREEN QUALITY THAT I VE MISSED? ALREADY WIGGLE TESTED LVDS
CABLE AT BOTH MODULES DURING GUIDED ROUTINE WITH NO ISSUES AND HAVE
REPLACED MOST PARTS INVOLVED WITH SYSTEM.
RECOMM 05/06/2024 02:37PM BRYAN PEREZ(FSE) MSS - FCSD - PHOENIX REGION
James, there are no known concerns that match the description
provided. There is an OTA that is coming to address an Apple CarPlay
issue where the screen freezes when in reverse but that doesn't seem
to fit this concern, however you may want to verify if the customer is
using Apple CarPlay and maybe that is why you are having trouble
duplicating it. Continue attempting to duplicate the concern, if
unable to duplicate it may have something to do with the phone or
other devices that the customer is using that could be interfering or
causing the concern. . - Thanks Bryan Phx FSE T02
AUDIT 05/06/2024 08:31PM
SYNC: GEN3 MODEM: 4G
SYNC: GEN3 MODEM: 4G
CONCER 06/05/2024 06:56PM J-KABAT2
Dealership changed the status changed from Diagnostics/Repair
Suggested to Customer Took Vehicle
CONCER 06/05/2024 06:57PM J-KABAT2
Dealership changed the status changed from Customer Took Vehicle to
Fix Verified, NPF Dealership selected No Reply Required when
submitting these comments.

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/06/2024

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 06/25/2022 Warranty Start Date: 09/28/2022
Date of Sale: 09/28/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS Tag: BC D3G E5
Bld Dt: Calb: NCTVYXN A
Serial #: [REDACTED]

Trans: 10 SPD AUTO 10R60 Part #: [REDACTED]
Bld Dt:
Serial #: [REDACTED]

Model: [REDACTED] Shft:

Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
Paint : PN4-???????????????????? STONE BLUE/FLIGHT 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 : JAMES KABAT Title: TECHNICIAN
Phone :
JAMES KABAT
Rpr Dlr:USA 11896 - Fiesta Lincoln Ph#:480-813-4900
City: Mesa State : Arizona
Country: United States Region : Phoenix

Claim #/Date : [REDACTED] 05/01/2024

Specialist's
Name : BRYAN PEREZ (FSE)

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/06/2024

----- 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
07/13/2023	[REDACTED]	NHL	AID/INFO		USA 11896

--- 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 11896	08/24/23	247870	11776	1					
USA 11896	08/24/23	247870	11776	2	82				
USA 11896	08/24/23	247870	11776	3	04				
USA 11896	11/16/23	249481	14352	1	82				
USA 11896	11/16/23	249481	14352	2	42	JL7		F	
USA 11896	11/16/23	249481	14352	2	42	3M5		A	
USA 11896	11/16/23	249481	14352	3	82				
USA 11896	11/16/23	249481	14352	4	04				
USA 11896	11/16/23	249481	14352	5	82				
USA 11896	02/02/24	250868	16583	1	82				
USA 11896	02/02/24	250868	16583	2	42				
USA 11896	02/02/24	250868	16583	2	42				
USA 11896	02/02/24	250868	16583	2	42				
USA 11896	02/02/24	250868	16583	2	42				
USA 11896	03/20/24	251766	17710	1	82				
USA 11896	03/20/24	251766	17710	2	82				
USA 11896	03/20/24	251766	17710	3	42	LC5		N	
USA 11896	03/20/24	251766	17710	3	42				
USA 11896	05/01/24	252507	18450	1	82				
USA 11896	06/17/24	253266	19703	1	04				
USA 11896	06/17/24	253266	19703	2	82				

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/08/2021

----- R E P O R T S U M M A R Y -----

VEHICLE: 2021 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 1,896 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 5 59 3 39 DRIVING PERFORMANCE UNINTENDED ACCELERATION
CRUISE/ STEADY SPEED INTERMITTENT
Additional Symptom: Unintended accel cruise contro
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 07/08/2021 11:28AM BKARBUM1
Web Form Data(118248993) Description of Vehicle Concern: customer states that intermittently when he sets the cruise at 55-60mph it will accelerate to 90mph Please list any diagnostics already performed: road test, ok. run self test, no memory pertain to speed control. Parts Replaced: no parts Your Question: I know it has adaptive cruise control, so does the customer, but it should not accel to 90mph. any known concerns for this complaint? thank you, mike
RECOMM 07/08/2021 11:28AM BKARBUM1
Michael, In previous cases of unintended acceleration while adaptive cruise is active, it has been found the most common cause is a sticking or false input from the speed increase button causing the set speed to be higher than desired. It is recommended to setup the FDRS to record the SCCM cruise control switch PIDs and then drive the vehicle to duplicate the concern. If the concern occurs make a recording of the event and determine if there is an input to increase the set cruise speed. If an input is found in the SCCM to input the cruise speed, then diagnose the the switch, circuits or SCCM as the cause of the fault. If a switch input is confirmed, pin point test A in section 419-03B can be used as this will lead through testing of the steering wheel switches and circuits. Brandon K. Lincoln Escalated Support

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing: MIL light on?:
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/08/2021

----- S E R V I C E A C T I O N S -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 12/07/2020 Warranty Start Date: 05/17/2021
Date of Sale: 05/17/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 01587
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS - - - E N G I N E - - - Tag: BC B3G F6
Bld Dt: Calb: MCTVYXN A
Serial #: [REDACTED]

Trans: 10 SPD AUTO 10R60 - - - T R A N S M I S S I O N - - - Part #:
Bld Dt:
Serial #: [REDACTED]

Model: [REDACTED] Shift:

- - - A D D I T I O N A L - - -
Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
Paint : PN4-?????????????????????----- INFNTE BLUE TC/OCEAN DRV BLU

----- A F T E R M A R K E T M O D I F I C A T I O N S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : MICHAEL BLAKE Title: SHOP FOREMAN
Phone :

Rpr Dlr:USA 00041 - MICHAEL BLAKE Ph#:219-879-5381
City: Michigan City State : Indiana
Country: United States Region : Chicago

Claim #/Date : [REDACTED] 07/07/2021

Specialist's
Name : BKARBUM1 -????????????????????

----- 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

Page: 03

CQIS DETAIL REPORT

08/01/24 11:00:25

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/08/2021

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/10/2021

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 AVIATOR, SIGNA W/D, 4 DOOR, MPV VIN: [REDACTED]
Engine: 3.0L GTDI TC V6 GAS Odometer: 4,555 MILES
Operating Environ: WCC
Vehicle Use: Rsp. Act:

SYMPTOM: 2 22 2 32 DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE GAINS SPEED

Additional Symptom: Cruise speed fluxuates
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 09/10/2021 02:15PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Web Form Data(118387219) Description of Vehicle Concern: when you set
cruise control driving down the road at 69 mph and engage it, the
screen in the hud says your speed set at 69 and the green cruise
indicator is illuminated with the 69 in that spot and beside it is the
speed limit of the road, while driving the 69 spot will go blank then
as you slow down to exit highway and speed falls below a certain mph
the cruise disengages when you get back on the highway and hit the
resume button the vehicle will display 75 mph and accelerate to that
speed, if you reset the cruise to 69 and continue to drive the vehicle
will hold 69 mph then the display will go blank in that spot then it
will come back on at 75 mph and continue to accelerate up to that
speed or faster it does this with out any inputs to the cruise control
the cruise seems to work after it is set then for no reason it will
display a different speed and speed up to that speed. also the
customer has stated the cruise will not do the intelligent cruise
reading the speed limit and going to that speed, the window sticker is
not clear as if this vehicle is equipped with this option, only states
equipment group 202a, Please list any diagnostics already performed:
fdrs test no real codes in the system other than some communication
codes and rfa codes Parts Replaced: none Your Question: i have
verified the vehicle will change speed and speed up for no reason i
just have no idea why ?was instructed to contact hot line since this
is an unusual problem and find out what direction to take in this
RECOMM 09/10/2021 02:15PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
John, When referencing the vehicle build information, this vehicle is
equipped with sign recondition(HLQAB SPEED SIGN RECOGNITION). With the
sign recondition function being inoperative, the speed disappearing
from the HUD once the speed control is enabled and along with the
speed changing one resume is depressed it is suspected the IPMA is not
calculating the information being sent to by the CCM correctly. Please
perform loaded voltage drop testing to the IPMA then proceed with
replacing the IPMA. Rob G. Lincoln Escalated Support
ADD-ON 09/10/2021 02:15PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/10/2021

----- C O M M E N T S -----

--TYPE--	-----	COMMENT	TEXT	-----
	No related GCCT cases			
	No related GCCT cases			

----- 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?	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

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----- VEHICLE DETAILS -----

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Vehicle Build Date:	01/04/2020	Warranty Start Date:	01/20/2020
Date of Sale:	01/20/2020	Selling Dlr(Geo/Mkt,Dlr,Sub):	
Dealer Special Order:		Gross Vehicle Weight:	653 LBS
LH/RH Drive:			

- - - E N G I N E - - -

Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G C6
Bld Dt: Calb: LCTVYXN A
Serial #:

- - - T R A N S M I S S I O N - - -

Trans: 10 SPD AUTO 10R60 Part #:
Bld Dt:
Serial #:

Model: Shift:

- - - A D D I T I O N A L - - -

```
Tire      : 275/40R22 107W TIRE                      Brand      :
Radio     :                                           A/C       : AC T-????????????????????
Paint     : PN4-?????????????????????????????????-- BLUE 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 : JOHN EASTERLIN Title: TECHNICIAN
Phone :
JOHN EASTERLIN
Rpr Dlr:USA 00089 - Koons Ford Lincoln of Annapoli Ph#:410-266-3087
City: Annapolis State : Maryland

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/10/2021

Country: United States Region : Washington

Claim #/Date : [REDACTED] 09/07/2021

Specialist's
Name : ROBERT GARY

----- 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 00089	11/15/23	507010	12646	1	82	KU2	[REDACTED]	A	[REDACTED]
USA 00089	11/15/23	507010	12646	1	82	X	[REDACTED]	BSP	[REDACTED]
USA 00089	11/15/23	507010	12646	1	82		[REDACTED]	F	[REDACTED]
USA 00089	05/09/24	514394	14142	1		JL7	[REDACTED]	A	[REDACTED]
USA 00089	05/09/24	514394	14142	1		3M5	[REDACTED]		[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/31/2021

----- R E P O R T S U M M A R Y -----

VEHICLE: 2021 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 370 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 22 2 32 DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE GAINS SPEED

Additional Symptom: Cruise changes speed
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 03/31/2021 05:42PM CLEOPHAS BROWN MSS - FCSD - TECH ASSIT CENTER
Web Form Data(118029839) Description of Vehicle Concern: customer
states they turn on to county 75 and the vehicle sped up to 75 mph
then read county rd 35 and it slowed down to 35 Please list any
diagnostics already performed: fdrs test no codes Parts Replaced: none
Your Question: are they having problems with intelligent cruise please
help??????
RECOMM 03/31/2021 05:42PM CLEOPHAS BROWN MSS - FCSD - TECH ASSIT CENTER
Steve, The information provided appears to indicate that the
Intelligent Cruise Control may be operating to intent. Under normal
operation per Section 419-03B of the Online Workshop Manual >
Description and Operation - System Operation and Component Description
- Intelligent ACC with traffic sign recognition uses the CCM radar and
IPMA camera sensors in conjunction with each other and has a number of
speed warning levels that can be programmed. When this mode is
selected, a bracket appears around the set speed and the detected
speed limit sign in the information display. The system is designed to
set the vehicle speed to the speed limit detected by the speed sign
recognition system before the vehicle passes the speed limit sign.
Refer to the Owners Manual for additional information. To proceed, we
recommend that you road test the vehicle and confirm proper operation
of the Intelligent Adaptive Cruise Control System, and advise the
Customer of system operation. Address any discrepancies as identified.

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/31/2021

----- 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: 02/25/2021 Warranty Start Date: 03/19/2021
Date of Sale: 03/19/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS - - - E N G I N E - - - Tag: BC B3G F6
Bld Dt: Calb: MCTVYXN A
Serial #:

Trans: 10 SPD AUTO 10R60 - - - T R A N S M I S S I O N - - -
Bld Dt: Part #:
Serial #:

Model: Shift:

- - - A D D I T I O N A L - - -
Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????????????
Paint : PN4-?? ICD MOCHA PC

----- A F T E R M A R K E T M O D I F I C A T I O N S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : STEVE ANDERSON Title: TECHNICIAN
Phone :

STEVE ANDERSON
Rpr Dlr:USA 09517 - Juettner Motors, Inc. Ph#:320-763-3126
City: Alexandria State : Minnesota
Country: United States Region : Twin Cities

Claim #/Date : [REDACTED] 03/31/2021

Specialist's
Name : CLEOPHAS BROWN

----- C Q I S V I N H I S T O R Y -----
Date CQIS Prog Symp Cat Causal Part Description Dealer Id
05/29/2024 Report # Type AID/INFO USA 09517

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---
SURVEY HAS NOT BEEN SENT

CQIS Report Number: M35K0010 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/31/2021

----- 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 09517	05/29/24	082217	19611	1		JL7		F	
USA 09517	05/29/24	082217	19611	1		3M5		A	
USA 09517	05/29/24	082217	19611	2					
USA 09517	05/29/24	082217	19611	3	42	LC5		G	
USA 09517	05/29/24	082217	19611	3	42				
USA 09517	05/29/24	082217	19611	4	42				

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIST CENTER Report Date: 05/29/2024

----- R E P O R T S U M M A R Y -----

VEHICLE: 2021 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 19,611 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 24 2 38 DRIVER AIDES & INFORMATION PARK ASSIST
PERFORMANCE INOPERATIVE

Additional Symptom: IPMB wont update U3000
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
CONCER 05/29/2024 10:39PM MARIT PETERSEN(FSE) MSS - FCSD - MIDWEST REGION
Web Form Data(120489217) Description of Vehicle Concern: ipmb will not
update with fdrs Be sure to review these important module programming
steps, and provide feedback below as necessary:
 -Verify that any
replacement part installed is correct using the ECAT catalog. Provide
the full part number.
 -Verify scan tool is up to date, is at the
latest level and programming is completed using a VCM3 or VCMM (try a
second scan tool if necessary)
 -Verify that the vehicle is
identified correctly in the scan tool
 -No aftermarket electronic
components installed
 -Battery passes a test using approved
Rotunda tooling and is fully charged
 -Battery is maintained at
12.6-13.6 volts
 -Battery State of Charge (SOC) is at or greater
than 75%. Use scan tool to monitor BCM BATT_SOC% PID ipmb will not
update with fdrs Please list any diagnostics already performed: update
Parts Replaced: rear camera Do you have a module programming concern?
Yes Your Question: it failed 3 times and i cancelled it twice
RECOMM 05/29/2024 10:39PM MARIT PETERSEN(FSE) MSS - FCSD - MIDWEST REGION
Stacey, The three attempts to program the IPMB all note that the
battery voltage was low (below 70%). Resolve the battery voltage
concern and reattempt the programming. Marit - FSE
ADD-ON 05/29/2024 10:39PM MARIT PETERSEN(FSE) MSS - FCSD - MIDWEST REGION
Battery SOC at 63% during attempt
AUDIT 05/30/2024 08:32PM
SYNC: GEN3 MODEM: 4G
AUDIT 05/30/2024 08:32PM
SYNC: GEN3 MODEM: 4G

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/29/2024

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: 02/25/2021 Warranty Start Date: 03/19/2021
Date of Sale: 03/19/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS - - - E N G I N E - - - Tag: BC B3G F6
Bld Dt: Calb: MCTVYXN A
Serial #: [REDACTED]

Trans: 10 SPD AUTO 10R60 - - - T R A N S M I S S I O N - - - Part #:
Bld Dt:
Serial #:

Model: [REDACTED] Shift:
Model: [REDACTED]

----- A D D I T I O N A L -----
Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
Paint : PN4-????????????????????? ICED MOCHA PC

----- 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 : STACEY BEYER Title: DIAGNOSTIC SPECIALIST
Phone :

Rpr Dlr:USA 09517 - Juettner Motors, Inc. Ph#:320-763-3126
City: Alexandria State : Minnesota
Country: United States Region : Twin Cities

Claim #/Date : [REDACTED] 05/29/2024

Specialist's
Name : MARIT PETERSEN (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
03/31/2021	[REDACTED]	NHL	AID/INFO			USA 09517

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/29/2024

--- 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 09517	05/29/24	082217	19611	1		JL7	[REDACTED]	F	[REDACTED]
USA 09517	05/29/24	082217	19611	1		3M5	[REDACTED]	A	[REDACTED]
USA 09517	05/29/24	082217	19611	2			[REDACTED]		[REDACTED]
USA 09517	05/29/24	082217	19611	3	42	LC5	[REDACTED]	G	[REDACTED]
USA 09517	05/29/24	082217	19611	3	42		[REDACTED]		[REDACTED]
USA 09517	05/29/24	082217	19611	4	42		[REDACTED]		[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/09/2021

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 AVIATOR,PHEVAWD,4 DOOR ,MPV VIN:[REDACTED]
Engine : 3.0L NANO D4 G GTDI CD6R PHEV Odometer: 12,432 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 27 Q 68 DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
SERVICE ENGINE SOON(ENG IMAGE) STAYS ON

Additional Symptom: CEL on

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 09/09/2021 01:06PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Web Form Data(118385281) Description of Vehicle Concern: PLEASE CHECK
AND ADVISE GUEST JUST PURCHASED THIS VEHICLE OVER LABOR DAY WEEKENDAND
VEHICLE HAS A CHECK ENGINE LIGHT GUEST STATES CHECK ENGINE LIGHT TAKES
THE PLACE OF THR HYBRAID CHARGE BATTERY WHEN IT RUNS OUT OF HYBIRD
CHARGE Please list any diagnostics already performed: KOEO PULLED
CODES CLEARED CODES ONLY 3 CODES CAME BACK U0100 U0111 BOTH ACCM MODULE
AND U0100 ACM MODLE CHECKED FOR TSB SSM FSA NONE APPLY CHARGED HYBIRD
BATTERY OVER NIGHT DROVE VEHICLE OVER 20 MILES HYBIRD BATTERY WENT
FROM 100% TO 0% AND STARTED TO RUN OFF THE ENGINE CHECKED FOR CODES
ONLY SAME CODES CAME BACK Parts Replaced: NONE Your Question: DO YOU
HAVE ANY SUGGESTION WHAT TO CHECK NEXT
RECOMM 09/09/2021 01:06PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Hello Robert, If you are able to duplicate the Check Engine Light and
are performing an On-Demand self-test of the PCM, BCM, SOBDMC, BECM,
DC/DC, BCMC to see if there are any addiotnal DTCs set. If there are
not, the fault can be duplicated while monitoring the live network
test for HS1 to see if there is an instance of the BECM going off
line. If the BECM is dropping of the network, PPT AV can be followed
to test power, ground and communication to the module before it is
replaced. -John Lincoln Technical Assistance
ADD-ON 09/09/2021 01:06PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
ACCM: U0100 lost com with PCM U0111 - Lost Communication With
Battery Energy Control Module A:No Sub Type Information ACM: u0111 -
Lost Communication With Battery Energy Control Module A:No Sub Type
Information
AUDIT 09/09/2021 08:33PM
SYNC: Gen3 V4 MODEM: 4G SYNC Connect (Lincoln Way App)

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/09/2021

Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
ACCM#U0100:00-0A,U0111:00-0A
ACM#U0100:00-0B#C1001:97-28,U0415:86-28
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 12/04/2019 Warranty Start Date: 01/25/2020
Date of Sale: 01/25/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 715 LBS
LH/RH Drive:

Engine: 3.0L NANO D4 G GTDI CD6R PHEV Tag: BD A3P D8
Bld Dt: Calb: LCTVBQN A
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----
Trans: HYB TRNAXLE A10R80 Part #:
Bld Dt:
Serial #: [REDACTED]

Model: Shift:
----- A D D I T I O N A L -----
Tire : 275/45 R21 A/S TYRE Brand :
Radio : A/C : AC T-????????????????????
Paint : PN4-????????????????????? CERAMIC PEARL

----- 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 : ROBERT MASTERSON Title: TECHNICIAN
Phone :

ROBERT MASTERSON
Rpr Dlr:USA 07742 - Big Valley Ford Lincoln Ph#:209-956-5244
City: Stockton State : California
Country: United States Region : San Francisco

Claim #/Date : [REDACTED] 09/07/2021

Specialist's
Name : JOHNATH WILKIN PHANEUF

----- C Q I S V I N H I S T O R Y -----

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/09/2021

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
10/16/2020	[REDACTED]	NHL	AID/INFO		USA 05471
12/22/2020	[REDACTED]	CACVOC	DRV PERF		USA 05471
02/04/2020	[REDACTED]	NHL	ST/RN/MV		USA 05471
03/12/2020	[REDACTED]	NHL	SAFE/SEC		USA 05471
01/20/2021	[REDACTED]	NHL	AID/INFO	TECH COMMENTS	USA 05471
01/27/2021	[REDACTED]	CREDSR	ST/RN/MV	CABLE ASY TRNS SHIFT	USA 09268
04/15/2024	[REDACTED]	NHL	AID/INFO		USA 07742

--- 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 07742	08/10/23	23449	36583	1					
USA 07742	08/10/23	23449	36583	2	82	FT4		CA	
USA 07742	08/10/23	23449	36583	2	82	X		QSP	
USA 07742	08/10/23	23449	36583	2	82				
USA 07742	03/15/24	39898	42192	1		JL7		F	
USA 07742	03/15/24	39898	42192	1		3M5		A	
USA 07742	04/09/24	41754	43129	1	42	LC5		B	
USA 07742	04/09/24	41754	43129	1	42	LC5		AB	
USA 07742	04/09/24	41754	43129	1	42				
USA 07742	04/09/24	41754	43129	1	42				
USA 07742	04/09/24	41754	43129	1	42				
USA 07742	06/05/24	46446	44369	1	82	FT4		CA	
USA 07742	06/05/24	46446	44369	1	82	X		DSP	
USA 07742	06/05/24	46446	44369	1	82				

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 11/26/2021

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 CORSAIR,AWD,RESERVE,CUV VIN: [REDACTED]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 9,495 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 3 38 6 00 FIT/FINISH/BODY NOISE
ROOF/ROOF OPENING 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 CSM Jonathan 77991 reviewing caseCase Number : [REDACTED] Cus
stomer : [REDACTED] Business Phone : Home Phone :
[REDACTED] Mobile Phone : LTV Score : 99Vehicle Purchase Status :
Subsequent OwnerFord Credit Contract Number : Part Number : Dealer
Name : Lincoln of WayneDealer P&A : 11234Dealer phone : 9736969700VIN
: [REDACTED] Year : 2020Make : LINCOLNModel : CORSAIRMileage :
9495Engine Specification : Transmission Specification : Warranty Start
Date : 2020-08-26Open Recall/FSA: : ESP : Hotline Contact : Warranty
History : DLR SAYS:RATTLE NOISE COMING FROM PANORAMIC SUNROOFCRC
ADVISED:After dlr first 10 days, we will assist with rental starting
on 11/26 until 12/14 up to \$45 a day, can re evaluate if needed.NEXT
STEPS:check veh status with dlr

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 11/20/2019 Warranty Start Date: 08/26/2020
Date of Sale: 08/26/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 11234
Dealer Special Order: Gross Vehicle Weight: 486 LBS
LH/RH Drive:

CQIS Report Number: [REDACTED] Program Type: C1
 Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 0062645935MS
 Report Date: 11/26/2021

Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: LJ
 Bld Dt: Calb: LCTFR9N A
 Serial #: [REDACTED]

6E FA

Trans: 8 SPEED AUTO 8F35 Part #: [REDACTED]
 Bld Dt: [REDACTED]
 Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]

Tire : 225/55 R19 99V A/S BSW Brand : [REDACTED]
 Radio : A/C : AC G-????????????????????
 Paint : PN4-???????????????????? STONE BLUE/FLIGHT 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 -----
 Rpr Dlr:USA 11234 - Lincoln of Wayne Ph#:973-696-9710
 City: Wayne State : New Jersey
 Country: United States Region : New York

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
01/13/2023	[REDACTED]	CACVOC	AID/INFO			USA 11234
03/18/2023	[REDACTED]	NHL	AID/INFO			USA 11234

--- S U P P L E M E N T A L S U R V E Y : NONE ---

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 11234	12/08/23	030982	31465	1	04				
USA 11234	12/08/23	030982	31465	1	04				
USA 11234	12/08/23	030982	31465	1	04				
USA 11234	12/08/23	030982	31465	2	82				
USA 11234	01/03/24	031820	32080	1	42	GD9		B	
USA 11234	01/03/24	031820	32080	1	42	GD9		B	
USA 11234	01/03/24	031820	32080	1	42				
USA 11234	01/03/24	031820	32080	2	82				
USA 11234	02/16/24	033514	33693	1		LJ7		K	
USA 11234	02/16/24	033514	33693	1					
USA 11234	02/16/24	033514	33693	2	42	LX6		SH	
USA 11234	02/16/24	033514	33693	2	42				
USA 11234	02/16/24	033514	33693	2	42				
USA 11234	02/16/24	033514	33693	3	04				

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 04/23/2024

----- R E P O R T S U M M A R Y -----

VEHICLE: 2022 NAVIGATOR 4X4, RESERVE, MPV VIN: [REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 21,293 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 22 2 32 DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE GAINS SPEED

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

AUDIT 05/07/2024 08:30PM
ODOMETER 0019223 M CHANGED TO 0019250 M BY ORCAC
AUDIT 05/17/2024 08:30PM
ODOMETER 0019250 M CHANGED TO 0020053 M BY ORCAC
AUDIT 06/20/2024 08:30PM
ODOMETER 0020053 M CHANGED TO 0021293 M BY ORCAC
OWNREL CLT says Mr. [REDACTED] and calling in reference with vehicle . CLT says has shown had multiple repair attempts and per manufacturer another repair attempt is needed. CLT says-[REDACTED] CLT says returning for steering and charge components installed but continues to have issue with adaptive cruise controlRTL says per CLT: n/aCSM adv: apologized for issues and understands concern. CSM adv will monitor repair to ensure that all concerns have been addressed. CSM adv will send contact email and f/u with RTL and CLT for updates. CLT understood. CSM offered to further assist. CLT declined. CSM thanked CLTNext Steps: send contact email and f/u with RTL and CLT by 4/24CSM notes -TSB 23-2040
OWNREL OBE to CLT@ [REDACTED] MCSM advThank you for contacting Lincoln. My name is Adonnica and I am your Client Service Manager. The purpose of my email today is to provide you with my contact information. Please be advised I am available Monday -Friday from 8:00 AM-4:30 PM EST. Your case number is [REDACTED]. Ill follow up with you by 4/24 to confirm your vehicle is in for service. If you have any concerns or questions before that time, do not hesitate to contact me via phone or by responding to this email. If I am unavailable, please leave me a message and I will contact you as soon as possible. I hope you have a wonderful day and thank you for being a part of the Lincoln family. Warmest regards,Next steps: f/u with RTL and CLT by 4/24
OWNREL IBE from CLT@ [REDACTED] CLT saysHello I dropped the car off at Empire LincolnService advisor Robert Ciaccio 631 923-2145 x2114I also spoke to the service manager He indicated that if there are no service codes - nothing to repair He was not happy to get another dealerships problem. Did not care about old loaner cars.In additions The loaner was a POS (Not point of sales) .I do not understand how the dealer can

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 0081076522MS
Report Date: 04/23/2024

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
provide a 2018 car. (second time this happened this dealership)I paid
provide a 2018 car. (second time this happened this dealership)I paid
a lot for this car and expected superior service and a late model
loaner.not a car from the used car lot.This is not acceptable - Is
this the standard that Lincoln sets for its dealerships.I really would
like to know.ThanksNext steps:f/u with RTL and CLT
OWNREL IBE from [REDACTED] CLT saysHello I dropped the car off at
Empire Lincoln, again.Service advisor Robert Ciaccio 631 923-2145
x2114I also spoke to the service manager He indicated that if there
are no service codes - nothing to repair He was not happy to get
another dealerships problem. Did not care about old loaner cars. I
should just be happy to get a loaner car We have very different
opinions about loners, repairs. what defines a defect or a problem.
This service will not end wellIn additions The loaner was a POS (Not
point of sales) .I do not understand how the dealer can provide a 2018
car. (second time this happened this dealership)I paid a lot for this
car and expected superior service and a late model loaner.not a car
from the used car lot. Basically I see this as a FU. They figured out
a way to make money off the allowance that Lincoln provides for loaner
cars at the expense of the customer experience.This is not acceptable
- Is this the standard that Lincoln sets for its dealerships.I really
would like to know - why. [REDACTED] CPA
PCNassau Shores Professional Building5254 Merrick RoadMassapequa, NY
11758Next steps:f/u with RTL and CLT
OWNREL OBE to CLT@ [REDACTED] CSM advI hope this email finds you well. I
received your message and wanted to follow up with you.You have
clarified your expectations; we have you in comparable alternative
transportation for this concern. The retailers can only provide what
vehicles they have in their fleet for service. This service is based
on the retailers availability at your service time. If other clients
have their newer models then you can wait for them to become
available.I want to take into account everything that impacts you and
focus on the priority of ensuring your vehicles repair. Ill reach out
to the retailer to verify your concerns. Ill follow up with you by
4/25.Thank you and enjoy your dayNext steps:f/u with RTL and CLT by
4/25
OWNREL OBC to RTL@631 923-2145 x2114Spoke to Robert CSM adv checking for
repair status.RTL says ordered parts and new concerns has not been
verified. RTL says has some concerns with previous RTL and assisted
CLT month previously. RTL says hasnt had a chance to look at vehicle.
CSM understood and adv will f/u with RTL by 4/26. Next steps:f/u with
RTL and CLT by 4/26
OWNREL OBC to [REDACTED] ext 2114Spoke to: LVM for Rob CiaccioCSM adv
checking for repair status. CSM provided CLT and contact information
for RTL f/u. CSM thanked RTLNext Steps:awaiting RTL f/u for CLT f/u
OWNREL OBC to RTL@(631) 565-7719Spoke to: lady in serviceCSM adv checking for
repair statusRTL says still diagnosing vehicle. CSM thanked RTL for
update. Next Steps:f/u with CLT
OWNREL OBE to [REDACTED].COM M CSM advHello [REDACTED],I hope all is
well. I am reaching out to advise that your vehicle is still being

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 04/23/2024

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

diagnosed. I would like to follow up with you no later than 5/1. If diagnosed. I would like to follow up with you no later than 5/1. If you have questions or concerns, before then, please reach out to me. Thank you for your time and enjoy your weekend. Next steps: f/u with RTL and CLT by 5/1

OWNREL OBC to RTL@(631) 565-7719 ext 2114 Spoke to SA [REDACTED] CSM adv checking for repair status. RTL says needs an update from FSE for vehicle. RTL says no ETA on completion. CSM thanked RTL for assistance. Next Steps: check hotline and f/u with CLT

OWNREL CSM notes from HL - There is a TSB that applies to this condition. It is my suspicion that the modules were updated last visit like you stated, but the final steps (6-8) of the TSB were likely not completed. Please ensure that you have reviewed and completed TSB 23-2040. The symptoms for this vehicle are - traffic sign recognition inop and the DTCs in the connected vehicle history (March 07) indicate that this TSB applies to this vehicle. The TSB has you complete a specific set of module updates followed by the IPC configuration. If you are still having issues with the traffic sign recognition and the TSB has been completed, then replace the IPMA and re-evaluate the concern.

OWNREL OBC to CLT@[REDACTED] Spoke to: LVM for [REDACTED] CSM adv calling for update. CSM adv spoke to RTL and parts arrived and working on concern with cruise control with internal resources. CSM adv will f/u by 5/6 and provided contact information for CLT f/u. CSM thanked CLT Next Steps: f/u with RTL and CLT by 5/6

OWNREL IBC from CLT@[REDACTED] Spoke to [REDACTED] CLT says saw that CSM called home and wanted to follow up. CSM adv of RTL update on working on issue with cruise control and working on updates from internal resources. CLT says CSM seemed annoyed that CLT callback. CSM adv confirming best contact # which is business # during the day. CSM adv no issue with providing update. CLT asked what about vehicle being off road for 2 weeks previously. CSM adv CLT that vehicle was returned and awaiting parts. CSM adv of CLT contact when vehicle was going to return for installation. CLT says can i speak to a supervisor. CSM adv not a matter of authority. CSM adv that can review for a goodwill gesture once the vehicle is repaired. CLT says can i speake to a supervisor as CSM was annoyed. CLT says this is the second time Im asking for a supervisor. CSM adv will have a sup follow up within 24 hours. CSM thanked CLT and d/c. Next steps: send sup escalation

OWNREL ACOM Alyshia x 77938 | OBC to client | [REDACTED] ACOM spoke to Mr. [REDACTED] who advised that he is tired of bringing his vehicle back in and its never fixed. He advised that he asked for a GFR when he wrote it but that case was closed. I advised we would be happy to do another one. Client wanted to vent regarding case and his frustration. Where is the vehicle located? (DLR, client possession, or third party?) NY Mileage of vehicle? 19223 Is the vehicle leased or purchased? Leased Is client original owner? Yes 4.a) If no, date and mileage purchased? 4.b) Who was the vehicle purchased from? (F/L DLR, individual, or 3rd Party?) DLR State where the vehicle was purchased? NY State where the vehicle is registered? NY Is the client in a loaner? If yes, who is paying? If no, do you need a loaner? Loaner

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 04/23/2024

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
style="font-family:Calibri"

OWNREL style="font-family:Calibri"
CSM notes TSB 23-2040-HL adv to repeat steps 6-8 for adaptive cruise control.

OWNREL CSM resetting for 5/10

OWNREL OBC to CLT [REDACTED] Spoke to: [REDACTED] CSM adv I have completed a Good Faith Review and have determined that the concern with your vehicle can be resolved. I have reviewed your repair history, days out of service and taken the needed repairs and circumstances into consideration. As a result, your vehicle does not meet vehicle replacement guidelines. I am unable to honor your request for a vehicle replacement/repurchase at this time. Since the vehicle can be repaired, I will be seeking a final repair attempt and honoring the terms of your New Vehicle Limited Warranty. If you feel this decision was reached in error you may pursue independent arbitration through the BBB Autoline. CLT says issue has not been resolved waiting on parts. CSM adv will continue to monitor repair until completion. CSM adv can re review if not satisfied. CLT states CSM adv that misspoke to CLT and its premature to make that decision. CLT request for supervisor call back. Next Steps: send sup escalation and f/u with RTL by 5/16

OWNREL ACOM Alyshia x 77938 | OBC to client | [REDACTED] ACOM left VM with client advising that I was calling at his request to speak to a supervisor. I advised that we have spoken previously regarding this and I did let him know that I would be in the background of the case guiding CSM and the information that she has given him is correct. We are not able to move forward with the repurchase or replacement and she will continue to monitor repairs. I advised that continuing to ask for me will not change the course of the case. NEXT STEPS: Follow up as planned. Closing sup request.

OWNREL OBC to RTL@ (631) 565-7719 Spoke to: lady in service. CSM adv checking for repair status. RTL says SA Rob ooto. CSM adv of any update is fine. RTL says CLT picked up vehicle and waiting on parts. RTL says ordered IPMA no ETA on parts. CSM thanked RTL for assistance. Next Steps: f/u with RTL for parts information

OWNREL OBC to RTL@ (631) 565-7719 Spoke to Mike in parts CSM adv checking for parts information. RTL says b/o with no ETA. RTL says remarks 54 eta 5/24 NPD. ordered 5/01. CSM adv will see if can be escalated. CSM thanked RTL for assistance. Next steps: research part and f/u with RTL

OWNREL CSM notes b/o status -FCSD # N74822, COR # 58752 date-050124 PO# 58752 Part #: [REDACTED] Order or Order Confirmation #: [REDACTED] Order Date: [REDACTED] VIN #: [REDACTED]

OWNREL OBC to RTL@ (631) 565-7719 Spoke to: Robert CSM adv calling to see if possible to escalate part order with a COPIS. CSM adv does 6/5/24 and on emergency backorder. CSM thanked RTL for assistance Next Steps: f/u with SME assistance.

OWNREL OBE to RTL@mconlon@eagny.com, , rcorrado@eagny.com CSM adv Hello, I am reaching out regarding a client [REDACTED] He has a part that is on emergency back order- [REDACTED] is there anyway we can escalate the part further by doing a COPIS? Please let me

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 04/23/2024

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT

know.Thank you for your time.Next steps: awaiting RTL f/u

OWNREL know.Thank you for your time.Next steps: awaiting RTL f/u
OBC to RTL@(631) 565-7719Spoke to Rob parts mgrCSM adv if possible to enter a copis to help expedite part . RTL agreed and entered COPIS. CSM thanked RTL for assistance. Next steps: continue to monitor parts and f/u with CLT for update.

OWNREL OBC to RTL@(631) 565-7719Spoke to: Bob in partsCSM adv checking the parts statusRTL says part came in 5/22. RTL says service is aware. CSM thanked RTL for assistance.Next Steps: f/u with SA and CLT to advise

OWNREL OBC to RTL@(631) 565-7719Spoke to: Rob in serviceCSM adv checking for part statusRTL says arrived today and will reach out to CLT. CSM thanked RTL for assistanceNext Steps: f/u with CLT

OWNREL OBE to [REDACTED] MCSM advGood Morning [REDACTED], I hope this email finds you well. I am following up to advise that your part arrived on 5/22. The retailer will be reaching out to you to schedule for the install. Please let me know when youre scheduled for service. Ill await your reply and follow up with you by 5/30. Thank you for your time and enjoy your holidayNext steps: awaiting RTL and CLT f/u by 5/30

OWNREL IBE from [REDACTED].comCL LT saysI have an appointment scheduled for 6/10/24Next steps: f/u with CLT

OWNREL OBE to CLT [REDACTED].comCS SM advGood Morning [REDACTED], I hope youre having a good day. I received your message regarding your appointment.Ill follow up with you by 6/10 to confirm your vehicle is at the retailer. Thank you for your time and enjoy your holidayNext steps: f/u with CLT by 6/10

OWNREL OBC to RTL@(631) 565-7719Spoke to: Lauren in serviceCSM adv checking to confirm vehicle is at appt for install. RTL says vehicle is there for service. CSM thanked RTL.Next Steps: f/u with CLT

OWNREL OBC to RTL@(631) 565-7719Spoke to: service receptionisCSM adv checking for ETA on repair completionRTL says CLT has loaner and vehicle will be here for the week. CSM adv will f/u then and thanked for assistance. Next Steps: f/u with CLT

OWNREL OBE to [REDACTED] MCSM advHello [REDACTED], I hope this email finds you well. I have confirmed your vehicle is at the retailerand you have a loaner. I will follow up on 6/14 for a repair update. If you have any questions or concerns before then please let me know. Thank you and enjoy your week. Next steps: f/u with RTL and CLT by 6/14

OWNREL OBC to RTL@ (631) 565-7719Spoke to: SA RobCSM adv checking for parts status.RTL says vehicle is here had to order another part. CSM thanked RTL for information.Next Steps: f/u with CLT by 6/14

OWNREL OBC to RTL@(631) 565-7719Spoke to: partsCSM adv checking for parts information.RTL says [REDACTED] coming from Detroit has 2 days to arrive. CSM thanked RTLNext Steps: check part status and f/u with CLTprevious part [REDACTED]

OWNREL OBE to [REDACTED] SM advHello [REDACTED], I hope your day is going well. I just wanted to follow up to advisethat an additional part was needed for your repair and should arriveby 6/19. Ill follow up with you at that time to confirm the part has arrivedand a possible

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 04/23/2024

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

time for repair completion. If you have any questions or

time for repair completion. If you have any questions or
concerns before then, please reach out to me. Thank you and enjoy your
week. Next steps: f/u with RTL and CLT by 6/19

OWNREL OBC to RTL@(631) 565-7719 Spoke to: parts CSM adv checking for parts
status. RTL says part arrived and has been checked out to service. CSM
thanked RTL for information. Next Steps: f/u with SA and CLT

OWNREL OBC to RTL@(631) 565-7719 Spoke to: lvm for ext 2108 CSM adv checking
for repair status. CSM adv of CLT and contact information. CSM thanked
RTL. Next Steps: awaiting RTL f/u

OWNREL CSM Adonnica Smith ext 775110 OBC to RTL@(631) 565-7719 Spoke to: SA Rob
via service CSM adv checking status of repair. RTL says awaiting to
parts arrive. CSM adv parts arrived on 6/19 and confirmed checked out.
RTL says going to check on status now, no ETA on repair. CSM adv will
f/u by 6/24. CSM thanked RTL. Next Steps: f/u with CLT

OWNREL OBE to [REDACTED] mCS SM adv Hello [REDACTED], I hope your day is
going well. I apologize for the delay. I just wanted to follow up to
advise that your part arrived on 6/19. I've reached out to your advisor
Rob and I'm awaiting an update for repair status and possible
completion. I'll follow up by 6/24. Thank you for your time and enjoy
your weekend. Next steps: f/u with RTL and CLT by 6/24

OWNREL OBC to RTL@(631) 565-7719 Spoke to: service receptionist CSM adv
checking status of repair. RTL says still working on it. CSM adv will
f/u by 6/27. Next Steps: f/u with RTL and CLT by 6/27

OWNREL OBE to RTL@Robert Corrado CSM adv Hello Bob, I'm just reaching out to
check the status of my clients repair [REDACTED]? Not
sure if you were affected by CDK outage. Last I spoke to Rob he was
waiting on a part that arrived on 6/19. Any update would be great. Thanks
and have a good day. Next steps: awaiting RTL f/u

OWNREL IBE from CLT [REDACTED].com CLT says Hello. The car has been there
for weeks at this point. (almost 3 weeks) When is enough enough. June
24th has come and gone. Not a peek from the dealer since I dropped off
the car. Thanks. Next steps: f/u with RTL and CLT

OWNREL OBC to RTL@(631) 9232145 ext 2109 Spoke to: LVM for Bob Corrado SM CSM
adv f/u for repair status and eta for completion. CSM adv down 21 days
and GFR requested. CSM adv of email sent. CSM provided CLT and contact
information for RTL f/u. Next Steps: awaiting RTL f/u

OWNREL OBC to RTL@(631) 565-7719 Spoke to SA Rob Ciaccio CSM adv checking for
repair status. RTL says spoke to tech and should be completed by 7/1.
RTL says will contact CLT. CSM agreed and thanked RTL for update. Next
Steps: f/u with CLT

OWNREL OBE to CLT@ [REDACTED].com, M [REDACTED] CSM adv Hello [REDACTED], I
received your message and wanted to follow up. I apologize for the
delay. There is a nationwide outage affecting some of our retailers and
they have to do things the manually. I spoke to the SM Rob and the
vehicles should be ready by 7/1. I was advised they will reach out to you
as well. I'll follow up by 7/2 to confirm if the vehicle is repaired and
in your possession. Thank you for your time and have a great
weekend. Next steps: f/u with CLT by 7/2

OWNREL IBE from RTL@ Robert Corrado RTL says We had to order a new steering

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 04/23/2024

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
wheel. The one that came I was wrong Next steps: f/u with CLT
wheel. The one that came I was wrong Next steps: f/u with CLT
OWNREL IBE from [REDACTED] CLT says HelloSo what is
wrong with the car?what are they fixing?why is it taking so long?What
parts were ordered? ThanksNext steps: f/u with CLT
OWNREL OBE to CLT@ [REDACTED] CSM advGood morning Mr.
[REDACTED], I received your message and wanted to follow up.They ordered a
new part for the steering wheel and the wrong one came in. This is to
address the adaptive cruise control concern. That is the last update
that I received from the service manager. The delay is due to parts.
Ill follow up as on 7/2.Thank you for your time. Next steps: f/u with
OWNREL RTL and CLT by 7/2
OBC to RTL@ (631) 565-7719Spoke to: Rob partsCSM adv check steering
wheel status. CSM adv ordered one and wrong one came in. RTL says will
have to look into and to f/u with RTL in the afternoon. CSM agreed and
thanked RTL for assistanceNext Steps: f/u with RTL for parts
status [REDACTED]

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 05/31/2022 Warranty Start Date: 06/17/2022
Date of Sale: 06/17/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 765 LBS
LH/RH Drive:

Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: NL 3E MA
Bld Dt: Calb: NTB9URN A
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----

Trans: 10 SPD AUTO 10R80 Part #:
Bld Dt:
Serial #: [REDACTED]

Model: [REDACTED] Shift:

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 04/23/2024

- - - A D D I T I O N A L - - -
Tire : P285/45R22 110H A/S BSW H-RTD Brand : PIRELLI 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 09499 - Empire Ford of Huntington Ph#:516-496-9700
City: Huntington State : New York
Country: United States Region : New York

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
08/04/2023	[REDACTED]	NHL	AID/INFO		USA 11270
04/24/2024	[REDACTED]	NHL	AID/INFO		USA 09499

--- 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 Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 09499	03/06/24	382251	18328	1	04				
USA 09499	03/06/24	382251	18328	2	82				
USA 09499	04/24/24	384153	19248	1	42	NL1		B	
USA 09499	04/24/24	384153	19248	1	42				
USA 09499	04/24/24	384153	19248	1	42				
USA 09499	04/24/24	384153	19248	2	82				
USA 09499	04/24/24	384153	19248	3	42	NL7		GA	
USA 09499	04/24/24	384153	19248	3	42				
USA 09499	06/10/24	385773	21284	1	42	RL7		A	
USA 09499	06/10/24	385773	21284	1	42				
USA 09499	06/10/24	385773	21284	1	42				
USA 09499	06/10/24	385773	21284	1	42				
USA 09499	06/10/24	385773	21284	2	42	NL7		AA	
USA 09499	06/10/24	385773	21284	2	42				
USA 11270	07/31/23	590985	12246	1	82				

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/23/2023

----- R E P O R T S U M M A R Y -----

VEHICLE: 2021 CORSAIR AWD, RES GRD, PHEV VIN: [REDACTED]
Engine : 2.5L DURA D4 IVCT ATK HEV/PHEV Odometer: 11,822 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 22 Z 00 DRIVER AIDES & INFORMATION SPEED CONTROL
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: speed sign recognition inop
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER 05/23/2023 11:01AM JACOB SHIPLEY(FSE) MSS - FCSD - NORTHEAST REGION
Web Form Data(119999607) Description of Vehicle Concern: Vehicle wont
slow down or speed up on cruise control for different speed zones (speed limit signs) Please list any diagnostics already performed: checked codes found b120c follow pinpoint test C Also checked Resistance of the defroster grid for the IPM-A Parts Replaced: IPM-A (twice) Your Question: IPM-A fails a PMI multiple times and wont program to the vehicle i have replace the IPM-a twice thinking it was a bad part no luck. update all modules still no luck pmi on old IPM-A programs successfully Not sure where to go. No TSBS or SSMS available
RECOMM 05/23/2023 11:01AM JACOB SHIPLEY(FSE) MSS - FCSD - NORTHEAST REGION
Matthew, For this concern of the IPMA programming failing to complete, it would be recommended to ensure that the correct IPMA is being installed by contacting COPIS. If correct, then ensure the 12V Battery SOC is above 80% and load test the IPMAs power and ground circuits. If no issues are found then please update this form for additional assistance. <p>For questions regarding parts availability or part number discrepancies, please contact the Customer Online Parts Inquiry System (COPIS) through FMCDealer by completing the COPIS inquiry form. To access COPIS, please navigate to FMCDealer and click on the Parts & Service tab. From the left-hand menu, click on the plus (+) symbol next to Parts Department Tools to expand the selection and then select COPIS (Customer Online Parts Inquiry System). Click on the hyperlink labeled COPIS at the top of the page. Right below this link, is a link for Dealer Job Aid which will help you navigate through the system.</p><p>NOTE: When you click on the link, it may require you to log-in. Click on the log-in button on the top right-hand corner of the page to log in and set your preferences.</p><p>NOTE: If this in regard to an IPC, ACM, TCU, FCIM, or FCDIM parts issue, Ford Electronics Service Group (FESG) inquiries are now accepted via the COPIS system as well. If you re seeking assistance with availability, pricing, or verifying the correct part number to order for an ACM,

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/23/2023

----- C O M M E N T S -----
--TYPE-- ----- COMMENT TEXT -----
IPC, APIM, FDIM, TCU or FCIM, select FCS/FESG Inquiry from the Parts
IPC, APIM, FDIM, TCU or FCIM, select FCS/FESG Inquiry from the Parts
Inquiry Type field.</p> Thank you, Jacob S Ford Technical
Assistance Center
ADD-ON 05/23/2023 11:01AM JACOB SHIPLEY(FSE) MSS - FCSD - NORTHEAST REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact
CONCER 05/24/2023 04:09PM GTCGCQIS
Copis case proves the correct module is installed, Load test power and
ground circuit lights a bulb great on c9039 pin 1 to pin 5 also
brought to my knowledge the customer states this issue started after
the windshield has been replaced. checked the resistance of the
windshield heater grid. 2.7 ohms I couldn t find the spec for this.
RECOMM 05/25/2023 08:56AM JACOB SHIPLEY(FSE) MSS - FCSD - NORTHEAST REGION
Matthew, As it was stated that this concern started after the customer
replaced the windshield it would be recommended to ensure the a OEM
windshield is installed, as concerns have been seen when using
aftermarket windshields. If an aftermarket windshield is installed,
then proceed to replace it. Thank you, Jacob S Ford Technical
Assistance Center
ADD-ON 05/25/2023 08:56AM JACOB SHIPLEY(FSE) MSS - FCSD - NORTHEAST REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Technical, SWIS Comments : -

----- C O N C E R N D E T A I L S -----
----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
IPMA#B120C-11-0A,U0111:00-0A
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 09/23/2021 Warranty Start Date: 10/11/2021
Date of Sale: 10/11/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 11202
Dealer Special Order: Gross Vehicle Weight: 550 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 2.5L DURA D4 IVCT ATK HEV/PHEV Tag: LX 6E BA
Bld Dt: Calb: MCTFBGN A
Serial #: [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/23/2023

Trans: H4F45 W/O ODC FHEV/P Part #:
Bld Dt:

Serial #:

Model: Shift:

Tire : 225/55 R19 99V A/S BSW Brand :
Radio : A/C : AC G-????????????????????
Paint : PN4-???????????????????? CERAMIC PEARL

----- A F T E R M A R K E T M O D I F I C A T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Orig/Caller : MATTHEW KOSCIELNIAK Title: TECHNICIAN
Phone :
MATTHEW KOSCIELNIAK
Rpr Dlr:USA 08676 - Steet-Ponte Ford Lincoln Ph#:315-736-3381
City: Yorkville State : New York
Country: United States Region : New York

Claim #/Date : [REDACTED] 05/04/2023

Specialist's
Name : JACOB SHIPLEY (FSE)

----- C Q I S V I N H I S T O R Y -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 08676	11/30/23	052844	16141	1		LJ7	[REDACTED]	K	[REDACTED]
USA 08676	11/30/23	052844	16141	1					
USA 08676	11/30/23	052844	16141	2					
USA 08676	12/01/23	052889	16648	1	82		DELIVERY		
USA 08676	05/17/24	058305	16649	1					
USA 08676	07/01/24	059816	21497	1	42				
USA 11202	11/02/23	127092	15908	1	14	LX6	[REDACTED]	D	
USA 11202	11/02/23	127092	15908	1	14				
USA 11202	11/02/23	127092	15908	1	14				

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/15/2022

----- R E P O R T S U M M A R Y -----

VEHICLE: 2022 CORSAIR, AWD, RESERVE, CUV VIN: [REDACTED]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 646 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 22 2 31 DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE FLUCTUATES

Additional Symptom: cruise control accelerates on
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 04/15/2022 06:41PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Web Form Data(118788364) Description of Vehicle Concern: WITH CRUISE
ON VEHICLE WILL ACCEL AND CRUISE INDICATOR WILL SHOW 79 MPH SETTING -
ALSO WILL RESET TO 49 MPH Please list any diagnostics already
performed: FDRS NO CODES - SYMPTOM CHART Parts Replaced: LAST VISIT
CCM WAS REPLACED Your Question: NON CONCERNS OR PROGRAMS
RECOMM 04/15/2022 06:41PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Hello Tom, It is recommend to ask the customer what level of cruise
control is being used when the fault id supplicated. It is seen that
this Corsair has Co-Pilot 360 which includes speed sign recognition.
This system is described further in WSM section 419-03B > System
Operation and Component Description > Intelligent ACC. Page 311 of the
owner s manual can also be referenced. When activated, the IPMB will
adjust the cruise control based on the speed sign seen by the IPMB. We
have seen some instances of the system adjusting the
adaptive/intelligent cruise control to speed limits that are not speed
limit signs. Also, there is a setting in the touch screen to add or
subtract speed to the seen speed limit sign. So if the sign said 75
MPH and the customer had the selection to +4, the cruise control would
adjust itself to 79. If you have not duplicated this fault, it is
recommended to test drive the Corsair with the customer to duplicate
and potentially educate the customer on the option of the different
cruise control systems. If there is a fault detected, then the modules
involved can be self tested to see if there are any DTCs present that
can be diagnosed further. -John Lincoln Technical Assistance.

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing: MIL light on?:
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/15/2022

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 03/11/2022 Warranty Start Date: 03/30/2022
Date of Sale: 03/30/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 492 LBS
LH/RH Drive:

Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: MJ 6E KA
Bld Dt: Calb: NCTFR9N A
Serial #: [REDACTED]

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:

Model: Shift:
Tire : 225/55 R19 99V A/S BSW Brand :
Radio : A/C : AC G-????????????????????
Paint : PN4-???????????????????? CERAMIC PEARL

----- A D D I T I O N A L -----

----- A F T E R M A R K E T M O D I F I C A T I O N S -----

----- 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 -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

Orig/Caller : TOM DUFFIN Title: TECHNICIAN
Phone : TOM DUFFIN

Rpr Dlr:USA 10705 - Nick Mayer Lincoln Ph#:440-835-3700
City: Westlake State : Ohio
Country: United States Region : Pittsburgh

Claim #/Date : [REDACTED] 04/15/2022

Specialist's
Name : JOHNATH WILKIN PHANEUF

----- C Q I S V I N H I S T O R Y -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/15/2022

--- 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 10705	05/03/24	125277	25685	1					
USA 10705	05/03/24	125277	25685	2		LJ7		K	
USA 10705	05/03/24	125277	25685	2				S300	
USA 10705	05/03/24	125277	25685	3	82				

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/01/2023

----- R E P O R T S U M M A R Y -----

VEHICLE: 2022 NAUTILUS, AWD, 4 DOOR, BLK LBL VIN: [REDACTED]
Engine : 2.7L V6 GTDI EC6B00ST Odometer: 16,882 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2J 2 36 DRIVER AIDES & INFORMATION DRIVER ALERT
PERFORMANCE INACCURATE

Additional Symptom: speed sign recognition
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 12/01/2023 05:31PM DENNIS WILSON(FSE) MSS - FCSD - GREAT LAKE REGION
Web Form Data(120268068) Description of Vehicle Concern: Customer
reports speed sign recognition (using the front camera) does not
always work and is sometimes inaccurate. Please list any diagnostics
already performed: Researched for information on this feature in shop
manual and owners manual and I can find no reference to speed sign
recognition for this vehicle. I can also not find any controls to turn
this feature on and off or the tolerance setting that is present on
other vehicles that have this feature (F150, MachE, Navigator). On a
road test the speed limit indication changes at the local speed signs
as vehicles have been doing for years using map data, and on vehicles
without a front camera. It appears that this vehicle is not equipped
with this feature. I do not believe it is even available on this
model. Parts Replaced: None. Your Question: The customer is very
insistent that this vehicle is equipped with speed sign recognition
that operates using the front camera and that that system originally
worked perfectly, but now does not always recognize speed signs. I can
find no evidence in the available Ford publications or in the vehicle
systems menus that the vehicle is equipped with this feature. We need
verification on whether or not this vehicle is equipped with speed
sign recognition using the front camera, or if it uses map data and
GPS, which will not always be accurate depending on the age of the map
data.
RECOMM 12/01/2023 05:31PM DENNIS WILSON(FSE) MSS - FCSD - GREAT LAKE REGION
Patrick, this vehicle is equipped with adaptive stop and go cruise
control, but doesnt include speed sign recognition. This is per the
window sticker and owners manual information. The name of the system
that includes speed sign recognition is intelligent adaptive cruise
control and youre right is not available in a Nautilus. Dennis
Wilson-FSE
CONCER 12/06/2023 10:42AM GTCGCQIS
Needed to verify how a vehicle feature operates and how the vehicle is
intended to operate versus how the customer believes it should.

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/01/2023

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 02/15/2022 Warranty Start Date: 03/11/2022
Date of Sale: 03/11/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 591 LBS
LH/RH Drive:

Engine: 2.7L V6 GTDI ECOB00ST Tag: KG 502 BB
Bld Dt: Calb: NCD9WQN A
Serial #: [REDACTED]

Trans: 8 SPEED AUTO 8F57 Part #: [REDACTED]
Bld Dt:
Serial #: [REDACTED]

Model: [REDACTED] Shft:

Axle: 3.65 FINAL DRIVE RATI Id Tag Code: Bld Dt:
Serial #:

Tire : 265/40R21 GEN 2 A/S V-RATED 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 -----

Orig/Caller : PATRICK BOGUE Title: TECHNICIAN
Phone :
Rpr Dlr:USA 06572 - Ford Lincoln of Lafayette Ph#:765-447-9444
City: Lafayette State : Indiana
Country: United States Region : Cincinnati

Claim #/Date : [REDACTED] 11/29/2023

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/01/2023

Specialist's
Name : DENNIS WILSON (FSE)

----- C Q I S V I N H I S T O R Y -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 06572	11/29/23	356875	16879	1	82				
USA 06572	11/29/23	356875	16879	2	04				
USA 06572	11/29/23	356875	16879	2	04				
USA 06572	11/29/23	356875	16879	3	82	X		BSP	
USA 06572	11/29/23	356875	16879	3	82	KU2		A	
USA 06572	11/29/23	356875	16879	3	82				
USA 06572	05/16/24	365794	21450	1	82				
USA 06572	05/16/24	365794	21450	2	82	KU2		A	
USA 06572	05/16/24	365794	21450	2	82	X		QSP	
USA 06572	05/16/24	365794	21450	2	82				

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/12/2024

----- R E P O R T S U M M A R Y -----

VEHICLE: 2024 NAVIGATOR 4X4, BLKBL-L, MPV VIN: [REDACTED]
Engine : 3.5L V6 GTDI HIGH OUTPUT Odometer: 6,371 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 27 A 30 DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
COLLISION AVOIDANCE FLASHES

Additional Symptom: Collision avoidance system
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 03/12/2024 03:24PM DAX PETERSON(FSE) MSS - FCSD - MOUNTAIN WEST REG
Web Form Data(120388085) Description of Vehicle Concern: Customer
states when driving, the collision avoidance light comes on. Test
drove vehicle over 30 miles and found that the warning light only
comes on when using adaptive cruise control. Please list any
diagnostics already performed: Test drove vehicle, pulled codes and
found that all codes would clear, none are hard faults. During the
test drive the message would pop up and immediately go away before you
had time to clear it yourself. The message will flicker on screen when
driving, adaptive cruise control will cancel and re-engage. Parts
Replaced: none yet. Do you have a module programming concern? No Your
Question: I believe that any one of these codes could cause adaptive
cruise control to have a fault, since the CCM, CMR, PCM, PSCM and
SODR(?) all control the adaptive cruise control. In your opinion which
one of these codes should I run down first? the fact that the message
only flickers and only sometimes sets the codes listed confuses me a
little bit in the diagnostic tree. The CMR codes I think are just
because the camera cannot see your eyes. I have had these codes set
when starting the vehicle with the steering wheel turned. Wanted to
double check with hotline and see what you guys think. Thanks! -Max

RECOMM 03/12/2024 03:24PM DAX PETERSON(FSE) MSS - FCSD - MOUNTAIN WEST REG
Hey Max, The best I can tell by looking into this I would chase after
the C1A67 DTC and perform the PPT which appears to have you check for
obstructions mostly and if no faults are found would lead to the CCM
replacement. Dax Peterson Field Service Engineer

AUDIT 03/12/2024 08:31PM
SYNC: GEN4 MODEM: 4G
SYNC: GEN4 MODEM: 4G

CONCER 03/20/2024 03:02PM GTCGCQIS
Thank you Dax! I have removed and replaced the CCM and CCM bracket.
After replacement of these the codes all dissapeared but now I am
running into the CCM not aligning when driving. I followed all
instructions through FDRS and it appears to be working in the first
few miles, though it gets stuck on step 124/125 another 2-3 miles of

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/12/2024

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
driving and it never completed the last step. Any ideas on where to go
driving and it never completed the last step. Any ideas on where to go
from here? I have already verified that the power and ground to the
module is within spec, same with pin fit.
RECOMM 03/21/2024 04:55PM DAX PETERSON(FSE) MSS - FCSD - MOUNTAIN WEST REG
Hey Max, I don t know if you have checked into this GSB 23-7031 yet
but it gives a good idea of factors that can affect the alignment
procedure. run through these recommendations and let me know how it
goes. Thanks, Dax Peterson Field Service Engineer
CONCER 03/25/2024 10:11AM M-WHI270
Dealership changed the status changed from Diagnostics/Repair
Suggested to Fix Verified, The cruise control module has been aligned
and is working properly. The code I believe was stored in the vehicle
from the previous alignment attempt and was then uploaded to connected
vehicle data later than it should have. The cruise control is working
as it should. Dealership selected No Reply Required when submitting
these comments.

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
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: 09/28/2023 Warranty Start Date: 10/23/2023
Date of Sale: 10/23/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 780 LBS
LH/RH Drive:

Engine: 3.5L V6 GTDI HIGH OUTPUT Tag: NL 3E MA
Bld Dt: Calb: RTB9BMN A
Serial #:

----- T R A N S M I S S I O N -----

Trans: 10 SPD AUTO 10R80 Part #:
Bld Dt:
Serial #:

Model: Shift:

CQIS Report Number: [REDACTED] Program Type: H

Report Source: MSS - FCSD - TECH ASSIT CENTER

Orig Rpt #: [REDACTED]

Report Date: 03/12/2024

- - - A D D I T I O N A L - - -

Tire : P285/45R22 110H A/S BSW H-RTD Brand : PIRELLI TIRE VENDOR

Radio : A/C : AC M-????????????????????

Paint : PN4-?????????????????????----- CHROMA CRYSTAL 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 : MAXWELL WHITE Title: TECHNICIAN

Phone : [REDACTED]

Rpr Dlr:USA 08502 - MAXWELL WHITE Ph#:503-255-1771

City: Portland - Courtesy Ford Lincoln State : Oregon

Country: United States Region : Seattle

Claim #/Date : [REDACTED] 03/11/2024

Specialist's

Name : DAX PETERSON (FSE)

----- C Q I S V I N H I S T O R Y -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 08502	10/19/23	204049	10	1					
USA 08502	10/19/23	204049	10	1					
USA 08502	10/19/23	204049	10	1					
USA 08502	02/29/24	210590	6165	1	82	AA5		B	
USA 08502	02/29/24	210590	6165	1	82	X		Q1SP	
USA 08502	02/29/24	210590	6165	1	82				
USA 08502	03/11/24	211142	6371	1	82				
USA 08502	03/11/24	211142	6371	2	42	ML3		E	
USA 08502	03/11/24	211142	6371	2	42	NL1		C	
USA 08502	03/11/24	211142	6371	2	42				
USA 08502	03/11/24	211142	6371	3	82				
USA 08502	07/29/24	218211	11247	1	82				
USA 08502	07/29/24	218211	11247	2	82	AA5		A	
USA 08502	07/29/24	218211	11247	2	82	X		Q1SP	
USA 08502	07/29/24	218211	11247	2	82				

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/08/2021

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 AVIATOR, BL PHEV, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L NANO D4 G GTDI CD6R PHEV Odometer: 21,304 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 3 36 1 03 FIT/FINISH/BODY WATER LEAK
PASSENGER AREA APPEARANCE

Additional Symptom: Standing water in vehicle
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 07/08/2021 03:09PM TATE BUNDERSON(FSE) MSS - FCSD - MID ATLANTIC REG
Web Form Data(118248578) Description of Vehicle Concern: front and
rear floor boards wet Please list any diagnostics already performed:
water test access headliner Parts Replaced: none Your Question: 4
inches of water in the floor. cargo area dry. I cant find a leak. any
help would be great

RECOMM 07/08/2021 03:09PM TATE BUNDERSON(FSE) MSS - FCSD - MID ATLANTIC REG
Troy, If <A target= blank
href=https://www.[REDACTED]

> which addresses a known water leak
concern on this vehicle has not yet been performed it should be done
at this time. With this vehicle being equipped with a sunroof, the
sunroof drains should also all be inspected as well as verified that
the drain tubes do not have restrictions that could result in water
backup and overflowing into the interior of the vehicle. Once the
water leak root cause has been identified and repaired to prevent this
concern from happening again, it will be necessary to address the
standing water concern as well. A wet/dry shop vac can be used to
remove the standing water if still needed. Next carefully remove all
of the water saturated components such as carpet from the vehicle. If
there is a wiring harness that was in the area of water saturation, it
may feel dry to the touch but water may have intruded the harness so
depending on the amount of water and location of the harness may need
to be removed also. After all water saturated components are removed
you will need to disinfect the sheet metal where the water was using a
disinfectant such as Benefact or other like cleaners Tate B. Lincoln
Escalated Support

CONCER 07/09/2021 08:04AM GTCGCQSP
tsb has not been performed because back of car is dry. front row and
second row wet. drain tubes are clear and have been pulled and air has
been blown thru. still looking for a leak

RECOMM 07/09/2021 09:53AM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Troy, If a leak has not been located at this time, follow the testing
for dust and water leaks found in section 501-00 in the WSM >

CQIS Report Number: XXXXXXXXXX Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/08/2021

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
 Diagnosis and Testing. This testing will help identify where a leak
 Diagnosis and Testing. This testing will help identify where a leak
 may be coming from, so the necessary repairs can be performed.
 CONCER 07/20/2021 10:49AM GTCGCQSP
 after 3 hours of water test the moon roof starts to leak over the edge
 if its parked at an angle. the drains are clear and the seal for the
 glass has no gap
 RECOMM 07/20/2021 11:32AM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
 Hello Troy, Knowing that you have found that water leaks over the edge
 of the water roof opening panel drainage system when the Aviator is
 parked at an angle, either there is a blockage preventing the water
 from being drained fast enough, or there is an excessive gap between
 the roof opening panel allowing too much water into the drainage
 system. Although there is no visible gap, you can follow the dust and
 water leak testing noted earlier in section 501-00 to look for bubbles
 that indicate a leak point. In addition to following PPT C for the
 symptom of The Roof Opening Panel Leaks the Roof Opening Panel
 Alignment can be checked in the general procedures section of 501-17.
 If there are no faults with the glass, seals, or the roof itself, then
 the frame may have to be replaced. Before doing so you may want to
 observe the drainage system and compare it to a like unit to see if it
 can drain a similar amount of water. If it cannot, then there is a
 blockage in the system. You can check for a blockage by running a
 length of monofilament line like for a string trimmer through the
 hoses to make sure they are clear in addition to proper routing
 compared to the images in the System Operation and Component
 Description section. If this unit and the like unit have a similar
 fault of the water running over the drainage system of the frame, you
 may have to use locally obtained material, for example 2 part epoxy,
 or rubberized silicone, to create a dam to rout the water to the
 drainage system instead of overflowing into the cabin. As an alternate
 procedure from the WSM to look for body leak, the procedure in the <a
 href=http://XXXXXXXXXX ---body-and-p
 aint target=_blank>Body and Paint section of the Technical Support
 Videos can also be referenced. These Videos are located under the PTS
 hope Page > Technical Assistance Tab. -John Lincoln Technical
 Assistance

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?:	Ease of Diagnosis:	Level of Assistance:
Comp. Timing:	Base Timing :	MIL light on? :
Test Stand :	Road Test :	8D Number:
Prior Repair Attempts:		Repair Prior to Call: NO
Equipment/Procedure Used	Effective? Equipment/Procedure Used	Effective

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/08/2021

----- 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: 02/14/2020 Warranty Start Date: 05/30/2020
Date of Sale: 05/30/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 11630
Dealer Special Order: Gross Vehicle Weight: 715 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.0L NANO D4 G GTDI CD6R PHEV Tag: BD A3P F6
Bld Dt: Calb: LCTVBQN A
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----
Trans: HYB TRNAXLE A10R80 Part #: [REDACTED]
Bld Dt:
Serial #: [REDACTED]

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 T-????????????????????????????
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 -----
Orig/Caller : TROY MILLER Title: TECHNICIAN
Phone : [REDACTED]

TROY MILLER
Rpr Dlr:USA 11630 - North Florida Lincoln Ph#:904-642-4100
City: Jacksonville State : Florida
Country: United States Region : Orlando

Claim #/Date : [REDACTED] 06/23/2021

Specialist's
Name : TATE BUNDERSON (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
08/20/2020 Report # Type FT/FN/BD USA 11630
12/08/2021 [REDACTED] NHL AID/INFO USA 11630
02/01/2021 [REDACTED] NHL AID/INFO USA 11630

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---
SURVEY HAS NOT BEEN SENT

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/08/2021

----- 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 11630	04/17/24	024356	78786	1					
USA 11630	04/17/24	024356	78786	2		JL7	[REDACTED]	F	[REDACTED]
USA 11630	04/17/24	024356	78786	2		3M5	[REDACTED]	A	

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 10/26/2022

----- R E P O R T S U M M A R Y -----

VEHICLE: 2022 NAVIGATOR 4X4, RESERVE, MPV VIN: [REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 5,119 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 1 10 1 33 COMFORT & ENTERTAINMENT SEATS
FRONT DRIVER HEATING

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 Part # NL1Z 7827936 ADlr note- CUSTOMER STATES THE HEATED AND COOLED
SEAT BUTTONS DO THE OPPOSITE WHEN PRESSING THE BUTTONS COOL VERSUS
HEAT OR HEAT VERSUS COOLRO #: 124683RO Open Date: 10/10/2022RO
Mileage: 5,119Line: 04Year/Model of Rental: [REDACTED] First t
day: 10/10/2022Rental Days total: 36Rental Daily Rate: \$72.00Total
Cost: \$2592.00Dealer Portion: 10/10-10/25 (15 days \$1080.00 (gcct
opened 10/26)Lincoln Portion: 10/26-11/15 (21 days \$1512.00)Next
steps- CNT RTL/ GET UPDATE ON REPAIR/ UPDATE RENTAL 11/15
OWNREL OBE TO THE RTL "Laura Castor" "Greg Hester" "Eric Ford" Hi Laura, I
hope all is well, part listed on backorder [REDACTED], I do not see
a copis case opened please advise. RO #: 124683RO Open Date:
10/10/2022RO Mileage: 5,119Thanks, Amanda EldridgeConcierge Service
ManagerLincoln Customer Relationship CenterPhone: 888-214-2155 ext:
77950 | eFax: 866-984-5190
OWNREL IBE FROM THE RTL Laura Castor Good afternoon Amanda, Part is in and
about to be installed this afternoon. Laura CastorWarranty AdminC:
678.232.6850
OWNREL OBE TO THE RTL Laura Castor Hi Laura, Update on this repair pleaseRO #: 124683RO Open Date: 10/10/2022RO Mileage: 5,119Line: 04Year/Model of Rental: [REDACTED] First t day: 10/10/2022Rental Days total: 23Rental Daily Rate: \$72.00Total Cost: \$1656.00Dealer Portion: 10/10-10/25 (15 days \$1080.00 (gcct opened 10/26)Lincoln Portion: 10/26-11/2 (8 days \$576.00)Amanda EldridgeConcierge Service ManagerLincoln Customer Relationship CenterPhone: 888-214-2155 ext: 77950 | eFax: 866-984-5190

----- C O N C E R N D E T A I L S -----
----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing: MIL light on?:
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 10/26/2022

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: 06/03/2022 Warranty Start Date: 07/11/2022
Date of Sale: 07/11/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 765 LBS
LH/RH Drive:

Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: NL 3E MA
Bld Dt: Calb: NTB9URN A
Serial #: [REDACTED]

Trans: 10 SPD AUTO 10R80 Part #: [REDACTED]
Bld Dt:
Serial #:

Model: [REDACTED] Shift:

Tire : P285/45R22 110H A/S BSW H-RTD Brand : GENERAL TIRE VENDOR
Radio : A/C : AC M-????????????????????
Paint : PN4-???????????????????? CERAMIC PEARL

----- 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 05769 - Angela Krause Ford Lincoln of Ph#:770-649-5100
City: Alpharetta State : Georgia
Country: United States Region : Atlanta

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
11/03/2022	[REDACTED]	NHL	FT/FN/BD			USA 05769
12/13/2022	[REDACTED]	CACVOC	AID/INFO			USA 05769
01/06/2023	[REDACTED]	NHL	AID/INFO			USA 05769

--- 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 00153	10/18/23	055372	21820	I 04	15604		[REDACTED]

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 10/26/2022

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
USA 00153	10/18/23	055372	21820	1	04				
USA 00153	10/18/23	055372	21820	1	04				
USA 00153	11/21/23	056320	22943	1	42		10654		
USA 00153	11/21/23	056320	22943	1	42				
USA 00153	11/21/23	056320	22943	1	42				
USA 00153	11/21/23	056320	22943	1	42				
USA 00153	11/21/23	056320	22943	1	42				

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/24/2020

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 AVIATOR, BL AWD, 4 DOOR, MPV VIN: [REDACTED]
Engine: 3.0L GTDI TC V6 GAS Odometer: 13,507 MILES
Operating Environ: WCC
Vehicle Use: Rsp. Act:

SYMPTOM: 2 22 Z 00 DRIVER AIDES & INFORMATION SPEED CONTROL
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: vehicle follows another wheel
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 09/24/2020 05:39PM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Web Form Data(117610689) Description of Vehicle Concern: CUSTOMER
STATES THAT WHEN USING INTELLIGENT CRUISE CONTROL, SOMETIMES THE
VEHICLE WILL NOT DETECT SPEED LIMIT SIGNS. CUSTOMER ALSO STATED THAT
WHEN A VEHICLE IS IN FRONT AND THEY EXIT OUT OF THE FREEWAY, THE
CUSTOMER VEHICLE TENDS TO FOLLOW THE FRONT OUT OF THE FREEWAY Please
list any diagnostics already performed: PERFORMED SELF-TEST, NO CODES
PRESENT. UNFORTUNATELY THERE ISNT MUCH INFO ON THIS SYSTEM IN THE
MANUAL, BUT FROM MY EXPERIENCE, IT APPEARS THAT THE VEHICLE SEEMS TO
READ THE WHITE RECTANGULAR SIGNS PRETTY WELL. HOWEVER, YELLOW, ORANGE,
AND LCD SPEED LIMIT SIGNS. I WAS ALSO ABLE TO VERIFY THE CRUISE
CONTROL FOLLOWING ANOTHER CAR TO EXIT THE FREEWAY, BUT THE SENSORS SEEM
TO BE WORKING PROPERLY. Parts Replaced: NONE Your Question: HAVE YOU
GUYS HAD ANY SIMILAR ISSUES WITH THESE NEW INTELLIGENT CRUISE CONTROL?
WHAT CAN I TEST?
RECOMM 09/24/2020 05:39PM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Juan, With the concern that has been identified, continue with testing
to make sure that the lane keeping/lane centering is working
correctly. When using the adaptive speed control, the radar will use
the vehicle in front to make speed adjustments. The lane keeping
system is what is used to keep the vehicle in the lane. If the IPMA is
not seeing the lane markings, this could be a cause to the concern
that has been identified. Continue with making sure that the IPMA and
CCM are at the latest software levels. If an update is present,
complete the update then perform the IPMA camera alignment procedure.
Once this has been performed, determine if the same concern is
present. If this does not resolve this concern, determine if this can
be duplicated, using the same settings on a like equipped vehicle.
CONCER 09/29/2020 07:09PM GTCGCQSP
I PERFORMED SW UPDATE ON THE IPMA THAT WAS AVAILABLE, AND THE CONCERN
IS STILL PRESENT. COULD IT BE THAT WHEN THERES AN ON RAMP, THE LINE TO
THE RIGHT BRIEFLY DISAPPEARS CAUSING IT TO FOLLOW THE VEHICLE IN
FRONT? ALSO, FOR THE INTELLIGENT CRUISE CONTROL SYSTEM, IVE READ
OWNERS MANUAL PAGE 264 AND WSM 419-03B, AND NONE OF THEM TELL YOU WHAT

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/24/2020

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
SPECIFIC SIGNS THE CAMERAS DETECT, IS IT ONLY THE WHITE SPEED SIGNS?
SPECIFIC SIGNS THE CAMERAS DETECT, IS IT ONLY THE WHITE SPEED SIGNS?
OR DOES IT DETECT ALL SPEED SIGNS?
RECOMM 09/29/2020 07:48PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Juan, Additional research will have to be performed into this matter.
Once a diagnostic direction has been determined, this report will be
updated.
RECOMM 09/30/2020 10:02AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Juan, When reviewing the information on page 298 of the on-line owners
guide, it states The system detects recognizable traffic signs, for
example: Speed limit signs. No overtaking signs. Speed limit
cancellation signs. No overtaking cancellation signs. In addition to
that it also states Note: The system may not detect all traffic signs
and may incorrectly read signs. To help determine if there is a
adaptive cruise control fault of it the concern is being induced due
to the road conditions, locate a like vehicle then test drive the like
vehicle under the same operating conditions and if it is determined
that the like vehicle is operating in a similar manor, the vehicle is
reacting to the road conditions and no additional diagnostics should
be performed to try and resolve a adaptive cruise concern. If it is
determined that the like vehicle operates correctly under the same
operating conditions and the CCM along with the IPMA being the primary
module responsible for adaptive cruise control operation, the
replacement of the IPMA is recommended referencing the procedure
outlined in section 419-07 of the on-line workshop manual. If there is
no change in the concern after the installation of the replacement of
the IPMA, the replacement of the CCM is recommended referencing the
procedure outlined in section 419-03B of the on-line workshop manual.

----- 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: 06/26/2019 Warranty Start Date: 09/05/2019
Date of Sale: 09/05/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 650 LBS
LH/RH Drive:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/24/2020

Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G D6
 Bld Dt: Calb: LCTVYXN A
 Serial #: [REDACTED]

Trans: 10 SPD AUTO 10R60 Part #: [REDACTED]
 Bld Dt: [REDACTED]
 Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]

Tire : 275/40R22 107W TIRE Brand : [REDACTED]
 Radio : A/C : AC T-????????????????????
 Paint : PN4-???????????????????? STONE BLUE/FLIGHT 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 : JUAN OROZCO Title: TECHNICIAN
 Phone : [REDACTED]

JUAN OROZCO
 Rpr Dlr:USA 03893 - Vista Ford Lincoln of Oxnard Ph#:805-983-6511
 City: Oxnard State : California
 Country: United States Region : Los Angeles

Claim #/Date : [REDACTED] 09/15/2020

Specialist's
 Name : RICHARD LAPLANTE

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
11/13/2020	[REDACTED]	NHL	AID/INFO	MOD M/MEDIA		USA 03893
12/12/2020	[REDACTED]	CACVOC	AID/INFO			USA 03893
09/26/2020	[REDACTED]	CACVOC	DRV PERF			USA 03893
01/14/2021	[REDACTED]	CACVOC	COMF/ENT			USA 03893

--- 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 04623	12/22/23	554592	61533	1			
USA 04623	12/22/23	554592	61533	2	42	GD9	M
USA 04623	01/12/24	555495	63302	1		JL7	F
USA 04623	01/12/24	555495	63302	1		3M5	A

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/06/2023

----- R E P O R T S U M M A R Y -----

VEHICLE: 2023 NAVIGATOR 4X4, RESERVE, MPV VIN: [REDACTED]
Engine : 3.5L V6 GTDI HIGH OUTPUT Odometer: 9,046 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 1 12 Z 00 COMFORT & ENTERTAINMENT AUDIO
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: uncommanded station change
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 07/06/2023 08:46AM ERIK KUNZE(FSE) MSS - FCSD - KEYSTONE REGION
Web Form Data(120064582) Description of Vehicle Concern: CUSTOMER
STATES RADIO WILL CHANGE CHANNELS ON ITS OWN AND RADIO WILL TURN
VOLUME ALL THE WAY UP. Please list any diagnostics already performed:
CHECK FOR FAULT CODES NONE FOUND, CHECK FOR TSBS, SSMS, OR GSBS NONE
FOUND. CHECK FOR ANY UPDATES FOR APIM OR ACM NONE FOUND ROAD TEST
UNABLE TO VERIFY CUSTOMERS CONCERN Parts Replaced: NONE Your Question:
REQUESTING ESCALATION TO FSE WE HAVE BEEN UNABLE TO VERIFY CUSTOMERS
CONCERN. CUSTOMER HAS BEEN IN CONTACT WITH LINCOLN AS CUSTOMER HAS
REQUESTED A BUYBACK FOR MULTIPLE CONCERNS HE HAS BEEN HAVING WITH THIS
VEHICLE.
RECOMM 07/06/2023 08:46AM ERIK KUNZE(FSE) MSS - FCSD - KEYSTONE REGION
Hi James, it is understood from our conversation that this concern is
being alleged by the client, has never been verified, and there are no
relevant codes stored to indicate a concern. As discussed, I will
research further and probably reach out to the Lincoln team to discuss
how to handle.
AUDIT 07/06/2023 08:31PM
SYNC: GEN4 MODEM: 4G

----- 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: 07/06/2023

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 12/12/2022 Warranty Start Date: 01/12/2023
Date of Sale: 01/12/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 765 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.5L V6 GTDI HIGH OUTPUT Tag: NL 3E MA
Bld Dt: Calb: PTB9BMN A
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----
Trans: 10 SPD AUTO 10R80 Part #:
Bld Dt:
Serial #: [REDACTED]

Model: Shift:
----- A D D I T I O N A L -----
Tire : P285/45R22 110H A/S BSW H-RTD Brand : GENERAL TIRE VENDOR
Radio : A/C : AC M-????????????????????
Paint : PN4-???????????????????????????????????? AGATE BLACK METALLIC

----- A F T E R M A R K E T M O D I F I C A T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
Orig/Caller : JAMES HOWARD Title: SERVICE MANAGER
Phone :
JAMES HOWARD
Rpr Dlr:USA 02265 - Mathews Ford Sandusky, Inc. Ph#:419-626-4721
City: Sandusky State : Ohio
Country: United States Region : Pittsburgh

Claim #/Date : [REDACTED] 07/05/2023

Specialist's
Name : ERIK KUNZE (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
Report # Type
01/05/2023 [REDACTED] CREDSR COMF/ENT ADJUSTER ASY - SEAT BACK USA 02265
05/01/2023 [REDACTED] NHL FT/FN/BD USA 02265
06/08/2023 [REDACTED] FCSDFS ST/RN/MV USA 02265
06/14/2023 [REDACTED] CACVOC AID/INFO USA 05619
07/06/2023 [REDACTED] NHL LT/GL/VI USA 02265
07/06/2023 [REDACTED] NHL AID/INFO USA 02265
07/06/2023 [REDACTED] NHL ST/RN/MV USA 02265

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---
SURVEY HAS NOT BEEN SENT

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/06/2023

----- 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 05619	08/31/23	054926	11999	1	82	AA5		A	
USA 05619	08/31/23	054926	11999	1	82	X		BSP	
USA 05619	08/31/23	054926	11999	1	82				
USA 05619	12/14/23	057400	18603	1	82	AA5		A	
USA 05619	12/14/23	057400	18603	1	82	X		BSP	
USA 05619	12/14/23	057400	18603	1	82	ML3		A	
USA 05619	12/14/23	057400	18603	1	82	JL1		AA	
USA 05619	12/14/23	057400	18603	1	82				
USA 05619	03/22/24	59670	25073	1	82				
USA 05619	03/22/24	59670	25073	1	82	AA5		A	
USA 05619	03/22/24	59670	25073	1	82	X		BSP	
USA 05619	07/25/24	062705	31641	1	82	AA5		A	
USA 05619	07/25/24	062705	31641	1	82	X		BSP	
USA 05619	07/25/24	062705	31641	1	82				
USA 05679	03/22/24	59670	25073	1	82	AA5		A	
USA 05679	03/22/24	59670	25073	1	82	X		BSP	
USA 05679	03/22/24	59670	25073	1	82				

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/01/2023

----- R E P O R T S U M M A R Y -----

VEHICLE: 2023 NAVIGATOR 4X4, RESERVE, MPV VIN: [REDACTED]
Engine : 3.5L V6 GTDI HIGH OUTPUT Odometer: 4,758 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 3 31 Z 00 FIT/FINISH/BODY BODY PANELS
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: Erratic Running board function
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
CONCER 05/01/2023 02:43PM ALLEN GARDNER(FSE) MSS - FCSD - KEYSTONE REGION
Web Form Data(119967601) Description of Vehicle Concern: CUSTOMER
STATES, RUNNING BOARDS WILL CYCLE WHEN JUST SITTING THERE AND RADIO
MAY GO HIGH VOLUME AT TIME WHILE DRIVING Please list any diagnostics
already performed: PERFORM SELF TEST ON MODULE ALL PASS CODES, CHECK
PIDS FOR DOORS ALL READING CORRECTLY, Parts Replaced: NONE Your
Question: I HAVE NOT VERIFY CUSTOMER CONCERN ON BOTH CONCERNS, CHE CK
ON RADIO FOR SPEED SENSE VOLUME, SET AT MEDIUM
RECOMM 05/01/2023 02:43PM ALLEN GARDNER(FSE) MSS - FCSD - KEYSTONE REGION
Good afternoon Anthony, In order to accurately diagnose the concern
you will need to verify the customers concern. Note if there are any
DTC s related to any concerns that you are able to duplicate. Follow
the appropriate PPT s based on the symptoms and DTC s retrieved. Note:
Before responding to this contact, please ensure you have followed the
Service Repair Process (Found on PTS website, under Technical
Assistance tab) including internal escalation. This ensures the
highest level of assistance is being received for the customer and
Dealer. If the Service Repair Process was utilized, please provide a
summary with: -Clear description of customer s concern -Parts replaced
(Provide part numbers if you suspect the issue is parts related)
-Published diagnostics performed (provide PPT, WSM Sections, PID
data/recordings and NVH readings) -Specific technical question(s) you
would like answered Keystone Technical Assistance Team Allen
ADD-ON 05/01/2023 02:43PM ALLEN GARDNER(FSE) MSS - FCSD - KEYSTONE REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact, SWIS Comments : 1st contact
CONCER 05/08/2023 08:25AM GTCGCQIS
HELLO.. MAY HAVE PINPOINTED HIS CONCERN FOR RUNNING BOARDS ON KEY FOB
IN HIS POCKET, SO, HIS OTHER CONCERN IS THAT WHILE DRIVING, THE VOLUME
ON HIS RADIO WILL GO FULL VOLUME AND HIS VOLUME CONTROL THAT SHOW ON
THE SCREEN WILL KEEP ON GOING IN A CIRCLE AND ILL NOT COME DOWN, DID
NOT VERIFY
RECOMM 05/08/2023 10:02AM AANDE387
Hey Anthony, Thanks for the update. Please provide the following

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/01/2023

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
information and re-submit the Technical Support Request: verify
information and re-submit the Technical Support Request: verify
customers concern with volume Note: Before responding to this contact,
please ensure you have followed the Service Repair Process (Found on
PTS website, under Technical Assistance tab) including internal
escalation. This ensures the highest level of assistance is being
received for the customer and Dealer. If the Service Repair Process
was utilized, please provide a summary with: -Clear description of
customer's concern -Parts replaced (Provide part numbers if you
suspect the issue is parts related) -Published diagnostics performed
(provide PPT, WSM Sections, PID data/recordings and NVH readings)
-Specific technical question(s) you would like answered Note: If a
module programming related concern is suspected, please provide
IDS/FDRS software level, provide the Module part number (on the
module/component packaging), software level (on the Vehicle Overview
tab on FDRS and Vehicle Log on IDS) and provide screen shots any
IDS/FDRS programming error messages received. Austin A. Keystone
Technical Assistance Team
ADD-ON 05/08/2023 10:02AM AANDE387
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Non-Technical, SWIS Comments : not needed

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----
Sympt. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 12/12/2022 Warranty Start Date: 01/12/2023
Date of Sale: 01/12/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 765 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.5L V6 GTDI HIGH OUTPUT Tag: NL 3E MA
Bld Dt: Calb: PTB9BMN A
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----
Trans: 10 SPD AUTO 10R80 Part #:
Bld Dt:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/01/2023

Serial #: [REDACTED]

Model: [REDACTED]

Shift: [REDACTED]

- - - A D D I T I O N A L - - -
 Tire : P285/45R22 110H A/S BSW H-RTD Brand : GENERAL TIRE VENDOR
 Radio : A/C : AC M-????????????????????
 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 : ANTHONY KOELSCH Title: SHOP FOREMAN
 Phone : [REDACTED]

ANTHONY KOELSCH
 Rpr Dlr:USA 02265 - Mathews Ford Sandusky, Inc. Ph#:419-626-4721
 City: Sandusky State : Ohio
 Country: United States Region : Pittsburgh

Claim #/Date : [REDACTED] 05/01/2023

Specialist's
 Name : ALLEN GARDNER (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
01/05/2023	[REDACTED]	CREDSR	COMF/ENT	ADJUSTER ASY - SEAT BACK	USA 02265
06/08/2023	[REDACTED]	FCSDFS	ST/RN/MV		USA 02265
06/14/2023	[REDACTED]	CACVOC	AID/INFO		USA 05619
07/06/2023	[REDACTED]	NHL	COMF/ENT		USA 02265
07/06/2023	[REDACTED]	NHL	LT/GL/VI		USA 02265
07/06/2023	[REDACTED]	NHL	AID/INFO		USA 02265
07/06/2023	[REDACTED]	NHL	ST/RN/MV		USA 02265

--- 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 05619	08/31/23	054926	11999	1	82	AA5	[REDACTED]	A	[REDACTED]
USA 05619	08/31/23	054926	11999	1	82	X	[REDACTED]	BSP	[REDACTED]
USA 05619	08/31/23	054926	11999	1	82		[REDACTED]		[REDACTED]
USA 05619	12/14/23	057400	18603	1	82	AA5	[REDACTED]	A	[REDACTED]
USA 05619	12/14/23	057400	18603	1	82	X	[REDACTED]	BSP	[REDACTED]
USA 05619	12/14/23	057400	18603	1	82	ML3	[REDACTED]	A	[REDACTED]
USA 05619	12/14/23	057400	18603	1	82	JL1	[REDACTED]	AA	[REDACTED]
USA 05619	12/14/23	057400	18603	1	82		[REDACTED]		[REDACTED]
USA 05619	03/22/24	59670	25073	1	82		[REDACTED]		[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/01/2023

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
USA 05619	03/22/24	59670	25073	1	82	AA5	[REDACTED]	A	[REDACTED]
USA 05619	03/22/24	59670	25073	1	82	X	[REDACTED]	BSP	[REDACTED]
USA 05619	07/25/24	062705	31641	1	82	AA5	[REDACTED]	A	[REDACTED]
USA 05619	07/25/24	062705	31641	1	82	X	[REDACTED]	BSP	[REDACTED]
USA 05619	07/25/24	062705	31641	1	82		[REDACTED]		[REDACTED]
USA 05679	03/22/24	59670	25073	1	82	AA5	[REDACTED]	A	[REDACTED]
USA 05679	03/22/24	59670	25073	1	82	X	[REDACTED]	BSP	[REDACTED]
USA 05679	03/22/24	59670	25073	1	82		[REDACTED]		[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/13/2022

----- R E P O R T S U M M A R Y -----

VEHICLE: 2021 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 16,480 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:
SYMPTOM: 2 22 2 24 DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE DISENGAGE/DROPOUT
Additional Symptom: SPEED CONTROL CANCEL MESSAGE
Other Veh. With Concern: Severity Rating - Customer: Engineering:
Causal Component: NOPART NO PART IDENTIFIED
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 1
Component Test Status: ---- Return Loc:
Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER 01/13/2022 10:06AM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Web Form Data(118625498) Description of Vehicle Concern: customer says
at times while using cruise there is a message that comes up and says
cancel and goes away but it doesnt seem like it canceled Please list
any diagnostics already performed: self test al modules -passed
checked oasis both imp-a and imp-b are both up to date. I did a imp-a
alignment and cleared all dtcs and road tested and message comes back
at times, will ding and come on and the go out Parts Replaced: nine
yet Your Question: any knowns?
RECOMM 01/13/2022 10:06AM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Bob, With it found that there were no DTCs present, indicating a fault
with the cruise control system, continue with inspection of the CCM
and the wiring to the CCM and IPMB, to identify if there is a problem
present. When inspecting the wiring, make sure that there are no
problems within the connectors and inspect the wrong near the modules
for any damage that may be present. If no faults are found, determine
if there are any communication DTCs setting, when the cancel message
is coming up. A communication fault between modules could be a cause
to this concern. If this is found, diagnose the cause to the
communication DTCs that may be present. <p>If additional assistance is
requested, please call the Technical Assistance Center
at <span style=font-family: Calibri,sans-serif font-size:
11pt mso-fareast-font-family: Calibri mso-fareast-theme-font:
minor-latin mso-ansi-language: EN-US mso-fareast-language: EN-US
mso-bidi-language: AR-SA>(800) 826 [REDACTED]
[REDACTED] Prior to calling,
please ensure:</p>Your SWIS headset is fully
charged.The headset is updated to the latest
level.The vehicle you are working on is in a bay with good
Wi-Fi connectivity.<p>For additional support using the SWIS
headset, reference the <A target= blank
href=https://m.youtube.com/[REDACTED]
[REDACTED]_blank>SWIS How-To Videos
or <p>contact <A target= _blank

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/13/2022

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

href=mailto:FordSWISHelp@TechMahindra.com

href=mailto:FordSWISHelp@TechMahindra.com
target= blank>FordSWISHelp@TechMahindra.com.</p><p>
</p><p>If
this web form is updated, ensure to provide your cell number.</p>
Richard L Lincoln Escalated Support

CONCER 02/14/2022 04:43PM GTCGCQSP
customer finally dropped vehicle off today so I went through and
checked connections at ccm, c110 checked for dtcs all pass road tested
several miles and after a while it dings and in the hud it will say
cancel but cruise does not cancel happened twice and still no dtcs

RECOMM 02/14/2022 05:41PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Hello Bob, I don't have any additional information for you at this
time. Can you take a video of the concern and or an image of the HUD
display with the cancel message so that this can be researched
further. Knowing that warning messages/displays in the HUD are usually
duplicate, you may want to disable displays in the HUD to default the
warning to the IPC to see what the message may be or changes. As
another possibility, you may want to disconnect the 12V battery for 15
minutes or so to see if the concern is resolved. -John Lincoln
Technical Assistance

CONCER 02/14/2022 05:47PM GTCGCQSP
it took awhile for it to come on and only stays on for a second

RECOMM 02/15/2022 09:04AM CHRISTOPHE BENNETT(F MSS - FCSD - MIDWEST REGION
Bob, Thank you for the added detail. Even though the message only
happens for a second, it is still recommended to perform the
diagnostics previously mentioned. This can help you determine if the
message only pings in the HUD, or if it still pings in the IPC when
the HUD is turned off. If this proves out, then it was found in
previous self-test logs that C1001:54 set in the IPMA. Although this
is up to date, it is recommended to wiggle test the circuits that lead
to this module and perform a live network monitor. If the IPMA drops
off, then repair the circuits that lead to it using <A target= blank
href=https://www.[REDACTED]
[REDACTED] blank>GSB G0000033 as a guide. If the
IPMA never drops off, then commence with IPMA replacement. Regards,
Chris Lincoln Escalated Support

CONCER 02/15/2022 02:19PM CHRISTOPHE BENNETT(F MSS - FCSD - MIDWEST REGION
Received an inbound call from technician Bob Prost. He noted that the
Cancelled sign is the only visible concern with the audible tone.
Cruise control does not cancel and can be cancelled by the driver. He
has disconnected and reconnected the IPMA without the fault
reoccurring. He can turn off the HUD and the message will show up in
the IPC. He can turn on the HUD and the message will show up on the
HUD instead of the IPC.

RECOMM 02/15/2022 02:19PM CHRISTOPHE BENNETT(F MSS - FCSD - MIDWEST REGION
Bob, As discussed, it is recommended to continue verifying whether or
not the concern can be duplicated again. If so, then commence with
IPMA replacement. If it cannot be duplicated, then the vehicle can be
returned to the customer. Regards, Chris Lincoln Escalated Support

CONCER 02/15/2022 06:07PM GTCGCQSP

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/13/2022

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
ok Chris after an extensive road test it flashed 2 times in 35-40
miles and still no codes
RECOMM 02/16/2022 10:40AM BKARBUM1
Bob, The IPMA is the module where the adaptive cruise control messages originate from. Therefore the IPMA would be the most likely source of the concern. However prior to IPMA replacement it is recommended to turn the HUD display off and determine if the cancel message is displayed in the IPC when the HUD is turned off. If the message appears in the IPC when the HUD is turned off, then proceed with IPMA replacement. Even if the message is not displayed in the IPC when the HUD is turned off, this may point to the HUD as the source of the concern, however it is still recommended to replace the IPMA first since that is a far less intrusive repair. Brandon K. Lincoln
Escalated Support
CONCER 03/08/2022 02:50PM GTCGCQSP
customer is back with same concern -and now it also will say -not connected or connected- no dtcs in IPMA or IPMB but has several in RFA. looked at SSM 50077 but theres no updates for the RFA. when i drove it today it took about 26 miles for the cancelled to come up but cruise did not cancel and the green steering wheel will turn yellow.
need help with this one!
RECOMM 03/08/2022 05:06PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Bob, The Lincoln Escalated Support Team has reviewed your request and has determined that we would like to discuss this matter further over the telephone. You will be contacted by a Lincoln Escalated Support Team Member. Rob G. Lincoln Escalate Support
CONCER 03/08/2022 05:45PM GTCGCQSP
factory windshield
CONCER 03/08/2022 05:57PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Bob called in. Bob confirmed that he has duplicated the concern and when the fault occurs, the lane keeping lines turn yellow, a single chime can be heard and momentary Cancelled message populates in the message center however the cruise control does not disengage. Bob confirmed that the IPMA has been replaced and that there is a factory windshield installed in the vehicle referencing the information outlined in <A [REDACTED]>
[REDACTED] lank>GSB 21-7104.
RECOMM 03/08/2022 05:57PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Bob, Additional research will have to be performed into this matter. Once a diagnostic direction has been determined, you will be contacted by a member of the Lincoln Technical Assistance Center. Rob G. Lincoln Escalated Support
ADD-ON 03/08/2022 05:57PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Reason For Escalation : Technical Progress
CONCER 03/08/2022 07:33PM GTCGCQSP
any road testing Friday will probably be out do to snow and sleet moving in Thursday night into Friday so if you find anything out you can call Tomorrow and speak with Collin or Tim

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/13/2022

----- C O M M E N T S -----

--TYPE--	COMMENT TEXT	
RECOMM	03/09/2022 01:53PM ROBERT GARY	MSS - FCSD - TECH ASSIT CENTER
RECOMM	03/09/2022 01:53PM ROBERT GARY	MSS - FCSD - TECH ASSIT CENTER
ADD-ON	Bob, Thank you for the information. Rob G. Lincoln Escalated Support	
ADD-ON	03/09/2022 01:53PM ROBERT GARY	MSS - FCSD - TECH ASSIT CENTER
CONCER	03/11/2022 10:18AM ROBERT GARY	MSS - FCSD - TECH ASSIT CENTER
RECOMM	Contacted Bob by phone.	
RECOMM	03/11/2022 10:18AM ROBERT GARY	MSS - FCSD - TECH ASSIT CENTER
ADD-ON	Bob, It is possible that the PSCM is not interpreting the information correctly and sending the fault information to the IPC without effecting the functionality of the feature. To confirm this, please download and run the PSCM configuration application then note if the fault reoccurs and if it does not, the replacement of the PSCM is recommended as it is suspected there is a logic fault present which the programming has temporally resolved. If there is no change after competing the APIM configuration programming, the replacement if the IPC is recommended referencing the procedure outlined in section 412-01 of the on-line workshop manual as it is suspected that intermittently the IPC is no longer recognizing/understanding the information being sent to it. Rob G. Lincoln Escalated Support	
ADD-ON	03/11/2022 10:18AM ROBERT GARY	MSS - FCSD - TECH ASSIT CENTER
CONCER	Consulted Steve Perry who provided the diagnostic direction.	
RECOMM	03/11/2022 02:30PM GTCGCQSP	
RECOMM	reconfigured PSCM and after 18 miles lite came on for a split second so im going with IPC replacement	
RECOMM	03/11/2022 02:46PM ROBERT GARY	MSS - FCSD - TECH ASSIT CENTER
ADD-ON	Bob, Thank you for the update. Rob G. Lincoln Escalated Support	
ADD-ON	03/11/2022 02:46PM ROBERT GARY	MSS - FCSD - TECH ASSIT CENTER
CONCER	03/17/2022 01:37PM GTCGCQSP	
RECOMM	ok got the IPC in and programed cleared all dtcs road tested several miles was good had shop foremen drive it yesterday with o problems had a runner drive it today and the warning came on twice.	
RECOMM	03/18/2022 12:53PM ROBERT GARY	MSS - FCSD - TECH ASSIT CENTER
ADD-ON	Bob, Thank you for the update. We have referred this concern to the Field Service Engineer (FSE) in your market area. The FSE should contact you and/or the Dealership management (Service Manager or Service Director) within one (1) business day to discuss further recommendations. If the FSE does not contact you directly, please consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern. Rob G. Lincoln Escalated Support	
ADD-ON	03/18/2022 12:53PM ROBERT GARY	MSS - FCSD - TECH ASSIT CENTER
TAR	03/18/2022 01:06PM ROBERT GARY	MSS - FCSD - TECH ASSIT CENTER
	NOTE TO FSE: ...WE ARE REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE FOR A CONCERN WHERE USING THE CRUISE CONTROL, WHEN THE FAULT OCCURS, THE LANE KEEPING LINES TURN YELLOW, A SINGLE CHIME CAN BE HEARD AND MOMENTARY CANCELLED MESSAGE POPULATES IN THE MESSAGE CENTER HOWEVER THE CRUISE CONTROL DOES NOT DISENGAGE. ... THERE ARE NO DTC'S SETTING,	

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/13/2022

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

THE IPMA HAS BEEN REPLACED AND IT HAS BEEN CONFIRMED THAT THERE IS A
THE IPMA HAS BEEN REPLACED AND IT HAS BEEN CONFIRMED THAT THERE IS A
OE WINDSHIELD INSTALLED, THE TECH RECONFIGURED PSCM THEN REPLACED THE
IPC WITH NO CHANGE IN THE CONCERN.IT IS UNCLEAR TO THE TECHNICAL
HOTLINE WHAT THE ROOT CAUSE OF THE CONCERN MAY BE. THE VEHICLE IS AT
THE DEALER, THE ESTIMATED NUMBER OF REPAIR ATTEMPTS IS 4 AND THE
ESTIMATED NUMBER OF DAYS OUT OF SERVICE IS OVER 30 DAYS. ...

AUDIT 03/18/2022 01:06PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
TECH ASSIST REFERRAL HAS BEEN OPENED

ADD-ON 03/18/2022 03:33PM CALE GARRETT(FSE) MSS - FCSD - CENTRAL REGION
SPOKE TO TECH BOB WHO IS CURRENTLY OUT FROM SURGERY, RETURNING THE
28TH. SPOKE TO SA MIKE WHO ADVISED COLLIN IS THE SA FOR THE VEHICLE
BUT HE WAS FAMILIAR WITH IT AND IT IS THERE. ADVISED THIS CONCERN IS
FOR THE LANE KEEPING SYSTEM/LANE DEPARTURE WARNING SYSTEM LKS/LDWS AND
THIS IS PROVEN THAT WHEN MESSAGE DISPLAYS, THE LKS INDICATOR IN THE
IPC GOES FROM GREEN TO YELLOW. ADVISED THIS WILL HAPPEN IF ROAD
MARKING AREN'T CLEARLY DEFINED DUE TO WORN OFF OR DEBRIS IN THE ROAD,
IF THE ROAD WIDENS, LANE MARKINGS AREN'T PROPER DISTANCES, ETC. MIKE
SAID THEY WERE GOING TO GET ANOTHER TECH ON IT SINCE BOB IS OUT AND I
ADVISED IF THEY DO TO DRIVE THE VEHICLE WITHOUT USING CRUISE CONTROL
AND JUST HAVE LKS ON TO SEE IF CONCERN RETURNS BUT I SUSPECT THIS TO
BE NORMAL. WILL VISIT DEALER 3/23.

ADD-ON 03/25/2022 11:32AM CALE GARRETT(FSE) MSS - FCSD - CENTRAL REGION
VISITED DEALER ON 3/23 AND TEST DROVE AND TEST DROVE VEHICLE WITH TECH
KEVIN AS BOB IS OUT WITH SURGERY CURRENTLY RETURNING NEXT WEEK. ONLY
DTCS IN VEHICLE PRIOR TO TEST DRIVE WERE IN RFA MODULE AND UNRELATED
TO CONCERN. TEST DROVE VEHICLE 50 MILES OVER VARIOUS ROADS WITH LKS ON
AND AT VARIOUS TIMES USING CRUISE CONTROL AND NOT USING CRUISE
CONTROL. VIEWED LIVE NETWORK MONITOR DURING DRIVE AND NO MODULES
MISSED A MESSAGE. THEN TARGETED SPECIFICALLY THE CCM, IPC, IPMA, PSCM,
ABS, RCM, AND PCM AND NONE MISSED A MESSAGE. NEVER DUPLICATED CANCELED
MESSAGE IN HUD OR IPC. ATTEMPTED TO AGGRAVATE LKS BY INTENTIONALLY
DRIVING OVER THE LINE WITHOUT SIGNALING, RIDING THE LINE, HAVING THE
LANE BE IN THE MIDDLE OF THE CAR, ETC. AND COULD NOT DUPLICATE
CONCERN. IT WAS OVERCAST CONDITIONS AND WONDER IF CONCERN OCCURS ON A
SUNNY DAY. ADVISED [REDACTED] TO DRIVE VEHICLE AGAIN ON A SUNNY DAY AS WE
DROVE THE VEHICLE ON THE SAME ROAD IN THE SAME LOCATION THAT [REDACTED]
DUPLICATED CONCERN PREVIOUSLY. HE SAID HE WAS DRIVING IT WITH POOR
ROAD CONDITIONS WHEN HE DUPLICATED CONCERN. AS WSM NOR OWNER'S MANUAL
DISCUSS A CANCELED MESSAGE, WILL ESCALATE TO ENGINEERING TO INQUIRE
WHY IT SETS AND WHAT FOR.

ADD-ON 03/25/2022 12:21PM CALE GARRETT(FSE) MSS - FCSD - CENTRAL REGION
PERFORMED SOME ADDITIONAL RESEARCH AND TALKED TO BOB. BOB SAID THE
PICTURE HE TOOK ATTACHED TO THIS REPORT HE HAD JUST GOTTEN ONTO A
BRIDGE SO THE ROAD SURFACE TYPE CHANGED. THE MESSAGE DISPLAYED AND
THEN WENT AWAY AFTER A COUPLE SECONDS. HE DID HAVE LANE CENTERING ON.
THE CUSTOMER ADVISED THE DEALER THAT THE STEERING WHEEL ICON (LANE
CENTERING ICON) TURNED YELLOW WHEN IT HAPPENED. THIS VEHICLE IS
EQUIPPED WITH LANE CENTERING/TRAFFIC JAM ASSIST WITH CO-PILOT 360
PLUS. WHEN WE DROVE VEHICLE EARLIER THIS WEEK, WE DID NOT HAVE LANE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIST CENTER Report Date: 01/13/2022

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

CENTERING ON. SPOKE TO ANOTHER FSE WHO HAD AN AVIATOR WITH LANE CENTERING ON. SPOKE TO ANOTHER FSE WHO HAD AN AVIATOR WITH LANE CENTERING WHO SAID THEY WOULD OCCASIONALLY GET THE SAME MESSAGE WITH LANE CENTERING IF YOU OVERCAME THE TORQUE THAT THE STEERING SYSTEM WAS INPUTTING TO TAKE IT OUT OF THE CENTER OF THE LANE OR IF YOU CHANGED ROAD SURFACE TYPE THE MESSAGES WOULD DISPLAY. ADVISED BOB TO DRIVE THE VEHICLE WHEN HE RETURNS ON MONDAY WITH LANE CENTERING AND TRY TO OVERCOME THE TORQUE ON THE VEHICLE TO SEE IF THE MESSAGE WOULD DISPLAY ALONG WITH GOING OVER DIFFERENT ROAD SURFACE JOINTS LIKE HE DID GOING OVER THE BRIDGE. ADVISED TO ALSO COMPARE THIS TO A LIKE UNIT. IF THIS IS THE CASE AND DUPLICABLE, THIS IS A NORMAL OPERATING CHARACTERISTIC. IF SO, WILL REACH OUT TO ENGINEERING TO GET SOMETHING ADDED IN OWNER'S MANUAL.

ADD-ON 03/29/2022 09:39AM CALE GARRETT(FSE) MSS - FCSD - CENTRAL REGION SPOKE TO BOB WHO ADVISED HE WAS ABLE TO COMPARE TO ANOTHER 2021 AND 2022 MODEL AVIATOR WITH THE SAME PACKAGES AND HE COULD GET THE CANCELED MESSAGE WHEN HE SET THE CRUISE WITH LANE CENTERING ON WHILE STILL ON THE ON-RAMP MERGING ONTO THE INTERSTATE OR EXITING THE INTERSTATE GOING ONTO THE OFF-RAMP WHERE THE LANES NARROWED AND WIDENED. WHEN LANE CENTERING WAS OFF AND THIS WAS REATTEMPTED, THE MESSAGE WOULD NOT APPEAR. PAGE 300 OF THE OWNER'S MANUAL MENTIONS "AUTOMATIC CANCELLATION CAN ALSO OCCUR IF; THE LANE BECOMES TOO WIDE OR TOO NARROW. THE SYSTEM CANNOT DETECT VALID LANE ...MARKINGS. OR LANE MARKINGS ARE CROSSED." HE MENTIONED THAT AFTER THE LANE RETURNED TO NORMAL WIDTH, THE LANE CENTERING WOULD RESUME. ADVISED THIS IS A NORMAL OPERATING CHARACTERISTIC DUE TO THE ROAD MARKINGS AND SINCE IT WAS COMPARABLE TO OTHER LIKE UNITS. NO FURTHER REPAIRS TO BE MADE FOR THIS CONCERN AS THE VEHICLE IS OPERATING AS INTENDED. CLOSING TAR. ...

AUDIT 03/29/2022 09:39AM CALE GARRETT(FSE) MSS - FCSD - CENTRAL REGION TECH ASSIST REFERRAL HAS BEEN CLOSED

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?:	Ease of Diagnosis:	Level of Assistance:
Comp. Timing:	Base Timing :	MIL light on? :
Test Stand :	Road Test :	8D Number:
Prior Repair Attempts:		Repair Prior to Call: NO
CB#A#B120C-11-0A,U0111:00-0A		
Equipment/Procedure Used	Effective?	Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

Repair Type	Component Number	Number Type	Description	Causal Comp.
OTH	NOPART	SERVICE	NO PART IDENTIFIED	YES

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/13/2022

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 11/10/2020 Warranty Start Date: 02/25/2021
Date of Sale: 02/25/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.0L GTDI TC V6 GAS Tag: BC B3G F5
Bld Dt: Calb: MCTVYXN A
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----
Trans: 10 SPD AUTO 10R60 Part #:
Bld Dt:
Serial #: [REDACTED]

Model: Shift:
----- A D D I T I O N A L -----
Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
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 : BOB PROST Title: TECHNICIAN
Phone :

BOB PROST
Rpr Dlr:USA 10988 - Dave Sinclair Lincoln St. Pete Ph#:636-441-4400
City: Saint Peters State : Missouri
Country: United States Region : Kansas City

Claim #/Date : [REDACTED] 01/12/2022

Specialist's
Name : RICHARD LAPLANTE

----- 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) Rr Caus Service Part Number Labor
Operation
USA 10988 11/09/23 614516 50113 1
USA 10988 11/09/23 614516 50113 2 04 [REDACTED] [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/13/2022

----- 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 10988 11/09/23 614516 50113 3 82
USA 10988 03/04/24 617447 54607 1 42 GL3 [REDACTED] B
USA 10988 03/04/24 617447 54607 1 42
USA 10988 03/04/24 617447 54607 1 42
USA 10988 03/04/24 617447 54607 1 42

Feb 14 2022 17:46 Image



Attachment ID 120431037

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/13/2023

----- R E P O R T S U M M A R Y -----

VEHICLE: 2022 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 10,110 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2L 3 38 DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
MESSAGE/NOTIFICATION INOPERATIVE
Additional Symptom: Lane Keeping disengaging
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 07/13/2023 03:58PM BRYAN PEREZ(FSE) MSS - FCSD - PHOENIX REGION
Web Form Data(120077428) Description of Vehicle Concern: WHEN USING
CRUISE CONTROL ADAPTIVE, AND THE LANE KEEPING SYSTEM IS ON AND WORK
PROPERLY FOR A WHILE AND AFTER IT WILL DISPLAY A CANCEL NOTIFICATION
AND TURN OFF CRUISE CONTROL EVEN IF DRIVING STRAIGHT, LANE KEEPING
FUTURE WILL TURN ON AGAIN ON ITS OWN AND CONCERN WILL HAPPEN AGAIN.
Please list any diagnostics already performed: SCAN FOR CODES FOUND
CODE C1001 54 2E ON THE IPMA SSM AVAILABLE SSM 50388 AND RECOMMENDED
TO REPROGRAM THE IPMA TO THE LATEST SOFTWARE. REPROGRAM MODULE AND
CONCERN STILL PRESENT, TRY DOING THE LANE KEEPING RECALIBRATION AND
CONCERN WAS STILL PRESENT AND CODE HAS COME BACK Parts Replaced: NO
PARTS HAVE BEING REPLACED. Your Question: IS THIS CONCERN NORMAL FOR
THE ADAPTIVE FUTURE TO CONANCEL ITSELF OFF, OR IS THERE ANY PROCEDURE I
CAN FOLLOW TO DIAGNOSE THE CONCERN?
RECOMM 07/13/2023 03:58PM BRYAN PEREZ(FSE) MSS - FCSD - PHOENIX REGION
Loreto, yes the feature has the ability to cancel itself and reengage
so the concern may be normal. The first step would be to verify if the
operation is characteristic and operating as designed or if there is a
fault to do this, please first review 419-07 Lane Keeping System
Description and Operation, ensuring that the vehicle speed is not
dropping below 40mph as the lane keeping system will deactivate at any
speeds under this. Please review the other system requirements listed.
Another option would be comparison to a like vehicle (similar MY and
related configuration) on the same stretch of road under the same
driving conditions to determine if it responds the same if it does
that would also likely confirm if its characteristic of the vehicle or
not.

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/13/2023

Prior Repair Attempts: Repair Prior to Call: NO
IPMA#C1001:54-2E,U0111:00-0A
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: 06/25/2022 Warranty Start Date: 09/28/2022
Date of Sale: 09/28/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 3.0L GTDI TC V6 GAS Tag: BC D3G E5
Bld Dt: Calb: NCTVYXN A
Serial #:

- - - T R A N S M I S S I O N - - -
Trans: 10 SPD AUTO 10R60 Part #:
Bld Dt:
Serial #:

Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
Paint : PN4-???????????????????? STONE BLUE/FLIGHT 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 : LORETO RAMIREZ Title: TECHNICIAN
Phone :

LORETO RAMIREZ
Rpr Dlr:USA 11896 - Fiesta Lincoln Ph#:480-813-4900
City: Mesa State : Arizona
Country: United States Region : Phoenix

Claim #/Date : [REDACTED] 07/13/2023

Specialist's
Name : BRYAN PEREZ (FSE)

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
05/06/2024	[REDACTED]	NHL	AID/INFO			USA 11896

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/13/2023

--- 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 11896	08/24/23	247870	11776	1					
USA 11896	08/24/23	247870	11776	2	82				
USA 11896	08/24/23	247870	11776	3	04				
USA 11896	11/16/23	249481	14352	1	82				
USA 11896	11/16/23	249481	14352	2	42	JL7		F	
USA 11896	11/16/23	249481	14352	2	42	3M5		A	
USA 11896	11/16/23	249481	14352	3	82				
USA 11896	11/16/23	249481	14352	4	04				
USA 11896	11/16/23	249481	14352	5	82				
USA 11896	02/02/24	250868	16583	1	82				
USA 11896	02/02/24	250868	16583	2	42				
USA 11896	02/02/24	250868	16583	2	42				
USA 11896	02/02/24	250868	16583	2	42				
USA 11896	03/20/24	251766	17710	1	82				
USA 11896	03/20/24	251766	17710	2	82				
USA 11896	03/20/24	251766	17710	3	42	LC5		N	
USA 11896	03/20/24	251766	17710	3	42				
USA 11896	05/01/24	252507	18450	1	82				
USA 11896	06/17/24	253266	19703	1	04				
USA 11896	06/17/24	253266	19703	2	82				

CQIS Report Number: [REDACTED] Program Type: EI
Report Source: MSS - FCSD - EPDI

Orig Rpt #:
Report Date: 01/13/2020

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV
Engine : 3.0L GTDI TC V6 GAS
Operating Environ:
Vehicle Use :

VIN: [REDACTED]
Odometer: 42 MILES
WCC
Rsp. Act:

SYMPTOM: 4 42 6 00 START/RUN/MOVE SHIFT QUALITY STEADY STATE MOVING 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

CONCER 01/13/2020 06:33PM PROXY CSPRXL6 MSS - FCSD - EPDI
ePDI QUESTION: Check transmission shift operation (all gears), verify
backup/360 camera operation while in reverse ; ePDI TECH COMMENTS:
Reverse brake assist not available message when shifting in reverse.
L71 - WARNING LIGHTS/ALERTS/CHIMES - WRENCH ICON/LIGHT ; ePDI TECH
ANSWER: ;

----- 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: 10/26/2019 Warranty Start Date: 03/11/2020
Date of Sale: 03/11/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 10302
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G D6
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

CQIS Report Number: [REDACTED] Program Type: EI
Report Source: MSS - FCSD - EPDI

Orig Rpt #:
Report Date: 01/13/2020

Trans: 10 SPD AUTO 10R60 Part #: [REDACTED]
Bld Dt:
Serial #:

Model: [REDACTED] Shift:

Tire : 255/55 R20 A/S TYRE Brand :
Radio : A/C : AC T-????????????????????
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 -----
Orig/Caller : Justin Chavers Title:
Phone :

Rpr Dlr:USA 10302 - Crest Lincoln, Inc. Ph#:586-939-6000
City: Sterling Heights State : Michigan
Country: United States Region : Detroit

Claim #/Date : [REDACTED] 01/13/2020

Specialist's
Name : PROXY CSPRXL6

----- C Q I S V I N H I S T O R Y -----
Date CQIS Prog Symp Cat Causal Part Description Dealer Id
01/13/2020 [REDACTED] EPDI AID/INFO USA 10302
07/07/2020 [REDACTED] NHL AID/INFO USA 10302

--- 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 10302 08/29/23 692077 31728 1 82 [REDACTED] [REDACTED]
USA 10302 12/04/23 696312 33105 1 42 [REDACTED] [REDACTED]
USA 10302 12/04/23 696312 33105 2 JL7 F
USA 10302 12/04/23 696312 33105 2 3M5 A
USA 10302 12/04/23 696312 33105 3 82 [REDACTED] [REDACTED]
USA 10302 06/24/24 704755 36678 1 04 [REDACTED] [REDACTED]
USA 10302 06/24/24 704755 36678 1 04 L1M A
USA 10302 06/24/24 704755 36678 1 04 [REDACTED] [REDACTED]
USA 10302 06/24/24 704755 36678 2 01 [REDACTED] [REDACTED]
USA 10302 06/24/24 704755 36678 2 01 L1M G
USA 10302 06/24/24 704755 36678 2 01 S439
USA 10302 06/24/24 704755 36678 2 01 S440
USA 10302 06/24/24 704755 36678 2 01 S441

CQIS Report Number: [REDACTED] Program Type: EI
Report Source: MSS - FCSD - EPDI

Orig Rpt #:
Report Date: 01/13/2020

----- 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 10302	06/24/24	704755	36678	2	01		[REDACTED]	S440	
USA 10302	06/24/24	704755	36678	2	01	LB5	[REDACTED]	A	
USA 10302	06/24/24	704755	36678	2	01		[REDACTED]	S440	

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/16/2024

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 CORSAIR, FWD, PREMIER, CUV VIN: [REDACTED]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 45,408 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 at times with cruise
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
CONCER 05/16/2024 10:55AM VICTOR JOLLEY(FSE) MSS - FCSD - SOUTHEAST REGION
Web Form Data(120470093) Description of Vehicle Concern: customer
states when the cruise control is set at 70 mph it will speed up on it
s own to 81 mph. Please list any diagnostics already performed:
scanned codes, no codes found related to cruise control. test drove
vehicle to duplicate concern. customer concern was duplicated but only
in one location on the interstate. duplicated in same location in both
directions. can cancel the cruise control when it starts to speed up
and reset it and works as designed. only duplicated in one location.
Parts Replaced: no parts replaced Do you have a module programming
concern? No Your Question: is this concern related to outside
interference or is there a fault with the vehicle?
RECOMM 05/16/2024 10:55AM VICTOR JOLLEY(FSE) MSS - FCSD - SOUTHEAST REGION
Hi Zachary, The concern you describe indicates outside interference,
likely a misread of a speed limit sign. This is especially true if it
is only duplicated at a specific point along a specific roadway. There
is a specific section of I-65 near Clanton, AL that gets me everytime.
Slows vehicle to 45 mph in a 70 mph zone because my vehicle sees the
road sign on the overpass instead of the interstate at that point. Per
WSM 419-03B: Intelligent ACC with traffic sign recognition has a
number of speed warning levels that can be programmed. When this mode
is selected, a bracket appears around the set speed and the detected
speed limit sign in the information display. The system is designed to
set the vehicle speed to the speed limit detected by the speed sign
recognition system before the vehicle passes the speed limit sign. If
it happens for a long enough period of time, you may be able to notice
the speed limit sign on the dash switches to the new speed limit for
further confirmation. You may advise this to the customer, and help
them determine when and where it specifically takes place. If they can
duplicate it themselves, it typically makes it understandable, and
they are able to compensate as needed. You may also find that a
similar vehicle may exhibit the same issue when passing that specific
point. If the above statements do not address the concern as a normal,
albeit unwanted, characteristic, please update this form. Vic Jolley

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/16/2024

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT

FSE

FSE

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing: MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 02/25/2020 Warranty Start Date: 09/09/2020
Date of Sale: 09/09/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 11616
Dealer Special Order: Gross Vehicle Weight: 486 LBS
LH/RH Drive:

Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: LJ 6E FA
Bld Dt: Calb: LCTFR9N A
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----

Trans: 8 SPEED AUTO 8F35 Part #:

Bld Dt:
Serial #: [REDACTED]

Model: Shift:

----- A D D I T I O N A L -----

Tire : 225/55 R19 99V A/S BSW 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 -----

Orig/Caller : ZACHARY SNYDER Title: TECHNICIAN
Phone :
Rpr Dlr:USA 11616 - ZACHARY SNYDER Ph#:850-478-8531
City: Pensacola State : Florida

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/16/2024

Country: United States Region : Orlando

Claim #/Date : [REDACTED] 05/08/2024

Specialist's
Name : VICTOR JOLLEY (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
03/09/2020 [REDACTED] EPDI FT/FN/BD USA 11616

--- 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 11616 08/03/23 292609 39418 1 42 LX6 [REDACTED] AE
USA 11616 08/03/23 292609 39418 1 42 LX6 [REDACTED] C
USA 11616 08/03/23 292609 39418 2 42 LX6 [REDACTED] BR
USA 11616 08/03/23 292609 39418 2 42 LX6 [REDACTED] D
USA 11616 08/03/23 292609 39418 2 42 [REDACTED] S439
USA 11616 08/03/23 292609 39418 2 42 [REDACTED] S442
USA 11616 08/03/23 292609 39418 2 42 [REDACTED] S442
USA 11616 08/03/23 292609 39418 2 42 [REDACTED] S440
USA 11616 08/03/23 292609 39418 2 42 CCP G
USA 11616 08/03/23 292609 39418 2 42 JM5 A
USA 11616 08/03/23 292609 39418 3 82 [REDACTED]
USA 11616 08/03/23 292609 39418 4 82 [REDACTED]
USA 11616 09/29/23 293548 39421 1 04 [REDACTED]
USA 11616 10/24/23 293951 39757 1 42 LJ7 [REDACTED] AC
USA 11616 10/24/23 293951 39757 1 42 [REDACTED]
USA 11616 10/24/23 293951 39757 2 42 [REDACTED]
USA 11616 05/08/24 297010 45381 1 82 LJ7 [REDACTED] K
USA 11616 05/08/24 297010 45381 1 82 [REDACTED] S300
USA 11616 05/08/24 297010 45381 2 04 [REDACTED]
USA 11616 05/08/24 297010 45381 3 42 [REDACTED]
USA 11616 05/08/24 297010 45381 3 42 [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/28/2020

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 9,318 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 3 38 5 39 FIT/FINISH/BODY NOISE
DOOR INTERMITTENT

Additional Symptom: Noise when vehicle waking up
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT

CONCER 10/28/2020 04:02PM TATE BUNDERSON(FSE) MSS - FCSD - MID ATLANTIC REG
Web Form Data(117693857) Description of Vehicle Concern: after vehicle
sits for a couple hrs when opening the drivers door there is a very
brief grinding type noise from in vehicle. Please list any diagnostics
already performed: verify noise Parts Replaced: none Your Question: I
have only duplicated the noise once. it is very brief and is a
grind/grunt type noise from inside the vehicle. I cannot pinpoint
where it is coming from. I know this is very vague but wondering if
you have heard of anything like this, (sounds electrical) or what
might be turning on right after door is opened. sorry for the lack of
info. thanks

RECOMM 10/28/2020 04:02PM TATE BUNDERSON(FSE) MSS - FCSD - MID ATLANTIC REG
Robert, When we are made aware of a concern and its solution it can be
found in the Technician Self Help tool which is populated by surveys
of contacts submitted as well as on OASIS in the list of published
messages such as SSMS, TSBs, GSBs, FSAs, etc. Looking at this time,
there does not appear to be anything indicating that this is a concern
we have been made aware of or encountered that was found to be
abnormal vehicle operation. Where you have duplicated the concern
once, determine if this is abnormal or part of the vehicles normal
wakeup procedure that occurs when the door is opened after the vehicle
has been sitting and the modules have gone to sleep where things such
as the fuel pump are primed, components in the vehicle and under the
hood (such as the brake assembly) may perform functional tests or
actuators may operate. If it is determined to be abnormal, your next
step would then be to continue working to duplicate the concern so
that the specific component causing the noise can be identified and
further addressed. Once the source of the grinding noise is identified
and repaired, we would appreciate it if you would complete the survey
so that technicians like yourself can refer to the self-help tool if
they encounter a similar situation.

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/28/2020

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 07/17/2019 Warranty Start Date: 09/26/2019
Date of Sale: 09/26/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 650 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G D5
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

Trans: 10 SPD AUTO 10R60 Part #: [REDACTED]
Bld Dt:
Serial #: [REDACTED]

Model: [REDACTED] Shft:

Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
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 -----

Orig/Caller : ROBERT OVERMOHLE Title: TECHNICIAN
Phone :
Rpr Dlr:USA 02374 - ROBERT OVERMOHLE Ph#:712-732-1311
City: Storm Lake - Holzhauer Ford Storm Lake State : Iowa
Country: United States Region : Twin Cities

Claim #/Date : [REDACTED] 10/27/2020

Specialist's
Name : TATE BUNDERSON (FSE)

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/28/2020

----- 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
09/20/2019	[REDACTED]	HLIEPA	FT/FN/BD		USA 09568
09/20/2019	[REDACTED]	HLIEPA	FT/FN/BD		USA 09568
09/20/2019	[REDACTED]	HLIEPA	FT/FN/BD		USA 09568
09/23/2019	[REDACTED]	HLIEPA	FT/FN/BD		USA 09568
04/13/2021	[REDACTED]	NHL	AID/INFO		USA 02374

--- 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 09403	03/21/24	244391	51115	1		JL7	[REDACTED]	F	[REDACTED]
USA 09403	03/21/24	244391	51115	1		3M5	[REDACTED]	A	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8		[REDACTED]	S440	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8		[REDACTED]	S440	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8	LB5	[REDACTED]	A	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8	CN1	[REDACTED]	B	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8	L1M	[REDACTED]	E	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8		[REDACTED]	S439	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8		[REDACTED]	S440	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8		[REDACTED]	S440	[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/18/2023

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 CORSAIR,AWD,RESERVE, CUV VIN: [REDACTED]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 22,596 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 22 2 32 DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE GAINS SPEED

Additional Symptom: Cruise control operation
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 03/18/2023 02:51PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Web Form Data(119903563) Description of Vehicle Concern: customer
states when on cruise control on a slow speed it increases speeds by
itself. vehicle has adaptive cruise control. Please list any
diagnostics already performed: test drove vehicle and VERIFIED
concern. took video of concern happening. would have cruise control
set to 30 mph, randomly vehicles cruise control jumped to 45mph
without me touching anything. vehicle accelerated quickly to get to
speed due to no one being in front of me but it happened without me
being in control. checked for codes, none related. Parts Replaced:
none Your Question: This is the first time Ive ever seen this in a
vehicle. it does have blue cruise which was not active at the time of
the issue. on my test drive it happened on 2 occasions. 1st time i was
going 30 mph and cruise control changed my sped setting to 45 mph
without me touching anything. second time I was going 30mph again and
it jumped to 60mph. there is definitely something wrong with the
system and by no means safe under any circumstance. i have checked for
messages/tsbs, none. no codes related. where would i even start to try
to diagnose this? there is no damage on vehicle especially in front
for me to even opt out cruise control module. no codes related to
steering wheel controls, no buttons sticking. I would like to send you
guys the video if i could get an email from you or text message,
apparently the file is too large (70mb) for me to send to my email.
Also, any information on this would be extremely helpful. thank you
for your help and insights as always. [REDACTED]

RECOMM 03/18/2023 02:51PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
[REDACTED], In-conjunction with adaptive cruise control it is also
equipped with Speed Sign Recondition which will change the vehicle
speed to match the last detected speed limit sign when cruise control
as been activated. With being able to duplicate the concern, before
the vehicle accelerates on its own and note if there is a speed limit
change and if there is, the vehicle is operating as designed(reference
the information under Adaptive Cruise Control (If Equipped)starting on
page 244 of the on-line owners guide). Rob G. Lincoln Escalated

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/18/2023

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT -----

Support

Support

ADD-ON 03/18/2023 02:51PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact, 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
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 11/20/2019 Warranty Start Date: 08/26/2020
Date of Sale: 08/26/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 11234
Dealer Special Order: Gross Vehicle Weight: 486 LBS
LH/RH Drive:

Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: LJ 6E FA
Bld Dt: Calb: LCTFR9N A
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #: [REDACTED]

Model: Shift:

----- A D D I T I O N A L -----
Tire : 225/55 R19 99V A/S BSW Brand :
Radio : A/C : AC G-????????????????????
Paint : PN4-???????????????????? STONE BLUE/FLIGHT 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

----- 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 : CHRISTOPHE CATANZARO Title: TECHNICIAN
Phone :

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/18/2023

Rpr Dlr: USA 11234 - Lincoln of Wayne Ph#: 973-696-9710
City: Wayne State : New Jersey
Country: United States Region : New York

Claim #/Date : [REDACTED] 03/17/2023

Specialist's
Name : ROBERT GARY

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
11/26/2021	[REDACTED]	CACVOC	FT/FN/BD		USA 11234
01/13/2023	[REDACTED]	CACVOC	AID/INFO		USA 11234

--- 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 11234	12/08/23	030982	31465	1	04				
USA 11234	12/08/23	030982	31465	1	04				
USA 11234	12/08/23	030982	31465	1	04				
USA 11234	12/08/23	030982	31465	2	82				
USA 11234	01/03/24	031820	32080	1	42	GD9		B	
USA 11234	01/03/24	031820	32080	1	42	GD9		B	
USA 11234	01/03/24	031820	32080	1	42				
USA 11234	01/03/24	031820	32080	2	82				
USA 11234	02/16/24	033514	33693	1		LJ7		K	
USA 11234	02/16/24	033514	33693	1					
USA 11234	02/16/24	033514	33693	2	42	LX6		SH	
USA 11234	02/16/24	033514	33693	2	42				
USA 11234	02/16/24	033514	33693	2	42				
USA 11234	02/16/24	033514	33693	3	04				

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/14/2021

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 7,331 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 22 2 24 DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE DISENGAGE/DROPOUT
Additional Symptom: Cruise and LKS shut off
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 06/14/2021 11:11AM BKARBUM1
Web Form Data(118193571) Description of Vehicle Concern: customer complains of when driving vehicle with adaptive cruise control and lane assist system will turn off on its own and customer will have to reengage Please list any diagnostics already performed: fdrs test
Parts Replaced: none Your Question: any known issues or future fixes for this concern

RECOMM 06/14/2021 11:11AM BKARBUM1
James, Typically if the lane keep assist or adaptive cruise is disabled there is some type of message generated in the IPC such as sensor blocked or some type of warning in regards to a system malfunction. However it is also possible that the concern is simply due to driving conditions such as heavy rain or fog that can disable the system due to the inability to properly detect road markings and other objects. With no DTCs listed associated with the concern, if the fault has not been duplicated, it is recommended to thoroughly test drive the vehicle and attempt to duplicate the concern to determine how exactly it is occurring and if any warnings are displayed when the concern occurs. If the fault cannot be duplicated, then it is recommended to consult with the customer to further determine how/when the concern occurs, if there are any specific conditions in which the fault duplicates consistently and determine if they witnessed any error messages on the IPC that may be used for diagnosis of the concern. There are several warning messages listed in the symptom chart in section 419-07 of the workshop manual that can be used for diagnosis such as LANE KEEPING SYSTEM MALFUNCTION - SERVICE REQUIRED or FRONT CAMERA TEMPORARILY NOT AVAILABLE. If you are able to duplicate the fault or find out any further details that would be useful for diagnosing the concern, update this request with that information if further assistance is needed.

----- 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: 06/14/2021

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 08/11/2020 Warranty Start Date: 09/11/2020
Date of Sale: 09/11/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G D5
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

- - - T R A N S M I S S I O N - - -
Trans: 10 SPD AUTO 10R60 Part #:
Bld Dt:
Serial #: [REDACTED]

Model: [REDACTED] Shft:

- - - A D D I T I O N A L - - -
Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B ----- BURGUNDY VELVET 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

----- 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 : JAMES TREVARROW Title: SHOP FOREMAN
Phone :

JAMES TREVARROW
Rpr Dlr:USA 13952 - Hines Park Lincoln, Inc. Ph#:734-453-2424
City: Plymouth State : Michigan
Country: United States Region : Detroit

Claim #/Date : [REDACTED] 06/09/2021

Specialist's
Name : BKARBUM1 -????????????????????

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/14/2021

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
01/13/2021	[REDACTED]	NHL	AID/INFO		USA 04845

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 06156	05/02/24	039273	34802	1		JL7	[REDACTED]	F	[REDACTED]
USA 06156	05/02/24	039273	34802	1		3M5	[REDACTED]	A	[REDACTED]
USA 06156	05/02/24	039273	34802	2	42		[REDACTED]		[REDACTED]
USA 06156	06/19/24	039727	36279	1			[REDACTED]		[REDACTED]
USA 06156	07/10/24	039940	36508	1	42	L1M	[REDACTED]	A	[REDACTED]
USA 06156	07/10/24	039940	36508	1	42		[REDACTED]		[REDACTED]
USA 06156	07/10/24	039940	36508	1	42		[REDACTED]		[REDACTED]
USA 06156	07/10/24	039940	36508	1	42		[REDACTED]		[REDACTED]
USA 06156	07/10/24	039940	36508	2	42	MC5	[REDACTED]	A	[REDACTED]
USA 06156	07/10/24	039940	36508	2	42		[REDACTED]		[REDACTED]

CQIS Report Number: [REDACTED] Program Type: EI
Report Source: MSS - FCSD - EPDI

Orig Rpt #:
Report Date: 09/30/2020

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 AVIATOR, BL AWD, 4 DOOR, MPV
Engine: 3.0L GTDI TC V6 GAS
Operating Environ:
Vehicle Use:

VIN: [REDACTED]
Odometer: 7 MILES
WCC:
Rsp. Act:

SYMPTOM: 2 22 2 00 DRIVER AIDES & INFORMATION
PERFORMANCE

SPEED CONTROL
UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom:

Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:

Causal Factor: Feature:

Causal Condition: Photo: Loc: 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 09/30/2020 09:13AM PROXY CSPXL6 MSS - FCSD - EPDI
ePDI QUESTION: Check speed control functionality ; ePDI TECH COMMENTS:
cruise engaged then disengaged 1/4 mile down the road with
precollision warning A30 - SPEEDOMETER NOT WORKING AT ALL ; ePDI TECH
ANSWER: ;

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing: MIL light on? :
Test Stand: Road Test: 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 08/29/2020 Warranty Start Date: 10/30/2020
Date of Sale: 10/30/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS - - - E N G I N E - - -
Bld Dt: Calb: LCTVYXN A Tag: BC A3G C5
Serial #: [REDACTED]

Trans: 10 SPD AUTO 10R60 - - - T R A N S M I S S I O N - - -
Bld Dt: Part #:

CQIS Report Number: [REDACTED] Program Type: EI
Report Source: MSS - FCSD - EPDI

Orig Rpt #: [REDACTED]
Report Date: 09/30/2020

Serial #: [REDACTED]

Model: [REDACTED]

Shift: [REDACTED]

- - - A D D I T I O N A L - - -

Tire : 275/40R22 107W TIRE

Brand :

Radio : [REDACTED]

A/C :

AC T-????????????????????

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 : JONATHAN HARN

Title:

Phone :

Rpr Dlr:USA 02561 - Sewell Ford-Lincoln

Ph#:432-498-0421

City: Odessa

State :

Texas

Country: United States

Region :

Dallas

Claim #/Date : [REDACTED] 09/28/2020

Specialist's

Name : PROXY CSPRL6

----- 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
09/30/2020	[REDACTED]	EPDI	FT/FN/BD			USA 02561
09/30/2020	[REDACTED]	EPDI	COMF/ENT			USA 02561

--- S U P P L E M E N T A L S U R V E Y: NONE ---

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 02561	07/26/23	521369	21087	1	82		DELIVERY		
USA 02561	07/26/23	521369	21087	2					
USA 02561	07/26/23	521369	21087	3	49	Y			
USA 02561	07/26/23	521369	21087	3	49				
USA 02561	07/26/23	521369	21087	4	82	KU2		A	
USA 02561	07/26/23	521369	21087	4	82	X		BSP	
USA 02561	07/26/23	521369	21087	4	82	LX6		CA	
USA 02561	07/26/23	521369	21087	4	82				
USA 02561	09/29/23	527776	22698	1		JL7		F	
USA 02561	09/29/23	527776	22698	1		3M5		A	
USA 02561	06/14/24	551920	27571	1	61	LC5		A	
USA 02561	06/14/24	551920	27571	1	61				
USA 02561	06/14/24	551920	27571	1	61				
USA 02561	06/14/24	551920	27571	2	41				
USA 02561	06/14/24	551920	27571	3	82	KU2		A	
USA 02561	06/14/24	551920	27571	3	82	X		BSP	

CQIS Report Number: [REDACTED] Program Type: EI
Report Source: MSS - FCSD - EPDI

Orig Rpt #:
Report Date: 09/30/2020

----- 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 02561 06/14/24 551920 27571 3 82 MAINT

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 CORSAIR, AWD, RESERVE, CUV VIN: [REDACTED]
Engine : 2.3L 4V TIVCT DI TC 270 HP GAS Odometer: 10,293 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 22 2 32 DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE GAINS SPEED

Additional Symptom: incorrect map speed
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 11:53AM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Web Form Data(118357401) Description of Vehicle Concern: The customer
complained the vehicle was trying to accelerate to 95mph when in
cruise control on a specific road. I found the vehicle was in
intelligent cruise control mode with the threshold set at 15mph + and
set it back to zero. This aspect of the customers concern has been
rectified, what hasnt changed is that the vehicle is registering the
speed limit at 80mph on a road with a 55mph limit. I know of no way to
change or update this and am looking for assistance with possible
update or any other recommendation. Please list any diagnostics
already performed: road test. Parts Replaced: none. Your Question:
Wondering if there is a software issue or update I can do to resolve
incorrect speed limit listed in cluster. Showing limit as 80mph in a
55 making intelligent cruise un-useable for the most part.
RECOMM 08/26/2021 11:53AM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Patrick, If the navigation information for speed limits is not
correct, then an update to the system will likely need to be
performed. A navigation map update is separate from a normal SYNC
update. When checking <https://syncnavigation.com/lincoln/> to see if an
update is available, it is seen that a new update will be released on
September 1st. This update would be a free download for the customer,
or they can order a pre-loaded USB drive with the update on it. Once
this update is released, it would be recommended to have the map
update installed, then verify if the problem is still present. Richard
L. Lincoln Escalated Support
CONCER 08/26/2021 12:04PM GTCGCQSP
Thank you for the info. Dealership selected No Reply Required when
submitting these comments.

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing: MIL light on?:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/26/2021
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 10/01/2019 Warranty Start Date: 08/18/2020
Date of Sale: 08/18/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 02848
Dealer Special Order: Gross Vehicle Weight: 494 LBS
LH/RH Drive:

Engine: 2.3L 4V TIVCT DI TC 270 HP GAS Tag: KJ 7E SA
Bld Dt: Calb: LCTFN3N A
Serial #: [REDACTED]

Trans: 8 SPEED AUTO 8F40 Part #:
Bld Dt:
Serial #: [REDACTED]

Model: Shft:

Tire : 245/45R20 99V 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 : PATRICK LEWIS Title: TECHNICIAN
Phone :
Rpr Dlr:USA 09499 - Empire Ford of Huntington Ph#:516-496-9700
City: Huntington State : New York
Country: United States Region : New York

Claim #/Date : [REDACTED] 08/26/2021

Specialist's
Name : RICHARD LAPLANTE

----- C Q I S V I N H I S T O R Y -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/26/2021

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 09499	12/05/23	378788	28326	1		LJ7	[REDACTED]	K	[REDACTED]
USA 09499	12/05/23	378788	28326	1			[REDACTED]	S300	[REDACTED]
USA 09499	12/05/23	378788	28326	2	82		[REDACTED]		[REDACTED]
USA 09499	12/05/23	378788	28326	3	91	LJ7	[REDACTED]	BA	[REDACTED]
USA 09499	03/11/24	382417	30231	1	82		[REDACTED]		[REDACTED]

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 04/13/2021

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 AVIATOR, PHEVAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine: 3.0L NANO D4 G GTDI CD6R PHEV Odometer: 6,573 MILES
Operating Environ: WCC
Vehicle Use: Rsp. Act:

SYMPTOM: 2 22 2 24 DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE DISENGAGE/DROPOUT

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 OBC to DLR @866-906-8234, CSM will @ ext 77959 Spoke to Ron in service regarding rental service. Adv that we can pick up any days from 4/13/2021. "I spoke to your rep who told us to do this. We're under the ten days. I'm not eating 7 days of rental for this Lincoln CLT. Next time, I'm just telling them to take their vehicle somewhere else. I think you should talk to your supervisor." I adv that this is the policy and I'm the regional CSM assigned to work this case. "How is a Ford dealer supposed to know this?" I adv that there are EFC's that explain this information freely available on FMC Dealer. "I want to talk to your supervisor." I adv that I am the regional concierge service manager. "I want to talk to your supervisor, I don't want to talk to you anymore." I adv that any supervisor I escalate to will have the same delegation of authority that I have. "I said I want to talk to your supervisor." I adv that I don't have their information to hand out. "I still want to talk to your supervisor, I don't want to talk to you anymore." I agreed to escalate at his request. Next steps: Escalate to supervisor.
OWNREL ACOM Supervisor request (the 1888 number wouldn't work on my phone) OBC to DLR 3525676711. Spoke to SM Ron who stated he opened a case for Mr. [REDACTED] who has a 2020 Aviator. Stated with Ford he can do self approve codes for 10 days. As long as he opens a case within the 10th day it would be covered. SM is looking for 7 days of rental. ACOM provided code MSPA544572 program P11. \$315. Close case

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing: MIL light on?:
Test Stand: Road Test: 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

CQIS Report Number: [REDACTED] Program Type: C1
 Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
 Report Date: 04/13/2021

----- 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: 09/19/2020 Warranty Start Date: 11/11/2020
 Date of Sale: 11/11/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):
 Dealer Special Order: Gross Vehicle Weight: 715 LBS
 LH/RH Drive:

Engine: 3.0L NANO D4 G GTDI CD6R PHEV Tag: BD A3P F5
 Bld Dt: Calb: LCTVBQN A
 Serial #: [REDACTED]

----- T R A N S M I S S I O N -----
 Trans: HYB TRNAXLE A10R80 Part #:
 Bld Dt:
 Serial #: [REDACTED]

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 T-????????????????????
 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 04935 - Jarrett Ford, Inc. Ph#:352-567-6711
 City: Dade City State : Florida
 Country: United States Region : Orlando

----- 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
04/09/2021	[REDACTED]	NHL	AID/INFO			USA 03781

--- 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 Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 03271	09/13/23	656381	62419	1					
USA 03271	04/09/24	663095	82475	1					
USA 03271	04/09/24	663095	82475	2		JL7		F	
USA 03271	04/09/24	663095	82475	2		3M5		A	
USA 03271	04/09/24	663095	82475	3					

CQIS Report Number: [REDACTED] Program Type: Q
Report Source: MSS - FCSD - QSFS

Orig Rpt #: [REDACTED]
Report Date: 01/27/2021

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 AVIATOR, PHEVAWD, 4 DOOR, MPV VIN [REDACTED]
Engine : 3.0L NANO D4 G GTDI CD6R PHEV Odometer: 9,305 MILES
Operating Environ: WCC : 5T03
Vehicle Use : Rsp. Act:

SYMPTOM: 4 48 2 39 START/RUN/MOVE NOISE
MOVING/DRIVING INTERMITTENT

Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: 7E395 CABLE ASY TRNS SHIFT
Causal Factor: Feature: Loc:
Causal Condition: Photo: NO Atchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT

CONCERN 01/27/2021 11:33AM
RATTLE COMING FROM DASH WHEN ACCELERATING.
TECH/C 01/27/2021 11:33AM
VERIFIED NOISE COMING FROM DASH AREA ON ACCELERATION OR WHEN POWER
BRAKING. AT TIMES IS NOTICEABLE IN PARK JUST REVVING THE ENGINE. WE
COMPARE TO NEW UNIT AND IT WAS DUPLICATED AS WELL. WE SPEND ALOT OF
TIME CHASING NOISE TO FIND OUT THAT THE SHIFTER CABLE RUBS ON THE
TRANSMISSION CASE AND TRANSFER NOISE UP IN THE CONSOLE AS IF THERE IS
A BOLT LOOSE AND VIBRATING WHEN REVVING THE ENGINE. I USED PCV TAPE TO
ISOLATED AT THE TRANSMISSION AND ON THE LEFT SIDE OF CONSOLE WHERE THE
SHIFTER CABLE CLIPS TO BODY. RATTLE CONCERN FIXED.

----- C O N C E R N D E T A I L S -----
Intermittent?: Come Back? : Air Temp. : A Grid Location:
Towed In? : Quits On Road?: Unit Down?: Verification :

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

Repair Type	Component	Number	Number Type	Description	Causal Comp.
ADJ		7E395	SERVICE	CABLE ASY TRNS SHIFT	YES

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 12/04/2019 Warranty Start Date: 01/25/2020

CQIS Report Number: [REDACTED] Program Type: Q
Report Source: MSS - FCSD - QSFS

Orig Rpt #: [REDACTED]
Report Date: 01/27/2021

Date of Sale: 01/25/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 715 LBS
LH/RH Drive:

Engine: 3.0L NANO D4 G GTDI CD6R PHEV Tag: BD A3P D8
Bld Dt: Calb: LCTVBQN A
Serial #: [REDACTED]

Trans: HYB TRNAXLE A10R80 Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift:

Tire : 275/45 R21 A/S TYRE Brand :
Radio : A/C : AC T-????????????????????
Paint : PN4-???????????????????? CERAMIC PEARL

----- 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 : JOSUE MADRIGAL Title: SHOP FOREMAN
Phone : 8058164439

Rpr Dlr:USA 09268 - Jim Burke Ford Ph#:
City: Bakersfield State : California
Country: United States Region : Los Angeles

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
10/16/2020	[REDACTED]	NHL	AID/INFO		USA 05471
12/22/2020	[REDACTED]	CACVOC	DRV PERF		USA 05471
02/04/2020	[REDACTED]	NHL	ST/RN/MV		USA 05471
03/12/2020	[REDACTED]	NHL	SAFE/SEC		USA 05471
01/20/2021	[REDACTED]	NHL	AID/INFO	TECH COMMENTS	USA 05471
09/09/2021	[REDACTED]	NHL	AID/INFO		USA 07742
04/15/2024	[REDACTED]	NHL	AID/INFO		USA 07742

--- S U P P L E M E N T A L S U R V E Y : NONE ---

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Caus	Service Part	Number	Labor Operation
USA 07742	08/10/23	23449	36583	1			
USA 07742	08/10/23	23449	36583	2	82 FT4	CA	
USA 07742	08/10/23	23449	36583	2	82 X	QSP	
USA 07742	08/10/23	23449	36583	2	82		

CQIS Report Number: [REDACTED] Program Type: Q
Report Source: MSS - FCSD - QSFS

Orig Rpt #: [REDACTED]
Report Date: 01/27/2021

----- 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 07742	03/15/24	39898	42192	1		JL7	[REDACTED]	F	[REDACTED]
USA 07742	03/15/24	39898	42192	1		3M5		A	
USA 07742	04/09/24	41754	43129	1	42	LC5		B	
USA 07742	04/09/24	41754	43129	1	42	LC5		AB	
USA 07742	04/09/24	41754	43129	1	42				
USA 07742	04/09/24	41754	43129	1	42				
USA 07742	04/09/24	41754	43129	1	42				
USA 07742	04/09/24	41754	43129	1	42				
USA 07742	06/05/24	46446	44369	1	82	FT4		CA	
USA 07742	06/05/24	46446	44369	1	82	X		DSP	
USA 07742	06/05/24	46446	44369	1	82				

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 04/02/2024

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV
Engine : 3.0L GTDI TC V6 GAS
Operating Environ:
Vehicle Use :

VIN: [REDACTED]
Odometer: 59,300 MILES
WCC :
Rsp. Act:

SYMPTOM: 8 81 2 22 SAFE & SECURE (FIRE/SMOKE)
DOOR

LATCHES/LOCKS
DIFFICULT TO OPEN

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 -----

AUDIT 04/29/2024 08:32PM

SYNC: GEN3 MODEM: 4G

OWNREL CLT SAYS: CLT states that the button to open and close both of his back rear doors on the passenger and driver side no longer work. CLT states that he already had the same VEH before and the same thing happened. CLT states that the RTL wants him to pay for the repair but he feels like it should be covered under warranty because its a known issue. PER CLT DLR SAYS: That the CLT door needs to be repaired and that the cost of repairs are not covered under warranty. CSM ADVISED: I apologized to the CLT for the inconvenience. I then ADV the CLT that I will reach out to the RTL and get the cost of repairs and because he is a loyal lincoln CLT i will cover the cost for the repairs. I then ADV the CLT that I will F/U with him on 4/5/24 with an update. NEXT STEPS : F/U with CLT on 4/5/24 with an update on FINN ASSIST and reach out to SA Alex.

OWNREL OBC to RTL (2145527805) SPOKE TO: Called SA to go over CLT FINN ASSIST information. SA did not answer Left VM. NEXT STEPS: F/U with SA again

OWNREL OBC to RTL (9728803237) SPOKE TO: Called SA to go over CLT [REDACTED] ASSIST information. SA did not answer Left VM. NEXT STEPS: F/U with SA again

OWNREL OBC to RTL (9723545273) SPOKE TO: Called SA to go over CLT [REDACTED] ASSIST information. SA did not answer Left VM. NEXT STEPS: F/U with SA again

OWNREL IBC from CLT ([REDACTED]) SPOKE TO: CLT CLT called in to see if I spoke to SA. I ADV the CLT That I called the RTL multiple times and left VMs for someone to return my call and sent out emails to a few SAs. I theb ADV CLT that tomorrow I will call and request to speak to the SM. NEXT STEPS: F/U with SM on 04/06/24 regarding CLT VEH repair .

OWNREL Assisting Roberta OBC to RTL (9724309305) SPOKE TO: SA Alex Informed ticket was made last month because parts (Side Mirror Motor Assembly Kit) on BO, stated appt set for 4/30 at 11am. Said clt has ESP and repairs are covered under ESP. RO#42320 NEXT STEPS: CONTACT CSM

OWNREL CSM (Elaine) x(77856) OBC to CLT ([REDACTED]) SPOKE TO: CLTI called CLT to go over the information that I received from his SA Alex. I ADV the CLT that his part for his repair is on BO and the repair is

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 04/02/2024

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT

covered under his warranty. I then ADV the CLT that I would F/U with

covered under his warranty. I then ADV the CLT that I would F/U with him on Friday 04/12/24 with the status of his part. I will also contact RTL on 04/09/24 to ask them to open a COPIS case for BO part.NEXT STEPS: F/U with CLT on 04/12/24 with the status of his part.

OWNREL OBC to RTL (9724309305) SPOKE TO: Called RTL to check on the status of the CT part. no answer unable to leave VM. NEXT STEPS: F/U with CLT

OWNREL OBC to CLT [REDACTED] SPOKE TO: CLT went over part details, CLT states that he spoke with Service Manager Mike. I ADV the CLT that I would F/U with the SM Monday 04/15/24.NEXT STEPS: F/U with SM on 04/15/24

OWNREL **Assisting Facing CSM** | OBC to RTL | **9724309305**SPOKE TO: SM Mike CSM is calling on behalf of facing CSM to gather updates on part. Parts are at the RTL and CLT has an appointment scheduled for repair on 04/29/24 and SM also advised that RTL has a loaner reserved for CLT. NEXT STEPS: F/U with CLT by end of business day today 04/15/24.

OWNREL **Assisting Facting CSM | OBC to CLT | **[REDACTED]**SPOKE TO: MR SEATON CSM is calling to provide update to CLT after speaking with RTL. CLT stated appointment is scheduled for 04/30/24 at RTL. CLT stated he received a letter today for recall on backup camera and would like to know if parts are available to take care of this at CLTs appointment. CSM advised CLT that facing CSM will contact RTL to see if part is available for recall. F/U no later than end of day tomorrow 04/16/24. NEXT STEPS: Facing CSM will F/U with CLT no later than 04/16/24.

OWNREL (Dorothy) - EXT (77513)Assisting CSM Elaine | OBC to RTL9724309305SPOKE TO: SA Alex advised that he can get that taken care of even if he has to order the parts and the clt will be in a loaner. SA would like this noted at it is the third call from CRC he has received about this in regard to this clt. CSM apologized to the SA and thanked for assistance.NEXT STEPS: F/u with clt

OWNREL (Dorothy) - EXT (77513)Assisting CSM Elaine | OBC to CLT [REDACTED] SPOKE TO: CSM advised the clt that the RTL advised they should be able to take of the clt recall during his appt. Clt understood. CSM advised the cl that the facing CM will follow up on 4/26 to confirm appt on the 30 f april. CLt agreed.NEXT STEPS: F/u with clt to confirm appt on 4/30

OWNREL OBC to CLT ([REDACTED]) SPOKE TO: CLT I called CLT to see if he was able to drop his VEH off at the RTL. CLT said yes. I then ADV the CLT that the RTL has to do a diagnosis on his VEH firs , so I will F/U with him on 05/03 with an update on the Diagnosis and what the technicians need to repair moving forward. NEXT STEPS: F/U with CLT on 05/03 with an update on the Diagnosis of his VEH.

OWNREL OBC to RTL ([REDACTED]) SPOKE TO: CLT did not answer left VM ADV that I would F/U with CLT on 05/09/24 with the status of VEH repair. NEXT STEPS: F/U with CLT on 05/09/24 with the status of VEH repair.

----- C O N C E R N D E T A I L S -----

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 04/02/2024

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing: MIL light on?:
Test Stand: Road Test: 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 07/24/2019 Warranty Start Date: 09/21/2019
Date of Sale: 09/21/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 650 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G D6
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----
Trans: 10 SPD AUTO 10R60 Part #:
Bld Dt:
Serial #: [REDACTED]

Model: Shift:

----- A D D I T I O N A L -----
Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
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 11395 - Planet Lincoln Love Field Ph#:972-354-5200
City: Dallas State : Texas
Country: United States Region : Dallas

----- C Q I S V I N H I S T O R Y -----
Date CQIS Prog Symp Cat Causal Part Description Dealer Id
03/03/2020 Report # Type AID/INFO USA 11395
[REDACTED] NHL

--- S U P P L E M E N T A L S U R V E Y : NONE ---

CQIS Report Number: XXXXXXXXXX Program Type: C1
 Report Source: MSS - FCSO - CUST ASST CTR

Orig Rpt #: XXXXXXXXXX
 Report Date: 04/02/2024

----- 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 11395	09/26/23	36603	46432	1	82	KU2		A	
USA 11395	09/26/23	36603	46432	1	82	X		BSP	
USA 11395	09/26/23	36603	46432	1	82				
USA 11395	01/17/24	40314	53542	1	X4	KU2		FB	
USA 11395	01/17/24	40314	53542	1	X4				
USA 11395	01/17/24	40314	53542	2	42	GD9		M	
USA 11395	01/17/24	40314	53542	2	42	GD9		N	
USA 11395	01/17/24	40314	53542	2	42				
USA 11395	03/05/24	42121	56907	1	82	KU2		A	
USA 11395	03/05/24	42121	56907	1	82	X		BSP	
USA 11395	03/05/24	42121	56907	1	82				
USA 11395	03/11/24	42320	57326	1	42	LC5		DBH	
USA 11395	03/11/24	42320	57326	2	82	KU2		A	
USA 11395	03/11/24	42320	57326	2	82	X		BSP	
USA 11395	03/11/24	42320	57326	2	82				
USA 11395	03/11/24	42320	57326	3	42	LB5		A	
USA 11395	03/11/24	42320	57326	3	42			S439	
USA 11395	03/11/24	42320	57326	3	42			S440	
USA 11395	03/11/24	42320	57326	3	42			S440	
USA 11395	03/11/24	42320	57326	3	42			S440	
USA 11395	03/11/24	42320	57326	3	42			S439	
USA 11395	03/11/24	42320	57326	3	42	N1M		A	
USA 11395	03/11/24	42320	57326	3	42	N1M		F	
USA 11395	03/11/24	42320	57326	3	42	L1M		C	
USA 11395	03/11/24	42320	57326	3	42			S440	
USA 11395	03/11/24	42320	57326	3	42			S439	
USA 11395	03/11/24	42320	57326	3	42			S440	
USA 11395	03/11/24	42320	57326	3	42			S440	
USA 11395	03/11/24	42320	57326	3	42	N1M		A	
USA 11395	03/11/24	42320	57326	3	42			S439	
USA 11395	03/11/24	42320	57326	3	42			S439	
USA 11395	03/11/24	42320	57326	3	42			S439	
USA 11395	03/11/24	42320	57326	3	42	X		QL	
USA 11395	03/11/24	42320	57326	3	42	V		G	
USA 11395	03/11/24	42320	57326	3	42	AT4		A	
USA 11395	03/11/24	42320	57326	3	42	L1M		A	
USA 11395	03/11/24	42320	57326	3	42				
USA 11395	03/11/24	42320	57326	4	42	LC5		CCPTM	17682CTD
USA 11395	07/15/24	47220	64393	1		JL7		F	23S23C
USA 11395	07/15/24	47220	64393	1		3M5		A	23S23E

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/16/2020

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 AVIATOR,PHEVAWD,4 DOOR ,MPV VIN:[REDACTED]
Engine : 3.0L NANO D4 G GTDI CD6R PHEV Odometer: 6,893 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 28 Z 00 DRIVER AIDES & INFORMATION INSTRUMENTATION/DISPLAY
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: HUD position too high
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT

CONCER 10/16/2020 04:54PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Web Form Data(117667560) Description of Vehicle Concern: Heads up
Display is too high. The top of the display is cut off unless it is
positioned at the lowest setting. I followed the calibration procedure
in section 419-03C using calibration target and eye box. The vehicle
enters engineering mode but I am unable to move the HUD position up or
down. The image stays stationary Please list any diagnostics already
performed: FDRS self test: No DTCs. Parts Replaced: None Your
Question: How do I adjust the vertical position?
RECOMM 10/16/2020 04:54PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Hello Mike, The Lincoln Technical Assistance Center is not aware of
the procedure not working in WSM section 419-03C. You may want to try
this on a like unit to confirm that it does indeed work. If a like
unit works as the procedure in 419-03C, then replace this Aviator s
HUD.
AUDIT 10/16/2020 08:31PM
SYNC: Gen3 V4 MODEM: 4G SYNC Connect (Lincoln Way App)

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing: MIL light on?:
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/16/2020

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 12/04/2019 Warranty Start Date: 01/25/2020
Date of Sale: 01/25/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 715 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.0L NANO D4 G GTDI CD6R PHEV Tag: BD A3P D8
Bld Dt: Calb: LCTVBQN A
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----
Trans: HYB TRNAXLE A10R80 Part #:
Bld Dt:
Serial #: [REDACTED]

Model: Shift:

----- A D D I T I O N A L -----
Tire : 275/45 R21 A/S TYRE Brand :
Radio : A/C : AC T-????????????????????
Paint : PN4-???????????????????? CERAMIC PEARL

----- 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 : MIKE GARRETT Title: TECHNICIAN
Phone :

MIKE GARRETT
Rpr Dlr:USA 05471 - Jim Burke Ford Ph#:661-328-3711
City: Bakersfield State : California
Country: United States Region : Los Angeles

Claim #/Date : [REDACTED] 10/16/2020

Specialist's
Name : JOHNATH WILKIN PHANEUF

----- 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
12/22/2020	[REDACTED]	CACVOC	DRV PERF		USA 05471
02/04/2020	[REDACTED]	NHL	ST/RN/MV		USA 05471
03/12/2020	[REDACTED]	NHL	SAFE/SEC		USA 05471
01/20/2021	[REDACTED]	NHL	AID/INFO	TECH COMMENTS	USA 05471
01/27/2021	[REDACTED]	CREDSR	ST/RN/MV	CABLE ASY TRNS SHIFT	USA 09268
09/09/2021	[REDACTED]	NHL	AID/INFO		USA 07742
04/15/2024	[REDACTED]	NHL	AID/INFO		USA 07742

--- S U P P L E M E N T A L S U R V E Y : NATIONAL HOTLINE SURVEY 2000 ---
SURVEY HAS NOT BEEN SENT

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/16/2020

----- 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 07742	08/10/23	23449	36583	1					
USA 07742	08/10/23	23449	36583	2	82	FT4		CA	
USA 07742	08/10/23	23449	36583	2	82	X		QSP	
USA 07742	08/10/23	23449	36583	2	82				
USA 07742	03/15/24	39898	42192	1		JL7		F	
USA 07742	03/15/24	39898	42192	1		3M5		A	
USA 07742	04/09/24	41754	43129	1	42	LC5		B	
USA 07742	04/09/24	41754	43129	1	42	LC5		AB	
USA 07742	04/09/24	41754	43129	1	42				
USA 07742	04/09/24	41754	43129	1	42				
USA 07742	04/09/24	41754	43129	1	42				
USA 07742	06/05/24	46446	44369	1	82	FT4		CA	
USA 07742	06/05/24	46446	44369	1	82	X		DSP	
USA 07742	06/05/24	46446	44369	1	82				

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/13/2020

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 AVIATOR, BL AWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 14,336 MILES
Operating Environ: WCC : 7W20
Vehicle Use : Rsp. Act:

SYMPTOM: 2 26 2 38 DRIVER AIDES & INFORMATION STEERING WHEEL CONTROLS
PERFORMANCE INOPERATIVE
Additional Symptom: STEERING WHEEL SEEK BUTTON
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: 14D212 MOD M/MEDIA
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER 11/13/2020 01:51PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Web Form Data(117733507) Description of Vehicle Concern: CUSTOMER HAS
TWO COMPLAINTS, HOWEVER, I BELIEVE THEY ARE LINKED. CUSTOMER STATES
THAT WHEN ACTUATING THE PRESETS THROUGH THE STEERING WHEEL, WHEN THE
PUSH RIGHT, IT GOES TO THE FIRST PRESET, AND WHEN THEY PUSH LEFT, IT
DOESNT DO ANYTHING. THE SECOND COMPLAINT IS THAT WHEN THEY DISABLE THE
ACTIVE LANE ASSIST, INTERMITTENTLY IT WILL STAY ON, AND WHEN THEY ARE
TRYING TO EXIT THE FREEWAY, IT WILL TRY TO KEEP THEM IN THE LANE AND
WONT LET THEM EXIT. Please list any diagnostics already performed: I
HAVE VERIFIED THE FIRST OF THESE TWO COMPLAINTS, WHEN YOU HIT SEEK UP,
NORMALLY IT JUMPS TO THE PRESET ON THE RIGHT, AND WHEN YOU HIT SEEK
DOWN, ITLL GO TO THE PRESET ON THE LEFT. HOWEVER, IN THIS VEHICLE,
WHEN YOU HIT SEEK UP, IT GOES TO THE LEFT MOST PRESET AND STAYS THERE,
AND WHEN YOU HIT SEEK DOWN, NOTHING HAPPENS. THERE ARE NO DTCs, I
CHECKED THE SIMA MODULE AND THERE IS NO ODDTCs. I PERFORMED
DATALOGGER, THE SIMA MODULE DOESNT REALLY SHOW ANYTHINGG USEFUL OTHER
THAN BATTERY VOLTAGE. I CHECKED THE SCCM AND GOT THE PIDS TO ALL THE
SWITCHES, NONE OF THE SWITCHES ACTUATE ON THE SCCM WHEN PRESSED, THEY
ALL SAY EITHER INACTIVE, OR OFF. ALL THE SWITCHES ARE OPERATING
NORMALLY AT THIS TIME, EXCEPT FOR THOSE SEEK UP AND DOWN SWITCHES. I
ALSO REPROGRAMMED SCCM, SYNC AND ACM TO THEIR LATEST CALIBRATIONS, AND
THE CONCERNS ARE STILL PRESENT. AS FOR THE SECOND CONCERN, I HAVE NOT
YET BEEN ABLE TO DUPLICATE IT, HOWEVER, FROM THE SOUND OF IT, I THINK
THEYRE BOTH RELATED TO THE SIMA MODULE. LIKE I SAID, THERE WERE NO
DTCs IN MEMORY. Parts Replaced: NONE Your Question: I DONT KNOW WHAT
ELSE TO TEST, JUDGING FROM THE WIRING DIAGRAM, THE SIMA MODULE GOES
STRAIGHT INTO THE HS CAN NETWORK, BUT DOES IT GO THROUGH THE SCCM
FIRST? WHAT WOULD CAUSE THE STEERING WHEEL SWITCHES TO FUNCTION AND
NOT SHOW UP ON THE SCCM? BEFORE I REPLACE THE SIMA, IS THERE ANYTHING
ELSE I COULD TEST? HAVE YOU GUYS SEEN ANYTHING SIMILAR TO THIS?
RECOMM 11/13/2020 01:51PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Hello Juan, The SIMA module does not communicate directly on the
network, rather a separate network to the SASM which acts as a gateway
module to communicate the commands to the network. Since the seek

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/13/2020

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
button is not working properly for radio presets, it would be
button is not working properly for radio presets, it would be
recommended to see if the seek button works using other functions
other than presets. If you have access to a USB device you can put a
few different audio files on it to see if the seek button works
properly. From WSM section 415-00 > General Procedures > Speaker Audio
Test, when you click on click here to view a video version of this
procedure. You can download test tracks to a USB device. You can then
see if the seek button works properly when changing between the
tracks. If it does, the SIMA and SASM are working properly. If the
system does work properly, see if there is any other faults with the
radio presets and see if the seek button works the same from the FCIM.
Note if any preset save properly, and if there is any loss of radio
prese pages as described in <a
href=http://www [REDACTED]
[REDACTED] target= blank>SSM 49092.
Performing module configuration programing on the APIM may resolve
your preset concern.
ADD-ON 11/13/2020 01:51PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
SSM 49092 - Effective Aug 13 2020 2020 Aviator - Radio Presets Display
Incorrectly - Built On Or Before 01-Aug-2019
CONCER 12/08/2020 07:52PM GTCGCQSP
THE VEHICLE HAS RETURNED, AND IVE HAD MORE TIME TO PLAY WITH IT. I
HAVE FOUND THAT WHEN I PERFORM A SYNC MASTER RESET, IT THE SEEK
BUTTONS WORK UNTIL THE NEXT KEY CYCLE. I HAVE TRIED UPDATING USING THE
USB, IT SAYS MODULE IS UP TO DATE. I HAVE TRIED PERFORMING MODULE
CONFIGURATION WITH THE FDRS, AND THE SAME CONCERN IS PRESENT. ALSO,
PTS SHOWS THAT THE SYNC SYSTEM IS UP TO DATE. COULD THIS BE A SOFTWARE
ISSUE ON THE SYNC SIDE? OR SHOULD I TRY REPLACING THE APIM? IM
ASSUMING THAT THE ACTIVE LANE ASSIST IS NOT APIM RELATED. I HAVE NOT
BEEN ABLE TO DUPLICATE IT, HOWEVER, THE CUSTOMER IS VERY CONCERNED
ABOUT IT, EVEN STATING THAT THEY FEEL ITS A SAFETY ISSUE. HAVE YOU
GUYS HAD ANY ISSUES WITH THE ACTIVE LANE ASSIST LEADING OFF THE
FREEWAY EVEN WHEN TURNED OFF? THE EXACT CONCERN IS, THEY WILL HAVE
LANE ASSIST AND CCM ON WHILE DRIVING, BUT WHEN THEY SEE AN OFF RAMP
COMING UP, THEY WILL SHUT IT OFF. INTERMITTENTLY, THE VEHICLE WILL
STILL TRY TO FORCE THE CUSTOMER ONTO THE OFF RAMP
RECOMM 12/09/2020 08:11AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Juan, With the seek functions operating correctly after performing a
master reset which also internally resets the APIM, proceed with
replacing the APIM making sure to perform the APIM hardware test so
that a RVC code can be obtained for use on the 1878 form when ordering
the replacement APIM. With not being able to duplicate the lane
keeping concern, please have the customer visit the dealer then test
drive the vehicle with a member of the dealership with them in the
vehicle so that the exact operating conditions can be obtained such as
the conditions of the lines both on the middle and side of the lane.
Once the specific conditions have been obtained, locate a like vehicle
and drive it under the same operating conditions and if it is
determined that the lane keeping operates in a similar manor, the road

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/13/2020

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

conditions are at fault and not a vehicle concern. If additional
conditions are at fault and not a vehicle concern. If additional
diagnostic assistance is needed regarding the lane keeping concern,
please submit a separate Lincoln Technical Assistance Request so that
engineering can monitor each concern separately.

CONCER 12/11/2020 02:32PM GTCGCQSP
I HAVE REPLACED THE APIM, AND PROGRAMMED IT, AND AGAIN THE PRESETS
WILL NOT WORK. THEY WORK UPON PERFORMING THE APIM RESET, BUT AFTER THE
NEXT KEY CYCLE, IT FAILS AGAIN, THE SAME CONCERN IS PRESENT

RECOMM 12/11/2020 03:28PM TATE BUNDERSON(FSE) MSS - FCSD - MID ATLANTIC REG
Juan, Thank you for the update. With the APIM being performed and the
same concern being present but resolved after an APIM Master Reset, it
is suspected that the SIMA itself is the most likely cause of this
concern and is recommended to be replaced at this time following the
Workshop Manual removal and installation instructions in section
211-05 Steering Wheel Multifunction Switch and re-evaluate the
concern.

CONCER 12/15/2020 05:10PM GTCGCQSP
WOULD IT BE POSSIBLE FOR YOU GUYS TO SEND US THE SIMA PART NUMBER. THE
ENTIRE STEERING WHEEL IS OVER 3,000, BUT WE NOTICED THAT THE SWITCHES
COME SEPARATE, HOWEVER, WE DONT KNOW WHICH SWITCH HAS THE SIMA MODULE
INSIDE. IF YOU WANT US TO ORDER THE STEERING WHEEL, SHOULD I GET PRIOR
APPROVAL FIRST?

RECOMM 12/15/2020 06:16PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Juan, The part number for the left steering wheel switch(SIMA) is
LC5Z-9C888-NB.

CONCER 12/29/2020 01:20PM GTCGCQSP
AFTER RECEIVING AND REPLACING THE SIMA, I PROGRAMMED IT, BUT THE SAME
CONCERN WAS PRESENT. WHAT I THEN DECIDED TO DO IT PERFORM SYNC
PROGRAMMING USING ANOTHER SIMILAR VEHICLE, AND THE CONCERN IS NOW NO
LONGER PRESENT. I PROGRAMMED SYNC USING THE PROGRAMMING FROM THIS
STOCK VEHICLE, [REDACTED]. THE ONLY CONCERN I SEE FROM USING
THIS VIN, IS AT FIRST STARTUP IT IS A BIT LAGGY, BUT OTHER THAN THAT,
SYNC SEEMS TO BE WORKING PROPERLY, SO THERE MUST BE A SOME KIND OF
CORRUPTION WITH THE SYNC PROGRAMMING ON THE ORIGINAL VIN, I DONT KNOW
IF YOU GUYS COULD ADDRESS THIS IN CASE OF FUTURE PROGRAMMINGS, SO THAT
THE CONCERN WONT RETURN

RECOMM 12/30/2020 10:06AM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Juan, Using a different VIN should not be performed, as that can cause
other problems, if the vehicles are not equipped exactly the same. It
is seen that there may be an APIM as-built data problem, due to the
programming that was performed. This has been corrected and it is
recommended that you perform the APIM module configuration
programming, to correct the as-built data.

CONCER 12/30/2020 05:47PM GTCGCQSP
I PERFORMED THE APIM CONFIGURATION USING THE CORRECT VIN (THROUGH
NORMAL PROCEDURE). AFTER PROGRAMMING THE APIM, THE SAME CONCERN
RETURNED, THE STEERING WHEEL DOES NOT CONTROL THE PRESETS PROPERLY

RECOMM 01/04/2021 02:42PM CLEOPHAS BROWN MSS - FCSD - TECH ASSIT CENTER
Juan, Try performing back to back master resets and re-evaluating the

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/13/2020

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

issue. If the concern returns after cycling the Ignition, revisit the issue. If the concern returns after cycling the Ignition, revisit the APIM Configuration one more time, followed by the SCCM, GWM, and ACM Configurations as well. If the concern returns, refer to the appropriate WSM diagnosis in regard to the Steering Wheel Switch operation and make the recommended repairs. We have referred this concern to the Field Service Engineer (FSE) in your market area. The FSE should contact you and/or the Dealership management (Service Manager or Service Director) within one (1) business day to discuss further recommendations. If the FSE does not contact you directly, please consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern.

TAR 01/04/2021 03:15PM CLEOPHAS BROWN MSS - FCSD - TECH ASSIT CENTER
NOTE TO FSE: 2020 AVIATOR. STEERING WHEEL CONTROLS ERRATIC WITH AUDIO PRESET OPERATION. ESCALATED DUE TO AVIATOR PROCESS AND TECHNICAL PROGRESS. SIMA AND APIM REPLACED. CONCERN SEEMS TO AGO AWAY AFTER A MASTER RESET BUT RETURNS AFTER IGNITION CYCLE. ADVISED TO PERFORM BACK TO BACK MASTER RESETS AND RETEST. IF RETURNS, CONFIGURE ACM, SCCM/SASM THEN USE WSM STEERING WHEEL SWITCH DIAGNOSIS TO DETERMINE NEXT REPAIR. ACM POSSIBLE, BUT NOT SUSPECTED AT THIS TIME. CONSULTED SYNC SME JEFF UNDERWOOD.

AUDIT 01/04/2021 03:15PM CLEOPHAS BROWN MSS - FCSD - TECH ASSIT CENTER
TECH ASSIST REFERRAL HAS BEEN OPENED

ADD-ON 01/05/2021 04:52PM OMUKAHHA
OBC TO TECHNICIAN JUAN. HE HAS NOT PERFORMED THE HOTLINES LAST RECOMMENDATION. DISCUSSED THAT THE CONCERN WAS LIKELY TO BE PROGRAMMING RELATED ORIGINALLY HOWEVER THE TAC DID STATE THAT DATA WAS CORRECTED SO WE MAY HAVE TO START DIAGNOSIS OVER AGAIN. RECOMMENDED TO HIM TO PERFORM TAC'S LAST RECOMMENDATION WHILE I PERFORM SOME RESEARCH ON IT. FOLLOW UP SCHEDULED 01/08

ADD-ON 01/08/2021 05:04PM OMUKAHHA
OBC TO JUAN. HE HAS NOT WORKED ON THE VEHICLE AS OF YET. HE SHOULD BE ABLE TO GET TO IT TOMORROW OR TUESDAY. FOLLOW UP SCHEDULED 01/13.

ADD-ON 01/13/2021 06:57PM OMUKAHHA
SPOKE WITH TECH JUAN. HE HAS PERFORMED THE TACS RECOMMENDATION IN PERFORMED MASTER RESETS CONSECUTIVELY, PROGRAMMING THE APIM AND THE SCCM. ADDITIONALLY, THE ACM COULD NOT BE PROGRAMMED AND THE GWM COULD NOT EITHER. HE CHECKED ON ANOTHER AVIATOR AND HE COULD NOT PROGRAM THE ACM ON THAT ONE INDICATING A POTENTIAL FDRS ISSUE. RECOMMENDED TO DOUBLE CHECK NETWORK TEST RESULTS, PERFORM SELF TEST ON SCCM, SASM, APIM, AND ACM. IF THERE ARE NO CODES, TECH TO REPLACE THE CLOCKSPRING WHICH COMES WITH THE SASM. PER WSM 415, AND SINCE THIS VEHICLE IS EQUIPPED WITH ADAPTIVE STEERING, THE SIMA SENDS ITS INFORMATION TO THE SASM WHICH THEN RELAYS THE INFORMATION TO THE APIM. AS THE SIMA AND APIM HAVE BEEN REPLACED AND ALL NETWORK TESTS PASS, SASM IS LAST POSSIBLE OPTION OUTSIDE OF A POTENTIAL PROGRAMMING CONCERN WITH THE APIM. FOLLOW UP SCHEDULED FOR 01/15.

ADD-ON 01/19/2021 07:21PM OMUKAHHA
REACHED OUT TO JUAN ON 01/15 AND DID NOT GET A RESPONSE. REACHED OUT

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/13/2020

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT

TODAY AND HE IS OFF WORK. FOLLOW UP SCHEDULED 01/20

ADD-ON TODAY AND HE IS OFF WORK. FOLLOW UP SCHEDULED 01/20

ADD-ON 01/19/2021 07:31PM OMUKAHHA
CORRECTION: JUAN ORDERED THE CLOCKSPrING SATURDAY AND THE PART SHOULD
ARRIVE TOMORROW, WEDNESDAY.

ADD-ON 01/21/2021 08:14PM OMUKAHHA
SPOKE WITH JUAN. THERE WAS CONFUSION ABOUT THE CLOCKSPrING AND SASM.
CLARIFIED THE CORRECT PART NUMBER THAT IS REQUIRED AS BEING THE ONE
THAT THEY ORDERED AND HAS ARRIVED. INSTALLATION SHOULD BE COMPLETE BY
END OF WEEK. FOLLOW UP SCHEDULED 01/25.

ADD-ON 02/03/2021 06:41PM OMUKAHHA
VISITED DEALER 02/02. INSPECTED STEERING WHEEL AND FOUND SASM ON BACK
OF STEERING WHEEL. IT IS NOT PART NUMBER 3F791. IT IS PART NUMBER
14A664 AND IS INSTALLED ON BACK OF STEERING WHEEL. FSE ASSISTED IN
REMOVING SASM FROM STEERING WHEEL AND ALL LOOKED OK. REVIEWED CONCERNS
AND FINDINGS AND DETERMINED THE CONCERN WAS LIKELY RELATED TO APIM
SINCE HE CORRECTED CONCERN WITH ANOTHER AVIATOR APIM PROGRAMMING.
CALLED HOTLINE AND THEY ENSURED THE APIM DATA CORRECT. INSTRUCTED JUAN
TO ORDER AND REPLACE THE APIM AGAIN THEN CALL ME WITH RESULTS. IF APIM
DOES NOT FIX CONCERN, CONCERN WILL BE ESCALATED TO ENGINEERING. FOLLOW
UP SCHEDULED FOR 02/08.

ADD-ON 02/10/2021 12:55PM OMUKAHHA
APIM ORDERED AND INSTALLED AND CONCERN REMAINS. WILL BE ESCALATING
CONTACT TO ENGINEERING FOR FURTHER SUPPORT.

ADD-ON 02/16/2021 02:38PM OMUKAHHA
ENGINEERING SUPPORT RETURNED THAT THERE WAS DATA ERRORS AND IT WAS
CORRECTED. REQUESTED APIM BE PROGRAMMED. REACHED OUT TO JUAN TO RUN
THE CONFIGURATION APP ON FDRS FOR THE APIM AND REACH BACK OUT WITH
RESULTS. FOLLOW UP SCHEDULED 02/19.

ADD-ON 02/18/2021 12:14PM OMUKAHHA
JUAN PROGRAMMED APIM AND THEN PERFORMED APIM RESET AND THE CONCERN HAS
BEEN RESOLVED. VEHICLE HAS BEEN TEST DRIVEN AND CONFIRMED THAT ALL
CONCERNS HAVE BEEN RESOLVED. CLOSING TAR.

AUDIT 02/18/2021 12:14PM OMUKAHHA
TECH ASSIST REFERRAL HAS BEEN CLOSED

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?:	Ease of Diagnosis:	Level of Assistance:
Comp. Timing:	Base Timing :	MIL light on? :
Test Stand :	Road Test :	8D Number:
Prior Repair Attempts:		Repair Prior to Call: NO
CB#A#C1001:54-2E,U0111:00-0A		
Equipment/Procedure Used	Effective? Equipment/Procedure Used	Effective

----- S E R V I C E A C T I O N S -----

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/13/2020

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPR	14D212	SERVICE	MOD M/MEDIA	YES

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 06/26/2019 Warranty Start Date: 09/05/2019
Date of Sale: 09/05/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 650 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G D6
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----
Trans: 10 SPD AUTO 10R60 Part #:
Bld Dt:
Serial #: [REDACTED]

Model: Shift:

----- A D D I T I O N A L -----
Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
Paint : PN4-???????????????????? STONE BLUE/FLIGHT 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

----- 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 : JUAN OROZCO Title: TECHNICIAN
Phone : JUAN OROZCO

Rpr Dlr:USA 03893 - Vista Ford Lincoln of Oxnard Ph#:805-983-6511
City: Oxnard State : California
Country: United States Region : Los Angeles

Claim #/Date : [REDACTED] 11/09/2020

Specialist's
Name : JOHNATH WILKIN PHANEUF

----- 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
12/12/2020	[REDACTED]	CACVOC	AID/INFO		USA 03893
09/24/2020	[REDACTED]	NHL	AID/INFO		USA 03893
09/26/2020	[REDACTED]	CACVOC	DRV PERF		USA 03893
01/14/2021	[REDACTED]	CACVOC	COMF/ENT		USA 03893

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---
SURVEY HAS NOT BEEN SENT

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/13/2020

----- 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 04623	12/22/23	554592	61533	1					
USA 04623	12/22/23	554592	61533	2	42	GD9		M	
USA 04623	01/12/24	555495	63302	1		JL7		F	
USA 04623	01/12/24	555495	63302	1		3M5		A	

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 03/03/2021

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV
Engine : 3.0L GTDI TC V6 GAS
Operating Environ:
Vehicle Use :

VIN: [REDACTED]
Odometer: 11,470 MILES
WCC :
Rsp. Act:

SYMPTOM: 2 22 2 31 DRIVER AIDES & INFORMATION
PERFORMANCE

SPEED CONTROL
FLUCTUATES

Additional Symptom:

Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:

Causal Factor: Feature:

Causal Condition: Photo: Loc: Attchmnts: 0

Component Test Status: ---- Return Loc:

Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT -----

AUDIT 03/09/2021 08:30PM

ODOMETER 0008854 M CHANGED TO 0011470 M BY ORCAC

OWNREL Client Says: I have been having an issue with the Adaptive Cruise Control where it will change the rate of speed on it's. It will be usually 20 miles over the speed limit or 20 miles under. It's is really annoying. Per CLT, DLR says: DLR has spoken with Hotline and was advised CLT needs to adjust the tolerance on the speed for the cruise control. CRC advised: CSM apologized and advised that on page 278 of the OM it list how to adjust the tolerance. CLT advised he has already done this and it is still doing the same thing. CSM advised that CLT should go to DLR to have concern readdressed. CLT understood. CSM offered phone number to CLT for future questions or concerns. CLT denied. Next Steps: Close Case

OWNREL CSM KateH x77934 \ IBC FROM CLIENT: \ he was told by his dealer to ask for a GFR but he does not know what it is. He is still having concerns with his car and is taking it to the dealer every other month. Alex is the SA who told him to ask us to buy it back and Terri is the salesperson. CSM apologized and said that she would have an answer by 3/12/21. Next steps: call dealer

OWNREL CSM KateH x77934 \ OBC TO DEALER: \ 3147292700 Alex said he did kinda mention that it can be bought back as an option, but CSM said that we try to refrain from that, but if he can send me the ROs I will do what I can. Next steps: GFR due 3/12/21 and CSM will review on 3/10/21

OWNREL ACOM reset follow up

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing: MIL light on?:
Test Stand: Road Test: 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 03/03/2021

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 11/24/2019 Warranty Start Date: 01/15/2020
Date of Sale: 01/15/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G D5
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

Trans: 10 SPD AUTO 10R60 Part #: [REDACTED]
Bld Dt:
Serial #:

Model: [REDACTED] Shift:

Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B BURGUNDY VELVET 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

----- 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 10301 - Dave Sinclair Lincoln Ph#:314-729-2700
City: St Louis State : Missouri
Country: United States Region : Kansas City

----- 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
12/10/2020	[REDACTED]	NHL	AID/INFO			USA 10301
03/05/2020	[REDACTED]	NHL	AID/INFO			USA 10301

--- 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) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/06/2023

----- R E P O R T S U M M A R Y -----

VEHICLE: 2023 NAVIGATOR 4X4, RESERVE, MPV VIN [REDACTED]
Engine : 3.5L V6 GTDI HIGH OUTPUT Odometer: 9,046 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 9 38 START/RUN/MOVE STARTING
AUTO-START-STOP INOPERATIVE

Additional Symptom: int unconfirmed by dealer
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 07/06/2023 09:23AM ERIK KUNZE(FSE) MSS - FCSD - KEYSTONE REGION
Web Form Data(120064678) Description of Vehicle Concern: CUSTOMER
STATES COME TO A STOP PRESS THE BRAKE ENGINE STOPS-RELEASE THE BRAKE
CAR DOES NOT START BACK UP. WHEN YOU PRESS THE GAS PEDAL CAR STARTS- 2
TIMES HE HAD TO MANUALLY RESTART THE ENGINE DID NOT AUTO RESTART
Please list any diagnostics already performed: CHECK FOR FAULT CODES
NONE FOUND. CHECK FOR TSBS, GSBS, OR SSMS, NONE FOUND. ROAD TESTED
UNABLE TO VERIFY VEHICLE NOT RESTARTING AFTER AN AUTO START/STOP
EVENT. DID FIND CUSTOMER HAD AUTOHOLD FEATURE ON WHICH REQUIRED TO
PRESS THE GAS PEDAL TO GET VEHICLE TO RESTART AUTOMATICALLY AFTER AN
AUTO START/STOP EVENT. Parts Replaced: NONE Your Question: REQUESTING
ESCALATION TO FSE WE HAVE BEEN UNABLE TO VERIFY CUSTOMERS CONCERN OF
ENGINE NOT RESTARTING AUTOMATICALLY AFTER AN AUTO START/STOP EVENT.
CUSTOMER HAS BEEN IN CONTACT WITH LINCOLN AS CUSTOMER HAS REQUESTED A
RECOMM 07/06/2023 09:23AM ERIK KUNZE(FSE) MSS - FCSD - KEYSTONE REGION
Hi James, It is understood from our conversation that the client
alleges that the auto-start-stop system would sometimes not restart
the engine, and that this concern has not been reproduced by the
dealer or technician. It is also noted that no DTCs related to
auto-start-stop operation have been stored in any modules. It is
recommended to confirm the 12v battery state of charge and battery
condition. If no battery issues are found, it is not recommended to
attempt further repairs at this time as the concern cannot be
duplicated.

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing: MIL light on?:
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/06/2023

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: 12/12/2022 Warranty Start Date: 01/12/2023
Date of Sale: 01/12/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 765 LBS
LH/RH Drive:

Engine: 3.5L V6 GTDI HIGH OUTPUT Tag: NL 3E MA
Bld Dt: Calb: PTB9BMN A
Serial #: [REDACTED]

Trans: 10 SPD AUTO 10R80 Part #: [REDACTED]
Bld Dt:
Serial #:

Model: [REDACTED] Shift:

----- A D D I T I O N A L -----
Tire : P285/45R22 110H A/S BSW H-RTD Brand : GENERAL TIRE VENDOR
Radio : A/C : AC M-????????????????????
Paint : PN4-???????????????????? AGATE BLACK METALLIC

----- A F T E R M A R K E T M O D I F I C A T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----

Orig/Caller : JAMES HOWARD Title: SERVICE MANAGER
Phone : [REDACTED]

JAMES HOWARD
Rpr Dlr:USA 02265 - Mathews Ford Sandusky, Inc. Ph#:419-626-4721
City: Sandusky State : Ohio
Country: United States Region : Pittsburgh

Claim #/Date : [REDACTED] 07/05/2023

Specialist's
Name : ERIK KUNZE (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
01/05/2023	[REDACTED]	CREDSR	COMP/ENT	ADJUSTER ASY - SEAT BACK	USA 02265
05/01/2023	[REDACTED]	NHL	FT/FN/BD		USA 02265
06/08/2023	[REDACTED]	FCSDFS	ST/RN/MV		USA 02265
06/14/2023	[REDACTED]	CACVOC	AID/INFO		USA 05619

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/06/2023

----- C Q I S V I N H I S T O R Y -----

Date	Report #	Type	Symp	Cat	Causal Part Description	Dealer Id
07/06/2023	[REDACTED]	NHL	COMF/ENT			USA 02265
07/06/2023	[REDACTED]	NHL	LT/GL/VI			USA 02265
07/06/2023	[REDACTED]	NHL	AID/INFO			USA 02265

--- 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 05619	08/31/23	054926	11999	1	82	AA5	[REDACTED]	A	MBASIC
USA 05619	08/31/23	054926	11999	1	82	X	[REDACTED]	BSP	MBASIC1
USA 05619	08/31/23	054926	11999	1	82		[REDACTED]		MULTI
USA 05619	12/14/23	057400	18603	1	82	AA5	[REDACTED]	A	MBASIC
USA 05619	12/14/23	057400	18603	1	82	X	[REDACTED]	BSP	MBASIC1
USA 05619	12/14/23	057400	18603	1	82	ML3	[REDACTED]	A	MULTI
USA 05619	12/14/23	057400	18603	1	82	JL1	[REDACTED]	AA	MBASIC30
USA 05619	12/14/23	057400	18603	1	82		[REDACTED]		MBASIC38
USA 05619	03/22/24	59670	25073	1	82		[REDACTED]		MBASIC
USA 05619	03/22/24	59670	25073	1	82	AA5	[REDACTED]	A	MBASIC1
USA 05619	03/22/24	59670	25073	1	82	X	[REDACTED]	BSP	MULTI
USA 05619	07/25/24	062705	31641	1	82	AA5	[REDACTED]	A	MBASIC
USA 05619	07/25/24	062705	31641	1	82	X	[REDACTED]	BSP	MBASIC1
USA 05619	07/25/24	062705	31641	1	82		[REDACTED]		MULTI
USA 05679	03/22/24	59670	25073	1	82	AA5	[REDACTED]	A	MBASIC
USA 05679	03/22/24	59670	25073	1	82	X	[REDACTED]	BSP	MBASIC1
USA 05679	03/22/24	59670	25073	1	82		[REDACTED]		MULTI

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/12/2021

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 CORSAIR, FWD, RESERVE, CUV VIN [REDACTED]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 6,636 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 27 Z 00 DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: put hands on wheel msg
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
CONCER 05/12/2021 03:35PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Web Form Data(118125606) Description of Vehicle Concern: CUSTOMER SAYS
AT TIMES ICP STATES TO PUT HANDS ON STEERING WHEEL WHEN USING
INTELLIGENT CRUISE CONTROL. CUSTOMER HAS STATED BOTH HANDS ARE ON
STEERING WHEEL AT ALL TIMES. THIS MESSAGE WILL HAPPEN ABOUT EVERY 5-10
MINUTES. IN ORDER FOR MESSAGE TO GO AWAY, CUSTOMER WILL HAVE TO GRIP
FIRMLY ON STEERING WHEEL Please list any diagnostics already
performed: TEST FOR CODES, PASS. CHECK PTS FOR THIS CONCERN, PASS.
CHECK DESCRIPTION OF HOW THIS SYSTEM WORKS. Parts Replaced: NONE Your
Question: IS THERE PRESSURE SENSORS IN THE STEERING WHEEL TO LET IPMA
TO KNOW IF CUSTOMER IS HOLDING ON TO STEERING WHEEL?
RECOMM 05/12/2021 03:35PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Hello James, The steering wheel does not have pressure sensors in the
steering wheel, but indirectly monitors if the operator has their
hands on the wheel by monitoring the torque applied to the wheel.
Typically there should be some correction to the wheel as the car is
being driven. If the system does not see this, it assumes that the
driver does not have their hands on the steering wheel and will
display the message after a certain amount of time has passed, or a
certain amount of corrections has been made by the system before it
takes safety precautions. You will most likely be able to duplicate
this fault by enabling the adaptive cruise control with lane centering
and provide minimal input to the steering wheel, or no input at all
when safe to do so. You will like find that a slight left and right
input will resolve the message. Note that if you allow the lane
centering system to make enough corrections and do not put your hands
on the wheel, the car may slow rapidly on its own if you do not take
control of the Corsair. PPT BQ can be followed in WSM section 413-01
for the symptom of The lane keeping alert system warning message
(keep hands on wheel) is never or always displayed. This may lead to
the lane keeping system but there is not a specific test further in
section 419-07 to follow. The only other recommendation would be to
perform an IPMA alignment to make sure that the camera is recognizing
the road properly before condemning the EPAS/steering column.

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/12/2021

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

AUDIT 05/12/2021 08:32PM

AUDIT 05/12/2021 08:32PM
SYNC: Gen3 V4 MODEM: 4G SYNC Connect (Lincoln Way App)

----- 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: 09/05/2019 Warranty Start Date: 05/01/2020
Date of Sale: 05/01/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 06004
Dealer Special Order: Gross Vehicle Weight: 486 LBS
LH/RH Drive:

Engine: 2.0L TIVCT GTDI T/C 240PS GAS E N G I N E - - -
Bld Dt: Calb: LCTFR9N A Tag: LJ 6E FA
Serial #: [REDACTED]

Trans: 8 SPEED AUTO 8F35 - - - T R A N S M I S S I O N - - -
Bld Dt: Part #:
Serial #: [REDACTED]

Model: [REDACTED] Shft:

Tire : 225/55 R19 99V A/S BSW - - - A D D I T I O N A L - - -
Radio : Brand :
Paint : PN4-?? A/C : AC G-??
INGOT SILVER 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 : JAMES FULLER Title: TECHNICIAN
Phone :
Rpr Dlr:USA 06004 - Ford Lincoln of Franklin Ph#:615-794-4585

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/12/2021

City: Franklin State : Tennessee
Country: United States Region : Memphis

Claim #/Date : [REDACTED] 04/29/2021

Specialist's
Name : JOHNATH WILKIN PHANEUF

----- C Q I S V I N H I S T O R Y -----
Date CQIS Prog Symp Cat Causal Part Description Dealer Id
05/10/2021 Report # Type CACVOC DRV PERF USA 06004

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/24/2021

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 CORSAIR,AWD,RESERVE, CUV VIN: [REDACTED]
Engine : 2.3L 4V TIVCT DI TC 270 HP GAS Odometer: 6,557 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 21 1 38 DRIVER AIDES & INFORMATION SYNC/DIGITAL EXPERIENCE
INFORMATION/DISPLAY INOPERATIVE

Additional Symptom: Blank FDIM device connected
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT

CONCER 05/24/2021 12:40PM TATE BUNDERSON(FSE) MSS - FCSD - MID ATLANTIC REG
Web Form Data(118149783) Description of Vehicle Concern: FDIM WENT
BLANK WHEN CONNECTING IPHONE WITH USB Please list any diagnostics
already performed: PPT M, PASSED Parts Replaced: NONE, PERFORMED TSB
21-2150 Your Question: IVE TRIED MY ANDROID AND ANOTHER TECH IPHONE
AND FDIM DIDNT NOT BLANK OUT. IS THERE ANYTHING I SHOULD LOOK FOR
SINCE PPT M PASSED.

RECOMM 05/24/2021 12:40PM TATE BUNDERSON(FSE) MSS - FCSD - MID ATLANTIC REG
John, Because the concern occurred when connecting a phone to the
vehicle, it is possible that the concern was device induced. When a
device is connected, the APIM processes the information on the device
including applications, phone contacts, text messages, phone call
history, music/media, etc. It is possible that during the processing
of this information it caused a glitch with the APIM/SYNC system. You
are correct to make sure that the SYNC/APIM software is at the latest
level. Make sure that the USB cable being used is an Apple approved
cord and in good condition and not causing a short concern that would
affect the SYNC system operation. Occasional glitches resulting in a
blank screen can often be resolved by performing an APIM 2 button
reset. This is similar to a reset that would be done on a computer or
mobile device if a glitch or error was encountered. This can be done
by holding the FCIM volume on/off button and the seek next button (>>
or >l) at the same time until the system reboots and then evaluate if
the blank screen concern is resolved. If the concern continues to
occur, determine if the fault only occurs with the one specific device
or multiple devices. If the concern only occurs with the one device
then that device is likely inducing the concern. If the concern can be
duplicated on more than one device, then rule out the USB cord being
used prior to suspecting a possible internal APIM concern. Tate B.
Lincoln Escalated Support

AUDIT 05/24/2021 08:32PM
SYNC: Gen3 V4 MODEM: 4G SYNC Connect (Lincoln Way App)

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/24/2021

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?:	Ease of Diagnosis:	Level of Assistance:
Comp. Timing:	Base Timing :	MIL light on? :
Test Stand :	Road Test :	8D Number:
Prior Repair Attempts:		Repair Prior to Call: NO
APIM#U0162:00-08,U0111:00-0A		
Equipment/Procedure Used	Effective?	Equipment/Procedure Used Effective

----- SERVICE ACTIONS -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date:	11/12/2019	Warranty Start Date:	12/05/2019
Date of Sale:	12/05/2019	Selling Dlr(Geo/Mkt,Dlr,Sub):	USA 11430
Dealer Special Order:		Gross Vehicle Weight:	494 LBS
LH/RH Drive:			

Engine: 2.3L 4V TIVCT DI TC 270 HP GAS Tag: KJ 7E SA
Bld Dt: Calb: LCTFN3N A
Serial #:

- - - T R A N S M I S S I O N - - -

Trans: 8 SPEED AUTO 8F40 Part #:
Bld Dt:
Serial #:

Model: Shift:

- - - A D D I T I O N A L - - -

```
Tire      : 245/45R20 99V A/S BSW                      Brand      : AC G-????????????????????????????
Radio     :                                             A/C          :
Paint     : PN4-????????????????????????????????????- MAGNETIC
```

----- A F T E R M A R K E T M O D I F I C A T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Orig/Caller	: JOHN BERISH	Sessioner	: TECHNICIAN
Phone	:		
	JOHN BERISH		
Rpr Dlr:USA 11430	- North Park Lincoln		Ph#:210-341-8841
City:	San Antonio	State	: Texas
Country:	United States	Region	: Houston

Claim #/Date : [REDACTED] 05/21/2021

Specialist's
Name : TATE BUNDERSON (FSE)

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/24/2021

----- C Q I S V I N H I S T O R Y -----
Date CQIS Prog Symp Cat Causal Part Description Dealer Id
05/20/2021 [REDACTED] Type AID/INFO USA 11430
06/02/2021 [REDACTED] NHL AID/INFO USA 11430

--- 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
USA 05126 01/04/24 435487 11517 1 LJ7 [REDACTED] K [REDACTED]
USA 10162 05/08/24 436538 11517 1

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 05/20/2021

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 CORSAIR, AWD, RESERVE, CUV VIN: [REDACTED]
Engine : 2.3L 4V TIVCT DI TC 270 HP GAS Odometer: 8,820 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 27 Z 00 DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
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

AUDIT 06/07/2021 08:30PM
ODOMETER 0006393 M CHANGED TO 0006580 M BY ORCAC
AUDIT 08/13/2021 08:30PM
ODOMETER 0006580 M CHANGED TO 0007681 M BY ORCAC
AUDIT 09/15/2021 08:30PM
SYMPTOM 6 60 0 00 CHANGED TO 2 27 Z 00 BY ORCAC
ODOMETER 0007681 M CHANGED TO 0008820 M BY ORCAC
OWNREL *** Trsf from Lincoln Way *** CLT SAYS: CLT called in adv very concerned with his vehicle has had multiple software glitches throughout ownership of vehicle but today while driving on highway vehicle aggressively applied brakes on its own. CLT adv there was a clear path in front of him, with no blocks or things that would cause collision assist to activate. CLT adv back up assist, collision assist, adaptive cruise control features all have not been working correctly and battery needed to be replaced recently. CLT is seeking assistance getting vehicle repaired. CLT adv does not feel safe in his vehicle but is willing to give us the opportunity to try to repair, if he is not satisfied he will seek LL buyback. PER CLT, DLR SAYS: N/A
CRC ADVISED: CSM apologized for inconvenience and negative experience. CSM adv we definitely want to assist him and make sure his vehicle gets repaired. CSM adv we are confident in our dealerships and they will be able to repair but understand his concerns. CSM adv would like to follow along with repair and ensure vehicle repaired to his satisfaction. CSM adv if he no longer wants his vehicle we can certainly perform a GFR to see if vehicle is eligible for replacement/repurchase e through LMC. CLT adv would like to try to repair his vehicle one more time but if he is still not satisfied would like us to perform GFR. CSM adv we can certainly do that and will document his request. CSM adv once vehicle is brought into DLRship to contact CSM so we can follow along with repairs and ensure satisfied. CSM provided contact info through phone and email. CLTs apt is tentatively set for 06/03/21 with North Park Lincoln. NEXT STEPS: CSM closing case will reopen if CLT contacts back once vehicle is brought in so we can monitor repairs and ensure satisfied.

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 05/20/2021

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT -----
OWNREL | CSM Megan EXT 77940 | OBE to CLT | [REDACTED].COMGo ood
OWNREL | CSM Megan EXT 77940 | OBE to CLT | [REDACTED].COMGo ood
evening [REDACTED] I hope this message reaches you well. It was a
pleasure speaking with you today. On Behalf of Lincoln Motor Company,
I want to personally apologize for the experience you have had with
your 2020 Corsair. Thank You for allowing me to work with you to
address your concerns. Once your vehicle has been brought into the
dealership, I will begin following along with your vehicle repairs and
working with the dealership to get your concerns resolved. Please let
me know once your vehicle is brought in so I can begin assisting you
further. If you have any questions or concerns, please do not hesitate
to contact me directly. My contact information is below you may
reference case number [REDACTED]. Warmest Regards, Megan King
OWNREL | CSM Megan EXT 77940 | IBE from CLT | [REDACTED].COMHi i,
Megan!FYI. I delivered the car last Friday to my service manager, Joe
Gonzalez, at North Park Lincoln on San Pedro Ave. in San Antonio. Here
is the issue list I gave him. Car braked HARD at 70 mph last Thursday
around 4:45 pm for no reason on adaptive cruise control. I came over a
rise and the car seemed to brake for oncoming traffic on the other
side of the barrier. Backup assist randomly errors as unavailableCar often
does not light up welcome on approachBattery death after 5
monthsClimate control Temps (L&R) stopped displaying on top line of
touchscreen. Don't know if this was a software change.Connected iPhone
and screen went black. Sporadic issues with CarPlay. Had to unconnect
and reconnect. Hatch not operating at timesRadio sporadically will not
turn on or offLet me know if there is anything you need from me. Thank
you so much for helping solve the issues I'm having. Many of the
glitches have been with me since delivery in December, 2019.
Regards,RobNEXT STEPS: CSM reopening case as CLT has brought vehicle
into DLRship. CSM setting F/U for 05/25/21.
OWNREL | CSM Megan EXT 77940 | OBC to DLR | 2103418841SA Joe working with CLT
adv vehicle is currently with tech being diagnosed. Rear hatch has
been diagnosed and RTGM unit was ordered for this. All other concerns
are still trying to be duplicated. DLR did provide loaner vehicle
while repairs are being completed. NEXT STEPS: CSM will F/U with CLT
repair updates 05/24/21.
OWNREL | CSM Megan EXT 77940 | OBC to CLT | [REDACTED] CSM left VM for CLT adv
have spoke with SA Joe over at North Park Lincoln, DLRship is still
working to diagnose his vehicle concerns. CSM provided contact info
for return call if needed and set next F/U. NEXT STEPS: CSM will F/U
with CLT again 05/27/21 for repair updates.
OWNREL | CSM Megan EXT 77940 | OBC to DLR | 2103418841Receptionist t adv SA
Joe is not in the office currently but took CSM contact info and adv
would have him call us back. NEXT STEPS: CSM will wait for DLR
response and F/U with CLT 05/27/21.
OWNREL | CSM Megan EXT 77940 | OBC to CLT | [REDACTED] CSM tried to contact
CLT but after providing name and business information to robocall
screen it advised "an error has occurred" and disconnected the call.
NEXT STEPS: CSM will reach out to CLT by email 05/27/21 to try to

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 05/20/2021

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

contact since phone connection did not go through.

contact since phone connection did not go through.

OWNREL | CSM Megan EXT 77940 | OBE to CLT | [REDACTED] Go ood evening Mr. [REDACTED] I hope this message reaches you well. I just wanted to check in with you today to advise that North Park Lincoln is still working to diagnose and repair your vehicle concerns. I apologize for the delay and the inconvenience this causes. I also wanted to let you know I have tried to reach you by phone a couple times regarding updates on your vehicle and I am unsure if they are going through. Today when I called and provided my information to your robot screener it disconnected, so I think it may have me blocked. I have set another follow up to reach out to you again on Tuesday June 1, 2021, with any updates we have. I will try to reach you again by phone but if it does not go through, I will email you instead. If you need to reach me before then please feel free to do so, my contact information is listed below. Warmest regards, Megan King
NEXT STEPS: CSM will F/U with DLR and CLT 06/01/21 for repair updates.

OWNREL | CSM Megan EXT 77940 | IBE from CLT | [REDACTED] Hi i, Megan! I got a message from Joe Gonzalez regarding my Lincoln Corsair. He said it has not recorded any fault codes from what they can determine. His shop manager is perplexed why I keep getting brake and collision assist not available messages and why the car braked on its own. These errors have been intermittent issue since the car was delivered and for which I have photos of the error displayed on the dash. How does the team further troubleshoot the system? If there is a system fault in the onboard computer/control modules that is causing the problems but NOT recording the faults, what can be replaced in an effort to remediate the problem. The many times the car has been in the shop for these errors, no faults were found, yet the car continues to display errors and we have now had a sudden braking incident caused by the system while I was driving at 70 MPH for no reason. At this point, I do not feel the car is safe. I need Lincoln to take the appropriate action(s) to ensure my family's safety. Let me know next steps. Thanks so much! Regards, Rob

OWNREL | CSM Megan EXT 77940 | OBC to DLR | 2103418841 Receptionist t adv SA Joe is currently with a client but took CSM contact info and adv would have him call us back. NEXT STEPS: CSM will wait for DLR response and F/U with CLT 06/01/21. | NOTES | Hotline ticket has been created for phone issues M5XC0007.

OWNREL | CSM Megan EXT 77940 | OBC to DLR | 2103418841 DLR adv SA and tech contacted CLT earlier today and adv have so far been unable to duplicate concerns but are going to put a flight recorder into his vehicle to see if that can find/duplicate any concerns. CSM adv will document and requested a hotline ticket be opened for the error/faults, break system initiating without something in front of vehicle. DLR adv will submit that as well. CSM requested copies of RO's per CLT's indication on not feeling safe in vehicle and wanting Lincoln to take next steps. NEXT STEPS: CSM will F/U with CLT regarding repair next steps and start GFR 06/01/21.

OWNREL | CSM Megan EXT 77940 | IBC from CLT | VM11:54 AM - [REDACTED] adv

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 05/20/2021

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

left us an email regarding his situation and adv DLR is still not able

left us an email regarding his situation and adv DLR is still not able to duplicate concern and he does not feel vehicle is safe. CLT adv he can not just take vehicle back needs to know what repair steps we can take to look further into this or what we can do to resolve.

OWNREL | CSM Megan EXT 77940 | OBC to CLT | [REDACTED] CSM left VM for CLT adv received his voicemail and email regarding his vehicle concerns. CSM adv spoke with SA who adv at this point they are still working to duplicate his concerns and see if they can find any codes on his vehicle. CSM adv DLRship has already started process of putting a flight recorder in the vehicle to try to duplicate that way. CSM adv also requested they reach out to our engineers to see if they can find any further concerns or reason why this may have happened. CSM adv understand his frustrations and concerns with the vehicle and his safety in vehicle. Based on original phone conversation and his most recent email will start the GFR process to see if his vehicle is eligible for replacement/repurchase e though LMC. CSM adv this process typically takes about 5 days for the results, and we will have them no later than 06/08/21. CSM provided phone and email if needed. NEXT STEPS: CSM will F/U with CLT for GFR results by 06/08/21. DLR F/U for RO's 06/02/21.

OWNREL | CSM Megan EXT 77940 | IBE from CLT | [REDACTED] Hi i Megan!Thank you for your voicemail. I'm sorry I missed your call.I am happy to help the dealership troubleshoot the problems on my Corsair with the assistance of the flight recorder being installed. It is my hope that it can trap these errors in order to help remediate them.I appreciate your support and assistance in this process, and you looking into the possibility of replacing the vehicle should the issues continue without resolution. I will pick up my car tomorrow and let you know how things progress. Please know that the service manager, Brian, and my advisor, Joe, at North Park Lincoln have been terrific. They really care about their customers.Many thanks. Talk to you soon.Regards,Rob

OWNREL | CSM Megan EXT 77940 | OBC to DLR | 2103418841CSM spoke with receptionist and requested copies of ROs for GFR. CSM provided email address for records to be sent to.

OWNREL | CSM Megan EXT 77940 | IBE from DLR |

OWNREL COM reviewed case. At this time COM recommends replacement. GFR approved.

OWNREL | CSM Megan EXT 77940 | OBC to CLT | [REDACTED] CSM left VM for CLT adv wanted to check in with him regarding his vehicle to see if he has experienced any further concerns. CSM also adv we have his GFR results a bit earlier than expected and wanted to discuss them when he had a few minutes. CSM provided contact info for return call and adv if we do not hear from him before 06/08/21 we will reach out again. NEXT STEPS: CSM will F/U with CLT see how vehicle testing is going and provide GFR results 06/08/21 if no response before then.

OWNREL | CSM Megan EXT 77940 | OBC to CLT | [REDACTED] CLT adv since he got vehicle on Thursday he hasn't found any concerns/issues. Flight recorder is installed in vehicle and sometimes has to unplug and plug

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 05/20/2021

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

back in order to continue recording. CLT plans on keeping the recorder back in order to continue recording. CLT plans on keeping the recorder in for 2 weeks to see if any other errors occur. DLR adv there was some sensitivity concerns with all vehicles and recommended lowering sensitivity down to normal or low prior to installing recorder. CLT has brought sensitivity down to normal and believes this may have also resolved. CSM adv we have performed GFR and found the vehicle is eligible for replacement/repurchase e. CLT adv at this time he wants to continue monitoring vehicle over the next week to two weeks and will let us know if he experiences any further errors with it. CLT wants to keep vehicle at this time as it was custom built for him and he loves it he just didn't want to keep experiencing error concerns and safety issues. CSM adv understood, will check back in with him next week 06/15/21 to see how everything's going and adv if he has any questions/concerns before then to please let me know. CLT satisfied. NEXT STEPS: CSM will F/U with CLT again 06/15/21 to check repair satisfaction check and see how he would like to proceed.

OWNREL | CSM Megan EXT 77940 | OBC to CLT | [REDACTED] CSM left VM for CLT checking to see how everything is going with vehicle. Per previous conversation CLT was planning on keeping recorder on vehicle for a couple weeks to see if he received any alerts/notices and we have only had it on one week. CSM adv will set another F/U for 06/22/21 to check in again and see how everything is going with vehicle. CSM provided contact info for return call if CLT has any questions/concerns before then. NEXT STEPS: CSM will F/U with CLT again 06/22/21 for repair satisfaction check.

OWNREL ***CSM Dante ext 77909 assisting***obc to clt @ [REDACTED] looking to speak with the clt about the case.CSM left a direct contact number and ext for callback from the clt about the case.Next steps: Move follow up to 6/24/2021

OWNREL | CSM Megan EXT 77940 | IBE from CLT | [REDACTED] Hi i Megan!Thank you for your voicemail. I'm sorry I missed your call. I returned the flight recorder to North Park Lincoln last Wednesday. The car has been operating without issue the last two weeks after replacement of a rear hatch module by service. There have been no warnings on the availability of both collision and backup sensor systems. There have been no sudden braking maneuvers. At the request of Lincoln Engineering, I set the collision detection down from High to Normal. There have been no false warnings. At this point, it would appear that the problems have been resolved, although I will feel better when we get to the 90 day mark without issue. If any problems recur, I will reach out to you and my service team directly. I am greatly appreciative of you advocating for me and my satisfaction on behalf of Lincoln, and the company standing behind its product. I am also grateful to have such an amazing dealership and service team at North Park Lincoln here in San Antonio. They have been attentive, helpful, and concerned for my satisfaction and well being. Thanks to everyone at Team Lincoln. I am hopeful that all will be well going forward. Best Regards,Rob

OWNREL | CSM Megan EXT 77940 | OBE to CLT | [REDACTED].COMGo ood

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 05/20/2021

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

afternoon Mr. [REDACTED] I hope this message reaches you well. I
afternoon Mr. [REDACTED], I hope this message reaches you well. I
apologize for the delay responding to your email, I have been out of
the office for the last few days. I wanted to let you know I received
your email and am happy to hear all has been going well with your
vehicle! I have updated your case notes to reflect this and have
closed your case however if you do experience any concerns in the
future or if you have any questions for me regarding your vehicle,
please let me know. My contact information is listed below. It has
been a pleasure working with you and I am happy to hear you are
satisfied with your vehicle repairs and dealership! Warmest regards,
Megan King
NEXT STEPS: CSM closing case. CLT is satisfied with vehicle
and no longer wants to pursue GFR replacement/repurchase of vehicle.
No further assistance needed.

OWNREL | CSM Megan EXT 77940 | IBE from CLT | [REDACTED] Hi i
Megan! I had an error on backup assist occur again. Can you pass this
to engineering to find out what my dealer needs to do to troubleshoot?
This has been happening since the car was delivered. Thank
you. Regards, Rob--Rob [REDACTED]

OWNREL | CSM Megan EXT 77940 | OBC to DLR | 2103418841 CSM left message for SA
Joe requesting call back. CSM provided contact info for return call.
NEXT STEPS: CSM will wait for DLR response and reach out again if no
response before COB, CSM will also F/U with CLT 06/25/21.

OWNREL | CSM Megan EXT 77940 | OBC to DLR | 2103418841 SA Joe adv already
spoke with CLT and is aware concern happened again. DLR adv this
concern is happening at the same place at the same time, in CLTs
garage. DLR is working with tech and engineers to move forward with
repairs and will reach out to CLT again next week regarding this. NEXT
STEPS: CSM will F/U with CLT 06/25/21.

OWNREL | CSM Megan EXT 77940 | OBE to CLT | [REDACTED] Go ood
evening Mr. [REDACTED], I hope this message reaches you well. I am
terribly sorry to hear your vehicle had the backup assist alert occur
again. I have spoken with your service advisor Joe who adv he is going
to let the tech and our engineers know so we can further investigate
this matter for you. The dealer mentioned he believes this concern
only happens in your garage, is that correct? Joe plans on contacting
you again next week regarding our next steps. I will go ahead and set
another follow up to reach out to you both for Tuesday June 29, 2021,
to provide you with any updates we have at that point. If you have any
questions for me in the meantime, please feel free to reach out. My
contact information is listed below. Warmest regards, Megan King
NEXT STEPS: CSM will F/U with CLT and DLR next steps 06/29/21.

OWNREL | CSM Megan EXT 77940 | IBE from CLT | [REDACTED] Th hanks.
It has happened at my other residence as well. It does seem to occur
on first start up of the day. I am in the hospital for surgery and
will be home by Monday. I will be unable to drive, so they may need to
come get the car next week. Thanks for continuing to work with me on
these issues. Much appreciated. Regards, Rob

OWNREL | CSM Megan EXT 77940 | OBC to DLR | 2103418841 CSM spoke with
receptionist and left message for SA Joe requesting call back with

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 05/20/2021

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

updates on this case. CSM provided contact info for return call. NEXT

updates on this case. CSM provided contact info for return call. NEXT

STEPS: CSM will wait for DLR response and contact again if none before

COB 06/29/21. CSM will also update CLT 06/29/21.

OWNREL | CSM Megan EXT 77940 | OBC to DLR | 2103418841CSM spoke with

receptionist SA Joe is still unavailable currently doing a ride along

with another CLT. CSM adv understood will document and wait for DLR

return call. NEXT STEPS: CSM will F/U with CLT 06/29/21.

OWNREL | CSM Megan EXT 77940 | OBE to CLT | [REDACTED] Go ood

evening Mr. [REDACTED], I hope this message reaches you well. Thank you

for providing me with further updates on your vehicle concerns. I have

updated your case to reflect this has happened at both of your

residences. I am still waiting to hear back from your dealership on

how they would like to proceed with your vehicle. I will continue

trying to reach out to them and will update you as soon as we have

more information on if they want the vehicle to be brought back in or

if they want to put the flight recorder back on the vehicle. I have

gone ahead and set our next follow up for Thursday July 1, 2021,

however if I get any updates sooner, I will let you know as soon as I

do. If you need to reach me before then please feel free to contact

me. I hope you recover from your surgery quickly and smoothly. Warmest

regards, Megan KingNEXT STEPS: CSM will wait for DLR response and F/U

OWNREL with CLT and DLR no later than 07/01/21.

| CSM Megan EXT 77940 | OBC to DLR | 2103418841SA Joe adv an apt has

not been set up yet with CLT but DLR will have reservationist call him

and try to schedule now. NEXT STEPS: CSM will F/U with CLT 07/01/21.

OWNREL | CSM Megan EXT 77940 | OBE to CLT | [REDACTED] Go ood evening

Mr. [REDACTED], I hope this message reaches you well. I have spoken with

Joe over at North Park Lincoln and he has advised that they are going

to recommend for you to bring the vehicle back into the dealership so

they can move forward with diagnosing and repairing your vehicle. The

dealership advised he was going to have the person who schedules

appointments contact you today to discuss availability and set up your

appointment. If you have not heard from them and have the opportunity

to contact them directly, please feel free to do so, their number is

(210) 341-8841. I will set another follow up to check in with you

again after the holiday on Tuesday July 6, 2021, just to ensure your

appointment has been set up. If you need to reach me before then

please feel free to do so, my contact information is listed below.

Warmest regards, Megan KingNEXT STEPS: CSM will F/U with CLT by

OWNREL 07/06/21 to ensure apt set up to bring vehicle back in.

| CSM Megan EXT 77940 | IBE from CLT | [REDACTED] Hi i,

Megan!The dealership left me a message that they are going to pick up

my car on July 27, which is the first date a loaner is available.

Hopefully engineering can help them track down the source of this

intermittent issue. Thanks for continuing to work the case.

Regards,Rob

OWNREL | CSM Megan EXT 77940 | OBE to CLT | [REDACTED] Go ood

afternoon Mr. [REDACTED], I hope this message reaches you well. Thank you

for providing me with your appointment information. I have updated

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 05/20/2021

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT

your case to reflect that and have moved our next follow up to July

your case to reflect that and have moved our next follow up to July 20, 2021, just to confirm everything is still set with your upcoming appointment. If you need to reach me before then please feel free to do so, my contact information is listed below. Warmest Regards, Megan King

NEXT STEPS: CSM leaving F/U for 07/06/21 to check for response, CSM will shift to the next week if none. F/U with DLR and CLT for 07/20/21 to confirm apt still set.

OWNREL | CSM Megan EXT 77940 | NOTES | CSM did not receive any response from CLT, CSM moving case to 07/12/21 to check for CLT response. Next official F/U set for 07/20/21 for apt confirmation.

OWNREL | CSM Megan EXT 77940 | NOTES | CSM did not receive any response from CLT, CSM moving case to 07/20/21 for DLR and CLT to reconfirm apt.

OWNREL >>obc to CLT @ [REDACTED].CLT confirmed appointment for the 27th. CSM ADV CLT that i would note the case and schedule f/u for the 27th. NEXT STEP: update CSM

OWNREL | CSM Megan EXT 77940 | IBE from CLT | [REDACTED] Hi i Megan!The car is scheduled to go in to North Park on 7/28. I was thinking everything was great except for one incident of the backup assist failing. Then today the SiriusXM quit working. I seem to be plagued with computer and software issues. It would be great to have engineering work with my team at North Park. After two years of problems, I'm pretty exhausted. ??Here's video of SiriusXM failure. <https://clicktime.syma antec.com/> [REDACTED]

gRegards, Rob

OWNREL | CSM Megan EXT 77940 | OBE to CLT | [REDACTED] Go ood evening Mr. [REDACTED], I hope this message reaches you well. I am so sorry to hear that your backup assist error and SiriusXM radio is no longer working. We definitely want to look at your vehicle and see why it is having these concerns. Once your vehicle is brought into North Park Lincoln, we will start diagnosing your vehicle concerns. I will also advise them of your request and see if we can have an engineer come out to further look at your vehicle and assist them with the repairs. Based on your appointment I am going to go ahead and shift our next follow up from July 27, 2021 to July 28, 2021, however if you need to reach me before then please feel free to contact me. My contact information is listed below. Warmest Regards, Megan King

NEXT STEPS: CSM will F/U with DLR and CLT 07/28/21 for repair updates.

OWNREL | CSM Megan EXT 77940 | OBC to DLR | CSM left VM with receptionist requesting call back with updates on vehicle and to ensure it was brought back in today. CSM provided contact info for return call. NEXT STEPS: CSM will wait for DLR response and F/U with CLT 07/28/21.

OWNREL | CSM Megan EXT 77940 | OBE to CLT | [REDACTED] Go ood evening Mr. [REDACTED], I hope this message reaches you well. I just wanted to reach out to you today to ensure your vehicle was brought into North Park Lincoln for servicing. I did try to reach out to your dealership to ensure the vehicle was there but unfortunately was unable to get ahold of anyone today so I was hoping you could verify this information. I will continue trying to reach your dealership and

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 05/20/2021

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
will set our next follow up for Monday August 2, 2021, to give the
will set our next follow up for Monday August 2, 2021, to give the
dealership some time to start diagnosing your vehicle concerns. If
something changed and your vehicle was not brought in today, please
let me know so I can update your case, my contact information is
listed below. Warmest regards, Megan King
NEXT STEPS: CSM will F/U with
DLR and CLT repair updates & ensure DLR reached out to hotline
08/02/21.
OWNREL | CSM Megan EXT 77940 | IBE from CLT | [REDACTED] Hi i
Megan! They picked up the car yesterday. Thanks. Regards, Rob
OWNREL | CSM Megan EXT 77940 | OBC to DLR | 2103418841 CSM spoke with SA Joe
who adv vehicle is still in line to be diagnosed, expects to be looked
at on Thursday 08/05/21. NEXT STEPS: CSM will F/U with CLT repair/diag.
updates.
OWNREL | CSM Megan EXT 77940 | OBE to CLT | [REDACTED] Go ood
evening Mr. [REDACTED] I hope this message reaches you well. I just
wanted to reach out to you today and let you know I spoke with your
service advisor Joe at North Park Lincoln today. At this time your
vehicle is in line to be looked at by a tech and they are still
working to diagnose your concerns. They are hoping they will have more
information for us by Thursday August 5, 2021. I will go ahead and set
our next follow up for the same date however if you need to reach me
before then please feel free to do so, my contact information is
listed below. Warmest regards, Megan King
NEXT STEPS: CSM will F/U with
DLR and CLT diagnosis updates 08/05/21.
OWNREL | CSM Megan EXT 77940 | OBC to DLR | 2103418841 SA Joe is currently
unavailable receptionist requested CSM call back later.
OWNREL | CSM Megan EXT 77940 | OBC to DLR | 2103418841 Vehicle has already
been returned back to CLT, both concerns were addressed with FSM
updates. DLR adv CLT to drive vehicle and test to see if he notices
any further concerns so far has not heard back from him yet.
OWNREL | CSM Megan EXT 77940 | OBE to CLT | [REDACTED] Go ood
evening Mr. [REDACTED] I hope this message reaches you well. I spoke
with your service advisor Joe today who confirmed your vehicle has
been repaired and returned to you. He let me know your vehicle needed
a few updates which should have resolved your vehicle concerns, but I
wanted to check in with you to see if you had been able to test the
vehicle for yourself yet. If so, how has the vehicle been operating
for you? I'm hoping all is well but please let me know regardless. I
look forward to hearing back from you however if I have not heard from
you before Thursday August 12, 2021, I will reach out to you again.
Warmest regards, Megan King
NEXT STEPS: CSM will F/U with CLT again on
08/12/21 if no response before then for repair satisfaction check.
OWNREL | CSM Megan EXT 77940 | IBE from CLT | [REDACTED] 08/05/21
6:10 PM Thanks Megan. I haven't been out and about yet since it came
back. Evidently there were some new fixes for my issues. Let's talk in
a week and see how it is going. ??Regards, Rob

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 05/20/2021

----- CONCERN DETAILS -----

----- DIAGNOSTIC INFORMATION -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- SERVICE ACTIONS -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- VEHICLE DETAILS -----

Vehicle Build Date: 11/12/2019 Warranty Start Date: 12/05/2019
Date of Sale: 12/05/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 11430
Dealer Special Order: Gross Vehicle Weight: 494 LBS
LH/RH Drive:

Engine: 2.3L 4V TIVCT DI TC 270 HP GAS Tag: KJ 7E SA
Bld Dt: Calb: LCTFN3N A
Serial #: [REDACTED]

----- TRANSMISSION -----

Trans: 8 SPEED AUTO 8F40 Part #:
Bld Dt:
Serial #: [REDACTED]

Model: Shift:

----- ADDITIONAL -----
Tire : 245/45R20 99V A/S BSW Brand :
Radio : A/C : AC G-????????????????????
Paint : PN4-???????????????????? MAGNETIC

----- AFTER MARKET MODIFICATIONS -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Rpr Dlr:USA 11430 - North Park Lincoln Ph#:210-341-8841
City: San Antonio State : Texas
Country: United States Region : Houston

----- CQIS VIN HISTORY -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
05/24/2021	[REDACTED]	NHL	AID/INFO			USA 11430
06/02/2021	[REDACTED]	NHL	AID/INFO			USA 11430

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 05/20/2021

--- S U P P L E M E N T A L S U R V E Y: NONE ---

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----
Dealer ID Repair Date Repair Order Odometer (Miles) Rp Caus Service Part Number Labor
Operation
USA 05126 01/04/24 435487 11517 1
USA 10162 05/08/24 436538 11517 1 LJ7 [REDACTED] K [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/02/2021

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 CORSAIR,AWD,RESERVE, CUV VIN: [REDACTED]
Engine : 2.3L 4V TIVCT DI TC 270 HP GAS Odometer: 6,557 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 27 A 38 DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
COLLISION AVOIDANCE INOPERATIVE
Additional Symptom: CCM detects oncoming traffic
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 06/02/2021 08:23AM BKARBUM1
Web Form Data(118168064) Description of Vehicle Concern: CUSTOMER
STATES WHILE USING CRUISE CONTROL, ON COMING TRAFFIXC IN THE OTHER
LANE WITH CAUSE THE VEHICLE TO SLAM ON IT BRAKES. Please list any
diagnostics already performed: SELF TEST ON MODULE AND TEST DROVE
VEHICLE Parts Replaced: NONE Your Question: HAVE YOU HAVE ANY CONCERNS
LIKE THIS? WE ARE RELEASING THE VEHICLE WITH A FLIGHT RECORDER.
RECOMM 06/02/2021 08:23AM BKARBUM1
John, The adaptive cruise control applying the brakes due to detecting
the oncoming traffic is not a concern that has been commonly reported.
However there are commonly complaints made about the collision
avoidance applying the brakes at times which the customer feels it
should not due to the sensitivity settings of the collision avoidance
system. It is recommended to check the collision avoidance settings
and if set to high, set the sensitivity to low prior to releasing the
vehicle. Then if the customer indicates the concern does not occur
while the vehicle was released back to them for further testing, this
would point to the collision avoidance sensitivity as the cause of the
brakes applying.
AUDIT 06/02/2021 08:32PM
SYNC: Gen3 V4 MODEM: 4G SYNC Connect (Lincoln Way App)

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/02/2021

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date:	11/12/2019	Warranty Start Date:	12/05/2019
Date of Sale:	12/05/2019	Selling Dlr(Geo/Mkt,Dlr,Sub):	USA 11430
Dealer Special Order:		Gross Vehicle Weight:	494 LBS
LH/RH Drive:			

Engine: 2.3L 4V TIVCT DI TC 270 HP GAS Tag: KJ 7E SA

Blă Dt:
Serial #:

- - - T R A N S M I S S I O N - - -

Trans: 8 SPEED AUTO 8F40 Part #:

Bld Dt :

Serial #:

Model: Shift:

- - - A D D I T I O N A L - - -

Tire : 245/45R20 99V A/S BSW

Radio : _____ A/C

Paint : PN4-????????????????????????????????----- MAGNETIC

----- A F T E R M A R K E T M O D I F I C A T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Orig/Caller : JOHN BERISH

Title: TECHNICIAN

Phone :

JOHN BERISH

Rpr Dlr:USA 11430 - North Park Lincoln

Ph#: 210-341-8841

City: San Antonio

State : Texas

Country: United States

Region : Houston

Claim #/Date : [REDACTED] 05/21/2021

Specialist's

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Name      : BKARBUM1  -????????????????????
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----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
05/20/2021		CACVOC	AID/INFO		USA 11430
05/24/2021		NHL	AID/INFO		USA 11430

--- S U P P L E M E N T A L S U R V E Y: N A T I O N A L H O T L I N E S U R V E Y 2 0 0 0 ---

SURVEY HAS NOT BEEN SENT

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/02/2021

----- 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 05126	01/04/24	435487	11517	1					
USA 10162	05/08/24	436538	11517	1		LJ7	19G490	K	[REDACTED]

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 09/08/2023

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 AVIATOR, BL AWD, 4 DOOR, MPV
Engine: 3.0L GTDI TC V6 GAS
Operating Environ:
Vehicle Use:

VIN: [REDACTED]
Odometer: 51,319 MILES
WCC:
Rsp. Act:

SYMPTOM: 7 75 5 03 LIGHTING/GLASS/VISION
FOG/AUXILIARY

EXTERIOR LIGHTING
APPEARANCE

Additional Symptom:

Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:

Causal Factor: Feature:

Causal Condition: Photo: Loc: Attchmnts: 0

Component Test Status: ---- Return Loc:

Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT

AUDIT 09/11/2023 08:32PM
SYNC: GEN3 MODEM: 4G

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing: MIL light on?:
Test Stand: Road Test: 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 02/29/2020 Warranty Start Date: 03/20/2020
Date of Sale: 03/20/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G F9
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----

Trans: 10 SPD AUTO 10R60 Part #:

Bld Dt:

Serial #: [REDACTED]

Model:

Shft:

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 09/08/2023

- - - A D D I T I O N A L - - -
Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
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 -----
Rpr Dlr:USA 09217 - Apple Ford Apple Valley Ph#:952-431-5900
City: Apple Valley State : Minnesota
Country: United States Region : Twin Cities

----- 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
07/16/2020	[REDACTED]	NHL	AID/INFO			USA 09217

--- S U P P L E M E N T A L S U R V E Y: NONE ---

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 09217	09/06/23	350922	51319	1					
USA 09217	09/06/23	350922	51319	2	D7	LC5		AA	
USA 09217	09/06/23	350922	51319	2	D7	LC5		A	
USA 09217	09/06/23	350922	51319	3	82				
USA 09217	09/06/23	350922	51319	4	D8				
USA 09217	09/06/23	350922	51319	4	D8	L1M		B	
USA 09217	09/06/23	350922	51319	4	D8			S439	
USA 09217	09/06/23	350922	51319	4	D8			S442	
USA 09217	09/06/23	350922	51319	4	D8	X		QULV	
USA 09217	09/06/23	350922	51319	5	D8	Z			
USA 09217	09/06/23	350922	51319	5	D8	N1M		B	
USA 09217	09/06/23	350922	51319	5	D8				
USA 09217	11/07/23	377337	53199	1	82				
USA 09217	11/07/23	377337	53199	2		JL7		F	
USA 09217	11/07/23	377337	53199	2		3M5		A	
USA 09217	11/07/23	377337	53199	3	42	L1M		M	
USA 09217	11/07/23	377337	53199	3	42	X		QULV	
USA 09217	11/07/23	377337	53199	3	42	V		G	
USA 09217	11/07/23	377337	53199	3	42				
USA 09217	11/07/23	377337	53199	4	82				

CQIS Report Number: [REDACTED] Program Type: EI
Report Source: MSS - FCSD - EPDI

Orig Rpt #:
Report Date: 01/13/2020

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV
Engine: 3.0L GTDI TC V6 GAS
Operating Environ:
Vehicle Use:

VIN: [REDACTED]
Odometer: 42 MILES
WCC:
Rsp. Act:

SYMPTOM: 2 22 2 00 DRIVER AIDES & INFORMATION
PERFORMANCE

SPEED CONTROL
UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom:

Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:

Causal Factor: Feature:

Causal Condition: Photo: Loc: Attchmnts: 0

Component Test Status: ---- Return Loc:

Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
CONCER 01/13/2020 06:33PM PROXY CSPRXL6 MSS - FCSD - EPDI
ePDI QUESTION: Check speed control functionality ; ePDI TECH COMMENTS:
Multiple malfunction indicator lamps illuminate when activating
vehicle cruise control. A24 - CRUISE CONTROL TROUBLES - UNSPECIFIED ;
ePDI TECH ANSWER: ;

----- 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: 10/26/2019 Warranty Start Date: 03/11/2020
Date of Sale: 03/11/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 10302
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS - - - E N G I N E - - -
Bld Dt: Calb: LCTVYXN A Tag: BC A3G D6
Serial #: [REDACTED]

Trans: 10 SPD AUTO 10R60 - - - T R A N S M I S S I O N - - -
Bld Dt: Part #:

CQIS Report Number: [REDACTED] Program Type: EI
Report Source: MSS - FCSD - EPDI

Orig Rpt #:
Report Date: 01/13/2020

Serial #:

Model:

Shift:

----- A D D I T I O N A L -----
Tire : 255/55 R20 A/S TYRE Brand :
Radio : A/C : AC T-????????????????????
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 : Justin Chavers Title:
Phone :

Rpr Dlr:USA 10302 - Crest Lincoln, Inc. Ph#:586-939-6000
City: Sterling Heights State : Michigan
Country: United States Region : Detroit

Claim #/Date : [REDACTED] 01/13/2020

Specialist's
Name : PROXY CSPRXL6

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
01/13/2020	[REDACTED]	EPDI	ST/RN/MV		USA 10302
07/07/2020	[REDACTED]	NHL	AID/INFO		USA 10302

--- S U P P L E M E N T A L S U R V E Y : NONE ---

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 10302	08/29/23	692077	31728	1	82				
USA 10302	12/04/23	696312	33105	1	42				
USA 10302	12/04/23	696312	33105	2		JL7		F	
USA 10302	12/04/23	696312	33105	2		3M5		A	
USA 10302	12/04/23	696312	33105	3	82				
USA 10302	06/24/24	704755	36678	1	04				
USA 10302	06/24/24	704755	36678	1	04	L1M		A	
USA 10302	06/24/24	704755	36678	1	04				
USA 10302	06/24/24	704755	36678	2	01				
USA 10302	06/24/24	704755	36678	2	01	L1M		G	
USA 10302	06/24/24	704755	36678	2	01			S439	
USA 10302	06/24/24	704755	36678	2	01			S440	
USA 10302	06/24/24	704755	36678	2	01			S441	
USA 10302	06/24/24	704755	36678	2	01			S440	
USA 10302	06/24/24	704755	36678	2	01	LB5		A	
USA 10302	06/24/24	704755	36678	2	01			S440	

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 10/05/2022

----- R E P O R T S U M M A R Y -----

VEHICLE: 2022 NAVIGATOR 4X4, RESERVE, MPV VIN: [REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 330 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 1 13 1 49 COMFORT & ENTERTAINMENT VIDEO
DVD NO PICTURE

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 CLT SAYS: CLT wanted to make sure his veh issue are documented: Rear entertainment left rear screen was not responding and was black but had power and could not turned off Active Glide Feature- does not seem to work for more than 17 seconds Running Boards did not open one time PER CLT DLR SAYS: DLR wanted to give car back- Oct 7th software update that rear ent screen will be fixed after that update Active glide- replace a module and ordered module as of now CSM ADVISED: CSM advised he would FU with DLR on next steps and part availability. CLT is in a loaner NEXT STEPS: FU with DLR/ Update CLT 10-5
OWNREL ** NOTICE ** RTL closed before follow-up assistance was requested. NEXT STEPS: Call CLT.
OWNREL | OBC to client [REDACTED] | SPOKE TO: LVM with CLT explaining Chad is out sick today. No updates from RTL. NEXT STEPS: Set follow-up 10/6.
OWNREL | CSM Chad x77850 | OBC to retailer | @6082760200 Spoke to Service Jessica- Sean the SA leaves at 330pm CST daily- He was already gone for the day and no one was there to assist as Sean is the tech that deals with Lincolns. Next Step Pass case along for reassignment.
OWNREL | OBC to retailer | 6082760200 SPOKE TO: SA SHAUNSA provided RO information: RO Number: 721137 RO Open Date: 10/3/22 RO Close Date: N/A Date Vehicle was Picked Up: N/A Days Down: 4 Rental provided? YES RO Open Mileage: 461 Concern: ACTIVE GLIDE ONLY WORKS FOR 16 SECONDS THEN STOPS/ REAR TV WILL NOT POWER DOWN (TSB- SSSM51116) Repairs Performed: AWAITING GUIDANCE FROM SA PROVIDED EMAIL: S.GARZA@KAYSERONLINE.C
COM CSM advised that I will touch base again on Wed. 10/12 NEXT STEPS: CALL CLT.
OWNREL | OBC to client | [REDACTED] SPOKE TO: [REDACTED] VMLVM advising I have some information regarding his vehicle if he could call me back. I will also reach out to him via email so he has my contact info handy. If I do not hear back from him by EOB today, I will reach out again on Monday 10/10 NEXT STEPS: Send CLT email
OWNREL **unable to email CLT, no email in contact** NEXT STEPS: call DLR for update/ Update CLT 10/10
OWNREL | OBC to retailer | 6082760200 SPOKE TO: SA SHAUN VMLVM requesting call back NEXT STEPS: Send SA email

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 10/05/2022

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

OWNREL | OBE to retailer | S.GARZA@KAYSERONLINE.C COMGood afternoon Shaun,I

OWNREL | OBE to retailer | S.GARZA@KAYSERONLINE.C COMGood afternoon Shaun,I
hope you had a good weekend. I am reaching out to check on the status
of this vehicle (notated in subject line) Best Regards,NEXT STEPS:
Call CLT

OWNREL | OBC to client | [REDACTED] SPOKE TO: [REDACTED] CSM advised to CLT
that I do not have an update at this time however I can see that they
are actively engaging with our engineering team to get this resolved.
CLT feel distressed with the fact that a brand new car has these
features that appear to have never worked and wanted to know what his
options are if he should feel the need to "pull the plug and start
over" CSM advised that we do have warranties in place to protect you
as a consumer for situations like these and I would like the
opportunity to allow the retailer and the engineers to work together
to resolve and return your vehicle to you working as intended. CLT
thanked and agreed. CLT asked about what if he wanted to get a new
vehicle and scratch this one all together. CSM advised that he should
work with his selling retailer to see if they are able to accommodate
his request as we do not handle sales transactions. CLT understood.
CSM advised that I will touch base with him again next Monday. 10/17
CLT thanked CSM advised that I will send him an email so he has his
case number and my contact info should he need it. NEXT STEPS: Call
retailer/ update CLT 10/17

OWNREL | OBE to client | [REDACTED] Good afternoon [REDACTED],Thank you so
much for taking the time to talk with me this afternoon. Your case
number is located in the subject line of this email and my contact
information including my office hours are in my signature below. I
look forward to talking with you again next Monday 10/17/22. Should
you have any questions in the mean time please feel free to reach out
to me. Thank you for being the best part of Lincoln. NEXT STEPS: call
Retailer/ update CLT 10/17

OWNREL | IBE from retailer | s.garza GOOD AFTERNOON, WE ORDERED PART #
[REDACTED] / CAMERA. PART WAS ORDERED EMERGENCYNEXT STEPS: reply to
retailer email

OWNREL | OBE to retailer | s.garza IS the part # that you have listed below
the camera part number? Also can you tell me the date that it was
ordered along with the COR# please? Has a COPIS been opened for this
part? If it has not please open one so that I an assist with getting
this part to you faster.I also need to know what date this client was
put into a loaner and what line number it is on the RO. Thank you for
your fast response. NEXT STEPS: F/U remains the same

OWNREL | IBE from retailer | s.garza GOOD AFTERNOON, WE ORDERED PART #
[REDACTED] / CAMERA. PART WAS ORDERED EMERGENCYNEXT STEPS: REPLY TO
RETAILER EMAIL

OWNREL | OBE to retailer | s.garza IS the part # that you have listed below
the camera part number? Also can you tell me the date that it was
ordered along with the COR# please? Has a COPIS been opened for this
part? If it has not please open one so that I an assist with getting
this part to you faster.I also need to know what date this client was
put into a loaner and what line number it is on the RO. Thank you for

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 10/05/2022

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

your fast response. NEXT STEPS: FU remains the same

OWNREL | your fast response. NEXT STEPS: FU remains the same

OWNREL | IBE from retailer | s.garza YES IT IS A CAMERA PART. I WILL HAVE TO GET WITH MY PARTS DEPARTMENT ON YOUR OTHER QUESTIONS AND HAVE THEM LOOK INTO THAT. IF MEMORY SERVES ME RIGHT, I WAS TOLD ITS 3-5 DAYS

OWNREL | OUTNEXT STEPS: FU remains the same

OWNREL | OBC to retailer | 6082760200SPOKE TO: SA SHAWNSA advised that we are still waiting on the part and we will have to get with parts on the COPIS. CSM advised that I would be more than happy to talk to parts about it. SA agreed and transferred me to parts.LVM for parts manager BOB NEXT STEPS: Call Parts

OWNREL | OBC to retailer | 6082760312SPOKE TO: Parts MikeParts advised that they have a part and it is on back order. CSM inquired why no COPIS case was open. Parts did not realize that one was open and will have one opened in the next 45 min. Parts provided ordered part info: P&A: 06395PART: [REDACTED] : [REDACTED] DATE ORDERED: 10/10/22CSM thanked Parts. NEXT STEPS: update CLT.

OWNREL | OBC to client | [REDACTED] SPOKE TO: Delegate [REDACTED] CSM advised to the CLT that we are waiting on a back ordered part and that we have expedited that so hopefully it will arrive sooner. I will update you on a weekly basis 10/24 until we have more information. CLT thanked and agreedNEXT STEPS: Check for COPIS10/19-/ Call retailer for update/ update CLT by EOD 10/24

OWNREL | CSM Myriah Herrera extension 77866 | OBC to retailer | 6082760200SPOKE TO: SA SHAWN VMLVM Requesting call back regarding parts on order.NEXT STEPS: Call RTL for update/ update CLT 10/24.

OWNREL | P&A: 06395RO #: 721137RO Open Date: 10/3/22RO Mileage: 461Line: UNKNOWN Year/Model of Rental: CORSAIR Rental VIN:Date Client Was Put Into Rental: (UNSURE) 10/3/22Rental Days: 17Rental Daily Rate: \$72Total: \$1,224.00 Dealer Portion: (10/3-10/12) \$720.00ESP Portion: \$Lincoln Portion:10/13-10/19 \$504.00

OWNREL | OBC to retailer | 6082760200SPOKE TO: PARTS MGR BOBPMG stated that they do not have the part yet but there was a Portal message on the COPIS case stating that they should have an allocation 10/25. CSM advised that I will reach out on Wed. 10/26 as I am 0000 on Tuesdays. PMG understood.NEXT STEPS: update CLT.

OWNREL | OBC to client | [REDACTED] SPOKE TO: Delegate [REDACTED] advised to the CLT that the part is working its way to the RTL I will touch base again on Wed. 10/26 CLT agreedNEXT STEPS: Call RTL about parts/ update CLT 10/26

OWNREL | OBC to retailer | 6082760200SPOKE TO: SA SHAUNSA advised that the part did come in today. so it is in line to get completed over the next few days. as far as the loaner, that would be up to the sales team since they had provided the CLT with the loaner.NEXT STEPS: Reply to CLT email.

OWNREL | OBE to client | [REDACTED] Good afternoon Mr. [REDACTED], I was able to talk briefly with the Service Advisor Shaun today regarding repairs. He informed me that the parts did come in today so we are hopfull for the repair to start in the next few days. He had informed me that the technician that has been assigned your vehicle has a few small repairs

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 10/05/2022

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
that are already started that he needs to complete before he can start
that are already started that he needs to complete before he can start
your vehicle. As far as the loaner is concerned, I asked him about
that as well and he stated that you would need to speak with the Sales
manager about this as you had gotten the loaner from him? If you could
confirm that for me I would really appreciate it. Shaun will be out of
the office for a few days as he will be out of town. I will touch base
again on Monday 10/31. Best Regards, NEXT STEPS: Call RTL for repair
update/ Update CLT 10/31
OWNREL | OBC to retailer | 6082760200SPOKE TO: SA MIKESA advised that SA Shaun
is out for the week. and asked if I can call back around 1:00 and he
can give me an update. NEXT STEPS: Call back RTL around 1:00
OWNREL | OBC to retailer | 6082760200SPOKE TO: Ford SASA advised that GM Mike
is out to lunch. call back around 1:00 PSTNEXT STEPS: Call back RTL
OWNREL | OBC to retailer | 6082760200SPOKE TO: SM MIKESM advised that the
infrared camera is installed and the module is still sending a code
for the camera still. Hotline directs to do another 360 alignment. SM
provided Email: M.WILSON@KAYSERONLINE. COMNEXT STEPS: UPDATE CLT
OWNREL P&A:06395RO #: 721137RO Open Date: 10/3/22RO Mileage: 461Line: ???
Year/Model of Rental: CORSAIR Rental VIN:Date Client Was Put Into
Rental: 10/3/22 ???Rental Days: 29Rental Daily Rate: \$72Total:
\$2,088.00 Dealer Portion: \$720.00ESP Portion: \$Lincoln Portion:
\$1,368.00
OWNREL | OBE to client | [REDACTED] Good afternoon Mr. [REDACTED], I hope you have
had a good weekend I am reaching out with our next update. Service
Advisor Shaun is out of the office this week so I was able to get an
update from the Service manager Mike. He informs me that the vehicle
is still throwing a camera error code. They are working closely with
our engineers to get a resolution for this concern as quickly as
possible. I would like to follow up with them by this coming Monday
11/7 to see how the progress is going. I really appreciate your
patience in this process as I understand how much of an
inconveniencing it is being without your vehicle for this long. Thank
you for allowing us to get to the root of this problem. Best
Regards, NEXT STEPS: Call RTL 11/7 for repair update/ update CLT/ check
from Email from SM
OWNREL | IBE from client | [REDACTED] When can you order me a new vehicle?
Its been way too long with no answer in sight. [REDACTED] EVP/COO
Morgan Murphy Media(Mobile) [REDACTED] (Work) [REDACTED] NEXT STEPS:
RESPOND TO CLT EMAIL
OWNREL | OBE to client | [REDACTED] I do not have the ability to order you a
new vehicle. However, we do have another option that we can explore.
When would be a good time for us to talk on the phone? Best
Regards, NEXT STEPS: FOLLOW UP REMAINS THE SAME
OWNREL | OBC to client | [REDACTED] SPOKE TO: [REDACTED] SCLT wants to move
forward with GFR CSM advised that I will go through the review and
advise no later than Monday 11/7/22NEXT STEPS: GFR / update CLT no
later than 11/7/22 regarding results
OWNREL | IBE from retailer | Hi MyaLeft you a voicemail, unsuccessful with
the parts and steps we took under the direction of tech hotline.

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 10/05/2022

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
Sounds like the systems program had an expiration date of 9/10/22 and
Sounds like the systems program had an expiration date of 9/10/22 and
the tech informed us they are still waiting for an update to
reprogram. Sales put [REDACTED] in a loaner Oct 1st and we are waiting for
your direction to determine if we should contact [REDACTED] to arrange
getting his Navigator back to him. Please let me know. Thank you
NEXT STEPS: reply to RTL email
OWNREL | OBE to retailer | Good morning Mike, I am going through the process
for a good faith review for this client. Please hold the vehicle at
least until I am able to complete my review. Should be by the end of
this week. NEXT STEPS: Follow up remains the same.
OWNREL GFR QUESTIONNAIRE: Where is the vehicle currently located? RTL Current
mileage: 330 Is the vehicle leased or purchased? PURCHASED CASH
Original or Subsequent Owner? ORIGINAL State where vehicle was
purchased? WI State where vehicle is registered? WI Is the vehicle
primarily used for personal or business reasons? BUSINESS If a
business, the total number of vehicles the business has registered in
California: 0 Was the vehicle purchased or leased by a full-time active
duty member of the Armed Forces who was stationed or residing in
California at the time of purchase/lease or at the time the buyback
request was filed? NO Number of repair attempts for alleged
nonconformity? 1 Estimated days out of service for repair? 30 All
dealers where repair attempts have occurred? KAYSER LINCOLN Other
warranty repairs? NO Is the client in a loaner? YES If yes, who is
paying? RTL/CRC If no, is a loaner required?
OWNREL P&A: 06395RO #: 721137RO Open Date: 10/3/22RO Mileage: 461Line:
Year/Model of Rental: CORSAIR Rental VIN: Date Client Was Put Into
Rental: 10/Rental Days: 31Rental Daily Rate: \$72Total: \$2,232.00
Dealer Portion: \$720.00ESP Portion: \$0.00Lincoln Portion: \$1,512.00
OWNREL COM reviewed case. At this time COM recommends replacement. GFR
approved.
OWNREL | OBC to client | [REDACTED] SPOKE TO: [REDACTED] VMCSM LVM requesting
call back for GFR results. If no response today will call back
tomorrow 11/4NEXT STEPS: SEND CLT TEXT.
OWNREL Hi there I have your Good Faith Review Results. Please call me at your
earliest convenience. 888-214-2155 x77866-Mya from Lincoln NEXT STEPS:
Call CLT for GFR Approval 11/4/22
OWNREL | IBC from client | CSM called in returning my call CSM provided GFR
approval. CSM explained the RAV process and that we will be moving
forward CSM advised that it can take 3-5 business days for RAV to make
contact. CSM will reach out again on 11/10 to check for RAV
engagement. CLT agreed and thanked. NEXT STEPS: Submit RAV in Morley/
call CLT no later than 11/10 for RAV contact.
OWNREL CASE NUMBER: [REDACTED]
OWNREL COM transmitted RAV case 2022 Lincoln Navigator" [REDACTED].
OWNREL (GCCT) RAV HAS MADE CONTACT WITH THE CUSTOMER AND THE RAV IS MOVING
FORWARD

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 10/05/2022

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
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: 09/12/2022 Warranty Start Date: 09/29/2022
Date of Sale: 09/29/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 765 LBS
LH/RH Drive:

Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: NL 3E MA
Bld Dt: Calb: NTB9URN A
Serial #: [REDACTED]

Trans: 10 SPD AUTO 10R80 Part #: [REDACTED]
Bld Dt:
Serial #: [REDACTED]

Model: [REDACTED] Shft:

Tire : P285/45R22 110H A/S BSW H-RTD Brand : PIRELLI TIRE VENDOR
Radio : A/C : AC M-????????????????????
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 06395 - Kayser Ford Lincoln Ph#:608-271-6000
City: Madison State : Wisconsin
Country: United States Region : Chicago

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
10/04/2022	[REDACTED]	NHL	AID/INFO			USA 06395

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 10/05/2022

--- S U P P L E M E N T A L S U R V E Y: NONE ---

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----
Dealer ID Repair Date Repair Order Odometer (Miles) Rp Caus Service Part Number Labor
USA 03770 10/09/23 415093 12436 1 82 RAV RAV
USA 03770 10/09/23 415093 12436 2 42 NPF NPF

CQIS Report Number: [REDACTED] Program Type: EI
Report Source: MSS - FCSD - EPDI

Orig Rpt #:
Report Date: 11/20/2019

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV
Engine : 3.0L GTDI TC V6 GAS
Operating Environ:
Vehicle Use :

VIN: [REDACTED]
Odometer: 17 MILES
WCC
Rsp. Act:

SYMPTOM: 1 12 H 00 COMFORT & ENTERTAINMENT
SPEAKER

AUDIO
UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom:

Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:

Causal Factor: Feature:

Causal Condition: Photo: Loc: Attchmnts: 0

Component Test Status: ---- Return Loc:

Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
CONCER 11/20/2019 04:48PM PROXY CSPRXL6 MSS - FCSD - EPDI
ePDI QUESTION: Check Lincoln Play (Rear-Seat Entertainment System with
wireless headphones) ; ePDI TECH COMMENTS: POWER AND COAX NOT
CONNECTED A18 - FAMILY ENTERTAINMENT SYSTEM TROUBLES ; ePDI TECH
ANSWER: ;
AUDIT 11/20/2019 08:32PM
SYNC: Gen3 V4 MODEM: 4G SYNC Connect (Lincoln Way App)

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 11/04/2019 Warranty Start Date: 11/25/2019
Date of Sale: 11/25/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 06006
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G F6
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

Page: 02

CQIS DETAIL REPORT

08/01/24 11:00:25

CQIS Report Number: [REDACTED] Program Type: EI
Report Source: MSS - FCSD - EPDI

Orig Rpt #:
Report Date: 11/20/2019

Trans: 10 SPD AUTO 10R60 Part #:
Bld Dt:
Serial #:

Model:

Shft:

Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
Paint : PN4-?????????????????????----- MAGNETIC

----- 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 : SHANNON STEVENS Title:
Phone :

Rpr Dlr:USA 06006 - Ramey Ford Princeton Ph#:304-425-2128
City: Princeton State : West Virginia
Country: United States Region : Cincinnati

Claim #/Date : [REDACTED] 11/20/2019

Specialist's
Name : PROXY CSPRXL6

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
10/26/2020	[REDACTED]	CREDSR	AID/INFO	SWITCH ASY	DOOR WARN	USA 06006

--- S U P P L E M E N T A L S U R V E Y : NONE ---

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/16/2020

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 11,338 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2C 2 36 DRIVER AIDES & INFORMATION REVERSE SENSING
PERFORMANCE INACCURATE
Additional Symptom: Reverse Braking Engagement
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT -----

CONCER 09/16/2020 04:16PM BKARBUM1
Web Form Data(117587113) Description of Vehicle Concern: CUSTOMER
STATES INTERMITTENTLY WHEN REVIERSING OUT OF GARAGE THE REVERSE
SEORS WILL SOUND AN ALARM AND BRAKES ARE APPLIED JERKING THE CAR TO A
STOP BUT THERE ARE NO OBJECTS BEHIND THE VEHICLE Please list any
diagnostics already performed: SSM 20-2135 AND SSSM 20-2291 Parts
Replaced: NONE Your Question: WITHOUT BEING ABLE TO VERIFY THE
CONCERNS AND NO CODES IN ANY OF THE MODULES, WHAT IS THE NEXT REPAIR
STEP?

RECOMM 09/16/2020 04:16PM BKARBUM1
Jason, Since the IPMB was updated as per the TSB, the reverse brake
assist should be far less sensitive, but will still activate when an
object is detected. The reverse brake assist system relies on inputs
from the rear parking sensors to determine when to apply the brakes.
From personal experience these systems are sensitive to things such as
metal objects near by when in reverse and another possible cause is
narrow garage openings. A garage door for a single car garage is
fairly small and will cause alerts from the parking aid sensors. On
this vehicle since it has reverse brake assist not only will the
customer recieve alerts but if the opening is detected close enough to
the vehicle the reverse brake assist will apply the brakes. Since the
concern has not duplicated since being at the dealer and the TSB for
this concern has been performed, it would seem likely that the
activation of the reverse brake assist is related to something near
where the vehicle is parked. It is recommended to consult with the
customer in regards to where the concern most consistently occurs and
if there are objects that may be detected like a small garage opening,
a pillar in a parking structure or something of that nature. If
possible if the vehicle can be driven to the location where it occurs
so the concern can be duplicated and confirmed if there are objects
around that specifically would cause the reverse brake assist to
activate.

AUDIT 09/16/2020 08:31PM
SYNC: Gen3 V4 MODEM: 4G SYNC Connect (Lincoln Way App)

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/16/2020

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
CONCER 11/07/2020 12:21PM CLEOPHAS BROWN MSS - FCSD - TECH ASSIT CENTER
CONCER 11/07/2020 12:21PM CLEOPHAS BROWN MSS - FCSD - TECH ASSIT CENTER
Web Form Data(117714927) Description of Vehicle Concern: Customer states the car will slam the brakes on and sound the reverse sensing alarm when backing out of her garage with nothing behind her. Please list any diagnostics already performed: TSB 20-2291 has already been performed by another dealer. Verified IPMB and APIM are at latest release with no updates available. I cant find anything in WSM for C1018 and U4015 has SSM 48701. Both DTCS clear and do not return. I have had luck reprogramming the ABS module for the U4015, but that has only been for all cameras not displaying, so I went ahead and updated ABS module. Also performed IPMB configuration and 360 degree calibration. Parts Replaced: None Your Question: I can get concern to occur sometimes with an object to the side of vehicle not directly behind it but back up again on the same path and it doesnt do it. No rhyme or reason as to getting it to happen but when it does the objects on the side are usually 2-3 feet away from vehicle. Is there any other repair procedure, PIDs to monitor, or diag path we should take to resolve concern? WEB-Ford-EXT-Nov 07 2020 12:21:42-CBROW497: Mike, If you are able to duplicate the concern, we would recommend that you try performing the ABS Module Calibration procedure in FDRS and retesting. If still present, try uninstalling and reinstalling FDRS and revisiting the TSB.
RECOMM 11/07/2020 12:21PM CLEOPHAS BROWN MSS - FCSD - TECH ASSIT CENTER
Mike, If you are able to duplicate the concern, we would recommend that you try performing the ABS Module Calibration procedure in FDRS and retesting. If still present, try uninstalling and reinstalling FDRS and revisiting the TSB.

----- 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#C1018:61-6D
IPMB#U0415:00-2F#U0100:00-OB#C1001:97-28,U0415:86-28
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 11/11/2019 Warranty Start Date: 12/15/2019

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/16/2020

Date of Sale: 12/15/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 06085
 Dealer Special Order: Gross Vehicle Weight: 653 LBS
 LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS - - - E N G I N E - - - Tag: BC A3G F6
 Bld Dt: Calb: LCTVYXN A
 Serial #: [REDACTED]

Trans: 10 SPD AUTO 10R60 - - - T R A N S M I S S I O N - - - Part #: [REDACTED]
 Bld Dt: [REDACTED]
 Serial #: [REDACTED]

Model: [REDACTED] Shift:

- - - A D D I T I O N A L - - -
 Tire : 275/40R22 107W TIRE Brand :
 Radio : A/C : AC T-????????????????????????????
 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 : JASON WEBER Title: SERVICE WRITER
 Phone : [REDACTED]

JASON WEBER
 Rpr Dlr:USA 07749 - Future Ford Lincoln Ph#:916-969-3600
 City: Roseville State : California
 Country: United States Region : San Francisco

Claim #/Date : [REDACTED] 11/05/2020

Specialist's
 Name : BKARBUM1 -????????????????????????????

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
02/10/2021	[REDACTED]	CACVOC	AID/INFO			USA 07749
02/17/2021	[REDACTED]	NHL	AID/INFO			USA 07749

--- 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 08021	09/20/23	416557	45544	1	42	Y	[REDACTED]		[REDACTED]
USA 08021	09/20/23	416557	45544	1	42		[REDACTED]		[REDACTED]
USA 08021	09/20/23	416557	45544	2	42	N1M	[REDACTED]	F	[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/16/2020

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----									
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
USA 08021	09/20/23	416557	45544	2	42			S440	
USA 08021	09/20/23	416557	45544	2	42			S440	
USA 08021	09/20/23	416557	45544	2	42	N1M		A	
USA 08021	09/20/23	416557	45544	2	42			S439	
USA 08021	09/20/23	416557	45544	2	42			S439	
USA 08021	09/20/23	416557	45544	2	42			S439	
USA 08021	09/20/23	416557	45544	2	42	N1M		A	
USA 08021	09/20/23	416557	45544	2	42	L1M		C	
USA 08021	09/20/23	416557	45544	2	42			S439	
USA 08021	09/20/23	416557	45544	2	42			S440	
USA 08021	09/20/23	416557	45544	2	42			S439	
USA 08021	09/20/23	416557	45544	2	42			S440	
USA 08021	09/20/23	416557	45544	2	42			S440	
USA 08021	09/20/23	416557	45544	2	42			S440	
USA 08021	09/20/23	416557	45544	2	42			S439	
USA 08021	09/20/23	416557	45544	2	42	LB5		A	
USA 08021	09/20/23	416557	45544	2	42				
USA 08021	09/20/23	416557	45544	3	42	LC5		AC	
USA 08021	09/20/23	416557	45544	3	42				
USA 08021	09/20/23	416557	45544	3	42				
USA 08021	09/20/23	416557	45544	3	42				
USA 08021	09/20/23	416557	45544	3	42				
USA 12802	03/18/24	219299	48906	1	42	GD9		N	
USA 12802	03/18/24	219299	48906	1	42	GD9		M	

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/03/2024

----- R E P O R T S U M M A R Y -----

VEHICLE: 2023 CORSAIR,AWD,RESERVE,CUV VIN [REDACTED]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 8,180 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 22 2 32 DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE GAINS SPEED

Additional Symptom: Cruise Control Increasing Speed
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT

CONCER 05/03/2024 09:29AM BRADLEY SHICK(FSE) MSS - FCSD - NORTHEAST REGION
Web Form Data(120456046) Description of Vehicle Concern: When using
the speed control it will gain speed all by itself. Please list any
diagnostics already performed: Confirmed set speed will jump to a
higher speed by itself. Self test no codes performed Data logger, but
pids didn't change. Parts Replaced: Steering wheel cruise control
switches Cruise Control Module. Do you have a module programming
concern? No Your Question: Speed control still takes off by itself.
After turning cruise on around 45 MPH just driving with no input it
will increase to 55MPH one time then next time it goes to 65MPH I've
seen it go to 100MPH. The set speed changes whether cruise is active
or on standby. I thought possible an intermittent + or - switch but
they are new. I inspect the steering wheel harness ok. I also replaced
CCM and performed alignment. Cruise still takes off on its own. there
isn't a must in the WSM on this.

RECOMM 05/03/2024 09:29AM BRADLEY SHICK(FSE) MSS - FCSD - NORTHEAST REGION
Tony, As discussed, since a DTC is setting in the SCCM please diagnose
that DTC as it could potentially be affecting the SCCM operation. As
the SCCM also controls cruise control inputs, this could potentially
be the cause of the problem. Also monitor the speed sign symbol in the
dash and see what the cruise control speed tolerance is set at. It is
possible the cruise control tolerance may be set high and when the
system is recognizing a speed sign, it is increasing the vehicle
speed. You should be able to find the tolerance settings in the
Vehicle Assistance Settings tab of the sync system. If the tolerance
is found to be set well above the speed limit turn it down to the
speed limit and verify if the vehicle is operating. If the tolerance
is not set high, turn off the speed sign recognition system and see if
the fault still occurs, this may help to determine if the IPMA is
sending rogue inputs. Brad Shick FSE

ADD-ON 05/03/2024 09:29AM BRADLEY SHICK(FSE) MSS - FCSD - NORTHEAST REGION
Contact Type : Phone, SWIS Session Status : SWIS Not Necessary,

SWIS Session Sub Status : Technical,
 SWIS Comments : N/A,

CONCER 05/06/2024 10:34AM A-ESPOSI

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/03/2024

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
Dealership changed the status changed from Diagnostics/Repair
Dealership changed the status changed from Diagnostics/Repair
Suggested to Diagnose not complete, So the SCCM DTC was cleared and
hasn't come back. It appears to be just a heated steering wheel codes
and only sets if the heater is turned on. I checked the predictive
speed setting it appears to be off. I drove the car again with and
without the adaptive cruise active. The car drives normal with
adaptive turned off. I then drove with adaptive on and paid more
attention to the change in speed. You are correct that it is trying to
compensate for the predictive speed tolerance. The speed change only
happens when you pass a speed limit sign. But the tolerance is
literal. I set it to +9mph the speed limit was 45mph it set the cruise
to 44mph from 35mph. And it does the same thing going to a slower
speed from a higher speed.
RECOMM 05/06/2024 01:07PM BRADLEY SHICK(FSE) MSS - FCSD - NORTHEAST REGION
Tony, As we discussed on the phone, this is characteristic operation
of the vehicle. I would advise having someone explain to the customer
how the system operates. Speed sign recognition can be disabled if the
customer does not want it on and they can set the tolerance to
something more reasonable or to 0 to match the signs speed if they
wish to keep the system on. Brad Shick FSE
CONCER 05/06/2024 02:09PM A-ESPOSI
Dealership changed the status changed from Advise Normal
Characteristic to Fix Verified, System is operating as designed.
Dealership selected No Reply Required when submitting these comments.

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----
Sympt. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 05/10/2023 Warranty Start Date: 06/26/2023
Date of Sale: 06/26/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 492 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: PZ 1E AA
Bld Dt: Calb: PCTFE3N A
Serial #:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/03/2024

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:

Model: Shift:

Tire : 225/55 R19 99V 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 : ANTHONY ESPOSITO Title: SHOP FOREMAN
Phone : ANTHONY ESPOSITO

Rpr Dlr:USA 13304 - Crest Lincoln of Woodbridge Ph#:203-389-7110
City: Woodbridge State : Connecticut
Country: United States Region : New York

Claim #/Date : 076377 04/23/2024

Specialist's
Name : BRADLEY SHICK (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 Service Part Number Labor
Sfx Operation

USA 13304	04/23/24	076377	8180	1	42	LC5	[REDACTED]	CA	[REDACTED]
USA 13304	04/23/24	076377	8180	1	42	ML3	[REDACTED]	E	[REDACTED]
USA 13304	04/23/24	076377	8180	1	42				[REDACTED]
USA 13304	04/23/24	076377	8180	1	42				[REDACTED]
USA 13304	04/23/24	076377	8180	1	42				[REDACTED]
USA 13304	04/23/24	076377	8180	2	82		RENTAL		[REDACTED]
USA 13304	04/23/24	076377	8180	3	82		RENTAL		[REDACTED]
USA 13304	07/16/24	077568	9844	1	82		DELIVERY		[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/03/2020

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 5,801 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 22 2 32 DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE GAINS SPEED

Additional Symptom: Vehicle accelerates on its own
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 03/03/2020 11:41AM BKARBUM1
Web Form Data(117124878) Description of Vehicle Concern: CUSTOMER STATES WHEN USING CRUISE CONTROL, VEHICLE WILL BEGIN TO ACCELERATE ON ITS OWN. Please list any diagnostics already performed: VERIFIED CONCERN, TEST DROVE VEHICLE WITH CRUISE CONTROL SET TO 35 MPH AND AGAIN AT 40MPH. AFTER A FEW SECONDS OF STEADY SPEED, CRUISE CONTROL SET SPEED JUMPS TO 60MPH ON ITS OWN AND VEHICLE BEGINS TO ACCELERATE. PERFORMED SELF-TEST AND FOUND NO APPLICABLE DTCS. AFTER SEVERAL TIMES EVENTUALLY THE VEHICLE SAYS CRUISE CONTROL CANCELLED AND CRUISE HAS TO BE SET AGAIN. ADAPTIVE CRUISE CONTROL FUNCTIONS STILL APPEAR TO BE OPERATIONAL SUCH AS BRAKING WHEN DETECTING VEHICLES AND ACCELERATION TO SET SPEED. Parts Replaced: NONE Your Question: DUE TO THE CRUISE CONTROL SET SPEED JUMPING TO 60MPH, I SUSPECT A CONCERN WITH THE STEERING COLUMN CONTROL MODULE SINCE THE VEHICLE ACTS LIKE IT IS RESPONDING TO INPUTS. WORKSHOP MANUAL DOES NOT HAVE A DIAGNOSTIC PATH FOR THIS CONCERN. IS THERE ANYTHING ELSE THAT WOULD CAUSE THE CRUISE CONTROL SET SPEED TO JUMP TO 60 MPH ON ITS OWN?

RECOMM 03/03/2020 11:41AM BKARBUM1
Alexander, The SIMA which is a 4 part switch pack on the steering wheel relays the inputs it receives from the switches to the SCCM through the clockspring. This information is sent over the HS2 network from the SIMA to the SCCM rather than direct inputs from switches to the SCCM. It is possible that the SCCM is sending out incorrect information, but since it would have to receive or relay a specific message sent to it on the network from the SIMA, it would seem more likely that the SIMA is falsely detecting an input and sending this information out on the network. Therefore it is recommended to first replace the 2 left side switch pack portion of the SIMA and re-evaluate the concern.

CONCER 03/06/2020 08:35AM GTCGCQSP
REPLACED STEERING WHEEL ASSEMBLY DUE TO SIMA SHOWING D99 BACKORDER STATUS. AFTER COMPLETION OF PMI PROCEDURE FOR SIMA AND INSTALLATION OF NEW STEERING WHEEL, TEST DROVE VEHICLE AGAIN AND FOUND CONCERN IS STILL PRESENT. WITH THE SIMA SWITCH PACK ELIMATED AS A POSSIBLE CAUSE,

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/03/2020

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

WOULD IT BE RECOMMENDED TO CONTINUE WITH STEERING COLUMN CONTROL

WOULD IT BE RECOMMENDED TO CONTINUE WITH STEERING COLUMN CONTROL
 MODULE REPLACEMENT? OR COULD IT BE SOMETHING ELSE CAUSING THIS
 CONCERN?

RECOMM 03/06/2020 09:11AM COREY REILLY(FSE) MSS - FCSD - NORTHEAST REGION
 Alexander, Prior to condemning any modules for a fault, the concern
 may be attributed to the new Intelligent Adaptive Cruise Control.
 Having a request that is sent from the steering wheel switches/SIMA be
 misinterpreted and/or incorrect sent from the SCCM is unlikely. When
 double clicking on the VIN in the top left hand side of PTS, this
 vehicle is equipped with SPEED SIGN RECOGNITION indicating the front
 camera will read the speed limit signs and accelerate/decelerate
 accordingly depending on the customers setting. Referring to Owners
 Manual pages 274, there is also tolerance settings that can accelerate
 the vehicle up to 20 MPH faster than the posted speed limit sign. With
 that, continue with simply disabling this feature by referring to the
 touchscreen > Settings > Driver Assist > Cruise Control and reevaluate
 the concern. If the acceleration in cruise control no longer occurs,
 no repairs are recommended as this is normal operation of the
 Intelligent Adaptive Cruise Control and can be disclosed to the
 customer on the operation. However, if the concern is still occurring
 after the feature is disabled, replace the SCCM and reevaluate.

CONCER 03/09/2020 01:38PM GTCGCQSP
 after driving vehicle again with intelligent cruise control disabled,
 found normal operation resumed. found tolerance setting set to +20.
 set tolerance to +0 and found proper operation remained. just for my
 personal knowledge, and vague description and operation outlined in
 workshop manual/ owners manual regarding the subject, is the tolerance
 supposed to indicate that the vehicle should automatically go over the
 speed limit by the amount set to the tolerance level? if so when would
 that be beneficial? or is it supposed to adapt to the speed of the
 vehicle in front by up to a maximum of the tolerance level? (eg car
 vehicle in front going 10 mph over speed limit)

RECOMM 03/09/2020 01:45PM COREY REILLY(FSE) MSS - FCSD - NORTHEAST REGION
 Alexander, Thank you for updating the form indicating the Intelligent
 Adaptive Cruise Control was actually operating as intended and is what
 the customers concern was. Referring to the Owners Manual pages
 272-277, the tolerance that is set is to recognize the speed limit and
 adjust the speed above or below as necessary. It should also operate
 in conjunction with the normal adaptive cruise in regards to
 approaching slower vehicles.

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?:	Ease of Diagnosis:	Level of Assistance:
Comp. Timing:	Base Timing:	MIL light on? :
Test Stand :	Road Test :	8D Number:
Prior Repair Attempts:		Repair Prior to Call: NO

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/03/2020

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 07/24/2019 Warranty Start Date: 09/21/2019
Date of Sale: 09/21/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 650 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS - - - E N G I N E - - - Tag: BC A3G D6
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

Trans: 10 SPD AUTO 10R60 - - - T R A N S M I S S I O N - - - Part #:
Bld Dt:
Serial #:

Model: Shift:

----- A D D I T I O N A L -----
Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
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 : ALEXANDER SANCHEZ Title: TECHNICIAN
Phone :
Rpr Dlr:USA 11395 - Planet Lincoln Love Field Ph#:972-354-5200
City: Dallas State : Texas
Country: United States Region : Dallas

Claim #/Date : [REDACTED] 03/02/2020

Specialist's
Name : BKARBUM1 -????????????????????

----- 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
04/02/2024	[REDACTED]	CACVOC	SAFE/SEC			USA 11395

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/03/2020

--- 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 11395	09/26/23	36603	46432	1	82	KU2		A	
USA 11395	09/26/23	36603	46432	1	82	X		BSP	
USA 11395	09/26/23	36603	46432	1	82				
USA 11395	01/17/24	40314	53542	1	X4	KU2		FB	
USA 11395	01/17/24	40314	53542	1	X4				
USA 11395	01/17/24	40314	53542	2	42	GD9		M	
USA 11395	01/17/24	40314	53542	2	42	GD9		N	
USA 11395	01/17/24	40314	53542	2	42				
USA 11395	03/05/24	42121	56907	1	82	KU2		A	
USA 11395	03/05/24	42121	56907	1	82	X		BSP	
USA 11395	03/05/24	42121	56907	1	82				
USA 11395	03/11/24	42320	57326	1	42	LC5		DBH	
USA 11395	03/11/24	42320	57326	2	82	KU2		A	
USA 11395	03/11/24	42320	57326	2	82	X		BSP	
USA 11395	03/11/24	42320	57326	2	82				
USA 11395	03/11/24	42320	57326	3	42	LB5		A	
USA 11395	03/11/24	42320	57326	3	42			S439	
USA 11395	03/11/24	42320	57326	3	42			S440	
USA 11395	03/11/24	42320	57326	3	42			S440	
USA 11395	03/11/24	42320	57326	3	42			S440	
USA 11395	03/11/24	42320	57326	3	42			S439	
USA 11395	03/11/24	42320	57326	3	42	N1M		A	
USA 11395	03/11/24	42320	57326	3	42	N1M		F	
USA 11395	03/11/24	42320	57326	3	42	L1M		C	
USA 11395	03/11/24	42320	57326	3	42			S440	
USA 11395	03/11/24	42320	57326	3	42			S439	
USA 11395	03/11/24	42320	57326	3	42			S440	
USA 11395	03/11/24	42320	57326	3	42			S440	
USA 11395	03/11/24	42320	57326	3	42	N1M		A	
USA 11395	03/11/24	42320	57326	3	42			S439	
USA 11395	03/11/24	42320	57326	3	42			S439	
USA 11395	03/11/24	42320	57326	3	42			S439	
USA 11395	03/11/24	42320	57326	3	42	X		QL	
USA 11395	03/11/24	42320	57326	3	42	V		G	
USA 11395	03/11/24	42320	57326	3	42	AT4		A	
USA 11395	03/11/24	42320	57326	3	42	L1M		A	
USA 11395	03/11/24	42320	57326	3	42				
USA 11395	03/11/24	42320	57326	4	42	LC5		CCPTM	
USA 11395	07/15/24	47220	64393	1		JL7		F	
USA 11395	07/15/24	47220	64393	1		3M5		A	

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/08/2021

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 AVIATOR, BL PHEV, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L NANO D4 G GTDI CD6R PHEV Odometer: 46,398 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 2 28 5 36 DRIVER AIDES & INFORMATION INSTRUMENTATION/DISPLAY
EV/HYBRID CHARGE LEVEL INACCURATE
Additional Symptom: Will not charge all the way
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 12/08/2021 07:24PM CHRISTOPHE BENNETT(F MSS - FCSD - MIDWEST REGION
Web Form Data(118561834) Description of Vehicle Concern: cust states
veh will not charge all the way Please list any diagnostics already
performed: reprogram all modules last visit Parts Replaced: none Your
Question: veh charges to 100 percent but the mileage to empty only
will go to 19. cust says it use to go to 21
RECOMM 12/08/2021 07:24PM CHRISTOPHE BENNETT(F MSS - FCSD - MIDWEST REGION
Troy, Battery charge and electric vehicle range is susceptible to
weather and environmental changes. As temperature decreases, electrons
are not able to move as fast. This results in slower charge times and
potentially reduced ranges on electric only. When looking at the
Window Stick for this vehicle (PTS > Diagnostics drop down menu >
Window Sticker), the upper right hand corner shows that the
all-electric range is between 0-21 miles. This 19 mile range is well
within this range. The two mile reduction is likely due to cooler
weather than what was experienced in the summer. If there are no DTCs,
then the vehicle is operating as designed at this time. <p>If
additional assistance is requested, please call the Technical
Assistance Center at <span style=font-family:
Calibri,sans-serif font-size: 11pt mso-fareast-font-family: Calibri
mso-fareast-theme-font: minor-latin mso-ansi-language: EN-US
mso-fareast-language: EN-US mso-bidi-language: AR-SA>(800)
826-4694 to establish a See What I See (SWIS)
session.</p><p>
</p><p>Prior to calling, please
ensure:</p>Your SWIS headset is fully charged.The
headset is updated to the latest level.The vehicle you are
working on is in a bay with good Wi-Fi connectivity.<p>For
additional support using the SWIS headset, reference the <A
target= blank
href=ht/ps://m [REDACTED]
[REDACTED] How-To Videos
or <span style=font-family: Calibri, sans-serif font-size: 11pt mso-fareast-font-family: Calibri
mso-fareast-theme-font: minor-latin mso-ansi-language: EN-US
mso-fareast-language: EN-US mso-bidi-language: AR-SA>(800)
826-4694 to establish a See What I See (SWIS)
session.</p><p>
</p><p>Prior to calling, please
ensure:</p>Your SWIS headset is fully charged.The
headset is updated to the latest level.The vehicle you are
working on is in a bay with good Wi-Fi connectivity.<p>For
additional support using the SWIS headset, reference the <A
target= blank
href=mailto:[REDACTED]
[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/08/2021

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

this web form is updated, ensure to provide your cell number.</p>

this web form is updated, ensure to provide your cell number.</p>

Regards, Chris Lincoln Escalated Support

AUDIT 12/08/2021 08:31PM

SYNC: Gen3 V4 MODEM: 4G SYNC Connect (Lincoln Way App)

----- 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:	Effective? Equipment/Procedure Used	Repair Prior to Call: NO
Equipment/Procedure Used	Effective? Equipment/Procedure Used	Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date:	02/14/2020	Warranty Start Date:	05/30/2020
Date of Sale:	05/30/2020	Selling Dlr(Geo/Mkt,Dlr,Sub):	USA 11630
Dealer Special Order:		Gross Vehicle Weight:	715 LBS
LH/RH Drive:			

Engine: 3.0L NANO D4 G GTDI	CD6R PHEV	Tag: BD	A3P F6
Bld Dt:	Calb: LCTVBQN A		
Serial #:			

----- T R A N S M I S S I O N -----

Trans: HYB TRNAXLE A10R80	Part #:
Bld Dt:	
Serial #:	

Model: Shft:

----- A D D I T I O N A L -----	
Tire : 275/45 R21 A/S TYRE	Brand :
Radio :	A/C : AC T-????????????????????????????
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 -----

Orig/Caller : TROY MILLER	Title: TECHNICIAN
Phone :	

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/08/2021

Rpr Dlr: USA 11630 - North Florida Lincoln Ph#: 904-642-4100
 City: Jacksonville State : Florida
 Country: United States Region : Orlando

Claim #/Date : [REDACTED] 12/08/2021

Specialist's
 Name : CHRISTOPHE BENNETT (FSE)

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
08/20/2020	[REDACTED]	NHL	FT/FN/BD		USA 11630
02/01/2021	[REDACTED]	NHL	AID/INFO		USA 11630
07/08/2021	[REDACTED]	NHL	FT/FN/BD		USA 11630

--- 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 Pfx	Part Base	Number Sfx	Labor Operation
USA 11630	04/17/24	024356	78786	1				[REDACTED]
USA 11630	04/17/24	024356	78786	2	JL7	[REDACTED]	F	[REDACTED]
USA 11630	04/17/24	024356	78786	2	3M5	[REDACTED]	A	[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/12/2020

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 AVIATOR, PHEVAWD, 4 DOOR, MPV VIN [REDACTED]
Engine : 3.0L NANO D4 G GTDI CD6R PHEV Odometer: 1,264 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 8 83 2 38 SAFE & SECURE (FIRE/SMOKE) REMOTE ENTRY/KEYPAD
PERFORMANCE INOPERATIVE

Additional Symptom: kneel feature

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 03/12/2020 01:28PM COREY REILLY(FSE) MSS - FCSD - NORTHEAST REGION
Web Form Data(117143315) Description of Vehicle Concern: CUSTOMER
STATES WHEN APPROACHING VEHICLE THE WELCOME SETTINGS ARE NOT WORKING
Please list any diagnostics already performed: VERIFIED CONCERN. THE
APPROACHING FUNCTION WORKS PARTIALLY. THE WELCOME LIGHTS COME ON
EVERYTIME HOWEVER, THE SUSPENSION DOESNT LOWER EVERYTIME CUSTOMER
APPROACHES VEHICLE. IT MAY WORK THE FIRST TIME AND SOMETIMES IT TAKES
TOO LONG TO LOWER. I COMPARE IT TO ANOTHER UNIT AND AS I APPROACHED
VEHICLE THE SUSPENSION LOWER BEFORE I GET TO VEHICLE CONSISTANTLY,
UNLIKE THE CUSTOMER VEHICLE. I PERFORM PIN POINT TEST X1 APPROACH
DETECTION ENABLED. X2 NO DOOR AND HOOD AJAR. X3 YES. X4 ILLUMINATED
ENTRY WORKS FINE. X5 0VOLTS. X6 0L. X7 0L. THIS STEP IS INCORRECT IN
THE SHOP MANUAL. X8 2 OHMS. X9 NO CORROSION, PUSHED OUT PINS. PIN
POINT TEST LEADS TO BCM REPLACEMENT. Parts Replaced: NONE Your
Question: WHAT TELLS THE SUSPENSION TO LOWER? IS THERE ANYTHING ELSE
TO CHECK BEFORE REPLACING THE BCM? IS THIS THE RIGHT PROCEDURE
REPLACING THE BCM? WHAT ELSE CAN I CHECK TO FIND ROOT CAUSE OF
CONCERN?
RECOMM 03/12/2020 01:28PM COREY REILLY(FSE) MSS - FCSD - NORTHEAST REGION
Josue, The Easy Entry/Exit or kneel feature will operate when the
vehicle is in any drive mode (except Deep Conditions or Excite). The
vehicle will lower 15mm upon ignition OFF and will lower an additional
35mm on the customers approach, when the unlock button is pressed on
the key, or a remote start occurs. This will be interrupted anytime a
door is opened and will only lower the vehicle the front or rear at a
time. Note, the additional 35mm drop will only occur 4 minutes
after key OFF. This is to prevent unwanted dropping while the
customer is unloading the vehicle. With that, no concern is likely
present since approach detection is operating as intended.
AUDIT 03/12/2020 08:32PM
SYNC: Gen3 V4 MODEM: 4G SYNC Connect (Lincoln Way App)

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/12/2020

----- CONCERN DETAILS -----
----- DIAGNOSTIC INFORMATION -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Repair Prior to Call: NO

[REDACTED]
Effective? Equipment/Procedure Used Effective

----- SERVICE ACTIONS -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- VEHICLE DETAILS -----
Vehicle Build Date: 12/04/2019 Warranty Start Date: 01/25/2020
Date of Sale: 01/25/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 715 LBS
LH/RH Drive:

Engine: 3.0L NANO D4 G GTDI CD6R PHEV Tag: BD A3P D8
Bld Dt: Calb: LCTVBQN A
Serial #: [REDACTED]

----- TRANSMISSION -----
Trans: HYB TRNAXLE A10R80 Part #:
Bld Dt:
Serial #: [REDACTED]

Model: Shift:
----- ADDITIONAL -----
Tire : 275/45 R21 A/S TYRE Brand :
Radio : A/C : AC T-????????????????????
Paint : PN4-????????????????????? CERAMIC PEARL

----- AFTER MARKET MODIFICATIONS -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : JOSUE MADRIGAL Title: SHOP FOREMAN
Phone :
Rpr Dlr:USA 05471 - Jim Burke Ford Ph#:661-328-3711
City: Bakersfield State : California
Country: United States Region : Los Angeles
Claim #/Date : 190541 03/03/2020

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/12/2020

Specialist's
 Name : COREY REILLY (FSE)

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
10/16/2020	[REDACTED]	NHL	AID/INFO		USA 05471
12/22/2020	[REDACTED]	CACVOC	DRV PERF		USA 05471
02/04/2020	[REDACTED]	NHL	ST/RN/MV		USA 05471
01/20/2021	[REDACTED]	NHL	AID/INFO	TECH COMMENTS	USA 05471
01/27/2021	[REDACTED]	CREDSR	ST/RN/MV	CABLE ASY TRNS SHIFT	USA 09268
09/09/2021	[REDACTED]	NHL	AID/INFO		USA 07742
04/15/2024	[REDACTED]	NHL	AID/INFO		USA 07742

--- 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 07742	08/10/23	23449	36583	1					
USA 07742	08/10/23	23449	36583	2	82	FT4		CA	
USA 07742	08/10/23	23449	36583	2	82	X		QSP	
USA 07742	08/10/23	23449	36583	2	82				
USA 07742	03/15/24	39898	42192	1		JL7		F	
USA 07742	03/15/24	39898	42192	1		3M5		A	
USA 07742	04/09/24	41754	43129	1	42	LC5		B	
USA 07742	04/09/24	41754	43129	1	42	LC5		AB	
USA 07742	04/09/24	41754	43129	1	42				
USA 07742	04/09/24	41754	43129	1	42				
USA 07742	04/09/24	41754	43129	1	42				
USA 07742	04/09/24	41754	43129	1	42				
USA 07742	06/05/24	46446	44369	1	82	FT4		CA	
USA 07742	06/05/24	46446	44369	1	82	X		DSP	
USA 07742	06/05/24	46446	44369	1	82				

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/03/2022

----- R E P O R T S U M M A R Y -----

VEHICLE: 2022 NAVIGATOR 4X4, RESERVE, MPV VIN: [REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 7,237 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 3 31 F 15 FIT/FINISH/BODY BODY PANELS
FUEL/CHARGE PORT DOOR DIFFICULT TO CLOSE

Additional Symptom: Fuel door issue

Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Attchmnts: 0

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
CONCER 11/03/2022 12:26PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Web Form Data(119704831) Description of Vehicle Concern: Multiple
concerns. 1. Fuel door wont open/close easily, takes force. Already
replace fuel door housing. 2. Adaptive cruise control randomly drops
from 75 mph to 45 mph without any reason 3. Sync screen does black,
reboots while driving, then running road setting defaults to stay
retracted 4. Driver door will not lock/unlock at times with the touch
of the handle with key fob present 5. Driver side mirror will not auto
extend open when you open/unlock the door at times Please list any
diagnostics already performed: no codes related to any of these
concerns, unable to duplicate concerns. Customer has already had his
first Navigator bought back from random issues like this. Parts
Replaced: fuel door housing Your Question: Thoughts and suggestions?
RECOMM 11/03/2022 12:26PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Eric, With FDRS indicating that Sync is at the latest software level
and one other possible concern being that there is a concern with
either the customers phone or downloaded application on the customers
device, perform a master reset using the touchscreen which will remove
all paired devices from Sync then attempt to duplicate the concern. If
the fault cannot be duplicated after performing the master reset,
release the vehicle back to the customer making sure that they do not
pair a device back to Sync to. If the fault does not reoccur, the
concern is with the customers device and not the vehicle. If the
touchscreen reoccurs, the APIM is suspect. Engineering has determined
that the Power Running Board concern is related to the APIM software
and a repair is scheduled for release mid to late November. Please
monitor Oasis for updates on when the programming has been released.
If diagnostic assistance is needed regarding the additional customer
concerns, please submit an individual request for each concern so that
engineering can track the concerns using the symptom coding used when
the assistance request is submitted. Thank you. [REDACTED]
Escalated Support
ADD-ON 11/03/2022 12:26PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/03/2022

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

1st Contact, SWIS Comments : n/a

CONCER 1st Contact, SWIS Comments : n/a
 12/01/2022 07:14PM ASHENAFI MEGERSSA(FS MSS - FCSD - SOUTHEAST REGION
 Web Form Data(119746791) Description of Vehicle Concern: CUSTOMER
 STATES FUEL DOOR IS NOT WORKING PROPERLY. OPENING REQUIRES SIGNIFICANT
 PRESSURE ON DOOR AND CLOSING REQUIRES SEVERAL ATTEMPTS BEFORE IT
 LATCHES ADVISE. Please list any diagnostics already performed: SECOND
 OR THIRD TIME IN FOR THIS CONCERN. VERIFIED HOUSING FITMENT. VERIFIED
 DOOR TO BODY GAPS ARE CONSISTENT. COMPARED TO SEVERAL (4) NAVIGATORS
 AND 2 EXPEDITIONS OF SAME YEAR. ALL REQUIRE A REASONABLE AMOUNT OF
 FORCE TO OPEN AND LATCH. AMOUNT OF FORCE SEEMS CONSISTENT BETWEEN
 VEHICLES. NO DAMAGE IN MOUNTING AREA OR FUEL FILLER HOUSING. REMOVED
 DOOR AND VERIFIED VERY LITTLE EFFORT REQUIRED TO LATCH AND UNLATCH
 HOUSING, INDICATING SEAL IS CAUSING RESISTANCE. INSPECTED SEAL, NO
 DAMAGE. IT APPEARS THAT THIS MAY BE AN INTENTIONAL DESIGN, POSSIBLE TO
 PREVENT DUST AND DIRT FROM ENTERING CAPLESS FUEL FILLER PIPE. THERE IS
 NO DOCCUMENTATION IN WSM AT ALL AND THERE APPEARS TO BE NO
 ADJUSTMENTS. THE HOUSING WAS REPLACED ON EARLIER VISIT PER MANAGEMENT
 INSTRUCTION. THERE WAS NO CHANGE IN OPERATION. Parts Replaced: FUEL
 FILLER HOUSING ON PREVIOUS VISIT. Your Question: THERE IS NO
 DOCCUMENTATION ON THIS SYSTEM AND, OF COURSE, NO SPECS FOR CLOSING OR
 OPENING FORCE. DO YOU HAVE ANY RECOMMENDATIONS ON HOW I SHOULD PROCEED
 WITH THIS CONCERN? IS THERE ANYTHING BEYOND THE VISUAL INSPECTION,
 COMPARABLES, AND VERIFICATION OF HOUSING ONLY OPERATION TO CONFIRM
 WHETHER THIS IS OR IS NOT NORMAL? SHOULD THIS BE CONSIDERED A
 CHARACTERISTIC? WEB-Ford-EXT-Dec 01 2022 19:14:29-AMEGERSS: Hi Robert,
 You are correct that based on the comparison with other vehicles, the
 fuel filler door should open and close with no issue. If the Fuel
 Filler housing was replaced and the issue remains, it is advised to
 replace the fuel filler door itself and re-evaluate. Ensure the Fuel
 Filler housing Fuel Filler door are installed correctly. Ashenafi M.
 Lincoln Escalated Support...SWIS-Ford-INT-Dec 01 2022 19:14:29-AMEGERSS:
 SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
 1st Contact...WEB-Ford-INT-Dec 01 2022 19:14:29-AMEGERSS: Callback Done...

RECOMM 12/01/2022 07:14PM ASHENAFI MEGERSSA(FS MSS - FCSD - SOUTHEAST REGION
 Hi Robert, You are correct that based on the comparison with other
 vehicles, the fuel filler door should open and close with no issue. If
 the Fuel Filler housing was replaced and the issue remains, it is
 advised to replace the fuel filler door itself and re-evaluate. Ensure
 the Fuel Filler housing Fuel Filler door are installed correctly.
 Ashenafi M. Lincoln Escalated Support

ADD-ON 12/01/2022 07:14PM ASHENAFI MEGERSSA(FS MSS - FCSD - SOUTHEAST REGION
 SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
 1st Contact

CONCER 12/02/2022 09:07AM GTCGCQIS
 TO BE CLEAR, I STATED THAT THE FUEL DOOR OPENING AND CLOSING WERE
 COMPARABLE TO THE OTHER VEHICLES. I ALSO STATED THAT THE HOUSING AND
 DOOR ARE PROPERLY MOUNTED AND THERE IS NO DAMAGE. WITH NO CHANGE AFTER
 INSTALLING A NEW HOUSING, HOW EXACTLY WOULD A NEW DOOR CORRECT THE
 CONCERN? EVERY NAVIGATOR AND EXPEDITION WE CHECKED HAD TO BE PRESSED

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/03/2022

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
FIRMLY TO OPEN AND SOMETIMES TOOK SEVERAL PRESSES TO OPEN OR CLOSE.
RECOMM FIRMLY TO OPEN AND SOMETIMES TOOK SEVERAL PRESSES TO OPEN OR CLOSE.
12/02/2022 10:24AM WILLIAM SANDERS(FSE) MSS - FCSD - NORTHEAST REGION
Robert, Sorry for previous Direction. With this concern being present
in all tested comparable vehicles, this concern is characteristic of
the model. There are no repairs recommended at this time. It is
advised to inform the customer this is characteristic to properly seal
the capless fuel filler against dust and other road debris that could
contaminate the fuel. Wil S Lincoln Escalated Support
ADD-ON 12/02/2022 10:24AM WILLIAM SANDERS(FSE) MSS - FCSD - NORTHEAST REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Technical, SWIS Comments : Fault is characteristic of model

----- 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: 06/03/2022 Warranty Start Date: 07/11/2022
Date of Sale: 07/11/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 765 LBS
LH/RH Drive:

Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: NL 3E MA
Bld Dt: Calb: NTB9URN A
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----

Trans: 10 SPD AUTO 10R80 Part #:
Bld Dt:
Serial #: [REDACTED]

Model: [REDACTED] Shift:

----- A D D I T I O N A L -----
Tire : P285/45R22 110H A/S BSW H-RTD Brand : GENERAL TIRE VENDOR
Radio : A/C : AC M-????????????????????
Paint : PN4-???????????????????? CERAMIC PEARL

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/03/2022

----- A F T E R M A R K E T M O D I F I C A T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
 Orig/Caller : ERIC FORD Title: SERVICE DIRECTOR
 Phone : [REDACTED]

ERIC FORD
 Rpr Dlr:USA 05769 - Angela Krause Ford Lincoln of Ph#:770-649-5100
 City: Alpharetta State : Georgia
 Country: United States Region : Atlanta

Claim #/Date : [REDACTED] 11/29/2022

Specialist's
 Name : ROBERT GARY

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
10/26/2022	[REDACTED]	CACVOC	COMF/ENT		USA 05769
12/13/2022	[REDACTED]	CACVOC	AID/INFO		USA 05769
01/06/2023	[REDACTED]	NHL	AID/INFO		USA 05769

--- 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 00153	10/18/23	055372	21820	1	04		[REDACTED]		[REDACTED]
USA 00153	10/18/23	055372	21820	1	04		[REDACTED]		[REDACTED]
USA 00153	10/18/23	055372	21820	1	04		[REDACTED]		[REDACTED]
USA 00153	11/21/23	056320	22943	1	42		[REDACTED]		[REDACTED]
USA 00153	11/21/23	056320	22943	1	42		[REDACTED]		[REDACTED]
USA 00153	11/21/23	056320	22943	1	42		[REDACTED]		[REDACTED]
USA 00153	11/21/23	056320	22943	1	42		[REDACTED]		[REDACTED]
USA 00153	11/21/23	056320	22943	1	42		[REDACTED]		[REDACTED]

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/20/2019

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 43 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 3 30 2 73 FIT/FINISH/BODY PAINT/FINISH
LEFT HAND SIDE THIN/POOR COVERAGE

Additional Symptom: Paint concern left quarter pan
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 4
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT -----

CONCER 09/20/2019 07:46AM ARHODE18
RO: 265177 RO Date: 2019/09/19 Warranty Type: NVW SPW Install Mileage:
SPW Install Date: Please describe customers concern. THERE IS A HOLE
ON THE QUARTER PANEL What is the intended repair, list all components
needed for repair? FIND OUT WHATS MISSING, WELD IF NEEDED, SEAL,
REMOVE COMPONENTS AND REFINISH TRI STAGE WHITE There are indications
of (Optional) Provide any additional details necessary.
Please
include any available technical information that you believe will help
process your prior approval request. HOLE IN QUARTER PANEL, NO
DAMAGES, ROBOTS ARE BEING INSUBORDINATE

RECOMM 09/20/2019 07:46AM ARHODE18
Weston, Image 2 shows a paint run on the edge of the left quarter
panel, this indicates an adhesion concern. Therefore, the refinishing
of the left quarter panel 27841 is warrantable under the New Vehicle
Warranty. Please be aware all Lincoln vehicles are now exempt from all
Warranty Prior Approval for the 2019 Prior Approval program year,
empowering your dealership to make warranty determinations using
available published material such as the Warranty & Policy Manual,
TSBs, SSMS, GSBs, etc. No image submission using the Prior Approval
request form is required. For more information regarding the 2019
Lincoln Enhanced Warranty Program please refer to <i>EFC07236 2019
Lincoln Enhanced Warranty Program</i>, which can be found on the
FMCdealer website. LDIPA Approved THIE093531

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/20/2019

----- S E R V I C E A C T I O N S -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 07/17/2019 Warranty Start Date: 09/26/2019
Date of Sale: 09/26/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 650 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G D5
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----
Trans: 10 SPD AUTO 10R60 Part #:
Bld Dt:
Serial #: [REDACTED]

Model: Shift:

----- A D D I T I O N A L -----
Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
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 -----
Orig/Caller : WESTON CONRAD Title: BODY SHOP MANAGER
Phone :
WESTON CONRAD

Rpr Dlr:USA 09568 - Stivers Ford Lincoln Ph#:515-987-3697
City: Waukee State : Iowa
Country: United States Region : Kansas City

Claim #/Date : [REDACTED] 09/19/2019

Specialist's
Name : ARHODE18 -????????????????????

----- C Q I S V I N H I S T O R Y -----
Date CQIS Prog Symp Cat Causal Part Description Dealer Id
Report # Type
09/20/2019 [REDACTED] HLIEPA FT/FN/BD USA 09568
09/20/2019 [REDACTED] HLIEPA FT/FN/BD USA 09568
09/23/2019 [REDACTED] HLIEPA FT/FN/BD USA 09568
10/28/2020 [REDACTED] NHL FT/FN/BD USA 02374
04/13/2021 [REDACTED] NHL AID/INFO USA 02374

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/20/2019

--- 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 09403	03/21/24	244391	51115	1		JL7	[REDACTED]	F	[REDACTED]
USA 09403	03/21/24	244391	51115	1		3M5	[REDACTED]	A	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8		[REDACTED]	S440	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8		[REDACTED]	S440	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8	LB5	[REDACTED]	A	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8	CN1	[REDACTED]	B	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8	L1M	[REDACTED]	E	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8		[REDACTED]	S439	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8		[REDACTED]	S440	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8		[REDACTED]	S440	[REDACTED]

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/23/2019

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 43 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 3 30 4 66 FIT/FINISH/BODY PAINT/FINISH
HORIZONTAL SURFACES RUN/SAG

Additional Symptom: hood dirt in paint/poor alignm
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 11
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER 09/23/2019 01:09PM SCOTT YERK MSS - FCSD - TECH ASSIT CENTER
RO: 265177 RO Date: 2019/09/19 Warranty Type: NVW SPW Install Mileage:
SPW Install Date: Please describe customers concern. HOOD HAS SAGS,
DIRT, SEALER GLOBS, AND POSSIBLE RUBBING ISSUES FROM BUMPER
MISALIGNMENT What is the intended repair, list all components needed
for repair? REPAIR AND TRI STAGE REFINISH HOOD There are indications
of (Optional) Provide any additional details necessary.
Please
include any available technical information that you believe will help
process your prior approval request. PICTURES INDICATE MECHANICAL
APPLICATION DEFECTS DIRT NIB IS BEYOND CLEAR INTO BASE COAT
RECOMM 09/23/2019 01:09PM SCOTT YERK MSS - FCSD - TECH ASSIT CENTER
Weston, Please be aware all Lincoln vehicles are now exempt from all
Warranty Prior Approval for the 2019 Prior Approval program year,
empowering your dealership to make warranty determinations using
available published material such as the Warranty & Policy Manual,
TSBs, SSMS, GSBs, etc. No image submission using the Prior Approval
request form is required. For more information regarding the 2019
Lincoln Enhanced Warranty Program please refer to <i>EFC07236 2019
Lincoln Enhanced Warranty Program</i>, which can be found on the
FMCdealer website. Reviewing the close up images, we are able to
verify the misalignment and debris in paint. As such, the dirt and
drip in paint exhibited in these images of the Hood Panel (base part
number: 16612) is warrantable under the New Vehicle Base Warranty.
Prior Approval is not required for alignment or adjustment even if
that includes removal and installation. The Workshop Manual (section
5-Body and Paint) provides Margin and Flushness specifications for
reference. These include areas which are numbered in comparison to a
graphic which has corresponding specifications as well as a (+/-)
tolerance. The Body Gap Flushness Measurement Tools General Service
Bulletin (GSB) provides examples of how to measure these
Margin/Flushness concerns and can be found via the PTS website, by
running an OASIS report entering a specific VIN and symptom code, or
providing the year, make & model of a specific vehicle, then by
clicking on the TSB/GSB/SSM tab located on the PTS home page. LDIPA

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/23/2019

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT -----

Approved [REDACTED]

Approved [REDACTED]

----- C O N C E R N D E T A I L S -----
----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing: MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 07/17/2019 Warranty Start Date: 09/26/2019
Date of Sale: 09/26/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 650 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G D5
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----
Trans: 10 SPD AUTO 10R60 Part #:
Bld Dt:
Serial #: [REDACTED]

Model: Shft:

----- A D D I T I O N A L -----
Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
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 : WESTON CONRAD Title: BODY SHOP MANAGER
Phone :
Rpr Dlr:USA 09568 - WESTON CONRAD Ph#:515-987-3697
City: Waukee State : Iowa

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/23/2019

Country: United States Region : Kansas City

Claim #/Date : 265177 09/19/2019

Specialist's
 Name : SCOTT YERK

----- 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
09/20/2019	[REDACTED]	HLIEPA	FT/FN/BD		USA 09568
09/20/2019	[REDACTED]	HLIEPA	FT/FN/BD		USA 09568
09/20/2019	[REDACTED]	HLIEPA	FT/FN/BD		USA 09568
10/28/2020	[REDACTED]	NHL	FT/FN/BD		USA 02374
04/13/2021	[REDACTED]	NHL	AID/INFO		USA 02374

--- 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 09403	03/21/24	244391	51115	1		JL7	[REDACTED]	F	[REDACTED]
USA 09403	03/21/24	244391	51115	1		3M5	[REDACTED]	A	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8		[REDACTED]	S440	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8		[REDACTED]	S440	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8	LB5	[REDACTED]	A	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8	CN1	[REDACTED]	B	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8	L1M	[REDACTED]	E	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8		[REDACTED]	S439	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8		[REDACTED]	S440	[REDACTED]
USA 09403	03/21/24	244391	51115	2	D8		[REDACTED]	S440	[REDACTED]

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 09/26/2020

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 AVIATOR, BL AWD ,4 DOOR ,MPV
Engine : 3.0L GTDI TC V6 GAS
Operating Environ:
Vehicle Use :

VIN: [REDACTED]
Odometer: 16,187 MILES
WCC :
Rsp. Act:

SYMPTOM: 5 59 0 00 DRIVING PERFORMANCE UNKNOWN (CODE NOT AVAILABLE) UNINTENDED ACCELERATION 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 -----

AUDIT 12/16/2020 01:33PM

ODOMETER 0013898 M

CHANGED TO 0016186 M

BY ORCAC

AUDIT 01/20/2021 01:51PM

ODOMETER 0016186 M

CHANGED TO 0016187 M

BY ORCAC

OWNREL > | OBE to dealer | liz.olivera@vistaauto o.com Hello Liz, For this case it states that there are parts on backorder. Please send me a list of the part numbers and COR numbers please. Please also make sure they are on emergency back order. This will need to be done before I can assist with rental and escalate the part. Thank you,

OWNREL > | OBE to dealer | liz.olivera@vistaauto o.com Hello Liz, Reminder. If there are parts on backorder I need a list of them to start assisting. I will be closing the case if no information is given. I have also left you messages regarding other cases that I need information on as well. Please respond for assistance. Thank you,

OWNREL Template for Rental: Mileage: 13507ESP: RO OPEN DATE: 9/15/2020R/O #: 359480Line #: MIN RENTAL/LOANER: Lincoln or other: DAILY RATE:CUST PORTION: ESP PORTION: DLR PORTION: 9/15/2020-9/24/2020LIN NCOLN PORTION: 9/25/2020- No contact regarding parts Have left messages and sent emails about multiple cases.

OWNREL > | IBE from dealer | Hi, For this vehicle, the part on back order does not effect re delivery. The customer is having the car returned tomorrow. There was an added concern, which delayed that part being ordered. All concerns have been handled, except 1. Which will be handled when that part arrives end of October. Last hotline contact was completed yesterday 9/30 Thanks for your help.

OWNREL > | OBE to dealer | liz.olivera@vistaauto o.com Hello Liz, I just want to make sure. This client is not in a rental correct? If so please provide the part number so we can try to cut that time down. I apologize for my confusion on the matter just want to make sure.

Thank you,

OWNREL > | IBE from dealer | Hi, Customer was in a loaner with 14 days of assistance. The part that was on back order did not effect vehicle safety, so it was returned back to them last week. Part is expected in the end of October. Thank you,Liz

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 09/26/2020

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

OWNREL > | OBE to dealer |liz_olivera@vistaauto o.comHello Liz, If you would

OWNREL > | OBE to dealer |liz_olivera@vistaauto o.comHello Liz, If you would
like I can still try to escalate the part so it may come faster even
without the client being in a current loaner. If you send me the part
number I would be happy to help. Thank you,

OWNREL > | IBE from dealer | Great, the part number is [REDACTED]*BC - trim
panel for rear hatch. Thanks for all your help!

OWNREL > | OBE to dealer |liz_olivera@vistaauto o.comHello Liz, This part has
been escalated. Thank you,

OWNREL > | OBE to dealer |liz_olivera@vistaauto o.comHello Liz, This part for
this client still has not shipped. I will check again next week.
Thank you,

OWNREL > | OBE to dealer |liz_olivera@vistaauto o.comHello Liz, This part
has not shipped. I will check again next week. PART NUMBER COR

ORDERED	SC	DESCRIPTION	SHP	DATE	SHIPPR	CARRIER
09230	09/23	MDSR. HANDLING				LC5Z 7842906BC

OWNREL > | OBE to dealer |liz_olivera@vistaauto o.comHello Liz, This part
still has not shipped. Will check again next week. Thank you,

OWNREL > | OBE to dealer |liz_olivera@vistaauto o.comHello Liz, This part
has not shipped. I will check again next week. PART NUMBER COR

ORDERED	SC	DESCRIPTION	SHP	DATE	SHIPPR	CARRIER
09230	09/23	MDSR. HANDLING				LC5Z 7842906BC

OWNREL > | OBE to dealer |liz_olivera@vistaauto o.comHello Liz, This part
has not shipped. I will check again next week. PART NUMBER

COR	ORDERED	SC	DESCRIPTION	SHP	DATE	SHIPPR	CARRIER
	09230	09/23	MDSR. HANDLING				LC5Z 7842906BC

OWNREL CSM Alyshia x 77804 | OBE to dealer |liz_olivera@vistaauto o.comHello
Liz,May I have an update on this vehicle? I believe you are still
waiting on apart however I want to make sure you did not obtain it
another way.Thank you,

OWNREL CSM Alyshia x 77804 | IBE from dealer |Hi Alyshia, Customer has the
vehicle, he is coming in on 12/3 for some other concerns. The panel is
due to ship on 12/4, was the last update I received from my parts
department.

OWNREL CSM Alyshia x 77804 | OBE to dealer |liz_olivera@vistaauto o.comHello
Liz,Do we have an update on this repair? Also please sent over any
rental agreement that may be needed.Thank you,

OWNREL CSM Alyshia x 77804 | IBE from dealer |Alyshia,The Lincoln concierge
made this case not realizing we already had one. Panel is in, replaced
an apim as well for another concern. That concern was not corrected so
following hotlines guidance and ordered steering wheel switch assembly
yesterday.

OWNREL CSM Alyshia x 77804 | OBE to dealer |liz_olivera@vistaauto o.comHello
Liz,I hope you are feeling better. So I can close the other case that
is a duplicate correct?Also where are we at on rental for
this?Template for Rental:Mileage:ESP?:R/O 0 OPEN DATE:R/O #:Line #:IN
RENTAL/LOANER:Lincoln or other:DAILY RATE:CUST PORTION:ESP PORTION:DLR

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 09/26/2020

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT -----
PORTION:<span style="font-
OWNREL PORTION:<span style="font-
CSM Alyshia x 77804 | OBE to dealer |liz_olivera@vistaauto o.comHello
Liz,Is there an update on this case?Template for
Rental:Mileage:ESP?:RO 0 OPEN DATE:R/O #:Line #:IN
RENTAL/LOANER:Lincoln or other:DAILY RATE:CUST PORTION:ESP PORTION:DLR
OWNREL PORTION:LINCOLN PORTION:
CSM Alyshia x 77804 | IBE from dealer |Hi,Sorry, going through all my
emails from being out for the holiday.Waiting on Hotline to reply. The
last part they recommended to replace did not correct the concern. We
took programming from a in-stock unit and used it on the customers car
and the concern was corrected, now we are waiting for hotline to
correct the programmed associated with the customers VIN so we can
install it in to the vehicle.
OWNREL CSM Alyshia x 77804 | OBE to dealer |liz_olivera@vistaauto o.comHello
again,May I have this information for this repair.Template for
Rental:Mileage:ESP?:RO 0 OPEN DATE:R/O #:Line #:IN
RENTAL/LOANER:Lincoln or other:DAILY RATE:CUST PORTION:ESP PORTION:DLR
OWNREL PORTION:LINCOLN PORTION:
CSM Alyshia x 77804 | IBE from dealer |Hi,Sorry, going through all my
emails from being out for the holiday.Waiting on Hotline to reply. The
last part they recommended to replace did not correct the concern. We
took programming from a in-stock unit and used it on the customers car
and the concern was corrected, now we are waiting for hotline to
correct the programmed associated with the customers VIN so we can
install it in to the vehicle.
OWNREL CSM Alyshia x 77804 | OBE to dealer |liz_olivera@vistaauto o.comHello
Liz,Can you enter in the FIN request for this case regarding rental or
fill out this for me? Also how is the repair going and have you
received all the parts? I have part LC5Z7842906BC that should be
delivered.Template for Rental:Mileage:ESP?:RO 0 OPEN DATE:R/O #:Line
#:IN RENTAL/LOANER:Lincoln or other:DAILY RATE:CUST PORTION:ESP
PORTION:DLR PORTION:LINCOLN PORTION:<span style="fon
OWNREL CSM Alyshia x 77804 | IBE from dealer |Hi Alyshia,Technician received
a call from Hotline yesterday, he needs to manually program individual
modules as opposed to doing an "over all" programming, he is working
on that now.Mileage: 16186ESP?:RO OPEN DATE: 12/03/20R/O #: 363330Line
#: AIN RENTAL/LOANER: 12/03/20Lincoln or other: 12/3-12/4 2 DAYS
\$90.00DAILY RATE: 45.00CUST PORTION:ESP PORTION:<s
OWNREL CSM Alyshia x 77804 | OBE to dealer |liz_olivera@vistaauto o.comHello
Liz,How are we doing on this repair?Mileage: 16186ESP?:RO OPEN DATE:
12/03/20R/O #: 363330Line #: AIN RENTAL/LOANER: 12/03/20Lincoln or
other: 12/3-12/4 2 DAYS \$90.00DAILY RATE: 45.00CUST PORTION:ESP
PORTION:DLR PORTION: 12/5- 12/15 10 DAYS \$450.00<span style="f
OWNREL CSM Alyshia x 77804 | IBE from dealer |Hi Alyshia,Update on this
repair, the part engineering had us order came in wrong. The tech has
contacted the field service engineer, to assist in locating the
correct part number.Will update once he hears back from engineering.
OWNREL CSM Alyshia x 77804 | OBE to dealer |liz_olivera@vistaauto o.comHello
Liz,Thank you for the update. Please let me know if there is anything

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 09/26/2020

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
I can do to help. I would recommend outing in a COPIS ticket to find
I can do to help. I would recommend outing in a COPIS ticket to find
out the correct part number. Mileage: 16186 ESP?: RO OPEN DATE:
12/03/20R/O #: 363330 Line #: AIN RENTAL/LOANER: 12/03/20 Lincoln or
other: 12/3-12/4 2 DAYS \$90.00 DAILY RATE: 45.00 CUST PORTION: ESP
PORTION: DLR PORTION: 12/5- 12/15 10 DAYS \$450.00 LINCOLN PORTION:
12/15-CONT

----- 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: 06/26/2019 Warranty Start Date: 09/05/2019
Date of Sale: 09/05/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 650 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G D6
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----
Trans: 10 SPD AUTO 10R60 Part #:
Bld Dt:
Serial #: [REDACTED]

Model: Shft:

----- A D D I T I O N A L -----
Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
Paint : PN4-???????????????????? STONE BLUE/FLIGHT 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

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 09/26/2020

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr:USA 03893 - Vista Ford Lincoln of Oxnard Ph#:805-983-6511
City: Oxnard State : California
Country: United States Region : Los Angeles

----- C Q I S V I N H I S T O R Y -----
Date CQIS Prog Symp Cat Causal Part Description Dealer Id
11/13/2020 [REDACTED] NHL AID/INFO MOD M/MEDIA USA 03893
12/12/2020 [REDACTED] CACVOC AID/INFO USA 03893
09/24/2020 [REDACTED] NHL AID/INFO USA 03893
01/14/2021 [REDACTED] CACVOC COMF/ENT USA 03893

--- S U P P L E M E N T A L S U R V E Y: NONE ---

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----
Dealer ID Repair Date Repair Order Odometer (Miles) Rp Caus Service Part Number Labor Operation
USA 04623 12/22/23 554592 61533 1 42 GD9 [REDACTED] M
USA 04623 12/22/23 554592 61533 2 42 GD9 [REDACTED] F
USA 04623 01/12/24 555495 63302 1 JL7 [REDACTED] A
USA 04623 01/12/24 555495 63302 1 3M5 [REDACTED] A

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 12/12/2020

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 AVIATOR, BL AWD, 4 DOOR, MPV
Engine: 3.0L GTDI TC V6 GAS
Operating Environ:
Vehicle Use:

VIN: [REDACTED]
Odometer: 16,186 MILES
WCC:
Rsp. Act:

SYMPTOM: 2 23 2 36 DRIVER AIDES & INFORMATION
PERFORMANCE

BLIND SPOT(BLIS)/CROSS TRAFFI
INACCURATE

Additional Symptom:

Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:

Causal Factor: Feature:

Causal Condition: Photo: Loc: Attchmnts: 0

Component Test Status: ---- Return Loc:

Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT

AUDIT 01/08/2021 08:31PM

SYNC: Gen3 V4 MODEM: 4G SYNC Connect (Lincoln Way App)

OWNREL CSM Alyshia x 77804 | OBC to dealer | CSM spoke to Service who advised they were unsure why this was opened. I advised I would speak to Liz about it. Next steps: email Liz.

OWNREL CSM Alyshia x 77804 | OBE to dealer | liz.olivera@vistaauto o.com Hello Liz, why do I have another case for this client?

OWNREL CSM Alyshia x 77804 | IBE from dealer | Alyshia, The Lincoln concierge made this case not realizing we already had one. Panel is in, replaced an apim as well for another concern. That concern was not corrected so following hotlines guidance and ordered steering wheel switch assembly yesterday. Next steps: Close case duplicate.

----- 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: 06/26/2019 Warranty Start Date: 09/05/2019

Date of Sale: 09/05/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):

Dealer Special Order: Gross Vehicle Weight: 650 LBS

LH/RH Drive:

CQIS Report Number: [REDACTED] Program Type: C1
 Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
 Report Date: 12/12/2020

Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G D6
 Bld Dt: Calb: LCTVYXN A
 Serial #: [REDACTED]

Trans: 10 SPD AUTO 10R60 Part #: [REDACTED]
 Bld Dt: [REDACTED]
 Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]

Tire : 275/40R22 107W TIRE Brand : [REDACTED]
 Radio : A/C : AC T-????????????????????
 Paint : PN4-???????????????????? STONE BLUE/FLIGHT 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 -----
 Rpr Dlr:USA 03893 - Vista Ford Lincoln of Oxnard Ph#:805-983-6511
 City: Oxnard State : California
 Country: United States Region : Los Angeles

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
11/13/2020	[REDACTED]	NHL	AID/INFO	MOD M/MEDIA		USA 03893
09/24/2020	[REDACTED]	NHL	AID/INFO			USA 03893
09/26/2020	[REDACTED]	CACVOC	DRV PERF			USA 03893
01/14/2021	[REDACTED]	CACVOC	COMF/ENT			USA 03893

--- S U P P L E M E N T A L S U R V E Y: NONE ---

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 04623	12/22/23	554592	61533	1					
USA 04623	12/22/23	554592	61533	2	42	GD9		M	
USA 04623	01/12/24	555495	63302	1		JL7		F	
USA 04623	01/12/24	555495	63302	1		3M5		A	

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/06/2023

----- R E P O R T S U M M A R Y -----

VEHICLE: 2023 NAVIGATOR 4X4, RESERVE, MPV VIN: [REDACTED]
Engine : 3.5L V6 GTDI HIGH OUTPUT Odometer: 9,046 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 7 71 2 62 LIGHTING/GLASS/VISION WINDOWS/GLASS
DOOR POWER FUNCTION

Additional Symptom: loses auto-down memory
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 07/06/2023 08:52AM ERIK KUNZE(FSE) MSS - FCSD - KEYSTONE REGION
Web Form Data(120064675) Description of Vehicle Concern: CUSTOMER
STATES DRIVERS SIDE WINDOW AUTO FEATURE INOP Please list any
diagnostics already performed: CHECK FOR FAULT CODES NONE FOUND, CHECK
OASIS FOR TSBS, SSMS, OR GSBS NONE FOUND. CHECK FOR MODULES THAT MAY
NEED UPDATED THAT CONTROL WINDOW FUNCTIONS NONE FOUND Parts Replaced:
NONE Your Question: REQUESTING ESCALATION TO FSE WE HAVE BEEN UNABLE
TO VERIFY CUSTOMERS CONCERN. CUSTOMER HAS BEEN IN CONTACT WITH LINCOLN
AS CUSTOMER HAS REQUESTED A BUYBACK FOR MULTIPLE CONCERNS HE HAS BEEN
HAVING WITH THIS VEHICLE.
RECOMM 07/06/2023 08:52AM ERIK KUNZE(FSE) MSS - FCSD - KEYSTONE REGION
Hi James, as discussed, this is a undesirable characteristic that I am
aware can occur from time to time on this vehicle. Beyond logging the
clients dissatisfaction with the undesirable characteristic for
engineering feedback purposes, there is likely nothing else we can do
from a diagnostic/repair perspective at this time. Please note that
the client can re-learn the auto-down function themselves, without
requiring a trip to the dealer.
AUDIT 07/06/2023 08:31PM
SYNC: GEN4 MODEM: 4G

----- 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: 07/06/2023

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 12/12/2022 Warranty Start Date: 01/12/2023
Date of Sale: 01/12/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 765 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.5L V6 GTDI HIGH OUTPUT Tag: NL 3E MA
Bld Dt: Calb: PTB9BMN A
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----
Trans: 10 SPD AUTO 10R80 Part #:
Bld Dt:
Serial #: [REDACTED]

Model: Shift:
----- A D D I T I O N A L -----
Tire : P285/45R22 110H A/S BSW H-RTD Brand : GENERAL TIRE VENDOR
Radio : A/C : AC M-????????????????????
Paint : PN4-???????????????????????????????????? AGATE BLACK METALLIC

----- A F T E R M A R K E T M O D I F I C A T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
Orig/Caller : JAMES HOWARD Title: SERVICE MANAGER
Phone :
JAMES HOWARD
Rpr Dlr:USA 02265 - Mathews Ford Sandusky, Inc. Ph#:419-626-4721
City: Sandusky State : Ohio
Country: United States Region : Pittsburgh

Claim #/Date : [REDACTED] 07/05/2023

Specialist's
Name : ERIK KUNZE (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
Report # Type
01/05/2023 [REDACTED] CREDSR COMF/ENT ADJUSTER ASY - SEAT BACK USA 02265
05/01/2023 [REDACTED] NHL FT/FN/BD USA 02265
06/08/2023 [REDACTED] FCSDFS ST/RN/MV USA 02265
06/14/2023 [REDACTED] CACVOC AID/INFO USA 05619
07/06/2023 [REDACTED] NHL COMF/ENT USA 02265
07/06/2023 [REDACTED] NHL AID/INFO USA 02265
07/06/2023 [REDACTED] NHL ST/RN/MV USA 02265

--- S U P P L E M E N T A L S U R V E Y : NATIONAL HOTLINE SURVEY 2000 ---
SURVEY HAS NOT BEEN SENT

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/06/2023

----- 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 05619	08/31/23	054926	11999	1	82	AA5	[REDACTED]	A	[REDACTED]
USA 05619	08/31/23	054926	11999	1	82	X	[REDACTED]	BSP	[REDACTED]
USA 05619	08/31/23	054926	11999	1	82		[REDACTED]		[REDACTED]
USA 05619	12/14/23	057400	18603	1	82	AA5	[REDACTED]	A	[REDACTED]
USA 05619	12/14/23	057400	18603	1	82	X	[REDACTED]	BSP	[REDACTED]
USA 05619	12/14/23	057400	18603	1	82	ML3	[REDACTED]	A	[REDACTED]
USA 05619	12/14/23	057400	18603	1	82	JL1	[REDACTED]	AA	[REDACTED]
USA 05619	12/14/23	057400	18603	1	82		[REDACTED]		[REDACTED]
USA 05619	03/22/24	59670	25073	1	82		[REDACTED]		[REDACTED]
USA 05619	03/22/24	59670	25073	1	82	AA5	[REDACTED]	A	[REDACTED]
USA 05619	03/22/24	59670	25073	1	82	X	[REDACTED]	BSP	[REDACTED]
USA 05619	07/25/24	062705	31641	1	82	AA5	[REDACTED]	A	[REDACTED]
USA 05619	07/25/24	062705	31641	1	82	X	[REDACTED]	BSP	[REDACTED]
USA 05619	07/25/24	062705	31641	1	82		[REDACTED]		[REDACTED]
USA 05679	03/22/24	59670	25073	1	82	AA5	[REDACTED]	A	[REDACTED]
USA 05679	03/22/24	59670	25073	1	82	X	[REDACTED]	BSP	[REDACTED]
USA 05679	03/22/24	59670	25073	1	82		[REDACTED]		[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/17/2022

----- R E P O R T S U M M A R Y -----

VEHICLE: 2022 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 4,261 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 27 2 68 DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
ADVANCETRAC/TRACTION CONTROL STAYS ON
Additional Symptom: CEL on/cruise control inop
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER 10/17/2022 10:44AM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Web Form Data(119674896) Description of Vehicle Concern: CS CUSTOMER
STATES CRUISE CONTROL QUIT, CEL LIGHT CAME ON, COMPUTER WENT BLANK,
AND ALL DASH LIGHTS CAME ON. Please list any diagnostics already
performed: Self-test Multiple U codes. ACM U0121, APIM U023B, U0151,
U0159, U0121, U0155, U0126, ATCM U0140, AWD U1014, U0121, U0212,
U1012, U0126, U0121, P166E, U0151. BCM U0121, U0212, U023A,
U0131. FCIMB U0151. GSM U0504, U0203, U0140, U0100, U0155. Same codes
for HUD, HVAC, IPC, IPMA, IPMB, PCM, PSCM, RCM, SCCM, VDM. Remove cowl
panel. Checked torque on all Battery power and grounds. Inspect
connectors and joint connectors under hood and under vehicle. Parts
Replaced: None Your Question: Self-test Multiple U codes on HS1, HS2,
HS3, and MS1. Gateway module pass. After codes are cleared. I can test
drive and ABS U0100, U0140. IPMA U0100, U0103, U0121, U0131, U0151,
U0401. IPMB U0101, U0121, U0131, U0146. WILL BE THE FIRST TO COME
BACK. Have you seen this before. Need a little help
RECOMM 10/17/2022 10:44AM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
Tim, When there are multiple modules setting communication related
DTCs, this is an indication there is likely a connection problem is a
connector, that is affecting communications across the multiple
networks. Having indicated that no problems were found with grounds
and wiring in the engine compartment, continue with inspecting the
wiring connectors at the BCMC/BJB, before inspecting the wiring in the
vehicle. Use cell 14 in the wiring diagram, to aid in locating
connectors on the communications network. When performing this
inspection, inspect the connectors for proper connection and verify
that the network terminals are fully seated into the connectors.
Richard L Lincoln Escalated Support
ADD-ON 10/17/2022 10:44AM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact
CONCER 10/24/2022 10:21AM GTCGCQIS
Hook up VCMM. Perform Oscilloscope test on HS1, HS2, HS3, MS1. At slow
speed and turn to right while braking HS2 would drop out. Trace wire

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/17/2022

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
harness. Test Joint connectors. Found Harness 14B060 Rubbing A/C line
harness. Test Joint connectors. Found Harness 14B060 Rubbing A/C line
and Hose clamp. About 3 inch down from harness brace on shock tower.
Remove and install PCM and bracket, Air filter housing, Turbo air tube
for access. Found Circuit VDB25 GN-OG chaffed on A/C line causing
short to ground. Remove and install part of harness 14B060 for access.
Repair circuit. Dealership selected No Reply Required when submitting
these comments.

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing: MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 05/03/2022 Warranty Start Date: 07/06/2022
Date of Sale: 07/06/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.0L GTDI TC V6 GAS Tag: BC D3G B5
Bld Dt: Calb: NCTVYXN A
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----
Trans: 10 SPD AUTO 10R60 Part #:
Bld Dt:
Serial #: [REDACTED]

Model: Shft:

----- A D D I T I O N A L -----
Tire : 255/55 R20 A/S TYRE Brand :
Radio : A/C : AC T-????????????????????????????
Paint : PN4-????????????????????????????????????? CERAMIC PEARL

----- 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: 10/17/2022

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : TIM HOUSEHOLDER Title: SHOP FOREMAN
Phone :

TIM HOUSEHOLDER
Rpr Dlr:USA 10667 - Cavanaugh Ford Lincoln, LLC Ph#:870-972-8000
City: Jonesboro State : Arkansas
Country: United States Region : Memphis

Claim #/Date : [REDACTED] 10/10/2022

Specialist's
Name : RICHARD LAPLANTE

----- C Q I S V I N H I S T O R Y -----
Date CQIS Prog Symp Cat Causal Part Description Dealer Id
10/24/2022 [REDACTED] Type AID/INFO CABLE-BATTERY USA 10667

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/12/2021

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 16,825 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 2 38 DRIVER AIDES & INFORMATION EXTERIOR CAMERA
PERFORMANCE INOPERATIVE
Additional Symptom: Rear camera concerns
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT -----

CONCER 10/12/2021 01:21PM BKARBUM1
Web Form Data(118451803) Description of Vehicle Concern: collision avoidance message on since rear camera was installed. Please list any diagnostics already performed: FDRS test Parts Replaced: rear camera
Your Question: We replaced the rear camera and the tech was programing it and ended up programing the BCM. Since then we cannot communicate with the IPMA. We did not do anything with this module. Is it possible that when programing the BCM that he could have changed a setting or programed it for a car that does not have that module? when we were finished programing we had to reprogram both keys. Can you see or help with seeing what he did when programing or help resolve this issue??
Thanks.

RECOMM 10/12/2021 01:21PM BKARBUM1
Richard, It appears this vehicle is equipped with an IPMA and therefore it appears the module may not be communicating due a concern induced during programming. In most cases when programming any module on a vehicle, the FDRS will place multiple modules into a programming state. In some instances this can cause seemingly unrelated modules to fail in the process. If the IPMA currently will not perform a self test indicating a loss of communication, then it is recommended to perform pin point test V in section 418-00 of the workshop manual. This test will lead through verification of the power, ground an communication circuits to the module and if no circuit faults are identified, lead to replacement of the module which should resolve the concern. Brandon K. Lincoln Escalated Support

AUDIT 10/12/2021 08:33PM
SYNC: Gen3 V4 MODEM: 4G SYNC Connect (Lincoln Way App)

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?:	Ease of Diagnosis:	Level of Assistance:
Comp. Timing:	Base Timing :	MIL light on? :
Test Stand :	Road Test :	8D Number:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/12/2021

Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 09/24/2019 Warranty Start Date: 10/28/2019
Date of Sale: 10/28/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 07318
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS Tag: BC A3G C8
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

Trans: 10 SPD AUTO 10R60 Part #: [REDACTED]
Bld Dt:
Serial #: [REDACTED]

Model: Shift:

Tire : 255/55 R20 A/S TYRE Brand :
Radio : A/C : AC T-????????????????????
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 -----

Orig/Caller : RICHARD BOLINGER Title: SHOP FOREMAN
Phone :
RICHARD BOLINGER
Rpr Dlr:USA 07318 - Bedford Ford Lincoln, Inc. Ph#:814-623-8154
City: Bedford State : Pennsylvania
Country: United States Region : Pittsburgh

Claim #/Date : [REDACTED] 10/08/2021

Specialist's
Name : BKARBUM1 -????????????????????

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
12/15/2021	[REDACTED]	NHL	AID/INFO			USA 07318
05/05/2021	[REDACTED]	NHL	COMF/ENT			USA 07318

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/12/2021

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 07318	08/22/23	084156	31852	1			[REDACTED]		[REDACTED]
USA 07318	08/22/23	084156	31852	2	42		[REDACTED]		[REDACTED]
USA 07318	08/22/23	084156	31852	2	42		[REDACTED]		[REDACTED]
USA 07318	04/03/24	090261	36925	1		JL7	[REDACTED]	F	[REDACTED]
USA 07318	04/03/24	090261	36925	1		3M5	[REDACTED]	A	[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/27/2021

----- R E P O R T S U M M A R Y -----

VEHICLE: 2021 AVIATOR, SIGNAWD, 4 DOOR, MPV VIN: [REDACTED]
Engine: 3.0L GTDI TC V6 GAS Odometer: 5,068 MILES
Operating Environ: WCC
Vehicle Use: Rsp. Act:

SYMPTOM: 2 22 Z 00 DRIVER AIDES & INFORMATION SPEED CONTROL
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: Cruise control cancel message
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 08/27/2021 10:35AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Web Form Data(118359446) Description of Vehicle Concern: when driving
in cruise control the dash will get a message saying cruise control
canceled but the cruise control continues to work the switch is not
being hit to cancel it does this on its own Please list any
diagnostics already performed: none Parts Replaced: none Your
Question: i only get codes in the apim and no other modules i cannot
find the pinpoint test for that exact subcode where do i go from here
RECOMM 08/27/2021 10:35AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Grant, When reviewing section 413-13B of the on-line workshop manual
under Diagnosis and testing> Parking aid> PP test J DTC
C1001:01(Vision System Camera: General Electrical Failure sets in the
APIM when an expected video signal is not received from the IPMB. With
being able to duplicate the concern, please perform PP test J. Rob G.
Lincoln Escalated Support

----- C O N C E R N D E T A I L S -----
----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing: MIL light on?:
Test Stand: Road Test: 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
APIM# [REDACTED]
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: 08/27/2021

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 03/27/2021 Warranty Start Date: 06/03/2021
Date of Sale: 06/03/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.0L GTDI TC V6 GAS Tag: BC B3G D6
Bld Dt: Calb: MCTVYXN A
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----
Trans: 10 SPD AUTO 10R60 Part #:
Bld Dt:
Serial #: [REDACTED]

Model: Shift:
----- A D D I T I O N A L -----
Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
Paint : PN4-???????????????????? CARBONIZED GRAY/ASHER GRAY

----- A F T E R M A R K E T M O D I F I C A T I O N S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
Orig/Caller : GRANT SCIME Title: TECHNICIAN
Phone :
Rpr Dlr:USA 01522 - Manley's Belvidere Ford-Lincol Ph#:815-544-2138
City: Belvidere State : Illinois
Country: United States Region : Chicago

Claim #/Date : [REDACTED] 08/27/2021

Specialist's
Name : ROBERT GARY

----- C Q I S V I N H I S T O R Y -----
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---
SURVEY HAS NOT BEEN SENT

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (365 days only) -----
Dealer ID Repair Date Repair Order Odometer (Miles) Rr Caus Service Part Number Labor
Operation
USA 03184 05/10/24 141946 50700 1 JL7 [REDACTED] F
USA 03184 05/10/24 141946 50700 1 3M5 [REDACTED] A

CQIS Report Number: [REDACTED] Program Type: Q
Report Source: MSS - FCSD - QSFS

Orig Rpt #: [REDACTED]
Report Date: 10/26/2020

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 AVIATOR, SIGNAWD, 4 DOOR, MPV
Engine: 3.0L GTDI TC V6 GAS
Operating Environ:
Vehicle Use:

VIN: [REDACTED]
Odometer: 9,646 MILES
WCC: 7F10
Rsp. Act:

SYMPTOM: 2 27 0 00 DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
UNKNOWN (CODE NOT AVAILABLE) UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom:

Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: LC5Z

Causal Factor: [REDACTED] AA Feature:

Causal Condition:

Component Test Status:

Vehicle Fixed?:

Customer satisfied?:

SWITCH ASY DOOR WARN

Loc:

Photo: NO Atchmnts: 0

Return Loc:

Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT

CONCER 10/26/2020 12:11PM
CUSTOMER STATES PASSENGER FRONT AND REAR DOOR WILL NOT ...OPEN FROM THE
INSIDE. ...CUSTOMER STATES NAVIGATION CUTS OFF BY ITSELF. ...CUSTOMER
STATES CRUISE CUTS OFF WHEN DRIVING SAYS ITS ...CANCELED. ...CUSTOMER
STATES HAS A RATTLE IN DASH. ...CUSTOMER STATES BACK UP CAMERA DOESN'T
WORK AT TIMES.
TECH/C 10/26/2020 12:11PM
TOO MUCH TO TELL.
AUDIT 10/26/2020 08:32PM
SYNC: Gen3 V4 MODEM: 4G SYNC Connect (Lincoln Way App)

----- C O N C E R N D E T A I L S -----
Intermittent?: Come Back? : Air Temp.: A Grid Location:
Towed In? : Quits On Road?: Unit Down?: Verification :

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

Repair Type	Component	Number	AA	Number Type	Description	Causal Comp.
RPR	LC5Z	[REDACTED]	AA	SERVICE	SWITCH ASY DOOR WARN	YES

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 11/04/2019 Warranty Start Date: 11/25/2019

Page: 02

CQIS DETAIL REPORT

08/01/24 11:00:25

CQIS Report Number: [REDACTED] Program Type: Q
Report Source: MSS - FCSD - QSFS

Orig Rpt #: [REDACTED]
Report Date: 10/26/2020

Date of Sale: 11/25/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 06006
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS - - - E N G I N E - - - Tag: BC A3G F6
Bld Dt: Calb: LCTVYXN A
Serial #: [REDACTED]

Trans: 10 SPD AUTO 10R60 - - - T R A N S M I S S I O N - - - Part #:
Bld Dt:
Serial #: [REDACTED]

Model: [REDACTED] Shft:

- - - A D D I T I O N A L - - -
Tire : 275/40R22 107W TIRE Brand :
Radio : A/C : AC T-????????????????????
Paint : PN4-?????????????????????----- MAGNETIC

----- 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 : JOE GALUSZEK Title: WARRANTY ADMINISTRATOR
Phone : 304-425-2128

Rpr Dlr:USA 06006 - Ramey Ford Princeton Ph#:304-425-2128
City: Princeton State : West Virginia
Country: United States Region : Cincinnati

----- C Q I S V I N H I S T O R Y -----
Date CQIS Prog Symp Cat Causal Part Description Dealer Id
11/20/2019 Report # Type COMF/ENT USA 06006
[REDACTED] EPDI

--- S U P P L E M E N T A L S U R V E Y: NONE ---

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 02/08/2022

----- R E P O R T S U M M A R Y -----

VEHICLE: 2022 AVIATOR, BL PHEV, 4 DOOR, MPV VIN: [REDACTED]
Engine : 3.0L NANO D4 G GTDI CD6R PHEV Odometer: 21,262 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 21 3 38 DRIVER AIDES & INFORMATION SYNC/DIGITAL EXPERIENCE
PHONE BLUETOOTH INOPERATIVE

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 CSM JILL EXT 77942 IBC from CLT [REDACTED] CLT SAYS: BL owner. DLR cant fix Sync issues not doing pick up and delivery. Not giving decent loaners and are dirty. Would like a GFR/BuybackPER CLT DLR SAYS: Not sure how to fix the issues Sync, bluetooth, intelligent cruise, no sound on tvs.CSM ADVISED: would open case, contact dlr see about hotline ticket, and do GFR.NEXT STEPS: F/U clt with any info I get from DLR. 2/10
OWNREL IBC fro CLTNot getting calls back from Dlr. Is going there now. The loaner he was given smells like smoke so bad he doesnt want it. Plans to speak to GM.NEXT STEPS: COMPLETE GFR TODAY, call dlr AND F/U 2/10
OWNREL CSM JILL EXT 77942 IBE from CLT [REDACTED] Hi i Jill - this is my latest loaner car with the price tag :-). It is a 2019 Nautilus. It has 65,000 miles on it. They had a used aviator on the lot a 2022 but they didnt want to have me take it because they felt they could sell that car soon.As of this morning they still had not ordered the part to fix the issue with my car. They also said they need to notify vox to take care of the Lincoln CarPlay issue. They said the parts for fixing the Lincoln CarPlay problem might take 3 to 4 weeks to get in.Im not expecting to get my car back anytime this week.Again, this loaner car does not meet my expectations for the Black label service. Thank you again for all of your help and assistance on this matterJimSee pic of vehicle attached.NEXT STEPS: COMPLETE GFR and submit. Call dealer.
OWNREL CSM JILL EXT 77942 OBC to CLTAsk for call back to discuss GFR questions.NEXT STEPS: F/U 2/11 if no response from clt or dlr
OWNREL GFR INTAKE QUESTIONS1) Where is the vehicle located? (DLR, client possession, or third party?) Bob Boyd Lincoln, Columbus OH2) Mileage of vehicle? 15,0503) Is the vehicle leased or purchased? Purchased4) Is client original owner? Yes4.a) If no, date and mileage purchased? 4.b) Who was the vehicle purchased from? (F/L DLR, individual, or 3rd Party?) Bob Boyd Lincoln, Columbus OH5) State where the vehicle was purchased? Ohio6) State where the vehicle is registered? Ohio7) Is the client in a loaner? If yes, who is paying? If no, do you need a loaner? Yes used car with 65k miles and price tag on windshield. This

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 02/08/2022

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

is after being placed in several smoker cars previously. Note: the

is after being placed in several smoker cars previously. Note: the dealer has never followed the Black Label procedures. They did not bring a vehicle to me. 8) Clients alleged number of repair attempts for the same non-conformity? 39) Alleged number of days out of service for warranty repairs? 7 days. However, the Bluetooth and intelligent cruise have not worked properly since the purchase date on November 29, 2021.

OWNREL CSM Bertha x77940| IBC from client | [REDACTED] CLT picked vehicle up 2/11. Now the display is cutting in and out. Either it comes back or I have to restart for it start working. I am bringing the vehicle back today 2/14 to add to it. they cant look at the vehicle until a week. I dont know why i bought this vehicle but the service hasnt been up to par. they give me a 2018-2019 65k to 67k or one from the lot with a window sticker .its embarrassing to drive with their loaners. i purchased this vehicle expecting better service. This is the only dlr near the area. if its farther for a black label its not worth it and the one that is 30 miles away is in a smaller area. CSM apologized for issues and advised CSM will call him back on 2/16 with gfr decision.next steps:Update CSM Heather

OWNREL [CSM Kisha x77851| IBC from client | [REDACTED] CLT called regarding GFR decision. CLT states he is still experiencing some of the same concerns with his VEH and will be taking the VEH back into the DLR on next week Tuesday. CLT states the screen in the middle keeps cutting out and going blank for hours. While driving adaptive cruise control is reading the incorrect speed, CLT also states he is unable to play music from his phone on carplay and believes it has something to do with his bluetooth. CSM advised CLT will receive a call from CSM Kevin by eob in regards to GFR decision. CSM Kevin was available to speak with CLT at the moment.NEXT STEPS: Update CSM Kevin

OWNREL ***CSM Kevin x77975*** OBC to client([REDACTED])SPOK KE TO:attempted to contact CLT. straight to VM***NEXT STEP***make 2nd attempt to contact CLT | Introduce myself as new CSM

OWNREL ***CSM Kevin x77975*** IBC from client([REDACTED])SPOK KE TO:Mr. [REDACTED]. CLT expressed his concerns with the level of service and his frustration towards the VEH. VEH has multiple issues with bluetooth and SYNC.VEH will be dropped off next Tuesday 1/22CLT inquired on \$900 incentive he was promised when purchasing the VEH. When delivered he did not receive anything. DLR said it had to be at time of delivery and that incentive has expired. CSM agreed with DLR.CLT is upset that he is not getting BL service. No PUDL and is getting a loaner that has 60k miles. CSM calrified that PUDL is on whether the DLR has the manning to complete this service and the BL owners are given regular loaners, and not new VEH to drive around in, such as his expectation.***NEXT STEP***Contact DLR for RO | conduct BB EVAL

OWNREL ***CSMKevin x77975*** OBC to Dealer(614-863-2800)SP POKE TO:SA @ DLR. Stated Wendy is out for the day. CSM inquired on getting copies of R0s to complete this BB. CSM provided email to SA - Will be emailing shortly.***NEXT STEP***Conduct BB Eval | Send to COM

OWNREL COM Shaneria conducted GFR. RAV Denied.

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 02/08/2022

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
OWNREL ***CSM Kevin x77975*** OBC to client([REDACTED])SPOK KE TO:Mr. [REDACTED]
OWNREL ***CSM Kevin x77975*** OBC to client([REDACTED])SPOK KE TO:Mr. [REDACTED]
and advised that Lincoln has denied the BB Eval. CLT was not surprised
and said that Lincoln isnt doing anything for him. Wants to know what
we can fo?CSM advised there is nothing we can do until the VEH is at
the DLR again. Once at DLR we can make sure they are using all of
their tools and resources. IF the DLR cannot resolve the issue, we can
certainly revisit a BB EVAL.***NEXT STEP***f/u with DLR | VEH make it
in?
OWNREL ***CSM Kevin x77975*** IBC from client([REDACTED])SPOK KE TO:Mr. [REDACTED]
called and left a VM. looking for date that he called in BT issues.
something to tell him the date that he called. Took car in to DLR
today, back at shop.Also has the display in the middle that freezes up
and powers down. Hoping something can be done to correct this.***NEXT
STEP***f/u with DLR | any update on repair?
OWNREL ***CSM Assisting***|CSM Amanda x77945|IBC from client | @SPOKE TO:
CLTCLT stated he was attempting to speak with Kevin then the call
dropped. CSM Amanda updated CSM Kevin to let him know the call
dropped.NEXT STEPS:No change
OWNREL ***CSM Kevin x77975*** OBC to Dealer(614-863-2800)SP POKE TO:Statin,
SA. CSM reached out to advise that the CLT is working with a case
manager here at Lincoln CRC. Advised that CLT has requested a BB in
the past and will most likely request another one once if the issues
are not resolved. CSM advised SA to inquire with the Hotline and see
what can be done. just to make sure all of our basis are covered and
everything can be done for the CLT.***NEXT STEP***f.u with DLR |
status on repairs/hotline
OWNREL OBE to CLT ([REDACTED]), Per our conversation to
provide the information as requested, regrettably, we are unable to
honor your request of a buy back. However, we will ensure your New
vehicle limited warranty is honored and work with the dealer until
your vehicle is repaired. The dealer has utilized their internal
resources and we are confident that we can repair the vehicle. The
first call regarding your concern, was made on December 1st, when you
spoke with our In Vehicle Technology team.Second time was assistance
pairing your iPhone with the vehicles Bluetooth on 12/22/2021And the
3rd time you called regarding a concern was February 8th 2022.Thank
you,
OWNREL IBE' from CLT ([REDACTED]) - I think you might be missing
the January 14th visit as well, Invoice # 147900. February 8th was the
fourth time and today is the fifth visit. Im not sure how long I am
expected to continue with this process. Also this dealership should
not be a Black Label dealer and should never promise to pickup the
customers vehicle for service is they at unableTo honor to they
commitment. I am also now experiencing issues with the center main
display. It keeps cutting out (looks like it is rebooting) and
sometimes only half of the display comes up. It also freezes up
occasionally while streaming music. Respectfully,
OWNREL OBE to CLT ([REDACTED]),I outlined the initial calls
you made to us, not the services at the dealer. According to all

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 02/08/2022

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

records I have access to, you have visited this dealership a total of

records I have access to, you have visited this dealership a total of 3 times with today's appointment. I would also like to inform you that pickup and delivery is for everyone and not just a Black Label service. It is available for everyone if the dealership has the means to fulfill this service. The Black Label pickup and delivery is extended to 50 miles as opposed to the standard 20 miles radius. Once again, only if the dealership has the manning or capability to fulfill the service. Thank you,

OWNREL *WEB*client dropped off again this morning: echo on phone call screen freeze, bluetooth music, tag will be five songs ago, we are having trouble reproducing as all are intermittent

OWNREL IBE from CLT [REDACTED] Kevin - Well, I'm not going to argue with you over what the dealer is selling as Black Label services prior to the sale of the vehicle to me. Evidently, Lincoln feels they can redefine the offering at anytime based on their convenience. I would suggest you also have them correct the advertising displayed online for Black Label owners. It is certainly not being followed by your Black Label dealers or Lincoln Concierge services. See the attached screenshots. It just seems to be one excuse after another. While I have empathy for the current vehicle and staffing shortages, that is Lincoln's problem to resolve and not mine. Please honor your service commitment to me even after the \$90k plus sale is executed. I just want my equipment to work properly and feel Lincoln should be doing better for their customers, especially when you are selling the Black Label experience as luxury products and services. I just tried to call the dealership to check on my vehicle. As usual, I dropped my car off on time for service and they do not even feel the need to give me an update by the end of the day. I guess Lincoln expects the customer to do all of the follow up work. Respectfully, and one more thing I have visited the dealer way more than three times. The three recorded visits are when they could fit me in. :-). However, I will have them document and record all visits for now on. Thanks for pointing out that I have at least three calls to the Lincoln concierge service and three documented visits to the dealership for the same problems. That really makes me feel much better. Sent from my iPhone

OWNREL ***CSM Kevin x77975*** OBC to Dealer(614-863-2800) SPOKE TO: Statin, SA advised that DLR has used a technical hotline - due to more symptoms appearing after the last APIM replacement, and due to the DLR not being able to replicate the symptoms (happens intermittently) the FSE would like for the DLR to do a master reset, erases any errors or glitches and see if symptoms come back. Should tell them if the APIM is essentially faulty and would have to be replaced again, or if it's one of the phones that could be interfering ***NEXT STEP*** contact CLT

OWNREL ***CSM Kevin x77975*** OBC to client([REDACTED]) SPOKE TO: [REDACTED]. CLT explained that he doesn't know why the DLR is saying it could be the APIM or his phones causing the issue. CSM advised that we spoke with the DLR this morning to get more clarification. The DLR used their hotline to get assistance and direction. This is the first step

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 02/08/2022

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

to rule out any issues with the APIM. If the symptom reoccur without
to rule out any issues with the APIM. If the symptom reoccur without
CLT connecting phone via BT then they would have to replace the APIM
again. Essentially going down a checklist. CLT understood and will
give it a shot. CSM advised that we understand his frustration and will
see what we can do as a GWG once we are close to closing the
case. ***NEXT STEP*** f.u with CLT | Are symptoms there still?
OWNREL | IBC FROM CLT | SPOKE TO | [REDACTED] He was very upset today. He
brought to my attention, two un responded to VM in regards to status
and updates for his concerns. Due to the fact that this concern is
still present, the fact that it has been three months of attempts that
have not solved the problem, and the lack of care and effort that has
been given by LMC and the DLR to prioritize his service, he is seeking
a GFR to get out of the vehicle. He wanted to know what had been going
on since the last time that he spoke with Kevin. He advs that he has a
follow up appointment booked again, for the 8th of this month. He
states that he will no longer accept a duplication issue as a valid
reason that no progress has been made. He feels that with the photo and
videos that have been taken and supplied to the DLR, that they have
more than enough proof that there is a problem. Pointed out how the
adaptive steering issues is starting to be reported by other clients
he has spoken with and how this is a genuine safety issue that he
feels LMC is ignoring. He has also advs of reporting his safety and
quality concerns to the NHTSA. CSM | Based on what I can see
available, it appears that Kevin is waiting on the return of your
vehicle also. It appears that we have engineering resources involved
with this case. After the DLR was updated with the Echo symptoms that
came from the APIM replacement they were encouraged to have the
vehicle come in to have this looked at, once done they are to report
back the findings for possible further direction. Until this step is
done, the CSM may not have a lot of new information to offer. I do see
that he has a FU on this matter Monday and I will make it a point that
he FU with the CLT, regardless of contact status or updates from the
DLR to further figure out how to resolve his frustration.
OWNREL CSM Kevin x77975 OBE to CLT ([REDACTED]) [REDACTED] I apologize
for the late response. I was out of the office on Friday. I understand
my colleague assisted you and he did update me on the situation. <div
style="-webkit-text-stroke-width:0px; border:0px; color:#000000;
font-family: Segoe UI , Segoe UI Web (West European) , Segoe UI
, -apple-system, BlinkMa, acSystemFont, Roboto, Helvetica, Neue
, sans-serif; font-size:14px; font-stretch:inherit; font-style:normal;
font-variant-caps:normal; font-variant-east-asia an:
OWNREL COM Shaneria conducted GFR. RAV denied.
OWNREL ***CSM Kevin x77975*** OBC to client([REDACTED]) SPOK KE TO: Attempted
to reach out to CLT to advise of BB decision. ***NEXT STEP*** attempt
#2 | Contact CLT regarding BB decision
OWNREL ***CSM Kevin x77975*** OBC to client([REDACTED]) SPOK KE TO: 2nd attempt
to call CLT - no answer ***NEXT STEP*** 3rd attempt to reach out to CLT
OWNREL | send UTC email
OWNREL ***CSM Kevin x77975*** IBC from client(PHONE NUMBER) SPOKE TO: MR.

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 02/08/2022

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
[REDACTED] and advised of the BB denial. CLT says of course and wants to
[REDACTED] and advised of the BB denial. CLT says of course and wants to
know why. CSM advised that it is all internal resources we do not get
reasons. CLT says according to Ohio LL the VEH needs to be seen 3
times. CSM advised we are not trained in it but it is "repair
attempts", it does not include the initial factory install like CLT was
saying. CLT is frustrated and says he doesn't even get the BL service of
PUDL - Once again, CSM advised that service is available to everyone
and it is only available if the DLR can provide it. ***NEXT
STEP***call DLR
OWNREL ***CSM Kevin x77975*** OBC to Dealer(PHONE NUMBER)SPOKE TO:Statin, SA.
CSM was inquiring on direction of repairs for VEH - SA stated that VEH
was just brought in and that repairs are unknown until maybe later
today.***NEXT STEP***call DLR - update on VEH
OWNREL ***CSM Kevin x77975*** OBC to Dealer(614-863-2800)SP POKE TO:Rob,
States that an APIM was ordered again under the guidance of FSE. No
direction if this replacement does not work again.***NEXT
STEP***Contact CLT
OWNREL ***CSM Kevin x77975*** OBC to Dealer(614-863-2800)SP POKE TO:Rob, SA
states that the APIM has arrived. BUT that the CLT uses the VEH for
Uber/Lyft and this weekend is a big money maker due to St. Patrick's
day. CLT states he will bring veh in on Monday for repairs. CSM inquired
that CLT has sent pictures of his intelligent cruise control and
whether that has been previously tackled. SA advised that they will
look at it when it goes in on Monday***NEXT STEP***VEH make it in to
DLR? | contact DLR
OWNREL CSM OBE to CLT [REDACTED] He ello [REDACTED], I just spoke with
Rob at Bob-Boyd Lincoln. He let me kno
OWNREL IBE from CLT ([REDACTED])Hi Kevin, see the pictures below on
the intelligent cruise issue. I took them while driving my car. This
happens all the time. However Bob Boyd Lincoln says they could not get
it to happenThx [REDACTED]
OWNREL OBE to CLT ([REDACTED])Hello [REDACTED], I just spoke with Rob
at Bob-Boyd Lincoln. He let me know that your Aviator will be going in
on Monday. I also asked about the Intelligent cruise control issue,
and he stated that they will be looking at that as well. I will call
the dealership on Monday to see what the diagnostics say or what the
course of action is. Thank you,
OWNREL IBE from CLT ([REDACTED])Yes this is one of the ongoing safety
issues. Thx [REDACTED]
OWNREL OBE to CLT [REDACTED], I would like to reiterate
that this is not classified as a safety issue. You are responsible for
controlling your vehicle at all times. The system is designed to be an
aid and does not relieve you of your responsibility to drive with due
care and attention. Regardless, We are committed to the repairs and
will work closely with the dealership to tackle this issue.
OWNREL ***CSM Kevin x77975*** OBC to Dealer(614-863-2800)SP POKE TO:a SA.
states that ROb was not available but she confirmed that the CLTs veh
is at the DLR ***NEXT STEP***f/u with dlr | Updates on diag/repair?
OWNREL ***CSM Kevin x77975*** OBC to Dealer(614-863-2800)SP POKE TO:Rob, SA

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 02/08/2022

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

advised that there is no fix for the echo on phone. The new APIM is in

advised that there is no fix for the echo on phone. The new APIM is in
and this should resolve the Sync issues. APIM could also potentially
fix the intelligent cruise control, tech driving veh right now where
the problem was persistence with the clt***NEXT STEP***contact dlr |
get update and advised to clt

OWNREL ***CSM Kevin x77975*** IBC from Dealer([REDACTED]) SPOK KE TO:Mr.
[REDACTED] called stating that the APIM fixed his intelligent cruise
control and his screen issue. however, the bluetooth concern has not
been fixed. CLT was advised that Lincoln is having an issue with the
SYNC 3 and SYNC 4 system CSM suggested that we are not aware of such
issue but suggested to the CLT to have one more DLR take a look of VEH
before we give up. CLT seemed to approve of this suggestion. CSM will
look into DLRs in his area to have them reach out to him in regards to
set up an appt. NEXT STEPS: call Krieger ford to have them reach out to
clt for appt

OWNREL ***CSM Kevin x77975*** OBC to Dealer(614-401-4824) SP POKE TO: Zack, SA
there and advised him of the situation. Yes, CLT has been to Lincoln
and we are hoping having another tech look at bluetooth can fix
problem.***NEXT STEP***contact CLT | New DLR reach out and set appt?

OWNREL ***CSM Kevin x77975*** IBC from client([REDACTED]) SPOK KE TO:Mr.
[REDACTED] states that all of his issue have come back. The intelligent
cruise control has stopped working and bluetooth just never
worked. took to dlr in the morning where they noticed that the carplay
plugs were not plugged in. Rob @ bob boyd Lincoln stated they have to
get with Lincoln to see what to do.***NEXT STEP***call DLR for RO to
initiate GFR

OWNREL ***CSM Kevin x77975*** OBC to Dealer(614-863-2800) SP POKE TO: Rob, sa,
CSM inquired on sending RO for the CLT to initiate GFR***NEXT
STEP***DLR send RO to initiate GFR

OWNREL The Lincoln Technical Assistance Center has requested FSE Assistance
for a concern where the Intelligent SPEED WILL INCREASE BY 20 MPH, the
SYNC SCREEN STILL Intermittently HAS BLUE/GREEN LINES HALF MOON SHAPED
ON SCREEN and the REAR ENTERTAINMENT WILL Intermittently HAVE NO
SOUND.

OWNREL CSM Kevin IBE from CLT Kevin -I am headed back to the dealer tomorrow.
The intelligent speed still as issues. Additionally, the center screen
still does not fully render all the time. As discussed, th

OWNREL ***CSM Kevin x77975*** OBC to Dealer(6148632800) SPOK KE TO: SA did not
send copies of RO, no one picked up ***NEXT STEP***contact DLR | ROs
sent for GFR?

OWNREL IBC from CLT ([REDACTED]) SPOKE TO: CLT Mr. [REDACTED] request to speak
with CSM Kevin. CSM advised Kevin is currently unavailable and if it
was assistance I could provide. CLT advised he would wait on CSM Kevin
to reach back out to him. CSM advised I would be sure to forward this
message to CSM to follow up with CLT. NEXT STEPS: Email CSM case update.

OWNREL ***CSM Kevin x77975*** OBC to client([REDACTED]) SPOKE E TO: [REDACTED],
wanted to know if we have a response from Lincoln (FSE side) and if
the GFR has a decision made CSM advised clt that we are still waiting
on Rob at the DLR to send me the copy of his RO***NEXT STEP***call DLR

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 02/08/2022

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
OWNREL ***CSM Kevin x77975*** OBC to Dealer(PHONE NUMBER)SPOKE TO:Another SA.
OWNREL ***CSM Kevin x77975*** OBC to Dealer(PHONE NUMBER)SPOKE TO:Another SA.
Said Rob wont be in until tomorrow. CSM introduced himself and states
we need copies of the CLTs RO. SA said hes sent them 4 different times
nowCSM advised that that does not matter, we need the most recent copy
of RO***NEXT STEP***submit GFR
OWNREL COM Shaneria conducted GFR. RAV approved.

----- C O N C E R N D E T A I L S -----
----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 11/06/2021 Warranty Start Date: 11/19/2021
Date of Sale: 11/19/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 10754
Dealer Special Order: Gross Vehicle Weight: 715 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.0L NANO D4 G GTDI CD6R PHEV Tag: BD B3P E5
Bld Dt: Calb: NCTVBQN A
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----
Trans: HYB TRNAXLE A10R80 Part #: [REDACTED]
Bld Dt:
Serial #: [REDACTED]

Model: Shft:
----- A D D I T I O N A L -----
Tire : 275/45 R21 A/S TYRE Brand :
Radio : A/C : AC T-????????????????????
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

CQIS Report Number: [REDACTED] Program Type: C1
 Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
 Report Date: 02/08/2022

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
 Rpr Dlr:USA 10754 - Bob-Boyd Lincoln, Inc. Ph#:614-863-2800
 City: Columbus State : Ohio
 Country: United States Region : Cincinnati

----- C Q I S V I N H I S T O R Y -----
 Date CQIS Prog Symp Cat Causal Part Description Dealer Id
 02/08/2022 [REDACTED] NHL AID/INFO CUSTOMER EXPECTATIONS USA 10754

--- S U P P L E M E N T A L S U R V E Y : NONE ---

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 00038	08/31/23	083235	36963	1	82	KU2	[REDACTED]	A	[REDACTED]
USA 00038	08/31/23	083235	36963	1	82	X	[REDACTED]	BSP	[REDACTED]
USA 00038	08/31/23	083235	36963	1	82	KX6	[REDACTED]	B	[REDACTED]
USA 00038	08/31/23	083235	36963	1	82		[REDACTED]		[REDACTED]
USA 04666	04/12/24	098997	41953	1	82	AA5	[REDACTED]	B	[REDACTED]
USA 04666	04/12/24	098997	41953	1	82	X	[REDACTED]	BSP	[REDACTED]
USA 04666	04/12/24	098997	41953	1	82		[REDACTED]		[REDACTED]
USA 04666	04/12/24	098997	41953	2	42		[REDACTED]		[REDACTED]
USA 04666	04/12/24	098997	41953	3			[REDACTED]		[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/24/2024

----- R E P O R T S U M M A R Y -----

VEHICLE: 2022 NAVIGATOR 4X4, RESERVE, MPV VIN [REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 19,248 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 28 L 36 DRIVER AIDES & INFORMATION INSTRUMENTATION/DISPLAY
TRAFFIC SIGN RECOGNITION INACCURATE

Additional Symptom: ipma speed sign recognition 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 04/24/2024 07:28PM ANTHONY GOBLE(FSE) MSS - FCSD - NORTHEAST REGION
Web Form Data(120446363) Description of Vehicle Concern: WHEN DRIVING
ON HIGHWAY THE POSTED SPEED LIMIT DISPLAY IS WRONG AT TIMES WILL READ
70 MPH AND WHEN USING CRUISE CONTROL IT WILL ACCELERATE TO THAT SPEED
Please list any diagnostics already performed: CHECKED FOR CODES NONE
PRESENT, CHECKED SSM AND TSB NONE RELATED AVAILABLE. Parts Replaced:
NONE Do you have a module programming concern? No Your Question: LAST
VISIT ALL MODULE WHERE REPROGRAMMED CONCERN STILL PRESENT. WHAT COULD
CAUSE THIS CONCERN?
RECOMM 04/24/2024 07:28PM ANTHONY GOBLE(FSE) MSS - FCSD - NORTHEAST REGION
Joe, There is a TSB that applies to this condition. It is my suspicion
that the modules were updated last visit like you stated, but the
final steps (6-8) of the TSB were likely not completed. Please ensure
that you have reviewed and completed TSB 23-2040. The symptoms for
this vehicle are - traffic sign recognition inop and the DTCs in the
connected vehicle history (March 07) indicate that this TSB applies to
this vehicle. The TSB has you complete a specific set of module
updates followed by the IPC configuration. If you are still having
issues with the traffic sign recognition and the TSB has been completed,
then replace the IPMA and re-evaluate the concern. Respectfully,
Anthony G Field Service Engineer
AUDIT 04/24/2024 08:32PM
SYNC: GEN4 MODEM: 4G
SYNC: GEN4 MODEM: 4G

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing: MIL light on?:
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/24/2024

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: 05/31/2022 Warranty Start Date: 06/17/2022
Date of Sale: 06/17/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 765 LBS
LH/RH Drive:

Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: NL 3E MA
Bld Dt: Calb: NTB9URN A
Serial #: [REDACTED]

Trans: 10 SPD AUTO 10R80 Part #:
Bld Dt:
Serial #:

Model: [REDACTED] Shift:
Model: [REDACTED] Shift:

Tire : P285/45R22 110H A/S BSW H-RTD Brand : PIRELLI 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

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Orig/Caller : JOSEPH FELICIANO Title: TECHNICIAN
Phone :
Rpr Dlr:USA 09499 - Empire Ford of Huntington Ph#:516-496-9700
City: Huntington State : New York
Country: United States Region : New York

Claim #/Date : [REDACTED] 04/24/2024

Specialist's
Name : ANTHONY GOBLE (FSE)

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
08/04/2023	P8DCH006	NHL	AID/INFO		USA 11270
04/23/2024	R4WT9298	CACVOC	AID/INFO		USA 09499

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/24/2024

--- 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 09499	03/06/24	382251	18328	1	04				
USA 09499	03/06/24	382251	18328	2	82				
USA 09499	04/24/24	384153	19248	1	42	NL1		B	
USA 09499	04/24/24	384153	19248	1	42				
USA 09499	04/24/24	384153	19248	1	42				
USA 09499	04/24/24	384153	19248	2	82				
USA 09499	04/24/24	384153	19248	3	42	NL7		GA	
USA 09499	04/24/24	384153	19248	3	42				
USA 09499	06/10/24	385773	21284	1	42	RL7		A	
USA 09499	06/10/24	385773	21284	1	42				
USA 09499	06/10/24	385773	21284	1	42				
USA 09499	06/10/24	385773	21284	1	42				
USA 09499	06/10/24	385773	21284	2	42	NL7		AA	
USA 09499	06/10/24	385773	21284	2	42				
USA 11270	07/31/23	590985	12246	1	82				

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/12/2020

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 CORSAIR, AWD, RESERVE, CUV VIN [REDACTED]
Engine : 2.3L 4V TIVCT DI TC 270 HP GAS Odometer: 6,328 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 22 2 43 DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE LOSES SPEED

Additional Symptom: intelligent speed control slows
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 08/12/2020 09:43PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Web Form Data(117495057) Description of Vehicle Concern: The
intelligent cruise control intermittently will drop down to 55mph
without and speed limit sign indicating 55 mph. Please list any
diagnostics already performed: Self test BCE pass. Road test unable to
duplicate symptom. Customer states he felt it was an abrupt slow down
and when the system sees a 65mph sign, vehicle increase speed to
posted speed limit. Parts Replaced: None Your Question: This is the
first problem that has been reported to us. Any known concerns with
this system?
RECOMM 08/12/2020 09:43PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Hello Jim, The Lincoln team has no special repair insight for you
currently. With no DTCs present in the modules involved with the
adaptive cruise control system, you are on the correct path to drive
and try to duplicate the fault. In some instances, the intelligent
cruise control can brake or accelerate abruptly instead of what
someone driving may coast or accelerate gently. From the description
and operation section > System operation and Component Description
section of 419-03B it states that the system is designed to obtain the
detected speed before the speed limit sign. The best way to confirm
normal operation would be to compare to like units. Note that you can
change the biased of the system too to add or subtract speed from the
recognized speed limit sign in the touchscreen settings. The system
may recognize not only speed limit signs, but also speed limit signs
that are specific to certain times such as school zone. When this
happens, the speed limit sign in the IPC should also change. If it
does not, speed sign recognition was not at fault for the abrupt slow
down. The system is not designed to look for anything more than the
speed, so you may get a false slow down in this situation. Since the
customer has experienced this concern, if there is a specific area
this occurs, this area can be driven on to see if the fault can be
duplicated, then a like unit to confirm operation. Intelligent cruise
control also uses radar through the CCM. If the Corsair detects a
slower moving vehicle, the system will adjust its speed to match that

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/12/2020

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

vehicle.

vehicle.

CONCER 08/13/2020 08:44AM GTCGCQSP

I will quiz the customer again on if there is a specific freeway that this occurs. Do you know if this system uses GPS data for speed limit information or just signs? I did remind the customer of CCM operation, he understands its operation. Thank you for the information.

RECOMM 08/13/2020 09:12AM BKARBUM1

Jim, In section 419-03B of the workshop manual under Description and Operation > Cruise Control - System Operation and Component Description it is stated: The system is designed to set the vehicle speed to the speed limit detected by the speed sign recognition system before the vehicle passes the speed limit sign. While this does not specifically call out that the vehicle itself is seeing the speed signs, it is likely that the IPMA camera is used to detect the signs. In many cases when we have run into concerns of unintended acceleration or deceleration when using active cruise control it is due to a false steering wheel switch input lowering or raising the cruise speed. If you are able to duplicate the concern regularly, then it is recommended to bring up the steering wheel switch PIDs in the FDRS and set it up to record in the instance the concern duplicates. Set the FDRS to record 1 minute before the record button is pressed so you are sure to capture if there are any inputs. If there are any steering wheel switch inputs found when the fault occurs but the switches were not depressed, diagnose the steering wheel switches, harness and SCCM as the cause of the fault.

----- 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:	10/24/2019	Warranty Start Date:	01/03/2020
Date of Sale:	01/03/2020	Selling Dlr(Geo/Mkt,Dlr,Sub):	USA 12701
Dealer Special Order:		Gross Vehicle Weight:	494 LBS
LH/RH Drive:			

Engine: 2.3L 4V TIVCT DI TC 270 HP GAS Tag: KJ 7E SA
Bld Dt: Calb: LCTFN3N A

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/12/2020

Serial #:
 [REDACTED]

Trans: 8 SPEED AUTO 8F40 Part #:
 Bld Dt:
 Serial #:
 [REDACTED]

Model: Shift:

Tire : 245/45R20 99V 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 : JIM KOUPAS Title: SHOP FOREMAN
 Phone : JIM KOUPAS

Rpr Dlr:USA 05431 - Santa Maria Ford Lincoln Ph#:805-925-2445
 City: Santa Maria State : California
 Country: United States Region : Los Angeles

Claim #/Date : [REDACTED] 08/12/2020

Specialist's
 Name : JOHNATH WILKIN PHANEUF

----- 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 05431	11/28/23	235028	36918	1	82	BE8	[REDACTED]	AB	[REDACTED]
USA 05431	11/28/23	235028	36918	1	82	X	[REDACTED]	Q1SP	[REDACTED]
USA 05431	11/28/23	235028	36918	1	82		[REDACTED]		[REDACTED]
USA 05431	11/28/23	235028	36918	2		LJ7	[REDACTED]	K	[REDACTED]
USA 05431	11/28/23	235028	36918	2			[REDACTED]	S300	[REDACTED]

CQIS Report Number: [REDACTED] Program Type: EI
Report Source: MSS - FCSD - EPDI

Orig Rpt #:
Report Date: 03/25/2022

----- R E P O R T S U M M A R Y -----

VEHICLE: 2022 NAVIGATOR 4X4, RESERVE, MPV VIN: [REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 16 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 2 02 START/RUN/MOVE STARTING
SLOW CRANK/BATTERY ALWAYS

Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
CONCER 03/25/2022 10:02AM PROXY CSPRXL6 MSS - FCSD - EPDI
ePDI QUESTION: WAS THE BATTERY STATE OF CHARGE SUFFICIENT THAT BATTERY
CHARGING WAS NOT NEEDED PRIOR TO THE START OF THE EPDI PROCESS? ; ePDI
TECH COMMENTS: Initial battery charge was 61%. Battery had to be
charged for more than 4 hours to get above the 70% range. All tests of
battery indicated that it was good. All electrical aspects on
Navigator worked fine. Doesn't make since for PDI process to be
impaired by this process. The car was built last month and shouldn't
take this long for battery to charge above 70%. C31 - 12V BATTERY
TROUBLES ; ePDI TECH ANSWER: ;

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing: MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 02/22/2022 Warranty Start Date: 03/31/2022
Date of Sale: 03/31/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 772 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: NL 3E MA
Bld Dt: Calb: NTB9URN A

Orig Rpt #:
Report Date: 03/25/2022

Serial #:

Trans: 10 SPD AUTO 10R80 Part #:

Bld Dt:
Serial #:

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Model:                               Shift:
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Tire   : P285/45R22 110H A/S BSW H-RTD      Brand       : PIRELLI TIRE VENDOR  
Radio :                                           A/C        : AC M-????????????????????  
Paint  : PN4-?????????????????????----- DARK MATTER/STARLIGHT 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   : Wayne Chilcoat                               Title:
Phone        :
```

Rpr Dlr:USA 07192 - Anderson Ford Lincoln Ph#:402-458-9800
City: Lincoln State : Nebraska
Country: United States Region : Kansas City

Claim #/Date : [REDACTED] 03/23/2022

Specialist's
Name : PROXY CSPRXL6

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
10/05/2022		NHL	AID/INFO			USA 07192

--- S U P P L E M E N T A L S U R V E Y : NONE ---

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 10670	05/15/24	289617	21031	1	82		DELIVERY		
USA 10670	05/15/24	289617	21031	2	04				
USA 10670	07/09/24	291065	22964	1	04				
USA 10670	07/09/24	291065	22964	1	04				
USA 10670	07/09/24	291065	22964	2	82		DELIVERY		

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 06/14/2023

----- R E P O R T S U M M A R Y -----

VEHICLE: 2023 NAVIGATOR 4X4, RESERVE, MPV VIN: [REDACTED]
Engine : 3.5L V6 GTDI HIGH OUTPUT Odometer: 13,182 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2G 0 00 DRIVER AIDES & INFORMATION MOBILE INTERFACE
UNKNOWN (CODE NOT AVAILABLE) 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 -----

AUDIT 06/16/2023 08:32PM
SYNC: GEN4 MODEM: 4G
AUDIT 08/29/2023 08:30PM
ODOMETER 0008035 M CHANGED TO 0009046 M BY ORCAC
AUDIT 09/27/2023 08:30PM
ODOMETER 0009046 M CHANGED TO 0013182 M BY ORCAC
DEALER USA 02265 CHANGED TO USA 05619 BY ORCAC
OWNREL CLT SAYS: I was given this number from my RTL to call about a Lincoln Navigator that I have multiple problems with. The electronics are horrible the running boards shut themselves off the radio blares itself and my cruise control automatically shuts off. The auto start/stop doesn't work and the VEH shakes terribly. I've had 6 Lincolns before and this has never happened. They said they have to wait for engineering and they never said anything. I ordered a Lincoln in 2021 and the VEH came in and everything was wrong. I had to trade it in and I took a \$12,000 loss. I have a friend in Chapman who has the same VEH and it drives completely different. Tech and engineer were there last Thursday and I told them I wanted to be in the VEH. The engineer when I was there said he needed 10 minutes and they left and wouldn't take me with them for the test drive. The running boards stay out now. James is the manager and there is a technician named Tony. PER CLT RTL SAYS: N/ACSM Advised: Apologized, I will be happy to assist with this. Explained GFR and will contact RTL to obtain ROS and get this started as quickly as possible. Provided contact information and set F/U for Friday 6/16. Next Steps: Contact RTL & F/U with CLT Friday
OWNREL GFR Initial Intake Questions to Client: Where is the vehicle located? CLT Mileage of vehicle? 8010 Is the vehicle leased or purchased? Purchased Is client original owner? Yes 4.a) If no, date and mileage purchased? 4.b) Who was the vehicle purchased from? Matthews Ford Lincoln State where the vehicle was purchased? OH State where the vehicle is registered? OH Is the client in a loaner? NO Clients alleged number of repair attempts for the same non-conformity? 8 Alleged number of days out of service for warranty repairs? 20 -25 days All dealers where repair attempts have occurred? Matthews Ford Lincoln

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 06/14/2023

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT

OWNREL CSM Jamie X 77211 OBC TO RTL ||4196264721Spoke to:James, SM. He will

OWNREL CSM Jamie X 77211 OBC TO RTL ||4196264721Spoke to:James, SM. He will have ROs sent over any minute now. Thanks and wished a great day,Next Steps:Complete GFR and Contact CLT by EOB Friday;

OWNREL ****RO ATTACHED CSM Jamie X 77211 IBE FROM RTL || james.howard@methewsfo ord.comAttached requested repair orders.James Howarundefinedd, Service ManagerMathews Ford Lincoln610 E. Perkins ave, Sandusky, Oh 44870Phone: 419-609-2142Email: james.howard@mathewsfo ord.comNext Steps:Complete GFR

OWNREL CSM Jamie X 77211 OBC TO RTL ||4196264721Spoke to:LVM for James stating I am calling to verify information on ROs. Left contact info and asked for a call back asap.<div style="color:#000000; font-family: Segoe UI , Helvetica Neue ,sans-serif; font-size:12px; font-style:normal; font-variant-caps:norm mal; font-weight:400; letter-spacing:normal; ; text-align:start; text-decoration-color: :initial; text-decoration-style: :initial; text-decoration-thickn ness:

OWNREL CSM Nicholas ext77761 ASSISTING IBC From rtl4196092142CSM Jamie unavailable, would like to confirm the days down for the vehicle as the AWS and RO information is not the same. SM Confirmed 14 days down for the Ro.next steps: notify CSM managing case

OWNREL RO 2

OWNREL RO 3

OWNREL RO 4

OWNREL COM Anthony- COM reviewed case. At this time COM does not recommend replacement. GFR Not Approved

OWNREL CSM Jamie X 77211 OBC TO CLT ||[REDACTED] Spoke to[REDACTED]. CLT is extremely upset. He says he is stuck with a lemon and "I have him by the short hairs" so he might as well make an appointment and work with the RTL if he is going to be stuck with it either way. Advised I will contact him by EOB tomorrow to make sure appointment has been made and will work closely with the RTL to make sure this is repaired to this satisfaction.Next Steps:Contact CLT by EOB for appointment

OWNREL CSM Jamie X 77211 OBC TO CLT ||[REDACTED] Spoke to:LVM for CLT stating I am calling to see whether he was able to get an appointment made with his RTL. Left contact info and will call back monday if CLT wants further assistance.<div style="color:#000000; font-family: Segoe UI , Helvetica Neue ,sans-serif; font-size:12px; font-style:normal; font-variant-caps:norm mal; font-weight:400; letter-spacing:normal; ; text-align:start; text-decoration-color: :initial;

OWNREL CSM Jamie X 77211 OBC TO CLT [REDACTED] Spoke to:LVM for CLT stating I am calling to F/U regarding his appointment.Left contact info and will speak with CLT tomorrow.<div style="color:#000000; font-family: Segoe UI , Helvetica Neue ,sans-serif; font-size:12px; font-style:normal; font-variant-caps:norm mal; font-weight:400; letter-spacing:normal; ; text-align:start; text-decoration-color: :initial; text-decoration-style: :initial; text-decoration-thickn ne

OWNREL (Dorothy) - EXT (77513)Assisting CSM Jamie| IBC from CLT [REDACTED] SPOKE TO: CLT was returning call he received yesterday. Csm offered to transfer CLT to CSM mailbox. Clt agreed but mailbox was

CQIS Report Number: [REDACTED] Program Type: C1
 Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
 Report Date: 06/14/2023

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

full. CSM offered to help. Clt would prefer to to talk to his case

full. CSM offered to help. Clt would prefer to to talk to his case manager. Csm offered to let his case manger know that he called and would like a call back. CLT agreed. NEXT STEPS: email CSM

OWNREL CSM Jamie X 77211 OBC TO CLT || [REDACTED] LVM for CLT stating I am calling to see whether he has made an appointment for his VEH repair. Left contact info and will F/U tomorrow. Next Steps: <div style="color:#000000; font-family: Segoe UI, Helvetica Neue, sans-serif; font-size:12px; font-style:normal; font-variant-caps:normal; font-weight:400; letter-spacing:normal; ; text-align:start; text-decoration-color: :initial; text-decoration-style: :initial; text-decor

OWNREL CSM Jamie X 77211 OBC TO CLT || [REDACTED] Spoke to:LVM stating I am calling to see whether apointment for repair has been made yet. Left contact info and will F/U on Friday if I dont hear back. <div style="color:#000000; font-family: Segoe UI, Helvetica Neue, sans-serif; font-size:12px; font-style:normal; font-variant-caps:normal; font-weight:400; letter-spacing:normal; ; text-align:start; text-decoration-color: :initial; text-decoration-style: :init

OWNREL CSM Jamie X 77211 OBC TO CLT || [REDACTED] Spoke to:Craig. Appointment has not yet been made. Contacted RTL. Reception had to ask SM if they could take in VEH because CLT has cussed out everyone at RTL. They agreed to PUDL with Loaner for July 5th 9:30. VEH will be picked up from CLT office. <div style="color:#000000; font-family: Segoe UI, Helvetica Neue, sans-serif; font-size:12px; font-style:normal; font-variant-caps:normal; font-weight:400; lett

OWNREL CSM Jamie X 77211 OBC TO CLT || [REDACTED] Spoke to:Craig. The RTL disagrees with me but theyre full of crap. 2x the running boards have turned themselves off. Windows go up and down by them selves. I heard a ding while driving and the VEH cruise control stops. 2x at stoplight the VEH shut it self off and I had to re-start the VEH. <div style="color:#000000; font-family: Segoe UI, Helvetica Neue, sans-serif; font-size:12px; font-style:normal; font

OWNREL CSM Jamie X 77211 OBC TO RTL || 4196264721 Spoke to:Riley. Chelsea is not avail. Waited on hold. Spoke with Che4lsea. RTL has already started a hotline case. CLT has ben very difficult with RTL during these repairs. <div style="color:#000000; font-family: Segoe UI, Helvetica Neue, sans-serif; font-size:12px; font-style:normal; font-variant-caps:normal; font-weight:400; letter-spacing:normal; ; text-align:start; text-decoration-color: :initial; text-dec

OWNREL CSM Jamie X 77211 OBC TO CLT || [REDACTED] Spoke to:LVM stating I am calling to F/U regarding case. RTL had opened 4 separate hotline cases for each issue on his VEH as soon as it arrived in the shop. I will be planning to F/U on the 11th to give some time for a response on these cases. I will be leaving the office early tomorrow and 000 for the weekend. Left contact information. <div style="color:#000000; font-family: Segoe UI, Helvetica Neue, sans-seri

OWNREL CSM Jamie X 77211 OBC TO RTL || 4196264721 Spoke to:Michael. RTL has another Navigator that they are comparing the VEH to. They will be calling [REDACTED] later on in the day with an update. <div

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 06/14/2023

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

style="color:#000000; font-family: Segoe UI , Helvetica Neue

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, sans-serif; font-size:12px; font-style:normal; font-variant-caps:norm
mal; font-weight:400; letter-spacing:normal; ; text-align:start;
text-decoration-color: :initial; text-decoration-style: :initial; tex

OWNREL CSM Jamie X 77211 OBC TO RTL ||4196264721Spoke to:Jake. Service dept
lost an advisor earlier in the day. They have been slammed. Left
contact info with Jake and that I am calling for Chelsea regarding Mr.
[REDACTED].<div style="color:#000000; font-family: Segoe UI , Helvetica
Neue , sans-serif; font-size:12px; font-style:normal;
font-variant-caps:norm mal; font-weight:400; letter-spacing:normal; ;
text-align:start; text-decoration-color: :initial; text-decor

OWNREL CSM Jamie X 77211 OBC TO CLT ||[REDACTED] Spoke to:LVM for CLT stating
I am calling to speak about VEH repairs. RTL said they would be giving
CLT a call this evening.<div style="color:#000000; font-family: Segoe
UI , Helvetica Neue , sans-serif; font-size:12px; font-style:normal;
font-variant-caps:norm mal; font-weight:400; letter-spacing:normal; ;
text-align:start; text-decoration-color: :initial;
text-decoration-style: :initial; text-decoration-thickn ness

OWNREL CSM Jamie X 77211 OBC TO RTL ||4196264721Spoke to:LVM for Chelsea
stating I am calling for an update on [REDACTED] VEH. left contact
info and asked for a call back asap.<div style="color:#000000;
font-family: Segoe UI , Helvetica Neue , sans-serif; font-size:12px;
font-style:normal; font-variant-caps:norm mal; font-weight:400;
letter-spacing:normal; ; text-align:start; text-decoration-color:
:initial; text-decoration-style: :initial; text-decoratio

OWNREL CSM Jamie X 77211 OBC TO CLT ||[REDACTED] Spoke to:LVM for [REDACTED]
stating I am calling to F/U regarding VEH repair and what he spoke
with RTL about. Left contact information and advised if I dont hear
back this evening I will contact CLT tomorrow.<div
style="color:#000000; font-family: Segoe UI , Helvetica Neue
, sans-serif; font-size:12px; font-style:normal; font-variant-caps:norm
mal; font-weight:400; letter-spacing:normal; ; text-align:start; te

OWNREL CSM Laura EXT 77953 IBC from Rtl4196264721ASSISTING G CSM Jamie
77211SPOKE TO Chelsea, Re: [REDACTED] they put the original tires
back on they are on the borderline of being in spec, she has to repl
that one tire, FSE is involved. She will file thru warranty to get the
tire replaced. Just wanted to update CSM Jamie, I adv I will let her
know.Clt ph [REDACTED] NEXT STEPS EMAIL CSM

OWNREL CSM Jamie X 77211 OBC TO RTL ||4196264721Spoke to:Chelsea. Just got
off the phone with FSE. They discussed replacing another tire. They
did adjustments to the machine. They force balanced the tires and one
of them is still putting off a little bit of vibration. Everything
else is in spec. I think that this tire replacement it going to make
this issue alot better.<div style="color:#000000; font-family: Segoe
UI , Helvetica Neue , sans-serif; font-s

OWNREL CSM Jamie X 77211 OBC TO CLT ||[REDACTED] Spoke to [REDACTED]. CLT says that
RTL has replaced tires 3 different times. Advised that this is why
they had the adjustments made to the balancing machine. It was not
reading them correctly.<div style="color:#000000; font-family: Segoe

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 06/14/2023

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

UI , Helvetica Neue ,sans-serif; font-size:12px; font-style:normal;

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font-variant-caps:norm mal; font-weight:400; letter-spacing:normal; ;
text-align:start; text-decoration-color: :in

OWNREL IBC from Cust about Chelsea from Matthew ford looking to speak with
case manager. Vin: [REDACTED] Ext: 77211Action: Agent provided
number to Lincoln CRC then warm transferred. Linda Isabella Longoria-
SkaggsShe<span style="font-family:&qu uo

OWNREL CSM Linda Silva extension 77509 | IBC from retailer | 4196264721SPOKE
TO: Chelsea from rtl calling in to leave a msg for CSM and adv that
FSE will be there tomorrow to do a final drive on vibration and WILL
BE ARRIVING IN the morning, concern should all be put to rest
hopefully tomorrow says Chelsea, from rtl.NEXT STEPS:update csm Jamie

OWNREL CSM Christine Moreton ext. 77972 ASSISTINGOBC to CLT at [REDACTED];
spoke with Mr. [REDACTED].CSM advised that his vehicle vibration
concern has been escalated to the Field and an FSE is coming out to
the DLR tomorrow 7/18 to help the dealer in getting the vehicle fixed.
CLT understood.CLT states the vehicle also has other issues too :1.
cruise control turns off on its own for no reason2. driver side window
has a bounce back concern3. radio volume will rise on its own4.
Running boards wont deploy even though they had the feature turned on;
they will check the settings and it will show that the feature is
turned off and sometimes at night when the vehicle off, he will hear
the running boards deploying and retracting all on their own.CSM
advised that CSM Jamie will follow up with him again tomorrow 7/18 ;
CLT understood.next steps : CSM Jaime to call RTL and CLT tomorrow
7/18

OWNREL CSM Amber Vonstockhausen x77773 | OBC to retailer | |
ph:4196264721SPOKE TO: SACHelsea, FSE did come and drive the vehicle
and at this time a test was ran on the vehicle for the vibration, no
vibration was found that is outside ofspecification (0.014G)Did know
about the clients other concerns and went through them with CSM-
Unable to duplicate concern with cruise control, no fault codes found.
Explained as a undesirablecharacteris stic of the vehicleCSM looking
for update on the vehicle, thanked for all the information on the
vehicle and asked for it to be sent to csm email for documentation and
when we discuss with client. Provided emailNEXT STEPS: client contact

OWNREL CSM Amber Vonstockhausen x77773 | OBC to client | ph:[REDACTED] SPOKE
TO: CLT not surprised about the vibration in the vehicle and okay with
a follow up on Thursday with case manager and wanting to know about
the other concerns he has had with the vehicleCSM advised that dealer
has run test on the vibration and no abnormal vibration is present,
will set follow up for Jamie on 7/20/23NEXT STEPS: update case csm

OWNREL Obcto dlr: 4196264721SPOKE TO: RepCsm calling for update on repair.
abnormal vibrations , cruise control. Sa advised took clt back veh
today, corrected vibrations, ccsms was below, window is undesirable
characteristics and sync system should be an update coming for it
soon. Csm thanked saNEXT STEP:Update clt

OWNREL Obc to clt: [REDACTED] SPOKE TO: [REDACTED] Csm called advising Im assisting
Csm Jamie who is 0010 today. I see a f/u set and wanted to reach out

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 06/14/2023

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
to check in I was advised you got your veh back today. Clt states yes
to check in I was advised you got your veh back today. Clt states yes
we got it today. Csm advised clt I will set a f/u for Tuesday to check
in and see how everything is going, please dont hesitate to give
either of us a call if you have additional questions/concerns prior to
then.NEXT STEP:Clt satisfied w/repair. Offer GWG
OWNREL ****ASSISTING**** |OBC TO CLIENT|[REDACTED] CSM lvm for CLT wanting to
know how service went? CSM also adv that that the CSM Jamie will be
offering a GWG but CSM seen that CLT has a PMP/PCP EXT. CSM wasnt sure
if a partial vp maybe can be offered? NEXT STEPS: Update case/Email
CSM.
OWNREL CSM Farrah x76240 OBC to CLT @ [REDACTED] Spoke to: VMI left a vm
advising CLT to give me a call at his earliest convenience so we can
discuss a gwg and I also want to verify the satisfaction of repairs
made to his vehicle. Advised CLT I will follow up with him on Friday
for more information Next step: follow up 7/28 for satisfaction of
repairs to vehicle sna gwg
OWNREL CSM Farrah x76240 OBC to CLT @ [REDACTED] Spoke to: [REDACTED] called
to verify satisfaction of repairs and to offer a gwg of a partial
vehicle payment. CLT accepted. Advised he has to send me a copy of his
invoice or monthly payment statement. Not satisfied with repairs, said
when he hits break it shuts off and it never came back on. Operating
as it should, when up to 70-80 mph it shakes. Says everything works
but the running boards. Passenger seat massage not working. I advised
CLT that I apologize for his troubles and asked what would make him
happy. Next step: wait for invoice in email, follow up with CLT about
gwg of vehicle payment 8/4
OWNREL COM Anthony- COM approves \$1000 towards veh pymt as GWG...No other
assistance approved.
OWNREL CSM Farrah x76240 OBC to CLT @ [REDACTED] Spoke to: vmI called CLT to
offer him a VP of \$1000. I advised him to call me back on whether he
is willing to accept the payment. I will follow up with CLT Monday if
I dont hear from hm today. Next step: follow up 8/7 for vehicle
payment offer
OWNREL Morley Case #: 871391 Primary Reason for Reimbursement Offer(s):
Partial Vehicle Payment/Good Will Gesture GCCT Case #:
[REDACTED]: 98 Customer Information Name: [REDACTED]
[REDACTED] Mailing Address: [REDACTED] Is the customer a Citizen of
India: NO VIN: [REDACTED] Reimbursement Information
Consequential Expenses = n/a Amount: n/a Vehicle Payment
Reimbursement: Y Amount: \$1000.00 Rental Reimbursement: n/a Amount:
n/a Reason for Customer Reimbursement: VEHFAY Causal Part Number: N/A
Amount: n/a
OWNREL CSM david ***assisting CSM Farrah***outbound call to CLTSpoke to: Mr.
[REDACTED] CSM advised CLT that once information has processed for his
partial vehicle payment, he will be receiving a code in his email for
the card activation, also advised CLT that if he had any other
questions to reach out to CRC.Next steps: Follow up Friday 8/11/23
OWNREL COMAnthony- Morley Ford Cash Settlement/Debit Card Case
TransmissionCASE NUMBER: [REDACTED] transmitted

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 06/14/2023

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
OWNREL CSM Farrah x76240 OBE to CLT @ [REDACTED] .COMDear Mr.
OWNREL CSM Farrah x76240 OBE to CLT @ [REDACTED] .COMDear Mr.
[REDACTED], In reference to Case No. [REDACTED] The e final
information has been submitted through the system, and your payment
has been confirmed. Once it shows as confirmed, it typically takes
7-15 business days for the debit card to mail out to you. Please note
that it will come in a plain envelope that will have no logos and will
likely be sent from Nevada. We advise not to throw away any mail until
you confirm that you have received the card. Once the debit card
arrives, there will be a packet that comes with the card to explain
benefits and activation. The packet will contain steps needed to
activate the card, and the link to the Comerica Activation website. To
activate the card, you will need the last 4 digits of the numeric
section of your case number, as well as the first three letters of
your last name. As your case number is [REDACTED], your
activation PIN will be 0361. Please reach out with any other questions
or concerns. Next step: keep follow up
OWNREL CSM Farrah x76240 OBC to CLT @ [REDACTED] Spoke to: vmI called to ask
CLT if he received his debit card yet but there was no answer. I
advised CLT he can send me a message to let me know. I advised him I
will follow up with him Wednesday for an update. Next step: follow up
8/22 to see if CLT received his debit card
OWNREL CSM Farrah x76240 IBE from CLT @ [REDACTED] .COM"I received
my debit card yesterday. I am still having on going issues with the
electronics. ie. running board auto option shutting off. have to start
engine and reset the auto option. Cruise control shots off while
driving. Driver side window does not go up automatically. I have to
hold on to lever to make it go up. then every once in a while when it
goes up...it automatically goes back down. Please advise my next step
to correct these issues. [REDACTED] "Next steep: follow up 8/23 with
CLT to advise what to do with vehicle
OWNREL CSM Farrah x76240 OBC to CLT @ [REDACTED] Spoke to: Mr. [REDACTED] I called
CLT to inquire about vehicle and where it is. CLT advised the RTL at
Sandusky advised CLT not to return. I asked CLT if he is ok with
taking his vehicle to a different RTL and he advised he is. I asked
CLT if I could find him a RTL and he stated he has a Ford RTL in mind
where his friend works and he has good repour with them and will
schedule it there. I advised CLT to set appointment and give me a call
on the date and I will follow up with both him and the RTL Friday. Next
step: follow up with CLT and RTL 9/1
OWNREL CSM Farrah x76240 IBE from CLT @ [REDACTED] CLT SAYS:
"Good morning The technician from Baumann Ford is going to be calling
me next week to set up an appointment to review all issues with my
navigator. i will be in touch when that appointment is set
up. Thanks [REDACTED] "Next step: follow up with CLT 9/6
OWNREL CSM Farrah x76240 OBC to RTL @ 4196984444 Spoke to: SA Brian Still
diagnosing vehicle and not sure as to when it will be done. I advised
RTL I will follow up with him on Monday. Next step: send SMS to CLT and
advise of follow up on 9/25

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
Report Date: 06/14/2023

----- CONCERN DETAILS -----

----- DIAGNOSTIC INFORMATION -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- SERVICE ACTIONS -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- VEHICLE DETAILS -----

Vehicle Build Date: 12/12/2022 Warranty Start Date: 01/12/2023
Date of Sale: 01/12/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 765 LBS
LH/RH Drive:

Engine: 3.5L V6 GTDI HIGH OUTPUT Tag: NL 3E MA
Bld Dt: Calb: PTB9BMN A
Serial #: [REDACTED]

----- TRANSMISSION -----

Trans: 10 SPD AUTO 10R80 Part #:
Bld Dt:
Serial #: [REDACTED]

Model: Shift:

----- ADDITIONAL -----
Tire : P285/45R22 110H A/S BSW H-RTD Brand : GENERAL TIRE VENDOR
Radio : A/C : AC M-????????????????????
Paint : PN4-???????????????????????????????????? AGATE BLACK METALLIC

----- AFTER MARKET MODIFICATIONS -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Rpr Dlr:USA 05619 - Baumann Ford Oregon, LLC Ph#:419-698-4444
City: Oregon State : Ohio
Country: United States Region : Detroit

----- CQIS VIN HISTORY -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
01/05/2023	[REDACTED]	CREDSR	COMF/ENT	ADJUSTER ASY - SEAT BACK	USA 02265
05/01/2023	[REDACTED]	NHL	FT/FN/BD		USA 02265
06/08/2023	[REDACTED]	FCSDFS	ST/RN/MV		USA 02265
07/06/2023	[REDACTED]	NHL	COMF/ENT		USA 02265

CQIS Report Number: [REDACTED] Program Type: C1
 Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: [REDACTED]
 Report Date: 06/14/2023

----- C Q I S V I N H I S T O R Y -----

Date	Report #	Type	Symp	Cat	Causal Part Description	Dealer Id
07/06/2023	[REDACTED]	NHL			LT/GL/VI	USA 02265
07/06/2023	[REDACTED]	NHL			AID/INFO	USA 02265
07/06/2023	[REDACTED]	NHL			ST/RN/MV	USA 02265

--- S U P P L E M E N T A L S U R V E Y : NONE ---

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 05619	08/31/23	054926	11999	1	82	AA5	[REDACTED]	A	[REDACTED]
USA 05619	08/31/23	054926	11999	1	82	X	[REDACTED]	BSP	[REDACTED]
USA 05619	08/31/23	054926	11999	1	82		[REDACTED]		[REDACTED]
USA 05619	12/14/23	057400	18603	1	82	AA5	[REDACTED]	A	[REDACTED]
USA 05619	12/14/23	057400	18603	1	82	X	[REDACTED]	BSP	[REDACTED]
USA 05619	12/14/23	057400	18603	1	82	ML3	[REDACTED]	A	[REDACTED]
USA 05619	12/14/23	057400	18603	1	82	JL1	[REDACTED]	AA	[REDACTED]
USA 05619	12/14/23	057400	18603	1	82		[REDACTED]		[REDACTED]
USA 05619	03/22/24	59670	25073	1	82		[REDACTED]		[REDACTED]
USA 05619	03/22/24	59670	25073	1	82	AA5	[REDACTED]	A	[REDACTED]
USA 05619	03/22/24	59670	25073	1	82	X	[REDACTED]	BSP	[REDACTED]
USA 05619	07/25/24	062705	31641	1	82	AA5	[REDACTED]	A	[REDACTED]
USA 05619	07/25/24	062705	31641	1	82	X	[REDACTED]	BSP	[REDACTED]
USA 05619	07/25/24	062705	31641	1	82		[REDACTED]		[REDACTED]
USA 05679	03/22/24	59670	25073	1	82	AA5	[REDACTED]	A	[REDACTED]
USA 05679	03/22/24	59670	25073	1	82	X	[REDACTED]	BSP	[REDACTED]
USA 05679	03/22/24	59670	25073	1	82		[REDACTED]		[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/20/2023

----- R E P O R T S U M M A R Y -----

VEHICLE: 2022 CORSAIR, AWD, RESERVE, CUV VIN [REDACTED]
Engine : 2.3L 4V TIVCT DI TC 270 HP GAS Odometer: 27,619 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 28 Z 00 DRIVER AIDES & INFORMATION INSTRUMENTATION/DISPLAY
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: HUD concern
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER 10/20/2023 12:24PM JAMES MICHNYA(FSE) MSS - FCSD - GREAT LAKE REGION
Web Form Data(120216803) Description of Vehicle Concern: Customer
states that the HUD display is not aligned properly. Please list any
diagnostics already performed: Performed self test, no DTCs retrieved.
Performed Head Up Display (HUD) Module Calibration. Parts Replaced:
None Your Question: The HUD looks like it is in the proper position,
and I am able to adjust up and down. The customer states that ever
since the IPMA module was worked on, the HUD doesnt look the same,
which one has nothing to do with the other, but he states that he was
an engineer at Ford and knows everything. I cant compare to a like
vehicle because we currently dont have another Corsair with HUD on the
lot or in service. The customer is 64 and is adamant that the system
is not working correctly. He request FSE involvement.
RECOMM 10/20/2023 12:24PM JAMES MICHNYA(FSE) MSS - FCSD - GREAT LAKE REGION
The process is not for customers to request FSE for involvement. It
appears however, from your observations, there is no concern present
at this time. Until we can find another to compare, we really can not
proceed. What does he think has changed in regards to the HUD
performance? out of focus, dimness? We need to know exactly what his
complaint is with the HUD performance, we need more detail. Can the
customer accept this situation (no others to compare with), and return
again after you do eventually have another to compare with? If you
think they are similar, after that, ideally, it would be best for the
customer to also evaluate the like unit for his comparison. Maybe try
to find someone in the shop of the same height as this customer to
evaluate for you and he can adjust to his height. I hope this helps.
James
AUDIT 10/20/2023 08:31PM
SYNC: GEN3 MODEM: 4G

----- 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: 10/20/2023

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
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: 04/27/2022 Warranty Start Date: 05/24/2022
Date of Sale: 05/24/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 494 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 2.3L 4V TIVCT DI TC 270 HP GAS Tag: KJ 7E SA
Bld Dt: Calb: NCTFN3N A
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----
Trans: 8 SPEED AUTO 8F40 Part #:
Bld Dt:
Serial #: [REDACTED]

Model: Shft:
----- A D D I T I O N A L -----
Tire : 245/45R20 99V 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

----- 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 : LOUIS BARTAL Title: SHOP FOREMAN
Phone :
LOUIS BARTAL
Rpr Dlr:USA 10183 - Sesi Motors Ph#:7346686100
City: Ann Arbor State : Michigan
Country: United States Region : Detroit

Claim #/Date : [REDACTED] 10/19/2023

Specialist's
Name : JAMES MICHNYA (FSE)

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/20/2023

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
05/22/2023	[REDACTED]	NHL	AID/INFO		USA 10183
05/26/2023	[REDACTED]	CACVOC	AID/INFO		USA 10183

--- 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 10183	10/17/23	232225	27618	1	82	BE8	[REDACTED]	AB	[REDACTED]
USA 10183	10/17/23	232225	27618	1	82	X	[REDACTED]	BSP	[REDACTED]
USA 10183	10/17/23	232225	27618	1	82		[REDACTED]		[REDACTED]
USA 10183	10/17/23	232225	27618	2	82		[REDACTED]		[REDACTED]
USA 10183	10/19/23	232338	27619	1	42	LJ7	[REDACTED]	D	[REDACTED]
USA 10183	10/19/23	232338	27619	1	42		[REDACTED]		[REDACTED]
USA 10183	10/19/23	232338	27619	1	42		[REDACTED]		[REDACTED]
USA 10183	10/19/23	232338	27619	2	82		[REDACTED]		[REDACTED]
USA 10183	06/05/24	240474	35014	1		LJ7	[REDACTED]	K	[REDACTED]
USA 10183	06/05/24	240474	35014	1			[REDACTED]		[REDACTED]
USA 10183	06/05/24	240474	35014	2	82	BE8	[REDACTED]	AB	[REDACTED]
USA 10183	06/05/24	240474	35014	2	82	X	[REDACTED]	BSP	[REDACTED]
USA 10183	06/05/24	240474	35014	2	82		[REDACTED]		[REDACTED]
USA 10183	06/05/24	240474	35014	3	42	LJ7	[REDACTED]	DW	[REDACTED]
USA 10183	06/05/24	240474	35014	4	82		[REDACTED]		[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/24/2020

----- R E P O R T S U M M A R Y -----

VEHICLE: 2020 AVIATOR, BL AWD , 4 DOOR , MPV VIN [REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 207 MILES
Operating Environ: WCC
Vehicle Use : Rsp. Act:

SYMPTOM: 2 22 2 32 DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE GAINS SPEED

Additional Symptom: speed controll adds speed
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?: YES Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- -- COMMENT TEXT --
CONCER 03/24/2020 10:46AM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Web Form Data(117161486) Description of Vehicle Concern: CLIENT STATES
WHILE USING CRUISE CONTROL THE SET SPEED WILL CHANGE ON IT OWN -
CLIENT SETS CRUISE CONTROL FOR 45 MPH THEN WILL CHANGE TO 62 MPH AND
VEHICLE WILL START TO ACCELERATE ON ITS OWN - CHECK AND ADVISE Please
list any diagnostics already performed: CCM self test No codes Parts
Replaced: none Your Question: Verified concern while driving at 45 the
speed went to 62 while driving at 35 the speed jump to 72. There
doesnt seem to be any set ways for the speed control to change I hat
it go from 45 to 55 also. What PPT should I look at for this concern .
RECOMM 03/24/2020 10:46AM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER
Hello Terry, Looking at the Aviator s window sticker it is seen that
this vehicle has speed sign recognition. From WSM section 419-03B >
Description and Operation > System Operation and component
description, this system can adjust the Aviator s speed based on the
speed seen and the customers applied bias. This bias is set by
pressing the boxed car icon near the 360 camera button. Intelligent
adaptive cruise control is described on page 269 of the owner s manual
(v3) page 269 and on page 298. This portion of the cruise control can
also be disabled. Reading the description of the customer concern that
the vehicles adding speed, it sounds like this bias may be maxed out
to the positive. It can also be set in the negative. For example, if
the current speed is 35 it can be set for 1 over or 1 under. So the
car may adjust its speed to 34 MPH, or 36 MPH. This bias can be
increase over 10 MPH so it may increase to the 60 or 70 MPH that you
are describing. To verify the IPMA is registering the correct speed,
you will want to pass a speed limit sign and verify the cluster shown
the correct speed limit. If you pass a 35 MPH speed limit sign, but
the car sees a speed limit greater than this, if the windshield in
not dirty or obstructed where the IPMA looks through, a fault with the
IPMA is suspected. If the speed sign is recognized properly, a setting
is suspected to be the reason the car is adding exponential speed when
cruise control is used.
CONCER 03/24/2020 11:55AM GTCGCQSP

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/24/2020

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT -----

Reset the customers settings

Reset the customers settings

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing: MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	COMMENT	SERVICE	TECH COMMENTS	

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 02/29/2020 Warranty Start Date: 03/17/2020
Date of Sale: 03/17/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 11624
Dealer Special Order: Gross Vehicle Weight: 653 LBS
LH/RH Drive:

Engine: 3.0L GTDI TC V6 GAS - - - E N G I N E - - -
Bld Dt: Calb: LCTVYXN A Tag: BC A3G F9
Serial #: [REDACTED]

Trans: 10 SPD AUTO 10R60 - - - T R A N S M I S S I O N - - -
Bld Dt: Part #:
Serial #: [REDACTED]

Model: Shift:

Tire : 275/40R22 107W TIRE - - - A D D I T I O N A L - - -
Radio : Brand :
Paint : PN4-?? A/C : AC T-??
ICONIC SILVER/SILVER RADIANCE

----- A F T E R M A R K E T M O D I F I C A T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Orig/Caller : TERRY COSTA Title: TECHNICIAN
Phone :
Rpr Dlr:USA [REDACTED] - Germain Lincoln Ph#:239-597-6011

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/24/2020

City: Naples State : Florida
 Country: United States Region : Orlando

Claim #/Date : [REDACTED] 03/24/2020

Specialist's
 Name : JOHNATH WILKIN PHANEUF

----- 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 10712	02/15/24	528389	27970	1	42	LC5	[REDACTED]	BA	[REDACTED]
USA 10712	02/15/24	528389	27970	1	42				[REDACTED]
USA 10712	02/15/24	528389	27970	1	42				[REDACTED]
USA 10712	02/15/24	528389	27970	1	42				[REDACTED]
USA 10712	02/15/24	528389	27970	2	82				[REDACTED]
USA 10712	04/11/24	529982	29778	1		JL7	DELIVERY	F	[REDACTED]
USA 10712	04/11/24	529982	29778	1		3M5	[REDACTED]	A	[REDACTED]